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STATE OF MARYLAND  
DEPARTMENT OF HUMAN RESOURCES  
SOCIAL SERVICES ADMINISTRATION  
OFFICE OF ADULT SERVICES

INVITATION FOR BIDS (IFB)

IN HOME AIDE SERVICES  
SSA/IHA-10-001-2

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The above-entitled matter came on for a prebid conference on Wednesday, January 13th, 2010, commencing at 10:13 a.m., at 100 Community Place, Crownsville, Maryland.

AGENCY REPRESENTATIVES:

Fran Avallone, Procurement Officer  
Debbie Cunzeman, Program Specialist  
Larry Ingram, Project Manager

Reported by: Kelly A. Alford

1 P R O C E E D I N G S

2 MS. AVALLONE: Let's get started. We  
3 always have late arrivers, so. Good morning. My  
4 name is Fran Avallone, I'm with the Department of  
5 Human Resources and I am the procurement officer  
6 for this IFB, which is an invitation for bids.  
7 I've been through this already, this is my second  
8 time around. Gore Brothers will be recording our  
9 conference so that we'll have a transcript of  
10 everything that's being said, questions asked,  
11 through the whole thing.

12 I'm just going to give you a quick  
13 going-through of the information so that the  
14 program can talk to you about the requirements for  
15 you to submit your bid. As I said, the Maryland  
16 Department of Human Resources, Social Security  
17 Administration, Office of Adult Services intends to  
18 award multiple contracts to qualified vendors for  
19 the provision of in-home aide services. That's  
20 personal care, chore services, respite care --

21 (Discussion held off the record.)

1 MS. AVALLONE: In-home aide services are  
2 provided in the home of persons who are eligible  
3 for DHR in-home aide services in the homes, the  
4 individuals who have been determined to have  
5 functional disabilities as defined in COMAR  
6 Attachment I, and these people cannot perform  
7 activities of daily living such as dressing,  
8 bathing, eating, toileting, transferring from bed  
9 to chair without assistance.

10 Contracts will be awarded for a  
11 five-year period beginning on May 1st, 2010 and  
12 will end on April 30, 2015. The counties that are  
13 included for this are Baltimore County, Calvert  
14 County, Caroline County, Carroll County, Cecil  
15 County, Dorchester County, Frederick County,  
16 Harford County, Howard County, Prince George's  
17 County, Queen Anne's County, St. Mary's County,  
18 Talbot County, Washington County, Wicomico County  
19 and Worcester County and Baltimore City, Charles  
20 County and Somerset. Allegany, Anne Arundel,  
21 Garrett, Kent, Montgomery Counties have local

1 services locally arranged so they won't be  
2 soliciting for this at all.

3           A roster of successful bidders of lowest  
4 to highest bid will be made available to each LDSS  
5 for use. Each contractor's bid amount will  
6 determine that contractor's order of placement on  
7 the roster per jurisdiction. For example, the  
8 lowest bid offered will result in the highest place  
9 on the roster available of contracted providers for  
10 that jurisdiction and continue in descending order.

11 So whoever has the lowest amount will be on the  
12 top of the list and it will work down. Bidders can  
13 propose to serve more than one jurisdiction;  
14 however, a separate price sheet must be submitted  
15 for each jurisdiction proposed to serve. Each bid  
16 package must be submitted in separately sealed  
17 envelopes and included on the envelope the bidder's  
18 name, jurisdiction for service.

19           The closing date and time for receipt of  
20 proposal is 2 p.m., Wednesday, January 27th, 2010.  
21 Bid opening is on Thursday, January 28th at 10

1 o'clock a.m. at the Department of Human Resources,  
2 311 West Saratoga Street, Room 950. The closing  
3 date for receiving questions will be Tuesday,  
4 January 19th at 12 o'clock. However, dates may be  
5 extended. If so, an amendment to the IFB will be  
6 posted on the DHR net and eMaryland Marketplace.  
7 Offerors must be certain that all tax obligations  
8 with SDAT, which is the State Department of  
9 Assessment and Taxation, have been met. Failure to  
10 do so results in the proposal being deemed  
11 unacceptable.

12           Also, offerors must use the legal name  
13 that they have registered with the Maryland  
14 Department of Assessment and Taxation. Your name  
15 on your bid has to be exactly how it is registered  
16 with the Department of Assessment and Taxation.

17           Okay, the living wage was supposed to be  
18 my job so we'll go on with that one. I have that  
19 somewhere. We're a little disorganized today.

20           (Discussion held off the record.)

21           MS. AVALLONE: The living wage was

1 signed into existence October 1st, 2007. The wage  
2 requires contractors and subcontractors to pay  
3 minimum wage rates to employees working under  
4 certain state service contracts. The living wage  
5 currently requires the payment of a living wage of  
6 either \$12.25 per hour or \$9.21 per hour. This was  
7 effective September 28th, 2009. The larger amount  
8 of 12.25 is for Tier 1 and the 9.21 is for Tier 2.  
9 And that's determined on the jurisdiction that  
10 you're in. The larger jurisdictions like Baltimore  
11 City, Baltimore County, I think it's Harford  
12 County, Anne Arundel, they're like Tier 1, so they  
13 will be the \$12.25.

14           We handed out this for you to ask  
15 questions, so if you have any questions with that  
16 you can e-mail them to me or ask later on. It's  
17 pretty cut and dry. If you've done this contract  
18 before, you know that this is what we have to have.  
19 You have to pay your people \$12.25. It will be  
20 increased yearly. You have to take into  
21 consideration when you're doing your bid that this

1 will be increased, so make sure that you have  
2 calculated that into your bid because there is no  
3 adjustment in the five-year contract, whatever you  
4 send us is what you're going to be paid for five  
5 years, so whoever, you know, if you're given a call  
6 from the local DSS, that's what you will be paid  
7 from day 1 to the end of contract. So take that  
8 into contribution when you're printing out your  
9 bid.

10                   Larry isn't here, I don't know what  
11 happened to him, he was telling me he was coming,  
12 but the hiring agreement is a form that we have  
13 that you are required to fill out telling us that  
14 you will at least hire one person, if at all you  
15 need someone. And you give us that information and  
16 we will submit it further to Larry and he will be  
17 in contact with you. I was hoping he would be  
18 here, but I don't know all the stipulations with  
19 his stuff. So I can now turn over to Debbie  
20 Cunzeman and she'll do Section III, requirements.

21                   MS. CUNZEMAN: Hi, I'm Debbie Cunzeman,

1 the program specialist. In the back is Shirley  
2 Gray, she's the project manager. We're in the  
3 Office of Adult Services in Department of Human  
4 Resources. The in-home aide program is a ancillary  
5 program within the Office of Adult Services; we're  
6 one of the -- we're the only program that provides  
7 supportive services to our other programs. We have  
8 a voluntary program called Social Services to  
9 Adults, we have the Adult Protective Services  
10 program. So when a case is opened in any one of  
11 those services a referral is made to the in-home  
12 aide program for, if it's needed, for the different  
13 home care services such as personal care, light  
14 housekeeping, respite and -- I think that's what  
15 we're doing right now.

16           Okay. What we hope to do is create a  
17 roster of agencies that we can contact for the  
18 services. Our program uses -- we have within our  
19 program state employ dates, we'll have our vendors,  
20 which you will be a part of, and then we have what  
21 we call individual providers. This is when one of

1 our clients may select an individual who might be a  
2 neighbor or somebody close who has been maybe  
3 providing services for them and want to continue  
4 and they want them to continue and will use our,  
5 we'll provide the services through that individual  
6 provider.

7           In addition to the chore as we call it,  
8 in other words, light housekeeping, personal care,  
9 we have nursing evaluation and supervision. And  
10 that's broken down into two parts. When you  
11 consider what you're going to bid for the personal  
12 care services or any hands-on services you know  
13 very well you need to have a nurse who make a visit  
14 and do a care plan and provide supervision of that  
15 aide. That's all-inclusive in your personal care  
16 price, that is not priced out separately. So keep  
17 that in mind when you are determining your price  
18 for personal care.

19           The other part of the nursing evaluation  
20 and supervision is in some of our jurisdictions for  
21 the aides employed by the state of Maryland there

1 isn't a nurse. So they will call, could call,  
2 could, call upon you to provide supervision and do  
3 an evaluation to provide a care plan for their own  
4 staff. That is separate, that is a separate  
5 pricing, you'll see that on the cost sheet, that's  
6 what that means. When you provide, when you're  
7 providing nurse's supervision and evaluation on  
8 when your own aide is not going into the home.  
9 Everybody understand that? I wanted to make sure  
10 that's clear because that has been a mistake in the  
11 past.

12                   VENDOR REPRESENTATIVE: Repeat that,  
13 please.

14                   MS. CUNZEMAN: It's not bid  
15 separately -- did somebody say something?

16                   VENDOR REPRESENTATIVE: Yes. Could you  
17 repeat that, please?

18                   MS. CUNZEMAN: When you provide personal  
19 care you have to include that cost, you should  
20 include that cost; you can't charge us a separate  
21 price for the nursing evaluation and supervision.

1 However, if we call upon you to provide nursing  
2 evaluation or supervision of our own aides or  
3 sometimes it may be the individual provider, that  
4 is the separate cost, what it costs you for your  
5 nurse to do it. But you're not providing the aide.  
6 Okay. All right, I wanted to make that clear.

