

## 2012 Request for Proposal – Older Americans Act Title IIIB & IIIC Services

### Bidders Conference

#### Questions and Answers

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<b>Question:</b>	Regarding the (3) year quote, does that mean the net rate?
<b>Answer:</b>	Yes, your (3) quote is your contracted rate and not what it costs your organization.
<b>Question:</b>	Regarding the category of “Operating Funds”, if an agency wanted to bid on two distinct services, would we need to show sufficient operating funds just once?
<b>Answer:</b>	No, for each proposal an agency is required to provide a “Certification of Availability of 30 Days Operating Funds”.
<b>Question:</b>	Regarding the Match form for “Donated Space”, could you clarify how this is calculated?
<b>Answer:</b>	Match Forms indicating “Donated Space” must be based on the Square Footage and must include personnel working with the program utilizing the space. The Donated Space must be associated with the Program being bid for.
<b>Question:</b>	Could you show us were to find unallowable expenses?
<b>Answer:</b>	Unallowable expenses may be found on the Links: <a href="http://www.whitehouse.gov/omb/circulars_a087_2004">http://www.whitehouse.gov/omb/circulars_a087_2004</a> <a href="http://www.whitehouse.gov/omb/circulars_a122_2004/">http://www.whitehouse.gov/omb/circulars_a122_2004/</a>
<b>Question:</b>	Regarding the Certificate of Insurance, do you want us to name you and show proof or is it accumulative?
<b>Answer:</b>	At a minimum your agency will need to ensure that you are covered with Workers Compensation, Liability Insurance, employee bonding, and directors’ and officers’ liability insurance.
<b>Question:</b>	Regarding “Targeting”, please clarify why we are currently targeting minority individuals specifically, when page 5, 17, and 23 states only “Low-Income Minority” individuals?
<b>Answer:</b>	The Older Americans Act is clear regarding the concept of targeting “Low-Income Minority” individuals. The AAAPP requires contracted providers to target and prioritize “minority” individuals specifically regardless of income because of the OAA language indicating, “Individuals with the Greatest Social Need”. Individuals with the Greatest Social Need include those individuals who may experience social isolation due to “Racial or Ethnic” Status. Therefore, proposals will need to include how they will target and prioritize low-income minority individuals as well as minority individuals in addition to all other OAA Targeting categories.

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**Question:** In reference to Page 58, Section C., please provide clarification with regard to home delivered meals that details temperature specifications. The manual refers to monthly and at delivery. The DOEA Handbook (Appendix A. Page 193) temperature checks should be done on random and rotating basis. Currently this agency is doing this action quarterly. It is confusing that it states they should be documented at delivery.

**Answer:** Temperature checks for all hot and cold foods should be performed monthly and on a random and rotating basis. This AAAPP receives quarterly reports, which include documentation supporting that the provider is compliant with this standard. Because the report to the AAAPP is submitted quarterly, documentation within that report should include that temperature checks are performed monthly and also include HDM Packing Temperatures, First Stop Temperatures, and Last Stop Temperatures.

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**Question:** Is there differences with rural between Pinellas and Pasco County?

**Answer:** Yes. Please use the Summary Plan document to assist you with demographics for each county.

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**Question:** Please tell us when the last Needs Assessment was performed by DOEA for Pasco County?

**Answer:** Within the DOEA Master Plan on Aging, covering 2007-2009, Appendix A is devoted to a State of Florida Needs Assessment. The entire document may be found at: [http://elderaffairs.state.fl.us/english/pubs\\_pubs\\_masterplan.php](http://elderaffairs.state.fl.us/english/pubs_pubs_masterplan.php) Additionally, specific information may be found relative to individual counties within the DOEA State Plan covering 2009-2011 at: <http://elderaffairs.state.fl.us/english/stateplan.php>

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**Question:** If an agency is only monitored by the AAAPP and no other funding source how can they submit (2) monitoring reports not related to the AAAPP?

**Answer:** Note should be made to this point as the requirement is to survey other reports covering fiscal and programmatic integrity.

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**Question:** Regarding the "Specific Service Activities" section located on page 24, if we have acknowledged certain information in previous sections can we simply refer the AAAPP to "See other sections"?

**Answer:** The "Specific Service Activities" section located on page 24 is a required section that must be completed comprehensively. In our experience, we find this section holds most of the detail regarding the inception of the service to the conclusion of the service related to the client.

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**Question:** Please clarify client confidentiality, HIPAA, and the HITECH ACT?

**Answer:** Your proposal will need to demonstrate how your agency will preserve client confidentiality as well as how you will be compliant with HIPAA and the HITECH

laws. This includes all hard copy paperwork and electronic retention and transmissions of client information.

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**Question:** How does a numerical denotation fit into prioritization?

**Answer:** An agency's proposed prioritization tool relates to whether the service is a registered service or an unregistered service. Registered services have a responsibility to input client information in to the CIRTS database as well as billing. Unregistered services are only required to utilize CIRTS for billing purposes.

Prioritization tools are used to manage waitlists and generally use numeric values to prioritize individuals. If the service you are applying for is a registered services and has a responsibility to perform a DOEA 701 type assessment, than the number generated by the assessment should be utilized as part of your prioritization instrument in addition to the other factors you use for management. If the service you are applying for is an unregistered service, no DOEA 701 type assessment is required. Therefore, your prioritization tool will only need to be comprised of the other factors inherent to the service you are applying for.

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**Question:** May we use different fonts than what is supplied in the WORD document, Service Provider Application?

**Answer:** You may use other fonts to highlight your information however it must be legible and functional.

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**Question:** Does Match apply to both OAA and LSP?

**Answer:** No. Match requirements only apply to Older Americans Act (OAA) funding.

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**Question:** Please clarify how many copies are necessary for submission purposes and what is bound?

**Answer:** Four bids are necessary. One of which, must be the original, including all original signatures. Bound means contained in a (3) ring binder.

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**Question:** Regarding the Service Provider Information on page 22, if an agency wishes to apply for both counties, how should they denote this?

**Answer:** Funding allocations were approved already by the AAAPP Board of Directors per county. If an agency wishes to apply for both counties, they will need to submit one application per county. Further, the Service Provider Information on Page 22 should only indicate the county being applied for (Single County).

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**Question:** Our organization utilizes interns for the program. May we utilize them as volunteers under the Match requirements?

**Answer:** Yes and only if they are working with the service being applied for and they are not employed or being compensated for their responsibilities.

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**Question:** Should the provider submit a Disaster Plan and Continuity of Operations Plan (COOP) with the Service Provider Application?

**Answer:** No. The RFP details what will be necessary in your organizational Disaster Plan and COOP. Upon contract with a successful bidder, the contract will have an attestation statement indicating the sub-recipient does in fact have a current Disaster Plan and COOP. These plans will be required to be submitted within the first fiscal year.

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**Question:** Please point us in the right direction regarding information specific to Florida Statute and DOEA required Level II Background Screening.

**Answer:** Information regarding the Florida Statute may be found on page 25 of the Service Provider Application. Additional information specific to DOEA requirements may be found on the following link:  
<http://elderaffairs.state.fl.us/english/backgroundscreening.php>

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