

Allegheny County
Department of Human Services
Request for Proposals Q&A
RFP for the Older Adults Protective Services After-Hours Phonenumber Response Service

October 1, 2018

1. Can companies from outside the USA can apply for this?

Yes.

2. Will we need to go to DHS for meetings?

Yes.

3. Can we perform the tasks (related to RFP) outside the USA?

Proposers may propose to locate staff centrally or have them work remotely with appropriate levels of oversight and supervision. Proposers must be knowledgeable of Allegheny County resources so they may provide appropriate information and/or referrals to callers.

4. Can we submit the proposals via email?

We accept Proposals only via email. Please see "Section 4: How to Submit a Proposal" in the RFP for more information.

5. Why is this out for bid at this time?

DHS regularly opens services to competitive bids. We issued this RFP concurrently with the RFP for Older Adult Protective Services Providers.

6. Do you currently use another vendor to provide these services?

Yes, we have one current provider.

7. What rate do you pay to the current vendor?

The monthly base rate of \$89.30 covers the first 150 calls. Each call after the first 150 is billed at \$0.51. The per minute rate for completing reports of need is \$1.16.

8. What improvements are you looking for in a new vendor?

Please see Section 1: Why We Are Issuing this RFP and Section 2: What We Are Looking For.

9. Are there any requirements regarding where the vendor is located and provides the service from?

See question three.

10. Will local companies or those who are minority owned receive preference, or are there any site requirements?

Proposals are evaluated based upon the criteria described in section three of the RFP using the evaluation process described in section five. Please see section 6.1 regarding Allegheny County's MWDBE goals.

11. What meetings are required, with what frequency, and is attendance via conference call or video conference acceptable?

The Successful Proposer must attend the following meetings in-person: an annual all-staff meeting, supervisors meetings at least quarterly, and initial training for staff. All other meetings can be attended via phone call.

12. What is the expectation on handling calls from callers who do not speak English?

All calls must be answered, including those from individuals with limited English proficiency. DHS contracts with a telephone translating service the Successful Proposer can use for these calls.

13. What pricing method are you looking for (per call, monthly flat fee, etc.)?

Proposers should propose a pricing method in their line item budgets and explain and justify the line items in their budget narrative.

14. What reporting is required and with what frequency?

The Successful Proposer must track data on all calls (e.g., call volume, type of call, length of call, call trends) and provide that information to OAPS at least on a monthly basis or more frequently as need indicates.

15. In lieu of all employees attending the mandatory 4 week and 3 day training, is it possible for our trainer to attend these and then return to our office and train our employees?

No.

16. Is the 4 week training 8 hours each day for 20 days? What is the 3 day training? What are the costs for the trainings?

No, the four-week training is only one eight-hour day per week for four weeks. This training will be held at the Area Agency on Aging at 2100 Wharton Street, Pittsburgh, 15203. The three-day training is the "Protective Services Basic Training," which must be completed through Temple University prior to delivery of services. Both trainings are free-of-charge, but the Successful Proposer is responsible for travel costs.

17. Is a Report of Need required for all calls or just some call types (emergency, priority, and nonpriority), or which categories require completion of the "Report of Need"?

A Report of Need is completed only for calls concerning the potential abuse of an older adult.

18. How many of the estimated 950 after hours monthly calls will require 45-60 minutes to handle to completion?

Completing the Report of Need takes approximately 45 minutes to one hour. Approximately 140 of the estimated 950 calls each month will require a Report of Need.

19. What are the connectivity requirements to access your system of record?

Please see the Minimum Computer/Technology Requires on pages 16 to 24 in the [DHS Contract Specifications Manual](#) under the “required documents” gray bar on the solicitations website at www.alleghenycounty.us/dhs/solicitations.

19. On page 9, you say, “The 24/7 phonenumber is staffed by the AAA during normal business hours (Monday through Friday, 8:30 a.m. to 4:30 p.m.), with backup provided by the Successful Proposer.” What do you mean by backup?

Occasionally AAA cannot answer all calls received during normal business hours because lines are full. The Successful Proposer will need to answer the overflow calls. There are only ten of these calls per month on average, so it doesn’t require a dedicated position.

20. Is there a scope of services for this?

Yes. Please see the link for the Scope of Service for Protective Services Answer Service and After-Hours Intake/Referral in the RFP announcement at www.alleghenycounty.us/dhs/solicitations.

October 15, 2018

21. What is the name of the current provider?

Contact One Communications.

22. What is the number of trained staff currently?

There are 30 level one staff who are assigned to take general calls. If it requires a Protective Services report to be taken, there are seven level two staff members trained specifically in Protective Services. If a level one staff takes a call that requires a Protective Services report, they send it to a level two staff member.

