

DEPARTMENT OF HUMAN SERVICES  
INVITATION FOR BIDS  
IN HOME AIDE SERVICES  
SSA/IHAS-21-001-S

**QUESTIONS AND RESPONSES #1**

Question 1: What information is needed from the Bidders?

**Response:** Please refer to the IFB, its Attachments, its Amendments, Questions and Responses, and other Solicitation-related information on eMaryland Marketplace Advantage and the Invitation For Bids page of the DHS website.

Question 2: How do we submit the information required for our Bid?

**Response:** Bids will only be accepted through the State's eMaryland Marketplace Advantage (eMMA) e-Procurement system: <https://emma.maryland.gov/page.aspx/en/usr/login?ReturnUrl=%2fpage.aspx%2fen%2fbuy%2fhomepage>  
Instructions on how to submit Bids electronically can be found at: <https://procurement.maryland.gov/wp-content/uploads/sites/12/2021/01/4-eMMA-ORG-Responding-to-SolicitationsIFB.pdf>

Question 3: We would like to participate with multiple sites. Do we need to bid for each one or just indicate that on the original bid?

**Response:** A Bidder can propose to serve more than one jurisdiction, however a separate Financial Bid Form (Attachment B-1) and Transmittal Page (Appendix 11) must be submitted for each jurisdiction it proposes to serve. The Bidder's home or field office must be within 40 miles of the farthest point of the jurisdiction(s) seeking to serve. The Bidder's office does not need to be within the jurisdiction(s) upon which they are bidding. The Bidder's office does not need to be in Maryland.

Question 4: Is there a List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required?

**Response:** Please refer to the IFB, its Attachments, its Amendments, Questions and Responses, and other solicitation-related information on

**eMaryland Marketplace Advantage and the Invitation For Bids page of the DHS website. No Bill of Materials is required.**

Question 5: What are the names of countries that will be eligible to participate in this tender?

**Response: While the Bidder's office does not need to be in Maryland, and the Bidder's office does not need to be within the jurisdiction(s) upon which they are bidding, the Bidder's home or field office must be within 40 miles of the farthest point of the Maryland jurisdiction(s) seeking to serve.**

Question 6: Is there any extension of Bidding Deadline?

**Response: Not at this time. All Bids are due on Friday, June 4, 2021 at 5:00PM local time.**

Question 7: Are there any Addenda or Pre-Bid meeting Minutes?

**Response: All Addenda, including the Transcript of the Pre-Bid Conference will be posted to eMMA and the DHS website as soon as it becomes available.**

Question 8: We would like to be informed of future tenders from your organization. Hence, we request you to add our name to your bidder's list and do inform us about upcoming Projects, Tenders.

**Response: The best way to keep abreast of State Solicitations in Maryland is to register in eMMA. Be sure to add the Commodity Codes for the types of procurements in which you are interested to your account: [https://emma.maryland.gov/page.aspx/en/sup/registration\\_extranet\\_manage](https://emma.maryland.gov/page.aspx/en/sup/registration_extranet_manage)**

Question 9: Are vendors required to submit separate bids for each chosen Jurisdiction (e g Carroll County, Montgomery County, Baltimore County)?

**Response: Please see Question 3 above for the documents required when submitting Bids for multiple jurisdictions.**

Question 10: Does the reference letter have a particular format?

**Response:** Please refer to Section 5.4.6 for the contents required in the reference letters.  
Reference letters shall be included with Bidder's Bid in eMMA.

Question 11: For newly established agencies, are there designated representatives within the Procurement office that provide assistance with completing Bid/ Proposals?

**Response:** No. A procurement office may not offer direct assistance to any Bidder. However, potential Bidders are encouraged to ask questions. Questions and Responses will be posted in eMMA and on the DHS Website.

Question 12: What resources are there for Bidders to assist them in responding to this Solicitation?

**Response:** The IFB and its Amendments and Addenda provide information on responding to the IFB.  
Additional general resources that may be useful for Bidders are:  
eMMA FAQs - <https://procurement.maryland.gov/wp-content/uploads/sites/12/2020/01/eMMAFAQs-Vendors-v4.pdf>  
eMMA QRGs - <https://procurement.maryland.gov/emma-qrgs/>  
The Maryland Procurement Website - <https://procurement.maryland.gov/>  
The Governor's Office of Small, Minority & Women Business Affairs Website - <https://gomdsmallbiz.maryland.gov/Pages/default.aspx>

Question 13: Who was/were the previous vendor(s) when the state offered this similar contract the previous time?

**Response:** The list of current providers may be found in the Board of Public Works Action Agenda for the previous IFB: SSA/IHAS-16-001. The Agenda is available at this link, starting on page 60 of the document: <https://bpw.maryland.gov/MeetingDocs/2015-Sept-16-Agenda.pdf>

Question 14: For the winning bid(s) from the previous Solicitation, can you share how much their bids were for?

