

**Request for Proposal
RFP #01-1415
HIV/AIDS PATIENT CARE SERVICES
Volusia & Flagler Counties
Questions and Answers**

Q.1 Is this going to be an annual RFP from now on?

A.1 The contract resulting from this solicitation may be renewed, in whole or in part, for a period not to exceed 2 years or the term of the original contract, whichever is longer. Any renewal shall be in writing and subject to the same terms and conditions set forth in the original contract. Any renewal shall be contingent upon satisfactory performance evaluations by the Health Planning Council and subject to availability of funds.

Q.2 What are the agency qualifications/eligibility requirements?

A.2 The successful respondent(s) providing medical case management, non-medical case management, eligibility services, and Early Intervention Services (via Peer Mentoring) will ensure case managers and peers possess sufficient education, knowledge, and skills to provide effective services to clients. Supervisors of case managers must have related experience in providing case management services; provide routine reviews of case management records to facilitate case management duties; provide routine support and supervision; provide interim staff for vacancies and staff on leave. Supervisory experience is preferred but not required.

Respondent(s) are required to submit with the proposal, contact information for three (3) entities the respondent has provided with services similar to those requested in this solicitation. Vendors shall use Attachment III, Respondent Experience Form of the RFP to provide the required information. The Health Planning Council reserves the right to contact any and all entities in the course of this solicitation evaluation in order to make a fitness determination. The Health Planning Council's determination is not subject to review or challenge.

Q.3 Is the staff training required prior to hire or can they receive training as part of the job?

A.3 The successful Respondent(s) will need be operational on the first day of the contract providing services to clients. The staff in full is not required to be trained prior to hire. However, there will need to be at least one employee available to provide the services to clients. The successful Respondent(s) will submit an action plan to address any training needed to meet Section 2.3 Major Program Goals and Section 2.8 Task List.

Q.4 May an agency apply for funding for one position (Case management OR medical case management) or is the grant to be written for both?

A.4 An agency must apply for both Medical and Non-Medical Case Management the services may not be separated.

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- Q.5** Does the organization providing Peer Mentoring services need to provide all the services listed for EIS in the Administrative Guidelines including HIV testing and counseling?
- A.5** **A Standard: Support of Early Intervention Services (EIS) that include identification of individuals at points of entry and access to services and provision of:**
- HIV testing and targeted counseling
 - Referral services
 - Linkage to care
 - Health education and literacy training that enable clients to navigate the HIV system of care
- All four components need to be present, but this RFP, Early Intervention Services (via Peer Mentoring) does not include funding for HIV testing. Another source of funding must exist.
- Q.6** Respondent Experience, Attachment III, page 25: Are these partners, other Ryan White provider organizations or docs?
- A.6** Attachment III is related to the respondent's past experience/references. The Health Planning Council will conduct three experience/reference checks. If the respondent has experience with Ryan White organizations, including the Health Planning Council, or other entities such as non-profit organizations, health departments, private organizations such as physicians, pharmacies and/or insurance companies, in the past, the respondent may list it on the Experience form.
- Q.7** Provider responsibilities, page 41, #2: What is the Deficit Reduction Act as it relates to this grant to be included in the semi-annual report?
- A.7** The semi-annual report related to the Deficit Reduction Act only apply to organizations that employ an individual to specifically address the challenges in the State's Medicaid entitlement programs.
- Q.8** Are staffing levels to remain the same for each contract?
- A.8** Staffing levels will be determined by the respondents. Staffing levels must be sufficient to perform the duties outlined in the RFP.

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Q.9 Are office supplies, equipment, utilities, rent and advertising allowed in the 10% overhead?

A.9 Office supplies are not funded under this RFP
Equipment is not funded under this RFP
Utilities is an allowable expenditure within the 10% overhead
Rent is an allowable expenditure within the 10% overhead
Advertising is an allowable expenditure within the 10% overhead

Q.10 Can the service times be expanded to include evenings/weekends if necessary?

A.10 Service hours may be expanded as long as the regular hours of operation are 8 a.m. to 5 p.m. Monday through Friday

Q.11 Can we bring the holidays in line with established agency holidays (only two days are different...Veterans Day and the day before or after Xmas)?

A.11 Per the RFP, hours of operation must be 8 a.m. to 5 p.m. Monday through Friday excluding state Holidays. Charging staff salaries to the individual contracts during office closures outside of those timeframes are not allowed. 'On call' staff does not constitute as being "open for business".

Q.12 Are Universities eligible to apply?

A.12 Yes

Q.13 2.16 Is a service delivery location in Flagler County required?

A.13 No

Q.14 2.22 "Performance Measure: Notify the contract manager when a written complaint is filed related to any services." Is this an absolute requirement or is it negotiable if the agency has a different procedure?

A.14 This requirement is not negotiable.

Q.15 Are all employees required to be direct employees of the bidder?

A.15 Full Time Equivalent (FTEs)/Employees identified for the performance of specific services of this RFP should be employees of the respondent.