RFA Addendum

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| **RFA Name:** | COVID-19 Isolation or Quarantine Support Services |
| **RFA Description:** | Provision of Support Services for Individuals in Isolation or Quarantine Due to COVID-19 |
| **RFA Opening Date:** | July 31, 2020 |
| **Addendum Number:** | 2 |
| **Addendum Date:** | August 12, 2020 |
| **Contact:** | Amanda Van Vleet, [amanda.vanvleet@dhhs.nc.gov](mailto:amanda.vanvleet@dhhs.nc.gov) |

**1. Responses to questions received between Wednesday, August 5, 2020 and Friday, August 7, 2020 at 11:59pm are below:**

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| RFA Section and Page | Question | Response |
| Section B(1.3)(a)-Section B(1.3)(b), p. 12 | Can you tell me whether LHDs are eligible to apply as the Contractor and then subcontract to CBOs? | Yes. As stated in Section B(1.3)(a), “The Contractor shall not be a for-profit entity.” As stated in Section B(1.3)(b), “The Contractor may subcontract with any type of organization, including but not limited to, non-profit, for-profit, or government organization.” |
| N/A | When will the responses be posted for the COVID-19 Support Services Program RFA?  Will you email the responses or post them on a website. If the latter, what is the URL for the website? | Responses to round 1 of questions were posted to the following website on August 5, 2020: <https://www.ncdhhs.gov/about/grant-opportunities/department-wide-grant-opportunities>  Responses to round 2 of questions are being posted to the same website on August 12, 2020. |
| N/A | Please let me know what the questions and answers are to the above RFI that is due on Friday 8-7-2020. | Responses to round 1 of questions were posted to the following website on August 5, 2020: <https://www.ncdhhs.gov/about/grant-opportunities/department-wide-grant-opportunities>  Responses to round 2 of questions are being posted to the same website on August 12, 2020. |
| Appendices A and B | Please clarify the reimbursable rate.  Does that rate include food cost only or should it cover all costs incurred by the subcontractor associated with preparing and delivering food boxes, individual meals or medically tailored meals?  So, for example, if the subcontractor incurs costs for mileage, food storage, and employee/staffing in addition to the cost of the food, can the subcontractor list those costs separately from the food cost? | The reimbursement rate for each nutrition-related service is intended to cover all activities related to preparing and delivering the healthy meal, healthy food box or medically tailored meal. The sub-contractor should not bill separately for any other aspect of preparing or delivering the nutrition-related service. |
| Section A(3.1), p. 4  and  Section B(1.3)(a)-Section B(1.3)(b), p. 12 | After reading 3.1 is it correct only non-profits can apply. My organization is registered as a LLC and for-profit are we eligible. | As stated in Section B(1.3)(a), “The Contractor shall not be a for-profit entity.” As stated in Section B(1.3)(b), “The Contractor may subcontract with any type of organization, including but not limited to, non-profit, for-profit, or government organization.” |
| Addendum 1, #2 | It says two different dates: August 7th at 5 pm and August 14 at 5 pm. I am wondering if I am able to submit by August 14 without being penalized or if it will close tomorrow? | Per Addendum 1, #2 of the RFA, “Section C, 1.0 How to Apply is revised to extend the application deadline to Friday, August 14, 2020 by 5:00pm.” No penalty will be given for applications submitted after August 7th at 5:00pm if they are submitted by August 14th at 5:00pm. |
| Appendix C | **Surry County is NOT included in the counties listed for COVID funding....is that correct?** | Correct. |
| Section B(3.3) | In addition to personnel costs for CHWs and operational staff, is the required staff time for LHD employees considered an operational expense (i.e., contact tracers)? | CHW, contact tracer and LHD staff time needed to identify individuals eligible for support services, assess which support services they need, and refer them to appropriate organizations cannot be reimbursed under this contract. Federal funds were [awarded to organizations](https://www.ncdhhs.gov/news/press-releases/ncdhhs-selects-vendors-supervise-250-new-community-health-workers-50-counties) through a competitive procurement process to employ CHWs to complete these activities for the Support Services Program.  Funds under this contract are for the provision of the support service (e.g., nutrition assistance, medication delivery) itself. Operational expenses under this contract may include Contractor staff time working with CHWs and contact tracers, but may not include the CHW or contact tracer staff time. Additional activities that may be considered operational expenses are outlined in Section B(3.3) of the RFA. |
| Section B(1.3)(a) and Section B(1.3)(b) | Is this something a school system could do? | Yes. A school system is eligible to be a Contractor if it is not a for-profit entity. The school system is eligible to be a sub-contractor if it is any type of organization, including but not limited to, non-profit, for-profit, or government organization. |
