

ATTACHMENT D

VENDOR QUESTIONNAIRE/EVALUATION CRITERIA

Please complete this Attachment D questionnaire which will be used in the evaluation of each proposal.

Proposal Categories

A. Agency Qualifications

1. State the number of years the Agency has been in business:
Length of time and experience as a service provider of PERS:

2. History and experience providing services to Inclusa, Inc., target populations: elderly persons, persons with physical or intellectual/developmental disability, and mental health and/or AODA diagnoses:

3. Describe current or proposed infrastructure for providing this service:
 - What software programs will be utilized for the service.
 - Who will maintain staff scheduling to ensure an efficient response is made to consumers who push their “help” button/call for help.
 - Installation – who will complete the installation of the PERS unit.

B. Organization Capabilities

1. Please indicate your agency’s ability to provide service to Inclusa, Inc., who is currently providing supports in 52 counties statewide.

2. Describe your current source(s) of referrals for this service.

3. Does your agency have a maximum capacity for clients served at any given time?
4. Where is the location of the monitoring site or call center?
5. Describe and provide the current or proposed staff organizational chart showing who will manage and provide direct services for the PERS (including installers and call-center staff).
6. Describe the process for installation of PERS devices.
7. Describe the steps taken to educate the consumer on how to use the PERS.
8. Please share any forms utilized to gather consumer information.
9. Describe the steps for discontinuation of service from the time notice to disconnect is given to removal of device from consumer's home.
10. Describe any additional costs which may be incurred by Inclusa, Inc. through the use of provider's PERS units. For example: lost 'help' buttons, lock boxes, battery backup required if phone provider does not have a land line connection, etc.

C. Staff Qualifications:

1. Describe the minimum educational and work experience required for the staff performing PERS Services to Inclusa members.

Monitoring Staff:

Installation Staff:

Service Rate & Unit Proposal: Complete Attachment C for both Landline and Cellular units which would remain located in the members' homes.