



Request for Proposal 2011-1 Alamance-Caswell Advanced Access

RFP Questions and Answers:

Update Q&A added 07/12/2011

Q16. How many individuals are currently being seen at ARMC during the hours of 5:00-8:00 p.m., Monday-Friday, which will now be seen in the Advanced Access unit, and what are the pay sources of these individuals?

A16. Alamance Regional reports that for calendar year 2010 an average of 1.14 patients/day presented at the ED M-F 5p-8p with MH/SA complaints. This translates to approximately 5.7 patients per week or 296.4 patients per calendar year.

For calendar year 2011 an average of 1.11 patients/day presented at the ED M-F 5p-8p with MH/SA complaints. This translates to approximately 5.55 patients per week or 288.6 patients per calendar year.

(The phone number provided for this answer has been revised)

Q1. Can any provider be allowed to interview existing staff before the award date so if selected, the provider is one step closer to meeting the implementation deadline by already completed interviews with existing staff?

A1. Yes. Provider Agencies participating in the RFP may interview Alamance-Caswell Walk-in Crisis Center Staff prior to the award of the RFP. Agencies interested in interviewing Walk-in Crisis Staff must contact Debra Welch, Interim Area Director at (336) 513-4208.

Update to Q&A added 07/11/2011

Q17. What are the current salaries, including benefits received, of the existing Alamance Caswell staff?

A17. Salary Chart

Position	Employment Type	Salary Range	Salary
Psychiatrist	Contract	N/A	\$125 / Hr.
Licensed Practitioner	Contract	N/A	\$30 / Hr.
Jail Diversion / QP	Contract	N/A	\$30 / Hr.
Licensed Practitioner	Full Time - Benefited	\$40885 - \$65424	\$52,337
Medical Records	Full Time - Benefited	\$31205 - \$49237	\$34,133
Receptionist	Full Time - Benefited	\$23013 - \$35707	\$28,548

Q18. What security coverage will be available for the hours of 5:00-8:00 p.m., Monday through Friday, and what is that cost?

A18. The sheriff's department is available to provide the additional security (M-F, 5 p.m. – 8:00 p.m.); however, the county is okay with the vendor using either a sheriff's deputy or a private security firm. Tim Britt (570-6300) with the sheriff's department is the contact person if they would like to contract with them.

Q&A added 07/08/2011

Q13. What are the current costs for medication for clients coming in for assistance, when there are no sample meds and the client has no money with which to purchase even the \$4 formulary prescription? In the past, has the LME provided funds to indigent clients with which to purchase the \$4 formulary prescriptions?

A13. The unit maintains sample meds and utilizes the \$4 formulary whenever possible. Unit staff also assist the consumer with getting on to the pharmaceutical companies assistance/indigent drug program. The Alamance-Caswell LME has on rare occasions assisted consumers with the purchase medications, however; this is not a standard practice. At this time, the plan does not include providing funding for indigent medications. PBH makes data driven decisions, so it would be important for the Agency that is awarded the RFP to monitor the frequency of consumers needing financial assistance for medications and reporting that information to PBH on a regular cycle.

Q14. We are assuming that utilities cost will be included as the building is being provided rent-free and it would be presumably difficult to accurately assign utility costs to the various groups within the building. Is this assumption correct?

A14. Utilities will not be included as an in-kind contribution. Budgets should include allowances for utilities. Alamance-Caswell LME is currently responsible for a portion of the overall

facilities utilities. We will ask Alamance-Caswell staff if an estimate for current utility cost for the unit can be broken out, however, we cannot guarantee this will be available. Agencies may need to estimate what they think utility cost will be for the space.

Q15. What are the current daily revenues including numbers currently served, as well as the pay source for these individuals?

A15. This request was also made at the Bidders Conference and in Question 2 below. Alamance-Caswell staff is in the process of acquiring the data. We have provided calendar year utilization data for the Walk-in Crisis Unit below:

Primary Service Provided for Calendar Year 2010	Number of Events
Crisis Service	1,292
Discharge Follow-up (med check and bridge to community service)	439
Medication Check only	1,071
Other	57
Total	2,859

Q16. How many individuals are currently being seen at ARMC during the hours of 5:00-8:00 p.m., Monday-Friday, which will now be seen in the Advanced Access unit, and what are the pay sources of these individuals?

A16. This request was also made at the Bidders Conference and in Question 3 below. Alamance-Caswell staff is in the process of acquiring the data. This information has to be provided by the Medical Center. It may be possible to acquire the utilization data; however, the payer source data may not be available to us.

Q17. What are the current salaries, including benefits received, of the existing Alamance Caswell staff?

A17. This request was also made at the Bidders Conference and Question 4 below. Alamance-Caswell staff will provide the salary ranges and benefits information so they can be posted, however, we will not post the actual salary being paid to each current position. *Although the Alamance-Caswell salary and benefits information may be helpful in your planning process, we recommend that providers use their own salary and benefit structure for developing a budget.*

Q18. What security coverage will be available for the hours of 5:00-8:00 p.m., Monday through Friday, and what is that cost?

A18. Security is available on the grounds of the facility 24 hours a day via security cameras and rapid response by law enforcement. It would be up to each Agency to determine if they feel the need to have dedicated security coverage (armed or unarmed) at Advanced Access

between the hours of 5 and 8 PM. Agencies interested in security coverage between 5 and 8 PM will need determine the possible cost themselves and include it in their budget.

Q19. What is the square footage of the current center? Can we get a copy of the floor plans and wiring schematics for appropriate inclusion of cabling costs? This will have a direct impact on the budget.

