



July 17, 2025

ADDENDUM #1

BL093-25, Provision of Respite & Personal Care Services for Gwinnett Residents on an Annual Contract

****The bid deadline for BL093-25, Provision of Respite and Personal Care Services for Gwinnett Residents on an Annual Contract, has been postponed until Wednesday, July 23, 2025 at 2:50 P.M. Bids will be received until 2:50 P.M. local time on July 21, 2025, at the Gwinnett County Financial Services - Purchasing Division – 4th Floor Charlotte J. Nash Building, 75 Langley Drive, Lawrenceville, Georgia 30046. NOTE THAT THE PURCHASING DIVISION HAS TEMPORARILY RELOCATED. ALL BIDS MUST BE SUBMITTED AT THIS LOCATION. Any bid received after this date and time will not be accepted. Any bid received after this date and time will not be accepted. Bids will be publicly opened and read at 3:00 P.M.****

CLARIFICATIONS:

C1. Bonds are not required for this contract.

QUESTIONS & ANSWERS:

- Q1. Can you provide clarification on the minimum number of clients that a provider is able to serve?**
A1. The awarded service providers must be able to support a minimum threshold of 35 clients at any given time during the contract period.
- Q2. Do the references need to be from clients served, or from other companies/agencies we work with?**
A2. References provided should be from the companies/agencies that you have worked with. References should demonstrate your success with providing respite and personal care in residential homes, preferably for a client base of 50 or more.
- Q3. Option on percentage increase: Does each option represent a specific year? Can the percentage increase be negotiated at the time of renewal or will the County just move to the lowest bidder at the time of renewal even if we were awarded the contract the previous year? Can the percentage increase be a factor in terminating the contract.**
A3. Yes, each renewal option represents a specific year. The initial term of the contract shall be for one-year and will begin upon notification of award. Each renewal option is for an additional one-year term. Price increases shall be addressed at the time of renewal. The renewal percentages are not used in determination of award or as a factor for termination of the contract. Please note that if this section of the bid is left blank, if your firm is awarded, an increase in pricing upon renewal will not be allowed.
- Q4. I did not see a requirement for an EVV system. Should the timesheet, service delivery sheet with client, caregiver and nurse signature be uploaded weekly?**

- A4. There is no requirement to use an Electronic Visit Verification (EVV) system, but it is strongly suggested as an efficient way to support the work of this contract. The activity record/service delivery sheets shall be due each week to Gwinnett County via email. If your company has an EVV system and is selected, Gwinnett will review the key pieces of information that must be tracked. The nurse does not have to sign each activity record. However, each activity record must be signed by the caregiver and the client.
- Q5. With a high turnover at companies sometimes it is difficult to keep the same contact person for your references. What specific information are you looking for with the references?**
- A5. References are used to verify work completed by the respondents. References should be able to answer a brief questionnaire about your company.
- Q6. If there is a situation where the client requests the caregiver to leave early, are we still billing for a minimum of the care they were assigned? For example: 2 hours for personal care and 4 hours for respite care for that day?**
- A6. In this situation, the County will only pay for services rendered, which shall be reflected in the activity record.
- Q7. I work with several social workers. Can that serve as a reference?**
- A7. References should be for work of similar size and scope as the services requested in the bid documents. Firms are permitted to use social workers as references, however, this may not demonstrate services of similar size and scope.
- Q8. Clarification of how to record and report daily tasks: I use a software for daily reports. Can I use the software, or does it have to be in your paper form or format?**
- A8. The use of software is recommended but not required. Gwinnett County will review the daily report that your software formulates and ensure it has all the necessary items to meet our grant requirements. If so, it will not be a problem to use and if there is anything additional needed that will be discussed before using.
- Q9. How many clients are there in this respite and personal care initiative?**
- A9. The County currently has 35 respite care clients and 45 personal care clients.
- Q10. Does this bid require a Private Home Healthcare License?**
- A10. Yes, the selected providers must have a Private Home Healthcare License.
- Q11. Can you confirm whether this program is exclusively for elderly individuals with disabilities or if it also includes families caring for children with disabilities?**
- A11. The services to be provided under this contract are exclusively for elderly individuals aged 60 or older with disabilities and caregivers caring for someone over 60 years old.
- Q12. Do you have to provide services for both Respite and Personal Care, or can the bid be for one or the other? Can I choose to only provide respite or personal care?**
- A12. The bid is for both respite and personal care services. You must do both to be awarded the contract.
- Q13. Can you choose the schedule meaning, Monday to Friday, no weekends? I noticed the schedule for respite is Sunday to Friday, and the personal care schedule is Monday to Friday.**
- A13. Yes, the selected service providers shall be in charge scheduling the service day and time for each client. We recommend that services are provided Monday-Friday, and the County asks for

