

VENDOR QUESTIONS AND ANSWERS
Statewide Fiscal Management Services
R-89-07-0981
Q & A period: May 12, 2008-May 27, 2008

Final Question and Answer Document

5/21/2008 (Date of Inquiry)

Dave Stephens
JEVS Supports for Independence

- Q1.** In the role of a “neutral bank” for managing participant budgets, is the receipt of funds for authorized consumer spending deposited on a monthly basis to the FE/A’s account?
- A1.** **No. The funds that are ‘spent’ from the participant’s budget will be reimbursed monthly to the FE/A. As stated in the RFP Sections 1.4 and 3.5 the selected FE/A contractor must be capable of operating by reimbursement only. After the FE/A makes an allowable payment on behalf of a program participant, the vendor submits an invoice for reimbursement.**
- Q2.** What is the role of the FE/A or other entities in providing FE/A “Service Coordination”? (for example):
- Assist consumer with recruiting and retaining direct care workers.
 - Maintain emergency back-up response systems and rosters of direct care workers for continuity of support.
 - Assure that Health Maintenance Activities (HMA’s) are delivered within compliance standards.
 - Credential personal assistants.
 - Monitor service delivery within the approved tasks in ISP
 - Assist consumer with managing and directing tasks including terminations and conflict resolution.
 - Training to be an employer to understand and comply with requirements.
 - Training to be a personal assistant, perform ISP authorized services and HMA’s.
- A2.** **Service Coordination tasks are not described in this RFP because they are not required activities of the FE/A.**
- Q3.** Although the FE/A brokers Workers Compensation, it is not clear who processes actual Workers Compensation claims including investigation, reporting and attending hearings and appeals conferences, managing back to work orders and modified duty assignments?
- A3.** **For Phase I: The HOME choice program providers consist of both agency and non-agency (i.e. independent) providers and, therefore, employee benefits (e.g. workers compensation and unemployment compensation) will not apply.**
For Phase II: Management of program participant’s workers and payroll processes will be addressed at the point of Phase II implementation.
- Q4.** Which entity will manage Unemployment Compensation claims including preparation and attendance at hearings and appeals?
- A4.** **Please refer to A3.**
- Q5.** May the FE/A provide other services and supports i.e. Transition Services?

- A5. No, as this would cause a conflict of interest/separation of duties issue. The FE/A's responsibilities will include processing and paying the invoices from the transition service providers and all other HOME Choice service providers in accordance with program participants service plan, therefore, the FE/A cannot provide those services. If the FE/A were both provider of services and payer of services an important internal control regarding separation of duties would not exist.**
- Q6. May a sub-contractor of an FE/A be a provider of other services?**
- A6. No. Any vendor using a subcontractor must follow the same work rules outlined for the contractor. Therefore, please refer to A5 above.**
- Q7. How are criminal record check costs charged/reimbursed and are they required to be performed each year?**
- A7. PHASE I - Section 3.1 (1-f) The selected vendor must require criminal record checks for all staff members related to this project before hire. These costs represent the FE/A's usual cost of doing business when hiring staff. FE/A staff criminal record checks are not charged/reimbursed since these are general work requirements of the Contractor and are only required to be performed for employees before being hired by the FE/A.
PHASE II – Section 3.1 (1-a) The costs involved with the verification, processing, and maintenance of criminal record checks of persons or agencies in direct contact with participants relates to the Phase II projects (see Section 5.2C, Cost Proposal). The vendor does not need to include those costs associated with that task in their cost proposal at this time. However, the vendor must be able to perform these tasks once those programs are phased into this contract. The vendor will negotiate the costs for those Phase II programs at the time those programs are phased in.**
- Q8. How is identifying consumer reporting information (i.e. MA #, authorized ISP and budget information,) passed to the FE/A and by which authorizing entity? How are subsequent changes processed to assure accurate entitlements and total quality management?**
- A8. For Phase I: HOME Choice program, All Service Plans (ASP) and Individual Service Plans (ISP) and budget information will be passed to the FE/A by the individual program agencies via fax, or secure email. Please refer to section 3.2 for a description of each program's participants and the agency involved with those programs.
For Phase II: The initial and subsequent changes in the programs in Phase II will be addressed at the point of Phase II implementation.**
- Q9. Does Ohio endorse electronic time and attendance systems to manage, track and report wages/hours data and authorize electronic signatures for time sheet approval?**
- A9. At this time, Ohio does not have the capacity for electronic time and attendance systems OR electronic signature authorizations. However, there are Ohio providers that have this capacity. Furthermore, nothing shall prohibit the use of technology-based systems in managing, tracking, and reporting of wages/hours data and electronic signature authorizations. If the selected vendor uses any such technology, it will be that contractor's responsibility to make all such records accessible and available to ODJFS.**

5/21/2008 (Date of Inquiry)

**Marc H. Fenton
Public Partnerships, LLC**

Q10. What sort of training does ODJFS anticipate that the vendor will provide consumers, providers and case managers with regard to self-direction, enrollment/disenrollment, management of budgets and reporting?

