



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

GENERAL

1. We have been told the RFP was to be posted on your webpage June 9, 2006. Can you tell us where we can find that?

ANSWER: The Request for Proposal was available to the public through the Area Agency on Aging Web page and was available for pick up on Monday, June 16, 2008. The document can be found on the web page at <http://www.houstontx.gov/health/Aging/index.html>

2. Are narrative pages single or double spaced?

ANSWER: Narrative pages can be either single or double spaced. The page limitations on each section should be considered, as well as readability.

3. What are the margin and font requirements?

ANSWER: Although, there are no margin or font requirements, the document should be prepared for readability.

4. Can the Pay or Play form be more fully explained, as well as the requirement? We provide full medical coverage already for employees who elect it.

ANSWER: Please reference Pay or Play program requirement pages 158 and 161 of the RFP.

5. Not all required forms appear available for download and completion, e.g. business references and conflict of interest. Can missing forms be made available in MS Word or PDF?

ANSWER: The forms are now available on the HCAAA web page at <http://www.houstontx.gov/health/Aging/index.html> and are also available for pick-up at the HCAAA, 8000 N. Stadium Drive, 3rd Floor, Houston, Texas 77054. Updates for the RFP will be available on the HCAAA web page. Please check periodically for updates.

6. When will the budget disks be made available?



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: Soft copies of the budget were available on the HCAAA website and for pickup at the HCAAA on Monday, June 16, 2008, and will be available for pick-up throughout the RFP process.

7. "The RFP requests that the bidder completes Form A -1 Cover Page and submit with the proposal. However, there is no Form A-1 to complete. Can we use the Form A-1 from the RFP from five years ago?"

ANSWER: The forms are now available on the HCAAA web page at <http://www.houstontx.gov/health/Aging/index.html> and are also available for pick-up at the HCAAA 8000 N. Stadium Drive 3rd Floor, Houston, Texas 77054. Updates for the RFP will be available on the HCAAA web page. Please check periodically for updates.

8. Form A-2 has a section on Collaborations/Relationships. The instructions on p. 70 say that there is a separate form on p. 78 of the RFP, titled Collaborative Initiatives/Relationships. However, there is no form on p. 78. Form A-3 is titled Program Design and Delivery. It appears the instructions on p. 70 for section 2 apply to form A-3 that requests information on collaborations and relationships. Is this correct?

ANSWER: A separate form is found on page 77.

9. An original and three copies are to be submitted. Are the copies to be completed with all attachments? If not, which attachments may be omitted from the copies?

ANSWER: Each submitted proposal should be complete with all required information.

10. Is it the wont of HCAAA to see more collaborative RFPs?

ANSWER: Yes, Collaborations/Relationships with other organizations is one of the proposal content areas; 35 points are assigned.

11. General: (a) Will the entity awarded as Participant Assessment Provider (PAP) be required to assess clients for all HCAAA services or may the PAP applicant designate services to be assessed? (b) Would outside agencies, which currently assist with client assessments, be allowed to



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

continue under the new funding proposal as a subcontractor or would they need to apply as a possible PAP?

ANSWER: HCAAA reserves the right to determine participant assessment vendors for service categories.

12. If an organization is currently approved as a City of Houston vendor (pg. 15), is there a re-approval process? If so, what is the process?

ANSWER: Approved City vendors would need to check the status of their vendor number on the City of Houston (COH) website at https://purchasing.houstontx.gov/doing_business.htm

13. Will there be a corrected packet of the COH required forms at the pre-proposal conference? It seems that you make reference to attaching all required forms, as described on page 72, but page 143 is page 4 of 13 of MWDBE Attachment C.

ANSWER: Copies of all forms are available on the web page at <http://www.houstontx.gov/health/Aging/RFP2009.html> and are available for pick-up at the HCAAA, 8000 N. Stadium Drive, 3rd Floor, Houston, Texas 77054. COH required forms are described on page 72.

14. You make reference to a diskette and a budget section on page 65, where will I find this information?

ANSWER: Copies of all forms are available on the web page at <http://www.houstontx.gov/health/Aging/RFP2009.html> and are available for pick-up at the HCAAA 8000 N. Stadium Drive 3rd Floor, Houston, Texas 77054.

