

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT**

INVITATION TO BID NO. 22-DHS-RFPLW-337

ADDENDUM NO. 2

Arlington County (hereinafter referred to as the "County") Request for Proposal (RFP) No. 22-DHS-RFPLW-337 for Assisted Living Facility And Short-Term Residential Services for Individuals with Serious Mental Illness and/or Co-Occurring Disorders is amended as follows:

- **PROPOSAL DUE DATE EXTENSION: ELECTRONIC SEALED PROPOSALS WILL BE RECEIVED BY ARLINGTON COUNTY VIA VENDOR REGISTRY, UNTIL 12:00 P.M. ON THE 15 TH DAY OF NOVEMBER 2021.** All corresponding references to the proposal due date and time shall reflect this change.

- **DUE TO THE ADOPTION OF A NEW COUNTY WEBSITE, THE FOLLOWING LINKS HAVE BEEN UPDATED AS FOLLOWS:**
 - Page 12, Section B: General Requirements, Item 2. link for Arlington County zoning regulations is [here](#).
 - Page 14, Item y. link for Arlington County Zoning Regulations shall be found [here](#).
 - Page 15, Item 6. Assisted Living Facility Required Program Policies and Procedures link to the Virginia Department of Social Services standards shall be found [here](#).
 - Page 17, Section B: General Requirements, Item 2. link for Arlington County zoning regulations is [here](#).

- **THE COUNTY HAS RECEIVED THE FOLLOWING QUESTIONS IN RESPONSE TO THIS RFP. QUESTIONS AND RESPONSES ARE INCLUDED BELOW.**
 - **Question #1: DBHDS does not license, have regulations or other oversight of ALFs, and Short-Term Transitional homes are unlicensed. Can the County clarify why there is a requirement on page 16, Item #9 that the Contractor implement DBHDS recommendations identified as part of DBHDS audits and monitoring as part of the Performance Expectations?**

Answer #1: IV. Scope of Services, I. LONGTERM RESIDENTIAL SERVICES – ASSISTED LIVING FACILITY – INDEFINITE STAY, C. Assisted Living Facility Performance Expectations, Best Practice Performance Measures Item 9. is amended to read as follows:

9. Implement Virginia Department of Social Services (DSS) recommendations and any corrective action identified during DSS audits and monitoring.

 - **Question #2: Can the County clarify if the proposed housing is required to be located within Arlington County?**

Answer #2: Yes, the proposed housing is required to be located in Arlington County, Virginia.

- **Question #3: Does the County prefer one 15-bed Assisted Living Facility or multiple locations?**

Answer #3: The County does not have a preference for one location or multiple locations for either ALF or Short Term facilities.

- **Question #4: The cost proposal form includes One-Time Start Up Costs. Start up funding has historically excluded specific categories identified by the purchasing agent. Can the County clarify there are no categories that are ineligible to be included as part of start up funding? How is startup funding included in the scoring and evaluation of the cost proposal for the purposes of this RFP?**

Answer #4: As this is an RFP, the County will not dictate what an Offeror includes in the Cost Proposal nor indicate what should be included in the Offeror's start up plan. The County is relying on the Offeror's expertise for this and will evaluate their approach and cost.

- **Question #5: Will the Short-term Transitional Housing be a single award or awarded to multiple contractors?**

Answer #5: Per Part III. Introduction to Request for Proposal No. 22-DHS-RFPLW-337, the intent of this solicitation is to obtain the services of a qualified contractor for each of the residential programs listed. Therefore, the Short-term Transitional Housing Services will be awarded to one Contractor. The same or another Contractor may be awarded the Long-term Residential Services, Assisted Living Facility (ALF) contract.

- **Question #6: Short-Term Transitional Housing Services specifies a minimum of 10 clients per day. Has the County identified a maximum number of clients per day? Does the County desire expanded capacity beyond a minimum of 10 clients per day?**

Answer #6: For short-term facilities, the County does not have a maximum number identified. However, the County is open to capacity beyond a minimum of 10 clients per day.

