



CITY OF SUFFOLK

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ADDENDUM NO. 1

City of Suffolk
RFP #15123-JS
June 17, 2015

Purchasing Division
442 Market Street, Room 1086
Suffolk, VA 23434-5237
Phone: (757) 514-7520 / Fax: (757) 514-7524
<http://www.suffolkva.us/purchasing>

The Request for Proposal (RFP) for Companion Services for the Department of Social Services has been amended as follows:

The following questions and answers are incorporated in this RFP:

Q1: What is the current approved budget for this program for the upcoming contract year?

A1: \$113,700.00

Q2: Are there minimum or maximum hours approved for seniors on a weekly or monthly basis?

A2: Five

Q3: Is this intended to be a sole source or multiple source award?

A3: The City anticipates awarding to a single vendor.

Q4: Are contracted companies obligated to approve and service every referral we receive? If we do not accept a referral, is there a liquidated damage or penalty assessed?

A4: Suffolk DSS determines eligibility and refers the client for service. The contracted agency is obligated to provide the service for the number of hours per week determined by the DSS Family Service Worker.

Q5: Please provide a list of the companies currently approved to provide companion and certified assistant services to these seniors under contract?

A5: Accessible Home Health Care is the company that the Department has used during the prior fiscal year.

Q6: What are the current rates for each company on the current contract?

A6: \$14.50/hr.

Q7: Are there any stipulations related to minimum pay rates for personal care workers under this contract?

A7: No

Q8: What are the current service challenges and complaints for the City of Suffolk and seniors receiving services under this program? Is there anything specific that vendors can discuss in their proposals to improve the program?

A8: Service limits of five hours per week for certain individuals is a complaint often heard. Others include staff not arriving on time, staff changing and recipients not being notified, and the inability to access service from selected individuals.

Q9: What is the expected turnaround time in hours/days from the referral being received and accepted to providing the services for the senior?

A9: Seven calendar days.


Q10: Can we bill for supervision visits separately from our personal care services?

A10: No.

Q11: Under this program, do vendors use our paperwork for visits and billing or the paperwork for the City? Do we need to get our timesheets and paperwork approved by the City before we use them under contract? What are the documentation requirements for services?

A11: The current vendor usually submits a billing sheet on the company's letterhead identifying the clients and the total number hours of service provided per day and an invoice for the total amount of services provided.

Contract Officer:


Jay Smigielski, Purchasing Agent.

If you have any questions regarding this Addendum, please contact Jay Smigielski, Purchasing Agent at jsmigielski@suffolkva.us

It is the responsibility of the offeror to ensure that they have read and incorporate all addendums in their proposal.