| Section B(1.5)(b) and Section B(1.5)(e) | Are the 4 marked areas on the map the only areas that will be receiving the meals? | Yes. As stated in Section B(1.5)(b), “The Contractor’s geographic service area must be within the Target Service Area.”  Additionally, as stated in Section B(1.5)(e), “The Department and Contractor maintain the flexibility through mutual agreement to adapt Priority Counties, Target Regions, the Target Service Area and the Contractor’s geographic service area as the COVID-19 pandemic and areas of North Carolina with high case rates change.” |
| Section B(1.5) | My county is not included in one of the 4 marked areas on the map. Would we apply now and hope it comes to our area or will another application process take place for our area? | The Department has not made a determination on this issue. |
| Section B(3.3), p. 14 and Appendix E, p. 28 | Could you clarify allowable operational costs vs. non-operational costs with regards to the budget delineation on p. 28. Are employee expenses for staff who are directly involved in service delivery considered operational or non-operational costs? Are utilities and administrative costs considered operation or non-operational costs? | Appendices A and B have been updated through this addendum to include both direct and indirect costs. Therefore, the reimbursement rate for each service is now intended to cover all activities related to preparing and delivering the service, including staff time and administrative costs. These expenditures should be captured as “Goods Expenses” in Appendix E (page 28).  The COVID Relief Payment and Private Transportation services are the two exceptions that do *not* have indirect costs factored into the reimbursement rates. Section B(3.3)(b) has been updated through this addendum to reflect that the Contractor should bill expenditures such as mailing costs and staff time to execute the COVID Relief Payments, as well as staff time to track Private Transportation caps, as operational expenses.  Operational expenses that are not indirect costs of preparing and delivering a support service, such as overseeing sub-contractors and coordinating with CHWs/LHD team members, are considered operational expenses and should be captured in the appropriate expenditure category of Appendix E (page 28). Additional activities that may be considered operational expenses are outlined in Section B(3.3) of the RFA.  Additionally, Section B(3.3)(f) has been added to the RFA through this addendum to clarify that the Contractor may allocate a portion of its Department-approved operational funds to sub-contractors to be used for the sub-contractors’ operational expenses. Subcontractor operational expenses must be listed as a line item in the Contractor’s budget. Only the Contractor shall invoice the Department for operational expenses for both itself and its sub-contractors. |
| RFA Section B(2.0), p. 13 | Since the needs assessment and support plan precede service delivery, can the CHW at a CBO or LHD health professional who conducts the needs assessment and support plan be reimbursed for their time?  These steps are needed to determine what and when services are delivered to eligible clients, so wouldn’t these tasks be considered part of “service delivery”? | No. Staff time spent conducting a needs assessment and support service plan cannot be reimbursed under this contract. Federal funds were [awarded to organizations](https://www.ncdhhs.gov/news/press-releases/ncdhhs-selects-vendors-supervise-250-new-community-health-workers-50-counties) through a competitive procurement process to employ CHWs to complete these activities for the Support Services Program.  Funds under this contract are for the provision of the support services (e.g., nutrition assistance, medication delivery) itself. Operational expenses under this contract may include Contractor staff time working with CHWs, but may not include the CHW staff time. Additional activities that may be considered operational expenses are outlined in Section B(3.3) of the RFA. |
| Section A(4.0) | I am unclear as far as the budget is concerned. What is the maximum amount that we as an agency can apply for with this grant? | As stated in Section A(4.0) of the RFA, the total award amount will not exceed $17 million. The $17 million will be split among one or more awarded Contractors. |
| Section A(1.0) | How many grantees are you looking to award for each region? | As stated in Section A(4.0) of the RFA, the Department intends to contract with one or more Contractors to cover each or all four target regions. |
| Reference page 50, Appendix J | Appendix J is not a form I am expected to complete as part of the application, correct? | Correct. Appendix J is only completed and returned with a signed contract. It is not required for the application. |

**2. Section B(3.3)(b) is revised and restated in its entirety as follows:** Funds for operational costs can be used to support activities such as identifying and overseeing subcontractors, coordinating with CHWs/LHD team members, executing COVID relief payments (e.g., staff time to execute the payments and mailing costs), tracking private transportation use and caps, and managing invoicing and payment for subcontractors and with the Department.