A10. **ODJFS does not anticipate that the vendor will be responsible for any training in Phase I of this contract. The vendor does not need to include those costs associated with training in their cost proposal at this time. The vendor will negotiate the costs for those Phase II programs at the time those programs are phased in. However, the vendor must be capable to do training as outlined in Phase II, Section 3.1 (2i). in this proposal.**

Q11. How much cash will the financial management vendor be expected to advance for service payments to finance the program?

A11. **ODJFS is projecting a slow ramp up in the HOME Choice program. We estimate the vendor might need to advance approximately \$20,000 - \$40,000 for the first month of services.**

Q12. Will there be an opportunity for ODJFS to advance the cost of service payments to lower program costs?

A12. **No. As stated in RFP Section 3.5, this is not a possibility.**

Q13. What is the standard reimbursement schedule for services billing?

A13.

<u>HOME Choice Services</u>	<u>Reimbursement Schedule</u>
Demonstration, Qualified and Supplemental Services	Providers to be paid bi-monthly
Transition Coordination Services	3 periodic payments within the 365 day period based on deliverables delineated on Transition Coordination Statement
Consumer Counsel	Annual payments to be determined
Community Transition Services	Check requests to be processed for consumers on an "as needed" basis no more than 3 days after check request is received.

Q14. Please describe the process by which ODJFS receives and processes invoices for funds reimbursement and administrative fees.

A14. **ODJFS expects the vendor to send an invoice each month; this invoice will include all expenditures (service payments) and also the vendor's administrative fees. ODJFS does not estimate more than 30 day turnaround time for payment of vendor invoices.**

Q15. The vendor is asked to broker workers' compensation insurance. Does the state anticipate applying for a group rating for workers' compensation?

A15. **Brokering workers' compensation is a Phase II task. The state may or may not apply for a group rate.**

Q16. In item d, ODJFS asks vendors to provide the names and contact information for projects that have at least 3,500 participants. Is ODJFS looking for projects in which the vendor provided fiscal employer agent services?

A16. Item 2.2 (d) asks vendors to provide the names and contact information for at least three entities for which they have performed similar large scale projects in the past five years that have at least 3500 participants. The word similar in this case implies FE/A services.

Q17. Please describe how Ohio DJFS will provide individual budget detail and service plan data to the FMS vendor. When will Ohio be prepared to provide this data electronically?

A17. For Phase I: HOME Choice program, ODJFS is already prepared to provide the data electronically via secure email. The information will be provided to the vendor either by HIPAA compliant fax or secure email.

For Phase II: The provision of the individual budget detail and service plan data will be addressed at the point of Phase II implementation.

Q18. Who will bear the cost of criminal background checks? What are they expected to cost annually for each program?

A18. Please refer to A7.

Q19. On page 21, section 5.1, the RFP indicates that the vendor should submit seven copies of the cost proposal. On page 25, section 5.2.C, the RFP indicates that the vendor should submit three copies of the cost proposal. How many copies should the vendor submit?

A19. Page 21 is correct. The vendor should submit seven (7) copies of the cost proposal.

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**Cheryl Vennerstrom, CFO
Morning Star Financial Services**

Q20. In section 2.2 d: ODJFS requests names and contact information for at least three entities for which you have performed similar large scale projects in the past five years and that have at least 3500 participants. It is not listed as one of the mandatory vendor qualifications. Is it mandatory that the vendor have that scale of projects (3500+ participants on board) or can they just provide references from three of their largest contracts?

A20. Section 2.2 d is not a mandatory vendor qualification and it is permissible to provide references from three of their largest contracts, however failure to provide documentation that the vendor has at least the requested level of other experience will result in a score of less than “meets” for that score sheet criterion.

Q21. In section 2.3.d.: Must the required System Analyst be a staff member or can that be a contracted service as long as s/he meets the other requirements.

A21. The system analyst position can be subcontracted out as long as s/he meets all requirements.

5/27/2008 (Date of Inquiry)

**Gerald Nebeker, CEO
Acumen, Inc.**

Q22. It is unclear as to the required contents of Tab 3, Sub-Tabs A, C, and D. Page 22 of the RFP provides details of Sub-Tab B only, and page 24 provides the overall requirements of Tab 3, but does not refer to Sub-Tabs. Will you please clarify?

A22. Please refer to page 14, Section 3.3, A – D. This outlines what is required for each sub-tab. On page 22, vendors are instructed to create a Tab 3 with sub-tabs 3A, 3B, 3C, and 3D. Sub-tab 3A should contain the information requested in Section 3.3A. Sub-tab 3B should capture all the information requested in RFP Section 3.3 B; Sub-tab 3C should contain information requested in RFP Section 3.3 C; and Sub-tab 3D refers to RFP Section 3.3 D. As RFP Section 3.3 B tells vendors to provide their detailed technical approach for all the work that would be required of the selected contractor, Sub-tab 3B of vendors proposals would be further subdivided as shown on page 22 to correspond with all Phase I and Phase II work described in 3.1 of the RFP.

Q23. What is the anticipated total dollar volume anticipated the vendor will manage the first year?

A23. The first full fiscal year of the contract will only include the HOME Choice program. It is estimated that the service dollars expended will be approximately \$2.5 million dollars.

**THIS CONCLUDES THE QUESTION & ANSWER DOCUMENT
FOR ODJFS RFP#: R-89-07-0981**