

Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	Reference (page number, section number, paragraph)	Specific Language	Question	Answers
1	Page 4, section 1.8 RESPONSE DOCUMENTS	e. If OP requests additional copies of the proposal, the copies must be delivered within twenty-four (24) hours of request	Will these additional copies, if requested, be submitted as electronic files via an email (not hard copies)?	<i>Additional electronic copies must be delivered within twenty-four (24) hours. However, OP may also request additional hard copies in which must be delivered in an agreed upon timeframe.</i>
2	Page 3-4, 1.8 RESPONSE DOCUMENTS	General question regarding signatures on required forms	Are electronic signatures such as Docusign acceptable?	<i>In accordance with R5:19-11-203, electronic signatures are acceptable.</i>
3	RFP Page 10, Section 1.31 Schedule of Events	Proposal Due Date and Time November 20, 2024	Will the State please consider extending the due date of the responses to enable non-incumbent vendors the time to meet the requirement for resumes of PASRR assessors to be recruited and their resumes submitted?	<i>Please refer to Addendum 2 for change of bid opening date and time.</i>
4	Response Packet, Page 6, E.1 Experience Number 1	Provide the resumes of the Prospective Contractor's clinical staff	Will the State consider removing this requirement for evaluation? This requirement combined with the timeframe for responding to the RFP inhibits a non-incumbent vendor from recruiting qualified staff when current qualified staff is not available to be provided as a clinical staff member (i.e. on another AR project).	<i>No. However, DHS extended the due date and time. Please refer to Addendum 2.</i>
5	RFP Page 12 Section 2.4 E	Prospective Contractor must include a listing of all clinical staff including their licenses and/or certification numbers on page 5 of the Technical Response Packet	Will the State consider removing this requirement for evaluation? This requirement combined with the timeframe for responding to the RFP inhibits a non-incumbent vendor from recruiting qualified staff when current qualified staff is not available to be provided as a clinical staff member (i.e. on another AR project).	<i>No. However, DHS extended the due date and time. Please refer to Addendum 2.</i>
6	Page 5, section 1.14	General	What is the current level of pricing for PASRR Level II determinations by type?	<i>Not applicable to this solicitation.</i>
7	Page 12, section 2.3	All services must be provided at the client's location during normal state work hours and within the agreed upon number of days unless otherwise arranged and coordinated with the agency. Contractor shall give the agency immediate notice of any anticipated delays that will affect the service delivery requirement.	Please provide estimates of Level II evaluations by client site. For example, what percentage of evaluations are conducted in the hospital and what percent in the nursing facility?	<i>Hospital 70.5%, Nursing Facility 18.6%, Home 6%, Other 4.9%</i>

8	Page 12, section 2.4, C. and D.	<p>C. Contractor must have a minimum of three (3) consecutive years of experience with the behavioral health population and intellectually disabled population in a nursing home setting. For verification purposes, Prospective Contractor must complete Attachment I - Client History Form.</p> <p>D. Contractor's clinical staff must have a combined three (3) years of experience conducting PASRR assessments. For verification purposes, Prospective Contractor must complete Attachment I - Client History Form.</p>	Will the State consider combined staffing experience of at least three years, which meets the requirements of Section 2.5.1 A. and/or 42 CFR § 430, as meeting the requirements of these sections?	Yes. Refer to Addendum 3.
