

BEHAVIORAL RESPITE MOBILE CRISIS RFP  
OPASS 17-17375  
QUESTION AND ANSWERS  
January 18, 2017  
Part 2

**A. Benchmark Human Services**

1. On page 28 of the RFP, **3.1.5 Background and Purpose**, the leading statement to the graph says, “The following chart provides the most recent year’s data on the number of consumers receiving services funded by DDA:”. The far right column of the graph captures data related to Behavioral Respite. The header actually says, “Behavioral Respite Units”. Since a unit is “a day” related to billing, are we to interpret those numbers as numbers of days as opposed to numbers of people? For example, the Eastern Region indicates “361 Units” so we would surmise that there were only 361 total days billed for behavioral respite that year in that region?

**Yes as in days.**

2. On page 28, in section **3.1.5 Background and Purpose**, the leading statement to the graph says, “The following chart provides the most recent year’s data on the number of consumers receiving services funded by DDA:”. The center column of the graph captures data related to Mobile Crisis. The header actually says, “Mobile Crisis Consumers”. Is this number representative of number of individual crisis episodes (i.e. the total number of individuals served) or representative of 30 minute units of service provided?

**As in individual consumers.**

3. On page 28, section **3.1.5 Background and Purpose**, the last row of the center column of the chart indicates there were zero (0) mobile crisis consumers served in Western Maryland. Will crisis services be new to this region of the state, or were they established but not utilized in FY15?

**The opportunity to use mobile crisis services is not new to the Western Region**

4. Per page 29 of the RFP, **3.2.1 Behavioral Respite Services**:
  - Is it permissible for the primary contractor to subcontract with a licensed residential provider to provide the residential setting and related non-behavioral support (e.g. nursing, direct staffing, etc.) for this service, assuming the primary contractor provides the necessary behavioral support?

**Yes.**

- Behavioral Respite Services require that an individual in crisis be removed from their existing residence and transported to an out-of-home respite site, or can this service be provided in the individual's existing home if appropriate through the use of behavioral support and supplemental staffing?

Behavioral respite services cannot be provided in the individual's existing home.

- What agencies are currently contracted to provide Behavioral Respite Services and what are the contracted rates?

Providers include: Creative Options, Chimes, Somerset, Arc of Washington County, Arc of Southern Maryland

5. On page 29, section **3.2.1.1 Behavioral Respite Services**, discusses out-of-home Behavioral Respite Services. Is it possible to have one (1) respite home site serving multiple regions in less populated areas to ensure access to high quality respite services on demand, while maximizing cost efficiency?

Yes, if there is a sufficient number of beds to meet the need

6. On page 32, section **3.2.2.2.3 Mobile Crisis Intervention Services (MCIS)**, it is indicated that Mobile Crisis includes crisis assessment. Do Mobile Crisis services also include linkage activities, including to inpatient psychiatric hospitals when appropriate, and, if so, are linkage activities a billable service through mobile crisis?

No

7. On pages 32-33 of the RFP, **3.2.3 Staffing**, and page 49, **4.4.2.7 Experience and Qualifications of Proposed Staff**, is it mandatory that RFP respondents submit names/resumes for all key staff listed in this section or is it permissible to recruit these staff upon contract award? Is the RFP respondent required to submit "letters of intended commitment to work on the project" for all staff positions?

Names, resumes (including training and experience in applied behavior analysis), and current Maryland license as per COMAR are required for the individual's who will actually provide the services under this contract

8. On page 32 of the RFP, **3.2.3.1 Staffing**, lists the licensure qualifications for each position. Is there a requirement for relevant years of experience for each position?

Clinical positions require training and experience in applied behavior analysis (with 2 years experience with ID/DD population)

9. On page 33 of the RFP, **3.2.3.3 Staffing**, states, “*The Contract Monitor must pre-approve all staff working under this contract.*” What are the steps of the approval process? What criteria will be used to determine eligibility

Criteria is defined by COMAR and respective licensure board

10. On page 34 of the RFP, **3.2.5 Quality Performance Measures**, states, “*The Contractor shall provide evaluation criteria for its performance under the Contract, including the procedures and tools to be used in indicating the performance measures and outcomes of the services provided in Section 3.2. The procedures and documents to be used in the Contractor’s evaluation shall be provided to the Contract Monitor for approval in writing within thirty (30) days of Contract award. Procedures shall outline the following standards for performance: a) All recipients of MCIS have a Person Centered Tiered Support Plan agreed to by the interdisciplinary team and in place within one (1) month of the Go-Live date of the Contract.*” Question: Is the MCIS contractor responsible to ensure that receipts of MCIS served prior to the Go-Live date have a Person Centered Support Plan in place, and agreed to by the interdisciplinary team, or does this refer to only individuals referred to MCIS after the Go-Live date?

All individuals served must have a Person Centered Support Plan

11. On page 35 of the RFP, **3.3.2 Criminal Background Check**, states, “*The Contractor shall obtain from each prospective employee a signed statement permitting a criminal background check. The Contractor shall secure at its own expense a Maryland State Police and/or FBI background check and provide the Contract Monitor with the completed checks on all new employees prior to assignment. The Contractor may not assign an employee with a criminal record to work under this Contract unless prior written approval is obtained from the Contract Monitor.*” Is there a list of disqualifying criminal convictions? What are the criteria for determining if background checks are to be completed by the Maryland State Police, the FBI, or both?

A felony conviction is disqualifying

12. From Attachment "MDf DDA BRMC Financial Sheet 17-17375 12-21-16:"

- Are the estimated annual units for each region the maximum billable units or simply an estimation based on historical data?

An estimation based on historical data

- For mobile crisis, what is the average number of billed units per crisis episode for pre-FY15?

Approximately 5 hours

- For respite services, what is the average length of stay in days per region for FY15?

Less than 28 days

## B. Arc of Washington County

1. **Page 28, 3.1.6** Would the contractor be providing behavioral respite services to DD individuals for the relief of their caregiver (parents and guardians) for emergency needs and vacations?

No. This does not meet the criteria as stated in the RFP for behavioral respite. It is descriptive more of regular respite.

If so, would this be available to families with DD children that meet the criteria for behavioral respite?

2. **Page 30, 3.2.1.2.3** The Crisis Behavioral Assessment is to be completed prior to an individual's admission to behavioral respite. How will this be billed? The individual will not be in respite. The daily BRS rate does not seem appropriate. This is not an MCIS service, so it does not fit there. Currently, this activity is a Behavioral Consultative Service and would be will under BCS.

Not applicable under this contract.

3. **Page 31, 3.2.1.3.3** Does the state maintain a contract for foreign language interpretation of documents? For example a service that translates a BP or BA from English into Spanish, so that the caregiver has a written from of the document in Spanish.

Not available for contractors only for use by the state offices.

4. **Page 33, 3.2.4.1.1** Will the system Carematic be acceptable for uploading documents for the Contract Monitor and Regional Director to view?

If it meets all requirements for document storage and retrieval

5. **Page 43, 3.9** Is the cost of the SOC 2 Type 2 Audits a cost of business for the contractor?

Yes.