



## Q & A: RFB 061 2500000601 NURSING ASSISTANT SERVICES

November 27, 2024

**\*Answers highlighted in yellow are solely HARPER CENTER'S responses.**

\*Answers underlined in red are addressing all three facilities.

1. Please provide the incumbent vendors and their hourly bill rates for Nursing Assistant Services? American Healthcare Resources / \$19.00/HOUR
2. What was the total annual expenditure of the current contract for the years 2023 and YTD 2024? <https://mh.alabama.gov> / News Center / Public Information / Public Records  
LINK: Public Records – Alabama Department of Mental Health
3. Can you please share who the incumbent(s) are on the contract? See # 1
4. Can you share the current volume for 2023 and 2024 to include the hours needed/filled and bill rates? We currently have average of 36-40 shifts per day needed. 2023- 4,224 HRS (\$17); 2024- 6,016 HRS (\$19) / 75 shifts needed per day.
5. What are your current pain points for staffing? 3-11 and 11-7 but will need all 3 shifts. / (a) less than 2-hour call-ins, (b) 3-11 and 11-7 shift staffing, (c) experience in psychiatric/mental health settings, and (d) contract employees seeking all major holidays and weekends off.
6. Will you consider full-time candidates or temp-to-hire? We have both. / We will consider placement of nursing assistants at 40-hour work weeks. ADMH work the matrix pattern.
7. Would any of the facilities consider a 4–13-week traveler? Yes / Yes, per the matrix pattern. ADMH will not arrange housing or pay a travel per diem.
8. Will these providers work full-time 1.0, part-time .5, or as needed? Yes, as needed. / We are seeking scheduled full-time hours and scheduled part-time for the term of the contract.
9. Is this a newly initiated project or a continuation of an existing one? Continuation
10. Please provide current service providers' names and hourly rates if ongoing. See # 1
11. Can the proposals or pricing details be obtained from prior suppliers? Yes, through an ADMH Records Request. LINK: Public Records – Alabama Department of Mental Health / See # 1
12. Can you provide details of previous expenditures associated with this contract? See # 1 / See # 11
13. Can the proposals be obtained from prior suppliers? See # 11
14. Are there any specific challenges associated with this contract? No.
15. Is there a local vendor preference for this bid? No. Review Section VI, Paragraph K of RFB 061 2500000601
16. Estimated annual spend in the past under this contract for similar services? See # 11
17. How many nursing assistant positions does this RFP seek to fill? Starting with 20 Full time for Harper Center / 75 between three facilities
18. How many candidates are active under incumbent contracts? 14 for Harper Center / Current supplier has parent company that is ending Nursing Assistants.

