Questions and Answers

The following questions were submitted to the Issuing Officer in regards to the Request for Proposal for aging services for SFY 2017 – 2020 that was released on January 27, 2016, by the Middle Georgia Regional Commission/Area Agency on Aging. The date for submittal of bid packages is Thursday, February 25, 2016 at 3:00 p.m.

**General RFP Document:**

**Question 1:** What is the proposal number? Where is it located on RFP document?

**Answer:** The proposal number is 2017. It was not specifically identified on the RFP document.

**Question 2:** The alphabetical “outline” for section 6.0 Assurances contains two different “d” statements; “m,n,o,p” are also used twice. How should we address these in our Assurances Letter? Should the statements be listed as a-x...with no duplication?

**Answer:** The RFP document has been updated and these issues have been addressed. Yes, the alphabetized list should be in order and should not contain any duplicates. It is okay to mark your responses in the correct order as they should have been.

**Question 3:** Item #2 of the Proposal Checklist asked for “signed contact information sheet.” Is this the same form as the Proposal face sheet?

**Answer:** Yes, the face sheet is the contact information sheet.

**Question 4:** Section 3.2 – Who am I filling out information on? Is this any agency we have provided meals for, example SOURCE? The two letters of recommendation, are these state or local agencies like SOURCE and Community Care? Can letters of recommendation be provided by clients being served?

**Answer:** For section 3.2 offerors need to provide information about the agencies and/or organizations for which they have provided a service the same as or similar to the service they are proposing to provide through this RFP.

The agencies and/or organizations can be local or state agencies. The examples provided in the question “SOURCE” and “Community Care” are Medicaid waivers; the letters would need to come from the actual company implementing waiver services. The evaluators will be considering how well the offeror provided the service to the agencies/organizations identified in this section.
Questions and Answers

Letters of recommendation can be provided by any agency and/or organization that is able to speak to your capacity to provide the service being proposed. Letters should not be obtained from clients receiving services. While individual clients may be able to speak to their satisfaction with services, they are not able to provide information about the offerors ability to handle the business aspects of service provision.

**Question 5:** Is it mandatory the proposals be divided into two separate binders - one for technical and one for budget? Can they be submitted in a single three ring binder with each section clearly divided by labeled dividers? Can the technical and budget proposal sections be submitted in a single package if they are each sealed separately and appropriately labeled within that package? Is a signed Proposal Face Sheet required in both the technical and budget proposal sections? Or just the technical?

**Answer:** Yes, the proposals must be in separate sealed packages. The two sealed proposals (technical and budget) can be mailed in one envelope, but we do ask that the proposals be divided and sealed inside. Only one face sheet is required per package.

**Question 6:** Can the proposals be submitted in something other than an envelope, such as a sealed USPS Flat Rate Shipping Box?

**Answer:** Yes, the proposals can be submitted in any sealed box or envelope. Please be sure to follow the submission protocol outlined in section 5.0 of the RFP.

**Question 7:** The Administrative Review Checklist on RFP page 29 and the Proposal Checklist on page 118 request the "Georgia Security and Immigration Compliance Act Affidavit." Currently this form is only provided as part of the sample contract. Should we complete that version of the form (page 102) or will a different version be provided?

**Answer:** A Georgia Security and Immigration Compliance Act Affidavit has been added to the RFP document and can be accessed on the Middle Georgia Regional Commission website [http://www.middlegeorgiarc.org/opportunities/](http://www.middlegeorgiarc.org/opportunities/).

**Question 8:** The Administrative Review Checklist on RFP page 29 requests a Disclosure of Lobbying Activities form. This form was not included in the proposal package. Will this form be provided or should this reference be disregarded?
Questions and Answers

Answer: The Disclosure of Lobbying Activities forms have been added to the RFP document and can be accessed on the Middle Georgia Regional Commission website http://www.middlegeorgiarc.org/opportunities/.

Question 9: In section 6.1 – Is there a definition of subcontractor/prime contractor? For example, is the company that does our accounting a subcontractor?

Answer: A subcontractor would be an entity that receives a procurement contract for goods or services. The goods or services provided would require reimbursement of costs from federal and state funds.

An example of this would be if you are going to provide home-delivered meals but you don’t plan to cook onsite, whomever you contract with to provide the meals would be your subcontractor.

