



STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH
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 MONTGOMERY, ALABAMA 36130-1410
 WWW.MH.ALABAMA.GOV



Q & A: RFB 061 26000000607
Nursing Assistant Services

VENDOR QUESTION	AGENCY ANSWER
1. Please provide prior-year (or trailing 12-month) actual hours utilized and total spend by facility (Bryce Hospital, Taylor Hardin Secure Medical, Mary Starke Harper Geriatric Center). 2. How many primary and backup vendor awards have been made historically for this contract, and is there a current incumbent(s)? 3. Please confirm payment terms/net days for invoices submitted under this contract. 4. Is there a minimum guaranteed number of hours or shifts per week/month the department can commit to, even as an estimate for planning purposes? 5. Is this a new contract or renewal of an existing contract? 6. If there is an existing contract, could you please share the names of the current vendors and their pricing? 7. To be considered responsive to this solicitation, is it mandatory to bid on all positions? 8. What is the estimated budget for this contract? 9. Is it mandatory to subcontract? 10. Could you please provide information on the daily duration of shifts required for the necessary professions? For example, the number of hours per day? 11. What is the estimated budget of the contract? If unknown, please provide previous spending. 12. Is this a new requirement? If not, please provide list of the current vendor(s) providing the service and how are the current services being procured? Apart from end of tenure, is there any other reason to release this solicitation? Are there any pain points?	1. For requests of records related to RFBs or contracts, please complete the Public Records Request Form found on the ADMH Website. www.mh.alabama.gov 2. One. Cell Staffing. 3. ADMH utilizes a Standard Net 30 payment term, where payment is due 30 days from the invoice date and requests vendors submit invoices on a monthly basis. 4. The goal is to supplement staffing needs. Therefore, needs may vary. 5. This is in addition to the current ADMH Nursing Assistant Services Agreement MA25*24 6. The current agreement is MA 25*24 with Cell Staff, LLC with services at \$26.90 per hour 7. To be considered responsive to this solicitation, it is mandatory to bid all facilities. 8. See #1 9. RFB Specifications "Contractor shall not subcontract any portion of the contract without prior written approval of the department." 10. 8-hours shifts. Staffing shifts are 6:45am – 3:15pm, 2:45pm – 11:15pm, and 10:45pm – 7:15am 11. Unable to provide budget information. Competitive, open bid process 12. The current vendor is Cell Staff, LLC

