

**State of Delaware**  
**Community Integration Services**  
**Request for Information**  
**Request No. HSS-23-022**  
**5/17/2023**

**- *Deadline to Respond* -**  
**August 1, 2023**  
**1:00 PM EST**

STATE OF DELAWARE

Department of Health and Social Services – Division of Services for Aging & Adults with Physical Disabilities

EVENT TIMELINE:	DATES:
Advertisement/Posting:	May 17, 2023 @ 8:00 AM
Questions & Answers Submittal Due:	June 5, 2023 by 1:00 PM
Responses to Questions Posted:	June 26, 2023
Deadline to Receive Submissions:	August 1, 2023 @ 1:00 PM

STATE OF DELAWARE  
Department of Health and Social Services – Division of Services for Aging & Adults with  
Physical Disabilities

Date: May 17, 2023

**REQUEST for INFORMATION NO. HSS-23-022**

This Request for Information (RFI) **will not** result in award of a competitively bid contract.

The State of Delaware, Department of Health and Social Services, Division of Services for Aging & Adults with Physical Disabilities (DSAAPD), is seeking market information on Community Integration Services. The information gathered may or may not lead to the issuance of a Request for Proposals.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal for any one or more types of Community Integration Service. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

**All responses to this Request for Information shall be submitted and sealed by August 1, 2023 at 1:00 PM EST.**

Responses must be entered into Bonfire portal at <https://dhss.bonfirehub.com/>.

STATE OF DELAWARE  
Department of Health and Social Services – Division of Services for Aging & Adults with  
Physical Disabilities

**I. INTRODUCTION**

**A. RFI DESIGNATED CONTACT**

All communications about this RFI shall be made in writing to the State of Delaware via Bonfire portal <https://dhss.bonfirehub.com/> under Messages & Vendor Discussions.

Please address all communications to the person(s) listed below; communications made to other State of Delaware personnel or attempting communications by phone or in person will not be allowed or recognized as valid. Vendors should rely only on written statements issued by the RFI designated contact via Bonfire.

**Cynthia Mercer**  
**Christiana Executive Campus**  
**240 Continental Drive, Suite 101**  
**Newark, DE. 19713**  
[cynthia.mercer@delaware.gov](mailto:cynthia.mercer@delaware.gov)

Contracts, Management and Procurement Contact:

**Eddie Mui**  
**Management Analyst III**  
**DHSS\_DMS\_dmsprocure@delaware.gov**

This will ensure that written requests are received and answered in a timely manner via Bonfire.

**B. CONTACT WITH STATE EMPLOYEE**

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

**C. RFI OBLIGATION**

The RFI is a request for information only. There will be **no** contract awarded as a result of this RFI. Nothing in the materials vendors provide, further referred to as Vendor Information Packages (VIP) as a response to this RFI nor the State's remarks or responses to the VIP's of any individual vendor, will be considered binding for a future contract.

STATE OF DELAWARE  
Department of Health and Social Services – Division of Services for Aging & Adults with  
Physical Disabilities

**D. RFI QUESTION AND ANSWER PROCESS**

The State of Delaware will allow written requests for clarification of the RFI and its attachments. All RFI questions must be received **no later** than **June 5, 2023 @ 1:00 PM**. All questions will be consolidated into a single set of responses and posted on the State's website at [www.bids.delaware.gov](http://www.bids.delaware.gov) by the date of **June 26, 2023**. Vendor names will be removed from questions in the responses released.

All questions may be submitted via Bonfire <https://dhss.bonfirehub.com/> under Messages & Vendor Discussions “no later than” RFI questions deadline specified.

**II. SCOPE OF WORK**

**A. PURPOSE / BACKGROUND**

The purpose of this RFI is to provide the State of Delaware with information regarding vendor interest and capabilities providing Community Integration Services the State of Delaware invites vendors to submit their capabilities and interests relative to this Request for Information (RFI). The State of Delaware may reference this material as indicative of industry capabilities and in the event the State of Delaware issues a Request for Proposal (RFP), the State may use this material to facilitate the development of the RFP or the establishment of standards and policies.

**STATEMENT OF NEEDS**

The mission of the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) is to promote dignity, respect, and inclusion for older Delawareans, adults with physical disabilities, and their caregivers. Guided by the vision of equitable, inclusive communities for all, DSAAPD promotes and advocates for person-centered services that enable older adults and persons with physical disabilities to live where they choose, with the people they choose, and to participate fully in their communities. The Division is committed to the development and delivery of consumer-driven services which maximize independence through individual choice, enable individuals to continue living active and productive lives, and offer protective services to those who may be vulnerable and at risk.

As we move into the future, DSAAPD will continue to focus on our core mission, and at the same time plan for meeting the challenges that lie ahead. We must prepare to serve succeeding generations of diverse populations, whose needs may require uniquely different strategies and resources. We will focus on innovative approaches to advocacy, education, partnering, service delivery, and technology. These approaches will enhance our capacity to support individuals and their caregivers; encourage healthy lifestyles; facilitate informed, person-centered life choices; increase community integration and participation; promote self-determination; and foster independence.