The offeror would need to identify what work will be completed by the offeror (prime contractor) and what work will be completed by the subcontractor/vendor. Please note that AAA provides payment to our subcontractor only. Ex.: HDM Provider X will be responsible for all assessments, meal plating, meal delivery, volunteer coordination, and administrative duties required for the home-delivered meal program; Good Meals R’ Us will be responsible for cooking/preparing all meals and will ensure that meals (hot, cold, and/or frozen) meet the nutritional requirements set forth by the Division of Aging Services.

*Please note - It is the offeror’s responsibility to pay any vendors/subcontractors they enter into contractual agreements with in efforts to enhance their ability to provide aging services.

Question 10: Can the electronic versions of the proposal be submitted on a single USB or is it mandatory that each proposal section be on a single USB?

Answer: The only document required to be on a USB drive is the Uniform Cost Methodology spreadsheet; a single USB can be provided.

Community Care Services Program (CCSP):

Question 11: How many clients are being served by CCSP at this time in your area? How many case managers provide service to those clients (RN, LPN, SW, etc.)? And do you have an approximate salary/benefit cost per job title?
Questions and Answers

Answer: Currently Middle Georgia AAA is serving 698 clients in our Planning and Service Area (PSA). The current CCSP provider has three RN’s, six LPN’s, and seven Social Workers. Please be sure to refer to the CCSP regulations provided by DAS for required staff ratios.

Salaries and benefits provided are at the sole discretion of the contractor and are not controlled in any way by the AAA, therefore, the offeror would need to contact the current contractor to inquire about this information.

Question 12: As I complete the letter regarding the Assurances, I see a few areas under 6.2 that are not a part of the CCSP program, for example, “clients cannot or will not contribute toward the cost of Title III funds/Section 6.2 e”; Do I go ahead and address ALL areas listed whether program specific or not?

Answer: Yes, please address all areas listed. For items that do not apply to the specific program you are responding to for this RFP, “Not Applicable” or “N/A” will be an acceptable response. This will ensure that all evaluators know that the item was addressed and not just forgotten or disregarded.

Question 13: Does CCSP offeror have to complete a Disclosure of Lobbying Activities form?

Answer: Yes, CCSP offeror must complete the aforementioned form if the agency or anyone representing the agency has participated in lobbying activities.

Nutrition/Senior Center Services:

Question 14: The amount of federal and state dollars for home-delivered meals in Houston County is significantly different than the amount of federal and state dollars currently allocated in Houston County. What accounts for this difference?

Answer: The current projected funds are based on the allocations provided to Middle Georgia by the Georgia Division of Aging Services (DAS) for SFY 2016 and the Intrastate Funding Formula (IFF). The IFF is calculated using census data; changes in county population data and the weight of data elements in the IFF accounts for a majority of this difference.

Question 15: Please provide a breakdown of meals by site for both frozen and hot.

Answer: This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly. As such, the AAA does not keep records of the specific food types.
Questions and Answers

served, i.e., frozen, hot, shelf stable, therapeutic, etc. All food vendor contracts are held by AAA contractors, as they are the ones that coordinate all meal management activities.

Question 16: Will the meal provider deliver meals to the door of home-delivered meal clients or is this managed by the centers?

Answer: The agency that holds the contract with the AAA to provide home-delivered meal services will decide the best mechanism for their agency to meet the service requirements. Currently, some AAA providers utilize their contracted food vendor to deliver meals, others utilize paid staff from their own organization, while others utilize volunteers.

Question 17: Does the meal count and funding dollars within this RFP include Meals on Wheels of Middle Georgia and the Community Action Agency’s programs?

Answer: All funding and units (number of meals) provided with this RFP are inclusive of all counties in the Middle Georgia PSA. The AAA will not know who the providers serving these counties will be for the SFY 2017 – 2020 aging programs until this RFP process has been completed.

Question 18: Please provide addresses for all congregate sites.

Answer: Current congregate sites are listed in the table below.