7                   For the most part our service is  
8 delivered between the hours of 8:30 and 4:30,  
9 that's mainly, our office hours are that time.  
10 However, there is an occasion where we might get a  
11 phone call with our after-hours service saying they  
12 need some, need help, so we may call upon you after  
13 those hours to ask you if you could provide those  
14 services. Some agencies can't, some people can't.  
15 It's really highly looked upon you if you can  
16 provide that service to us in an emergency. We  
17 provide extra perks with that in that we do have a  
18 15 percent that we add to the cost that we'll pay  
19 you plus we'll pay for mileage at the current rate,  
20 which is now, we just got lowered, you probably  
21 heard it all from the federal government, to 50

1 cents a mile. So that changes and we'll keep up  
2 with the federal guidelines as far as what we  
3 should charge you for that mileage, and it's  
4 usually from your agency office to the client's  
5 home or if the aide is going directly from a home  
6 to the client's office we -- I mean to the client's  
7 home, we will pay you that mileage rate.

8 I just mention briefly about prior to  
9 personal care that an RN must go out to evaluate  
10 and complete a care plan. There's also other  
11 stipulations here that if services are not provided  
12 as scheduled it's your obligation to let us know.  
13 There's different situations where, like if, if you  
14 find out that your aide can't, is going to be  
15 absent, calls in sick, some mishap or whatever, you  
16 know she's not going to be there, you need to call  
17 us within a half an hour to say that the aide can't  
18 be there, that you're trying to find a replacement.  
19 But within that hour if you can't find replacement,  
20 you need to let us know so we can move on to try to  
21 find somebody else to provide that service, because

1 some of the cases it's a little more critical than  
2 others to provide service. Chore service is not as  
3 critical, even though our clients think it is, but  
4 we really need to know so we know what we're  
5 dealing with, be made aware that the aide's not  
6 there. Some of our clients choose not to have a  
7 substitute and we need to verify, so you call us,  
8 the aide is not able to get there for some reason,  
9 they may have had a personal emergency, whatever,  
10 at least we know, we know our clients, you know,  
11 well, hopefully you may know our clients by then,  
12 that we know how we're going to proceed. Wait a  
13 little while to see if you can find someone or the  
14 client may say no, they don't want anyone or we'll  
15 try to find another vendor to come in for that  
16 time.

17 I'm not going to read through all this,  
18 hopefully you're going to read over this and what  
19 is these requirements and I will at a future  
20 meeting, once you are, you're awarded a contract  
21 there will be a meeting that I will review all the

1 particulars of your responsibility in delivering  
2 the service. Also at that meeting I will have our  
3 contact person and all the local departments be  
4 there also so you'll have a meet and greet and talk  
5 about, you know, the services. Each jurisdiction  
6 is unique in different little ways as far as how  
7 they proceed with their services, so it's nice to  
8 know that.

9           Chore services, as you see, what we --  
10 if you, if everybody has their contract in front of  
11 them on page 19, the type of chore services we do  
12 provide, it is light housekeeping, it's not heavy,  
13 for the most part we do not, you do not provide  
14 heavy chore, but there listed are the things that  
15 we do that would, could appear in the care plan,  
16 you know, dusting, mopping of floor, washing  
17 dishes, trash, vacuuming, cleaning the bathroom,  
18 cleaning and defrosting the refrigerator and  
19 freezer. When you see that, you know, it's not  
20 done every week obviously, you know that. But it  
21 will be, we might be in a plan where if someone

1 doesn't have a frost free refrigerator, we might  
2 have to do that once a month or every couple of  
3 months or so. Mainly, our main concern is to keep  
4 the, the apartment or house clean in the areas  
5 where, what the client uses. If you go in a home  
6 and we have our -- and the house is a three-bedroom  
7 house with two bathrooms and basically the person  
8 only uses their one bedroom and one bath, that's  
9 where you're supposed to clean. You're not  
10 supposed to clean the entire house, because that's  
11 not, that's not to their -- I know they want it  
12 clean, but it's not to be that way. But we'll go  
13 over that, we'll discuss it. That will probably be  
14 an ongoing topic, saying well, I have people come  
15 and visit and whatever, but that's not our problem.  
16 Our problem is that the clients themselves is in a  
17 liveable atmosphere.

18                   We have personal care, all personal  
19 care, all hands on. That includes respite, you  
20 might provide respite, if that might include  
21 personal care, you're giving the person a bath or

1 helping with transfers, we're going to have to have  
2 a nursing evaluation to see what the aide can and  
3 cannot do, and then would you have to definitely,  
4 anyone, any individual who's providing hands-on  
5 service needs to be a CNA. If they're providing  
6 chore service only do not need to be a CNA.  
7 However, a CNA could do both if that's what you  
8 choose. They can do -- you don't have to send two  
9 individuals in there. If you're going to send one  
10 aide in, it's usually one aide, she does the  
11 personal care and she'll do the chore, for the most  
12 part. If you send two people in, well, that's  
13 really up to you, but we'll have to really be  
14 definitive on that.

15           And then again the other is nursing  
16 evaluation and supervision, I went over that  
17 earlier about the difference between the different  
18 nursing evaluation and supervision.

19           Reporting, there are several forms that  
20 we use for reporting that you would submit monthly.  
21 That's in, I think Fran, you did that, that's an

1 attachment, but you see for the most part a lot of  
2 our forms are electronic. I will make sure through  
3 an e-mail you will get them electronically and then  
4 if you want to -- if you don't continue to provide,  
5 you know, you can then copy them and if you're  
6 going to handwrite them, that's fine, but they'll  
7 be electronic. The only one that has to be really  
8 remain, should remain electronic is the 516 because  
9 that does help the local. The local, some locals  
10 might say no, hand me the hard copy because what  
11 they'll do is compile all the 516s from all the  
12 individual vendors and send me one report  
13 electronically.

14           The big thing is the 520, the purchase  
15 of service order. When you get a call that, and  
16 you're asked if you, you know, we need someone to  
17 go out three times a week two hours a day to  
18 provide personal care, you will get a 520. This is  
19 a purchase order. This is a safety net for both  
20 you and us, and the individual. Whatever -- it  
21 tells you how many hours, how often and the price

1 and the cost. You cannot exceed what's written on  
2 that 520. You can go under, but you can never  
3 exceed what is written on the 520 for that month.  
4 If there is a problem that you know that well, I'm  
5 not even going to get there, you really can't, that  
6 520, you're held to that because -- on that, and  
7 sometimes where that gets tricky if an aide changes  
8 up the day of the week and say the 31st is a  
9 Tuesday and then she can't go Tuesday and she goes  
10 Wednesday and that's the 1st, that will show that  
11 you'll have more hours the following month and you,  
12 if that happens or something should happen you need  
13 to notify the contact person at the Department of  
14 Social Services prior to that service being done,  
15 not afterwards. Afterwards is too late. Okay.

16           Our main objectives in providing our  
17 services, in-home aide services is to prevent  
18 abuse, neglect and exploitation. In some cases it  
19 might -- we don't do as much with families now, but  
20 we do have some family cases where it will help  
21 prevent a foster care placement of a child by

1 helping the mother -- it could be a disabled mother  
2 and she just can't keep up with everything that's  
3 going on in the home, so we're in there providing  
4 light housekeeping and maybe even personal care to  
5 her. And then also is to reduce the length of time  
6 in an institution. Sometimes someone can come home  
7 if we have services in there, sometimes that works  
8 out and sometimes it doesn't, depends where they  
9 are on our waiting list whether we can do that.  
10 And the other thing is to promote safety, stability  
11 and self-sufficiency to prevent hospitalizations or  
12 accidents and things of that nature.

13                   Now we get into the, in the IFB is the  
14 requirements, the bidder requirements. All bidders  
15 who are going to be respond to this bid must be  
16 licensed as either home health agencies,  
17 residential service agency or a nursing referral  
18 agency. The big change from the last IFB, if  
19 anybody was involved in that, that you must provide  
20 evidence of three consecutive years of experience  
21 prior to this submission date. So then you would

1 need copies of your licenses from your three  
2 provider years, that you were one of these type of  
3 licensed agencies. That will be submitted in your  
4 bid.

5           The bidder should be capable of serving  
6 the entire jurisdiction. The intention, you can't  
7 just say oh, I'm going to serve the southern end or  
8 the eastern end, you got to be able to be able to  
9 serve the entire jurisdiction if you're bidding on  
10 that jurisdiction. The bidder also must start out  
11 with a minimum of one RN and five CNAs or staff at  
12 the time of the bid and throughout the life of the  
13 contract, must have at least that, you can have  
14 more, but you must have at least that, and the  
15 licenses for the one RN and five CNAs will be  
16 submitted with your bid. Okay.

17           And then in the other section you will  
18 see all the types of services that you'll be  
19 providing. The staff --

20           VENDOR REPRESENTATIVE: Excuse me,  
21 someone's talking.

1                   MR. INGRAM:  Yes.  Can you stand up and  
2 say your name and --

3                   VENDOR REPRESENTATIVE:  My name is Helen  
4 Owhanda --

5                   THE REPORTER:  I can't hear her.

6                   MS. CUNZEMAN:  You know what, can you  
7 wait to the end, can you wait to the end and we'll  
8 have all questions at the end?  Just write it down,  
9 write down your questions and we'll answer all the  
10 questions at the end, that will make it easier.

