

Attachment B  
Written Questions

## 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	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Questions	Answers
Example	page 3, section 1.2, A	A Term Contract will be awarded to a single vendor.	Will there be only one vendor selected to provide these services?	
1	RFQ 710-19-1009	contractor and subcontractor	SW Arkansas Counseling and Mental Health Center (SWACMHC) plans on submitting a response packet as an organization in order to get on the Qualified Vendor List so we can provide contracted counseling services. Do we need to list all of our qualified mental health providers as subcontractors?	No. The contract will be with the behavioral health agency or the independently licenses practitioner.
2	RFQ 710-19-1009	contractor and subcontractor	In regard to the three letters for each specialty, are these letters in regard to the organization or the individual practitioners within the organization?	Letters not required to bid.
3	RFQ-710-19-1009	letters or recommendation	In regard to the three letters of recommendation for each specialty mentioned in the recent webinar presented by Sarah Linam, are these letters in regard to the organization or the individual practitioners within the organization?	See answer to question 2
4	RFQ-710-19-1009	letters or recommendation	Are they still required? I see no mention in the materials posted online.	See answer to question 2
5	1.14, Section B (Page 5 of 17); PRICING	Vendor shall be reimbursed for Direct Services...	When will approved vendors know the reimbursement rates?	See Section 1.14 (B)
6	1.14, Section B (Page 5 of 17); PRICING	Vendor shall be reimbursed for Direct Services, Indirect Services, and Travel.	What are some examples of indirect services?	See answer to question 5.
7	1.1, (Page 2 of 17); PURPOSE	Speciality Services and Speciality Populations	If a vendor expands speciality services and/or begins to serve speciality populations after approval notification, can that vendor provide those services even though they were not a part of that vendor's original application?	No. Vendor can submitted new credentials at next RFQ posting.

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8	Response Packet, Page 8	"Please check off counties in which you are willing to provide the services..."	Are vendors chosen to provide services for all or some of counties checked by the vendor that are relevant to a contract?	Vendors may be chosen to serve a single county or multiple counties based on need.
9	Response Packet, Page 8	"Please check off counties in which you are willing to provide the services..."	Will there be the potential for multiple vendors within a single vendors listing of counties?	Yes.
10	Response Packet, Page 8	"Please check off counties in which you are willing to provide the services..."	Is the purpose/intent of the check box to ensure there is statewide coverage (i.e. at least one vendor for every county) or is the intent to have multiple vendors in the same county?	The intent is to identify providers willing to provide services in each of the counties and to ensure coverage across the state.
11	Response Packet, Page 8	"Please check off counties in which you are willing to provide the services..."	Why is there a requirement to select counties, when the deliverables section does not recognize this selection by the vendor?	See answer to question 10.
12	Response Packet, Page 8	"Please check off counties in which you are willing to provide the services..."	In what circumstances is a vendor expected to serve an adjacent county?	When proximity to client or specialization requires it.
13	Bid solicitation document, Page 1 Section 1.1	"This request for Qualifications (RFQ) has been issued by the department of Human Services (DHS), Office of Procurement (OP) to establish a list of vendors experienced in providing any of the following..."	How should "experienced" be demonstrated by the respondent in order to satisfy the RFQ?	See Sections 2.1 and 2.2.
14	Bid solicitation document, Page 2 Section 1.1	"Specialty Services...LGBTQ...Sexual Rehabilitative Therapy"	How is a respondent expected to demonstrate competency in a specialty area that does not have a specific certification?	See Sections 2.1 and 2.2.
15	Bid solicitation document, Page 2 Section 1.1	"Specialty Services...LGBTQ...Sexual Rehabilitative Therapy"	What evidence based or other practices are acceptable for LGBTQ and Sexual Rehabilitative Therapy?	See Sections 2.1 and 2.2.
16	Bid solicitation document, Page 2 Section 1.1	"Specialty Services...LGBTQ...Sexual Rehabilitative Therapy"	Does LGBTQ as a specialty service allow us to treat individuals who may be LGBTQ but do not have a mental illness in the DSM-5?	All clients receiving services must have a DSM-5 diagnosis.
17	Bid solicitation document, Page 2 Section 1.1	"Specialty Services...LGBTQ...Sexual Rehabilitative Therapy"	Is this limited to individuals with gender dysphoria?	See answer to question 16.