13. Please provide the total number of temporary staffs on current assignment? Provide the job classification of each worker, vendor assigning the temporary employee, and the pay/bill rate for the temporary employee. 14. Will this be a single award or multiple award? 15. Please provide a copy of the proposal of all current vendors providing temporary staffing, including rate/cost sheets. 16. What is the average length of the assignment? 17. Is it mandatory to have a local office? 18. Is there any preference to the local vendor while evaluating the proposal? 19. Do we need to submit the Certificate of Insurance and Business License with the proposal? 20. Kindly provide specific list of attachments and documentation required to be submitted with the proposal so to avoid compliance issues. 21. Please indicate whether designated backup vendors will receive any minimum level of assignments or utilization, or whether they will be utilized only when the primary vendor is unable to fulfill a staffing request. 22. Please indicate whether ADMH requires any narrative response addressing the bidder's staffing approach, company qualifications, methodology, or other technical information in addition to the completed RFB and specifically requested supporting documentation. If so, please provide the required format and any applicable page or content limitations. 23. Please indicate whether resumes or candidate profiles for proposed Nursing Assistants are required as part of the initial bid submission. If required, please provide the required format and indicate whether resumes are expected for all proposed personnel, a representative sample, or specific personnel. 24. Please indicate whether candidate resumes, credentials, certifications, background screening documentation, and other personnel qualification records are required with the initial bid submission or only after award and prior to assignment. 25. Please indicate whether resumes or qualification documentation are required for the administrative personnel responsible for providing the required 24-hour, seven-day-per-week scheduling and staffing support.	13. Unable to provide current staff assignment information. Competitive, open bid process 14. It will be awarded to the lowest compliant bidder(s), ADMH seeks to meet this need for our facilities. If one supplier cannot, we will award to multiple. 15. For requests of records related to RFBs or contracts, please complete the Public Records Request Form found on the ADMH Website. www.mh.alabama.gov 16. Per contractual period. 17. No. However, 24-hour, 365 days per year administrative and staffing capability must exist. 18. See #14 19. A bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation 20. See #19. Refer to RFB announcement for details. 21. See #14 22. See #19. Refer to RFB announcement for details. 23. See #19. Refer to RFB Send in format utilized by company 24. After award and prior to assignment. The awarded agency is responsible for vetting candidates prior to presenting for assignment. 25. No. The administrative personnel resumes/qualifications are to be vetted and approved as qualified by the vendor. However, a bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation 26. See # 27.
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26. Please indicate whether ADMH has established any subcontracting participation goals or requirements, including goals for small, minority-owned, women-owned, disadvantaged, or other designated business enterprises. If applicable, please provide the applicable percentage and documentation requirements. 27. The RFB states that subcontracting requires prior written approval from ADMH. Please indicate whether proposed subcontractors may be identified as part of the initial bid submission and, if so, provide the information and format required for their submission. 28. Please confirm whether the bid will be evaluated solely on the basis of price among bidders meeting all mandatory requirements, or whether the technical/qualifications information submitted by bidders will be separately evaluated as part of the award determination. If technical factors will be evaluated, please provide the applicable evaluation criteria and weighting. 29. Please provide an exhaustive list of all forms, certifications, supporting documents, and other materials required with the initial bid submission, including any items referenced elsewhere in the RFB, along with applicable signature, notarization, formatting, or submission requirements. 30. What estimated budget, annual expenditure, or other funding information is available for Nursing Assistant Services under this solicitation? 31. The RFB states that bid responses must be submitted in a separate envelope and that the bid package must be properly identified. Please confirm whether the technical/qualification documentation and cost/pricing response are required to be submitted in separate sealed envelopes, or whether all required materials should be enclosed together as one bid package. 32. The RFB requires one original and two exact copies of the signed and notarized bid. Please confirm whether the original and two copies should be individually packaged or placed together within a single sealed bid package/envelope. 33. Please confirm whether the original and two exact copies, including all required supporting documentation and addenda, should be enclosed	27. RFB Specifications “Contractor shall not subcontract any portion of the contract without prior written approval of the department.” The bid will be evaluated on price among bidders AND meeting all mandatory requirements 28. RFB Specifications “Contractor shall not subcontract any portion of the contract without prior written approval of the department.” 29. The bid will be evaluated on price among bidders AND meeting all mandatory requirements 30. See #19. Refer to RFB announcement for details. 31. To be determined. 32. A bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation 33. A bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation 34. A bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation
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within one main outer package clearly marked with RFB No. 26000000607 and the applicable opening date. 34. Please confirm whether this solicitation is intended to provide supplemental staffing services to support ADMH's existing workforce. If so, please identify the specific Nursing Assistant positions, classifications, or staffing categories anticipated under the contract. 35. Please provide the required pricing format for the supplemental staffing services, including any facility-specific, shift-specific, position-specific, or other pricing requirements that bidders are expected to complete. 36. Please provide the required pricing form or identify the specific RFB page(s) on which bidders must submit their hourly rates. Please also confirm whether any separate cost proposal, pricing schedule, rate sheet, or supplemental pricing form is required in addition to the unit-price fields contained in the RFB. 37. The RFB lists Taylor Hardin Secure Medical twice under the Nursing Services line items. Please confirm whether this is intentional and whether the two-line items represent different staffing requirements or should be treated as the same requirement. 38. The commodity schedule contains three lines. Line 1 is identified as Nursing Services, Bryce Hospital. Lines 2 and 3 are both identified as Nursing Services, Taylor Hardin Secure Medical. Mary Starke Harper Geriatric Psychiatry Center is named in the Bid Specifications but does not appear on a commodity line. Please confirm which facility Line 3 is intended to cover, and please confirm how a bidder is to enter a unit price for Mary Starke Harper Geriatric Psychiatry Center, given the requirement that more than one unit price per commodity line disqualifies the bid. If a revised commodity schedule will be issued, please confirm that it will be posted by addendum. 39. The Schedule of Events shows the RFB closing at 12:00 pm and the RFB opening at 1:00 pm on Monday, September 7, 2026. Please confirm the closing date and time and the opening date and time, and please confirm the hours during which the Office of Contracts and Purchasing at 100 N. Union Street, Suite 570 will receive hand delivered and courier delivered bids during the week of August 31 through September 7, 2026. Please also	35. Supplemental staffing; Nursing Assistant 36. Submit in usual manner for responding to RFB. 37. Pages 2 & 3 of RFB 26*607 in the “Unit Price” blank under each commodity information line is where the vendor can submit pricing. A cost proposal, pricing schedule, rate sheet, or supplemental pricing form can be added to the bid package as required documentation. 38. It was not intentional, the RFB has been updated to reflect the third ADMH facility 39. The RFB has been updated to reflect the third ADMH facility 40. ADMH Purchasing will not accept vendor submissions after September 10, 2026 @ 12pm. ADMH Purchasing will begin reviewing and evaluating submitted solicitations on September 10, 2026 @ 1pm. The bid opening date and time are listed in the Vendor letter and in the Schedule of Events
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confirm the date and time to be entered in the Bids will be opened field on page 1 of the solicitation, which is currently blank.

40. Section VI, item 12, Alabama Preferred Vendor, provides that a preferred vendor is one granted priority by meeting all of the criteria listed, of which Priority 1 refers to producing or manufacturing the product within the State and Priority 2 refers to maintaining an assembly plant or distribution facility for the product within the State. Please confirm how this provision is to be applied to a solicitation for services. Specifically, must a bidder satisfy all three priority criteria in order to be considered a preferred vendor, and if so, how may a provider of temporary staffing services satisfy Priorities 1 and 2.
41. The specifications require the contractor to provide bonding insurance for its employees, and require that certificates for liability and bond insurance be submitted with the bid. Please confirm whether a commercial crime policy that includes employee theft coverage and coverage for property of others in the contractor's care, custody or control satisfies this requirement, or whether a separate fidelity or employee dishonesty bond is required. Please also confirm how the Department is to be identified on the certificate or bond.
42. The specifications require that the contractor have available an adequate number of personnel, including administrative, for each area of the State bid, and require an administrative contact person available twenty four hours per day, seven days per week, responding to telephone calls within one hour of receipt. Please confirm that this requirement is satisfied by a dedicated scheduling and administrative team assigned to the Tuscaloosa facilities and reachable twenty four hours per day by telephone and electronic means, and that a physical office located within the State of Alabama is not required.
43. The specifications provide that the Department will award a primary vendor and a backup vendor for each facility, and that facilities are to use the backup vendor only when the primary vendor is unable to furnish the number of nursing assistants needed. The specifications separately provide that failure to provide personnel in the timeframe specified shall cause cancellation of contract and disqualification from future contract

41. If a vendor meets **ALL** the criteria established by section 41-16-20, Code of Alabama 1975, then that vendor is considered a "preferred vendor"

* In this solicitation, the "product" would be temporary staffing services. The "assembly plant" or "distribution facility" would be the office or physical building where the temporary staffing services are housed.