**Response:** These may be found in the Board of Public Works Action Agenda for the previous IFB: SSA/IHAS-16-001. The Agenda is available at this link, starting on page 60 of the document:  
<https://bpw.maryland.gov/MeetingDocs/2015-Sept-16-Agenda.pdf>

Question 15: How do I make a Public Information Act (PIA) request?

**Response:** Go to the Department of Human Services website:  
<https://dhs.maryland.gov/> Click on Business Center and select PIA Request. Click Submit a Request. At this point you will need to create an account or log into your account. This will take you to your “Logged in as ....” screen. On that screen fill in the required information related to your PIA request. Retype the text from the anti-robot window at the bottom and click Submit.

Question 16: Must Appendix 12 be submitted along with the bid?

**Response:** Yes. Please see Section 7 of the IFB, Table 1: IFB ATTACHMENTS AND APPENDICES.

Question 17: The B-1 Bid Form included on eMMA and the DHS website has values already filled-in. Are we supposed to make up our own or is there a way to get a blank copy we can complete?

**Response:** The B-1 Financial Bid Form included as an attachment on eMMA and the DHS website has Base Year values included as examples only. Type over them to add your own values.

Question 18: Should vendors send a Problem Escalation procedure?

**Response:** A Problem Escalation Procedure is required 10 business days after recommended award. See Section 7 of the IFB.

Question 19: What is the submission deadline?

**Response:** **As Stated in the Key Information Summary Sheet of the IFB, the Bid Due (Closing) Date and Time is Friday, June 4, 2021 at 5:00PM local time.**

Question 20: Is this a self-directed program or is this the same type of program like Medicaid when you have support planners?

**Response:** **This is not a self-directed program or a similar program like Medicaid. The individual/family cannot typically design the support that is best for them or direct their own type of services.**

Question 21: How are the clients referred to the Contractors?

**Response:** **The clients are referred to the Contractors by the local social services jurisdiction's IHAS Supervisor. There is a prioritization and ranking of Contractors for each jurisdiction. The Contractors will be ranked on a list according to the lowest bidder to the highest bidder for that jurisdiction. The Contractor with the lowest bid will be contacted first by the LDSS IHAS Supervisor. If the Contractor cannot perform the services, then it will go to the Contractor with the next lowest bid.**

Question 22: How will this program interact with the Community First Choice program in place? Is this a totally different program? Is this providing services for additional clients?

**Response:** **The In-Home Aide Service Program does not interact with the Community First Choice program. These are two totally different programs.**

Question 23: Who determines the number of hours that each patient receives? Would it be the Contractor's clinical team or someone from the State?

**Response:** **The IHAS Supervisor determines the amount of time necessary to complete the tasks assigned to the aide in the work plan.**

Question 24: Is there a maximum number of hours per day or per week each patient will receive?

**Response:** **There is no maximum number of hours.**

Question 25: Are you able to provide a breakdown of the funding by jurisdiction?

**Response:** The previous funding breakdown by jurisdiction may be found in the Board of Public Works Action Agenda for the previous IFB: SSA/IHAS-16-001. The Agenda is available at this link, starting on page 60 of the document: <https://bpw.maryland.gov/MeetingDocs/2015-Sept-16-Agenda.pdf> This is only representative and is not meant to exactly reflect the funding that will be provided by this current Solicitation.

Question 26: Is there a minimum number of hours for referred clients?

**Response:** No, there is not a minimum hour per client.

Question 27: Can you give the average number of hours per visit?

**Response:** The average number of hours per visit is typically 2 hours.

Question 28: Will the State be using their own nurses to monitor the nurses who are a part of the Contract?

**Response:** The State will not be using their own nurses to monitor the Registered Nurses who are a part of the Contract. The Registered Nurse who is a part of the Contract will be conducting the monitoring.

Question 29: Will there be one or two nurses in the home?

**Response:** There will be one nurse in the home, as needed.

Question 30: Are you able to provide the names of the current incumbents?

**Response:** The Agenda is available at this link, starting on page 60 of the document: <https://bpw.maryland.gov/MeetingDocs/2015-Sept-16-Agenda.pdf>

Question 31: Do you have samples of the previous proposals?

**Response:** For samples of the previous proposals, submit a Public Information Act (PIA) request.

Question 32: Is Montgomery County included in this RFP?

**Response: Montgomery County have chosen to develop their own local arrangements for services and are not a part this solicitation.**

Question 33: The RN supervisory visits every 60 days. With RSA regulation the supervisory visits are done every 90 days. Is there going to be any kind of change?

**Response: There will not be any change. It will remain every 60 days.**