

**2018 Community Care for the Elderly (CCE)
Request for Preproposal (RFP) Conference Questions and Answers**

Question:	Answer:
<p>1. The RFP discusses single source provisions. If an agency is the sole applicant for a particular county, when will they know this and does the entire service provider application still need to be completed? <i>(RFP, Page 38)</i></p>	<p>All applicants are required to submit a completed Service Provider Application with all documentation and attachments.</p> <p>The official Notice of Intent to Award for each county will be announced by formal written notice on April 27, 2018 at 4:00 p.m., as noted in the RFP timeline. This applies to all agencies, including sole bidders.</p>
<p>2. If an agency is the sole applicant for a particular county, does the fiscal contract module still need to be completed?</p>	<p>Yes. All components of the fiscal contract module must be completed.</p>
<p>3. The RFP discusses the requirement for bidders/Lead Agencies to have emergency plans for elderly persons who may not be current consumers, plans for dispatch to shelters and help at-risk consumers with special needs registration, after-hours coverage, meals after a disaster, staffing for Emergency Operations Centers. How do we fulfill all of these requirements? <i>(RFP, Page 23)</i></p>	<p>The Emergency Management and Preparedness section (Chapter 8) of the Florida Department of Elder Affairs (DOEA) Programs and Services Handbook outlines the required coordinated efforts of the Florida Department of Elder Affairs, the Area Agency on Aging For Southwest Florida, and Lead Agencies.</p> <p>While the magnitude of an event, manner of an emergency, and/or extent to which a situation affects everyday operations differ, resources of all of the above mentioned entities should be utilized in a coordinated effort to the fullest extent possible until completely exhausted.</p> <p>Only the Florida Department of Elder Affairs can make changes to the Programs and Services handbook.</p>
<p>4. Who will pay for non-DoEA disaster clients? Will there be funding set aside to pay for these requirements in the event of an emergency?</p>	<p>DOEA determines the funding for these types of emergencies.</p>
<p>5. The Service Provider Application states that job descriptions must include salary ranges, must be approved by the Board of Directors or other governing body, and must be submitted as part of the proposal. Does this apply to all bidders, or just new bidders?</p>	<p>This applies to new bidders only.</p>

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<p>6. Should the unit cost methodology (UCM) include all agency personnel, including individuals not working with DoEA funding?</p>	<p>Yes, the UCM includes all positions in the organization. Like positions can be grouped together with an indication of the number of full time employees. For county government lead agencies applicants, only those employees working in Senior Services or related divisions need to be included.</p>
<p>7. The RFP states that service data for the previous month should be entered into CIRTS by the 7th day of the following month. Agency billing is not due until the 10th day of the following month. Is the correct entry date the 7th or the 10th? <i>(RFP, Page 25)</i></p>	<p>The Area Agency on Aging for Southwest Florida requires that contractors enter data for the previous month's billing <i>no later than the 9th of each month</i> into CIRTS prior to requesting payment, as noted in the contract. Providers/lead agencies should enter data by the 7th of each month, or as quickly as possible, but will not be penalized if data is entered by the 9th of each month.</p>
<p>8. The RFP states that Lead Agencies may use CCE funds and staff for securing, training, and using volunteers. How does this work and what does it include (background screening, mileage, etc.)? <i>(RFP, Page 28)</i></p>	<p>Costs for securing, training and using volunteers will be included in your Unit Cost Methodology. The line items in your UCM which could include these costs are education/training, insurance, personnel, etc. The cost would be incorporated into your unit costs per service through the allocation of total costs to all services.</p>
<p>9. Can you provide more clarification on the voter registration section of the RFP? Does this apply to Medicaid clients only? <i>(RFP, Page 24)</i></p>	<p>While Florida statute specifies that this service applies only to clients receiving services through Medicaid, a best practice would be for lead agencies to have voter registration forms and assistance available if requested by any client.</p>
<p>10. Can we develop a unit cost rate for EHEAP?</p>	<p>The State EHEAP program does not have a unit cost rate and indicates that any allowable administrative and outreach costs are reimbursed on a cost reimbursement basis. This must be supported through your General Ledger</p>
<p>11. Will admin money include mileage, etc. for EHEAP?</p>	<p>The State EHEAP program does include administrative funding that can be used for mileage reimbursement, as well as any other allowable administrative costs to provide this service.</p>

