2019 Older Americans Act (OAA)
Request for Preproposal (RFP) Conference Questions and Answers

Question:	Answer:
1. The RFP refers to the word *county* in its plural form (*counties)* multiple times. Can an applicant submit one RFP for multiple counties or does each county require a separate RFP application?	Only one RFP application per agency is required regardless of the number of counties that you propose to serve. However, county specific data may be required in certain sections of the application. For example, when completing the targeting section on page 4 of 32 in the Service Provider Application, the applicant must follow those instructions, which state, "If your agency provides services in multiple counties, describe how these targeted populations will be reached and served in each county." All applicants must also specify single or multiple counties and list each county on the Service Provider Summary information form ***(number 7 on the service provider summary section, page 3 of 32 in the SPA).***
2. The Service Provider Application (SPA) states the following: "For current providers receiving OAA funding, please provide a sample survey, copy of the Agency's 2019 consumer satisfaction survey results, including the analysis and any necessary follow-up in the SPA Appendix." If a current provider has not yet completed 2019 satisfaction surveys and an analysis, can 2018 results be provided instead? *(SPA, page 9 of 32)*	Current providers must submit their most recent survey results with an analysis. If 2019 results are not yet completed, providers must submit 2018 results with analysis.
3. The outreach section of the Service Provider Application requests that applicants "Detail all 2020 Targeting Plan outreach activities. (Include types of community events/activities, approximate dates and locations, and numbers of anticipated participants). Include methods for ensuring the provision of outreach is targeted to the populations most in need of services." Should this be for 2019, or is this requesting a 2020 projection? *(SPA, page 4 of 32)*	The outreach section is referring to a 2020 projection. Applicants should include anticipated outreach with as much detail as possible. For example, if an agency expects that outreach will be completed at an event that typically takes place in January or in the spring, the agency may include this type of a timeframe, rather than an exact date. It is acceptable to exclude a date if it is unknown. Applicants must also include types or categories of outreach events that are projected to take place and identify the targeted populations.

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4. Does the targeting/outreach log included in the attachments need to be completed? ***(Attachment III, Outreach Report)***	No, this report/log is completed by current providers on a semi-annual basis. This is just an example of the form that we use in this PSA to help familiarize applicants with required outreach data.
5. The Service Provider Application asks applicants to, "Describe your plan and method to provide nutrition education monthly. Include assurance that all education training plan and material development is the responsibility of the Registered Dietician (RD), along with the requirement for the RD to train and oversee Agency staff responsible for conducting the trainings." The application also requests C1 and/or C2 lesson topics and scheduled dates. The registered dietitian may not have exact dates and subjects at this point in time. What is acceptable to submit in this case? ***(SPA, page 18 of 32)***	If an applicant has a schedule of dates and subjects, please submit that schedule. If this has not been completed yet, possible categories of topics may be provided. Potential dates and/or timeframes should also be provided if these details are available. For example, an applicant may know that healthy food choices or food borne illnesses will be covered in the first half of the year. This information could be included in this section.
6. The Service Provider Application instructs applicants to "Describe your plan and method to keep the public informed about the nutrition program for seniors using all appropriate media sources. Sources are to include newspaper announcements, publishing menus in the paper, radio or TV copy. It is necessary to maintain documentation verifying all releases of public information throughout the year." Current providers do not have funding for this. Is this a requirement? ***(SPA, page 19 of 32)***	***Chapter 4***, the Older Americans Act section of the Department of Elder Affairs Programs and Services Manual states that, "All providers of OAA, Title III services are to be responsive to opportunities to advance public knowledge about the OAA program by public presentations (speaking to groups, appearing on television or radio shows, or press releases). Such public information should acknowledge the financial support provided by OAA, Title III for community programs serving older persons." It is acceptable to note that your agency will be responsive to all opportunities to educate the public about nutrition programs and include radio, newspaper, and television opportunities. Applicants are strongly encouraged to use all available resources at their disposal, such as providing news releases and public services announcements to local media outlets, posting menus on public bulletin boards, and/or publishing information regularly on websites and social media. However, It is not required to note that your agency will definitely utilize radio, television, etc.

