

**WRITTEN QUESTIONS AND ANSWERS****SP-19-0054 Residential Treatment Facilities Management**  
**ANSWERS ARE IN BLUE**

QUESTION NUMBER	Section Reference	WRITTEN QUESTION & ANSWER
1	Page 13	<p><b>Question:</b></p> <p>Please elaborate on the minimum requirement of no more than 12 written citing's of deficiency in the past year. Would this include a required outcome based corrective action (or equivalent) by the provider to address a noted contract deficiency?</p> <p><b>Answer:</b> Yes</p> <p>Is this twelve for any given facility/contract or twelve for the provider across all facilities/contracts?</p> <p><b>Answer:</b> See Final RFP Item 2.2.C</p> <p>How will DYS verify the validity of provider responses? (From <b>page 13</b> of solicitation)</p> <p><b>Answer:</b> This question is not applicable for Prospective Contractor to submit a qualified proposal.</p>
2	Page 12	<p><b>Question:</b></p> <p>Please provide the facility layout for each of the 4 programs (blueprint/facility layout: to assist with staffing patterns how many beds per room, how many rooms per dorm; to assist with vocational opportunities how many multipurpose rooms, etc.) (From <b>page 12</b> of solicitation listing the 4 facilities)</p> <p><b>Answer:</b> See Final RFP item 2.1.A.</p>
3	Page 12	<p><b>Question:</b></p> <p>Please provide information related to the kitchen layout as well as the current food service provision for each facility (does each facility cook their own food, catered then heated up, etc.). (From <b>page 12</b> of solicitation listing the 4 facilities)</p> <p><b>Answer:</b> Information on current services not applicable for Prospective Contractor to submit a qualified proposal</p>
4	Page 12	<p><b>Question:</b></p> <p>Will site tours be provided/allowed prior to the RFP response submission deadline? (From <b>page 12</b> of solicitation listing the 4 facilities)</p> <p><b>Answer:</b> See Final RFP Item 2.1 A.</p>
5	Page 40	<p><b>Question:</b></p> <p>What role do the community-based providers (community mental health centers/providers) play and who are those entities currently? (From <b>page 40</b> of solicitation mentioning "community-based provider")</p> <p><b>Answer:</b> The role and entities providing community-based services are currently undergoing significant change as a result of transformation. See Final RFP Items 6.6 and 6.7.</p>

6	Page 12	<p><b>Question:</b></p> <p>Will there be youth remaining in the facilities at the time the chosen provider takes over?</p> <p><b>Answer:</b> Yes.</p> <p>If youth will be remaining, what treatment modalities and clinical services/curricula are currently being used in each location? (From <b>page 12</b> of solicitation listing the 4 facilities)</p> <p><b>Answer:</b> Youth are currently receiving behavior supports and therapeutic services including cognitive behavioral therapy and psycho-educational groups using the Change Company curriculum. However, the expectation is that the new provider will tailor services to the needs of each juvenile and ensure that services are trauma-focused.</p>
7	Pages 13 and 40	<p><b>Question:</b></p> <p>Who are the current subcontractors at each facility (medical, psychiatric, etc.)? (From <b>page 13 and page 40</b> of solicitation: "On site Medical Services and Psychiatric Care Referrals" and "Medical Treatment")</p> <p><b>Answer:</b> This question is not applicable for Prospective Contractor to submit a qualified proposal.</p>
8	Page 13	<p><b>Question:</b></p> <p>What do the facilities currently do for medical and pharmacy? Hours on site to meet sick call requirements? (From <b>page 13</b> of solicitation: "On site Medical Services and Psychiatric Care Referrals")</p> <p><b>Answer:</b> See RFP Item 2.1.D</p>
9	Page 19	<p><b>Question:</b></p> <p>When can the chosen provider meet with current staff to provide first option of hiring? (From <b>page 19</b> of solicitation: "Implementation" section; give consideration to current DYS employees)</p> <p><b>Answer:</b> See Final RFP Item 2.15.D.</p>
10	Page 24	<p><b>Question:</b></p> <p>Please clarify whether DYS will pay for any physical plant work in excess of \$2,000 for a given item/job. (From <b>page 24</b> of solicitation)</p> <p><b>Answer:</b> See Final RFP Items 3.9.C. and 3.9 D.</p>
11	General	<p><b>Question:</b></p> <p>Is there a page limit for the RFP response? (General question)</p> <p><b>Answer:</b> No.</p>
12	General	<p><b>Question:</b></p> <p>Please provide the average daily census for the last 12 months for each of the four programs (with our understanding two programs have recently been consolidated and/or repurposed) (General question).</p> <p><b>Answer:</b> See Final RFP Item 4.2.G</p>