11                   Okay.  We have the contractor's  
12 responsibilities which are all spelled out, about  
13 the service delivery, the quick response, the  
14 chores service, personal care, nursing evaluation  
15 and supervision, respite care and reporting.  When  
16 a new or additional staffs are assigned to this  
17 contract you need to notify the local DSS IHA  
18 supervisor of, that you hired a new aide who's  
19 going to be part of this contract and send them a  
20 copy of the, your CNA license.  We require -- the  
21 aide qualification, anyone providing personal care

1 must be a licensed CNA and must have at least one  
2 year experience to be assigned to this service or  
3 to this contract. And all aides -- now, this is  
4 for your non-CNAs, because we all, well, we all  
5 know, I hope you all know that to be a CNA you  
6 either have to have your GED or a high school  
7 diploma even to go through the process of becoming  
8 a CNA, but anyone who's not a CNA who might be  
9 providing just chore service must have a minimum of  
10 a high school diploma or GED and undergo a criminal  
11 background check within six months prior to the  
12 start of the contract and annually thereafter. So  
13 everyone needs that, whether you're a CNA or a  
14 non-CNA, you must have at least a high school  
15 equivalency, a high school diploma and a criminal  
16 background check within six months prior to the  
17 start of the contract. The contract is supposed to  
18 start May 1st, so anyone who has had a criminal  
19 background check from December on of this year will  
20 be sufficient.

21                   Aide training, aides should receive at

1 least two in-services training annually, such  
2 services such as CPR and other safety-related  
3 documents, and that should be kept in a folder that  
4 if we come out and audit you that we see that, you  
5 know, your aides are receiving training. Here  
6 again, we're talking about, in another section  
7 talking about the supervision of the nurse and the  
8 nursing supervision, which I can go in a little  
9 more detail once the contract is awarded.

10           The record keeping, there's all the  
11 different types of records. And the deliverables,  
12 the list of all the deliverables which I mentioned  
13 earlier as far as the reporting forms and invoices.  
14 The invoices are very critical to us because we  
15 really need to have an invoice monthly, and it  
16 should be, we should receive, like let's say the  
17 invoice for January, we should receive it at least  
18 by February 15th. Anything later than that, trying  
19 to keep within our budget and keep within other  
20 restraints like you'll have a ceiling, we have what  
21 we call a blanket purchase order which will be

1 assigned to you, the maximum amount of dollars that  
2 could ever be contracted with you during the period  
3 of this contract. So we need to keep within that  
4 and so it's very important that your invoices come  
5 to us in a timely manner, and you will read on  
6 where if you don't there's some consequences to it  
7 and corrective action letters and stuff. We give  
8 you an opportunity to try to correct this but if  
9 it's not to our satisfaction we'll take other  
10 action as far as you wouldn't get any more  
11 additional referrals or maybe even the contract  
12 would be terminated.

13                   And I did mention here about the post-  
14 award orientation conference, you will be  
15 orientated about the, a little more in detail about  
16 the in-home aide program and the requirements and  
17 the paperwork that's required.

18                   Larry, you want to come up? Because we  
19 kind of -- then we'll ask questions at the end.

20                   MR. INGRAM: Good morning. I'm Larry C.  
21 Ingram, program manager of hiring agreements with

1 the State of Maryland Department of Human  
2 Resources. Welcome, welcome, welcome to the prebid  
3 conference this morning. Right now one of my  
4 colleagues is passing out a folder. We have about  
5 50 so we'd like I say perhaps one per company and  
6 if you need additional ones we'll be able to get  
7 them to you. And as she's going forward I want to  
8 ask this question, how many are familiar with  
9 hiring agreements? All right. So some of you are.  
10 Good, good. I can remember when I came into a room  
11 and asked that question and hardly anyone raised  
12 their hands, but it's getting a little better, I'm  
13 glad to see that.

14                   If you would open your folder to the  
15 left-hand side, you will see the solicitation  
16 clause. Hiring agreement. By submitting a bid  
17 proposal in response to this solicitation the  
18 bidder or offeror agrees to execute and comply with  
19 the enclosed Maryland Department of Human Resources  
20 hiring agreement. The hiring agreement is to be  
21 executed by the bidder or offeror and delivered to

1 the procurement officer within 10 days following  
2 receipt of notice by the bidder or offeror that is  
3 being recommended for contract award. The hiring  
4 agreement will become effective concurrently with  
5 the award of the contract. The hiring agreement  
6 provides that the contractor and the Maryland  
7 Department of Human Resources will work  
8 cooperatively to promote hiring by the contractor  
9 of qualified Maryland temporary cash assistance  
10 recipients -- and that has been changed to family  
11 investment plan recipients, I'll clarify that in  
12 just a minute, please -- to fill all job openings  
13 resulting from this procurement in accordance with  
14 Section 13-224, State Finance and Procurement  
15 Article.

16           What that simply means, ladies and  
17 gentlemen, is that if you are the awardee of this  
18 contract you're required by Maryland Procurement  
19 Article law to allow the Maryland State Department  
20 of Human Resources to be your first source for  
21 attempting to fill any position that may result

1 from this contract in, any position statewide.

2 Comment?

3                   VENDOR REPRESENTATIVE: What does that  
4 mean?

5                   MR. INGRAM: I thought it was very  
6 plain, but.

7                   MS. CUNZEMAN: No.

8                   MR. INGRAM: What about it didn't you  
9 understand? Your name, please?

10                   VENDOR REPRESENTATIVE: Sharon Payne,  
11 NurseRight Health Services. First of all, let me  
12 just say this, that I understand the terminology,  
13 the wording, English language, but as a RN, and  
14 that's what I am, not a business person, some of  
15 the nomenclature escapes me, so if you can just put  
16 that in a little simpler language, I would  
17 appreciate that.

18                   MR. INGRAM: I'll be glad to.

19                   VENDOR REPRESENTATIVE: Thank you.

20                   MR. INGRAM: What that simply means is  
21 that you are the awardee of this contract and this

1 contract warrants that you have to hire some folks  
2 before you can advertise for the position to the  
3 general public, before you can interview anyone for  
4 the position, you must send that position request  
5 over to the Maryland Department of Human Resources  
6 and allow us three business days to review the  
7 family investment plan recipients to find qualified  
8 persons to fill those positions. And I might add,  
9 when you or should you receive candidates for the  
10 position, you are determining whether or not they  
11 are qualified based upon those that we send you.  
12 They're not to be held until you get some more and  
13 then you want to compare them with those. A  
14 decision has to be made within three business days.

15           VENDOR REPRESENTATIVE: Mia Abeya from  
16 Encore NG Services. How does that provision apply  
17 to this requirement in bidder requirements which  
18 says that at the time of the bid we should have at  
19 least five CNAs on staff?

20           MR. INGRAM: Well, I can see how that  
21 would suggest some, at least conflict of statements

1 at least and of course you want to follow, you want  
2 to follow this most certainly. You cannot request  
3 assistance for filling positions if you have not  
4 received the contract yet. Let me say this: I  
5 heard my colleague say a little earlier that some  
6 of the positions would be less than the  
7 qualification level you just mentioned, and for  
8 those at least beyond that, beyond that, in other  
9 words --

10                   VENDOR REPRESENTATIVE: Chores and --

11                   VENDOR REPRESENTATIVE: Talking about  
12 the chores, the chore requirements thing.

13                   VENDOR REPRESENTATIVE: Not really.

14                   MR. INGRAM: Are you saying chores  
15 requirement?

16                   VENDOR REPRESENTATIVE: Chores, chores.

17                   MR. INGRAM: Chores.

18                   MS. CUNZEMAN: Let me clarify. The RN  
19 and the five CNAs, that's prior to you getting the  
20 bid, so you don't have to contact us to hire them,  
21 so you should have them in place, so it shouldn't



1 prospective client.

2                   MS. AVALLONE: If you're going to ask a  
3 question, please state your name and the company  
4 that you're with for the court reporter so she can  
5 get this down.

6                   VENDOR REPRESENTATIVE: My name is Sally  
7 Stalely (phonetic) with P-B Health and that did  
8 answer my question, so thank you.

9                   VENDOR REPRESENTATIVE: My name is Ed  
10 Abeya with Encore. Just a follow-on with the  
11 question here, I do understand the need to have  
12 five CNAs and an RN prior to the award; after the  
13 award, what if I get a call from a county saying  
14 that they need someone to provide personal care  
15 within three days, there are some urgent  
16 requirements here, and I need to hire somebody, can  
17 I go to you and say I need someone within two or  
18 three days?

19                   MR. INGRAM: You certainly can.

20                   VENDOR REPRESENTATIVE: You need to  
21 repeat the question so we can hear.

1                   VENDOR REPRESENTATIVE: The question I  
2 had was, you know, you're supposed to have five  
3 CNAs and at least one RN prior to the award, but if  
4 you have an urgent requirement and you get a call  
5 from the local county, LDSS, saying I need a CNA in  
6 three days, my question was do I still need to go  
7 to him, to Mr. Ingram and he said yeah, yeah.

8                   MS. AVALLONE: No. No. No. If the  
9 local DSS calls you and tells you they need a CNA  
10 to do the care, you're given how long to respond  
11 back to the local department?

12                   MS. CUNZEMAN: You have 24 hours.

13                   VENDOR REPRESENTATIVE: That's the  
14 reason why --

15                   MS. CUNZEMAN: We can't wait for you to  
16 hire somebody, so if you say no, you don't have  
17 someone, we'll go to the next vendor.