15. The page numbers are not matching information provided on the proposal submission requirements.

ANSWER: Please refer to the attached errata included in the agenda package for any RFP clarifications.



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

16. We are submitting proposals for 3 services, Caregiver Respite Care – Care In-Home, Homemaker Services and Personal Assistance. Is it possible to get submission requirements by service?

ANSWER: Please refer to pages 34-39, 50-51, and 52-53. Any universal requirements that are not program specific, apply to all services on which the proposer plans to bid.

17. Please explain the difference between the Affiliated Companies Form A-5 and the Business References Form A-7. Give an example of what will be on A-5 vs A-7.

ANSWER: Form A-5 (page 80) refers to companies you have previously done business with. Form A-7 (page 82) refers to personal business references.

18. Will you accept a letter of good standing from the Texas Comptroller of Public Accounts in lieu of the financial statement?

ANSWER: The COH requires financial statements of all those parties interested in doing business with the City.

19. Would you highlight any significant changes between this RFP and the last one issued by the HCAAA?

ANSWER: Significant changes include the following: Redrawn boundaries for nutrition services in an attempt to provide services to unserved and underserved service areas. We are soliciting more supportive services, for home bound clients, and additional needed services such as emergency response and residential repair services.

20. In Section 2, we are asked to describe relationships with potential partners for the service identified in the RFP and the roles and responsibilities. Would you expand on this?

ANSWER: If applicable, please describe any relationships which will enhance your ability to provide proposed services. Please see page 77 about what to describe.



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

21. In Section 3, we are asked to describe our organization's capacity to use HCAAA data management systems and I was wondering how this relates to our dental offices.

ANSWER: The use of HCAAA data management systems is not a vendor related activity.

22. I did not find any bid sheets in the packet. Will these be submitted at a later date?

ANSWER: The bid sheet is available on line at <http://www.houstontx.gov/health/Aging/index.html> and will be available for distribution at each pre-proposal conference.

23. We will not be subcontracting. So will we need to submit the Attachment C – Minority, Women, Disadvantaged Business Enterprise (MWDBE)?

ANSWER: Yes, you will need to submit the Attachment C – MWDBE form. Please use the COH web page for the most current form and information.

24. Am I correct in thinking that the Attachment I - Pay or Play is only required for contracts that exceed \$100,000.00?

ANSWER: Yes, you are correct. The Pay or Play attachment is only required for contracts that equal or exceed \$100,000 and for subcontracts in amounts equal to or greater than \$200,000.

25. Are the budget forms provided in the RFP packet only required for meals?

ANSWER: Two Excel documents are provided for non-meal services. The file names are Budget - Non-meal and Budget - Non-meal Not title III-E.

26. How do we convey the unit rate we propose for vendor services to HCAAA?



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: This information will be conveyed for vendor services by using the service delivery and bidding information form that is available on the HCAAA web page and will be distributed at the pre-proposal conference. This form is found in your agenda packet. The title of that form is Harris County Area Agency on Aging Direct Purchase of Services Vendor Application Bid Sheet.

27. Do we use the same line item budget forms for Instruction and Training that were used for FY08?

ANSWER: Please use the budget forms included in the RFP packet.

28. Is form A-5 on page 80 in regard to the service/program area or the Agency as a whole?

ANSWER: Form A-5 on page 80 should address the agency as a whole.

29. Do we have to complete a line item budget for vendor services?

ANSWER: No, you do not have to complete a line item budget for vendor services. However, a rate sheet is required for submission by all vendors. The Service Delivery and Bidding Information form is located on the website at <http://www.houstontx.gov/health/Aging/index.html> and will be available at the pre-proposal conference.

30. Page 14 – The proposer is required to use the Texas Department of Aging and Disability Services/Harris County Area Agency on Aging's budget and budget amendment software. Will COH or AAA load this software on the proposer's office computers and will it have to be loaded on more than one? Also, is there any cost associated with obtaining this software and what amount of personnel time will be required to use this software for reporting and accounting?

ANSWER: All required budget templates will be transmitted from HCAAA to successful proposers.

There are no costs associated with obtaining these budget templates from HCAAA.