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18	Bid solicitation document, Page 2 Section 1.1	"Specialty Services...LGBTQ...Sexual Rehabilitative Therapy"	Can Intersex (ambiguous gender expression at birth) be treated in this category?	See answer to question 16.
19	Bid solicitation document, Page 15 Section 4.6 A	"Price increases will be considered at the time of contract renewal."	Does this refer to the annual <b>or</b> term renewal of the contract?+E28	See updated RFQ
20	Bid solicitation document, Page 15 Section 4.6 A	"The vendor must provide the State with a written request for the price increase. The request must include supporting documentation demonstrating that the increase in contract price is based on an increase in market price."	What is the context for evaluating of price increases?	See answer to question 19.
21	Bid solicitation document, Page 15 Section 4.6 A	"The vendor must provide the State with a written request for the price increase. The request must include supporting documentation demonstrating that the increase in contract price is based on an increase in market price."	Does market price refer to the provider or the service or would both be considered?	See answer to question 19.
22	Bid solicitation document, Page 15 Section 4.6 A	"The vendor must provide the State with a written request for the price increase. The request must include supporting documentation demonstrating that the increase in contract price is based on an increase in market price."	In developing supporting documentation of an increase in contract price, is there a specific process that should be undertaken?	See answer to question 19.
23	Bid solicitation document, Page 6 Section 1.14 B.	"Vendor will be reimbursed at the Medicaid Rates."	For clients in Tier II and III, can the vendor negotiate a higher rates consistent with the rate paid by a PASSE (i.e., will Medicaid Managed Care- equivalent rates be considered)?	No. The services contained in this RFQ are counseling-level services for clients without a payor source.
24	Bid solicitation document, Page 6 Section B.	"Direct services are defined as face to face contact."	Does face to face contact include telehealth?	No.
25	Bid solicitation document, Page 6 Section B.	"Direct services are defined as face to face contact."	How may the vendor be reimbursed for the treatment plan if it is not provided face to face?	Treatment planning is considered part of the treatment process and therefore is not a separate billable service unless otherwise explicitly stated in RFQ. See Updated Section 1.14 C.
26	DCFS Performance Based Contracting, Page 5 Section 4	"Contractor shall not perform duties in addition to Counseling Services if such activities would interfere with service delivery of counseling services to families."	Please provide an example of duties that would interfere and under what circumstance."	The contractor may have work other than the contract with DCFS. If those responsibilities do not allow the contractor to meet the expectations, service timelines, and frequency of services required for clients referred by DCFS, then the contractor would be violation of the contract.
27	DCFS Performance Based Contracting, Page 11 # 17	"Contractor shall provide court testimony upon request from DCFS and the court."	Can testimony be provided over the phone or another medium acceptable to the court?	Yes. As long as the court agrees to the method of testimony.