- **Question #7: Page 13 of the RFP states "All staff performing clinical functions must be Qualified Mental Health Professionals (QMHPs). The ALF staffing standards do not include a definition of clinical functions. Can the county please define "clinical functions" as related to staffing for the ALFs?**

Answer #7: Clinical functions as related to staffing for the ALFs include but are not limited to the following:

- Developing and leading psycho-educational and social groups
- Conducting house meetings and responding to issues that arise
- Managing crises that arise
- Maintaining mandatory clinical documentation
- Working with the client to develop a person-centered Individual Service Plan
- De-escalating interpersonal situations that happen

- **Question #8:** Page 13 of the RFP states the offeror will “Collaborate with the County to determine the most appropriate staffing adjustments necessary to accommodate acute crisis situations as necessary.” How would the contract allow for staffing adjustments in an acute crisis situation?

Answer #8: Staffing adjustments will be made via contract amendment following an agreement between the County and the Contractor.

- **Question #9:** Page 17 of the RFP states “each home must have a sufficient kitchen facility, living space and bathrooms to accommodate a minimum of 10 residents per day” for Short-Term Transitional Housing. Does the County prefer one 10-bed facility or multiple locations?

Answer #9: The County does not have a preference regarding one 10-bed facility or multiple locations.

- **Question #10:** Can the County clarify the reason the contractor is required to supply a furniture inventory when the contractor is responsible for purchasing, replacing and will own the furniture at the end of the contract?

Answer #10: The County will require the Contractor to supply a furniture inventory to ensure that scope requirements are met. At the end of all contractual terms, those items belonging to the Contractor are returned and verified from the list.

- **Question #11:** One of the mandatory requirements states the offeror must own or be able to lease housing”. How is the ability to lease evaluated in the RFP process, and how will the County evaluate and score compliance with requirements stated in the Scope of Services (e.g., location, access to transportation, suitability of the physical environment for residents, cost)?

Answer #11: In accordance with the Mandatory Requirements of the RFP, Offerors must either own or be able to lease housing that meets the requirements stated in the Scope of Services. Offerors not owning housing that meets the requirements stated in the Scope of Services shall submit documentation from a Real Estate broker attesting to an existing business relationship with the Offeror in the effort to lease or purchase housing that meets the requirements of the Scope of Services for this RFP.

- **Question #12:** Will the County agree to be the leaseholder for the facility where services will be provided? Alternatively, will the County agree to facilitate a lease agreement between the Contractor and property owner?

Answer #12: No, the County will not agree to be leaseholder nor agree to facilitate a lease agreement between the Contractor and property owner.

- **Question #13:** Page 20 of the RFP states the offeror will “Ensure that staff are trained and/or certified in the following areas prior to their initial assignments”. Can the County define what is meant by “initial assignments”? ALF standards for training specify “training shall commence no later than 60 days after employment”. Can the County confirm the RFP and subsequent contract requires staff meet all training requirements identified in the RFP prior to working in the ALF?

Answer #13: Page 20 of the RFP has been revised to state the following:

6. Ensure that staff are trained and/or certified in the following areas within 60 days of hire (**Note:** Training must be tracked per employee and be available for audit by the County):

THE REMAINDER OF THIS SECTION REMAINS UNCHANGED

- **Question #14:** Can the County provide information regarding how offerors will be evaluated in the scoring for Performance Outcome Statistics? For example, average length of stay is determined by the County's decisions with respect to admissions and discharges; DLA-20 change scores are individual driven rather than contractor driven. For indefinite stay homes, how would an offeror identify a percentage of participants who successfully completed the program?

Answer #14: Per Section V. Proposal Requirements, Paragraph 6. Proposals Evaluation Criteria And Weights, the County will evaluate the Performance Outcome Statistics as follows:

This factor considers the Offeror's past performances of services similar to the ones described in this solicitation. This factor includes an examination of the quality of services provided; the outcomes obtained in providing group home, ALF, or transitional-type housing services; timelines in service delivery, business practices; and overall satisfaction with the Offeror's performance. The following statistics will be evaluated:

- Number of clients served per year per program
- Average length of stay for participants
- Percentage of participants who successfully completed the program/s
- Percentage of participants who reported improved functioning at discharge
- Percentage of participants who require referrals to a higher level of care
- DLA-20 change scores
- Client satisfaction survey results
- Additional outcome measures tracked by Offeror

The County understands that the ALFs are long-term housing options and that most clients will not complete a program. The County will measure outcome statistics and any applicable information explaining the statistic (i.e. per client with contextual information, etc.).