13	Page 24	<p><b>Question:</b></p> <p>Has there been a recent facility assessment completed? If so when, and will all repairs less than \$1,999 be completed prior to contract transfer? If completed, can the assessment be provided? <b>(Page 24 of 61: 3.9)</b></p> <p><a href="#">Answer: See Final RFP Item 3.9.F</a></p>
14	Page 25	<p><b>Question:</b></p> <p>Is there a current inventory list such as two-way radios and other items such as kitchen equipment?</p> <p><a href="#">Answer: Yes.</a></p> <p>If so can this be provided and will this inventory transfer to the organization selected to operate the programs? Will vehicles transfer, and if so, how many and type are at each facility?</p> <p><a href="#">Answer: See Final RFP Item 3.4.A</a></p> <p>If not transferring, please provide number and type at each facility? <b>(Page 25 of 61; 4.2)</b></p> <p><a href="#">Answer: Ownership will not transfer, but contractor will have use of the items.</a></p>
15	Page 31	<p><b>Question:</b></p> <p>Can you please provide additional clarity regarding the overall education services at the facilities as follows <b>(Page 31 of 61; 5.0)</b>:</p> <p>It is understood that DYS will provide general online curriculum. Must the provider hire educational coaches in addition to this at a ratio of 1 to 8?</p> <p><a href="#">Answer: See Final RFP Section 5.2.D</a></p> <p>5.1 (c), states: Contractor <b>shall</b> collaborate with contracted education provider to facilitate educational services and enrollment which adhere to DYS and ADE Educational Policies governing all juveniles, regardless of any disability, within one (1) day after intake into the facility. Please provide clarity whether the awarded organization is to provide the educational services or will this be contracted by DYS to another provider?</p> <p><a href="#">Answer: See Final RFP Items 5.1.C and 5.2.C</a></p> <p>5.9 states: Contractor <b>shall</b> provide teachers for special education and vocation course work. Please clarify if the contractor will be required to hire these positions. If so, can you please provide a summary of total current staff at each location summarized by special education and vocational? Please provide a summary of current vocational programs provided at each site and number of youth enrolled in each program on average?</p> <p><a href="#">Answer: See Final RFP Item 5.6.D</a></p>

		<p>If the contactor is required to provide the special education program, please clarify the average student population in each program at each facility?</p> <p><a href="#">Answer: The Maximum population receiving direct special education services in each facility is 8 students.</a></p> <p>5.19 and 5.20: Please provide an inventory of both libraries and will they be restocked if required prior to contract transfer?</p> <p><a href="#">Answer: Information not available. Contractor will receive current stock of books; the libraries will not be restocked before facility transfer.</a></p>
16	Page 39	<p><b>Question:</b></p> <p>Please clarify if the awarded contractor is required to hire and supervise the clinical staff or will this be contracted through another provider?</p> <p><a href="#">Answer: See Final RFP Item 6.4.C.</a></p> <p>If the awarded provider is responsible, will they be required to contract with a psychiatrist? (<b>Page 39 of 61: 6.4</b>)</p> <p><a href="#">Answer: See Final RFP Item 6.4.C.</a></p>
17	Page 52	<p><b>Question: Page 52 of 61: 8.3:</b></p> <p>This section states, EDUCATION COMPENSATION A. Contractor shall receive quarterly payments for education services, including special education to juveniles who have been placed at the facility in the DYS System of Education. Can you please provide further clarification on how this is calculated and what is estimated to be the average annual amount by facility?</p> <p><a href="#">Answer: See Final RFP Item 3.1.A</a></p>
18	General	<p><b>Question:</b></p> <p>Can you please provide average monthly utility costs for each location by utility? (General question)</p> <p><a href="#">Answer: See Final RFP Item 3.1.A</a></p>
19	General	<p><b>Question:</b></p> <p>Can you please provide an organizational chart for each facility depicting number of staff and reporting? (General question)</p> <p><a href="#">Answer: This question is not applicable for Prospective Contractor to submit a qualified proposal.</a></p>
20	General	<p><b>Question:</b></p> <p>What are the current annual salaries by position at each facility? (General question)</p> <p><a href="#">Answer: See Final RFP Item 7.1.A</a></p>
21	General	<p><b>Question:</b></p> <p>What is the current vacancy rate by position at each facility? (General question)</p> <p><a href="#">Answer: See Final RFP Item 3.1.A</a></p>