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

The amount of personnel time will vary based on proposed services and staff skill level.

31. Page 8 Match requirements. Proposer is to use its allocation of Title III funds to pay 90 percent of costs of providing service. At least 10 percent of cost must be provided by the proposer for each service. Would a proposer be excluded for taking an exception to this in kind contribution?

ANSWER: A proposer is to use its allocation of Title III funds to support 90% of the total cost of providing services.

At least 10 % of the cost must be provided by the proposer (program match). The program match must be a non federal cash match. If sufficient cash is not available to meet the 10% match, a combination of cash and in-kind may be used to meet the match requirement. The minimum 10 % match requirement is non-negotiable.

32. Page 23 b. Service Delivery and Page 25 j. Frequency of Service. b. Proposer should also have emergency preparedness procedures addressing situations such as fire, floods, hurricanes, relative to clients' access to service. j. The proposer will not be responsible for failure to provide service under this agreement if fire, strikes, floods, storms, or other factors, which are beyond control of the proposer, cause such failure. Which statement is correct and will apply?

ANSWER: Section b page 23 requires the proposer to have emergency preparedness procedures in place. Once procedures are in place, section j page 25 states proposer will not be held responsible for failure to provide services due to factors which are beyond the control of the proposer.

SUPPORTIVE SERVICES

Dental

33. Regarding Section 3: Since HCAAA clients require more time and attention than traditional patients, do we need to increase the contracted fees with HCAAA, still providing a deep discount from the Usual, Customary and Reasonable fee. What is the process for doing so?



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: All proposers should submit usual and customary fee schedules, and proposed HCAAA rates.

34. Regarding Section 3: Is it possible to keep the Customer Service Representatives to assist clients in navigating through the service delivery process?

ANSWER: HCAAA is committed to utilizing all available resources.

35. Regarding Section 3: Service navigation work well in expediting services to seniors. Will this component be available in the future?

ANSWER: Refer to response to question number 34.

36. Buckle tooth decay is a concern for the aging population and currently best practices for this issue is composite fillings. AAA fee schedule does not cover composite fillings for those posterior teeth beyond teeth numbers 6-12. Composite fillings are similar in structure property to alloy (silver) fillings and give the best appearance for the patient. May we add this as a benefit to AAA members?

ANSWER: Proposals should include services that are best suited for the client.

Instruction and Training

37. What items will the AAA not pay for in the Instruction and Training budget?

ANSWER: Please complete budget worksheet in accordance with instructions provided.

Participant Assessment

38. Please provide clarification regarding subsection b. Service Delivery: What is the anticipated turnaround time from submission of completed client assessment by the provider to HCAAA, and receipt of HCAAA approval and authorization?

ANSWER: The normal time frame for complete and accurate client assessments is three to five business days.



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

39. Will a newly specific HCAAA Access and Assistance staff member be designated to work with provider toward this effort or continue to work in tandem, as we do, with current HCAAA staff?

ANSWER: Designated HCAAA staff will work in tandem with providers toward this effort.

40. Please provide clarification of subsection h. Payment Methodology: What is the expected total turnaround time for the average nutrition client from point of request via assessment and HCAAA approval, to beginning service?

ANSWER: The normal time frame for complete and accurate client assessments is three to five business days.

41. How does this welcomed increased focus on reduction of waiting times affect tabulation of our unit rate?

ANSWER: More information is needed in order to respond to this question.

42. Will HCAAA maintain a universal waiting list or still depend upon providers for upkeep of this point of service?

ANSWER: There will be a consistent approach to the processing of the waiting list. The waiting list will be maintained by the HCAAA and the vendor.

43. What is the fixed unit rate for Participant Assessment?

ANSWER: The unit rate for Participant Assessment should be based on anticipated expenses.

44. How are unit rates calculated? Reference: Per section 7. Participant Assessment, Letter h. Payment Methodology – Fixed unit rate. Please clarify.

ANSWER: Please refer to question number 43.



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

45. What is the time-frame in which an assessment, conducted by a Participant Assessment Provider, be completed? Reference: Per section 7. Participant Assessment, letter b. Service Delivery – Proposer must submit assessments to HCAAA for approval and authorization prior to the initiation of services.