18                   VENDOR REPRESENTATIVE: But how does  
19 that impact what he's saying?

20                   MS. AVALLONE: That is something  
21 completely different. His hiring agreement comes

1 in effect after you're awarded the contract. You  
2 should have CNAs on staff to be able to handle  
3 anywhere in any local jurisdiction you're handling  
4 anytime we call. You have 24 hours to respond back  
5 to us whether or not you have someone. If you  
6 don't have someone we will go on to the next vendor  
7 and give them the opportunity. They don't have  
8 somebody, they have 24 hours to respond back to us,  
9 we'll go on to the next.

10 MS. CUNZEMAN: And keep on going down  
11 the line.

12 MS. AVALLONE: Mr. Ingram's is  
13 completely different.

14 MS. CUNZEMAN: And we could go through  
15 the whole list and then nobody has someone and we  
16 have to figure something from there.

17 MS. AVALLONE: These services mostly  
18 will not be CNAs because of the fact that they have  
19 to be screened.

20 VENDOR REPRESENTATIVE: Right.

21 MS. AVALLONE: This would be chore

1 services, someone that would go into the home and  
2 clean the refrigerator, that stuff. CNAs have to  
3 be licensed, which we know, but they have to have  
4 screening. His positions will not have that. If  
5 you have someone that you're, like in your office  
6 at this present time that you have that does your  
7 scheduling and that person is no longer with you  
8 and you need someone to fill that position, you can  
9 call Mr. Ingram and he can try to find someone for  
10 you.

11                   VENDOR REPRESENTATIVE: Okay, that's  
12 different.

13                   MS. AVALLONE: It's not necessarily your  
14 services that you're giving the client, it may be  
15 something that you have in your office.

16                   VENDOR REPRESENTATIVE: Right, right.

17                   MS. AVALLONE: Yeah, paperwork.

18                   MS. CUNZEMAN: The other problem, you  
19 have to have a criminal background check, you can't  
20 get a criminal background check back that fast.

21                   VENDOR REPRESENTATIVE: I think that's

1 what the confusion -- Sharon Payne, NurseRight  
2 Health Services. I think that's what the confusion  
3 was, that he didn't delineate, Mr. Ingram didn't  
4 delineate, so we're thinking, you know, that all of  
5 these people you could get right away and we know  
6 that you can't because of the criminal background  
7 checks and et cetera.

8 MS. CUNZEMAN: You know you can't hire  
9 that fast and start them that fast, regardless if  
10 you're going to use his service or not.

11 VENDOR REPRESENTATIVE: I gotcha.

12 MR. INGRAM: Aside --

13 MS. AVALONE: A couple more questions.

14 VENDOR REPRESENTATIVE: Patti Heagy with  
15 Personal-Touch --

16 THE REPORTER: I'm sorry, I can't hear  
17 you. She needs to use a microphone.

18 (Pause in the proceedings.)

19 VENDOR REPRESENTATIVE: The problem I  
20 see is that it's requesting that we offer full-time  
21 employment. Often these are just, you know, four,

1 six hours a week, we can't guarantee any one person  
2 full-time employment.

3 MR. INGRAM: Yes, we understand that  
4 especially with this RFP that you may not have  
5 full-time positions. Ideally that's what we want,  
6 but I must say this, that what we have done is  
7 if -- I don't want to confuse the matter any, any  
8 further, but let me say this, ideally we want  
9 full-time positions. Ma'am, let me ask you this,  
10 how many hours per week would a situation like this  
11 call for?

12 VENDOR REPRESENTATIVE: It varies  
13 anywhere from four to six hours sometimes.

14 MR. INGRAM: Four to six hours a day.

15 VENDOR REPRESENTATIVE: Rarely it's one  
16 case 40 hours.

17 MR. INGRAM: Just a moment please, let  
18 me speak to Fran.

19 VENDOR REPRESENTATIVE: What's the  
20 average hours in a case?

21 MR. INGRAM: This is what we'll do.

1 Whoever receives a contract for this RFP, we will  
2 send you a packet with a job order on it. When  
3 your hiring situation comes about, if it is not for  
4 full-time employment, then you are exempt from  
5 participating for that particular job at that  
6 particular time. We want to emphasize full-time  
7 employment, I'll repeat that. If you are an  
8 awardee, you will get the packet, it will include a  
9 job order form and as you have a need to hire, if  
10 that position is full time then you're expected to  
11 participate, but if not there's no need to send it,  
12 there's no need to send the job order request in,  
13 because this is for full-time employment.

14                   Is that clearer or is that confusing?

15 Yes, ma'am.

16                   VENDOR REPRESENTATIVE: Good morning, my  
17 name is Jenette Young, I'm with ComForcare. Okay.  
18 My question is, and just for clarification, after  
19 receiving award of the contract, and I'm  
20 understanding that we don't utilize your services  
21 exclusively, but we utilize your services

1 initially, okay, and also they have to be able to  
2 get through our internal processes in order so  
3 we're not lowering our standards, okay, or upping  
4 them, either way, we're just making sure that  
5 they're able to be processed through our already  
6 program. Then if not, then we can move on to maybe  
7 another or we can move on to another resource also.

8 MR. INGRAM: Yes, that is correct.

9 VENDOR REPRESENTATIVE: Thank you.

10 MR. INGRAM: So we're clear. Just for  
11 curiosity's sake, how many think they will be  
12 hiring full time, some full-time folk as a result  
13 of this contract? Still a few, okay. And thank  
14 you, that's encouraging.

15 Going back to the folder. Underneath  
16 the solicitation clause on the left-hand side is a  
17 copy of the actual contract. I'll ask you to pay  
18 particular attention to page 3, line item number 5.  
19 It says agree to consider filling a minimum of  
20 blank of the job openings with local department  
21 referred candidates provided the local department

1 refers qualified candidates within three working  
2 days. You need to make sure you put a number in  
3 the blank. Some put as low as one, as many as you  
4 may anticipate. I might want to add that we've had  
5 a number of contracts where the awardees did not  
6 hire anyone and yet they are not deemed as not  
7 working in good faith. We know and understand how  
8 the economy is and so forth and so you may not hire  
9 anyone. That does not mean that you have violated  
10 the contract. This is a user friendly, contractor  
11 friendly contract and procedure.

12           All right. If you would look on the  
13 right-hand side of your folder you will find a copy  
14 of the sample letter that we will send to you if  
15 you are the awardee welcoming you to the program.  
16 The second item on the right-hand side is the  
17 instructions for participating. The third item is  
18 the hiring agreement job order form. This is the  
19 form that you will send if you are in need of  
20 full-time hiring or employment.

21           The second, the item behind the job

1 order form is the data flow form. This form is  
2 required -- let's say you are hiring someone full  
3 time and we refer three or four more eligible or  
4 qualified candidates based upon the job order form  
5 that you send to us. All referees should be listed  
6 according to the data flow form and we need, if a  
7 person is not hired we need you to record the  
8 reason why they weren't hired. All right?

9           And the last item on the right-hand side  
10 is the, it's called the Welfare to Work tax credit.  
11 I want to share this with you that the family  
12 investment plan recipients are young people between  
13 the ages of 18 and who have now reached their 25th  
14 birthday who were at some point in foster care.  
15 Another group in the family investment plan  
16 recipient group are the, rather is the child  
17 support obligor; individuals, men and women who may  
18 owe child support, regular people. And also the  
19 temporary cash assistance customer who was on  
20 benefits as far as five years ago and somehow now  
21 they may be employed but employment will be offered

1 to them also in many instances as well as the  
2 current temporary cash assistance recipient. And  
3 so that basically is the pool of folk that we will  
4 be screening to determine if they meet your  
5 qualifications.

6           The last item, again, is the Welfare to  
7 Work tax credit. The first item on this sheet, the  
8 Welfare to Work tax credit for hiring long-term  
9 recipients can be as much as \$8500 per hire. And  
10 that's broken down into 35 percent of the qualified  
11 wages for the first year and 50 percent of the  
12 qualified wages for the second year of employment.  
13 This sheet gives specific instructions, it's user  
14 friendly, as to how your company may receive tax  
15 credits for hiring from this population. Comment?

16           Thank you for your time. Should you  
17 have any additional questions, we'll be glad to  
18 forward it to Fran. All questions regarding hiring  
19 agreements from this point after today will have to  
20 be forwarded to Ms. Avallone and a written response  
21 will be provided I believe to all participants.

1 MS. AVALLONE: Yes, it will.

2 MR. INGRAM: And thank you, you've been  
3 a gracious audience.

4 (Applause.)

5 MS. AVALLONE: Let's move on. You got  
6 applause, that's nice. Let's go on. All right.  
7 Bid submission, bids must be submitted to the  
8 issuing office --

9 VENDOR REPRESENTATIVE: Can't hear you.

10 MS. CUNZEMAN: Keep quiet, keep it down.

11 MS. AVALLONE: Bidders must submit to  
12 the issuing office an original bid package signed  
13 in blue ink to be identified and two copies along  
14 with one original price sheet, Attachment A, for  
15 each jurisdiction of the bid. Each bid must be  
16 submitted in separately sealed envelopes and  
17 include on the envelope bidder's name,  
18 solicitation, title, jurisdiction to be served, due  
19 date and time.