22	General	<p><b>Question:</b></p> <p>Does the draft RFP # SP-19-0054 for the Residential Treatment Facilities Management include Pharmacy services?</p> <p><b>Answer:</b> No.</p> <p>Which pharmacy will provide medications for the residents?</p> <p><b>Answer:</b> This question is not applicable for Prospective Contractor to submit a qualified proposal.</p>
23	Length of Stay	<p><b>Question:</b></p> <p>Does each program have an anticipated length of stay DYS is looking for? For instance, is it anticipated the hardware secure youth will stay longer than the staff-secure youth?</p> <p><b>Answer:</b> Length-of-stay (LOS) is determined based on the risk-level and needs of the individual youth, regardless of the facility to which the youth is assigned. In general, youth with higher-risk or higher-needs will stay longer than lower-risk/need youth. Programming at all facilities should be adaptable to these individual needs. DYS is currently developing more detailed LOS policy which aligns with research.</p> <p>We understand the research on LOS and the desire to keep youth only as long as needed complete treatment, yet want to align with DYS expectations.</p> <p><b>Answer:</b> See Final RFP Item 6.5.A.1</p>
24	General	<p><b>Question:</b></p> <p>Are all four facilities currently PREA-, ACA-, and CARF-compliant (with respect to physical plant)?</p> <p><b>Answer:</b> No.</p>
25	Page 40	<p><b>Question:</b></p> <p>Please provide information related to the current community outreach/community partnerships at each facility.</p> <p><b>Answer:</b> See Answer to Question 5</p>
26	Page 52	<p><b>Question:</b></p> <p>Are all education expenses included in the per diem?</p> <p><b>Answer:</b> No. See Final RFP Section 5.9</p> <p>If so, then what is the quarterly education compensation mentioned on page 52 of the draft RFP "Contractor shall receive quarterly payments for education services, including special education to juveniles who have been placed at the facility in the DYS System of Education"?</p> <p><b>Answer:</b> See answer above.</p>

27	1.6.B	<p><b>Question:</b></p> <p><b>Within Section 1.6 B., can you clarify if you are requesting 6 USB electronic copies?</b></p> <p><b>Answer:</b> No. The State is requesting 9 USB electronic copies.</p>
28	2.1.D	<p><b>Question:</b></p> <p><b>Within Section 2.1 D. Care Coordination, can you clarify if behavioral healthcare services will be contracted and not provided by the selected vendor?</b></p> <p><b>Answer:</b> See Final RFP Item 2.1.E.</p>
29	3.1	<p><b>Question:</b></p> <p><b>Within Section 3.1, can you clarify who will be responsible for the facility maintenance &amp; repairs? The selected vendor or DYS? In section 3.9, it states that contractors will be responsible for repairs under \$1,999; is this correct?</b></p> <p><b>Answer:</b> See Final RFP Items 3.9.C and 3.9.D</p>
30	3.6	<p><b>Question:</b></p> <p><b>Within Section 3.6 Vehicles, can you provide the number of vehicles currently in use at each facility?</b></p> <p><b>Answer:</b> Yes</p> <p><b>Will those vehicles transition to the selected vendor?</b></p> <p><b>Answer:</b> See Final RFP Item 3.4.A</p> <p><b>Or will the vendor need to lease/purchase?</b></p> <p><b>Answer:</b> See Final RFP Item 3.6.</p>
31	4.2	<p><b>Question:</b></p> <p><b>Within Section 4.2, what are the current security systems in place at each facility?</b></p> <p><b>Answer:</b> Milestone camera systems are in place at each facility.</p>