Priority 1. Does the vendor produce or manufacture/provide temporary staffing services within the State of Alabama?

Priority 2. Does the vendor have an office for temporary staffing services within the State of Alabama?

Priority 3. Is the vendor organized for business under the applicable laws of the State of Alabama as a corporation, partnership, or professional association and has maintained at least one retail or service center for the product or service within Alabama for not less than one year prior to the deadline date for the competitive bid? If the organization answers yes, to all priorities then they are considered a "Preferred Vendor"

42. Submit usual documents related to the requested bonding insurance and certificates of liability.
43. All vendors shall be utilized to meet supplemental staffing needs. The selected vendor will be utilized as supplemental staffing to meet ongoing facilities' needs. Should one vendor not be able to meet supplemental staffing needs an additional or additional vendors shall be necessary. A set number of hourly needs are provided in advance and the needs set forward in the RFB announcement.

consideration. Please clarify how these provisions operate together. Specifically, is a facility's use of the backup vendor treated as a circumstance contemplated by the contract, or as a performance failure by the primary vendor, and what threshold or process determines when the primary vendor is considered to be in default rather than simply unable to fill a particular request.

44. The specifications state that the minimum number of hours requested shall be four. Please clarify the following. First, if a facility cancels a request after the contractor has assigned and confirmed personnel, is the four hour minimum billable, and is there a cancellation notice period after which cancellation becomes billable. Second, if a facility releases assigned personnel before four hours have been worked, is the four hour minimum billable. Third, does the four hour minimum apply once per assignment or once per request.
45. When less than two hours notice is given by the facility, the contracted hourly rate is billed at one and one half times. Please clarify how the notice time is established and documented, and by whom. Please also confirm whether the one and one half times rate applies to the full four hour minimum or only to hours actually worked.
46. The specifications provide that the contractor shall provide replacements for personnel who fail to show for assigned duty within two hours of the original duty assignment, and that no overtime costs shall be paid for coverage of no show personnel. Please confirm that the hours actually worked by the replacement personnel are billable at the contracted hourly rate.
47. The specifications provide that temporary personnel may be required to satisfactorily complete special needs orientation provided by the facility, and that if required, the facility agrees to pay for that orientation. Please clarify what the facility's payment obligation covers. Specifically, are the orientation hours billable at the contracted hourly rate for the time the temporary employee spends in orientation, and if so are they billed against that facility's commodity line. Please also advise the approximate number of orientation hours required at each facility, and whether orientation must be completed separately for each facility or once for all three.

44. **Agency can only pay for hours worked. It is not the intent of the agency to cancel assigned shifts.**
45. **The hours worked will be paid at the set rate. Not one and half rate pay. Staffing needs shall be provided up to 30 days in advance of known needs. Should a call out of the vendors staff occur it is expected that the vacancy be filled by the vendor at no rate changes. Otherwise, shall be the goal of the agency to ensure a two-hour notice of staffing needs and schedule maintained.**
46. **See #48. Separate orientation per facility**
47. **The primary facilities' orientation is paid by the vendor for the 1-2 days as determined by the facility onboarding process. ADMH Does not pay orientation costs. Orientation is non-billable.**