- **Question #15:** Page 16 of the RFP, Item 11 states "Ensure that the medication error rates remain below 2%. Medication errors include: wrong person, wrong dosage, wrong medicine, wrong time, wrong route, medication refusal, medication administered but not recorded, medication reported missing, missed medications, pharmacy non-delivery, missed medications due to staff error and other medication errors. Medication management policies and procedures must comply with state regulatory standards." §6VAC35-101-1060 of the Code of Virginia allows for documentation of medication refusals, including action taken by staff and §63.2-1808 of the Code of Virginia and referenced in the Assisted Living Facility standards states in part a resident "...is afforded the opportunity to participate in the planning of his program of care and medical treatment at the facility and the right to refuse treatment." Does the County consider an individual exercising the right of refusal to be a medication error for the purposes of this RFP and subsequent contract?

Answer #15: Medication refusal will not be considered a medication error for the purpose of this RFP and subsequent contractual award.

- **Question #16:** How does the County value proximity to a metro stop, a bus stop or alternative transportation options, as noted on page 12, general requirement 3(c)? In other words, are they all valued equally, or does one transportation method have greater value than another?

Answer #16: All transportation methods are valued equally. The Offeror will be responsible for coordinating transportation for clients, especially if there is no convenient public transportation. The Offeror should indicate that the housing either has access to public transportation, vendor-owned vehicles or their plan to meet RFP transportation requirements.

- **Question #17:** With respect to the evaluation of qualifications of the proposed staff, as set forth on page 25, may offerors provide the qualifications of staff who are not employed by the offeror, but who are employed by other entities or persons?

Answer #17: Section V. Proposal Requirements, Paragraph 7. Proposal Submittal Elements, C. Technical Expertise (Up To 35 Pages), 4. Personnel shall be responded to with proposed staff available to the Offeror to fulfill the requirements of this RFP.

- **Question #18:** With respect to the evaluation of facility capabilities and capacity, as set forth on page 25, must offerors provide information about an existing facility under the ownership or control of the offeror, or may offerors provide information about a facility that an offeror might lease only after contract award?

Answer #18: In accordance with the Mandatory Requirements of the RFP and Technical Expertise on Page 25, Offerors shall submit information regarding their facility capabilities and capacities (i.e. documentation about the facilities they own or provide information regarding lease capability from a Real Estate Broker attesting to an existing business relationship with the Offeror in the effort to lease or purchase housing that meets the requirements of the RFP, etc.).

- **Question #19:** If offerors may provide information on the capabilities and capacity of a facility that does not presently exist, then why does the Technical Expertise section on page 27 not require offerors to provide any such information on the actual facility that offerors intend to use?

Answer #19: Please see Answer# 11 and 18.

- **Question #20:** How will the County evaluate the capabilities and capacity of a facility that does not yet exist under the Technical Expertise factor on page 25?

Answer #20: Please see Answer #11 and 18.

- **Question #21:** How will the County require offerors to demonstrate in the proposal submission that the mandatory requirement on page 27 to "own or be able to lease housing" is met?

Answer #21: Please see Answer # 11 and 18.

- **Question #22:** During the pre-proposal conference, the County made a statement regarding discussion of this RFP with anyone outside of the purchasing process and specifically that offerors are to direct questions related to the RFP to the listed purchasing agent only, and are not to engage with other County staff regarding the RFP requirements. This aligns with the statement on page 5 of the RFP which reads “Prior to the award of a contract resulting from this solicitation, Offerors are prohibited from contacting any County staff other than those assigned to the Office of the Purchasing Agent.” Additionally, the County stated interactions of potential offerors would be monitored. As the RFP itself is a publicly available document, can the County clarify if there are other restrictions on potential offerors in discussing this RFP? If so, can the County specifically identify those restrictions?

Answer #22: Contractors may discuss services provided or other items necessary to meet the requirements of any contract they currently have. Per Section II. Information for Offerors, Paragraph 2. Questions and Addenda, “Offerors are prohibited from contacting any County staff other than those assigned to the Office of the Purchasing Agent” (i.e. Meloni Hurley, the Assistant Purchasing Agent) regarding this solicitation. Additionally, all communications relating to this solicitation must be submitted online using Vendor Registry in the Question Section of the **RFP No. 22-DHS-RFPLW-337**.