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7. The Service Provider Application specifies that applicants must provide assurance that the applicant will, at a minimum, meet twice annually with an Advisory Council, and that documentation must include agendas with dates, topics discussed, and sign-in sheets. Is this for 2019? If so, currently providers may not have facilitated a second Advisory Council meeting for 2019 yet. What is acceptable documentation to submit in this case? *(SPA, page 19 of 32)*	Current providers must submit Advisory Council meeting documentation for meetings that already took place in 2019. Include agendas with dates, topics discussed, and sign-in sheets. Then include plans and schedules for any future Advisory Council meetings, dates, and locations intended to take place during the second half of 2019.
8. The Request for Proposal includes demographic language about populations served in the PSA. Is an applicant allowed to use this language, or is this considered to be plagiarism? *(RFP, page 5 of 29)*	DOEA provides the PSA with demographic data and language that can be used to support the service needs in PSA 8's seven county service area. This language may be used in a proposal submission. However, the source should be cited and this should not be the only source used. Additionally, demographic data must be tailored to your specific counties and communities within each county. Include names of neighborhoods and targeted population needs in specific areas.
9. The Request for Proposal states that "All responders will need to address procedures for creating and maintaining the OAA waiting list of clients in accordance with the AAASWFL policy and describe what efforts will be made to serve clients on the waiting list according to DOEA requirements". The Area Agency on Aging for Southwest Florida maintains the waiting list. Should an applicant just reference that process for this particular section? *(RFP, Page 14 of 29)*	While the AAASWFL provides screening and assessments for the waitlist overall, most service providers in the PSA select meal clients from that waitlist on their own. Applicants must describe how they will interact with the AAASWFL's process and explain what efforts are made to prioritize those with the greatest economic and social need, as mandated by the Older Americans Act and outlined in the DOEA Programs and Services Manual.

Question:	Answer:
10. The Service Provider Application refers to training individuals or groups in guardianship proceedings. Does this pertain to every applicant, or just legal providers? *(SPA, page 4 of 14)*	This section gives examples of education and training topics overall. Only legal providers address guardianship issues and have the knowledge and ability to provide training and education on guardianship proceedings. Therefore, mentions of guardianship proceedings pertains to legal services bidders only.
11. The Unit Cost Worksheet tab of the Unit Cost Methodology Worksheet includes an equipment line. It is understood that a provider cannot fund capital, however it is allowable to fund replacement equipment. Is there a dollar limit per unit? For example, if an applicant is considering the replacement of a tablet, how would this work? *(Appendix VIb, Unit Cost Methodology)*	Any kind of planned equipment purchase will need to be built into the rates. Whether it is new equipment or replacement equipment, the applicant will put that into the spreadsheet and let that calculate into the rate that is being requested.
12. Follow up question to number 11: If the rate is significantly higher than was requested in the past, does that mean there should be an explanation? *(Appendix VIb, Unit Cost Methodology)*	Yes, an explanation must be provided if a rate has increased.
13. The Unit Cost Worksheet tab of the Unit Cost Methodology Worksheet has several lines regarding in-kind items. Is this where vendors that provide match by service are placed? Are there other locations where this information needs to be entered? For example, would this also be included on the third tab of the worksheet where it is backed out? *(Appendix VIb, Unit Cost Methodology)*	There is more than one spot where match is recorded. In kind goes in both worksheets and it does get backed out.