**3. The following is added as Section B(3.3)(f):** The Contractor may allocate a portion of its Department-approved operational funds to sub-contractors to be used for the sub-contractors’ operational expenses. Subcontractor operational expenses must be listed as a line item in the Contractor’s budget. Only the Contractor shall invoice the Department for operational expenses for both itself and its sub-contractors.

**4. Appendix A is revised and restated in its entirety as follows:**

**Appendix A. COVID-19 Quarantine and Isolation Support Services Reimbursement Rates for Individual**

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| **Service** | **Service Description & Reimbursement Requirements** | **Rate** |
| **Services Available to Individual** | | |
| Nutrition Assistance: Healthy Food Box – Delivered | * A healthy food box for delivery consists of an assortment of nutritious foods that is delivered to an isolating/quarantining individual’s place of shelter. * Food selection should generally adhere to Dietary Guidelines for Americans, but is not required to.[[1]](#footnote-1) * Food selection should include meat/protein and other refrigerated foods. * Food may be tailored to meet cultural preferences or specific medical needs. * To receive this reimbursement rate, the healthy food box must constitute sufficient food for 3 meals and two snacks per day for one week (7 days). * Support Service Vendors and nutrition assistance organizations may establish a proportional amount of food and reimbursement if it is more appropriate to deliver less than one week’s worth of food. For example, if an individual only has two days left in their isolation/quarantine period a food box may be delivered with two days’ worth of food at a proportionally lower rate. * Individuals are eligible for up to 14 days’ worth of food boxes if they isolate or quarantine for up to 14 days. This may be delivered via 2 food boxes that each cover 7 days or a different combination of proportional food boxes and reimbursements. * The reimbursement rate for a healthy food box is inclusive of all direct and indirect costs related to providing the service, including staff time and materials needed for preparing and delivering the service. | $90.04/food box |
| Nutrition Assistance: Healthy Meal – Delivered | * A healthy, home-delivered meal consists of a hot, cold, or frozen meal that is delivered to an isolating/quarantining individual’s place of shelter. * Meals should generally adhere to Dietary Guidelines for Americans, but is not required to.[[2]](#footnote-2) * Meals may be tailored to meet cultural preferences or specific medical needs. * This reimbursement rate is for one meal. Individuals are eligible for up to 3 meals per day. * The reimbursement rate for a healthy meal is inclusive of all direct and indirect costs related to providing the service, including staff time and materials needed for preparing and delivering the service. | $4.87/meal |
| Nutrition Assistance: Medically-Tailored, Delivered Meal | * A medically-tailored, delivered meal must be targeted to a specific disease or condition and developed in accordance with nutritional guidelines established by the National Food is Medicine Coalition[[3]](#footnote-3) or other appropriate guidelines. * Medically-tailored meals generally include an evaluation with a Registered Dietitian Nutritionist or Licensed Dietitian Nutritionist to assess and develop a medically-appropriate nutrition care plan and the preparation and delivery of the prescribed nutrition care regimen. * Food may be tailored to meet cultural preferences. * This reimbursement rate is for one meal. Individuals are eligible for up to 3 meals per day. * The reimbursement rate for a medically-tailored meal is inclusive of all direct and indirect costs related to providing the service, including staff time and materials needed for preparing and delivering the service. | $5.05/meal |
| COVID Relief Payment | This service is a one-time disaster relief payment provided to the isolating/quarantining individual in response to the federally-declared COVID-19 public health emergency.[[4]](#footnote-4) The intent of the payment is to assist the individual in meeting their basic living expenses such as housing, food, utilities, medical costs, child care costs, and household bills.  The Support Service Vendor is responsible for managing this service and should bill administrative expenditures such as staff time to execute the COVID Relief Payments and mailing costs as operational expenses. | $400/individual |
| Private Transportation | Provision of private transportation for the individual isolating/quarantining through one or more of the following services: (a) community transportation options (e.g., locally organized), (b) direct transportation by professional, private or semi-private vendor, or (c) account credits for taxis/ridesharing apps.  Transportation services are only permissible to directly support the ability to isolate or quarantine and are subject to CHW approval. Examples of permissible transportation include, but are not limited to, transportation to/from: (a) non-congregate shelter, (b) medical visits, and (c) testing sites.  Rides must be provided in a safe manner, with both the driver and passenger wearing face masks, cleaning employed between each rider, and, when applicable, with a service provider that has explicitly agreed to provide rides to a potentially or confirmed COVID-19 positive individual. Sub-contractors that provide transportation services are strongly encouraged to use large vehicles, such as vans, that allow six feet of distance between the driver and passenger.  Sub-contractors providing transportation services may charge their standard meter rate, plus an additional 20% of the total ride fare to account for added costs related to taking appropriate COVID-19 precautions and cleaning the vehicle between riders.  The Support Services Vendor is responsible for communicating with CHWs to coordinate transportation services and monitor caps. | $50 cap per ride, 6 one-way ride cap per individual |
| Medication Delivery | Delivery of prescription medication(s) to isolating/quarantining individual at their place of shelter.  Reimbursement is for the delivery of the medication (not the medication itself) and may be directed to a pharmacy that mails or directly transports a medication to an individual. The reimbursement may also go to other organizations that facilitate the pick-up and direct delivery of a medication to an individual.  The reimbursement rate for medication delivery is inclusive of all direct and indirect costs related to providing the service, including staff time and materials needed for preparing and delivering the service. | * $1.50/medication mailed * $3/medication courier-type delivered |
| COVID-Related Supplies | Service consists of a package of COVID-related over-the-counter supplies known to help mitigate the spread and treat symptoms of COVID, including but not limited to:   * Face masks * Hand sanitizer * Sanitizing wipes or liquid sanitizer with paper towels * Thermometer * Tylenol   The reimbursement rate for COVID-related supplies is inclusive of all direct and indirect costs related to providing this service, including for sourcing, preparing, purchasing and delivering the supplies. | $50/package |