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| <p>48. Please describe the facility access requirements for temporary personnel at each of the three facilities, including badge issuance, picture identification, parking, and any facility specific security clearance required at Taylor Hardin Secure Medical. Please advise the typical elapsed time between the contractor's submission of a candidate and that individual's clearance to work on the unit, and whether costs for badging, parking or clearance are borne by the contractor or the facility. The specifications provide that a temporary employee deemed unsuitable by one facility shall be considered unsuitable for all other facilities. Please confirm whether the converse also applies, that is, whether an individual cleared and badged at one facility may be assigned to the other two without repeating the clearance process.</p> <p>49. The specifications state that, based on previous usages, the Department will award a primary and backup vendor for each facility. Please provide the total nursing assistant hours purchased, or the total expenditure, at Bryce Hospital, Taylor Hardin Secure Medical and Mary Starke Harper Geriatric Psychiatry Center during the most recently completed contract period. The bidder understands that the Department does not guarantee any amount and is not requesting a forecast.</p> <p>50. Please provide the following contract administration information. First, the anticipated contract start date, the approvals required before the contract becomes effective, and the anticipated interval between award and the notice to proceed issued by the departmental contracting agent. Second, the Department's payment terms in calendar days from receipt of a correct invoice, and whether invoices may be submitted semimonthly rather than monthly. Third, given that the Department reserves the right to add additional job titles and facilities during the term of the contract, please describe how unit pricing would be established for any job title or facility added after award, including any additional or expanded units at the facilities named in this solicitation.</p> <p>51. Historical usage/volume: Can ADMH provide historical usage data (hours or shifts per facility per year) for the current or most recent nursing assistant staffing contract, to assist bidders in developing pricing?</p> | <p>48. Bryce: Key access, photo badge issuance, dedicated parking, no cellular or electronic devices usage in patient care areas. Clear bags must be utilized.
 Harper Center: Key access, photo badge issuance, dedicated parking/decals, no cellular or electronic devices usage in patient care areas. Clear bags must be utilized.
 Taylor Hardin Secure Medical Facility: No key access, photo badge issuance, dedicated parking, no cellular or electronic devices permitted entry. Clear bags must be utilized. Vendor is responsible submitting candidates with clear background checks, OIG clearance, CPR, etc. Typical facility approval to assignments is 2 weeks. Should an employee be deemed unsuitable and separated for an ADMH facility there shall be no transfer to another facility within the system.</p> <p>49. All vendors shall be utilized to meet supplemental staffing needs. Unable to provide details related to past hours worked and expenditures.</p> <p>50. "The State of Alabama Department of Mental Health will issue an "Intent to Award" before the final award is made. The "Intent to Award" will continue for a period of fourteen (14) calendar days, after which the award will be final provided there are no protests" The anticipated contract start date will be October 1, 2026. ADMH utilizes a Standard Net 30 payment term, where payment is due 30 days from the invoice date and requests vendors submit invoices on a monthly basis.</p> <p>51. Unable to provide data.</p> |
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52. Incumbent vendor(s): Who is the current incumbent primary and backup vendor(s) providing nursing assistant services at Bryce Hospital, Taylor Hardin Secure Medical, and Mary Starke Harper Geriatric Center, if any? 53. Incumbent status: Is incumbency a requirement or an advantage in this award, or is this solicitation open competitively to all responsive bidders regardless of prior contract history with ADMH? 54. Sole award vs. multiple vendor: Section VII.6 states the Department “reserves the right to award to more than one vendor,” while the bid specifications describe a primary/backup vendor structure per facility. Can ADMH confirm whether awards will be made on a primary/backup basis for each facility individually, or whether a single vendor could be awarded across all three facilities? 55. Number of awardees: How many vendors (primary and backup) does ADMH intend to award per facility — i.e., is it strictly one primary and one backup vendor per facility, or does ADMH anticipate additional multiple-award vendors per facility? 56. Primary/backup determination: Is the designation of primary versus backup vendor for each facility determined by rank order of price, or by another method? 57. CNA certification: Does “Nurse Assistant” require formal listing on the Alabama Nurse Aide Registry, or is completion of an equivalent nurse assistant training course (per Section VII.1.i) sufficient on its own? 58. Bond amount: The RFB requires “bonding insurance” but does not specify an amount. What bond amount and type is required? 59. Job evaluation form: Is there a required or preferred format for the “sample job evaluation form” referenced in Section VII.4.iv, or is any reasonable form acceptable? 60. E-Verify MOU timing: Must the E-Verify Memorandum of Understanding be submitted with the bid, or only upon award and prior to the start of work? 61. Holdover pay: For “no show” holdover coverage where a contractor's temporary employee works beyond a scheduled shift to cover a gap, is overtime pay owed to that employee even though it is not billable to the Department, or does the flat contracted hourly rate apply regardless of hours worked?	52. Cell Staff, LLC 53. The solicitation is open competitively to all responsive bidders regardless of prior contract history with ADMH 54. Across facilities 55. One for across the facilities. 56. Vendors will utilized based on staffing needs with no preferential usage. 57. No registry required. But must meet mandatory RFB requirements. 58. See RFB announcement for details. Submit current vendor data. 59. Dependent on vendor workplace practices and industry standards. 60. Submit documents for consideration. See announcement for packet content details. 61. This is to determined by the vendor as to how the employee shall be paid. ADMH does not employ overtime for the nursing assistant classification. However, overtime is non-billable to ADMH.
