

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203

HS15-0001

Questions and Answers

1. Can you please name the current incumbent vendors providing Nursing services for the Arkansas Health Center (AHC) in Benton, AR?
There are no incumbent vendors. This contract is to supplement Nursing Services Contract HS13-0013. The current vendors for contract (HS13-0013); AR Healthcare Personnel, Inc., Medical Staffing Network Healthcare, LLC, and Annette's Nursing Services.
2. Can you please disclose the current pricing matrix of the current incumbent vendors for LPN and CNA service lines?
Again, there are no incumbent vendors. This is a new contract to supplement the existing contract (HS13-0013) for nursing services.
3. On page 5 it states that "Proof of a minimum of two (2) verifiable years in business within the State of Arkansas is required. Is this mandatory? We, being Cell staff, LLC, is the current vendor providing Therapy Services under contract NO. HS14-0010 for AHC in Benton, AR. Will this suffice as a substitute?
 - a. Vendors **must** include the listed qualification documents within their bid package. Failure to include **ALL** listed qualification documents within your bid package will be cause for bid rejection.
 - b. No, the qualifications for this contract states that "Proof of a minimum of two (2) verifiable years in business within the State of Arkansas is required" whether or not a vendor is currently providing services to the AHC is not sufficient. However, we will accept a copy of an AR state government contract that has been in effect for 2 full years or more.
4. What was the annual expenditure last year under the current contract for nursing services for AHC.
Approximately \$2,700,000.00
5. How many vendors do you anticipate using?
DHS plans to award contracts to all respondents who meet the minimum qualifications, not to exceed twelve (12), to ensure there is adequate coverage by any discipline for the agency.
6. Under the qualifications, and what needs to be included in the package, are you asking for a roster listing of personnel for Guardian Corporate or are you wanting resumes of LPNs and CNTs?
A roster listing all named personnel with their respective qualification(s). Vendors must have a minimum pool of ten (10) LPN's and ten (10) CNA's on staff and available for AHC utilization.
7. Anticipated start date for this would be December 17th?
No. Please note page 4 under **Type of Contract** which states the following: The contract is anticipated to be from date of signed award thru June 30, 2015 with option to renew.
8. Will you be using the company with the lowest bill rate first, when calling for needs?
Yes. However, this contract is being issued as a supplemental contract to the current contract (HS13-0013). The current vendors for contract (HS13-0013); AR Healthcare Personnel, Inc., Medical Staffing Network Healthcare, LLC, and Annette's Nursing Services will be utilized first and then vendors listed on the supplemental contract (HS15-0001) shall be contacted next, based on vendor's ranking.
9. With AHC requiring the state police background check to be performed within 30 days of sending to work at AHC, does this mean that the bidding vendor, if awarded the contract, must absorb the \$25 to run an ADDITIONAL background check on a vendor employee who has already been employed with the bidding vendor? Will AHC possibly allow 90 days since this is an addendum bid working in conjunction with HS13-0013?
 - a. Yes, the agency would absorb the cost to run an additional background check.

b. A new background check will be required as it must be current and MUST be within 30 calendar days of AHC receiving profile on new personnel.

10. Can AHC supply the bidding vendors with all documentation they require in addition to what is listed in the Scope of Work, Certification (page 8 of the bid)?
What's included in the contract is what OLTC requires – we have in services and policies, IT testing that will be sent out if they are awarded the contract.

11. Are CNA's now required to attend orientation before employment, like with the LPN's?
No, the only training CNA's are required to do before they can work is MANDT.

12. Page 9 of the bid states that AHC does not pay for MANDT. Besides paying CNA's and LPN's for their time to attend MANDT, are there any other costs? If so, what are they?
Costs related to background checks, drug screens, flu shots, TB skin test, PR, etc. required under scope of work.

13. On page 5 of the bid, Qualifications state that proof of a minimum of two verifiable years in business within the State of Arkansas must be provided; however, it does not state whether or not the years need to be consecutive or concurrent. Also, it states Arkansas income tax filing...is this the only verifiable document that will be accepted as proof?

- a. Two (2) years required, concurrent would be preferred.
- b. DHS will accept a copy of an AR state government contract that has been in effect for 2 full years or more.

14. On page 5 of the bid, we are asked to submit a minimum of ten (10) CNA's and ten (10) LPN's that could work at AHC. Can we ask that this list remain confidential, not disclosed to any other bidding vendor or staffing agency?
Yes, the list would remain confidential.

