STATE OF MARYLAND

DEPARTMENT OF HUMAN RESOURCES
SOCIAL SERVICES ADMINISTRATION
OFFICE OF ADULT SERVICES
311 West Saratoga Street
Baltimore, MD 21201

REQUEST FOR GRANT PROPOSAL (RFGP)
FOR
RESPITE CARE SERVICES
DHR AGENCY CONTROL NUMBER: SSA/RCP/14-002-S

TUESDAY, OCTOBER 1, 2013     10:00 A.M.

PRESENT FROM DHR:

GARRY L. FLEMING, Procurement Officer
KATHLEEN WARD, Program Specialist
ELSA SINGLETON, Procurement Division

ALSO IN ATTENDANCE:

BETSY WEAVING, Abilities Network
BROOKE KAISER, Easter Seals
LAVISHA McCLARIN, Easter Seals

REPORTED BY: DAVID RITCHEY, Notary Public

- - -
MR. FLEMING: All right. I just want to say good morning to everyone.

My name is Garry Fleming, and I'll be the procurement officer for this solicitation.

On behalf of the Department of Human Resources, I would like to welcome you all to the pre-proposal conference.

Today, we'll share some information with you concerning the requests for the grant proposal entitled "respite care services."

The AC control number for this RFGP is SSA/RCP/14-002-S.

If everyone -- if anyone has not already done so, please see Ms. Linda right at the back of the room to sign in on our sign-in sheets. Also, those of whose businesses are here that are minority businesses or part of Small Business Reserve vendors, please identify yourself on that sheet, also.

If you need a copy -- I see everybody has a copy, so we don't need to go through that -- but there
are extra copies of the RFGP, the agenda, on the back
table also.

Please note that Hunt Reporting Company is
recording this conference and a copy of the transcript
of this conference will be posted on the DHR website.

We'll go with the introductions. First,
we'll have the introductions for the representatives of
the State and it looks like it's just us two,
ourselves.

And I'll introduce you, Ms. Kathleen Ward;
she's with the SSA. That's -- I'm sorry, I just lost
my place -- she's with the Social Service
Administration Office of Adult Services and she will be
speaking to you when it comes time for Section 3, those
specifications.

Okay. So I'm going to go ahead and move
forward. I am going to ask if everyone hold all of
your questions until the end of the presentation and
I'll open the floor for questions.

General information, Section 1.1. Summary
statement summarizes the objective of this RFP. As
stated in Section 1.1, the Department of Human Resources Social Service Administration Office of Adult Services intends to award a single grant to a private, non-profit agency for the purpose of providing respite care services to individuals with functional disabilities in region -- the central region of Maryland, and that central region consists of Baltimore City, Anne Arundel, Baltimore, Carol, Howard, and Hartford counties.

Respite care -- excuse me -- respite care is providing at planned intervals at a time of crisis or on an as-needed basis. The services will be performed in or out of the customer's home by qualified care workers in order to relieve the family or informal caregiver. This temporary care for adults or for fully adults or child with a functional disability, provides rest and renewal for the family while contributing to maintaining the individual in the community and enabling the individual to live in a family or family-like environment or assisting individuals in achieving a greater level of independence.
The grant will be awarded for a period of four years and six months beginning on or about January 1st, 2014 and ending on or about June 30th, 2018.

Applicants must submit a simple proposal that provides services for all counties listed, as I gave you the names of the counties.

Section 1.2 procurement officer and Section 1.4, electronic grant authorization. So I will be the procurement officer as you see and the sole contact for purposes of this RFGP. My contact information can be found in Section 1.2 of this RFGP.

Section 1.4 covers -- excuse me -- Section 1.4 covers the DHR's Procurement Division policies regarding electronic transactions related to this RFGP. This section explains what exchanges are electronic communications are prohibited and which ones are allowed.

Section 1.5, questions and inquiries. Any question and inquiry received subsequent to this proposal conference shall be submitted in a timely manner to the procurement officer. We will try to
answer as many questions as possible once we have researched the response and as time allows. All question responses, as well as amendments to the RFGP, will be issued and posted on the DHR website and distributed to all vendors who are known to have received this RFGP.