<table>
<thead>
<tr>
<th>Site/County</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baldwin County</td>
<td>290 Linda Drive, Milledgeville, GA 31061</td>
</tr>
<tr>
<td>Crawford County</td>
<td>281 McCrory Street, Roberta, GA 31078</td>
</tr>
<tr>
<td>Jones County</td>
<td>126 Senior Center Way, Gray, GA 31032</td>
</tr>
<tr>
<td>Macon-Bibb County</td>
<td>1283 Adams Street, Macon, GA 31201</td>
</tr>
<tr>
<td>Monroe County</td>
<td>515 Highway 83 South, Forsyth, GA 31029</td>
</tr>
<tr>
<td>Peach County</td>
<td>101 Murray Rd. Extension, Fort Valley, GA 31030</td>
</tr>
<tr>
<td>Perry (Houston County)</td>
<td>1060 Keith Drive, Perry, GA 31069</td>
</tr>
<tr>
<td>Pulaski County</td>
<td>199 Broad Street, Hawkinsville, GA 31036</td>
</tr>
<tr>
<td>Putnam County</td>
<td>305 N. Madison Avenue, Eatonton, GA 31024</td>
</tr>
<tr>
<td>Twiggs County</td>
<td>400 Bullard Road, Jeffersonville, GA 31044</td>
</tr>
<tr>
<td>Warner Robins (Houston County)</td>
<td>155 Maple Street, Warner Robins, GA 31093</td>
</tr>
<tr>
<td>Wilkinson County</td>
<td>127 High Hill Street, Irwinton, GA 31042</td>
</tr>
</tbody>
</table>

Question 19: Frozen meals, what pack sizes do you currently order, 2PK, 5PK, 7PK, etc.?
Middle Georgia Regional Commission
Area Agency on Aging
Request for Proposal SFY 2017 – 2020

Questions and Answers

Answer: The MGRC AAA does not order meals. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly. All ordering and distribution of meals is completed by AAA nutrition services contractors.

Question 20: In frozen meals, do you use NFDM or fresh milk?
Answer: This would be decided in the meal planning completed between AAA contractors and their selected food vendors. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 21: What type of milk is required fat free, 1%, 2%, do you offer choice of milk, chocolate, or buttermilk?
Answer: Any milk type is acceptable as long as the nutritional requirements set forth by the Division of Aging Services are met. The milk type served/provided would be selected during the meal planning completed between the AAA contractors and their selected food vendors. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 22: Are meals delivered to sites in bulk for congregate?
Answer: Most of the congregate sites receive meals delivered in bulk, however, there are some that receive pre-plated meals. How sites will receive meals is decided by the AAA contractor and is based on how their site kitchen is designed to receive meals. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 23: Are home-delivered meals delivered to sites and plated at sites, or are home-delivered meals pre-plated?
Answer: Most of the current AAA contractors receive bulk meals and plate meals for delivery on site. The specifics of food delivery to the AAA contractor is negotiated between that contractor and their selected food vendor. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 24: What paper supplies are required to be provided to sites, hair nets, aprons, gloves, garbage can liners, plated and cutlery kits, napkins?
Questions and Answers

Answer: The AAA does not negotiate these terms for AAA contractors. The specifics of what supplies will be provided by the food vendor is negotiated between the AAA contractor and their selected food vendor. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 25: What is the delivery time frame for meals to sites, example 8:30 to 10:30?

Answer: The delivery timeframe varies by contractor/site. The specifics of what time the AAA contractor would need to receive food for meal distribution is negotiated between the AAA contractor and their selected food vendor. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 26: Can you provide us a copy of current menus?

Answer: Menus are planned by the AAA contractor and their selected food vendor. The MGRC AAA does not retain copies of the menus. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 27: What are the current rates by meal types?

Answer: The meal rates are negotiated between the AAA contractor and their selected food vendor. The AAA is not involved in these negotiations. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 28: What type of equipment is current food being delivered in to sites?

Answer: The type of equipment used is based on the needs of the AAA contractor. The specific equipment needs are determined by the AAA contractor; the AAA does not coordinate food vendors. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 29: Do all sites have steam tables at sites, who provides the steam tables?

Answer: Yes, all sites currently have steam tables. The AAA does purchase steam tables for AAA contractors. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.
Questions and Answers

Question 30: Do all sites have refrigeration and freezer space?
Answer: All sites maintain refrigeration and freezer space. Details on the space would have to be provided by the AAA contractor.

Question 31: How are meal counts communicated to food vendor and by what time?
Answer: Methods of communication and recordkeeping are negotiated between the AAA contractor and their selected food vendor. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 32: What is your termination policy?
Answer: The AAA does not contract with food vendors. Any termination policies would be the policies of the AAA contractor and should be outlined in the signed contract between the AAA contractor and their selected food vendor.

Question 33: What are your payment terms?
Answer: The AAA does not contract with food vendors directly. This RFP is not intended to solicit food vendors. The Middle Georgia Regional Commission/Area Agency on Aging (MGRC AAA) does not contract with food vendors directly.