15. What are the pay and bill rates for the current nursing services providers?

Vendor	LPN	CNA
MSN	30.00	17.75
AHP	32.90	19.90
Annette's	32.88	20.38

16. I currently provide RN's, LPN's and CNA's to all HCA facilities. The problem is we have not done business in the Arkansas area in the past, but would love to have the opportunity. We are family owned and operated and work very close with our customers. We would love to have the opportunity to bid this contract. Is there a way to get around the 2 years working in Arkansas?
Unfortunately, no.

17. I and my partner owned of Top of the Line Medical Staffing here in LR since 2011, and have once placed a bid with your Facility; We have since then merged with another Staffing agency called Elite Medical Staffing they are out of FI. We merged back in May 2014. We are still located at the same address in LR. nothing change except the name and the EIN number. Will that disqualify us, since Elite Medical Staffing hasn't been in Arkansas but since the merge?
A merger would not disqualify you as long as you can provide proof of the two (2) years of doing business in Arkansas and provide information related to the merger that will verify the merger.

18. What are the current contracted rates for LPN and CNA for the 3 Agencies who are currently contracted under HS13-0013?

Vendor	LPN	CNA
MSN	30.00	17.75
AHP	32.90	19.90
Annette's	32.88	20.38

19. On Page 5 DHS indicates 108,000 hours of staff usage annually. What percentage is being filled by the 3 agencies contracted under HS13-0013?
Less than 100% of what we need. The 108,000 hours are only an estimate and will vary based upon AHC staff and the ability of the agencies under contract HS13-0013 to provide staff.

- a. How does DHS anticipate splitting the hours not filled by HS13-0013 contracted agencies by up to 12 more agencies?

Awarded vendors will be ranked by the lowest priced vendor for both nursing discipline added together; the lowest overall vendor shall be listed first and then the next lowest listed second and so forth. It is the intent of the agency to contact the first lowest vendor, and if the first vendor cannot provide the requested service required at that time, then the second vendor will be contacted, and so on.

20. On page 9 of the IFB DHS outlines training for All Personnel as 20 hours of MANDT and 8 hours of annual in-service. Above that it also references an 8 hour orientation with a med pass. Please confirm that LPNs will be required to have 36 hours of total training and CNAs will be required to have 28.

LPN's are required to take the 20 hours of Mandt and 8 hours of orientation with a med pass. CNA's are required to take the 20 hours of Mandt training only. Mandt training is offered one (1) time per month and med passes are scheduled upon need.

21. Also on Page 9 it indicates that the contractor is responsible for 100% of MANDT training. Besides the hourly rates paid to workers attending orientation, please identify all the total dollars for MANDT training costs that the contractor is expected to pay? Instructor?, Materials?, Rental Space? Food? Etc?

The contractor would be responsible for paying the hourly rate to their workers only. Mandt training is done onsite by AHC staff development.

22. How frequently is orientation and/or MANDT training offered to allow for new hires to be trained?

MANDT is offered one (1) time per month.

23. On page 10 of the IFB expected response times are listed. Please indicate over the last month ,

- b. How many were "Immediate" requests: (respond in 15 minutes)
c. How many were "Routine" requests: (respond in 30 minutes)
d. How many were "projected need" requests: (respond in 4 hours or less)

Information is not available. Most staff requests are projected needs and as call-ins occur they become immediate requests. Situations will be different under this supplemental contract as the agencies under contract HS13-0013 would be contacted first.

24. What is the shift break out for "Immediate" requests? How many are week day shifts? How many are week night shifts? How many are weekend day shifts? How many are weekend night shifts? and How many are holiday shifts?

Information is not available. We have unfilled needs on all shifts.

25. What is the shift break out for "Routine" requests? How many are week day shifts? How many are week night shifts? How many are weekend day shifts? How many are weekend night shifts? and How many are holiday shifts?

Information is not available. We have unfilled needs on all shifts.

26. What is the shift break out for "Projected" requests? How many are week day shifts? How many are week night shifts? How many are weekend day shifts? How many are weekend night shifts? and How many are holiday shifts? .

Information is not available. We have unfilled needs on all shifts.

FAILURE TO SIGN AND RETURN THIS ADDENDUM MAY RESULT IN REJECTION OF YOUR BID.

BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED. THE BID ENVELOPE MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND BIDDER'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE DEPARTMENT OF HUMAN SERVICES.

If you have questions, please contact the buyer at chorsie.burns@dhs.arkansas.gov or 501-682-6327

Vendor's Signature

Date

Company