



**ADDENDUM #1**

**February 20, 2025**

**TO: ALL POTENTIAL SUBMITTERS**

**FROM: Nina Alexander, Buncombe County Procurement Agent**

**SUBJECT: ADDENDUM # 1 RFP In-Home Aide**

The following changes, revisions, additions, and/or clarifications to the plans and/or specifications are hereby made a part of the original documents.

**Addendum # 1**

The following questions were asked by potential bidders:

- 1. Level 1 vs. Level 2 Care:**
  - o **Could you clarify the specific differences between Level 1 and Level 2 in-home aide services?**

Level 1 refers to home maintenance and Level 2 is related to Personal Care.

**1. Level I - Home Management**

**a) Client Characteristics**

(1) Adults - Persons who are self-directing, medically stable, and who have at least one instrumental activity of daily living (IADL) impairment or limitation.

(2) Children and their families - Families who require assistance with basic home management tasks.

**b) Tasks**

Basic home management tasks, such as housekeeping, cooking, shopping and bill paying.

**2. Level II - Home Management and Personal Care**

**a) Client Characteristics**

(1) Adults - Individuals whose capacities are diminishing or those who are striving to maintain or improve their functioning; who are medically stable; and who are partially dependent in carrying out activities of daily living (1 or 2 ADLs) due to physical or mental impairments, or both. Individuals may also require assistance with IADL activities to improve IADL functioning or to learn independent living skills; or they may have increased IADL needs (2-4) requiring additional support to maintain or achieve overall functioning.

(2) Children and their families - Families who require assistance with basic personal care and home management tasks when either their capacities are diminishing or when the family is striving to maintain or improve family functioning.

**b) Tasks**

Basic personal care/activities of daily living assistance and home management tasks. 3. Level II –

**Home Management Only**

**a) Client Characteristics**

(1) Adults - Individuals and their families who want to strengthen and develop their own home management skills rather than have the tasks done for them and who need assistance to maintain, strengthen and safeguard their functioning because of physical or emotional illness or handicap.

(2) Children and their families - Families who want to strengthen and develop their own home management skills rather than have the tasks done for them and who need assistance to maintain, strengthen and safeguard their functioning because of physical or emotional illness or handicap, or to obtain education, training, and employment to improve their economic self-sufficiency.

b) Tasks

Development, support or reinforcement of individuals/families in completing home management tasks.

- Does Level 2 require more intensive care than Level 1, or is it primarily a distinction in the number of hours allocated?

See Above answer. Note that maximum number of hours for each level of service is outlined in the RFP.

- Based on these differences, how should I approach structuring the pay scale for each level? Should Level 2 aides be compensated at a higher rate due to increased responsibilities?

While we cannot direct an agency on how to structure their pay scale it can be noted that we have noticed that an agency is able to hire and retain aides when paying a living wage. Traditionally due to the CNA requirements of Level II Personal care, Level II has received higher compensation from agencies we have contracted with in the past.

Please note that your unit rate should include ALL components of managing your program including administrative tasks, nurse visits for assessment, aid salary and pay, and any other items you would consider as part of the expense of running the program.

**2. Company Car & Staff Transportation:**

- **All of my staff have reliable transportation and/or use the client's vehicle when transporting them to appointments or extracurricular activities.**
- **Would this arrangement meet the County's expectations, or is a company-provided vehicle required for compliance?**

The county would expect that any contract agency would have the minimum amount of liability insurance required by the county and the contract agency should ensure that any worker using their personal vehicle routinely for business should have a business use endorsement on their auto insurance. We would not expect any staff to use client vehicles for transport. A company-provided vehicle is not required for compliance.

**3. Section 3.2 Evaluation Criteria, item B states "Results of reference checks and past performance for other clients." Can you clarify where references are requested in the RFP and the specific information required for submission?**

Buncombe County reserves the right to request references during the selection process, as well as past performance for other clients. This could include, but not be limited to, written personal accounts from clients about their service provision or other references from other agencies or individuals who work closely with your agency. The request of references is not necessarily completed during the RFP process but could be requested during the review period. If references are requested of your agency, we would request references from all other agencies being considered for contract.

**END OF ADDENDUM #1**

**ADDENDUM # RFP In-Home Aide**