32	4.4	<p><b>Question:</b></p> <p>Within Section 4.4 Age Appropriate Services and Placement, Section A, Contractor shall ensure that all juveniles eighteen (18) years old or older have no interactive contact with any younger juveniles. Contractor may achieve this separation by age through time phasing of common use nonresidential areas. Contractor may seek exceptions to this requirement from DYS.</p> <p><b>Can we please have clarification on the expectations of youth separation by age, and clarification as to if this applies during education hours as well?</b></p> <p><a href="#">Answer: See Final RFP Section 4.4 A.</a></p>
33	5.1.C	<p><b>Question:</b></p> <p>Within Section 5.1.C., it references a "contracted education provider," giving the impression that an outside entity will be providing the school program.</p> <p><a href="#">Answer: This question is not applicable for Prospective Contractor to submit a qualified proposal.</a></p> <p><b>Can we receive clarification on who this provider is and what are the specific education services they will be providing that are not the responsibility of the facility/program provider? Who currently provides education services at each facility?</b></p> <p><a href="#">Answer: This question is not applicable for Prospective Contractor to submit a qualified proposal.</a></p>
34	5	<p><b>Question:</b></p> <p>Within Section 5, it appears that the facility/program provider (not the contracted education provider referenced in 5.1.C.) is required to provide the Vocational Education, Special Education, and GED Preparation services, and employing Certified Teachers.</p> <p><b>Is this correct?</b></p> <p><a href="#">Answer: Yes.</a></p>
35	5.2.B and 7.1.B	<p><b>Question:</b></p> <p>Within Section 5.2.B., it states that there shall not be more than 10 students per classroom. However, within Section 7.1.B., it states a daytime staff to youth ratio of 1:8.</p> <p><b>Does this ratio apply in a classroom with 10 students?</b></p> <p><a href="#">Answer: Yes.</a></p>
36	6.2	<p><b>Question:</b></p> <p>Within Section 6.2 Treatment Model, the Contractor shall utilize developmentally appropriate Trauma-Focused Cognitive Behavioral Therapy as the operational treatment model. This model is built upon a Cognitive-Behavioral Treatment foundation.</p> <p><b>Given that the treatment modality is Trauma Focused Cognitive Behavioral Therapy, is there requirement for the family to be involved in the weekly sessions and/or expectation for family involvement?</b></p> <p><a href="#">Answer: Refer to Final RFP Section 6.14.</a></p>

37	6.3	<p><b>Question:</b></p> <p><b>Within Section 6.3, who is the current provider for behavioral healthcare services at each facility?</b></p> <p>Answer: This question is not applicable for Prospective Contractor to submit a qualified proposal.</p>
38	6.4	<p><b>Question:</b></p> <p>Within Section 6.4 Clinical Staff Requirements, Section C., Contractor shall ensure therapists are supervised by a licensed psychiatrist.</p> <p><b>What are the expectations for the supervision of the licensed psychiatrist over the therapists?</b></p> <p>Answer: Only clinical supervision is required.</p> <p><b>Is it just for clinical supervision (case consultation, treatment discussions, recommendations) typically for one hour a week?</b></p> <p>Answer: Only clinical supervision is required.</p> <p><b>Or is it for full clinical and administrative oversight?</b></p> <p>Answer: Only clinical supervision is required.</p>
39	6.6	<p><b>Question:</b></p> <p><b>Within Section 6.6, who are the current community-based providers for each facility?</b></p> <p>Answer: See Answer to Question 5.</p>
40	6.8	<p><b>Question:</b></p> <p>Within Section 6.8 Gender Population, Section D., the Contractor shall ensure all juveniles in the program participate in at least two (2) hours of gender-specific programs per week which assists in their cognitive, interpersonal, social, educational, and individual development. Within Section E., the Contractor shall provide group counseling two times (2) per week that addresses gender-specific development and risk issues to support programming.</p> <p><b>Can the groups for 2 times per week referenced in E count as the two hours of gender specific programs per week referenced in D as long as it meets those requirements (cognitive, interpersonal, social, educational, and individual development)?</b></p> <p>Answer: Yes.</p>