**5. Appendix B is revised and restated in its entirety as follows:**

**Appendix B. COVID-19 Quarantine and Isolation Support Services Reimbursement Rates for Individual with Family Members in Household**

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| **Service** | **Service Description & Reimbursement Requirements** | **Rate** |
| **Services Available to Individual with Family Members in Household** | | |
| Nutrition Assistance: Healthy Food Box – Delivered | * A healthy food box for delivery consists of an assortment of nutritious foods that is delivered to an isolating/quarantining individual’s place of shelter or to the individual’s household members’ place of shelter. * Food selection should generally adhere to Dietary Guidelines for Americans but is not required to.[[5]](#footnote-5) * Food selection should include meat/protein and other refrigerated foods. * Food may be tailored to meet cultural preferences or specific medical needs. * To receive this reimbursement rate, the healthy food box must constitute sufficient food for 3 meals and two snacks per day for one week (7 days). * Support Service Vendors and nutrition assistance organizations may establish a proportional amount of food and reimbursement if it is more appropriate to deliver less than one week’s worth of food. For example, if an individual only has two days left in their Q/I period at the time the healthy food box is delivered.   If an individual isolating: (a) requires nutrition assistance, (b) has household/family members that also require nutrition assistance, and (c) is isolating separately from the household/family members, that individual may select to receive either healthy food boxes or meals for themselves. Service descriptions and rates in “Nutrition Assistance: Healthy Food Box – Delivered” for individuals (Appendix A) apply. Under these circumstances, the household/family members are only eligible for healthy food boxes.  If the individual and the household/family members require food assistance and are located in the same household during the isolation/quarantine, they collectively are only eligible for healthy food boxes.  The reimbursement rate for a healthy food box is inclusive of all direct and indirect costs related to providing the service, including staff time and materials needed for preparing and delivering the service. | * $90.04 for food box delivered to a household with up to two family members * $141.06 for food box delivered to a household with more than two family members |
| COVID Relief Payment | This service is a one-time disaster relief payment provided to isolating/quarantining individual and their household members in response to the federally-declared COVID-19 public health emergency.[[6]](#footnote-6) The intent of the payment is to assist the individual and their household members in meeting their basic living expenses such as housing, food, utilities, and household bills.  If more than one household member is required to quarantine or isolate and is in need of and eligible for this Support Service, only one household member may receive the Household-Level benefit. All other household members required to quarantine or isolate in need of and eligible for this Support Service must receive it at the Individual-Level.  The Support Service Vendor is responsible for managing this service and should bill administrative expenditures such as staff time to execute the COVID Relief Payments and mailing costs as operational expenses. | $800/individual (individual quarantining or isolating receives $800 regardless of number of family/household members) |
| Private Transportation | Provision of private transportation for the individual isolating/quarantining or a family member through one or more of the following services: (a) community transportation options (e.g., locally organized), (b) direct transportation by professional, private or semi-private vendor, or (c) account credits for taxis/ridesharing apps.  Transportation services are only permissible to directly support the ability to isolate or quarantine and are subject to CHW approval. Examples of permissible transportation include, but are not limited to, transportation to/from: (a) non-congregate shelter, (b) medical visits, and (c) testing sites.  Rides must be provided in a safe manner, with both the driver and passenger wearing face masks, cleaning employed between each rider, and, when applicable, with a service provider that has explicitly agreed to provide rides to a potentially or confirmed COVID-19 positive individual. Sub-contractors that provide transportation services are strongly encouraged to use large vehicles, such as a van, that allow six feet of distance between the driver and passenger.  Sub-contractors providing transportation services may charge their standard meter rate, in addition to 20% of the total ride fare to account for added costs related to taking appropriate COVID-19 precautions and cleaning the vehicle between riders.  The Support Services Vendor is responsible for communicating with CHWs to coordinate transportation services and monitor caps. | $50 cap per ride, 6 one-way ride cap per family |
| COVID-Related Supplies | Service consists of a package of COVID-related over-the-counter supplies known to help mitigate the spread and treat symptoms of COVID, including but not limited to:   * Face masks * Hand sanitizer * Sanitizing wipes or liquid sanitizer with paper towels * Thermometer * Tylenol   Up to two COVID-Related Supplies packages may be provided when an individual who needs to isolate: (a) chooses to isolate outside of his/her primary residence, and (b) attests to having family members in the primary residence that require a second COVID-Related Supplies package.  The reimbursement rate for COVID-related supplies is inclusive of all direct and indirect costs related to providing this service, including for sourcing, preparing, purchasing and delivering the supplies. | $50/package |