20 Okay, I had a lot of questions about the  
21 bid packet. The bid package is, if you go to

1 Attachment R, is everything that you need to be put  
2 in that bid. It will be a price sheet, which is  
3 Attachment A. That price sheet is -- one, we only  
4 need one per jurisdiction that you're doing. If  
5 you're doing Baltimore City you will do one and it  
6 will be signed in blue ink. Okay. If you're doing  
7 Baltimore County, Baltimore City and Harford  
8 County, you will do one for Baltimore City,  
9 Baltimore County and Harford County. You will not  
10 submit one with a whole bunch of other things.

11           The bid package is Attachment R, which  
12 also is the pricing because we have to have your  
13 price. We can't -- there will be a statement of  
14 bidder's qualifications, copy of license for bidder  
15 and staff, job descriptions, references, bid/  
16 proposal affidavit, which is Attachment B,  
17 certification regarding lobbying, which is  
18 Attachment F, and living wage application, which is  
19 G.

20           Also, in the back of your bid, it would  
21 be Section VI, appendixes, it gives you all the

1 attachment and when they're due. Some are not due  
2 until after you've signed, when you sign your  
3 contract. So if you have any questions about them,  
4 it's also on there, which ones will be submitted  
5 with the package.

6           You will also note that in here is a  
7 transmittal letter that should be included in here,  
8 and this transmittal letter has been really  
9 expanded to the last one, it's Attachment J. It  
10 asks for the jurisdiction of bidder, bidder's name,  
11 name of the director or owner, bidder's business  
12 address, individual designated as project manager,  
13 emergency after-hours contact, quick response  
14 contact, CNA coordinator and scheduler, 24-hour  
15 telephone number, type of provider, minority  
16 vendor, small business, and then it asks for  
17 signature at the bottom and that you acknowledge  
18 any addendums that we may do before the bids are  
19 due.

20           So there's a lot of stuff to remember,  
21 but all in all I think this is a much simpler

1 process than the last one. I don't think -- since  
2 everyone's already done one so you know a little  
3 bit more of what to do, but it also tells you at  
4 the end of Section IV, requirements of bidder, it  
5 tells you which way to put the information  
6 together, and what sequence order we want them in.  
7 Like on page 31 and 32 it says order of submission,  
8 the way we want your packet put together so that  
9 when we review it we check all the information, all  
10 this information and it's right there.

11           Last time some of them we got, we  
12 literally had to take the packets apart and put  
13 them together when we were doing the verification.  
14 I mean people would not believe how we had to put  
15 this stuff together. And then we would go into it  
16 and the information wouldn't even be found. One  
17 person, I don't know who it was, I can't even  
18 remember the name, literally sent me the IFB back  
19 with no information.

20           So I mean we give you pretty much clear,  
21 step by step as to how to do it, order of

1 submission that we want to see this stuff. We cut  
2 down paper, we did away with MBE goals, we did away  
3 with financial responsibility, and that led up to  
4 why we're asking for three years of previous year  
5 licenses, so we know that you are a stable company  
6 to deal with. We don't want to have -- we had a  
7 lot of trouble having to ask people to do that, so  
8 we felt this was a simplest way to do that.

9                   Is there anything that I missed? Ask me  
10 questions, let's ask the questions now, because I  
11 know there's going to be a lot of them, so let's  
12 start, we'll start right here.

13                   MS. CUNZEMAN: And remember to say your  
14 name and where you're from and please probably be  
15 better if you can stand up and turn to the crowd --  
16 excuse me, face her, she's got to record it, and  
17 you will be able to, you will see a copy of this --  
18 will they get it or see it?

19                   MS. AVALLONE: They will get a copy of  
20 it with the questions.

21                   MS. CUNZEMAN: You will get a copy with

1 a recording of everything that went on today, okay.

2           VENDOR REPRESENTATIVE: Good afternoon,  
3 everyone. My name is Sharon Wilson, I'm with  
4 Visions America Community Development Corporation  
5 and my only question is, this RFP where you were  
6 saying that everything is in the order the way you  
7 want it, is this a new RFP?

8           MS. CUNZEMAN: IFB.

9           VENDOR REPRESENTATIVE: I'm sorry.

10          MS. AVALLOONE: Well, you know --

11          VENDOR REPRESENTATIVE: Because I  
12 haven't received one, that's the reason why I'm  
13 asking.

14          MS. AVALLOONE: It's on eMaryland -- you  
15 won't receive one.

16          MS. CUNZEMAN: You gotta go get it.

17          MS. AVALLOONE: You have to go through  
18 eMaryland Market or the DHR web page.

19          VENDOR REPRESENTATIVE: Thank you.

20          MS. CUNZEMAN: It's in the letter.

21          VENDOR REPRESENTATIVE: I brought my

1 letter.

2 MS. AVALLONE: Intent to solicit?

3 VENDOR REPRESENTATIVE: Anyway, that was  
4 my only question, I can go to E Marketplace (sic)  
5 and get it.

6 MS. AVALLONE: I better tell you about  
7 eMaryland Market. Depending upon when you  
8 registered, if you registered say June 1st last  
9 year, June 1st of this year you have to reregister.

10 VENDOR REPRESENTATIVE: Right.

11 MS. AVALLONE: Because you'll be, it's  
12 like a time clock, click, you're gone, no longer on  
13 eMaryland Market. So try to remember what day you  
14 registered so that because this will be ongoing.  
15 If there's any amendments or something, they will  
16 be put on eMaryland, also on DHR web page, but you  
17 have to be registered with eMaryland Market to  
18 receive a bid. Okay.

19 VENDOR REPRESENTATIVE: Well, first of  
20 all thank you for the explanation, it was very  
21 helpful, especially because this is our second

1 time. We just want to make sure that everything is  
2 clear for everyone, and thank you for whoever did  
3 away with the MBE. Rotim Drusira, Capitol  
4 Healthcare, sorry. Just wanted to clarify on top  
5 of what you've already done, Fran, if you're  
6 applying for let's say three jurisdictions, three  
7 different counties, we are submitting one original  
8 packet, identified on the top that it's an original  
9 packet, for each of those jurisdictions?

10 MS. AVALLONE: No.

11 VENDOR REPRESENTATIVE: Or one for the  
12 package?

13 MS. AVALLONE: You will send us an  
14 original of your bid package and two copies.  
15 That's all you send us.

16 VENDOR REPRESENTATIVE: Okay.

17 MS. AVALLONE: Your financial will be  
18 for every jurisdiction that you're bidding. If  
19 you're bidding on three jurisdictions, we will have  
20 a financial Attachment A for each of those  
21 jurisdictions, just one, in separate envelopes and

1 write on which jurisdiction they are. That's all.  
2 We don't want three for each one, we only want one.

3           VENDOR REPRESENTATIVE: Okay. So  
4 basically, just so I'm clear on that, one original,  
5 and then two copies, two same packets for each  
6 jurisdiction?

7           MS. AVALLOONE: No. No.

8           MS. CUNZEMAN: No.

9           VENDOR REPRESENTATIVE: Just two copies  
10 total?

11           MS. AVALLOONE: You're giving me an  
12 original bid and it's signed in blue and all.  
13 You're going to make copies of that. We only need  
14 two. That's that, that's it. Your financial,  
15 though --

16           VENDOR REPRESENTATIVE: The price sheet.

17           MS. AVALLOONE: The price sheet will be  
18 for each jurisdiction you're doing, only one, only  
19 need one, that's it. So if you're bidding on three  
20 jurisdictions you will send me a package with the  
21 original and two copies and three bid packages,

1 that's all.

2                   VENDOR REPRESENTATIVE: Just to follow  
3 up on that, this is --

4                   THE REPORTER: I'm sorry, I can't hear  
5 you.

6                   VENDOR REPRESENTATIVE: How are they  
7 going to handle the reference letters, three sealed  
8 reference letters?

9                   MS. AVALLONE: If you only get -- if you  
10 get them and they're sending them to you in  
11 envelopes and you only have one, just attach to the  
12 original, we'll make copies.

13                   VENDOR REPRESENTATIVE: So the two  
14 copies will not have them?

15                   MS. AVALLONE: If you don't have them,  
16 fine, as long as they're with the original package.

17                   VENDOR REPRESENTATIVE: So we get one  
18 sealed envelope from each customer, three customers  
19 total, one sealed included in the original packet  
20 and that's it?

21                   MS. AVALLONE: Yes, that's it.

1                   VENDOR REPRESENTATIVE: Thank you.

2                   VENDOR REPRESENTATIVE: Sharon Wilson  
3 again, I just had a question about the reference  
4 letters. When it comes to DSS --

5                   MS. AVALONE: Go ahead, finish.

6                   VENDOR REPRESENTATIVE: -- they don't  
7 give you a reference letter.

8                   MS. CUNZEMAN: Oh, you mean can a local  
9 supervisor give you a reference letter? They can.

10                  VENDOR REPRESENTATIVE: But they don't,  
11 they said they don't do that.

12                  MS. CUNZEMAN: Okay. Well, they can  
13 refuse it. Maybe -- I mean because some of them  
14 want to and some of them don't, but they don't have  
15 to.

16                  VENDOR REPRESENTATIVE: That's what I  
17 want to know, because I know they said they don't  
18 do that, some of them.

19                  MS. CUNZEMAN: Some of them will not do  
20 that, right. Some would, some won't, it depends on  
21 their administrators, some of them say no, you're

1 not going to do a reference letter.

2           VENDOR REPRESENTATIVE: Maybe you go to  
3 the administrator.

4           VENDOR REPRESENTATIVE: Hi, my name  
5 is --

6           THE REPORTER: I can't hear her.

7           (Discussion held off the record.)

