AREA AGENCY ON AGING OF PALM BEACH/TREASURE COAST, INC. RESPONSES TO WRITTEN INQUIRIES

10/1/2026

Changes since the last update are highlighted in yellow.

Question #	Date of Question	Question	Response	Date of Response
1.	9/17/2026	In the document 06-AP-Va-Service-Provider-Application-Format, Section II.A.3, Care Management Functions, Area C, the "preferred method" is identified as an email to the Helpline Manager. However, the document 12-AP-VIII-Proposal-Evaluation-Instrument states that the "preferred method is a fax referral." Could you please clarify which referral method is correct?	The preferred method is an email to Helpline Manager. Please see Addendum 2 correcting Appendix VIII-Proposal Evaluation Instrument on the RFP website.	9/23/2026
2.	9/17/2026	Can you please provide a complete list of all ZIP codes applicable to CCSA B? The document titled 01.-2027-CCE-HCE-ADI-RFP currently lists ZIP code 33067, which appears to be a Broward County ZIP code. Assuming this was included in error, can you please confirm whether another ZIP code was intended to be listed in its place?	Zip code 33067 was listed in Palm Beach County Area B in error. No other zip code was intended to be listed in its place. Please see Addendum 1 on the RFP website.	9/23/2026
3.	9/20/2026	The RFP states that bidders must have two years of case management experience for a program of similar size and scope. Could you please clarify whether a newly organized bidding entity may satisfy this qualification through the documented comparable experience of its principal and key management?	Pages 9-10 of the RFP indicate "It is highly desirable for the Lead Agency designation be conferred only to case management agencies with a proven record of performance under conditions typically found in the everyday course of business of a Lead Agency designated pursuant to Ch. 430, F.S. Agencies applying to be a CCE Lead Agency under the provisions of Ch. 430, F.S., must have the following qualifications:	9/23/2026

		The principal/key management has approximately 25 years of healthcare industry experience, including ownership and operation of case management, behavioral health, and home care agencies, as well as experience with compliance, billing/coding, licensing, agency operations, staffing, and related healthcare program administration. If this experience may be considered toward the bidder experience requirement, please advise what documentation the Agency would accept to demonstrate compliance (for example, resumes/CVs, prior ownership records, contracts, references, organizational records, or other supporting evidence).	• Ability to provide case management services to functionally impaired, elderly persons; coordinating community-based health and social services funded wholly, or in part, by federal, state and local funds to provide a continuum of care. • Ability to provide in-home services directly, or by managing a community service system of providers through subcontracts. • Ability to provide emergency services to at-risk individuals, such as elders at imminent risk of abuse or institutionalization. • Ability to monitor subcontracts / vendors to ensure high quality services and efficient use of funds. • Ability to coordinate service delivery using multiple funding sources and subcontractors / vendors. • Ability to financially match CCE contract dollars at the rate of $1 dollar of matching funds for every $10 dollars of state appropriated CCE funding (10%).” Page 13 of the RFP states “Bidders must have two years of case management experience for a program of similar size and scope; see Appendix Va, paragraph II.A.1.b.” Appendix Va, paragraph II.A.1.b. states “Describe your agency’s experience providing case management services under programs which are similar or identical to the requirements under CCE, HCE, and ADI. Bidders must document they have a minimum of 2 years case management experience for a program of similar size and scope.”	

4.	9/21/2026	In the document 08.-AP-Va-Contract-Module, the Service Items tab lists 19 services, while the Support Budget by Program tab lists 37 services. The handbook includes additional services, such as pest control and material aid, that do not appear on either tab. Are we permitted to submit bids for services that are included in the handbook but not listed on these tabs? If so, can you provide a new document so that the naming conventions and number sequencing for each of the services will be accurate and matched?	Services can be added to the Service Items tab in Appendix Va. Only services listed on pages 29-31 of the RFP can be added. This list has been updated. Please see Addendum 3 on the RFP website. Items which are cost- based reimbursement services should not be added in the contract module. A new Contract Module File has been posted dated 9/23/26 to correct a heading in the Support Budget Program tab and to add Pest Control (Maintenance).	9/23/2026
5.	9/24/2026	According to what I read, I am to submit 1 original, 1 copy, and a USB. Am I correct or am I missing something?	Pages 39-40 of the RFP state "Bidders are required to submit an original hard copy plus one additional hard copy of their proposal. The original hard copy must contain, where required, the original signature of an official of the potential provider agency authorized to bind the provider to the agency's proposal. Additionally, bidders must submit an electronic copy of their proposal on USB drives. The USB must contain a PDF that is an exact duplicate of the hardcopy and must contain the same labels and specifications. There must be one USB drive labeled Service Provider Application – Program Module. It must contain all the information required in Sections I.A and II.A of the Appendix Va – Service Provider Application Table of Contents. A second USB drive must be labeled Service Provider Application – Contract Module. The second USB drive must contain all the information required in Section II.B of the Appendix Va – Service Provider Application Table	9/24/2026