Section 1.6, closing date. The closing date and time of receipt of all proposals is October 11th, 2013, at 2:00 p.m. I must receive an original and three copies of the technical proposal and the financial proposal by this time -- by this date and time in order for the proposal to be considered.

Oral, electronic mail or facsimile proposals will not be accepted. Proposals received after the date and time will not be accepted.

Section 1.7, new offer statement. Applicants not responding to this solicitation are requested to complete and submit a notice to abdicate grantee form that includes the organization, information and the reason for not responding.

Now, why would you not want to respond, okay.
It could be, i.e., too busy, can't meet the requirements, et cetera. This form is located immediately after the key information summary section.

Section 1.9, State Project Manager. The State Project Manager for the grants resulting from this RFGP will be Ms. Kathleen P. Ward, program specialist. After a grant award, Ms. Ward will serve as the primary contact for the grantee in regards to the grants resulting from this RFGP; however, certain grant-related actions, the procurement officer may grant with the grantees.

As I said earlier, she will explain everything in regards to Section 3 of the RFGP.

Section 2.14, corporate registration. It states that all corporations doing business in the state of Maryland are required to register with the State's Department of Assessments and Taxations, the Comptroller's Office, as well as the Department of Labor and Licensing and Regulations and must be a resident agent. It is strongly recommended that you register by the due date for receipt of the proposals.
Failure to do so may result in an otherwise successful proposal being deemed unacceptable. Applicants should also make certain that all tax and State obligations have been met.

Sections 2.24 and 2.25, minority business enterprises. No MBE subcontracted goal has been established for this grant; however, minority businesses are encouraged to this station.

And now we want to move on to Section 3, solicitations, and I'm going to give the podium to Ms. Kathleen Ward.

A little round of applause. Let's make sure that everybody is alive here. Very good. Very good.

MS. WARD: Thank you, all. My pleasure.

I want to thank everybody for coming. This is -- this is the final leg of getting this grant together for the State and we're very pleased to have you here. We are very much interested in getting this awarded so we can start giving folks the care that they need.

You all have a pretty good idea of what the
respite program is about. I'll go into some details, but I just want to tell everybody that this is a program that's very near and dear to our hearts and we're very happy that we have this program here because we think that we really do good work for folks who need a break from that daily care that they give to someone who has a disability or someone who is aging in their family, and this program gives them some time to themselves, in some way, that they so deserve.

It's often said that if you are not a caregiver at some point in your life, you will be given care by a caregiver, so it's going to touch all of us at some point and it's an extremely difficult job.

We don't have a lot of money in the State. It isn't a huge program as you are all probably aware, but it does give some help and assistance in a small way and it's very consumer-directed, so folks can really determine how they want to spend the small amount of money that they would be receiving from this program. And whoever is selected to administer this portion of the program will be an advocate, I'm sure,
for folks in the community and will be able to
participate in a consumer-directed program that is so
helpful, even if it's not a big program.

So I'm pleased to have you here and I hope
that you have -- and whoever is selected, benefits from
this program as much as we will benefit from your
assistance in delivering these services because they
certainly are needed by folks who have very difficult
jobs of taking care of loved ones and need a little bit
of a break from that routine.

I'm going to go over Section 3 with you and
hopefully it's going to be clear, and if it isn't, at
the end of the program, you can certainly ask me any
questions. Section 3, of course, it's a specifications
of the program and how we like to run it here at DHR.

Our services are delivered by three models.
The first model is a home-based model. That's when
respite is delivered to a person with a disability in
the person's home. The grantee assigns this person to
provide services.

There's also site-bid services which are
delivered at a site, like a day care center in the community, an adult day care program, something like that.