8           VENDOR REPRESENTATIVE: I'm Helen  
9 Owhanda and I'm with STAR Associates, Incorporated  
10 and I do have a question about the reference  
11 letters. I wanted to know that for each  
12 jurisdiction do you need a separate reference  
13 letter?

14          MS. AVALLONE: No.

15          VENDOR REPRESENTATIVE: Okay.

16          MS. AVALLONE: You just need three.

17          VENDOR REPRESENTATIVE: And then I also  
18 wanted to know are letters submitted with one  
19 submission?

20          MS. CUNZEMAN: I think I know what you  
21 mean by that. You're going to send in your

1 invitation for bid, your bid packet. In that one,  
2 the original and two copies, you're going to  
3 include three envelopes sealed that contain your  
4 references.

5           VENDOR REPRESENTATIVE: Okay.

6           MS. CUNZEMAN: Does that clear that up?

7           VENDOR REPRESENTATIVE: All right.

8           MS. CUNZEMAN: And then you'll have  
9 separate envelopes for your cost sheets for your  
10 each individual jurisdiction. You get that? So  
11 you have one envelope with your bid that includes  
12 your three references. Then if you do Baltimore  
13 City you have a envelope for that with your cost  
14 sheet, Baltimore County you'll have an envelope  
15 with that with your cost sheet and say Harford  
16 County, you'll have that, and that's separate and  
17 then you put in a bigger thing and ship it to us.  
18 Got it? Is that clear? I'm trying to --

19           VENDOR REPRESENTATIVE: Andrea Davison  
20 from Access Nursing Services. When we bid  
21 previously we submitted the three references in the

1 sealed envelopes, do we need to go back to those  
2 people who wrote the references in order to get  
3 them in sealed? We have to do that again, there's  
4 no way to get them, the previous ones?

5 MS. AVALLONE: No.

6 VENDOR REPRESENTATIVE: Jenette Young  
7 with ComForcare. First of all, thanks a lot, this  
8 is a really good packet to work from when we start  
9 working on it, I think it's great, but a couple of  
10 questions. What happens at the bid opening date  
11 and is it okay to fill out some of these forms on  
12 the computer? I know we have to sign off in the  
13 blue ink, is it okay to save the documents, type it  
14 in and print it off?

15 MS. AVALLONE: Yes.

16 VENDOR REPRESENTATIVE: That's okay.  
17 And I had a question about the health insurance  
18 reimbursement on page 9.

19 MS. CUNZEMAN: Does it have to do with  
20 if it's a skilled need?

21 VENDOR REPRESENTATIVE: In cases where

1 clients are eligible for Medicare or Medicaid or  
2 other health insurance.

3 MS. CUNZEMAN: Okay, what that means is  
4 you might have someone that's been serviced through  
5 us, okay, and you're providing personal care, and  
6 they might have had -- something might occur, it  
7 might have been a hospitalization or whatever, now  
8 they have a skilled need and what comes with that  
9 is personal care. So you had to make sure that  
10 that personal care that they're eligible for is  
11 paid by Medicare, Medicaid or private insurance.  
12 Don't -- we're not going to provide the service for  
13 that. However, this is how, because I've been  
14 through this, I worked in a local, it might start  
15 out, and everybody's different and I don't know if  
16 really they cut back on what they allow now, but  
17 let's say they allow the nurse to go out so often,  
18 but the personal care they work three times a week,  
19 and gradually they start reducing it, and prior to  
20 Medicare or the skilled need insurance the client  
21 was getting it three times a week. So if it goes

1 down to two, two is through insurance, one day can  
2 be from us. It goes down to one day, one day, then  
3 two from us, so it's that way, but you're supposed  
4 to try to get the entitlement services paid for  
5 before you -- before us. Do you understand --

6           VENDOR REPRESENTATIVE: Yes.

7           MS. CUNZEMAN: -- what I'm saying there?

8           VENDOR REPRESENTATIVE: I was aware that  
9 normally a client is 20 hours a week; is that  
10 correct?

11          MS. CUNZEMAN: No.

12          VENDOR REPRESENTATIVE: That is not  
13 correct.

14          MS. CUNZEMAN: No, we don't give that  
15 many hours. They can have up to that, they said  
16 they can, but due to resources and the clients, if  
17 we gave that many hours to our clients we would  
18 hardly be serving -- we wouldn't be serving anybody  
19 our budget is so low, and usually when it gets to  
20 20 hours, we have to look at should that person  
21 really be in the home, you know, really, and the

1 other thing we have to look at and I have to stress  
2 with the locals too to look at is that while we  
3 need backup and we need the people to be  
4 responsible to show up when they're supposed to  
5 show up, the client shouldn't totally depend on our  
6 services. They're going to have to have a backup.  
7 We know that. It's beyond our control, people have  
8 emergencies all the time, and you never know. You  
9 know, sometimes it could be something happened one  
10 week and your whole staff is out or something like  
11 that, something ridiculous, somebody cut -- you  
12 know, whatever.

13                   VENDOR REPRESENTATIVE: Snow.

14                   MS. CUNZEMAN: So it's within reason --  
15 or snow, whatever. It's within reason, you know,  
16 and so --

17                   VENDOR REPRESENTATIVE: Subprime  
18 contractor, I read it was a no-go, but then I saw  
19 there was some possibilities.

20                   MS. CUNZEMAN: We don't want you to  
21 subcontract. The main reason we don't want you to

1 subcontract, like if you have your business --  
2 we've had this in the past where people did this  
3 with MBEs and they went to another agency because  
4 say your one aide couldn't make it but you didn't  
5 have anybody on your staff so you contacted another  
6 agency to see if they could provide an aide. We  
7 don't want that to happen, it's too far removed for  
8 us having control, that's all we're saying.

9                   VENDOR REPRESENTATIVE: Reciprocal  
10 procedures, there was a paragraph in there about  
11 reciprocal procedures if do you this and we do  
12 that, we don't need to be concerned about it?

13                   MS. CUNZEMAN: Do you know what page?  
14 I'm trying to think.

15                   VENDOR REPRESENTATIVE: No, I don't  
16 remember.

17                   MS. CUNZEMAN: We can go over that, if  
18 you find it again, that's something we'll go into a  
19 little more detail at the post bid conference,  
20 we'll get into some of the nitty-gritty stuff.

21                   VENDOR REPRESENTATIVE: What happens on

1 the day the bids are awarded? Do you need to be  
2 present for that or is that --

3 MS. AVALLONE: No. Bids will be opened  
4 the next day at 10 o'clock. Everybody's bids will  
5 be opened. The prices will be there. Anybody  
6 that, the way we look at it, anybody that submits a  
7 bid is going to be on the roster. For unforeseen  
8 reasons if we ask you to cure something on your bid  
9 and you don't respond back to us, if we give you a  
10 certain time frame, that's the only time we  
11 probably will not put you on the rooster. So  
12 unless you don't answer any of my questions and  
13 send me back the IFB and I ask you to cure it and  
14 you still don't cure it, that's the only way you  
15 won't be out there. I mean we're looking for  
16 everybody to be on it. The last time around we  
17 were looking for everybody to be on it and we were  
18 under the impression that certain issues that came  
19 up we found out were not true and that's why the  
20 whole project was scrapped the last time, it was  
21 too many issues came up that we found out from

1 Board of Public Works that were not what we, what  
2 was supposed to be and that's why the whole process  
3 was scrapped and that's why it's being redone.  
4 That's the only way you won't be put on the list.  
5 If we ask you to cure it and you don't cure it, I  
6 mean that's it.

7                   VENDOR REPRESENTATIVE: If I'm awarded  
8 can I budget a certain amount of average or --

9                   MS. AVALLONE: No.

10                   VENDOR REPRESENTATIVE: Okay. Thank  
11 you.

12                   VENDOR REPRESENTATIVE: Thank you. Yes,  
13 my name is --

14                   THE REPORTER: I can't understand him.

15                   VENDOR REPRESENTATIVE: I'm from First  
16 Care Nursing Services. Will you please spell out  
17 the major differences between the bid that was done  
18 before and the one that we're working on today,  
19 working on today? What are the major differences  
20 when it comes to like the requirement for you have  
21 to be licensed for three years?

1 MS. AVALLONE: Yes. We did away with  
2 the financial ability and the MBE goal. We did  
3 away with the MBE goal because once we found out  
4 there was such a problem, we had to do re-research  
5 and once the original was scrapped, that was one of  
6 the problems that came up. They originally thought  
7 that we should have done a 25 percent goal. Well,  
8 we knew this was not going to be able to be done,  
9 but we had to research and when we submitted it  
10 again we proved there was not enough MBEs to do the  
11 service. That's how we were able not to have an  
12 MBE goal.

13 We did away with the financial because  
14 we were getting tax returns telling us that the  
15 companies were losing business. Well, you're in  
16 business for profit, so how are you losing  
17 business? I can't say you're a stable company to  
18 service our contract, our customers, if you're  
19 losing business. I mean would you send somebody to  
20 a, would you want somebody sent to your home that  
21 the company was losing business all the time? No,

1 you want somebody that's making money and you know  
2 that they are going to be doing services. So we  
3 ran into that problem, and then little other issues  
4 that came up with the financial things that we were  
5 really uncomfortable with. So we figured another  
6 way to address that was require the company to have  
7 licenses for three previous years. That way we  
8 know the company has been in business at least  
9 three years, plus your current license will be  
10 given. So we know you're been in business for four  
11 years, we know you're stable to do the business,  
12 you know, so we're very comfortable with anybody,  
13 you know, with that information.