ANSWER: The time frame is as follows: 5 days from referral to contact, and 3 - 5 days from assessment to authorization.

46. What is the target population that will be assessed under this service category?

ANSWER: Participant Assessment may include in-home services and home delivered meal services.

47. What is the estimated number of units of service per contract period?

ANSWER: If this question refers to participant assessment, approximately 4,500 to 5,500 units were delivered this contract year.

48. What is the amount of funding available in this service category?

ANSWER: As this is a new service, that information will be determined based upon the identified need and capacity.

49. Will there be a centralized intake phone number for potential clients? If so, what is the process of referral to the appropriate agencies?

ANSWER: In the event that the service is contracted out, a centralized number will be established. If the service continues to be internal, the number will continue to be 713-794-9001.

Transportation Services

50. Page 25. Only driver and eligible participants may be in the vehicle during transportation of program participants. Does eligible participants refer only to clients from HCAAA or does it refer to anyone that is an eligible participant of our Agency's transportation program?



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: "Eligible participants" refer to HCAAA approved clients and their escorts, as well as any authorized participant in the provider's program.

51. Will there be any administrative funds available for transportation providers and if yes, will it be a percentage of the total contract or a set amount?

ANSWER: Funding sources for services will be determined at the conclusion of the RFP process.

IN-HOME SERVICES

52. Can you tell me the average weekly or monthly care plan (units/hours) that clients receive for In-Home Services including Homemaker, Personal Assistance, and In-Home and Non-Residential Respite Care Services?

ANSWER: Homemaker 6, Personal Assistance 10, In-Home Respite Care 10 .

53. Can you provide us with the expected volume of either authorized clients or hours for Personal Assistant Services?

ANSWER: Refer to response in question number 52.

54. Can you tell me when the RFP home care questions will be answered? Will the answers be mailed or show up on the HCAAA website?

ANSWER: The home care questions will be mailed to bidders who attend the pre-proposal conference and will be available on line at <http://www.houstontx.gov/health/Aging/index.html>.

55. What is the current funding levels for In-Home Services (Homemaker and Personal Assistance)?

ANSWER: The current funding levels for In-Home Services is \$350,000.00.

56. What is the current funding level for Caregiver In-Home Respite Care and Non-Residential Respite Care Services?



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: The current funding levels for Caregiver In-Home Respite Care Services and Non-Residential Respite Care Services is \$399,000.00.

57. How many providers are contracted currently to provide In-Home Respite Care Services and Non-Residential Respite Care Services?

ANSWER: There are two providers currently contracted to provide In-Home Respite Care Services and Non-Residential Respite Care Services.

58. How many providers are contracted currently to provide Homemaker and Personal Assistance and In-Home and Non-Residential Respite Care Services?

ANSWER: There are three providers currently contracted to provide Homemaker and Personal Assistance and In-Home and Non-Residential Respite Care Services.

59. What is the range of reimbursement rates for Homemaker, Personal Assistance, and In-Home and Non-Residential Respite Care?

ANSWER: The reimbursement rate is based on a provider's usual and customary rate, minus local match requirement.

60. Is there currently a waiting list for clients to receive Homemaker, Personal Assistance, or In-Home and Non-Residential Respite Care Services?

ANSWER: There is no current waiting list.

61. What is the anticipated funding level for Homemaker, Personal Assistance, and In-Home and Non-Residential Respite Care Services?

ANSWER: Funding levels are based on the available funds.

62. Who are the current providers of Homemaker, Personal Assistance, and In-Home and Non-Residential care Respite Care services?



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: The current providers of Homemaker, Personal Assistance, and In-Home and Non-Residential care Respite Care Services are Sheltering Arms, Perry Lee and Interfaith Care Partners.

63. Is there any licensure requirements by the State of Texas to become a home care provider?

ANSWER: Currently, there is no licensing requirement for Homemaker services. To provide Personal Assistance and respite, one must be licensed as a Home and Community Support Service Agency under the Health and Safety Code, Chapter 142.

64. Can providers submit a proposal for rate increases for the renewal periods? Perhaps COLAs (Cost of Living Increases)?