9	Page 13, section 2.5	2.5 Contractor shall conduct Level II screening assessments for individuals referred by DHS in accordance with 42 CFR §§ 483.100 – 483.138, applicable Arkansas statutes and rules, and DHS policies. Contractor must adhere to the final federal regulations for the PASRR program. Contractor must also agree to modify all instruments, processes, and reports to conform to the most current Federal and State regulations, law, and guidelines from CMS.	Do the volume numbers in 710-25-002 include exemptions or are they the anticipated workload net of exemptions?	<i>The volume numbers were based on an average of completed Level II evaluations in FY 2024. These numbers did not include exemptions.</i>
10	Page 13, section 2.5	2.5 Contractor shall conduct Level II screening assessments for individuals referred by DHS in accordance with 42 CFR §§ 483.100 – 483.138, applicable Arkansas statutes and rules, and DHS policies. Contractor must adhere to the final federal regulations for the PASRR program. Contractor must also agree to modify all instruments, processes, and reports to conform to the most current Federal and State regulations, law, and guidelines from CMS.	What is the current process to contact representatives of the client's site to coordinate an evaluation?	<i>DHS approves a Level II and contacts the vendor to conduct the evaluation. The vendor is responsible for contacting the facility or client/representative to coordinate the evaluation.</i>
11	Page 13, section 2.5	2.5 Contractor shall conduct Level II screening assessments for individuals referred by DHS in accordance with 42 CFR §§ 483.100 – 483.138, applicable Arkansas statutes and rules, and DHS policies. Contractor must adhere to the final federal regulations for the PASRR program. Contractor must also agree to modify all instruments, processes, and reports to conform to the most current Federal and State regulations, law, and guidelines from CMS.	Are there occasions when the Contractor must contact the client and/or the client's representative to coordinate an evaluation? How often does this occur, and how long, on average, does it take to coordinate the evaluation in these instances?	Yes. The vendor is responsible for coordinating with the client or representative and must conduct the evaluation within the federal guidelines and contract specifications.
12	Page 13, section 2.5	2.5 Contractor shall conduct Level II screening assessments for individuals referred by DHS in accordance with 42 CFR §§ 483.100 – 483.138, applicable Arkansas statutes and rules, and DHS policies. Contractor must adhere to the final federal regulations for the PASRR program. Contractor must also agree to modify all instruments, processes, and reports to conform to the most current Federal and State regulations, law, and guidelines from CMS.	The RFP does not mention language interpretation. If the individual is non-English speaking or non-verbal, does DHS require the Contractor to obtain the services of an interpreter? For non-English speaking clients, can the interpretation be provided by telephone? Would this be a pass-through cost, or included in the pricing sheet? If the latter, can you please provide an estimate of the number of cases requiring an interpreter for pricing purposes?	Refer to Addendum 3.
13	Page 13, section 2.5.1, G	G. Contractor shall maintain a computer and email address for the receipt of PAS packets.	Please provide an estimate of the file size for PAS packets.	Each packet can be approximately three-four pages to one hundred pages or more.

14	Page 14, section 2.5.2, B.	B. Nursing Facilities (NFs) and hospitals will submit Level I information into the Arkansas Integrated Eligibility System (ARIES). DHS will review this information for completeness and conduct any research necessary to determine and identify those individuals with indications of MI, ID, or RC as set out in 42 CFR § 483.102. If the application or change of condition information reveals or indicates one (1) or more of these conditions, DHS will notify Contractor. Contractor shall conduct Level II Screening or Residential Review (PASRR) assessments for individuals referred by DHS. Within forty-eight (48) hours of completion of a Level II assessment, Contractor shall notify DHS of the determination. Contractor shall be responsible for ensuring that all pertinent information is communicated to the NF, hospital, or resident.	How does DHS notify the contractor if residents who were discharged with the expectation that the stay would be less than 30 days then require a longer stay and, therefore, a Level II evaluation?	Yes. DHS will communicate with the vendor via electronic means.
15	Page 14, section 2.5.3, A.	A. Contractor must coordinate procedures in accordance with 42 CFR § 483.128 to ensure the State meets the required annual average of seven (7) to nine (9) business days for completion of the PAS process. Costs for the coordination and research procedures described in this section shall be built into the costs for the Level II Screening Assessments - they must not be billed separately. 1. DHS will send the Level I PAS information (DMS-787 and, if applicable, DMS-780) to Contractor from ARIES. This information should be used to conduct the Level II assessment. 2. On occasion, facilities will transmit Level I packets to Contractor that do not in any way indicate a Level II PAS is appropriate or that have not been submitted in ARIES. Contractor shall forward these packets to OLTC as is.	If PASRR requests are for individuals already residing in a nursing facility, what is the average time after discharge for nursing facilities to submit Level I information through ARIES?	<i>DHS needs clarification to address this question.</i>
16	Page 14, section 2.5.3, D.	D. Contractor shall implement procedures necessary to complete the Level II PAS within the seven (7) to nine (9) business days as is required in the current federal regulations.	Please provide the percentage of Level I packets that require additional follow-up and, if possible, the average number of days required to obtain that information.	Approximately 25% require follow-up. The timeframe is approximately 10 to 30 minutes to obtain the additional information.