STATE OF DELAWARE  
Department of Health and Social Services – Division of Services for Aging & Adults with  
Physical Disabilities

DSAAPD operates an [Aging and Disability Resource Center](#) that provides information and referrals regarding programs and services available across the State. DSAAPD also provides access to a wide array of services to the pre-Medicaid population. These services enable people to live in the community of their choice and avoid the need for institutionalization.

## Goal

DSAAPD is seeking a self-directed program that allows persons with physical disabilities to fully integrate into the community. Individuals with physical disabilities are often viewed as vulnerable, homebound, and unable to fully participate in community activities because of physical limitations or mobility issues. They are only limited by these ableist attitudes/disablist thinking and a lack of meaningful resources to support equitable integration. People with disabilities desire reasonable access to recreation, leisure, and social activities. They also often prefer to participate in these activities without having to rely on a family caregiver, especially since the caregiver may already be devoting time to assistance with their loved one's Activities of Daily Living (ADLs). They may prefer not to spend their leisure time with their caregiver, preferring autonomous participation in the activities of their choosing. The goal is to create a program that enhances the ability of Delawareans with physical disabilities to access community integration options and combat social isolation.

The reality is persons with physical disabilities are sometimes faced with a choice between remaining at home or relying on an unpaid caregiver in order to access activities in the community. There are not many options for people who seek equitable access to community activities, such as:

- Civic engagement
- Educational or learning opportunities
- Religious or spiritual services
- Volunteer work
- Peer support
- Recreation, leisure, and social activities
- Shopping or dining out
- Sporting events
- School activities and sporting events of family members
- Health and wellness programs
- Haircuts or other beauty services
- Congregate dining or senior/community center activities

DSAAPD seeks concepts for a program that fosters independence, is person-centered, empowering, and focused on the individual's goals for community integration. The program should address a range of needs, including coordination of services, and promoting integration for those living throughout the state of Delaware.

In line with DSAAPD's efforts to provide person-centered services and options to enhance the quality of life for persons with physical disabilities, DSAAPD seeks information regarding an array of program options that could be utilized to serve its participants.

STATE OF DELAWARE  
Department of Health and Social Services – Division of Services for Aging & Adults with  
Physical Disabilities

**Purpose**

The purpose of this Request for Information (RFI) is to solicit comments, ideas, and suggestions from those capable of providing this type of service as to how it should be structured and operated, including potential cost. To assist all interested parties, a description of the need for the service is included below.

**Needed Services**

In Delaware, persons with physical disabilities have several options that allow for transportation to and from community integration activities including [DART Paratransit](#). Some obstacles to fully accessible community integration are a lack of reliable accessible transportation; for some people, the need for accompaniment for assistance with Activities of Daily Living; the need for identification of available activities that will meet the participant's goals, the need for coordination of transportation options; fear of venturing out independently; and a lack of trusted resources that the individual and family caregivers can rely on. Even when transportation is readily accessible, some Delawareans with physical disabilities choose to stay home because they are unsure of what community integration activities are available in the community. One-on-one strengths-based coordination and planning to develop and implement a personalized integration plan for each participant is an important part of what is needed.

People with disabilities often have to endure being viewed as helpless, dependent, incapable, and even cognitively impaired. The sought-after service will promote strengths-based, disability-friendly tenets and will honor the people seeking the service as vibrant members of their communities.

The types of services would include opportunities for participants to engage in civic activities or attend meetings in which they could act as disability advocates. It might allow a person to volunteer or attend a community center or congregate dining site. It would allow for varied enjoyable activities like shopping or dining out, attending a child's or grandchild's sports activities, school play, or art show. The coordination of services could include providing transportation initially to individuals as they work toward developing their community integration plans for the future. Services might include assisting people with DART Paratransit applications and support with beginning ridership, identifying other transportation options, or assisting with accessing resources for vehicle modifications for those who want to drive themselves.

The proposed program should be available to all ages over age 18, not focused solely on the aging population. DSAAPD is not seeking only a transportation service, but a holistic program that, through a variety of services, meet people where they are and help them get to where they want to be. Through goal-directed planning and support for person-centered choice, the program would also focus on sustainability of the community integration through empowerment of each individual.

STATE OF DELAWARE  
Department of Health and Social Services – Division of Services for Aging & Adults with  
Physical Disabilities

**III. VENDOR INFORMATION PACKAGE (VIP) REQUIREMENTS**

Each VIP response must be submitted via Bonfire at <https://dhss.bonfirehub.com/>.

**A. COVER LETTER**

Each VIP response will have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI. The cover letter must also identify a contact person which includes a phone number and email address.

**B. DESCRIPTION OF SERVICES AND QUALIFICATIONS**

Each response must contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

**C. VENDOR INFORMATION PACKAGE (VIP) RESPONSE**

**1. SERVICE**

Identify which service under Statement of Need you have the capability to provide. In the event a vendor is capable of providing more than one of the services identified, please separate the VIP response by service.

**2. EXPERIENCE**

**3. PRICING**

**4. EQUIPMENT**

**5. REPORTING**

**9. INVOICING**

Provide details on how customers are invoiced, frequency of invoices, format used and communications means.



STATE OF DELAWARE  
Department of Health and Social Services – Division of Services for Aging & Adults with  
Physical Disabilities