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62. Regarding Section VII.4.v, which requires a minimum of five (5) customer references, will ADMH accept references from customers for whom the bidder has provided healthcare staffing or other related staffing services, even if those customers are not Alabama state agencies or mental health facilities? 63. Will ADMH consider a bidder that has the required experience and demonstrated ability to perform the services but has fewer than five customer references? If so, may the bidder provide all available customer references along with additional documentation demonstrating its staffing experience and capabilities? 64. May a bidder use a reference from a staffing partnership, subcontracting relationship, or vendor relationship where the bidder supplied healthcare personnel but did not contract directly with the end facility? 65. Is there a required time period during which the services associated with the five customer references must have been performed, such as within the past two or three years? 66. Must all five references specifically relate to nursing assistant staffing services, or will ADMH accept references involving other healthcare staffing services, such as CNA, LPN, RN, or similar healthcare personnel? 67. Does ADMH require bidders to have been in business for a minimum number of years? Section VII.4.iii states that the bidder “should have experience in providing this type of service,” but does not appear to specify a minimum number of years. 68. Can ADMH provide historical usage information for Bryce Hospital, Taylor Hardin Secure Medical Center, and Mary Starke Harper Geriatric Center, including the approximate number of nursing assistant hours utilized during the most recent 12-month period? 69. Will ADMH award a separate primary and backup vendor for each facility, allowing a bidder to be selected as the primary vendor for one facility and the backup vendor for another? 70. Regarding the requirement that temporary personnel are available to work within two hours of a request, does the two-hour period begin when the	62. Submit proposal packet based in vendors usual manner based on the stated requirements in announcement. 63. See Agency Answer #62 64. See Agency Answer #62 65. See Agency Answer #62 66. See Agency Answer #62 67. See Agency Answer #62 68. Unable to provide requested data. 69. No 70. The agency can only pay for hours worked inside a facility.
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facility first contacts the contractor, or when the contractor confirms acceptance of the staffing request? 71. The RFB states that when a facility provides less than two hours' notice, the facility will pay one and one-half times the contracted hourly rate. Please confirm whether the 1.5 times rate applies to all hours worked during that assignment or only to a portion of the shift. 72. Given that the due date falls on a Federal holiday, Labor Day, would the Department consider an extension of 1-2 weeks on the submission deadline to account for courier backlogs? 73. Please provide historical utilization by facility (annual hours, typical concurrent assignments, shift distribution, and peak periods) so vendors can price accurately given no guaranteed volume. 74. The header reads "Nursing Assistant Services" while the commodity lines read "Nursing Services" (code 94864). Please confirm the required credential level: certified nursing assistant only, or does this include RN or LPN? 75. The pricing section lists Bryce (Line 1) and Taylor Hardin (Lines 2 and 3), but Mary Starke Harper Geriatric Center is not on a pricing line despite being named in scope. Please confirm the correct facility for Line 3 and how Mary Starke Harper should be priced. 76. Should bidders submit one blended hourly rate per facility that already includes weekend, night, and holiday coverage, or separate rates by shift or day type? The specification appears to require a single blended rate; please confirm. 77. Are new personnel expected to be fully deployable within 2 hours of the first request, or does each facility provide an onboarding or orientation window before an assignee counts toward the response requirement? 78. Given the option to extend to a 4th and 5th year, will ADMH consider any escalation mechanism for the option years, or is pricing strictly firm apart from the federal minimum-wage pass-through? 79. Does the 1.5x short-notice rate stack on any other premium, or is it applied to the single blended base rate only? 80. How is the primary versus backup vendor determined for each facility, and can a single vendor be primary at one facility and backup at another?	71. The facilities shall not request an assignment within less than two hours unless it is due to a no-show or departure from duty by a vendor's staff. In such care, the vendor is responsible for the replacement at no additional costs to the agency. 72. See #73. 73. The RFB deadline has been extended to September 10, 2026 at 12pm due to the federal holiday 74. The nursing assistance/nursing assistant classification does not include RN or LPN positions. No registry required. 75. The RFB announcement was modified to include all three state facilities. 76. The updated RFB listed in STAARS as well as link on the ADMH website now reference the correct facility on Line 3 77. Orientation 1-2 days as determined by facility. Prior to direct patient care assignment. Orientation is nonbillable to the agency. 78. See #79. 79. Pricing is strictly firm apart from the federal minimum wage. 80. Facilities utilize the services of all vendors based on staffing availability to meet supplemental staffing needs.
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81. Please confirm the noon (12:00 PM) close time and the 1:00 PM opening on the same day. 82. Please confirm the required contents and format of the E-Verify MOU submitted with the bid. 83. Is there a required order, tabbing, or page limit for the bid package (insurance certificates, five references, evaluation form, E-Verify MOU, notarized signature page)? 84. What type and amount of bond is required (fidelity, performance, or other)? The specification requires bonding but does not state the type or amount. 85. Must ADMH or the individual facilities be named as additional insured on the certificate of liability insurance? 86. If ADMH is required to be named as additional insured, what policies does this apply to? 87. Please confirm the anticipated contract effective or start date (or the expected notice-to-proceed date) so vendors can plan staffing ramp-up and price the firm-rate term accurately. 88. ADMH released a separate solicitation for temporary Registered Nurse and Licensed Practical Nurse personnel (RFP 2027-03) earlier this year covering the same three Tuscaloosa facilities. Please confirm whether this Nursing Assistant Services bid (RFB 061 26000000607) is intended to operate as a standalone contract, or as a companion to the RN and LPN award. 89. Is ADMH's intent to award the nursing assistant contract and the RN and LPN contract to the same vendor, or are they evaluated and awarded fully independently? 90. Is there any preference or advantage for a single vendor covering all personnel types across the facilities? 