Question 34: We are only proposing to operate one program, home-delivered meals. On the UCM, I have entered all my expenses under Meals Management Only except for the meal vendor contract. The meal vendor contract is under Meal Cost Only column per page 11 of the UCM manual. This leaves me two separate unit costs (one in Meals management and one in Meal cost). Is this correct?
Answer: There is a space for the vendor contract amount on the support page of the spreadsheet (line 78). There should only be one unit cost per program.

Question 35: Do home-delivered meal providers have Direct Service Staff and therefore billable hours? If not, do we still do productive hours for non-salaried employees? P 13.
Answer: No, home-delivered meal providers do not have direct service staff. Direct service staff applies to homemaker, personal care, and respite care providers. When completing the UCM enter the percent of staff time, rather than entering billable hours. The UCM will auto populate the total hours.
Questions and Answers

**Question 36:** Can we take the Subcontract allowance $25,000 off the Vendor Contract for meals if HDM services are assigned to one program/service? P14, P 42.

**Answer:** Yes, the amount entered on line 102 should be equal to the amount of your vendor contract minus the $25,000 that has already been allotted and built into the spreadsheet.

**Question 37:** Do we have General Admin time? If Meal Management Only and Meal Cost only, count as one program/service. P. 23. Or if we move the Vendor contract to Meal Management only? P 23.

**Answer:** Since there is not any direct service with home-delivered meals, all time is considered general admin time for the purpose of completing the UCM.

**Question 38:** We are a current AAA contractor and we have been providing these services for the AAA for years. Are we still required to submit the information requested in the RFP section 3.2, including the letters of recommendation? Do the letters have to be specific to this RFP if they are within six months? For example; would a letter United Way prepared for our CDBG proposal be sufficient?

**Answer:** Yes, all offerors, including current AAA contractors, are required to submit all information requested in the RFP. Letters of support provided will be at the discretion of the offeror.

**Question 39:** Page 40, “Performance Goals, Objectives and Performance Measures. As a current AAA contractor, our organization is already doing most of the items in scope of services. Should we describe what we are doing and who is responsible? As for date to be completed, we are already doing these things.

**Answer:** Yes, please provide responses to all RFP sections requiring a response.

**Question 40:** On page 39, question 6 – does the health promotion apply to Home-Delivered Meals? If so, can you elaborate?

**Answer:** Yes, home-delivered meal providers are responsible for nutrition education/health promotion at least once per month to all clients.
Questions and Answers

In-Home Services (Homemaker, Personal Care, Respite Care):

Question 41: Can the specific funding sources and the breakdown of federal, state, and local funds for each service in the In-Home Services program (Homemaker, Personal Care, and Respite) be provided for FY 2017?

Answer: This information can be found on the MGRC website, in the Excel document titled “RFP 2017 In Home Services Revenue Plan.”

Question 42: What are the current reimbursement rates per hour for Homemaker, Personal Care, and Respite services?

Answer: The current reimbursement rate (unit cost) for all in-home services is $18.25/hour.

Question 43: Is the In-Home Services program currently provided by a single provider or multiple providers?

Answer: Yes, currently the MGRC AAA has one sub-contractor providing in-home services to our planning and service area.

Question 44: What is the recommended frequency and duration of care for in-home services (homemaker, personal care, respite)? For example, care is provided no more than 2 times per week and no more than 2 hours per visit.

Answer: The AAA does not recommend a set frequency and/or duration for in-home services. However, the MGRC AAA has put protocols in place to ensure that in-home services funding is able to serve as many clients as possible. Unless a request for an increase in services is received and approved by the AAA, homemaker clients are limited to four hours per week (16-20 hours per month); personal care and respite care clients are limited to five hours per week (20-25 hours per month).

The frequency and duration of care for in-home services is to be determined by the service provider during the development of an individualized service plan for the client. Service plans are based on client needs identified during the in-home assessment, along with input from the client and their caregivers.

Question 45: The total funding for in-home services is provided ($427,528.00), can the specific fund sources that make up this total amount be provided? This will assist with completing the Revenue Form/Unit Cost and Persons Form.
Questions and Answers

**Answer:** This information can be found on the MGRC website, in the Excel document titled “RFP 2017 In Home Services Revenue Plan.”

**Question 46:** What is the local match requirements for each specific fund source for the in-home services? This is also part of the requirements to be submitted in the budget proposal.