ANSWER: Providers may submit proposed rate increases during renewal periods.

65. Are Homemaker, Personal Assistance and In-Home and Non-Residential Respite Care service allowed to be reimburses for mileage, and if so what is the current reimbursement rates?

ANSWER: No, mileage reimbursement is not allowed for Homemaker, Personal Assistance and In-Home and Non-Residential Respite Care services.

FAMILY CAREGIVER SUPPORT SERVICES

66. What is the definition of client eligibility, specifically *informal caregiver*, for Caregiver Education and Training? Reference: Family Caregiver Support Services, pg 35 of 205, letter c. It is not clear whether this refers to a grandparent caring for children under 18 as an informal caregiver, or an older adult caring for an older person with mental retardation and/or developmental disabilities, or older adults caring for children under age 18 with mental retardation and/or developmental disabilities, or adult children caring for their aging parents.

ANSWER: In accordance with the Older Americans Act, any individual who is providing care for an individual age 60 and older or is a grandparent 60 and older and is providing primary care for a grand child



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

age 18 or younger is considered an informal caregiver and eligible to receive services.

67. What is the amount of monies allocated for Family Caregiver Support Services? Reference: Family Caregiver Support Services, pg 35 of 205.

ANSWER: Currently the allocated amount is \$1,123,844.00 for all caregiver services.

68. Budget - According to the RFP (pp. 8-9), the match requirement for caregiver support is 25%, whereas all other services require a 10% match. On the budget CERTIFICATION spreadsheet forms these percentages are reversed. Which is correct?

ANSWER: Caregiver support services require a 25% match.

NUTRITION

69. *Why were geographical boundaries changed from 9 areas to 8 for congregate and home delivered meal services?*

ANSWER: Changes were made in the geographical areas for congregate and home delivered meal services to accommodate the following situations affecting seniors in Harris County:

- Demographic and geographical shifts in population
- Service provision to unserved and underserved areas

70. Regarding Nutrition Services, Pages 53-57 of 205:
(a) Please clarify subsection b. Service Areas: As the RFP states, "...the successful proposer must serve all zip codes in the designated service area(s)..." This is then followed quickly by the statement: "The COH reserves the right to award multiple providers within the following service areas". An immediate concern is how this may affect services provided by municipalities or entities currently serving a small number of clients. Does the RFP allow the flexibility for providers to designate zip codes to be served by them within a service area; in part, out of respect for another entity who may not currently demonstrate the ability to manage the whole?



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: The successful proposer must serve all zip codes in the designated service areas.

71. If this does not occur, will the process afford the flexibility of negotiating with HCAAA arbitration, service to all areas by multiple providers?

ANSWER: HCAAA reserves the right to negotiate services to all areas by multiple providers.

72. Please provide instruction and preferences regarding the provision of specialized meals within one or multiple service areas by a provider, such as kosher or diabetic menus?

ANSWER: Approved meal types include congregate, home delivered, shelf stable, and frozen meals. For additional information, please refer to page 55g Types of Meal Service. All meals must comply with the most recent dietary guidelines.

73. Regarding Home Delivered Meals, beginning on page 61 of 205:
(a) This section references a minimum 33 1/3 percent nutritional requirement to clients. A recent email was received from HCAAA explaining a general timetable for implementation of dietary guideline changes. At the pre-proposal meeting, could HCAAA personnel please provide further clarification regarding these potential changes, the anticipated implementation schedule of said, and HCAAA estimated increased or decreased cost to providers of foods in comparison to the current FY08 meal costs?

ANSWER: Please see email regarding the implementation schedule of dietary guideline changes posted to the website and disseminated at the designated pre-proposal conference.

74. Does the process allow consideration and flexibility for provision and reimbursement of weekend and holiday meals?

ANSWER: The City's requirement is a minimum of 251 days per year. Reimbursement of weekend and holiday meals is subject to budgetary limitations.



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

75. Regarding subsection n. Nutrition Education: Can dietician-approved nutritional information for distribution to clients be submitted to HCAAA quarterly?