91. What is the reason the nursing assistant services were solicited separately (as an RFB) from the RN and LPN services (as an RFP), rather than combined into one solicitation covering all personnel types? 92. If the RN and LPN award (RFP 2027-03) and this nursing assistant award go to different vendors, how does ADMH expect the two contractors to coordinate scheduling, coverage, and on-site administration at each facility?	81. ADMH Purchasing will not accept vendor submissions after September 10, 2026 @ 12pm. ADMH Purchasing will begin reviewing and evaluating submitted solicitations on September 10, 2026 @ 1pm. The bid opening date and time are listed in the Vendor letter and in the Schedule of Events 82. A bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation 83. Submit usual documents related to the requested bonding insurance and certificates of liability. A bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation 84. See #82. 85. See #83. 86. See # 83 87. The effective contract execution date shall be October 1, 2026. 88. The contract only pertains to Nursing Assistant services per RFB announcement and specifications. Not RN and LPN. 89. See #88. 90. No. Vendors will be utilized based on supplemental staffing needs and availability with no preferential usage. 91. Nursing assistants and PNs and LPNs are different classifications. 92. "The State of Alabama Department of Mental Health will issue an "Intent to Award" before the final award is made. The "Intent to Award" will continue for a period of fourteen (14) calendar days, after which the award will be final provided there are no protests" The anticipated contract start date will be October 1, 2026. 93. Both per diem/same day and 40-hours per week assignments.
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93. Please clarify whether the ADMH is looking only for per diem/same-day staffing for Nursing Assistant Services. 94. Will this contract include any temporary personnel on contracts lasting eight weeks or longer? 95. Approximately what proportion of temporary personnel would be on temporary contracts (eight weeks or longer) versus per diem needs that are called out for same-day fulfillment? 96. The RFB states that the minimum number of hours is four. What is the typical number of hours for each temporary personnel? 97. Section VII (p. 15) states services will be provided for Bryce Hospital, Taylor Hardin Secure Medical Facility, and Mary Starke Harper Geriatric Center. Can ADMH confirm all three facilities are in scope, and provide the physical service address? 98. For each of the three facilities, can ADMH provide the historical volume of temporary nursing assistant hours utilized during the most recent 12- and 24-month periods, broken out by facility and by shift (days, evenings, nights, weekends, holidays)? 99. What is the typical number of temporary nursing assistants requested per shift at each facility, and what is the peak number ADMH has requested in a single shift? 100. Section VII states the Department “does not guarantee any amount” (p. 20). Is there any minimum guaranteed volume, or an estimated annual contract value, that bidders may rely on for pricing purposes? 101. What is the current staff-to-client ratio expected of temporary nursing assistants at each facility, and does that ratio differ by unit (for example, acute admissions, forensic, geriatric, or observation units)? 102. The specification references “designated observation areas” (p. 15). What percentage of assignments are one-to-one or constant observation assignments, and are those priced at the same hourly rate? 103. Taylor Hardin Secure Medical Facility is a forensic facility. Are there additional security clearance, screening, or facility-specific credentialing requirements for temporary personnel assigned there that are not stated elsewhere in this RFB?	94. Both. They are evaluated and awarded independently 95. Based on individual facility needs. Assignments accepted. 96. 8-hour shifts. Days, evenings, and nights. Up to 40 hours weekly. 97. Yes. All three facilities. Bryce: 1651 Ruby Tyler Parkway, Tuscaloosa, AL 35404; Mary Starke Harper Geriatric Psychiatry Center, 115 Harper Ct., Tuscaloosa, AL 35401; 1301 Jack Warner Parkway, Northeast, Tuscaloosa, AL 35404. 98. Unable to provide. 99. May range up to 15 per shift or greater per facility. Unable to provide. 100. No guaranteed volume. Based on staffing needs. Estimated contract value to be provided. 101. Typically 1:1 per facility. 102. Direct patient care areas include day area, patient rooms, etc. 103. Taylor Hardin Secure Medical Facility: No key access, photo badge issuance, dedicated parking, no cellular or electronic devices permitted entry. Clear bags must be utilized. Vendor is responsible submitting candidates with clear background checks, OIG clearance, CPR, etc. Typical facility approval to assignments is 2 weeks. Should an employee
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104. The RFB states the Department reserves the right to add additional job titles and facilities during the contract term (p. 18). How would pricing for newly added job titles or facilities be established — by negotiation, by amendment, or by re-bid?
105. Is the scope limited to the Nursing Assistant classification only, or does ADMH anticipate requesting LPNs, RNs, or Mental Health Workers under this contract?
106. Section 5 (p. 20) states ADMH will award a primary vendor and a backup vendor for each facility in Tuscaloosa. Will primary and backup designations be made per commodity line, or one primary and one backup across all three facilities?
107. How will ADMH determine the backup vendor — is it automatically the second lowest responsible bidder per line? Is there any anticipated volume allocation between primary and backup?
108. Will unit pricing be evaluated line by line for the lowest responsible bidder, or on an aggregate basis across all three lines?
109. If a bidder is awarded primary on one facility and backup on another, are the awarded hourly rates the same for both roles?
110. Section 4.vi (p. 19) states that more than one unit price per commodity line disqualifies the bid, while Section VII (p. 15) requires the hourly rate to take into consideration weekends, night shifts, and holiday coverage. Please confirm that ADMH requires one single blended hourly rate per line that applies to all shifts, all days, and all holidays.
111. Section VII (p. 15–16) states that when less than two hours' notice is given, the facility agrees to pay one and one-half times the contracted hourly rate. Is that premium applied to the entire shift or only to the hours worked within the short-notice window? How should a bidder reflect it in the single unit price?
112. The RFB states "No overtime costs shall be accepted or paid to the contractor for the coverage of 'no show' personnel" (p. 15). If a held-over employee exceeds 40 hours in a workweek and the contractor owes FLSA overtime, will ADMH reimburse at the straight contracted rate for those hours, with the overtime premium absorbed by the contractor?