19. Annual budget for this contract proposal? **Harper \$99,000 / To be provided upon award.**
20. Can you share the number of positions served in previous years under this contract? **Started with 3 then increased to 20 needed with only 15 filled. / 75**
21. Historical spend for 2021, 2022, and 2023? **See # 11**
22. Do you anticipate awarding a single or multiple suppliers? **ADMH seeks to meet this need for our facilities. If one supplier cannot, we will award to multiple.**
23. What agencies do you currently use for Nursing Assistant Services? **See # 1**
24. What rates do those agencies charge for Nursing Assistant Services? **See # 1**
25. Will this be a single or multi-award? **See # 22**
26. How many hours of Nursing Assistant Services were utilized in 2022 and 2023? **LINK: [Public Records – Alabama Department of Mental Health](#)**
27. How many hours of Nursing Assistant Services do you anticipate for the 2024-2025 year? **20 employed full time – around 41,000 hours needed for the year. / Up to 75 shifts daily**
28. What is the annual spend that is projected for the contract? **Harper \$99,000 / To be provided upon award**
29. Does the district provide medical supplies to providers? **Not applicable.**
30. Do you accept DocuSign for original signatures? **No**
31. Would you please elaborate the format in which you would like us to submit for this RFB? Is there a narrative required? **No.** Are we only submitting the forms? **See # 43 / Refer to instructions on RFB 061 2500000601**
32. What is the estimated budget for the contract? If the budget is unknown, please provide the previous spending. **What is the estimated budget: See #19 / previous spending: See # 11**
33. Is this a new requirement? **See # 9.** If not, please provide a list of the current vendor(s) supplying the service and explain how the current services are being procured. **See # 1.** Apart from the end of tenure, is there any other reason for releasing this solicitation? **Current supplier has parent company that is ending Nursing Assistants.** Are there any pain points or challenges with the current arrangement? **Not sufficient coverage. / Ensure employees are able to work 40-hour work week per matrix pattern or set part-time schedule based on facility acuity, minimal 2-hour call-in prior to shift and ensure a replacement for all call-ins, understand that the goal is to support the facilities and minimize leave requests.**
34. Please provide the total number of temporary staff currently assigned. **11 Full time. / #33** Additionally, include the job classification for each worker **Sitter is the job title, must have CPR, Psych experience preferred. / Nursing Assistant,** the vendor responsible for assigning the temporary employees **See # 1,** and the pay/bill rates for these employees. **See # 1**
35. Will this be a single award or a multiple-award contract? **See # 22**
36. Please provide a copy of the proposal from all current vendors providing temporary staffing services, including their rate/cost sheets. **See # 11**
37. How many Full-Time Equivalent (FTE) employees are currently working on this contract? **See # 34 / Unable to provide data. Current supplier has parent company that is ending Nursing Assistants**
38. How many FTEs are required for the successful execution of the contract, as per the scope outlined in the RFP? **20 FTE will start the scope, addition as needed. / 75**

39. What is the average length of the assignment(s) for temporary staff? **Most of the length is one year for possibility to extend. / Per term of contract**
40. Is it mandatory to have a local office for the performance of this contract? **No.**
41. Will local vendors be given preference during the proposal evaluation process? **No. See # 15**
42. Do we need to submit the Certificate of Insurance and Business License with the proposal? **Submission upon award.**
43. Kindly provide a specific list of all attachments and documentation required to be submitted with the proposal in order to avoid compliance issues. **Review Section L. RRB Specifications: **BOLDED lettering**: Proof of insurance & bonding / Review Section L. RRB Specifications, 1D) Bid Requirements: Sample job evaluation form, Five (5) customer references (review this section to see what customer references must include), must submit one (1) original bid and three (3) exact copies / Review Section L. RRB Specifications, 1E) E-Verify section / Review Section L. RRB Specifications \*SCHEDULE OF EVENTS\*  
**\*\*PLEASE NOTE: This answer may not be a full extensive list and you should Review entire bid specifications.****
44. Is it mandatory to have a physical office within the State of AL? **No**  
Is it mandatory to utilize subcontractors? **No.** If yes, please define the exact goals and provide a list of forms and attachments required. If we are not taking any subcontractors, will it affect our evaluation? **Carefully review Section L. RRB Specifications "Contractor shall not subcontract any portion of the contract without prior written approval of the department."**
45. If we are a local vendor, is it still mandatory to utilize a subcontractor? **See #44**
46. Could you provide the number of FTEs that will be required to work at each location where services are needed, as specified in the RFP? **20 full time for Harper for possibility to increase. / 30, 30, 15 or based on acuity. However, ADMH reserves the right to assign staff at needed locations.**
47. Are there any preferences for awarding the contract to local or small businesses? **See #41.**
48. Can you clarify the cost format to be used in the proposal? **Enter hourly rate you will charge when bidding.**
49. Could you please provide the provide the exact technical format for the bid response? **See RFB 061 25000000601 / See # 48**
50. Do we need to submit Page 1 with the bid response? **Yes**
51. Do we need to submit one original and two copies of the bid response via FedEx, or is there a different submission process specified? **See RFB Schedule of Events for submissions / See # 43**
52. Is it mandatory for the bidder to have prior local experience in the State of Alabama (AL) to be considered for this contract? **No**
53. Could you please specify the job titles required by the department for this contract? **Sitter is the job title, must have CPR, Psych experience preferred. / Nursing assistant/Patient attendant**
54. Is it mandatory to fulfill all the priorities mentioned under 'K. ALABAMA PREFERRED VENDOR' in order to be considered a responsive bidder? **Yes**
55. Could you please clarify if this is a per diem need? **Per diem would be subtracted from total FTE. Per diem is as needed. / ADMH seeks to place staff on schedule for a 40-hour work week per matrix pattern or on a part-time schedule based on need.**