ANSWER: Please refer to p. 62-63 and Texas Administrative Code (TAC) 84.5(t). Nutrition Education currently requires an annual plan. See Web address:
[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=1&ch=84&rl=5](http://info.sos.state.tx.us/pls/pub/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=1&ch=84&rl=5)

76. What is HCAAA's preferred standard in this regard?

ANSWER: Please see response to question 75.

77. Where can an estimate of the number of home delivered meals and congregate meals anticipated for each area, 1-8, be found? Is there current data available to support these estimates? Is there a map illustrating the geographic spread of the current service providers? Reference: Nutrition Services, pg 53 of 205 and pg 181 of 205, letter a. – A proposer may bid on a congregate and/or home delivered meal services by designated service area(s) or municipality, as defined in the Nutrition Planning Documents on page 181. Current service provider data would assist in determining the magnitude of service(s) to be provided in all areas. Please also refer to FY08 Zip Codes for Congregate and Home Delivered Meals.

ANSWER: Please refer to p. 175-177 and p. 179-181. A map indicating the current geographic spread of current providers will be made available on the website.

78. Does a proposer for home-delivered meals have to submit a separate proposal for participant assessments? Reference: Per section 22. Home Delivered Meals, letter d. – Participant Assessment. Proof of participant assessment is required of all homebound clients. Provider must submit assessment to HCAAA for approval and authorization prior to beginning services.

ANSWER: Although each bidder can choose to bid on multiple services, Participant Assessment is a separate service.



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

79. Is the Participant Assessment service for home delivered meals *only* or does it apply to the congregate meal program as well? Reference: Per section 7. Participant Assessment, letter a. – activities directly related to the initial assessment and required reassessment of program participants. The assessment must be updated at least every twelve (12) months.

ANSWER: Services eligible for Participant Assessment are:
Home Delivered Meals and In-home Services.

80. If a proposer for home-delivered meals *does not* submit a proposal for Participant Assessment, will a Participant Assessment provider be made available and/or assigned? Reference: Per section 22. Home Delivered Meals, letter d. – Participant Assessment. Proof of participant assessment is required of all homebound clients. Provider must submit assessment to HCAA for approval and authorization prior to beginning services.

ANSWER: The determination of a vendor for the services will be identified at the conclusion of the RFP process.

81. If a participant assessment is not conducted by the home delivered meal provider (awarded), who will be charged for the improper assessments? How will this be done? Reference: Per section 7. Participant Assessment, letter h. Payment Methodology; Section 22. Home Delivered Meals, letter d. Participant Assessment.

ANSWER: Participant Assessment documents will be reviewed for accuracy prior to the authorization of home delivered meal services.

82. What is the fixed rate for Home Delivered Meals? And does it include costs for participant assessment? Reference: Per section 22. Home Delivered Meals, letter s. Payment Methodology.

ANSWER: Both rates for home delivered meals and participant assessments will be determined by the proposed budget.

83. What is the time-frame for an assessment conducted by a Participant Assessment Provider to be completed? Reference: Per section 7. Participant Assessment, letter b. Service Delivery – Proposer must submit



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

assessments to HCAAA for approval and authorization prior to the initiation of services.

ANSWER: The time frame is as follows: 5 days from referral to contact and 3-5 days from assessment to authorization.

84. Is a budget for transportation required? Reference: Nutrition Services, pg. 54 of 205 and pg. 181 of 205, letter b. –In addition, where applicable each site must include a plan for providing transportation to and from the center.

ANSWER: Yes, a budget is required for transportation services.

85. According to the RFP, the successful proposer must serve all zip codes in the designated service area(s) (pg 53b) and the City Of Houston reserves the right to award multiple providers within the designated service areas (pg 54). Does this mean that there could be multiple providers that serve clients on the same street for the same service?

ANSWER: The HCAAA reserves the right to award multiple providers within any service area.

86. If a proposer is only able to serve a portion of zip codes in a designated service area (pg. 53), is it best not to apply for that area?

ANSWER: The successful proposer must serve all zip codes in the designated service area.

87. Since the ability to maintain utilization and serve the maximum number of clients possible is driven by the providers' ability to start the client's services, how many days will HCAAA commit to for validating or denying the assessed client (pg. 56)?

ANSWER: The normal time frame for complete and accurate client assessments is three to five business days.