be deemed unsuitable and separated for an ADMH facility there shall be no transfer

104. Three state facilities. Contractual changes would be warranted.

105. Nursing Assistant only.

106. Across facilities.

107. All vendors shall be utilized based on availability of staff and ability to meet supplemental staffing needs.

108. The solicitation will be awarded to the lowest compliant bidder

109. Rates are contingent on contractual agreement.

110. Specify the price per unit for vendor service.

111. Staffing needs shall be provided in advance of shifts to prevent less than two-hour notice. However, if the request is made less than two-hours due to no show or departure from shift of vendor staff, no hourly rate increase shall occur.

112. Yes. Vendor pays overtime to employees due to no-show issues.

113. Does the same no-overtime provision apply to all hours over 40 in a week, or only to hours worked as a result of covering another contractor's no-show? 114. The minimum number of hours requested shall be four (4) (p. 15). If a facility cancels or releases a worker after less than four hours, will ADMH pay the four-hour minimum? What is the required cancellation notice period before a scheduled shift becomes billable? 115. Are there any travel, mileage, parking, or per diem costs that ADMH will reimburse separately, or must all such costs be included in the hourly rate? 116. Does ADMH have a not-to-exceed hourly rate, a current contract rate, or a budgeted rate range for nursing assistant services at these facilities that it can share? 117. Is there a minimum amount of prior experience required — for example, experience in a psychiatric, forensic, or geriatric setting — or is course completion plus CPR the full qualification standard? 118. Background checks must include local, SBI, and FBI data (p. 17). Is fingerprint-based ABI/FBI screening through the Alabama Background Check Program required, and does ADMH require a particular vendor or channel for those checks? 119. What is the acceptable age of a background check for a worker already screened — for example, will a check completed within the prior 12 months be accepted, and what is the required rescreening interval during the contract? 120. Does ADMH require screening against the Alabama Nurse Aide Registry abuse findings, the OIG List of Excluded Individuals/Entities, SAM exclusions, or the National Sex Offender Registry in addition to the criminal background check? 121. What drug screen panel is required (for example, 5-panel or 10-panel), and does ADMH require pre-assignment testing only, or also random, post-accident, and for-cause testing during the contract? Please identify the applicable ADMH drug-free workplace policy by number so it can be reviewed.	113. The intent is that no overtime be utilized by vendor staff. However, if overtime results from covering another vendors no-show, the vendor pays the additional ½ rate increase for time and half pay if greater than 40-hours in pay week. 114. Contracted employees shall work based on predetermined needs without cancellation. 115. No travel, mileage, parking, or per diem rates shall be paid by the agency. Submit a base hourly rate for services to be provided. 116. No. 117. See the RFB announcement for details. 118. Conduct backgrounds based on details of RFP announcement. 119. Updated backgrounds are required for the agency. Rescreening intervals are not established. 120. See RFB announcement. A clear background is required. 121. A 10-panel may be completed by vendor. Random and post-assignment, for-cause testing may be requested. to ensure recipient and staff safety. For requests of records related to RFBs or contracts, please complete the Public Records Request Form found on the ADMH Website. www.mh.alabama.gov
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122. The contractor must have temporary personnel available to work within two hours of request (p. 15). Does the two-hour window run from the time the facility places the request to the time the worker is physically on the unit, or to the time the contractor confirms a filled assignment? 123. The contractor must provide replacements for no-shows within two hours of the original duty assignment (p. 15). Please confirm that this two-hour clock begins at the scheduled shift start time. 124. How will requests be placed — by telephone, email, or a scheduling platform? Is there a required vendor management system or ADMH-designated scheduling software the contractor must use? 125. The contractor must maintain and make available a roster of individuals available for duty (p. 15). What format, delivery method, and update frequency does ADMH expect for that roster, and what personnel data must it contain? 126. What is the required advance notice for scheduled shifts, and how far in advance are recurring or block assignments typically issued? 127. Are temporary personnel expected to use the facility time clock system for all shifts (p. 16–17)? Will the contractor be given access to time clock data for payroll and invoicing reconciliation, and what is the process for resolving a time discrepancy? 128. Section 4.iv (p. 19) requires a sample job evaluation form with the bid. Does ADMH have a preferred format or required content elements for that form, and does the semi-annual evaluation requirement (p. 17) apply to every worker on the roster or only to those with active assignments during the period? 129. Regarding uniforms and picture identification (p. 16): what is the required uniform standard (color, scrubs style, logo), who bears the cost of badges, and does ADMH issue facility access badges to temporary personnel? 130. Section VII (p. 19) requires liability insurance of \$1,000,000 per occurrence and \$3,000,000 aggregate. Please confirm whether this refers to commercial general liability only, or whether professional liability (medical malpractice) coverage at those limits is also required.	122. Upon arrival to assignment. 123. Yes. 124. Email and telephone. No designated software. 125. Email listing of contacts. As new contracted staff become available in preparation for onboarding or as vendor roster change. Additional details to be provided upon award. 126. At minimum shifts are confirmed 2-weeks to 30 days. 127. Yes. A written facility log shall be maintained in addition to any requested of the vendor. Dedicated staff shall submit payroll data to vendor. 128. Submit evaluation form as maintained by vendor. All workers on roster shall be evaluated. 129. No set colors. Although professional scrub set/uniforms and closed to non-slip shoes are required. No logos, other facilities, or T-shirts. ADMH provides badges. Additional dress code standards will be discussed at orientation. 130. Submit usual documents related to the requested bonding insurance and certificates of liability. A bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation
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131. What is the anticipated contract start date and the effective date of the initial 24-month term (p. 15)? Section 6 states multiple approvals and signatures are required before the contract is effective; what is the expected timeline from Intent to Award to notice to proceed? 132. For the third, fourth, and fifth optional 12-month extension periods, is renewal at ADMH's sole discretion, and by what date will ADMH notify the contractor of its intent to extend? 133. Will a purchase order be issued per facility, and are there encumbrance or spending limits per facility that could cap monthly utilization? 134. Section 4.iii (p. 19) states the department reserves the right to visit the bidder's office. Must the bidder maintain a physical office in Alabama or within a specified distance of Tuscaloosa in order to be considered responsible? 135. Section VII (p. 16) requires services to meet standards under Title XIX and the Standards for ICF/MR, and to be in accordance with JCAHO and Medicare (Title XIX) standards. Given that Bryce Hospital and Taylor Hardin are psychiatric facilities, please clarify which accreditation and certification standards apply at each of the three facilities, and identify any facility-specific policies temporary personnel must acknowledge. 136. Section 4.v (p. 19) requires a minimum of five customer references. Do references need to be from healthcare or behavioral health clients, from public sector clients specifically, or is any comparable staffing client acceptable? Should references be current, and is there a required lookback period? 