

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	Question	Answers
<i>Example</i>	<i>Page 7, section 1.15, C</i>	J. Vendors may submit multiple bid	<i>May vendors submit more than one bid?</i>	<i>yes See section 1.15, J</i>
1	Page 10, Section 2.3c, & Section 2.2c	The Contractor must be available twenty-four (24) hours a day, seven (7) days a week, for on-call services and emergency medical needs, or provide another Arkansas-licensed physician to be available to take such calls with prior approval by DHS.	We would like to submit two providers, one for the Medical Director role and the other to take calls only. In light of the above, what will be the call schedule for the on call physician?	<i>Refer to Solicitation Section 1.3: A Term Contract will be awarded to a single Vendor. Refer to Solicitation Sections 1.1 and 2.1: The solicitation is to obtain pricing and a contract for a medical director to serve as the physician responsible for the overall care and clinical practice at CHDC. Refer to Addendum 1.</i>
2	Page 10, Section 2.2b	The Contractor shall provide on-site medical care to CHDC clients/residents for a minimum of sixteen (16) service hours per week. CHDC reserves the right to request additional hours as needed	Apart from the 16 hours per week onsite coverage for the Medical Director, will he/she be required to be on call, and how often?	<i>Refer to Section 2.2.C of the solicitation</i>
3	Page 10 Section 2.2a	All services must be provided during normal business hours, 8:00 a.m. - 4:30 p.m., and within the agreed upon number of days unless otherwise arranged and coordinated with the agency.	What is the case load that will be handled by the provider per day?	<i>There is not a designated caseload for this position. The Medical Director will be consulted on all facility cases/residents as needed and will round and provide treatment to residents in CHDC's 10-bed infirmary. Also see Solicitation 2.1 for residential capacity and Attachment C. Performance Based Contracting for additional service requirements.</i>
4	Page 10 Section 2.2	The Contractor shall provide on-site medical care to CHDC clients/residents for a minimum of sixteen (16) service hours per week. CHDC reserves the right to request additional hours as needed.	How often are call backs for the medical director and under what circumstances?	<i>Approximate times the Medical Director would be called back to the facility outside of regular scheduled hours would be 3-4 times a month. An example would be for a resident that was being admitted as an emergency in the evening hours, but after hours calls are not limited to this example. Any return calls needed from Medical Director would need to occur within a timely manner so there is no disruption in services.</i>
5	Page 10, Section 2.3c & 2.4	The Contractor must be available twenty-four (24) hours a day, seven (7) days a week, for on-call services and emergency medical needs, or provide another Arkansas-licensed physician to be available to take such calls with prior approval by DHS	Will the on call physician handle clinical duties only or will they also handle administrative and management duties in the absence of Medical Director?	<i>Refer to Solicitation Section 2.1: The solicitation is to obtain pricing and a contract for a medical director to serve as the physician responsible for the overall care and clinical practice at the CHDC. Refer to Addendum 1.</i>

6	Page 10, Section 2.2c	The Contractor must be available twenty-four (24) hours a day, seven (7) days a week, for on-call services and emergency medical needs, or provide another Arkansas-licensed physician to be available to take such calls with prior approval by DHS.	For the on call coverage, what is the percentage on site and how much will be over phone?	<i>The on call coverage is only during the day for consultation as needed during days not on-site (probably less than 4-5 calls a week) and as needed during evening/weekends/holidays when regularly scheduled physician already on-site is taking time off (probably less than 5-6 calls a week). The on-site in addition to the scheduled 16 hours a week, 8:00a.m.-4:30p.m. would be less than 3-4 times a month. Above approximations based upon current use and are not a guarantee of hours. There may be more or less within any given month throughout the course of the contract.</i>
7	Page 10, Section 2.1	The focus shall be on the provision of high quality, comprehensive and age-appropriate health care, including without limitation: written and oral consultations	What EMR/EHR is the facility using?	<i>Not using EMR/EHR at this time.</i>
8	Page 10, Section 2.1	The Conway Human Development Center (CHDC) provides residential medical and nursing services twenty-four (24) hours per day, seven (7) days per week, for developmentally disabled individuals.	How many support staff are in the facility?	<i>Approximately 900 staff, which includes 4 APRNs, 1 Physician, 70 nurses.</i>
9	Page 10, Section 2.1	The Conway Human Development Center (CHDC) provides residential medical and nursing services twenty-four (24) hours per day, seven (7) days per week, for developmentally disabled individuals.	How many physicians work in the facility?	<i>We have 1 physician working at the facility.</i>
10	Page 10, Section 2.1	The Conway Human Development Center (CHDC) provides residential medical and nursing services twenty-four (24) hours per day, seven (7) days per week, for developmentally disabled individuals.	Are there any psychiatrists working in the facility?	<i>We have a Psychiatric APRN who works 3 days and she has a collaborative Psychiatrist.</i>
11	Page 10, Section 2.2		How many rates should we indicate on the bid price sheet: Hourly rate, On call rate and Call back rate?	<i>The Official Bid Price Sheet contracts an hourly rate, monthly rate, and annual total. The hourly shall be inclusive of all costs affiliated. Refer to the Official Bid Price Sheet</i>
12	Page 10, Section 2.3d	The Contractor must provide certification of privileges to practice in a hospital located in Conway, AR.	In the absence of the certifications of privileges, will you accept facility call logs from the provider?	<i>We will need official documentation from the hospital certifying privileges.</i>
13	Page 10, Section 2.1	This Invitation for Bid (IFB) is issued by the Office of Procurement (OP) for the Arkansas Department of Human Services, Division of Developmental and Disabilities Services (DHS/DDS) to obtain pricing and a contract(s) for a medical director to serve as the physician responsible for the overall care and clinical practice at the Conway Human Development Center (CHDC).	What specialty should the providers be?	<i>Family Practice is preferred. Specialty needs to be able to serve entire population of residents - see Solicitation 2.1</i>