And then there's the respite grant portion of the program and that's when we actually give the stipend to the family who selects their own caregiver, someone in the neighborhood, someone who might be a relative of some sort, a friend, neighbor, someone who knows the individual with the disability and can give them some care or they may actually use that stipend to purchase day care or summer camp, adult day care, or something like that.

That's the beauty of a consumer-driven program. These folks can make these kinds of decisions that fit into their family setting and their family schedule.

There's two levels of care. Level one is supervisory and personal care services and that can include household and personal assistance, and services like light housekeeping, chores service assistance with meals, preparation, dressing, shopping, escort
services, recreational activities, those types of things.

Level two is skilled care that's delivered by a licensed health practitioner like a registered nurse or a CNA. And that includes performing physical assessments and monitoring vital signs, respiration, et cetera, et cetera. Respite care services may not be used to substitute for routine attended care.

Respite hours are on a daily basis up to 14 days. They cannot exceed 164 hours. That's the limit on that.

Respite care is also delivered on an hourly basis where in a 24-hour period, respite care can be given for no less than ten hours if it's considered a day, and any unused day of care can be converted into hours, so we do try to make it as flexible as possible.

We are looking at the central region and that includes Baltimore City, Anne Arundel County, Baltimore, Carol, Howard, and Hartford Counties.

Remember, these are functional disabilities.

There are other services that are doing DV --
developmental disabilities. I don't want to use acronyms because I'm never sure if people know what I'm talking about and half the time I don't, so I'll try to stay away from the acronyms. It is a large region, but it is just functional disabilities for this grant.

There are a number of grantee requirements and I'm going to go over them briefly. The grantees will provide the respite care services to all eligible clients who have a functional disability in the central region. This will include such things as providing an application for service, determining eligibility within 30 calendar days after receiving a completed application, development and implementation of a service plan, re-determination of eligibility, and re-consideration of the service statements.

So we re-determine whether or not someone continues to be eligible for their respite grant and we also determine what kind of service they need. Those are two things we take a look at, and termination of services, as described in COMAR.

We also provide sufficient, qualified staff
to deliver respite care services. Any care workers employed by the grantee shall have, at a minimum, a CNA, and required by the Maryland -- that's required by the Maryland Board of Nursing, if they are to perform personal care tasks.

We want you to collaborate with our local departments of social services in these areas because a lot of our referrals will come through the local departments and our local departments need to know who is delivering those services and believe it or not, sometimes individual workers and even individual units in the local department do not know who to contact for these services and we really want to make sure that folks aren't turned away by social services because someone didn't really understand who to contact and what contact numbers to have.

So we would really like to make sure whoever gets this grant that the local departments know who you are and who to contact and that you are very user friendly for our folks on the local level.

Development implementation of outreach
activities are designed to ensure that agencies and organizations and individuals in these communities that you will be working with will know about services. So it's not just the local department that we're asking you to reach out to, we're asking you to reach out to the community so that people will know that you're there and that you can help with this wonderful service that you're going to be providing.

We want to establish a case record on each eligible client and that includes the things that we talked about, the application, the service plan, the re-determination or re-consideration, records of termination and disposition of a case, and records of the service delivery.

We want you to maintain client contact information. We will come out occasionally and do audits to make sure that your records contain this kind of information.

We want you to complete a client service report and that client service report should be sent to me on a monthly basis and we like to have those client
1. service reports around the 15th of the month.

2. Upon written request from the State Project Manager, that's me, we want you to make accounts and records available, because as I said, occasionally, we will drive out to all the hinterlands and check on our grantees to make sure that their records are in order and sometimes it's a challenge and most of the times it works out very well.

3. Within 30 calendar days prior to grant termination, we want you to participate in an exit conference with me to review and discuss the return client information to our agency. The State Project Manager, that's me, will negotiate a due date with the grantee for a return of all this information and it includes all the things that we talked about before.

4. To ensure that respite care services are delivered in a geographic area, just make sure that you go over that, so that you know what the geographic area is.

5. Contract monitoring is probably very important to me since that's the main focus of my job.
is to make sure that folks are doing what they say they are doing. We need you to comply with our requests. We don't make many requests from this office, but we really do need to have some cooperation in due dates and when things are due to us.