56. I would also like to inquire about the average number of hours worked by the company awarded the contract in the previous cycle. **6,016 annual hours or 115.7/week / See #55**
57. Additionally, I understand that there is a \$200 subscription fee on the STAARS site and a \$156 registration fee with the Alabama Secretary of State Office. Do these fees need to be paid prior to contract award, or can they be handled if we are selected as the awardee? **The SOS registration is a State of Alabama requirement to do business in the state, regardless of a contract. Vendors must be a registered vendor in STAARs to respond to RFBs. Any specific registration and/or fee questions should be directed to the appropriate office.**
58. I would also like to ask if you could please provide clarity on how the pricing is broken down for each 'unit'. **Hourly**
59. Are bidders to submit 2 or 3 copies of their bid along with their original bid? **See #51 / See # 43**
60. How can bidders demonstrate their ability to perform according to the terms of this bid in their proposal to the State? **See RFB specifications / Ensure employees are able to work 40-hour work week per matrix pattern or set part-time schedule based on facility acuity, minimal 2-hour call-in prior to shift and ensure a replacement for all call-ins, understand that the goal is to support the facilities and minimize leave requests. Holidays honored will be Thanksgiving, Christmas, Fourth of July.**
61. Does the State wish for bidders to submit a narrative along with their response? **Review Section L. RRB Specifications**
62. How many vendors does the ADMH expect to award a contract? **See # 22**
63. Please clarify how needs for contractors will be distributed to vendors post-award? **See RFB specifications. / Per direct communication from facilities**
64. How will vendors be scored against the evaluation criteria? **Question is not clear. / Award will go to the lowest responsible bidder(s) that meet all specifications outlined in the RFB**
65. Please explain how points are allocated for pricing? (i.e. lowest bill rate receives maximum points, and next lowest vendor receives a prorated amount; lowest bill rate receives maximum points, and the next lowest vendor receives a predetermined amount of points) **See # 64**
66. Please provide name of all incumbent providers and their pricing for the services outlined in the RFP. **See # 1**
67. Please can ADMH provide the following information around usage. **See LINK on # 2**
- Historical usage by labor category
  - Contracted staff hours by year
  - Total spend by year
  - Current budget for this program
  - Anticipated volume of contract staff
  - Typical workday hours for each labor category
  - Average length of assignment
- See previous questions answered.**
68. Why is ADMH going out to bid at this time? **Nursing Assistants are needed**
69. Are there any penalties or liquidated damages for not meeting contractual terms? **Carefully review the RFB and Alabama procurement laws**