**Answer:** In-home services fund sources that require a match are OAA Title III-B and OAA Title III-E. Both of these fund sources require a 10 percent match. Match can be provided by cash or in-kind. The total amount of match identified in the “RFP 2017 In-Home Services Revenue Plan” are the totals for the year, however, these amounts are to be apportioned and contributed monthly.

**Question 47:** Who is the current provider or in-home services? Is this provider in good standing?

**Answer:** The current provider for in-home services is Help at Home, Inc. and they are in good standing with the MGRC AAA.

**Question 48:** Will a single provider be selected for in-home services or will there be multiple providers selected?

**Answer:** Yes, a single provider will be selected for in-home services.

**Question 49:** Number of clients being served for each service: Homemaker (per county), Personal (per county), Respite (per county)?

**Answer:** Currently, the following number of clients are being served:

<table>
<thead>
<tr>
<th>Service</th>
<th>Baldwin</th>
<th>Bibb</th>
<th>Crawford</th>
<th>Houston</th>
<th>Jones</th>
<th>Monroe</th>
<th>Peach</th>
<th>Pulaski</th>
<th>Putnam</th>
<th>Twiggs</th>
<th>Wilkinson</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homemaker</td>
<td>0</td>
<td>11</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Personal Care</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Respite Care</td>
<td>6</td>
<td>34</td>
<td>3</td>
<td>11</td>
<td>4</td>
<td>0</td>
<td>7</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

**Question 50:** The total funding $427,528 for in home services is that funding per year or is that the total funding for the 4 year contract?

**Answer:** The total funding amount provided is per year.

**Question 51:** On page 13 in RFP mentioned Older America Act & SS Block Grant match? It says the offer has to match these funds minimum of 10 percent/12 minimum. How much? And how often?
Questions and Answers

Answer: Older American Act (OAA) funds require a 10 percent local match; Social Services Block Grant (SSBG) requires a 12 percent local match. The match is on the total funding amount provided per year; match is distributed by the provider monthly.

Question 52: Have there been any extreme delays in the past receiving funds from the GA Division of Aging or Federal Administration on Aging?
Answer: Reimbursement usually occurs 6-8 weeks after report submission.

Question 53: Are there any other funding monies that the offeror is required to match?
Answer: Offeror is only required to provide match to the federal fund sources that have a match; state fund sources do not require a match.

Question 54: On the In-home service revenue plan spreadsheet what are the projected fees? Give examples of projected fees?
Answer: Projected fees would be any funds received from client cost share.

Question 55: On the in-home service revenue plan spreadsheet additional funds supporting service are what? And is this required? Give examples.
Answer: Additional funds supporting services would be any monies brought in through other grants, voluntary donations, charitable giving, private pay, etc. It is not required that the provider have additional fund sources but it is encouraged.

Question 56: On the in-home service revenue plan spreadsheet the funding source: What is the required match $ or in kind donations? Is that funding source the same amount each year or is that funding source something the offeror is responsible for?
Answer: The match amount is different every year and is based on the total funding. In-home services is funded using OAA Title III-C and OAA Title III-E, which requires a 10 percent match of the total funds allocated. The offeror is responsible for meeting the local match requirements either with cash or in-kind. In-kind match refers to the use of volunteers in place of staff or if building/office space is donated. If in-kind match is used, offeror must ensure that they have enough in-kind to cover the match (i.e. sufficient volunteer hours, or appraised value of donated space).

Question 57: On the revenue spreadsheet which funding source are funds voluntary by the participants?
Questions and Answers

**Answer:** Participants are welcome to voluntarily contribute with any fund source. Typically if voluntary donations are received by a client, the donations are applied to the fund source that is paying for the services the client is receiving.