- **Question #23:** Will the same Selection Advisory Committee (SAC) members from the previous solicitation serve on the SAC for this solicitation?

Answer #23: Section I. Introduction To Evaluation Process only states that a County Selection Advisory Committee (“SAC”) will review and evaluate all written proposals based on the criteria identified in this solicitation. Therefore, the County will not comment on the make-up of the SAC nor who has or will be selected for the committee.

- **Question #24:** Who makes the decisions on the composition of the Selection Advisory Committee (SAC)?

Answer #24: Generally, SAC members are only County employees, associations, Board members or Agency funders. Any non-employee SAC member recommendation requires Purchasing Agent approval.

- **Question 25:** Are interested non-county employees allowed to serve as voting members of a Selection Advisory Committee (SAC)? If yes, please provide instructions on how non-county employees can express their interest to the County. If no, please provide the reason(s) and a copy of any regulations prohibiting participation of interested parties.

Answer #25: See Answer # 24.

- **Question #26:** Page 26 of the RFP, states “The committee will consider the Offeror’s proposed COVID-19 protocols to provide for the safety of residents, workers and visitors to the facility, along with any protection of confidential health information covered by the Health Insurance Portability Act (HIPAA) that is necessitated by the protocols.”. Page 22 of the RFP under Section III. Requirements Application To Both Programs states the offeror will “Develop, together with the County, appropriate COVID-19 protocols to provide for the safety of residents, workers and visitors to the facility.” Can the County clarify how an offeror’s COVID-19 Mitigation Program will be scored in the evaluation of the proposal prior to having an opportunity to develop COVID-19 protocols together with the County as stated?

Answer #26: Per the COVID-19 Mitigation Program evaluation factor, the Offeror shall describe its proposed COVID-19 protocols, including if applicable, the protection of confidential health information covered by the Health Insurance Portability and Accountability Act (HIPAA). Relevant information includes, but is not limited to, any vaccine, testing, social-distancing and masking requirements and the number and percent of vaccinated employees and subcontractors, at the time of submission and expected by the date of contract performance. The Offeror's proposal will be scored based on the thoroughness of the proposed plan.

- **Question #27: Will the County accept electronic signatures on all Executed Forms required as part of this RFP submission?**

Answer #27: The County will accept electronic signatures on all executed forms required in the RFP.

- **Question #28: Can the County confirm the evaluation of "overall satisfaction with the Offeror's performance" as stated on page 26, Performance Outcome Statistics reflects an evaluation of the data from the customer satisfaction survey result statistics listed on that same page?**

Answer #28: Please see Answer #14.

- **Question #29: Does the County utilize a rubric for scoring proposals? If yes, can the County provide a sample rubric? If no, how are evaluators instructed to objectively assign points for each criteria?**

Answer #29: The County does not utilize a rubric for scoring proposals. Rather each proposal response is scored individually and objectively by each SAC member against the Request for Proposal (RFP) evaluation criteria and weights. The criteria specifically spells out what is being evaluated.

- **Question #30: Page 26 of the RFP states proposals should "Use dividers with numbered tabs for each of the proposal elements, in the order listed." One of the elements listed is G. Cost Proposal. Can the County confirm the Cost Proposal should be included as a section of the submission, rather than separately as has been historically required?**

Answer #30: Please submit G. Cost Proposal in the order listed in the RFP.

- **Question #31: Page 29 of the RFP, Cost Proposal states "Offerors must use the Cost Proposal Spreadsheet included in this solicitation as Attachment C to provide pricing proposals." Can the County clarify if a Cost Proposal narrative is desired in addition to the Cost Proposal Spreadsheet included as Attachment C in the solicitation, or if the Cost Proposal Spreadsheet would represent the entirety of the Cost Proposal for this RFP submission?**

Answer #31: The County does not require an additional narrative outside of Attachment C: Cost Proposal. However, the Offeror should ensure that Attachment C represents the cost for each program clearly.

The balance of the solicitation remains unchanged.

Arlington County, Virginia
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RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR BID:

BIDDER ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER _____.

FIRM NAME: _____

AUTHORIZED SIGNATURE: _____ **DATE:** _____