88. According to the RFP, the contract agencies should initiate assessment within 10 calendar days of receiving a referral (page 56l). Does this assessment have to be face to face? If face to face contact is required



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

and there is a 3-6 month waiting list, client conditions/situations could change within this time and resources could be wasted as a result.

ANSWER: There will be a consistent approach to the processing of the waiting list. The waiting list will be maintained by the HCAAA and the vendor.

89. According to the RFP, proposers are required to include the results of a needs assessment study for each area they propose to serve (pg. 57J). Please define the most efficient methodology, including the data gathering & analysis, to conduct this study that can be accomplished by the proposal due date?

ANSWER: All proposers for congregate and home delivered meals are required to include the results of a needs assessment study. There is no requirement to conduct a needs assessment study.

The HCAAA is seeking the provision of services that will best meet the needs of seniors 60 years of age and older.

90. With the geographic changes in areas, will there be a grace period past October 1 to prevent interruption in service to clients?

ANSWER: HCAAA will make necessary provisions to prevent interruption in service to clients.

91. What is the definition of approved meal transportation supplies and how are they approved (pg. 63P)?

ANSWER: Congregate meals must be packaged in stainless steel tray pans covered with transparent wrapping and aluminum foil with a lid to maintain heat.

Home delivered meals must be provided in individually sealed containers suitable for delivery that are sectional, that prevent opportunity for cross contamination, that are air locked sealed, elder friendly to open, and that may be heated in an oven and/or microwave.



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL

QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

92. Could you please clarify the requirements on page 61e, one budget must be submitted regardless of proposed number of service areas. If a provider proposed to serve areas 1-4, will they only need to submit one total budget and not a budget for each area?

ANSWER: Yes, one budget is required, per service category.

93. How will Demand Response clients be identified?

ANSWER: Please refer to page 64, section Client Eligibility Requirements. Demand/Response client will be referred by community based organizations, social service agencies, by self referral.

94. How does that differ from clients served under homebound meal contract?

ANSWER: Demand/Response Nutrition Services are short term home delivered meal services to clients in lieu of placing them on waiting lists.

95. What is the reimbursement rate for this service category?

ANSWER: That will be determined by the proposed budgets submitted.

96. What is the estimated number of clients to be served in the contract year?

ANSWER: Identified need will dictate service levels.

97. Define short term meal services (i.e. 10 days, 5 days, etc).

ANSWER: This depends upon each client's individual need.

98. What is the expected response time to begin serving clients?

ANSWER: The normal time frame for complete and accurate client assessments is three to five business days.

99. What would be considered an acceptable meal (hot, frozen, shelf stable) for these clients?



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: Any meal listed under Types of Meals on page 55 of the RFP will be approved during the negotiation process. All meals must comply with the most recent dietary guidelines.

100. Will HCAAA send authorization notice for proposed client?

ANSWER: HCAAA will provide approved authorizations to providers.

101. What is the expected funding amount for this service category?

ANSWER: Funding will be determined by identified need and service capacity.

102. Will this contract be bid by service area?

ANSWER: One contract will be issued to a provider for the provision of services regardless of the number of service areas and/or the number of services awarded to the provider.

103. Our main question regarding this Request for Proposal is that we are reading the proposal as being for service providers for individual Congregate sites and Home Based services that include the number of congregate and home bound meals to be served by a caterer, but not a request for proposal for the actual caterer. Am I correct in assuming this? However, I am not totally sure that I understand this correctly and would appreciate your clarification on this.

ANSWER: Yes, you are correct. This RFP provides the opportunity to bid on Congregate Meals, Home Delivered Meals and Demand/Response Nutrition Services.

104. If that is the case, would the individual providers have to do an RFP for meal caterers and if this is correct, can you supply a listing of the service contract providers so that we can contact them directly to bid on their meals?

ANSWER: There has been a one year extension granted on meal preparation services.



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

105. Can a provider bid for home-delivered meal client assessments, only?

ANSWER: Proposers should submit a proposal based upon capacity to provide services.

106. Can this contract be bid by individual service areas?

ANSWER: Proposers should submit a proposal based upon capacity to provide services.