70. May we submit exceptions to contract terms and conditions? **No.**
71. Will client be open to reasonable changes to insurance requirements? **No.**
72. What is the estimated budget for this RFP? **See #19** / To be provided upon award
73. What is the payroll work week? (I.e. Sunday-Saturday, Monday-Sunday, etc.) **Saturday – Friday.** / (I.e. Sunday-Saturday, Monday-Sunday, etc.)Saturday - Friday
74. Are all staffing requests made 2 hours prior to the start of the shift? **Establish a month-to-month calendar and extra request is made when not enough staff.** / Yes.
75. How many staffing requests (within last year) were made by ADMH 2 hours prior to start and were successfully staffed by vendors? **Approximately 5 total requests.** / Unable to provide data
76. Are any temporary staffing personnel utilized on a full-time basis? **Yes** / yes
77. How far in advance is scheduling made available to temporary personnel? **We request schedules for next month submitted by the 10<sup>th</sup> of the previous month.** / Monthly schedule
78. Will ADMH consider utilizing temporary personnel on short-term assignments (part-time or full-time, 4-13 weeks) as opposed to per diem staffing? **Yes** / Yes.
79. Can ADMH please explain what kind of orientation is provided to temporary Nursing Assistants? **See RFB Section L, paragraph 1B.**
80. Will a valid CNA license that has been verified through the AL Nurse Aide Registry suffice for requirement #1 under the 1A Training Section of the RFB? **Yes** / CNAs are welcome to apply.
81. Are there defined terms that can be shared regarding direct hire, conversion and non-solicitation terms or will it be received via a Client Term Sheet? **The vendor usually includes in the RFB any language pertaining to being compensated if we attempt to hire any temporary personnel that works for them.** / Data not available at this time.
82. The RFB only refers to temporary nursing assistant services. Are only CNAs being requested or are additional classes included such as RNs and LPNs? **CNAs only.**
83. Will there be contract assignments or is the RFB mainly establishing per diem services? **Each facility will establish assignment to each unit.** / Assignments to shifts
84. The RFB asks for TB screens and routine screenings. Does this mean that annual TB tests are required? **No.** / Yes
85. What are the repercussions if we do not have staff to cover the replacement or requested need within 2 hours? Is there a certain fill percentage you are looking for? **Monthly schedules in advance , no noted repercussion if unable to fill call ins.** / Penalty payment to the facility at rate of pay of missed shift employee for the number of uncovered work hours. Is there a certain fill percentage you are looking for? ADMH is seeking 100% of the requested staffing need.
86. Why is the contract out for bid? Is it required to be put out for bid? **Nursing Assistants needed.** / **Alabama state procurement law requirement for spending over a certain amount on any one commodity per fiscal year.**
87. Who are your current incumbent vendors for these services? **See # 1**
88. Are your current vendors meeting your staffing needs? **No** / No.
89. What are your current hourly bill rates by classification? **See # 1**
90. What were your hours of usage by each classification for the last 3 years? **LINK: [Public Records – Alabama Department of Mental Health](#)**

91. Do we need to store or transport any goods? If yes, what needs to be transported and what goods are needed? **The RFB is for temporary staffing.**
92. Do you accept contract changes or exceptions? If yes, do contract changes or exceptions impact our score or possibility of being awarded? **No.**
93. Is this a new contract? **No.** If not,
94. Who are the incumbents? **See # 1**
95. What was the previous usage/spend? **See LINK on # 90**
96. What was the number of FTEs utilized on the contract? **Currently we have 15 FTE's / Unable to provide details at this time. Current supplier has parent company that is ending Nursing Assistants**
97. Any pain points or problems with the incumbent contractors? **Requested 20 and was not able to fill. / Inability to meet staffing requirements.**
98. What is the prospective budget for this contract? **See #19 / To be announced upon award. Or See #90**
99. Is this truly supplemental staffing on a day-to-day basis or will there be longer term assignments? **Longer term assignments. / Seeking staff available to work at set fulltime or parttime schedule on matrix pattern.**
100. How many beds does each facility have? **Harper 96 beds / 268, 140, 96**
101. What is the process to submit candidates if awarded a contract? **Candidates with credentials will be approved prior to contract completion of each candidate. / Upon award the onboarding requirements and process will be communicated to the vendor**
102. Can we review the historical pricing? **See LINK on # 90**
103. Are all hours worked billable including overtime, lunches, daily hours and orientation. **30 min for lunch will be excluded all other hours included. / Yes. However, lunches are non-paid hours. Orientation will be paid after employee has worked two full, scheduled shifts after the orientation/onboarding process has been completed.**
104. Should overtime be "blended" into the hourly bid rate? **No. / No.**
105. Please provide bill rates for the incumbent suppliers. **See # 1**
106. What is the estimated annual spend of this contract? **See #19 / To be provided post award**
107. What is the total amount of spend broken down by vendor over the last year? Over the duration of the contract period? **See LINK on # 90**
108. Will vendor be required to bill Medicare/Medicaid or any third-party insurance? **No / NA**
109. What is the invoicing frequency? **Monthly or weekly. Frequency is at vendors discretion. / Semi-monthly**
110. How is time for registry /per diem captured today? **They currently have supervisors sign their time and submitted to contract holder and holder sends invoice to verify. / Hybrid paper and electronic**
111. Do you have a current payroll provider? **Yes, but invoices go through A/P not payroll / Vendor responsible for individual payments to providers**
112. Do you have a dispute window? **Question unclear. After bid closing, AL procurement law states there will be a 14 day time span that the contract "sits" in Intent to Award**
113. What are the time capture requirements? **See #110 / Hybrid. Paper and electronic process**
114. How do you receive your invoices? **We receive invoices by mail, email, or hand-delivery. / STAARS**



