

Date: August 13, 2019
Addendum Number: Two
RFP Number: 005-19
RFP Title: ESP Independent Living Assistance Services

Questions & Answers

Q1: In Section Seven of the RFP, under level two on page 18, you ask under #2 for narrative about training of ILA staff. In Section Seven of the RFP, under level three on page 19, you ask under #2 for narrative about training of ILA staff. How are these different? What are you looking for that is different in each section?

A1: In level 2, under example 4, Example 4-Proposal includes new hire training courses, shadowing opportunities for staff, copies of training schedule, training materials, training checklist, continuous education opportunities.

We are looking for you to include the items identified in the example given or how your agency plans to meet this training for the individuals providing ILA. Provide specific examples in detail of your training.

In level 3, under example 4, Example 4-Proposal lists years of ILA service experience for organization and individual staff. Proposal includes description of training program for ILA. Proposal includes evidence of successful ILA service delivery, including ILA worker evaluations and/or client testimonials

This example asks for a description of the agency's training program. This is more of an overview and not to an individual level.

Overlap in information submitted is acceptable.

Q2: Can you provide current hourly unit costs for the Counties in your service area? It is understood the new RFP is billed in 15 minute increments.

A2: The unit price is different per county, per zone, and within each county per year. It is up to each individual entity to review their business model to establish a unit rate.

Q3: Can you provide sample copies of job descriptions for the following:

- a) ILA Worker
- b) ILA Supervisor
- c) Volunteers

A3: Please refer to the ILA worker requirements identified in the RFP.

Q4: Do you have samples of current pay scales for ILA Workers in your service area?

A4: This information varies by provider. This is determined on an individual basis and your business model.

Q5: Are there current ILA providers looking to expand in the COA Service Area?

A5: We will know the level of interest in providing this service in all areas once the bids are received.

Q6: Are there current ILA providers looking to discontinue provider service in the COA service area? If so, were reasons given.

A6: Not that we are aware.

Q7: Do you have research showing current trends in Ohio of the service needs for ILA?

A7: We do not have research on ILA needs in the State of Ohio.

Q8: What are the general hesitations for providing this service?

A8: At this time, we are not hearing from our current ILA providers that there are challenges to the service.

Q9: If we have a social worker/service coordinator in a senior building can they be assigned specifics clients to perform ILA duties?

A9: Individual buildings are not included in the RFP. Individual buildings are not assigned to specific providers for referrals. Clients in need of an ILA service will be awarded to participating ILA contracted providers assigned per county, per zone.

Q10: If we have an appropriate credential staff providing services to seniors at senior center can they be assigned specific clients to perform ILA duties?

A10: Senior centers are not assigned to specific providers for referrals. Clients in need of an ILA service will be awarded to participating ILA contracted providers assigned per county, per zone.

Q11: If we have a staff person that meets supervisory level qualifications must a supervisor still complete the yearly monitoring duties if we already conduct program client satisfaction reviews annually and an annual evaluation of the worker's performance?

A11: Per the ILA service specification, under section 7.0, the annual visit or phone call can be performed by any individual who meets the requirements of a Supervisor. The service specification does not prevent the individual meeting the supervisory requirements from also providing the ILA services.