14           We did requirements that if you do  
15 not -- the local department calls you and you after  
16 so many times tells them you can't have someone out  
17 there to service our customer, then they're maybe  
18 going to review you and see if maybe we need to not  
19 go to you too often, we're going to some other  
20 people and we're going to ask you to give us a  
21 reason why you're not being able to service our

1 customers. You put in a bid saying you're going to  
2 be able to do these services, but every time we  
3 call you you can't service us, you know, that's not  
4 right. I mean, you know, we can move on to  
5 somebody else.

6           So this is one of the other situations  
7 we found that needed to come into play, we needed  
8 to be able to make everybody know that when we call  
9 you, we give you 24 hours to respond back to us, if  
10 you're not going to be able to service us we're  
11 going to move on and we want to know why after  
12 three or four times, three times I think it is --  
13 three times?

14           MS. CUNZEMAN: Well, if you can't you're  
15 supposed to respond anyway in writing why you  
16 couldn't, and then after so many incidents, we want  
17 to a corrective action whether this is going to  
18 continue or not, and we make a decision well, we're  
19 not going to send referrals to you because we're  
20 supposed to go in an orderly manner through our  
21 list of who we're going to require, and if we keep

1 on calling person number one and they can never  
2 provide services, it's a waste of our time, so we  
3 know, you know, we know where you stand. The major  
4 thing in service delivery, we put time frames this  
5 there, other constraints, your obligation to get  
6 back to us when you can't do things, and then do  
7 corrective action so everybody knows on the same  
8 page what happens if this doesn't happen and so on  
9 and so forth.

10 MS. AVALLONE: Does that answer your  
11 question?

12 MS. CUNZEMAN: And I just want to  
13 clarify too, this is a big thing, you're going  
14 through all this just to get your name on a list  
15 that will allow us, because we're state, to use  
16 you, because we just can't pick out anybody and use  
17 them. We have to get, use a vendor from the list,  
18 and once your name's on a list you'll know where  
19 you are in order and we will start going through  
20 that, that list as we start calling.

21 Now, initially I want to -- I don't want



1 can run it by, when you submit that information  
2 we'll run it by the attorney general, who will say  
3 yea or nay.

4                   VENDOR REPRESENTATIVE: Thank you.

5                   VENDOR REPRESENTATIVE: Hello. My name  
6 is Eileen McLaughlin and I'm with Right At Home.  
7 My question is that the state requires that only  
8 licensed aides, certified nursing assistants  
9 provide personal care for their clients, correct?

10                   MS. CUNZEMAN: Correct.

11                   VENDOR REPRESENTATIVE: Okay. We know  
12 for a fact, those in the business and have been  
13 doing this for a long time, that there are agencies  
14 who will from time to time send out companion  
15 caregivers who are not licensed to provide personal  
16 care. Since this is a price bid and that really  
17 impacts, you know, one's cost, therefore one's  
18 pricing my question is what is your recourse if you  
19 find that you have agencies who are sending  
20 nonlicensed aides providing personal care to your  
21 clients? What is the recourse?

1                   MS. CUNZEMAN: Well, we probably, one,  
2 we would report it to the Office of Health Care  
3 Quality too, because that's where their agency is  
4 getting licensed, number one. We will have copies  
5 of those CNA licenses once you've been awarded, so  
6 we're only asking for five to begin with, but  
7 everyone who's going to be assigned, we should have  
8 a copy of that aide license. So, in other words,  
9 we call -- this is not like hiring somebody, but  
10 say you do, your aides do not provide service  
11 solely to us, and you're going to take an aide who  
12 normally doesn't provide, you would fax us a copy  
13 of their license prior to that so we'll know.

14                   VENDOR REPRESENTATIVE: Great, thank  
15 you.

16                   MS. CUNZEMAN: And hopefully, and I know  
17 everybody does billing differently, but we should  
18 in some of the reporting forms or something know  
19 what aide is out there providing from your agency  
20 and we should be able to check yes, they're a CNA.  
21 If someone shows up that's not a CNA, we'll address

1 that with the company and then we'll also report  
2 it, because we're not going to allow that.

3                   VENDOR REPRESENTATIVE: Thanks, that  
4 helps.

5                   MS. CUNZEMAN: Because once again,  
6 anyone who has any hands-on care you need to be a  
7 CNA, that's respite or whatever. Some people think  
8 if they go in and be a companion, and if somebody's  
9 assisting someone into the bathroom, that's really  
10 hands-on, there's still a liability there and I say  
11 you need to be a CNA, really should be.

12                   VENDOR REPRESENTATIVE: Hi, I'm Sharon  
13 Payne from NurseRight Health Services. I have two  
14 questions actually. The first one is about the  
15 references, and this is the first time I'm doing  
16 this, so where are the references coming from? A  
17 lot of times different agencies that you work with,  
18 you might work with the federal government or  
19 something like that, they don't want to give out  
20 personal references to companies, so where can the  
21 references come from?

1 MS. CUNZEMAN: Your clients.

2 VENDOR REPRESENTATIVE: Okay.

3 MS. CUNZEMAN: You can have your clients  
4 send a reference letter for the type of service  
5 you've been providing. In fact, they're probably  
6 the best ones.

7 VENDOR REPRESENTATIVE: Okay, great.  
8 Okay. And the second thing is that I see the price  
9 sheet here, and again, I said this is the first  
10 time I'm going through it, I don't really  
11 understand it because it has weighted hourly rate,  
12 weighted, and I read this, yeah, I read it here and  
13 I don't understand what it means.

14 MS. CUNZEMAN: Your big concern is your  
15 pricing, okay? The big concern for you is what you  
16 are going to be paid for the service. The  
17 percentage, the percentages, all that you see and  
18 we come up with that, the composite percentage at  
19 the bottom of the page, that's how we just put you  
20 in ranking, okay? How you come, number 1, number  
21 2 -- in other words, someone could be very low on

1 chore personal care, but their nursing is up, for  
2 some reason they won't be the lowest bidder because  
3 the nursing is so high. So it's a combination of  
4 everything and it's only used as a mechanism to  
5 rank you in your order. Okay? And sometimes it's  
6 just a decimal point between one and another.  
7 Whether you're 1 or 2 or 4 or 5, it's a decimal  
8 point.

9                   VENDOR REPRESENTATIVE: If I may, Sharon  
10 Wilson with Vision. I think what she was asking,  
11 and I don't know if you can do it or not, a sample,  
12 you know, I understand it, but like she says she's  
13 new, she doesn't, a sample. Just take one, chores,  
14 if you charge a certain amount for chores times 40  
15 cents equals this, you know, that's the way it is,  
16 and then you go down there and just follow the,  
17 what it tells you down there to do. And next time  
18 you work out the pricing.

19                   MS. CUNZEMAN: And don't round it up.

20                   VENDOR REPRESENTATIVE: Right.

21                   MS. CUNZEMAN: Don't round it up, be

1 exactly -- I mean I don't want point and five  
2 decimals, just take it to the second place if you  
3 can. If you do third, that's okay.

4                   VENDOR REPRESENTATIVE: And that's not  
5 what you would pay the nursing aide, that's what --

6                   MS. CUNZEMAN: That's your price, that's  
7 your price, what you worry about. The other on the  
8 other column, the last column is a composite,  
9 that's only used for ranking.

10                   VENDOR REPRESENTATIVE: Gotcha.

11                   MS. CUNZEMAN: It's not what I'm going  
12 to pay you, because that's, the composite is one  
13 price and I'm not going to pay that price for every  
14 little service.

15                   MS. AVALLONE: Any more?

16                   VENDOR REPRESENTATIVE: Hope Porter with  
17 Staffing Etc., I have two questions. One question  
18 relates to the three years experience. If part of  
19 the, during that three year period you're licensed  
20 as another provider, type of provider, like as a  
21 nurse staffing company --

1 MS. CUNZEMAN: One of those three, as  
2 long as it's one of those three.

3 VENDOR REPRESENTATIVE: Okay, it has to  
4 be one of those three.

5 MS. CUNZEMAN: Yeah. so if you started  
6 out as a nursing referral agency for one year and  
7 then the other two years you're, you know, I can't  
8 any of it, residential service agency, that's fine,  
9 it's composite. You can stay, you got just, you  
10 know -- and sometimes you'll have dual licenses.

11 VENDOR REPRESENTATIVE: Right, right,  
12 and then my other question is do you have a summary  
13 of hours for the RN supervision or evaluation?  
14 Attachment K lists the chore and personal care  
15 hours by county that were requested in 2008. Do  
16 you have that breakout for the RN supervision or  
17 evaluation either?

18 VENDOR REPRESENTATIVE: Oh, you mean you  
19 got some stats there that you're talking about?

20 VENDOR REPRESENTATIVE: That's in the  
21 attachment.

1 MS. CUNZEMAN: No, I don't have that  
2 right with me, but it varies. The smaller  
3 jurisdictions tend to use the nursing evaluation  
4 more than the larger jurisdictions because they  
5 might have an aide, I mean a nurse on staff. I  
6 know Washington County, Baltimore County, Baltimore  
7 City, but even Baltimore City is down to one nurse  
8 and they need some extra nursing supervision there,  
9 so they gotta purchase that, they need additional  
10 help. Harford County has a nurse on staff, but  
11 most of the time they have to purchase the nursing  
12 supervision from someone. But that is the lowest  
13 amount of hours usually than the other services.  
14 We need more of the direct services. Any other  
15 questions?