- system
115. Can we get a copy of your invoice with all of the data reporting and format requirements? **Your invoice must contain the following information: Legal vendor name, remit address, invoice date, invoice number, amount due, and supporting details of the order.** / #114
  116. Do you have any rounding requirements? **No.** / Unsure if this question is in reference to payroll invoices or time and attendance.
  117. When does your work week start? **Saturday.** / The pay week is Saturday through Friday
  118. Can you please provide a sample copy or example of what the remittance looks like for ACH payments? **Unavailable. ACH payments are processed by the State Comptroller's Office.** / NA
  119. How many agencies are you using today? **See # 1**
  120. Who are the incumbent suppliers? **See # 1**
  121. How long have the incumbent suppliers held this contract? **Since 3/29/2024**
  122. What is your motivation to change suppliers? **See # 33**
  123. Are you satisfied with the incumbent suppliers? If not, what are you unsatisfied with? **Number of staff requested** / See #60
  124. Please list the top three areas for improvement you would like to see from new contract providers. **1. Number of staff requested. 2. Accountability to staff for attendance. 3. Knowledge of staff.** / See #60
  125. What is the current amount of contractor usage over the past year? **None.** Entire contract period? **None** / Up to 75 employees daily
  126. Is this contract open due to an expired contract, or is this during a renewable cycle? **See # 33**
  127. What is the main cause or reason to send this project to bid? **See # 33**
  128. Was the expiring contract held by one vendor, or multiple? **See # 1**
  129. What technology is used currently to manage this program internally? **Paper documentation** / Unclear technology question
  130. Are shifts 12 hours? **Not currently** / 8-hour shirts per matrix pattern
  131. What is the expectation and frequency for on-call needs? **Only occasionally and expectations is if available, able to work.** / NA
  132. What is expectation and frequency for replacing a candidate that is ill/calls off? **Will call and check availability of replacing candidate.** / #85
  133. Is there a minimum experience requirement for the personnel sent to your facility? **CPR and previous healthcare experience with psych preferred.** / 1 year health care experience
  134. What is the average length of assignment (12 months, 3 months, per diem)? **Average length is 12 months.** / Per term of contract
  135. What is the current requisition process in place? **Monthly orientation.** / To be provided upon award
  136. What can we expect for lead time for requisitions for per-diem vs. travel? **N/A** / #134
  137. What timekeeping process/system will be utilized? For full time contractors/travelers? For registry/per diem? **Candidates will fill out paperwork when they work and have supervisor sign and the candidate submits to contract company. Company then submits invoice to include dates, and time.** / ADMH payroll invoicing
  138. What is entailed in the current orientation process? **See RFB Section L, paragraph 1B.**

139. Are staff member resumes required to be submitted with our bid response? [See # 33 / Carefully review RFB Specifications.](#)
140. Are the profiles/resumes of our healthcare professionals required to be submitted with our bid response? If so, how many would you like us to include? [See # 33 / Carefully review RFB Specifications.](#)
141. Can you provide details as to projected volume and headcount for each discipline included in the scope of work? [Currently starting with 20 FTE for Harper Center.](#) / [75 employees](#)