**Question 58:** Will the MGRC-AAA please post a list of the Bid Conference attendees?

**Answer:** Please see the list of bid conference attendees below.

<table>
<thead>
<tr>
<th>Attendee Name</th>
<th>Agency/Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>April Hall</td>
<td>Help at Home, Inc.</td>
</tr>
<tr>
<td>Denice Newton</td>
<td>ResCare Home Care</td>
</tr>
<tr>
<td>Merri Jo Hortman</td>
<td>ResCare Home Care</td>
</tr>
<tr>
<td>Beverly Reeves</td>
<td>Addus Home Care</td>
</tr>
<tr>
<td>Wanda Addeo</td>
<td>Overview, Inc.</td>
</tr>
<tr>
<td>Terannie Brumbelow</td>
<td>McIntosh Trail Management Services, Inc.</td>
</tr>
<tr>
<td>Doris Carter</td>
<td>McIntosh Trail Management Services, Inc.</td>
</tr>
<tr>
<td>Shirley McClendon</td>
<td>Mia’s Healthfood</td>
</tr>
<tr>
<td>Tanya Graham Simms</td>
<td>Volunteer Macon</td>
</tr>
<tr>
<td>Alesha Mathis</td>
<td>Houston County Council on Aging</td>
</tr>
<tr>
<td>Kenny Weaver</td>
<td>Houston County Council on Aging</td>
</tr>
<tr>
<td>Talley Autry</td>
<td>Brighter Paths</td>
</tr>
<tr>
<td>Vicky Rich</td>
<td>Middle Georgia Community Action Agency</td>
</tr>
<tr>
<td>Tiffany Collins</td>
<td>Middle Georgia Community Action Agency</td>
</tr>
<tr>
<td>LaToshia Maddox</td>
<td>City of Eatonton</td>
</tr>
<tr>
<td>Gary Sanders</td>
<td>City of Eatonton</td>
</tr>
<tr>
<td>Cathy Pope</td>
<td>Meals on Wheels of Middle Georgia, Inc.</td>
</tr>
<tr>
<td>Pat Brannen</td>
<td>Meals on Wheels of Middle Georgia, Inc.</td>
</tr>
</tbody>
</table>

**Question 59:** Will the answers to questions be posted on the website or e-mailed to attendees and submitting organizations?

**Answer:** The answers will be emailed to all interested parties as well as posted on the MGRC website.

**Question 60:** What are the highest priority unmet needs for MGRC-AAA consumers?

**Answer:** At the current time the AAA targets clients that have a significant impairment to meet their daily needs. In addition, the AAA targets clients with little to no caregiver support, are at nutritional risk, are low income, reside in a rural community, and are a part of a minority population.

**Question 61:** In annual client satisfaction surveys for the services under this RFP are the Client satisfaction levels Excellent, Good, OK Poor or Very Poor?
Questions and Answers

Answer: Our annual client satisfaction surveys asks clients if they are “Satisfied”, “Somewhat Satisfied”, or “Dissatisfied” with the services they receive. Ninety-five percent of clients surveyed indicated that they are either “Satisfied” or “Somewhat Satisfied” with the services they receive.

Question 62: Section 3.2 requests a list of all organizations for whom similar services have been provided for the last 3 years. As a large national company with hundreds of contracts, will it be acceptable to MGRC-AAA to provide in the proposal a list for the licensed office location that is submitting the proposal?

Answer: Yes, this is acceptable.

Question 63: Who is/are the current provider(s) of In-home services? How long have this company (s) held the contract with MGRC-AAA?

Answer: The current provider for in-home services is Help at Home, Inc. They have held the contract with the MGRC AAA for the last five years.

Question 64: How many unduplicated clients received Homemaker services in the last Fiscal Year?

Answer: Thirty-one unduplicated clients received Homemaker services in SFY 2015.

Question 65: What is the average number of units (hours) per month/per client for Homemaker?

Answer: Please see the answer to question 44.

Question 66: How many unduplicated clients received Personal Care services in the last Fiscal Year?

Answer: Thirty-six unduplicated clients received Personal Care services in SFY 2015.

Question 67: What is the average number of units (hours) per month/per client for Personal Care?

Answer: Please see the answer to question 44.

Question 68: How many unduplicated clients received Respite services in the last Fiscal Year?

Answer: Ninety-one unduplicated clients received Respite Care services in SFY 2015.

Question 69: What is the average number of units (hours) per month/per client for Respite?

Answer: Please see the answer to question 44.
Questions and Answers

**Question 70:** Is there an annual maximum hours allowed per client? If yes, what is the maximum for Homemaker? What is the maximum for Personal Care? What is the maximum for Respite?

**Answer:** No, there is not an annual maximum of hours allowed per in-home services client. However, any increase in hours of service above the monthly average must be pre-approved by the AAA. Increase requests are granted based on documented client need and funding availability.

**Question 71:** If the selected vendor captures service delivery information electronically will the county accept a computer printout in lieu of paper service sheets?

**Answer:** Computer printouts will be acceptable. All forms of information collection must be in compliance with the data elements and data entry requirements of the Division of Aging Services and the MGRC AAA.

**Question 72:** Will a new provider be required or have the option to hire eligible staff employed by the current provider?

**Answer:** Those are negotiations that would have to occur between the current provider and the incoming provider. The AAA does not facilitate such negotiations.

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