consistency in the same day and time each week. There may be times when weekend work is needed, however these times are rare.

Q14. The qualifications for caregiver state CNA or state-approved. Is PCT considered a state-approved training for this contract?

A14. Yes, a Patient Care Technician (PCT) may be used as long as they meet the training requirements listed at <https://pamms.dhs.ga.gov/das/hcbs-5300-manual/>.

Q15. Once the award is granted, when will the contract be expected to start? I understand services are expected to start 10 days after referral.

A15. The County anticipates award in mid-to-late September 2025. The contract term will begin upon notification of award.

Q16. How does the county's nurse case manager collaborate with our nursing staff on the development and implementation of care management plans? What if there are discrepancies or "missed" care needs?

A16. The County does not have a nurse case manager, and the County's case managers are not expected to collaborate with the service provider's nurses. If the initial nurse visit or your reoccurring nurse supervisory visits bring up other areas of concern or recommended changes to the care plan, then the service provider must provide the recommendation to the County and the County will determine the changes and update the care plan as necessary.

Q17. Is it mandatory to have a formal contract with a service involving more than 50 clients?

A17. No, it is not mandatory that you have a formal contract with a service involving more than 50 clients.

Q18. How often are random compliance checks conducted, and do these include visits to clients' homes, the administrative office, or both?

A18. Random compliance checks can happen at any time, and can include visits to the homes, phone calls, or to the office.

Q19. Page 26: Can you please provide clarity as to the relevance of this page?

A19. Page 26 of the bid documents is a No Bid response page. If a vendor does not wish to provide a bid response, this page is used as a means for vendors to provide feedback for why they have chosen not to participate in the bid process. This page is not required for firms that submit bids.

Q20. What is the average number of hrs/client for respite and personal support?

A20. The average number is four (4) hours one time weekly for respite, and twice weekly at two (2) hours each for personal care.

Q21. Could you provide guidance on the care gaps that have affected client service in past years?

A21. Care gaps that we have noticed in the past include inconsistent scheduling and staff turnover, which have affected client services. The awarded providers must maintain continuity with all clients' schedule and assigned staff/aides. The County understands that schedules and aides may fluctuate, but continuity is the goal for all clients serviced through Gwinnett County.

Q22. What growth or need did you see last year that prompted the need to categorize Personal Support and Respite Care separately?

A22. Personal care has significantly increased, and these services are being manually separated each month. Breaking these services into two separate line items on the bid will allow for the

contracted providers to have a more accurate measure of hours for each service, and allow for break down each month on the reports and invoices.

Q23. Is there a template preference for submitting the bid response?

A23. The documents found in the invitation to bid serve as the template for the response. Please refer to page 1 of the invitation to bid for a list of documents that must be included in the bid submittal.

Q24. Should we include additional copies of the final packet in the sealed envelope?

A24. Only one (1) original of the bid response is required. Additional copies are not required.

Q25. Are there any clients that receive both respite care and personal care services?

A25. No, clients are only permitted to receive one (1) of the two (2) services. However, there may be instances where a client has a provider for homemaker services in addition to services under this contract.

Q26. Is someone required to be with the client when the service provider leaves?

A26. For any respite client with dementia, someone is required to be there when the aide leaves. For any other client, no one needs to be present when the services end.

Q27. If a client decides to seek additional services on their own (outside of this contract), is that allowable?

A27. Yes, services provided under the contract will not prevent clients from hiring additional assistance if needed.

Q28. Will the service provider be responsible for scheduling services with the clients?

A28. Yes. Gwinnett County will assign the clients to the awarded service providers. The service providers will schedule services with the clients that they are assigned.

