

VENDOR INQUIRY – MDH/OPASS 20-17751 – Financial Management and Counseling Services

7/1/19

Response to RFP Document:

What is the backup plan if the FMS does not perform the duties as stipulated in the RFP? The awarded vendor is responsible for ensuring that all duties are met. Offerors should include in their proposals the data systems and quality assurance process to be used to meet the requirements of the solicitation.

What is the protocol in the event there is an emergency and it's out of the scope of business hours? Offerors should include information on their proposed customer service system in their proposal and explain how the RFP requirements listed section 2.3.3.4.f will be met. The Department does not have requirements for the system beyond those not noted in the RFP.

That is what I like about having a team that includes a Support Broker because they make themselves available in the midst of an emergency and when other team members are not available. Support Brokers are ready to assist with any tasks that need to be done on behalf of their clients. I also want to know what is the alternative regarding the individual's choice and right of freedom to disagree with the alternate plan of the FMS Counseling Services? The person is the Employer of Record and will have an option to opt out of using a Support Broker or use a Support Broker. In lieu of opting out of utilizing a Support Broker a person has the option to utilize the FMS Counseling services. This is a person's choice ultimately the person is the Employer of Record and must abide by the Department of Labor Laws to include federal and state laws as applicable.

What is the option if the individual wants to use an alternative funding source due to previous issues with the FMS handling their budget? The Department will make an award for this contract in accordance to the procurement guidelines.

How would the individual be able to contract with another funding source due to the FMS (Arc) consistent in competencies? The Department will make an award for this contract in accordance to the procurement guidelines.

Due to this proposal of utilizing a third party contractor..... What happens if private information is compromised? The offeror is responsible for maintaining a data system, as described in 2.3.7. Offerors should include in their proposals the details of any proposed data system and processes to ensure data integrity. The Department has no requirements for the data system beyond those noted in the RFP and those reflected in state and federal regulations.

Will the individual be informed of everyone that has access to their private information? The offeror is responsible for maintaining a data system, as described in 2.3.7. Offerors should include in their proposals the details of any proposed data system and processes to ensure data integrity. The Department has no requirements for the data system beyond those noted in the RFP and those reflected in state and federal regulations.

Finally, will this third-party entity be based in Maryland? I am not in agreement with this proposed transition. [The RFP does not require an in or out-of-state contractor. The award will be made according to procurement guidelines.](#)

I do not want my daughter to have counseling services through a third party management service because it limits the Support Broker job tasks and eliminates a pertinent party of the team such as a Support Broker to complete tasks and advocate for services needed for the individual with disabilities.

as a parent I prefer a team member such as our Support Broker that knows my individual to stay in place and on board with the many tasks that must be implemented in my daughter's life. I am not confident at all with the counseling services being the main source of contact. In the event of an emergency, The FMS nor counseling service is twenty four hours to properly handle the need at that moment. Weekends yields delays and i am not willing to partake in a possibility of not knowing when a counselor or third party will one, respond to my daughter's need, or resolve any issues that may arise. At least my support broker is accessible and will act on any needs that the individual needs. Without a delay.

What happens if the counseling service does not respond timely? [Offerors should include information on their proposed customer service system in their proposal and explain how the RFP requirements listed section 2.3.3.4.f will be met. The Department does not have requirements for the system beyond those not noted in the RFP.](#) Or you cannot reach them though your saying this is a option? [Offerors should include information on their proposed customer service system in their proposal and explain how the RFP requirements listed section 2.3.3.4.f will be met. The Department does not have requirements for the system beyond those not noted in the RFP.](#) I am not willing to risk my daughter's well-being for a proposed possibility that may be more devastating than good for her well-being.

Furthermore, my daughter has been in self-directed services with the Arc as her FMS, the past six years. I honestly cannot say that I trust the FMS to implement more responsibilities for my daughter. I have had many difficulties with they mechanism of managing participants budgets. We have had billing issues. We have encountered payroll department constantly messing up on payroll billing and coding. If it were not for my competent Support Broker! It is not real advocacy for my daughter. The FMS decides what line they will subtract budget monies from though the code for the monies to be deducted is another line item. FMS statements have been continuously late to participants and they will not have the courtesy to inform the team of the participant of the decreased budget..... They just decide not to pay staff and not to make it right! I have loss many staff in the past because they refuse to adhere to the rules of the waiver and DDA protocol. I refuse to feel at ease in the direction of the FMS receiving more control of my daughters' affairs. We have been neglected, ignored, loss of staff, hungry from not getting paid after hours worked. We want to keep our Support Broker and ask

What would we do without our support broker when the CCS is absent or not available? [Contact your CCS Agency for assistance or Contact your respective DDA Regional Self Direction Lead for assistance.](#)

What does the individual do when you only have your Support broker to handle the pertinent tasks that must be done that a CCS cannot perform? [The DDA has a process for people to follow if they are not satisfied with their CCS services. Contact your respective DDA Regional CCS lead for assistance.](#)

Support Brokers are the heart of the individuals "Well Being" I have had times in the past where my CCS did nothing and did not know how to do the pertinent documents on behalf of my daughter. I am in hopes that they cross train the CCS to be able to complete the tasks that the Support Broker does

because its a serious part of the equation the client. It must go hand and hand. No I am not willing to go along with a proposed implementation for my daughter when the FMS has faltered so many times in regards to my daughter. It's scary. I'm hoping that that all entities can come to a compromise where it is about integrity to the individual with disabilities and not pass them through the system as a number and not an individual. Allow the team to continue to do their best for their clients and advocate for the services needed. At this point until the FMS aligns with the proper handling of the individual and handle their budgets with transparency, honesty, and integrity? I am in opposition of this RFP counseling services implementation through the FMS I for my daughter, [REDACTED]