41	7.11.B	<p><b>Question:</b></p> <p>Within Section 7.11.B., there is a reference to an Educational Coach (Certified or Paraprofessional).</p> <p><b>Which state agency certifies an Educational Coach (please provide a reference to this Certification authority)?</b></p> <p>Answer: See Final RFP Section 7.11 C. There is not certification for education coaches. Education coaches may be certified teachers or non-certified paraprofessionals.</p>
42	Medical	<p><b>Question:</b></p> <p><b>Does the RFP need to include a scope of medical services, since the medical services are not provided by the Respondents?</b></p> <p>Answer: No.</p>
43	Medical	<p><b>Question:</b></p> <p><b>To what extent is medical treatment expected to occur on-site? What are the staffing requirements for doctors providing medical care to youth?</b></p> <p>Answer: See Final RFP Item 6.15.</p>
44	Medical	<p><b>Question:</b></p> <p><b>For non-emergent medical treatment provided off-site, will you have access to medical benefits or does the vendor pay the cost and submit for reimbursement?</b></p> <p>Answer: Vendor does not pay for non-emergent medical treatment. Non-emergent medical treatment will be paid for by the medical provider or by DYS.</p>
45	General	<p><b>Question:</b></p> <p><b>When is the final draft of the RFP to be released?</b></p> <p>Answer: It is currently posted with this Question and Answer document.</p>
46	General	<p><b>Question:</b></p> <p><b>What is the anticipated submission deadline?</b></p> <p>Answer: See front page of Final RFP.</p>
47	General	<p><b>Question:</b></p> <p><b>When will Respondents be permitted to tour the sites?</b></p> <p>Answer: See Final RFP Item 2.1.A</p>

48	General	<p><b>Question:</b></p> <p><b>To clarify, must the programs be both ACA and CARF accredited?</b></p> <p><a href="#">Answer: Yes. See Final RFP Section 2.4.</a></p>
49	General	<p><b>Question:</b></p> <p><b>What are the current bed day rates for each facility?</b></p> <p><a href="#">Answer: This question is not applicable for Prospective Contractor to submit a qualified proposal.</a></p>
50	Price Sheet	<p><b>Question:</b></p> <p><b>Cost Sheet-Are the Respondents to complete a separate cost sheet for each facility?</b></p> <p><b>Based on risk levels, level of care, and population, there is a potential for varying bed rates.</b></p> <p><a href="#">Answer: See RFP Attachment - Final SP-19-0054 Official Bid Price Sheet. All four facilities are in the combined total bed rate.</a></p>
51	Price Sheet	<p><b>Question:</b></p> <p><b>Cost Sheet-Can you please clarify the medical treatment line item? There appears to be no subsection 6.15.</b></p> <p><a href="#">Answer: See RFP Attachment - Final SP-19-0054 Official Bid Price Sheet.</a></p>
52	Subcontractors	<p><b>Question:</b></p> <p><b>Subcontractors-Can you please clarify and define what you mean by subcontractors?</b></p> <p><a href="#">Answer: See Final RFP Item 1.5.J</a></p> <p><b>Is this strictly for direct services to youth? Or for overall facility vendors (pest control, food services, etc)?</b></p> <p><a href="#">Answer: Overall facility vendors. Upon approval by DYS, Contractor may subcontract any services in the scope of work.</a></p>

53	Technical Proposal Packet	<p><b>Question:</b></p> <p><b>Technical Proposal Packet-E.3 F-Can an excerpt of a juvenile handbook suffice for this requirement? Or is DYS requiring the entire document?</b></p> <p>Answer: Entire document.</p>
54	Vocational Services	<p><b>Question:</b></p> <p><b>What are the current vocational programs &amp; services being provided at each facility?</b></p> <p>Answer: See Final RFP Item 5.6.D</p>
55	Assets	<p><b>Question:</b></p> <p><b>What inventory is included in the DYS provided furnishings?</b></p> <p>Answer: See Final RFP Item 3.4.A</p>
56	General	<p><b>Question:</b></p> <p><b>Can a current copy of the treatment and daily schedule for each facility be provided?</b></p> <p>Answer: This question is not applicable for Prospective Contractor to submit a qualified proposal.</p>
57	Maintenance	<p><b>Question:</b></p> <p><b>What is the annual spend for maintenance costs at each facility?</b></p> <p>Answer: See Final RFP Item 3.1.A</p>
58	General	<p><b>Question:</b></p> <p>On page 11 (2.1 Introduction) the Draft RFP states that DYS seeks to contract with one provider for all four facilities listed. As these facilities vary widely in population type and security level, would DYS consider amending the RFP to a provider to bid on one, two, or three of these facilities?</p> <p>Answer: No</p> <p>Would DYS consider contracting with multiple providers that are best suited to serve the needs of these varying populations (e.g. low-risk female youth vs. high-risk male youth)?</p> <p>Answer: No</p>

