

State of Delaware
Delaware Veterans Home
REHABILITATIVE SERVICES
Contract No. 16-DVH01
Questions & Answers from Pre-Bid Meeting
March 19, 2015

In attendance: Silvia Leake, Delaware Veterans Home
Sandy Groff, Delaware Veterans Home
Dorothy Dunham, Delaware Veterans Home
Gwen Benton, Delaware Veterans Home
Amy Tucci, Delaware Veterans Home
Jackie Hoffmaster, Benchmark Therapies
Brock Eppley, Benchmark Therapies
Karen Peret, Liberty Healthcare

Conference line: Karen Gottschalk, Genesis Rehab Services
Kayleigh Nichols, ProvidaStaff, LLC
Rami Isa, Cell Staff
Patrick Wegeler, American Tutor, Inc.

Overview:

The Delaware Veterans Home (DVH) is a 150-bed long term care facility, providing skilled nursing care to Delaware veterans. It includes a 30-bed secure unit, two 45-bed units and one 30-bed unit.

Today's census is 128 residents; four Medicare, 50 Medicaid, 47 private pay and 27 Veterans Administration (VA) 70% or greater status. The VA payment system is considered all inclusive similar to Med A.

The bid was advertised through two public notices on March 9th and 16th. The deadline for receipt of proposals is April 20, 2015 and notification of award will be made on April 30, 2015.

Scope of Services:

The company awarded the contract must perform criminal background checks and adult abuse registry checks for all therapists working at the facility. The cost of the checks is the responsibility of the successful bidder.

The DVH requires one therapist to serve as a single point-of-contact with our staff and work a full-time schedule of 37.5 hours per week. An hourly rate will need to be assigned for direct patient care as well as an administrative rate.

The successful bidder must provide a credentialing packet on all proposed therapists. The packet will be reviewed by the DVH credentialing committee and should include: résumé, references, DE license, malpractice insurance and a letter stating that the candidate has the physical ability to fulfill the duties of the position.

The successful bidder will provide therapists with experience with the geriatric population.

The successful bidder must enter data into the EMR system used at the DVH which is an ECS system by American Data. The successful bidder will be a part of our triple-check documentation process for appropriate MDS sections.

Minimum requirements are listed starting on page 5 and numbered 1-12.

RFP Submissions/Proposals (page 8, number 2) – Please note that only one original and four copies are required. Proposals must be received by 3:30 pm on April 20th.

RFP Question and Answer Process are described on page 12. The State has the right to reject proposals and/or cancel the solicitation.

The proposal evaluation team process is described in full on page 14 and the criteria weight is outlined on page 15. At this time, oral presentations will not be required.

The successful bidder will begin work on July 1, 2015 in keeping with the State's July to June fiscal year.

The RFP review was concluded and those in attendance or on the teleconference were asked for any questions.

Pre-Bid Meeting Question:

In the job responsibilities section it states that PT and OT must screen any resident who has had a fall (Pages 3 & 4). What is the number of hours from the time of the fall to the resident assessment?

The resident must be assessed within 24 hours.

Emailed Questions:

1. Will the awarded Vendor be billing the Delaware Veterans Home for all services provided or will the awarded vendor have to have the ability to bill Medicaid?

The awarded vendor will bill the Delaware Veterans Home for therapy services provided. The Delaware Veterans Home will bill Medicare A, Medicare B and Medicaid where applicable.

2. Per Section B Part 2: It states that 2 original plus 6 paper copies must be submitted. Per our Pre-Bid Meeting teleconference on March 19th, can you clarify that only 1 original plus 4 paper copies will be necessary?

The RFP document should read – “Each proposal must be submitted with 1 original and 4 paper copies.”

3. Can you please provide the current incumbent vendor or contractors providing SLP, OT, PT, PTA, and COTA Services?

The Delaware Veterans Home currently has a contract with Kindred Rehab/Rehab Care. They provide SLP, OT, COTA, PT and PTA services.

4. Can you please provide the current Matrix hourly bill rate from the current Vendors/Contractors providing SLP, OT, PT, PTA, and COTA Services?

SLP - \$69.16

OT - \$69.16

PT - \$69.16

COTA - \$47.88

PTA - \$47.88

5. Section 2 Scope of Services: Paragraph 9, Page 2: "Staffing Hours – the Rehabilitative Department will be available to provide services based on resident needs. This may include evenings, weekends and holidays. The therapy manager shall be required to work 37.5 hours per week. All other therapists will be required to work the number of hours needed to provide required services. Depending on resident need, these hours could be less than 37.5 hours per week."

In order to better develop a recruitment plan for the DE Vet Home, approximately how many hours per week do you expect the Therapists to work, excluding the Therapy Manager?

The Delaware Veterans Home expects the hours worked by the therapists to meet the need of the residents. The average hours per week in FY 2014 were:

SLP – 16.0

OT - 38.0

PT - 32.0

COTA – 40.0

PTA - 30.0

6. Can you please provide the annual expenditure of this current contract in 2013 and 2014?

Annual expenditures for FY13 - \$506,488.00

Annual expenditures for FY14 - \$436,036.00

7. Section III Required Information, Paragraph 12, Page 6

“Therapist hourly rate for direct patient care” “therapist hourly rate for administrative responsibilities”

Are there historical statistics available for past/current treatment? What volume of treatment has typically taken place? (to provide more accurate pricing)

Our past and current contracts did not have the requirement for separate hourly rates for direct patient care and administrative responsibilities. In questions 4, 5 and 6 we have provided hourly rates, average hours and total annual costs.

8. Section III Required Information, Paragraph 11, Page 6

“a proposed schedule for the components outlined in the RFP to begin services to DVH on July 1, 2015”

Can we have clarification on what specific information this is asking for?

The Delaware Veterans Home is looking for a plan and schedule from the bidders that detail information from contract signing in April through contract start date in July on how the bidder will recruit, hire, credential and train therapy staff for services to start July 1, 2015. The plan and schedule should also include the Delaware Veterans Home credentialing of proposed therapists prior to July 1, 2015.

9. Section III Required Information, Paragraph 12, Page 6

“the budget...”

“Operational expenses”

“administrative expenses”

Who is responsible for purchasing therapy equipment and supplies?

The Delaware Veterans Home funding is used to purchase therapy equipment and supplies. The therapy manager will review the requests from all therapists and recommend the purchase using a facility requisition form prior to the purchase of equipment and supplies.

10. Section III Required Information, Paragraph 12, Page 6

“Therapist hourly rate for direct patient care”

Is this only “billable” services or does this account for “billable” services and documentation time?

For the Delaware Veterans Home, direct patient care includes billable services and documentation time. The Delaware Veterans Home provides the therapist with computers to document in “real time”.

11.

Section III Required Information, Paragraph 12, Page 6

“Therapist hourly rate for direct patient care” “therapist hourly rate for administrative responsibilities”

What are the current hourly rates for the current contract?

See hourly rates under question 4.

12. What are the current staffing levels by position?

See average hours worked per therapist under question 5. The Delaware Veterans Home is requesting that the Therapy Manager work 37.5 hours per week.