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<p>12. Can we switch money from Administration to Services in the EHEAP program if we run out of Admin funding?</p>	<p>The State EHEAP program does not allow switching of funding between admin, outreach and service dollars in the EHEAP contract. This program must be available for the entire contract year. Provisions must be made to ensure service funding is available for the entire contract period, regardless of the availability of admin/outreach funding. AAASWFL will be happy to share best practices, any available resources/documents, and provide training and technical assistance once contracts are awarded.</p>
<p>13. The Service Provider Application asks for proof that case managers have received necessary ARTT Training tutorials and certifications. What proof do you need to show that this has been completed and do all case managers need to have this training, even if they do not work in the ARTT system? <i>(SPA, Page 6, section h)</i></p>	<p>Proof of completion must include any of your agency's internal tracking and/or logs for training. Since the ARTT tutorial does not provide a certificate upon completion, internal tracking documentation and/or logs will suffice. Any individuals using or making entries in the ARTT system, including case managers, need this training.</p>
<p>14. The Service Provider Application asks for plans and procedures to interface with the ADRC's Information and Referral function (interface and determination policies and procedures). Can you provide clarification on what is needed? <i>(SPA, Page 6, section j)</i></p>	<p>Interagency coordination between lead agencies and AAASWFL is essential for the well-being of consumers and potential clients. Policies and procedures for these processes must be submitted with the RFP application. Each provider/lead agency must have a plan in place to refer consumers or potential clients to the AAASWFL Elder Helpline, as necessary. Agencies must also include their criteria for referring someone to the Elder Helpline.</p>
<p>15. Can we apply for IIID funding?</p>	<p>IIID funding is an Older Americans act program and is not part of this CCE RFP.</p>
<p>16. The Service Provider Application asks for applicants to provide information on the Assessed Priority Consumer List and outsourcing calls. The Area Agency on Aging for Southwest Florida performs these functions. Should applicants note N/A? <i>(SPA, Page 7, section c)</i></p>	<p>Please submit your agency's process for reviewing and possibly referring current general revenue funded clients for potential services in other Department of Elder Affairs funded and non-DoEA funded programs. Since the Area Agency on Aging for Southwest Florida handles the priority list, this portion can be excluded; however, your submission should include steps/procedures that are taken when notifying the Area Agency</p>

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	on Aging for Southwest Florida that an individual may be eligible for SMMC LTC.
17. For which year should we provide the subcontract monitoring schedule? <i>(SPA, Page 9)</i>	The AAASWFL does not need the actual monitoring reports for 2017-2018, as they are not yet due to AAASWFL. Please submit your list of 2016-2017 dates of completion and as much of 2017-2018 that you have scheduled so far.
18. The Service Provider Application requests a 2014 Customer Satisfaction Survey Report. Is this a typo? If so, which year should we submit? <i>(SPA, Page 23, Section II.A.14)</i>	This is a typographical error. Please submit your most recent (2017) satisfaction survey results and documentation, including your analysis.
19. In the contract, under the Staffing Requirements section, service times are outlined. Can business hours be shorter than 8 hours a day? For example, rural county offices may not be open for a full eight hours in a day. <i>(Contract, Page 20)</i>	As required by DOEA, lead agencies must be available, at a minimum, Monday through Friday from 8:00 p.m. – 5:00 p.m. EST. This means that services, such as case management, still must be available during the days and times specified above. If an office in a specific County is closed, lead agencies must ensure that consumers can reach case managers or another office location if needed.
20. The RFP states that case coordination by a Lead Agency Case manager must be available 24 hours a day/7 days per week for elderly victims of abuse, neglect, or exploitation who are referred by an APS investigator. Does this have to be a live human/answering service? <i>(RFP, Page 26)</i>	In order to be in compliance with Florida Statute, lead agencies must have a case manager available at all times (24 hours a day, 7 days a week) for victims of abuse, neglect, or exploitations who are referred by Adult Protective Services. During times outside of normal hours (Monday through Friday, between 8:00 a.m. and 5:00 p.m.), there must be a mechanism in place to be able efficiently and promptly address the needs of older adults that may be referred in your specific county. While an answering service isn't specifically required, there must be a means to ensure these cases are addressed.
21. The contract states that the Agency may renew the contract for a period not to exceed three years, or the term of the original contract, whichever is longer. The RFP states that CCE contracts may be renewed for five additional years, contingent upon satisfactory performance and availability of funds. The CCE RFP is for a period of 6 years. Does this mean we might not have to bid again in 6 years?	Bidding for CCE services takes place every six years. Although AAASWFL has the authority to renew contracts every three years, we do not because requirements for services, deliverables, documentation, and requirements may change each year. Contracts are renewed on an annual basis.