**Failure to acknowledge receipt of this addendum may result in rejection of the response.**

**Check ONE of the following options:**

Application has not been e-mailed. Any changes resulting from this addendum are included in our application response.

Application has been e-mailed. No changes resulted from this addendum.

Application has been e-mailed. Changes resulting from this addendum are as follows:

**Execute Addendum #2:**

Offeror: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name and Title (Typed): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Issued by the Secretaries of the U.S. Department of Health and Human Services and the U.S. Department of Agriculture. <https://health.gov/our-work/food-nutrition/2015-2020-dietary-guidelines/guidelines/> [↑](#footnote-ref-1)
2. Ibid [↑](#footnote-ref-2)
3. Standards available at: <https://static1.squarespace.com/static/580a7cb9e3df2806e84bb687/t/5ca66566e5e5f01ac91a9ab4/1554408806> [↑](#footnote-ref-3)
4. As of publication, there are two federally declared disasters in place: (1) the President’s National Emergency Declaration issued on March 13, 2020, available at: <https://www.whitehouse.gov/presidential-actions/proclamation-declaring-national-emergency-concerning-novel-coronavirus-disease-covid-19-outbreak/>, and (2) the President’s Stafford Act Declaration issued on March 13, 2020, available at: <https://www.whitehouse.gov/briefings-statements/letter-president-donald-j-trump-emergency-determination-stafford-act/>  [↑](#footnote-ref-4)
5. Issued by the Secretaries of the U.S. Department of Health and Human Services and the U.S. Department of Agriculture. <https://health.gov/our-work/food-nutrition/2015-2020-dietary-guidelines/guidelines/> [↑](#footnote-ref-5)
6. As of publication, there are two federally declared disasters in place: (1) the President’s National Emergency Declaration issued on March 13, 2020, available at: <https://www.whitehouse.gov/presidential-actions/proclamation-declaring-national-emergency-concerning-novel-coronavirus-disease-covid-19-outbreak/>, and (2) the President’s Stafford Act Declaration issued on March 13, 2020, available at: <https://www.whitehouse.gov/briefings-statements/letter-president-donald-j-trump-emergency-determination-stafford-act/> [↑](#footnote-ref-6)