A19. We will request the square footage of the current center from Alamance-Caswell staff. We do not currently plan to make floor plans or wiring schematics available. We are continuing to work with the county on what space Advanced Access will occupy. Agencies applying for this RFP should plan for potential IT/Telephone upfit costs. Since we are unable to provide floor plans and wiring schematics, please try to give your best estimate for costs associated with this.

Q20. At the Bidders Conference, it was mentioned that there is a concern for an outside entrance/exit due to the extended hours. What will be the actual location of the Advanced Access center if it will no longer continue to be housed in its current location?

A20. We do not have a final location for the Advanced Access facility. We are still in discussion with Alamance County in regard to this. We will provide this information as soon as it is available.

Q21. At the Bidders Conference, information was requested, including current costs, regarding the existing technology, i.e., Telemed. We still need that information, please.

A21. The Agency awarded the RFP will be responsible for computers, phone system, and Telemedicine equipment and cost. Please budget appropriately for these items. PBH and Alamance-Caswell staff are not able to provide cost associated with these items. Agencies applying for this RFP are responsible contacting vendors and/or researching cost for these items.

Q&A added 07/07/2011

Q2. What is the current daily revenue for the Walk-in Crisis Center? Please include number of consumers currently served, as well as the pay source for these consumers.

A2. This request was also made at the Bidders Conference and Alamance-Caswell staff is in the process of acquiring the data.

Q3. How many mental health, developmentally disabled, and/or substance abuse/use consumers are seen at Alamance Regional Medical Center's Emergency Department between the hours of 5-8pm M-F? Please provide the pay source for these consumers.

- A3. This request was also made at the Bidders Conference and Alamance-Caswell staff is in the process of acquiring the data. This information has to be provided by the Medical Center. It may be possible to acquire the utilization data; however, the payer source data may not be available to us.
- Q4. Please Provide the salary information for the existing Alamance Caswell staff and the benefits received?
- A4. This request was also made at the Bidders Conference and Alamance-Caswell staff is in the process of providing the data so that it can be posted. ***Although the Alamance-Caswell salary and benefits information may be helpful in your planning process, we recommend that providers use their own salary and benefit structure for developing a budget.***
- Q5. Will security coverage be provided between the hours of 5 and 8 PM, Monday through Friday and what will be the cost?
- A5. Security is available on the grounds of the facility 24 hours a day. It would be up to each Agency to determine if they feel the need to have dedicated security coverage at Advanced Access between the hours of 5 and 8 PM. Agencies interested in security coverage between 5 and 8 PM will need determine the possible cost themselves and include it in their budget.
- Q6. Can you provide floor plans and wiring schematics for cabling costs as this will impact the budget?
- A6. At this time we are working with the County to determine what space will be provided for Advanced Access. Agencies applying for this RFP should plan for potential IT/Telephone upfit costs. Since we are unable to provide floor plans and wiring schematics, please try to give your best estimate for costs associated with this.
- Q7. Can you provide information about existing technology, i.e., Telemedicine, including costs?
- A7. Agency will be responsible for computers, phone system, and Telemedicine equipment and cost. Please budget appropriately for these items. PBH and Alamance-Caswell staff are not able to provide cost associated with these items. Agencies applying for this RFP are responsible contacting vendors and/or researching cost for these items.
- Q8. Can you tell us the actual location of the Advanced Access center if it was to be moved from the existing location?
- A8. We do not have a final location for the Advanced Access facility. We are still in discussion with Alamance County in regard to this.

Q9. Can the RFP due date be extended by the number of days information has been delayed in being posted to the websites?

A9. While we are sensitive to the needs of providers participating in this, we are unable to move the due date for the submission of the RFP Application. We apologize for any issues that have occurred as a result of information not being posted as soon as we thought we would be able to. Our goal is to have answers to questions posted within two business days, however, that may not always be possible especially if the source for data or answer is not PBH or Alamance-Caswell staff. While we want your budgets to be as accurate as possible we understand that you may have to use estimates based on your experience as an employer and provider of care.

Q10. What percent of consumers served in Walk-In Crisis in 2010 were from Alamance County?

A10. This question/request has been forwarded to Alamance-Caswell LME staff for response. Alamance-Caswell staff is in the process of acquiring the data. We have asked that the percentage of Alamance and the percentage of Caswell consumers served.

Q11. Should we add to the budget the Jail Diversion position? If so what is the credential of the current staff so we might insert a salary consistent with qualifications?

A11. Yes, you should budget for the Jail Diversion position. The expectation is that position would be able to conduct clinical evaluations. That would require the staff person to be credentialed by PBH and at a minimum provisionally licensed in the State of North Carolina.

Q12. Should we insert into the budget the funding for the contract with the Alamance County transportation Authority? If so what is that amount annually?

A12. Yes, however, the provider agency awarded the RFP would invoice PBH for transportation expenses incurred for Caswell County and hospital discharge consumers transported to Advanced Access for services. The request for the Alamance-Caswell LME's current annual expense for the transportation has been submitted to Alamance-Caswell staff.

Q&A added 07/06/2011

Q1. Can any provider be allowed to interview existing staff before the award date so if selected, the provider is one step closer to meeting the implementation deadline by already completed interviews with existing staff?

A1. Yes. Provider Agencies participating in the RFP may interview Alamance-Caswell Walk-in Crisis Center Staff prior to the award of the RFP. Agencies interested in interviewing Walk-in Crisis Staff must contact Debra Welch, Interim Area Director at (336) 513-1444.