Q29. Are the County's case managers required to be registered nurses?

A29. No, the County's case managers are trained in case management but are not required to be registered nurses.

Q30. Will the service provider be required to perform an assessment?

A30. Yes, the service providers will be required to perform an assessment if it is required by the State.

Q31. Are the 4-hour requirement for respite care visits and 2-hour requirement for personal care visits maximums?

A31. No, the 4-hour requirement for respite care visits and the 2-hour requirement for personal care are not maximums, but they are the average. Service times can vary based on the client needs.

This addendum should be acknowledged in the space provided on page 8 of the bid documents and returned with your bid. Failure to do so may result in your bid being deemed non-responsive.

Thank you,

Jake Scarpone

Jake Scarpone

Purchasing Associate II

Attachments:

1. Pre-Bid Conference Sign In Sheet

PRE-BID CONFERENCE

BL093-25

	<u>Representative Name</u>	<u>Company Name</u>	<u>Phone #</u>	<u>E-Mail Address</u>
	(DEPARTMENT REPRESENTATIVES SIGN-IN AT BOTTOM)			
1.	<u>Brandi Wells-Evans</u>	<u>Prime Comfort Care, LLC</u>	<u>404-632-0368</u>	<u>primecomfortcare@gmail.com</u>
2.	<u>Gina Tinney</u>	<u>A Circle of Love Home Care</u>	<u>770-990-8607</u>	<u>gina@acolhomecare.com</u>
3.	<u>Erica McCrae</u>	<u>Homewatch Caregivers</u>	<u>678-304-6482</u>	<u>EMcCrae@homewatchcaregivers.com</u>
4.	<u>Darryl Ford</u>	<u>At Home Atlanta</u>	<u>248-467-6676</u>	<u>dford@athomeatlanta.com</u>
5.	<u>Delores Ford</u>	<u>At Home Atlanta</u>	<u>770-498-4100</u>	<u>delores@athomeatlanta.com</u>
6.	<u>Dominique R. Louis</u>	<u>Cherokee Angel Senior care & Training Center, LLC</u>	<u>678-880-3422</u>	<u>dominique@cherokeeangelsc.com</u>
7.	<u>Kennyecta West</u>	<u>Global SCR</u>	<u>229-420-0701</u>	<u>KWest@globalscr.com</u>
8.	<u>Drumil Desai</u>	<u>Global SCR</u>		<u>DrumilD@globalscr.com</u>
9.	<u>Kavonjalia Brown</u>	<u>Koka Technology Solutions</u>	<u>470-757-3058</u>	<u>kbrown@kokatec.com</u>
10.	<u>Anita Ocran</u>	<u>Heavenly Life Homecare, LLC</u>	<u>877-355-4743</u>	<u>anitaocran@gmail.com</u>
11.	<u>Anett McClure</u>	<u>Lynette's TLC Home Services</u>	<u>770-840-7422</u>	<u>anettm@lynshomecare.com</u>
12.	<u>Miyoshi Garrison</u>	<u>MIMI Cares Personal Care</u>	<u>678-973-9782</u>	<u>mimicarespersonal@yahoo.com</u>
13.	<u>Sharon White</u>	<u>Infinity Homecare Service</u>	<u>678-206-5572</u>	<u>homecare1017@gmail.com</u>

14. <u>Pamela Reaves</u>	<u>Living Our Lives</u>	<u>478-457-6226</u>	<u>preaves@living-our-lives.com</u>
15. <u>Keyondra Clark</u>	<u>Affluent Healthcare</u>	<u>229-715-7225</u>	<u>keyclark@affluenthealthcare.org</u>
16. <u>Monique Collins</u>	<u>Trusted Hands Senior Care</u>	<u>470-541-2100</u>	<u>info@trustedhandscare.com</u>

<u>Department Representative Name</u>	<u>Department</u>	<u>Department Representative Name</u>	<u>Department</u>
<u>Jake Scarpone</u>	<u>DOFS</u>	<u>Brittney Dickey</u>	<u>HHS</u>
<u>Lindsey Jorstad</u>	<u>DOCS</u>	<u>Joanna Fernandez</u>	<u>HHS</u>
<u>Latarsha Williams</u>	<u>HHS</u>		