137. Beyond the pricing pages, the sample job evaluation form, five references, and the certificates of insurance and bond, is there any other required attachment — for example, a company profile, financial statements, licensure documentation, or a staffing plan — that ADMH expects in the bid package? 138. Will ADMH require an out-of-state bidder to hold a Certificate of Authority from the Alabama Secretary of State at the time of bid submission, or only prior to contract execution (pp. 6, 13)?	131. The State of Alabama Department of Mental Health will issue an "Intent to Award" before the final award is made. The "Intent to Award" will continue for a period of fourteen (14) calendar days, after which the award will be final provided there are no protests" The anticipated contract start date will be October 1, 2026. 132. The renewal is at the discretion of ADMH and the vendor and 30-45 business days prior to the contract's expiration the vendor will be notified to accept the renewal or decline 133. A purchase order per facility will be issued 134. No. 135. Bryce Hospital – The Joint Commission and CMS; Harper Center – The Joint Commission and CMS; Taylor Hardin – The Joint Commission. Employees shall receive facility-specific compliance policies during onboarding and orientation and as warranted throughout the course of employment. 136. Submit all documents for consideration. 137. A bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation 138. Yes, ADMH requires ALL vendors responding to the solicitation be registered with the Alabama Secretary of State prior to the RFB deadline
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139. Please confirm the required VSS vendor subscription must be active as of the bid submission date, and confirm where the VSS vendor number should be recorded on the bid form. 140. Approximately how many agency Nursing Assistants are currently utilized at each location? How many through agency staffing? 141. Are agency staff permitted to work at multiple ADMH facilities during the contracted period? 142. When will vendors be provided with a contract for review? 143. Will the state be willing to entertain contract revisions/exceptions requested? 144. To what extent will revisions/exceptions requests impact final award decisions? 145. Is the state receptive to mutual termination rights for convenience/cause? 146. Is the state receptive to rate and price increases where unexpected market forces make this a necessary consideration? 147. Will selected vendors be required to obtain a bond as a condition of final award? 148. Is the state receptive to Net 30 payment terms? 149. Please may the state clarify what a Job Evaluation form is? Is this to evaluate placed staff? 150. Were there any challenges or struggles with the previous 2 contracts/vendors that the department would like to see resolved in this new contract? 151. How many temporary CNA's are actively working under this contract? Please provide breakdown or percentage of full-time and part-time employees. 152. What is the total spend for the previous two (2) fiscal years for this contract? 153. On a weekly average, how many requests for staff with less than 2 hours' notice were made to the incumbent vendor? 154. May the department please expand on how the 'no show' policy is managed between ADMH and vendor(s)?	139. Yes, the VSS vendor subscription must be active as of the RFB deadline the VSS vendor number is located on page 1 in the section titled, "Signature and Notarization Required" 140. Unable to provide requested information 141. No 142. The awarded vendor will receive a copy of the agreement the day it is awarded. 143. No. Vendor must meet mandatory requirements per RFB announcement 144. See #143. 145. Any contract or order resulting from this bid may be cancelled by either party by giving sixty (60) days written notice. 146. In the event the Federal government increases the minimum wage during the contract period, the contracted hourly rate shall increase by the same amount and on the same date. With the exception of Federal minimum wage increases, all prices quoted shall be firm for contract period. 147. Yes 148. Yes 149. Vendor shall have an established system of evaluating employee performance of staff assigned to agency. 150. Agency aims to utilize contracted services to meet supplemental staffing needs. 151. Unable to provide data. 152. For requests of records related to RFBs or contracts, please complete the Public Records Request Form found on the ADMH Website. www.mh.alabama.gov 153. See # 151. 154. Upon notice of no-show status the vendor is contacted for a replacement or is the vendor informs the agency of an anticipated no show, the expectation is that the vacancy be filed either prior to shift start or within two hours of shift start at no additional cost to the agency.
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155. How many instances have you experienced 'no show' issues on a weekly or monthly basis? 156. If one offeror can demonstrate a significantly higher likelihood of maintaining required staffing levels throughout the contract period, how would that be reflected in the evaluation process? 157. Given the agency's emphasis on successful outcomes, continuity of services, and workforce stability, what factors led the agency to conclude that a lowest responsible bidder methodology is best suited for this requirement? 158. In addition to the documents specifically required by the RFB, may bidders submit supplemental materials (e.g., capability statements, company profiles, or experience summaries) for consideration as part of their bid package? 159. Are there any additional supporting documents that ADMH recommends or encourages bidders to submit to demonstrate organizational experience, staffing capacity, and ability to perform the services required under this contract? 160. How should vendors provide pricing? Is there a form or required format proposed vendors are to follow? 161. Which vendor(s) currently hold the contract? 162. What is the annual spend under this contract? Current or anticipated 163. What are the current rates being paid under this contract? 164. If awarded, when do you anticipate the work beginning? 165. How many Nursing Assistant hours were utilized annually at each facility over the last 12-24 months? 166. How many Nursing Assistants are currently being supplied by incumbent vendor(s)? 167. What are the typical shift lengths? 168. Will awards be made separately for each facility or as one statewide contract? 169. Can a bidder be awarded one facility and not the others? 170. How many primary and backup vendors does ADMH anticipate awarding per facility? 171. If a vendor is awarded as backup, what utilization level is expected?	155. See #151. 156. As able to significantly higher ability to maintained required staffing. 157. RFB State Procurement Laws 158. A bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation 159. A bid package/envelope consists of one (1) original bid response and a minimum of two (2) EXACT copies, signed and notarized, to include any required addendum(s) and documentation 160. Pages 2 & 3 of RFB 26*607 in the "Unit Price" blank under each commodity information line is where the vendor can submit pricing. A cost proposal, pricing schedule, rate sheet, or supplemental pricing form can be added to the bid package as required documentation.11. 161. Cell Staff, LLC 162. To be provided upon award. 163. Open competitive bid process. For requests of records related to RFBs or contracts, please complete the Public Records Request Form found on the ADMH Website. www.mh.alabama.gov 164. The contract will be effective October 1, 2026 therefore the work will begin shortly thereafter 165. See #151. 166. See #151. 167. 8-hours 168. Statewide. 169. No. 170. One. 171. The goal is to meet the supplemental staffing needs of the facilities.
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172. Since the RFB states rates must include weekend, holiday, and night coverage, should vendors submit a blended rate? 173. How long is facility orientation at each location? 174. Is orientation compensated at the contracted bill rate? 175. How often must orientation be repeated? 176. Is there a schedule posted in advance, or is staffing largely on-demand? 177. What percentage of requests require the two-hour response time versus scheduled coverage?	172. No. Submit one hourly unit rate. 173. Typically, 1-2 days. Paid by vendor. Agency does not pay for orientation. 174. See #173. 175. Typically on the 1st and 16th of each month. But could be based on demand and availability. 176. In advance and occasionally on demand with a minimum of 2 hour notification. 177. See #151.
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