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28	DCFS Performance Based Contracting, Page 12 # 1	"Contractor shall notify the DCFS Supervisor by telephone, email, or by fax within one (1) day when a family receiving counseling services misses a counseling session."	Can this be reported at a different time frame agreed upon by the DCFS Supervisor/Division?	Exceptions to non-mandatory items may be requested as specified in Section 1.7 "Definition of Requirement."
29	Response Packet, Page 8	"must provide certification or documentation of specialized training"	What certifications or documentation areas suffice to meet this requirement?	See answer to Question 13 above.
30	Response Packet, Page 8	"must provide certification or documentation of specialized training"	Is the certification or documentation for the agency or for each provider? Would a summary list (without copies of the certificates) be an acceptable response?	1. For each provider. 2. No.
31	Questions and Answers	Attachment B Written Questions	Will all of the submitted questions and answers be available publically?	Yes
32	RFP Reference 710-19-1009 Therapeutic Counseling; Attachment F; Page 3; Paragraph #1	Contractor must provide BH care for persons who do not have healthcare insurance	Please provide an estimate of the projected number of non-insured persons to be served under this RFP; or, Average number, ages, and demographic of un-insured persons based upon OHS prior referrals for the BH/DD population?	Information is not available at this time.
33	RFP Reference 710-19-1009 Therapeutic Counseling;; Attachment C; page 1; Financial Terms	Financial terms; Reimbursement Method	Does the vendor applicant submit the indicated "Reimbursement methodologies"? If yes, please clarify the "Final Negotiated rate". as applies to completing Financial section	Vendor does not complete this form
34	RFP Reference 710-19-1009 Therapeutic Counseling;; Attachment C; page 1; Financial Terms	Financial terms; Reimbursement Method	Does the vendor applicant submit a "Rate" in this section?	See answer to question #33
35	RFP Reference 710-19-1009 Therapeutic Counseling;; Attachment C; page 1; Financial Terms	Financial terms; Reimbursement Method	What is "Scheduled Reimbursement"?	See answer to question #33
36	RFP Reference 710-19-1009 Therapeutic Counseling;; Attachment C; page 1; Financial Terms	Financial terms; Reimbursement Method	Please clarify "Funding Source"	See answer to question #33
37	RFP Reference 710-19-1009 Therapeutic Counseling; Attachment A; Professional Consultant Services Contract; Paragraphs 4A, & 4B	4A: "Projected Total Contract Cost"	Does vendor complete the "Projected Total Contract Cost?"	See answer to question #33
38	RFP Reference 710-19-1009 Therapeutic Counseling; Attachment A; Professional Consultant Services Contract; Paragraphs 4A, & 4B	48: "Calculations of Compensation"	Does vendor complete the "Personnel rates & Reimbursable Expenses" section?	See answer to question #33
39	General Questions		How does Therapeutic Counseling differ from the current counseling contract that we have with DCFS?	It does not differ.

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40	General Questions		Are we now needing to report what other services we can provide that DCFS may need, especially once Family First Act is in place?	There is no requirement to report. DHS is seeking to create a qualified vendor list to ensure services are available across the state. Future contracts for these services DHS-wide may be awarded to pre-qualified vendors on the list that results from this RFQ.
41	page 5, Section 1.9, C.1.b.	regarding "two electronic copies"	to clarify, we need to provide two separate flash drives, correct?	Correct
42	page 5, Section 1.10, B.	regarding "Response to the Information for Evaluation section of the Response Packet"	There was no "Information for Evaluation" section provided in the Response Packet.	It is page 7 and page 8 of the Response Packet.
43	page 7 of 8 in Response Packet (Specialty Services and Populations)	"Sexual Rehab Therapy"	Please clarify what this is. We provide "sex offender treatment" - is this the same thing?	YES, this would correlate to 'Sex Offender' treatment
44	Attachment C/Professional Services Contract General Terms and Conditions)	Attachment C	Do fill out and send Attachment C with the proposal OR do you just need the statement accepting and agreeing to the terms and conditions?	By signing Page 5 of the Response Packet your are agreeing with statements found in Section 4.3C of the RFQ.
45	Attachment E/BAA	BAA	Do we complete and send the BAA with the proposal?	No. BAA's will be signed at time of contract.
46	Organization or Personal Conflict of Interest	Organizational or Personal Conflict of Interest	Do we need to include a statement certifying that there is no organizational/personal conflict of interest with the propasal?	No.
47	page. 5 of RFQ; Section 1.10	Response to the <i>Information for Evaluation</i> section of <i>Response Packet</i>	There is not a section of the Response Packet titled "Information for Evaluation" so we are assuming it is the section titled "Speciality Services and Populations" on page 7. Is this correct?	Correct
48	Request For Qualifications, Bid Solicitation Document, 10 of 17, 2.4 Division-Specific Performance Standards, #G.	Failure ot meet the minimum Performance Standards as specified shall result in the assessment of damages"	What is considered "assessment of damages" for failure to meet minimum performance standards?	See division-specific performance indicators, "Results of Insufficient Performance."
49	Request For Qualifications, Bid Solicitation Document, Division-Specific Performance Standards 10 of 17, 2.4, Division-Specific Performance Standards #H.	"In the event a Performance Standard is not met, the vendor will have the opportunity to defend or respond to the insufficiency"	What is the process for appeal?	See answer to Question 48.
50	Request For Qualifications, Bid Solicitation Document, 11 of 17, 2.5 Division-Specific Billing Requirements, #A.	"Invoices must be submitted to the following address with an original signature"	Who is the contact person @ DAABHS for invoice questions?	Once contract is awarded, a contact person will be provided.