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<i>(Contract, page 1 ; RFP, Page 7)</i>	
<p>22. Item #22 in the contract outlines requirements for State sponsored programs. The contract that written materials must include the words “Area Agency on Aging for Southwest Florida, Inc. and/or the State of Florida, Department of Elder Affairs” in at least the same size letters or type as the name of the organization.” Can you clarify what this means and include specifications (font, type, etc.)? <i>(Contract, Page 7)</i></p>	<p>According to Florida Statute and as referenced in the contract, an organization that sponsors a program with any State funding, must include the words: “Sponsored by (your organization’s name), the Area Agency on Aging for Southwest Florida, Inc. and/or the State of Florida, Department of Elder Affairs,” when advertising and on publications.</p> <p>It further states that for written materials used for those state funded programs, the words in quotes above should be the same size letters or type as the name of the organization. For example, if your agency name is in Times New Roman 14 point font, the rest of the sentence should also be in Times New Roman 14 point font.</p> <p>According to the Florida Statute, governmental organizations, such as county governments, are exempt from this practice.</p>
<p>23. Section 34.2 of the contract states that in the event a situation results in a cessation of services by a subcontractor, the contractor shall retain responsibility for performance under this contract and must follow procedures to ensure continuity of operations without interruption. Can you provide clarification? For example, if food service is unavailable, how would we complete this requirement? <i>(Contract, Page 10)</i></p>	<p>According to the DOEA Programs and Services Handbook, emergency plans for each provider/Lead Agency should include backup plans for the continuity of services in case a subcontractor is no longer able to follow through with services or in the event of an emergency. Each lead agency must have plans in place with steps to prevent or minimize interruptions to services.</p>
<p>24. The contract specifies that the contractor shall submit a consolidated Surplus/Deficit Report that includes the number of clients currently on the APCL designated as imminent risk and clients currently on the APCL that receive a priority ranking score of 4 or 5. Lead Agencies currently do not do this. Will this be a requirement and, if so, how do we ensure that our reports are accurate?</p>	<p>This language is currently part of all contracts. At this time, the Area Agency obtains this information from CIRTS and provides this information to the Department of Elder Affairs. We will work with the lead agencies to determine which reports are being run and if the data agrees with the information obtained at the</p>

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<i>(Contract, Page 22)</i>	AAASWFL level. Once a determination is made on the accuracy and timeliness of reports, this requirement will be reviewed.
<p>25. The Match Commitment Form asks for things, such as donor identification for in kind donations and other information that we may not yet have. How do we complete the Match Commitment Form? <i>(SPA, Page 26-31)</i></p>	The Match Commitment Form must be completed for all firm commitments. If these firm commitments do not total your required match commitment, narrative information on how you will meet your match requirement must be documented and included.