107. What is the reimbursement rate per unit of service?

ANSWER: The reimbursement rate per unit of service is a budget based unit rate.

108. Will the required standardized assessment form identify the clients who are appropriate for additional services offered by the individual agencies i.e. breakfast/ weekend meals?

ANSWER: We will continue to use the Department of Aging and Disability Services standardized client intake and assessment form.

109. How many meals, per service area, are served each day? Please breakdown per specific meal types?

ANSWER: Approximately 4,000 home delivered meals and 2,000 congregated meals are served daily.

110. Can the bidder bid only on the food preparation and or the delivery part of the nutrition program?

ANSWER: This RFP is not soliciting providers of meal prep, only.

111. Who supplies the transport equipment for the congregate and nutrition sites?

ANSWER: The provider provides the equipment for transport.

112. Does the bidder have to supply any equipment to the sites?



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: Please see answer to Question 89 for basic supplies. Note: Additional items may also be needed.

113. What type of paper supplies need to be provided for the congregate and home delivered programs?

ANSWER:

For Congregate: Paper supplies include, but are not limited to, disposable plastic/or latex gloves, a 55 gallon garbage bag, disposable eating utensil pack, salt and pepper.

For Home Delivered: Paper supplies include, but are not limited to, disposable eating utensil pack, individually sealed containers suitable for delivery that are sectional, that prevent opportunity for cross contamination, that are air locked sealed, elder friendly to open, and that may be heated in an oven and/or microwave.

114. Which sites and/or service areas would pick up their meals at the kitchen?

ANSWER: This question cannot be answered at this time because the proposals have not been submitted. The bidders should plan to deliver all meals with out factoring in meals being picked-up at the kitchen/commissary.

115. What caterer is currently servicing each area?

ANSWER: The primary caterer at this time is Valley Foods.

116. Are the direct service providers going to be required to issue a RFP for the food service component? If so, when will this take place?

ANSWER: No, a RFP for the food service component is not required at this time. Meal service has been extended for the FY09 fiscal year.

117. Will the food service contract match up in length to the direct service provider contract?



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: No, the food service contract will not match up in length to the direct service provider contract under this RFP.

118. In the section on Nutrition Services, on page 53, it states that “The successful proposer must serve all zip codes in the designated service area(s).” Then on page 54 it states: “Should any of the senior locations listed in the current service areas not be included in an organization’s service plan, it will be necessary to submit detailed information describing the organizations’ plan to ensure all seniors in the service area have an opportunity to access nutrition services.” What does ‘detailed information’ entail? Would it suffice to have in our plan a letter from the other provider(s) in our proposed service area, or a Memorandum of Understanding (MOU), stating that the providers will inform their participants and applicants about other meal sites in the shared (and even adjacent) service area(s), giving the participant/applicant a choice of which site to attend?

ANSWER: Yes, a letter or MOU can be included. However, additional documents are also required.

119. As noted on page 54: “The City of Houston (COH) reserves the right to award multiple providers within the following (8 listed) service areas.” Does this mean that HCAAA has the option of contracting with more than one congregate meal provider in a single service area? Can providers propose to do this?

ANSWER: Providers may propose to partner and/or collaborate to provide services within a single service area. This meets RFP expectations.

120. On page 32 it indicates that a provider will be contracted to conduct client assessments for nutrition services and possibly other contract providers. On page 56 it states that nutrition service providers “must submit assessments to HCAAA for approval and authorization prior to beginning services” and that the cost of those assessments is included in the unit rate for meals.



HARRIS COUNTY AREA AGENCY ON AGING
FY 09 REQUEST FOR PROPOSAL
QUESTIONS AND ANSWERS

(Questions submitted prior to the pre-proposal conferences.)

ANSWER: In the event that Participant Assessments are approved under a separate contract, a nutrition service provider will not be required to do them.

121. Why do nutrition service providers have to complete assessments when there will be another provider available to complete the assessments under separate contract to HCAAA?

ANSWER: In the event of a successful proposer for the provision of participant assessments, a designated agency will provide assessments for in-home services.

122. If a proposer is bidding on multiple individual nutrition sites, can the site budgets be combined as a single budget submission?

ANSWER: One budget, per service category, should be submitted.