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14. Follow up question to number 13: In the past, the gross amount of in kind expenses within the Unit Cost Methodology Worksheet was entered and then backed out. Is this correct? *(Appendix VIb, Unit Cost Methodology)*	Yes, this gets backed out.
15. In the instance that a vendor price comes back significantly higher due to the high degree of compliance or perceived compliance, is there allowable mediation post RFP?	There is always that opportunity. However, there would need to be a good justifiable cause with proper explanations and backup.
16. In previous RFP's, rates were completed by grant/funding source and, when the Unit Cost Methodology was completed, there were different rates. What is recommended for this scenario? Should all services with that cost as an organization be included?	This worksheet is actually asking for all costs regardless of who the payer is. An applicant will wind up with a much better, consistent true rate if all the costs for all services are entered. This includes costs and services that are not funded through AAASWFL grant programs.
17. Under the quality assurance section of the Program Evaluation Instrument (number 8), there is an appendix that says that applicants need to include agency staff training logs showing that staff have met requirements for as long as they have been employed. How many years of training need to be submitted? *(Appendix IX, Proposal Evaluation Instrument and SPA, page 8 of 32)*	The Proposal Evaluation Instrument does not mention needing logs for as long as staff members have been employed. The instrument reflects the language in the SPA, which states that the applicant should do the following: 1. Describe your plan to provide required in-service training to staff. Your plan should include the minimum standards as outlined in the DOEA Programs and Services Handbook. 2. List and describe all Staff Training Lesson Topics and your anticipated schedule for training dates. 3. Include a copy of the agency's staff training log covering at a minimum all staff currently employed and the type of training provided in the SPA Appendix. This is provided in order to assure that all staff have received the required training for their positions. Provider training responsibilities and requirements are outlined in the DOEA Programs and Services Manual, specifically in *Chapter 2.* Training plans and schedules included in this portion of the application must

Question:	Answer:
	not include the Area Agency on Aging for Southwest Florida. All contracted providers have a responsibility to provide pre-service and in-service training (including the mandatory 6 hours of annual training) and must explain how their individual agencies will complete all training. Documentation demonstrating that training was already completed should be for 2018 (prior year training). The anticipated training schedule and dates should be for 2020.
18. Under the nutrition services section of the Proposal Evaluation Instrument (number 14), reviewers are asked to evaluate the agency procedure to ensure services during meal site closures. Is this a circular comment? *(Appendix IX, Proposal Evaluation Instrument and SPA, page 8 of 32)*	The instrument reflects the SPA directions, which require a holiday schedule and a written procedure to ensure the provision of congregate services during meal site closures other than holiday closures. Above this, the document states, "The State of Florida recognizes the holidays listed below for employees. Nutrition Program Service Providers must receive prior written authorization from the AAASWFL for any additional planned closing dates." Since holiday closures are designated by the State of Florida and are scheduled ahead of time, plans for congregate meals do not need to be addressed. This only applies to additional closures that require prior authorization. The closure procedure should be in accordance with the DOEA Programs and Services Handbook. Requirements can be found in the Older Americans Act section of the handbook, specifically, *Chapter 4, page 145.*
19. The RFP states that the following are supportive services: Access services, such as transportation, outreach, information and referral, and case management. Is screening and assessment (SCAS) part of supportive services? *(RFP, page 8 of 29)*	No. SCAS is not an access service. The DOEA Programs and Services Manual states that access services include transportation, outreach, information and referral, and case management. The manual defines SCAS as "administering standard assessment instruments for gathering information about clients to determine need and eligibility for services and prioritizing them at the time of active enrollment or to reassess currently active clients." (See *Appendix A, page 234* in the manual).

Question:	Answer:
	Information and referral services are under the auspices of the Area Agency on Aging for Southwest Florida; however as such, providers must refer clients to the Elder Helpline as necessary.
20. Current providers provide active clients with social security disclosure forms. Are clients required to sign these forms?	No, clients are not required to sign this form.
21. The RFP states that the Contractor shall require subcontractors to annually submit to the Contractor Service Cost Reports, which reflect actual costs of providing each service by program. Is this referring to a vendor requirement to submit Service Cost Reports? *(RFP, page 17 of 29)*	This is DOEA's language of the contractor and subcontractor and is referencing the provider/applicant and the Area Agency on Aging for Southwest Florida. All providers must submit Service Cost Reports to the Area Agency on Aging for Southwest Florida. The Provider is the Subcontractor and the AAASWFL is the Contractor.
22. What is the SPA? Is this the equivalent of the RFP?	The RFP is the actual proposal. This document describes what the RFP is and its purpose. The SPA is the Service Provider Application. There are two documents that reference this acronym: • ***Appendix VI*** – The Service Provider Application (SPA) Guidelines are instructions for completing the application. • ***Appendix Via*** – The Service Provider Application (SPA) Format is the actual application and format that must be used.
23. If a current provider doesn't offer a specific service at the present time, can that provider submit for a service if they think they may be able to offer this service?	Yes. Make sure to include it in your Unit Cost Methodology with an anticipated rate.
24. Received via email – Looking at the Unit Cost Methodology Worksheet, it has the same budget time period as the CCE RFP of July 1, 2018, through June 30, 2019. Is that period that an applicant must complete for the OAA RFP as well?	The budget year will be for the first year of the OAA RFP: January 1, 2020 – December 31, 2020. A corrected version of the Unit Cost Methodology Worksheet has been added to the RFP Packet and can be downloaded from www.aaaswfl.org/about-aaaswfl/documents