Also, we would ask you to allow the State project manager to complete scheduled and unscheduled visits. I've never had an unscheduled visit, but I retain the right to have one if I ever need one. So we just want you to be sure that you know that that's a potential thing that could happen.

We have requested that our agencies develop a problem escalation procedure that you prepare for routine and emergency situations. We really need to know who the players are, what the chain of command is, who handles problems as they come up, what your plan for handling issues or problems would be as they come up. That's essentially what this is covering.

Grant reporting information, the monthly invoices are due the 15th of the month. If you want to be paid on time, you have to get the invoices to me on
time and I will do my part to push them through and make sure that you get your money.

The client service reports are due -- I like to have the client service reports electronically because I cut and paste them into a spreadsheet and if I get them in the mail then it's difficult to do that. We scan them; it doesn't work. It's a problem. And so -- and save trees -- we want to get our client service reports electronically, if we can.

Unfortunately, the invoices have to come through the mail, so we can only save half a tree, but that's okay; every tree counts.

Client certificates of insurance are due at the -- each grant anniversary date including option periods. Grantee project manager, that's me, the grantee, shall identify an individual -- oh, I'm sorry -- the grantee project manager is the grantee's project manager; that's the individual who will be identified to me as my contact. That's the person I will call, make arrangements to do audits. That's the person who I generally talk to, to ask questions.
That's the person I generally get e-mails from and e-mail back to. I need to know who that person is and it would be good if it's consistently the same person.

And then there's a post-award orientation conference within two weeks prior to the grant's start date with the DHR director, grants manager, monitor, the grantee, or the grantee project manager and any other DHR or grantee staff deemed appropriate. They shall attend the post-award orientation conference. And that pretty much handles Section 3.

So shall I turn that back over to you at this point?

MR. FLEMING: Yes, you may.

MS. WARD: Okay.

MR. FLEMING: Thank you very much.

But she just left this at the podium and nobody is doing anything. No clapping, no nothing? Come on, now.

(Applause)

All right. We're going to move right along to Section 4, requirements for proposal preparation.
This section covers the documents that will be required in submitting -- in submission of your proposal. Your proposal should contain two volumes, a technical volume and a financial volume. You should submit an original to be so identified and three copies of your proposal.

Please be sure that your proposal is labeled accordingly to the guidelines in Section 1.4. Please refer to that section when you are putting your packages together.

Accompanying the technical proposal should be a transmittal letter on the company letterhead. It should contain the title of your company, the title of the solicitation, your federal ID number or Social Security Number, and should be signed by an individual who was authorized to bind the company to the information in this -- in the proposal. If you are registered on eMaryland Marketplace, please include your identification number as well.

Section 2.4, that is the technical proposal. It specifies which sections to be included in your technical proposal. Please go to that section of the
RFGP and review that there.

Section 4.2(l) are the forms. Include in the original -- included in the original volume only, one original of the following forms: the bid proposal affidavit, attachment b and the certification regarding lobbying, attachment e, and lastly, attachment B-1 provides instructions for completing the bid proposal affidavit. All three forms -- all three of these attachments are located at the DHR website and I also have some at the back table too.

Section 5, evaluation procedures. It covers DHR evaluation procedures. An evaluation committee will be established by DHR to evaluate the responsive -- responsible proposals that have been reviewed by the closing deadline. Technical proposals will be ranked accordingly to the major criteria listed in descending order of importance in Section 5.4

I'll -- you can go ahead and do that. I don't -- I'll read them off. The criteria is the proposed services, qualifications, understanding of the problem, key personnel, references, other State of
Maryland grants, contracts, financial responsibility, and civility. And again, if you just review Section 4, it goes into full detail.

Any proposal found not susceptible -- not found not to be reasonably susceptible for an award will be dropped from this further consideration and your financial volume will be returned to you unopened.