16 VENDOR REPRESENTATIVE: Stanley Kamara  
17 from First Care Nursing Services. My question is  
18 just to clarify something. I'm not sure it  
19 happens, but how about people who already have  
20 these contracts, already under contract, if they  
21 bid are they going to automatically get these

1 contracts again? If they bid on this contract are  
2 they going to get the contracts?

3 MS. CUNZEMAN: Okay, anyone who's on the  
4 current contract now that's due to expire April  
5 30th is not guaranteed another contract. They're  
6 on an equal plane with the rest of you.

7 VENDOR REPRESENTATIVE: Okay, good,  
8 good, good.

9 MS. CUNZEMAN: They have the same  
10 requirements and they're -- no, they're not given  
11 any preference.

12 VENDOR REPRESENTATIVE: I have a  
13 follow-up question regarding the packet.  
14 Attachment A is part of the package, so in the  
15 original, if I'm applying for three jurisdictions  
16 you're looking for three Attachment As in the  
17 original because it is part of that packet?

18 MS. AVALLOONE: Attachment -- let's say  
19 it's part of the package but it's not to be  
20 included in your proposal. Your financial part  
21 should be in separate envelopes.

1                   VENDOR REPRESENTATIVE: Okay, because  
2 on --

3                   MS. AVALLONE: I know it says it should  
4 be in that packet, but that's, that's part of the  
5 whole umbrella of the bid package. You understand  
6 what I'm saying?

7                   VENDOR REPRESENTATIVE: No, I don't.

8                   MS. AVALLONE: Your whole bid package  
9 has all those forms that you're supposed to have.  
10 The financial is supposed to be included but not  
11 inside with the bid.

12                   VENDOR REPRESENTATIVE: Okay.

13                   MS. AVALLONE: Your financial Attachment  
14 A should be in an individual envelope. If you're  
15 bidding on Baltimore County it should say  
16 Attachment A bid proposal -- price sheet, should  
17 say price sheet Baltimore City and the rest of your  
18 information, your company and the solicitation  
19 number, something else, on that, supposed to be on  
20 that.

21                   VENDOR REPRESENTATIVE: Standard

1 information.

2 MS. AVALLONE: Standard information. If  
3 you're bidding on Baltimore County there should be  
4 one for Baltimore County.

5 VENDOR REPRESENTATIVE: Separate.

6 MS. AVALLONE: Separate, and then if  
7 you're bidding on Harford County there would be one  
8 for Harford County, three separate envelopes for  
9 those.

10 VENDOR REPRESENTATIVE: But just one  
11 sheet.

12 MS. AVALLONE: Just one sheet in them,  
13 and then you have an original bid proposal without  
14 Attachment A and probably, original would probably  
15 have the references with it which you're only going  
16 to have one and then you'll have a copy, but you'll  
17 put on there original and then --

18 VENDOR REPRESENTATIVE: Two copies.

19 MS. AVALLONE: And then you'll on the  
20 second envelope second copy and third copy.

21 VENDOR REPRESENTATIVE: And none of

1 those would have the price sheet separately.

2 MS. AVALLONE: No.

3 VENDOR REPRESENTATIVE: One follow-up  
4 thing, Attachment J has four different informations  
5 that you need in terms of emergency contact person,  
6 CNA coordinator, four different places. Can that  
7 be the same person?

8 MS. AVALLONE: Yes. Yes.

9 VENDOR REPRESENTATIVE: Thank you.

10 (Discussion held off the record.)

11 VENDOR REPRESENTATIVE: Helen Owhanda  
12 from STAR Associates. With the living wage going  
13 into effect and the calculating of your prices for  
14 services, you said you'll take the lowest, the  
15 lowest bidder, but how, when you're figuring out  
16 who is the lowest bidder, is that based on maybe a  
17 dollar or two difference from your competitor when  
18 you calculate in a living wage and the price that  
19 you're going to offer for the services? Because,  
20 you know, we were paying our aides at one rate but  
21 now with the living wage that means we have to bump

1 everything up. Could we lose a contract based on  
2 just, you know, a ranking on your roster because  
3 maybe --

4 MS. AVALLONE: No, the roster is set up,  
5 it will be set up as of May 1st, the lowest to the  
6 highest. You have to take into consideration in  
7 your pricing that five years from now living wage  
8 is going to be up. Possibly five years maybe add  
9 four or five dollars and some change. I mean you  
10 remember what it was when you -- if you pull out  
11 your old one and see what the price was the last  
12 time.

13 MS. CUNZEMAN: Went up 50 cents.

14 MS. AVALLONE: See the difference, it  
15 will give you an idea of what possibly it can be  
16 each year going up.

17 VENDOR REPRESENTATIVE: Okay.

18 MS. AVALLONE: And take that into  
19 consideration. You may be high now, but five years  
20 down the line you may not and people that gave all  
21 these low prices are losing money.

1 MS. CUNZEMAN: Don't cut your price so  
2 you'll be higher on the list. I mean you have to,  
3 you know, you have to know what it cost you to put  
4 that aide in there, to figure out everything you  
5 have to do to put that aide in today.

6 VENDOR REPRESENTATIVE: Okay.

7 MS. CUNZEMAN: Then figure out, try to  
8 guess, I know we don't have a magic ball, but try  
9 to figure out what it's going to cost you five  
10 years from now. I know my locals are going to  
11 complain about it, but I have to tell them that's  
12 because it's for five years, it's going to be high  
13 and then go down lower, okay, and you might be a  
14 different rank in each jurisdiction. You might not  
15 be number 1 in all the jurisdictions you bid in  
16 because not everybody bids on all jurisdictions, so  
17 you may be 1 in one jurisdiction and 3 in another.

18 VENDOR REPRESENTATIVE: Mia Abeya from  
19 Encore NG Services. It's going to be really tricky  
20 I think because the living wage is actually  
21 dependent on the amount of the contract and also I

1 think it says like a hundred thousand, but I'm  
2 trying to --

3 MS. CUNZEMAN: You're not guaranteed  
4 that amount of money.

5 VENDOR REPRESENTATIVE: I'm not  
6 guaranteed that hundred thousand.

7 MS. CUNZEMAN: Right, see, because you  
8 could put in and I imagine -- you're not guaranteed  
9 you're going to get a call, you're not guaranteed  
10 you're using -- all you're getting is the privilege  
11 of being put on the list. You're not guaranteed  
12 any dollar amount.

13 VENDOR REPRESENTATIVE: Also these are  
14 not like full-time hours.

15 MS. CUNZEMAN: No, the average hour --

16 VENDOR REPRESENTATIVE: Anywhere from  
17 two --

18 MS. CUNZEMAN: It depends on the  
19 jurisdiction. In polling some of my locals and  
20 trying to figure out what the average hours per  
21 week were six to eight hours a week.

1                   VENDOR REPRESENTATIVE: Six to eight  
2 hours a week.

3                   VENDOR REPRESENTATIVE: Yep.

4                   VENDOR REPRESENTATIVE: And then you  
5 have to consider the number of full-time employees  
6 that you have, so it might not even fit in. Just  
7 thought I want to make that point.

8                   VENDOR REPRESENTATIVE: Thank you.

9                   MS. AVALLOONE: Any other questions? No?  
10 Did I do a good job? Nobody has any more  
11 questions. Okay. We're going to end, I think we  
12 have a cutoff.

13                   MS. CUNZEMAN: If anyone has any future  
14 questions, the only person you can contact at this  
15 point is Fran. If you contact me or anyone else,  
16 you will be disqualified.

17                   MS. AVALLOONE: No, no, no.

18                   MS. CUNZEMAN: No, we can't, no, you  
19 won't, but really everything has to go through  
20 Fran.

21                   MS. AVALLOONE: Everything has to go

1 through me, then it has to through the AG, so there  
2 is, you know, that, so we're hoping to get all of  
3 this done, move forward --

4                   VENDOR REPRESENTATIVE: Just one more.  
5 I wondered, I just cannot imagine how you're going  
6 to rank all of us. If there were like a hundred  
7 proposals, how are you going to rank it, I mean at  
8 the same time, we're going to stick around for  
9 like --

10                   MS. CUNZEMAN: The cost sheet, whatever  
11 that bottom composite cost sheet, we just rank  
12 them.

13                   VENDOR REPRESENTATIVE: That's what  
14 we're --

15                   MS. CUNZEMAN: That's all we looking at,  
16 and that you met the minimum qualifications and  
17 that's it.

18                   VENDOR REPRESENTATIVE: We'll be right  
19 there, right.

20                   MS. CUNZEMAN: For everybody, you will  
21 see where you rank.

1                   MS. AVALLONE: Like I said, the only way  
2 we could think about is if I ask you to cure and  
3 you don't cure it, I can't -- thank you all for  
4 coming.

5                   (Proceedings adjourned at 11:44 a.m.)

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1 STATE OF MARYLAND  
CITY OF BALTIMORE

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3 I, Kelly A. Alford, a Notary Public in  
4 and for the State of Maryland, City of Baltimore,  
5 do hereby certify that the foregoing is a true and  
6 accurate transcript of the proceedings indicated.

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9 Kelly A. Alford, Notary Public

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