Question:	Answer:
25. Received via email - It is understood that providers are to complete outreach activities according to the targeting plan that is devised, then are to report it on the 6 month outreach report. It is also understood that providers may only bill for outreach if it is one-on-one and initiated by the provider, not the client. Please clarify the documentation necessary for one-on-one outreach.	That is correct. Outreach should be targeted, meaning that the targeting plan dictates the areas in which outreach should be completed. Contracted providers are required to submit outreach activities to the AAASWFL, using the provided form (**Attachment III**). It is also correct that outreach is defined as "a face-to-face, one-to-one intervention with clients initiated by the agency for the purpose of identifying potential clients or caregivers and encouraging their use of existing and available resources." This can be found in **Appendix A on page A-213** of the DOEA Programs and Services Manual). Outreach must be entered into CIRTS for billing aggregately and cannot include an individual who is already receiving a DOEA funded service. Documentation for outreach (if ever requested) would include a sign-in sheet. The section of the semi-annually submitted outreach form that specifies the number of one-on-one requests would also need to show that this type of outreach was completed.
26. Follow up question to number 25 also received via email: What is targeted outreach? Is this speaking to a group of Older Adults residing in rural areas and is this also reported on the report, but not billable?	Also mentioned in the answer to question number 25, targeted outreach means that the targeting plan dictates the areas in which outreach should be completed. The targeting plan indicates which populations an agency is trying to reach. Populations include those that are in the most economic and social need and specific population categories can be found in **Chapter 4**, the Older Americans Act section of the DOEA Programs and Services Manual. All outreach should be included on the outreach form.

Question:	Answer:
	The same outreach billing requirements apply as mentioned in the answer in question 25.
27. Follow up question to number 25 also received via email: The RFP mentions "Education and Training" as speaking to groups and distributing information – Should this be included on the outreach report as well?	Yes. The outreach form is a tracking tool that captures all types of outreach.
28. The RFP application includes a requirement for C1 and C2 outcomes, but this is no longer tracked by DOEA in CIRTS.	While DOEA does not track C1 and C2 outcomes, the AAASWFL still needs to evaluate the performance of C1 and C2 applicants for the bidding process. This must be completed and included in the OAA RFP application.
29. Page 23 of 32 in the Service Provider Application asks for a list of documents to be submitted with the RFP process. Page 32 of 32 gives a list of documents that need to be maintained in the office and available. If a document is not listed on page 23 of 32, section II.A.17 (SPA Appendix Items), but is on the availability of documents, page 32 in the Contract Module, does an applicant need to submit it? **(SPA, pages 23 & 32)**	Page 23 of the Service Provider Application is part of the Program Module and these documents must be submitted with the SPA, as specified. Page 32 of the Service Provider Application is part of the Contract Module and is an assurance that the documents included in this list will be maintained at the agency and ready to be reviewed as necessary. This page must be signed by an authorized agency official, but does not require any additional attachments to the application.
30. Will bidders receive a formal acknowledgement of receipt of the Notice of Intent to Submit a Proposal form?	Yes, letters will be sent to all bidders that submitted a Notice of Intent.
31. Is the Bidder's Conference mandatory and are potential bidders excluded if they do not attend?	No, the Bidder's Conference is not mandatory. Agencies that do not attend the conference are welcome to bid. ***Page 23 of the RFP document*** previously stated in one section, "Please note attendance at the pre-proposal conference is a pre-requisite for acceptance of proposals." This has been corrected to say, "Please note attendance at the pre-proposal conference is **not** a pre-requisite for acceptance of proposals" and the corrected document has been reposted on the website.