During the evaluation process, it's necessary that the committee may request clarifications. Any information -- for any information in your proposal; in addition, applicants who submit proposals -- I'm sorry -- in addition, applicants who submit proposals in response to this RFGP may be required to make an oral presentation of their proposal to the evaluation committee on possibly short notice.

Section 5.5, evaluation -- form financial evaluation. A separate price for volume four of each qualifying proposal will be distributed to the evaluation committee for all proposals deemed responsible, being reasonably susceptible of being selected for an award following the completion of the
technical evaluation.

The committee will be determining the grand total price for each proposal, in order to establish a financial ranking of the proposals from lowest to highest ranked on the price.

Section 5.7, filing the evaluation and recommendation for an award. After the entire evaluation process has been completed, a recommendation for an award will be made based on which proposal represents the best value to the State considering technical evaluation factors and pricing factors. Technical factors will be given greater weight than the price factors.

Now, I would like to open the floor for any questions. Anybody, questions, concerns?

MS. WEAVING: Disability, functional disability includes aging?

MS. WARD: Yes.

MS. WEAVING: Any kind of -- anything that's a disability, pretty much?

MS. WARD: Yes, any kind of functional
disability, but you do have -- the client and the provider do have to provide information that says the person is disabled.

MS. WEAVING: Gotcha.

MS. WARD: So it wouldn't have to be your decision. You wouldn't have to be the one to declare this person disabled. They do have to provide some type of assurance that the person has a disability and that can be aging.

MS. WEAVING: The family-identified worker --

if the family decides that they would just like to get the money and just go find their own worker, that person who they then find is not going to be a CNA?

MS. WARD: That's correct.

Now, if the person is --

MS. WEAVING: It could be any community member.

MS. WARD: Now, if it's someone who is -- now, if the grantee is providing skilled, personal care, then that has to be a healthcare professional.

MS. WEAVING: Okay.
MR. FLEMING: I'm sorry, I -- when you're asking a question, please identify what company you're representing. Give your name and the company that you're representing.


MR. FLEMING: Thank you.

Any other questions?

MS. McCLARIN: Lavisha McClarin, Easter Seals.

Do you have an estimated percentage on the distribution of ages on the population that the grantee would be serving in this program?

MS. WARD: Well, we do, but I don't have that with me, and it would take some -- it would require math.

But what we do as part of our monthly client service report, we ask for the age distribution of the people that we are serving. So, yes, I can get that for you if you'd like me to do that.

MS. McCLARIN: That would be helpful.
MS. WEAVING: Betsy Weaving, Abilities Network.

The money can be used for children, you said in camps, anything where a respite-type service evolves as a result of attending an outside kind of organized...

MS. WARD: Well, the respite money for children would be for children with developmental disabilities. The respite program traditionally has not funded services to children for functional disabilities, so we're looking at adults with this — with this grant.

Now, adults can go to camps and adult day care centers, too. So, yes, it would be able to be used for something like that for adults.

MS. WEAVING: I'm sorry, so this is not meant for children?

MS. WARD: This is not meant for children, not functional disabilities -- meant for adults.

We have a grant already that is serving children with disabilities as covering the central
MS. WEAVING: Thank you.

MR. FLEMING: Any other questions? This is your time.

MS. KAISER: Yes, Barbara Kaiser from Easter Seals.

When would you expect the turnaround to be when you let us know who was awarded the grant?

MR. FLEMING: Well, see, the closing date is on the 11th of October. We'll have to go through the process of evaluating. The start date for the new contract is January 1st, so somewhere around that time frame we'll be able to give you that information.

MS. KAISER: Okay.

MR. FLEMING: You'll know prior to the actual start date, okay?

MS. KAISER: Okay.

MR. FLEMING: Any other questions?

MS. McCLARIN: Lavisha McClarin, Easter Seals.

So in the breakdown for the number of hours,
for the 1500, is that for just the first six months?
Is that for the entire year? Will the hours change for
the year-term versus the six-month term?

MS. WARD: I'm -- I'm sorry, I'm not
following you. Did you say 1500 hours?