17	Page 15, section 2.5.4, B.	B. In some cases, it will be necessary for Contractor to arrange for a history and physical to meet federal regulations. DHS will reimburse the Contractor for the actual cost of the physical, provided Contractor receives authorization from DHS prior to the physical and it is necessary.	What percent of cases required the Contractor to arrange for a physical, and how many days were required to obtain DHS approach and conduct the physical?	Typically, 0% of the cases required a physical. Regardless of the need of additional information, a complete evaluation must be completed in seven (7) to nine (9) business days.
18	Solicitation, Page 12, Section 2.2	Contractor will conduct Level II evaluations and determine whether the individual meets the level of care (LOC) criteria for placement,....	Historically, LOC determinations have always been made by OLTC, not the PASRR contractor. Is this information correct?	Historically, vendor made a recommendation as to whether the client met minimum criteria after completing the Level II evaluation and DHS determined whether to agree with the recommendation or not. DHS determines the final Level of Care.
19			If the contractor is required to make LOC determinations, form DHS-703 would need to be sent to the contractor but is no longer required. How is the contractor to make a LOC determination?	In the future, DHS will determine which clients need a Level II. DHS will notify the vendor of who needs a Level II based on multiple factors.
20			If the contractor is required to make LOC determinations, what is the preferred procedure for processing/communicating this information to OLTC?	The vendor will not determine the final Level of Care. DHS anticipates communicating via email and ARIES.

21	Solicitation, Page 12, Section 2.3	All services must be provided at the client's location during normal state work hours.....	Coordinating a Level II PASRR requires working with the client, family, and facility staff who are often not available during normal state working hours. Can the contractor complete evaluations during other appropriate times (i.e. early evening or weekends)?	Yes. The solicitation states "unless otherwise arranged and coordinated with the agency."
22	Solicitation, Page 13, Section 2.5.1, E	DDS Assessments: A QIDP, as defined in 42 CFR § 483.430, must conduct the assessment.	This statement contradicts Section 2.5.1 C and 2.5.1 D which states that any professional listed in Section A may complete the assessment as long as a QIDP reviews the assessment and makes the final service determination. Can you please clarify?	2.5.1 C allows for the professionals specified in Section A to conduct the ID assessments, but those must be reviewed by a QIDP. 2.5.1 E states the requirements for DDS assessments. They are two separate requirements.
23	Solicitation, Page 14, Section 2.5.2.B	Nursing Facilities (NFs) and hospitals will submit Level I information into the Arkansas Integrated Eligibility System (ARIES).	When is the ARIES system expected to go live for PASRR?	July 1, 2025.
24			When ARIES goes live how many NFs/Hospitals will initially be using ARIES to submit Level I applications?	DHS cannot confirm that at this time.
25			If ARIES will be phasing in NFs/Hospitals that means many Level I applications will be sent directly to the contractor until all facilities are required to utilize ARIES for Level I applications. How many Level I applications should the contractor be expected to have to process beginning July 1, 2025, and how long until all facilities are utilizing ARIES?	None.
26	Solicitation, Page 14, Section 2.5.3.A.2	On occasion, facilities will transmit Level I packets to Contractor that do not in any way indicate a Level II PAS is appropriate or that have not been submitted in ARIES. Contractor shall forward these packets to OLTC as is. Contractor shall not be responsible for ensuring the packet's completeness; thus the costs shall not be billed to DHS.	This statement is contractadictory. On one hand it states that the Contractor shall forward all packets to OLTC that were not submitted in ARIES. On the other hand, it indicates that any Level I packet received that does not indicate a Level II PAS is appropriate should be forwarded to OLTC. The only way to know if a Level I packet was appropriate is to review the Level I packet. Please provide clarification on what the contractor is required to do for any Level I packet sent to the Contractor that did not originate from ARIES.	The vendor will not review the Level I packet. If the vendor receives one, it should be forwarded to DHS.
27			If the contractor is responsible for reviewing any Level I packet that is sent to the contractor please provide guidance on the procedures required if the packet indicates a positive Level II.	See Question 26.
28			If the contractor is responsible for reviewing some of the Level I packets, please provide an estimate on the number of Level I packets the contractor is expected to receive/review.	See Question 26.
