



Procurement and Contracting Services

Request for Proposals for Adult and Child Back-up Care Services

ADDENDUM #1

Please mark all proposal submission
Envelopes with the following information

Sealed RFP #L232303

Due on February 8, 2023, no later than 2:00 PM/MST

The following questions have been received by the technical question due date of January 19, 2023, by 12:00 PM/MST.

1. What type of certification is required for Adult Back-up Care Providers?

- a. As stated within the RFP, adult back-up care providers at minimum must be certified in CPR and First Aid. They must have at least one year of adult care experience (e.g., providing basic Activities of Daily Living (ADL) assistance). They must participate in relevant ongoing professional development opportunities related to adult care.

Respondents are highly encouraged to highlight all levels of adult back-up care they can provide along with the corresponding certifications the vendor requires for their caregivers to provide that level of care (e.g., Certified Nursing Assistant (CNA), Direct Care Worker, etc.).

If transportation for adults is offered by the vendor and vendor-subcontracted organizations, the vendor must certify that the caregiver has a valid driver's license and no major driving or traffic violations; and the vendor must carry Commercial Auto Insurance.

2. What are the Adult Caregiver Expectations? Are they required to administer medication, change diapers, provide bathing assistance, or heavy lifting of individuals?

- a. This offering is intended to be back-up care and offer support such as companion care and basic assistance with Activities of Daily Living (ADL). If higher levels of care are available, the vendor should highlight this in their response.

3. How many employees/faculty/staff/students will be provided this service? Please provide the zip codes (work and home zip codes) for the workforce that will be offered this service.

- a. Student zip codes are not readily available.

Please see Appendix A for a list of benefits eligible employees' home zip codes. Note, while the primary scope of the RFP is services within Arizona, there is a desire to understand a vendor's ability to serve locations beyond Arizona. Therefore, home zip codes for benefits eligible employees' located outside the state of Arizona have also been provided.

Appendix B features benefits eligible employees' work zip codes. Important note: The University of Arizona [supports flexible work](#), as such, while benefits eligible employees' work/business zip codes have been included, it may not reflect where their work is actually conducted.

4. What type of backup care services are currently being offered to your workforce?

- a. Currently in-home sick and back-up childcare is being offered. Current program details can be found on our [website](#).
- 5. Is this RFP in response to growing or upgrading your current services, or is it being released as part of due diligence for the current program's contract renewal period?
 - a. This RFP reflects a desire to grow and upgrade current back-up care services. It also coincides with the current contract renewal.
- 6. Are there any challenges with the current program e.g., service turn-aways, employee dissatisfaction, quality of care, that you want to address with a new program offering?
 - a. There are no specific challenges with the current program that we hope to address with a new program offering.
- 7. What is the current backup care program utilization? Is your goal to expand service offerings and increase utilization?
 - a. The current program only offers in-home sick and back-up care services for children ages 0 to 13 years in the Tucson and Phoenix areas. The number of registrants per program year varies (estimates 450 – 700 individuals), and not all registrants utilize back-up care services.

Monthly fulfillment of care requests typically ranges from 30 to 55 per month (this is fulfillment rates, not service requests which may be higher), with an average utilization of 7 hours per care service. Typically, there are higher requests for care in the months of October, February, and March. Please note, historical trends do not necessarily predict future needs or utilization.

Yes, this RFP is an expansion of current back-up care offerings. The focus of this program is to offer accessible quality back-up care services for eligible members of University of Arizona community.

- 8. Is there an employee co-pay structure for the current program? If so, please explain the current employee's co-pays.
 - a. Yes, there is a current co-pay structure. Details regarding this structure can be found in the [program guidelines](#).
- 9. Does the current program offer employee reimbursement for personal network care? If not, is that an option for consideration with a new program?
 - a. The program does not currently offer reimbursement for personal network care. With the expanding needs and locations of our population, new solutions would be considered. For

new solutions, additional considerations such as those found in IRS Publication 503 may apply.

10. What is the budget amount approved for this service?

a. Operational budgets are not shared publicly.

End of addendum, all else remains the same.