23. Do you want to continue with the current staff level setup?

We want Proposers to propose staffing setup they feel best meets the demands of the service. We are curious to see if there is a different way to manage the service.

24. Slide seven in the pre-proposal slide show and page nine of the RFP look like they might be saying different call volumes. Could you clarify the call volume per month?

The pre-proposal slideshow breaks down the call volume. Slide seven says there are approximately 800 general information calls per month, plus approximately 10 overflow calls during normal business hours. Slide eight says there are an average of 140 Reports of Need calls each month. The RFP combines all these calls into 950 average monthly calls.

25. What are the overflow calls?

Overflow calls are any calls that we can't field during normal business hours because the phone lines are busy or for some other reason. They bounce to the Successful Proposer who will provide general information or who will refer the caller back to AAA.

26. What is the average amount of minutes it takes to complete a Protective Services report?

Approximately 45 to 60 minutes. That includes the call, filling out the Report of Need document, subsequent calls to Protective Services providers, and all other immediate actions needed for the report.

27. Is the four-weeks training 40 hours per week?

This is a fairly new curriculum for our After-Hours provider and we are still refining it. We would like to work with the Successful Proposer so they can train their staff and also come to AAA for three full days of intensive training, particularly on taking Reports of Need for Protective Services and giving answers to general information questions.

28. Is there a set day or schedule for the training?

No, we will be flexible and work with the Successful Proposer to schedule trainings. However, our curriculum is set up so that the Successful Proposer comes in to AAA on one full day for three consecutive weeks.

29. To clarify, is the training three onsite visits, in four weeks, for eight hours per week?

Yes. The Successful Proposer will be required to come onsite three times in four weeks.

30. For urgent calls, they are transferred over, but for nonurgent calls, how are they sent?

They are sent via email. We have a staff member that works at AAA in OAPS who monitors the program. Those emails go to her and she forwards them out to wherever they need to go.

31. How is private information protected in these emails?

The emails have only the first name and last initial of the older adult. Our SAMS computer software generates a number for our consumers. The only identifying information contained in an email is the first name, last initial and that consumer number.

32. Is the \$150,000 award amount the total? Or is the plus the per rate dollar amount?

The \$150,000 is the total we have available for the service.

33. Is it a one-year contract only? Are there any optional renewals?

It is a one-year contract with an option to renew annually for another four years.

34. When was the last time this service was put out for bid?

It has been a long time.

35. What are the prerequisites for the trainings?

Temple University develops their trainings for the Pennsylvania Department of Aging. They recently changed their curriculum to include prerequisite work. Temple University will provide that to anyone who signs up for Protective Services Basic Training. This is new and we have not seen the requirement yet.

36. Are the requirements for staff listed in the scopes?

Staff requirements are sometimes listed in a Scope of Service, but not all. They are not listed in this scope.

37. What education and experience is required for staff?

Staff should have a minimum of a high school diploma or GED. Proposers should list any additional education, experience or qualifications they would require of staff in their Proposals.

38. What is the tentative start date?

The start date is July 1, 2019.

39. Could you clarify that the \$0.51 is per call, not per minute?

Yes, the current contract is \$0.51 per call after 150 calls. Proposers should propose a pay structure in their proposals.

October 19, 2018

40. How many of the 950 total average calls are English versus non-English? Would you have a breakdown?

The overwhelming majority will be English speaking. Using data on distinct OAPS clients from May 1, 2018 to September 30, 2018, we have the following breakdown:

Participant's Primary Language	Count	%
English	2,223	98.6%
Other-Document in Notes	13	0.6%
Spanish	11	0.5%
American Sign Language	5	0.2%

(blank)	3	0.1%
Total	2,255	

See also question 12.

41. How many of the calls occur overnight, including calls for general information and for Protective Services?

The table below shows a breakdown of average calls by the hour for weekdays and weekends. The weekday average is a per day (Monday through Friday); however, the weekend average includes both Saturday and Sunday as a total average. Averages for weekdays 9 am through 3 pm are blank because these are the times that AAA fields calls.

Hour	Weekday Per Day Average	Weekend Total Average
7 am	1	1
8 am	2	1
9 am		2
10 am		3
11 am		3
12 pm		4
1 pm		2
2 pm		3
3 pm		3
4 pm	5	3
5 pm	4	3
6 pm	3	3
7 pm	3	3
8 pm	3	1
9 pm	2	1
10 pm	2	1
Overnight 11 pm – 7 am	2	2

42. Could you give data about when calls for Protective Services occur? What days and which hours do they occur most frequently?

See table in question 41.

43. On average, one FTE takes how many calls per day?

See table in question 41.