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## **Responses to Questions – Jefferson County Ombudsman RFP**

1. Question: Must the applicant agency form an advisory council in order to develop and submit a proposal in response to this RFP?

**Answer: If the vendor has an advisory council set up currently, ADSS would like the information indicated to be provided. However, if no advisory council is currently set up, the review team will take into account the vendor's plans and intent to form an advisory council during assessment of responses. (See *Scope and Purpose of Long Term Care Ombudsman Services Section*).**

2. Question: In the RFP materials, we did not see the "form provided" for the following.
  - *List of Board of Directors (or governing body) on form provided*
  - *List of Project Advisory Council on form provided.*

**Answer: ADSS would like for vendors to submit a listing of both the Board of Directors and the Project Advisory Council on a form used by the vendor.**

3. Question: Please clarify the context and function of the following form. Are the internal evaluation forms the forms that the applicant agency uses to evaluate its own programs or are the internal evaluation forms the forms the applicant agency used to evaluate the current ombudsman proposal?

**Answer: ADSS requests the evaluation forms that the applicant agency uses to evaluate its own programs.**

4. Question: Please clarify the context and function of the following form. Are these client satisfaction forms used by the applicant agency to evaluate client satisfaction with the applicant agency's other services, for example, quality assurance through the ADRC or other programs? Please clarify.
  - *A copy of the Client Satisfaction Performance Survey form.*

**Answer: ADSS requests client satisfaction surveys for any and all services currently provided from the vendor.**