59	General	<p><b>Question:</b></p> <p>Will DYS consider modifications to any of the facilities to promote normalization and a therapeutic environment, for example, removal of fences and razor wire?</p> <p><a href="#">Answer: Yes, with DYS approval and as long as risk needs are met.</a></p>
60	General	<p><b>Question:</b></p> <p>Estimated Annual Cost is based on full capacity daily census but there is no census guarantee.</p> <p>a. What are the historical utilization numbers and projected actual daily census numbers for each location?</p> <p><a href="#">Answer: See answer to Question 12.</a></p> <p>b. Do these projections account for the State of Arkansas's initiatives to reduce the juvenile residential populations?</p> <p><a href="#">Answer: No.</a></p> <p>c. If there are changes to the projected daily census numbers, will DYS agree to correlating changes to the Estimated Annual Cost?</p> <p><a href="#">3. See Final RFP Section 8.1.B</a></p>
61	General	<p><b>Question:</b></p> <p>Will Prospective Contractors be permitted to conduct walkthroughs of each facility prior to the RFP submission deadline?</p> <p><a href="#">Answer: See Final RFP Section 2.1.A.</a></p>
62	General	<p><b>Question:</b></p> <p>Please provide schematics and/or layouts of each dormitory and other buildings located at each facility.</p> <p><a href="#">Answer: Final RFP Section 2.1.A</a></p>
63	General	<p><b>Question:</b></p> <p>Please provide the latest physical inventory count for each facility.</p> <p><a href="#">Answer: See Final RFP Item 3.4.A</a></p>
64	General	<p><b>Question:</b></p> <p>Please provide historical cost information pertaining to building maintenance and repair, phone and utilities.</p> <p><a href="#">Answer: See Final RFP Item 3.1.A</a></p>

65	General	<p><b>Question:</b></p> <p>Where the RFP requires disclosure by the Prospective Contractor, will the State of Arkansas also require disclosure of relevant information pertaining to the Prospective Contractor's affiliates, subcontractors, and predecessors-in-interest?</p> <p><a href="#">Answer: Yes.</a></p>
66	3.5	<p><b>Question:</b></p> <p>If Contractor qualifies for and participates in the National School Lunch Program, will the resulting NSLP reimbursement funds flow to the Contractor?</p> <p><a href="#">Answer: No.</a></p>
67	4.14	<p><b>Question:</b></p> <p>If DYS requires Contractor to hire additional temporary staff, will DYS agree to a correlating increase in the contract cost?</p> <p><a href="#">Answer: See answer to 60.</a></p>
68	5.1	<p><b>Question:</b></p> <p>What positions are provided by the DYS-contracted education provider?</p> <p><a href="#">Answer: See answer to Question 15.</a></p>
69	5.6	<p><b>Question:</b></p> <p>What vocations currently are offered at each location and how many youth participated?</p> <p><a href="#">Answer: See answer to Question 15.</a></p>
70	5.11	<p><b>Question:</b></p> <p>How many students historically have needed special education services?</p> <p><a href="#">Answer: See answer to Question 15.</a></p>
71	6.15	<p><b>Question:</b></p> <p>What level of medical-training or certification is needed for Contractor staff member to act as first responder?</p> <p><a href="#">Answer: See Final RFP Section 7.4.D 1. &amp; 7.4.D.2.</a></p>
72	6.15	<p><b>Question:</b></p> <p>Do the requirements of this Section obligate Contractor to hire a staff nurse?</p> <p><a href="#">Answer: No.</a></p>
73	6.15	<p><b>Question:</b></p> <p>Is Contractor responsible for assisting youth with self -administration of medication (Med Pass) or is this the responsibility of the contracted medical service provider?</p> <p><a href="#">Answer: Medical Services Provider.</a></p>

74	8.1	<b>Question:</b>  What medical services costs should be included on the Official Bid Price Sheet?  <a href="#">Answer: See Final SP-19-0054 Official Bid Price Sheet.</a>
75	8.1	<b>Question:</b>  Is Contractor responsible for over-the-counter and prescription expenses?  <a href="#">Answer: No.</a>