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51	Request For Qualifications, Bid Solicitation Document, 12 of 17, 2.5 Section 3--Criteria for Selection, 3.1, #B	"Vendors whose response meets all requirements of this RFQ shall be included on the Qualified Vendor Listing"	How will prospective vendor be notified of inclusion in Qualified Vendor List?	The list will be published on the DHS Procurement Annoucements webpage.
52	Request For Qualifications, Bid Solicitation Document, 4 of 17, 1.6 Bid Opening Location	"Responses submitted by the opening time and date shall be opened at the following location:"	Can RFQ packages be delivered via certified mail?	Yes. See page one of bid solicitation document for mailing options.
53	Request For Qualifications, Bid Solicitation Document, 6 of 17, 1.14 Pricing, #A.	"Vendor will be reimbursed at the Medicaid Rates."	What is the Medicaid pricing/reimbursement i.e. 100% of Arkansas Medicaid?	Most current published Medicaid rate.
54	Request For Qualifications, Bid Solicitation Document, 16 of 17, Section 5 Standard Terms & Conditions, #4.	"Bid unit price F.O. B. destination"	Please clarify meaning pertaining to "Bid unit price F.O. B. destination"	Not revelant to this solicitation
55	Response Packet, 710-19-1009, Therapeutic Counseling, Page 7 OF 8, Speciality Services AND Populations	"Must provide certification or documentation of specialized training"	What specific certifications or documentation is required to demonstrate expertise?	See answer to Question 13 above.
56	Response Packet Page 7 of 8	Must provide certification or documentation of specialization	What is the expectation for how expertise/specialization is demonstrated in regards to the listed specialty services and populations?	See answer to Question 13 above.
57	Response Packet Page 7 of 8	Must provide certification or documentation of specialization	Is the Specialization for the agency or individual Clinicians providing services within the agency?	Either.
58	Bid Solicitation Document Page 10 of 17; Section 2.2 (Respondent's Narrative of Qualifying Experience)	Total number of employees, including relevant professional experience	What is the expectation for how relevant professional experience is to be demonstrated?	See answer to Question 13 above.
59	Bid Solicitation Document Page 10 of 17; Section 2.2 (Respondent's Narrative of Qualifying Experience)	Total number of employees, including relevant professional experience	Can this be documented by the number of years providing services or is something more expected?	See answer to Question 13 above.

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60	Bid Solicitation Document Page 10 of 17; Section 2.2 (Respondent's Narrative of Qualifying Experience)	Total number of employees, including relevant professional experience	Again, is this the experience of the agency, clinicians or both?	Either.
61	DAABHS Counseling Services Performance Indicators Page 6 of 10 (8a)	Contractor must deliver the following services based on medical necessity, in accordance with all relevant provisions of the Arkansas Law and Standards, and as part of the basic services available for all age groups. All services must be documented in the client record. <b>a. Case Management:</b> Case Management is short term recovery-oriented services that assist clients in gaining access to needed behavioral health and medical services. Case Management services include referral for services or treatment and must include assisting the client with insurance enrollment.	Since Case Management is a required service, do we need to provide information for QBHPs or just MHPs who have experience/certification providing some specialized service.	Neither. However, all case management will be reimbursed. See updated RFQ Section 1.14 "Pricing"
62	On the Request For Qualification: Counseling Services Powerpoint on slide 10. Under the section entitled Upcoming Counseling Needs	Two (2) years' experience providing counseling services in individual, family and/or group therapy and three (3) letter of recommendation per selected expertise.	The Powerpoint mentions that Recommendation Letters are required. However, there is no mention of this in the solicitation. Should Recommendation Letters be submitted with our Response?	No.
63	On the Request For Qualification: Counseling Services Powerpoint on slide 10. Under the section entitled Upcoming Counseling Needs	Two (2) years' experience providing counseling services in individual, family and/or group therapy and three (3) letter of recommendation per selected expertise.	If so, can more than one specialization be referenced in each letter?	See answer to question 62.