MS. McCLARIN: Yes.

MS. WARD: It's 164 hours in the service
period. That's it.

MS. McCLARIN: For the levels --

MS. KAISER: For the different levels, the
total hours.

MS. WARD: Okay.

MS. McCLARIN: I think that's in Section 3.

MS. WARD: Oh, okay.

MS. McCLARIN: Yeah, the total hours.

MS. WARD: I see what you're saying.

MS. McCLARIN: That's, you know, six months
and four years. Our question was, is the 1500 -- I'm
sorry -- 15,000 hours for the first six months or is
that the entire year term, as far as total hours, or is
it going to increase for the entire-year term?
MS. WARD: Yeah, actually, I'm not sure where that 1500 came from.

MS. McCLARIN: Yeah, I misspoke; it's 15,000.

MS. WARD: That's right, 15,000. I'm looking at it and thinking 1500.

MS. KAISER: It's the same thing we did.

MS. WARD: I'm not exactly sure where that came from. I would have to research that for you to tell you the truth, if that was 1500 for six months or 15,000 for the whole year.

MS. McCLARIN: Right. Because that makes a difference.

MS. WARD: Yeah, it would make a big difference.

MS. McCLARIN: Yes, it would.

MS. WARD: Yeah. Let's get back to you on that.

MS. McCLARIN: Okay.

MS. WEAVING: Betsy Weaving, Abilities Network.

Yeah, I had similar questions to the chart; I
was thrown off by it.

The other thing I needed to know was, is this to imply that there would only be a certain number of hours permitted for level one and a certain number of hours in total permitted from the level two?

MS. WARD: Well, it's 164 hours period, for both levels; it would include both levels.

MS. WEAVING: And so you could use as much of that, up to 164 --

MS. WARD: Exactly.

MS. WEAVING: -- of either one as you choose.

MS. WARD: Yes, that's correct.

MS. WEAVING: So I guess I'm confused by that.

MS. KAISER: Brooke Kaiser, Easter Seals.

At what age do you consider an adult?

MS. WARD: Eighteen.

MS. KAISER: Eighteen, okay.

MR. FLEMING: Any other questions, concerns?

No, none? Okay. As I said before, the closing date for this RFGP is October 11th, 2013, at
2:00 p.m. One minute after, I cannot accept your bid --

your proposal, I'm sorry -- so please be on time.

(Laughter)

Okay. I want to thank everyone -- yes?

MS. SINGLETON: Elsa Singleton, DHR

Procurement Division.

I just want to let everyone know that they

can still send questions by e-mail if they think of

something when they go home.

MR. FLEMING: Right. So -- yeah, the

questions will still be allowed to come in after you

leave, so e-mail them to me. If you'd like my e-mail

information, it is on the RFGP, so I'll be your point

of contact for that, okay.

So with that, any other questions?

Okay. I want to thank everyone for attending

and today that will conclude our pre-proposal

conference.

Thank you very much.

MS. WARD: Yeah.

MR. FLEMING: And good luck to everyone.
(Applause)

Very good. See, keep it up.

(Whereupon, at 10:35 a.m., the meeting was adjourned.)
I, DAVID RITCHEY, the officer before whom the foregoing testimony was taken, do hereby certify that the witness whose testimony appears in the foregoing transcript was duly sworn by me; that the testimony of said witness was taken by me by stenomask means and thereafter reduced to typewriting by me or under my direction; that said testimony is a true record of the testimony given by said witness; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this testimony is taken; and, further, that I am not a relative or employee of any attorney or counsel employed by the parties hereto, nor financially or otherwise interested in the outcome of the action.

This certification is expressly withdrawn and denied upon the disassembly or photocopying of the foregoing transcript of the proceedings or any part thereof, including exhibits, unless said disassembly or photocopying is done by the undersigned court reporter and/or under the auspices of Hunt Reporting Company, and the signature and original seal is attached thereto.

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DAVID RITCHEY
Notary Public in and for the State of Maryland

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