			of Contents as well as completed copies of Appendices II, III, Vb, VI, X, and XIII."	
6.	9/24/2026	I see that the new version 09/23/26 of the contract module worksheet shows an expanded list of services beyond the 19 that were shown on the earlier version. My question concerns OAA specific services, for example congregate meals or screening and assessment. For agencies like us who also provide OAA services, are we to include OAA specific services as added columns in the worksheet, to ensure we satisfy the "agency-wide" and "all funding sources" requirement contained in the instructions?	No OAA services should be included.	9/25/2026
7.	9/24/2026	Are we required to submit a Letter of Intent for the RFP, and will we be allowed to ask questions? If yes, is there a deadline for the questions.	There is no requirement to submit a Letter of Intent for the RFP. Page 33 of the RFP states: "The contact for this Request for Proposal process is: Laurie Greco, Compliance and Quality Assurance Manager Area Agency on Aging of Palm Beach/Treasure Coast, Inc. 701 Northpoint Parkway, Suite 115 West Palm Beach, FL 33407 lgreco@aaapbtc.org 561-684-5885 ext. 59216 Verbal inquiries or other verbal questions relating to the RFP will not be accepted. All questions must be submitted in writing via email only to the Contact Person and must be submitted by the deadline in the RFP Timeline. A complete copy of all questions submitted by prospective applicants and the Area Agency's responses will be provided by an addendum to this RFP and posted on the Agency website	9/25/2026

			at https://www.aaapbtc.org/public-notices/ within the timeframe specified in the RFP Timeline. The Area Agency on Aging of Palm Beach/Treasure Coast may at times experience technical difficulties receiving e-mail correspondence that includes attachments. Accordingly, each applicant is responsible for verifying receipt of its written questions by the Area Agency on Aging of Palm Beach/Treasure Coast prior to the submission deadline. Applicants should contact the Contact Person for the limited purpose of confirming receipt. Further, the Area Agency on Aging of Palm Beach/Treasure Coast does not take responsibility for any lost or misplaced documents or any questions that have not been received by the Area Agency on Aging of Palm Beach/Treasure Coast within the established deadline. Written inquiries will be accepted until October 13, 2026 at 5:00 PM. No written inquiries will be accepted after the deadline."	
8.	9/28/2026	1. Can a licensed assisted living facility participate as a provider or subcontractor for facility-based respite? 2. How is facility-based respite paid — hourly, daily, overnight, or another way? 3. Can facility-based respite include overnight or multi-day stays? 4. Can the selected Lead Agency add an assisted living facility as a provider after the contract is awarded?	1. Yes. DOEA Handbook, Appendix A: Service Descriptions, p. A-178 states "This service can be provided in any safe environment suitable to the needs of the clients, or a licensed facility." 2. Hourly. DOEA Handbook, Appendix A: Service Descriptions, p. A-178 states "Unit of Service: One hour of actual client attendance at the facility is one unit of facility-based respite." 3. Yes. 4. Yes. 5. No. 6. The Written Inquiries process of the RFP is only meant to respond to questions relating to the RFP. This question will not be answered as part of this process.	9/28/2026

		5. Can these programs support reserved beds or dedicated facility capacity, rather than only individual placements? 6. If not, is there another Area Agency or Department of Elder Affairs program better suited for dedicated assisted-living or dementia-care capacity?		
9.	9/28/2026	Whereas our master unit cost worksheet will show our grand total for our agency-wide operations, including non DOEA and non RFP items, the individual Support Budget tabs should only be for the GR RFP items in this bid?	There should be one Support Budget Tab for each GR program - HCE, ADI and CCE.	9/28/2026
10.	9/29/2026	Can you please clarify the zip codes for Palm Beach County Area A? There are 2 that are not listed 33468 -- Jupiter 33459 – Lake harbor (small town in PBC with a population of 49 per census 2020).	Zip codes 33468 and 33459 should be listed in Palm Beach County Area A. Please see Addendum 4 on the RFP website.	9/29/2026
11.	9/29/2026	Should all services listed on current CCE, ADI & HCE current rate sheets that are reimbursed based on actual costs i.e. Specialized Medical Equipment, Services & Supplies - SCSM be added to the Service Items worksheet, Personnel Allocations worksheet, Unit Cost Worksheet and the Support Budget by Program worksheet?	No, the cost-based reimbursement items should not be added to the Unit Cost Worksheet. The only services which may be added are optional services which can be found on page 29-31 of the RFP.	10/1/2026

12.	9/30/2026	QuestionII A. 6 (a) references paragraph 20 of the CCE agreement, but the agreement discussing Incident reporting is 21. Please clarify.	The correct reference for incident reporting is paragraph 21. Please see Addendum 5 on RFP website.	10/1/2026