29			If the Level I packet is incomplete should the contractor forward these packets to OLTC as is? If not, please clarify expectations.	Yes. See also Question 26.
30	Solicitation, Page 14, Section 2.5.3.B	Contractor shall also maintain computerized tracking records of all cases and for providing reports on them as requested by DHS/OLTC.	Please provide clarification on what is meant by "all cases". If the Level I application is sent via ARIES and is not PASRR positive is the contractor expected to be able to report on those cases? If so, how will that data be transmitted to the contractor for reporting purposes?	The vendor should maintain records for any documentation, records, forms, etc. sent to them in the furtherance of fulfilling their duties under the contract.
31	Solicitation, Page 14, Section 2.5.3.B.4	On-Site, face-to-face, Level II PAS evaluation of the applicant.	Telehealth assessments are commonly used to complete PASRR Level II assessments for clients. Will DHS allow telehealth in cases deemed clinically appropriate?	No.
32	Solicitation, Page 16, Section 2.5.7.2.A.2	Exempting Conditions: Terminally Ill, Comatose, Ventilator Dependent, Severly Ill.	How is the contractor to receive this information on Level I packets they have to review? This information is not contained on the DMS-787 or DMS-780 which are the only documents sent to the contractor.	DHS will inform the vendor.
33	Solicitation, Page 19, Section 2.5.7.A.7	Tracking and monitoring in coordination with DHS PASRR Coordinator of the service determinations for severe illness, terminal illness, ventilator dependent, comatose, in NFs, to those residents determined under the PASRR to require exemptions.	Same as prior, how is the contractor to track and monitor exemptions when this information is not currently provided to the contractor?	The vendor will track and monitor exemptions in coordination with DHS.

34	Solicitation, Page 19, Section 2.5.7.A.8	Contractor shall participate in all PASRR trainings to providers in conjunction with DHS.	How many trainings are expected to be provided on a quarterly basis?	<i>Refer to Addendum 3.</i>
35			Are these trainings provided in-person or remotely?	<i>These trainings can be either in-person or remotely.</i>
36	Solicitation, Page 20, Section 2.5.8	DMH shall provide report templates.	Can you please provide a copy of these report templates?	<i>No. DHS will provide report templates upon contract start. Refer also to Sections 2.5.9 and 2.5.10 of the solicitation.</i>
37	Solicitation, Page 20, Section 2.8	Contractor shall be required to maintain a fully staffed office in Little Rock, AR.	Can this office be located in another city in AR?	<i>If the agency so chooses, it shall have the right to enter into discussion with the qualifying vendor(s) to further define contractual details. See RFP Section 1.20.B.</i>
38			Can this office be located in another state? If no, what is the purpose of having a local physical office?	<i>No. The public must be able to visit the office in-person, if needed.</i>
39	Solicitation, Page 28, Section 4.5	Performance Bonding	Can an exception or alternative option be made for a small business?	<i>This is standard language and not applicable to this solicitation.</i>
40	Attachment I: Client History Form	This form indicates it's editable but it is a non-interactive form.	Can you provide an interactive version of the form, or guidance on how to complete this form?	<i>Yes. Refer to Addendum 3 and Attachment I - Fillable Client History Form.</i>
41	Official Bid Price Sheet	Estimated Volume Numbers	The volume estimates indicated on the Official Bid Price Sheet are significantly different than recent data. For example, during the current Fiscal Year, the average number of PAS/MI completed is 47; the average number of RR/ID completed is 0. Yet on the Official Bid Price Sheet those numbers are 90 PAS/MI and 5 RR/ID per month. What is the basis for these estimates?	<i>The quantities stated are estimates for bidding purposes only and may increase or decrease. The estimates were derived from an average of completed assessments in fiscal year 2024.</i>
42			Please provide additional commentary regarding any changes to policies/procedures that would indicate significant changes in these numbers.	<i>Refer to the Question #41</i>
43	Solicitation, Page 12, Section 2.4	Minimum Qualification	The solicitation states that staff must have performed these type of assessments for three years. The current vendor has had this contract since it began so it would be impossible for anyone other than this company to have done this work in Arkansas. Please clarify.	<i>This requirement is not specific to experience in Arkansas. Refer also to Addendum 3.</i>