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**Date: September 6, 2022**  
**Addendum Number: One**  
**RFQ Number: 003-22**  
**RFQ Title: Title III Grocery Ordering & Delivery**

### Questions & Answers

Q1: What are the criteria for an individual to qualify?

*A1: The consumer must be age 60+ and complete the NAPIS client registration form.*

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Q2: How or where does the provider get the unique identifier?

*A2: See OAC rule 173-3-01 (B) for definition of unique identifier.*

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Q3: What are the Parameters for shopping and delivery? Monday – Friday? Time of day?

*A3: This RFQ does not include Grocery Shopping Services. Grocery Delivery is to occur during agency normal business hours.*

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Q4: What are all the options to pay for groceries?

*A4: Options to pay for groceries are determined by each individual grocery establishment*

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Q5: Does the provider set parameters on what stores they will go to?

*A5: Yes, providers can set these types of parameters.*

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Q6: What are the responsibilities of the client?

*A6: Request assistance with ordering and delivery of groceries, provide form of payment, coordinate service delivery with provider.*

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Q7: Can the provider set limits – such as you must place your order by noon on Monday for a Tuesday delivery or only Wednesday delivery?

*A7: Yes, the Provider will develop the process and implement procedures of grocery ordering and safe delivery of groceries.*

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Q8: What happens if the client is not home at the time of delivery?

*A8: Provider will develop the process and implement procedures of grocery ordering and safe delivery of groceries.*

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Q9: What happens if they do not have the funds to pay after we are at the checkout?

*A9: Provider will develop the process and implement procedures of grocery ordering and safe delivery of groceries.*

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Q10: Will the provider be permitted to use the client's SNAP card? What happens if the balance is zero when the provider goes to pay for the groceries? Or the credit card is denied?

*A10: Options to pay for groceries are determined by each individual grocery establishment. Provider will develop the process and implement procedures of grocery ordering and safe delivery of groceries.*

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Q11: How will concerns about using cash be addressed? For example: the client gives \$50.00 in cash but later claims they gave \$60.00?

*A11: Provider will develop the process and implement procedures of grocery ordering and safe delivery of groceries.*

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Q12: How often can the provider do a grocery run for the same client?

*A12: Provider will provide this service within their funding schedule amount with no limit as to number of units per client*

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Q13: Are the clients limited as to what they can purchase? Food items only?

*A13: Clients may purchase consumable supplies or material aid to meet basic need (for example paper and cleaning products). Alcohol, tobacco, nicotine products, and/or lottery tickets are excluded.*

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Q14: Under 5 b it states: The provider shall use all collected contributions to expand the congregate nutrition program for which the contributions were given.....Is this a congregate program? Is that how we know they qualify? Do they have to be a congregate client?

*A14: This is not a congregate program, but this service is subject to OAC Rule 173-3-07-Consumer Contributions. COA has received approval from ODA to follow voluntary contributions rather than cost sharing for the time period of 10/1/22-9/30/2024.*

*The consumers qualifications are age 60+ and completion of NAPIS form.*

*They do not have to be a congregate client.*

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Q15: Does the provider get the client to complete a NAPIS? How often?

*A15: NAPIS forms are required to be completed/updated annually to receive this service.*

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Q16: Will these clients have care managers? Or case managers?

*A16: Consumers who receive services under the Older Americans Act (Title III) do not have care managers.*

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Q17: Will the contract be renewed yearly, every two years or every three years?

*A17: Per the RFQ, this service will be contracted from 10/1/22-9/30/2023. There will be consideration to include this service in the Title III RFP scheduled to be published in 2023*

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Q18: Does the client travel with the provider to select the groceries?

*A18: This service does not include grocery shopping assistance. This service includes grocery ordering and delivery only.*

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Q19: Does the client call the provider to place the order?

*A19: Provider will develop the process and implement procedures of grocery ordering and safe delivery of groceries.*

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Q20: How are discrepancies handled regarding purchases? For example: The client order milk – the provider bought and delivered 2% milk, but the client wanted skim milk?

*A20: Provider will develop the process and implement procedures of grocery ordering and delivery of groceries.*

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Q21: Title III funding has been flat for years. How did this funding through Title III come about for a service that is part of another Title III program and levy funding? If this is special funding, what happens after funding has been exhausted?

*A21: COA is utilizing ARPA funds for this service for the contract year of 10/1/2022-9/30/23. This service follows the guidelines for Title III B programs and will be considered for inclusion in the Title III RFP scheduled to be published in 2023.*

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Q22: Is this service part of or related to the Congregate program? The service specs mention 'meal', 'meal cost' and 'congregate'

*A22: This is not a congregate program, but this service is subject to [OAC Rule 173-3-07-Consumer Contributions](#). COA has received approval from ODA to follow voluntary contributions rather than cost sharing for the time period of 10/1/22-9/30/2024.*

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Q23: Will this service fall under the NAPIS reporting requirements as the service specs suggest?

*A23: Yes*

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Q24: How many hours annual continuing education are required? Nutrition programs required 4 hours yearly.

*A24: Four hours of continuing education are required.*

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Q25: Do we need to submit a separate unit price for ordering/delivery and ordering/delivery/putting away? This unit price is a flat rate, straight across no matter how much or little time is needed, correct?

*A25: Yes, you must submit a separate unit price for ordering/delivery and ordering/delivery/putting away. The unit price is a flat rate.*

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Q26: What timeframe is a unit? Is there a timeframe constraint?

*A26: There is no timeframe per episode. One unit of grocery ordering and delivery equals to one episode of grocery ordering and delivery.*

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Q27: Initial information provided just states 1 unit for grocery shopping. It is reflected as one episode. How do you determine the episode? (i.e., a small grocery list could be 15 minutes and a large could be 1 hour)

*A27: There is no timeframe per episode. One unit of grocery ordering and delivery equals to one episode of grocery ordering and delivery.*

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Q28: Does the actual ordering need to be done by a service provider or can the service provider teach or assist the consumer to order their groceries on their own computers/ tablets on a weekly basis?

*A28: Grocery ordering may be completed by provider, or by consumer through teaching and assistance by provider, or by the consumer themselves.*

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Q29: Does the grocery ordering service have to be provided on an individualized basis - one person at a time-or can we provide grocery ordering assistance working with a small group of consumers at one time?

*A29: You can assist both individuals and small groups.*

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