

**Questions and Answers for TEMPORARY PERSONNEL PS2025-100-01**

Question	Item	RFP Section	Page from RFP
Can the state please elaborate on the leadership and oversight structure provided to the temporary employees? <b>There is a chain of command within the agency for case practice guidance and support. Personnel/disciplinary issues are dealt with by the vendor.</b> Is someone always available? <b>Yes, at the local level.</b> Where is leadership located? <b>At the local level.</b>	Management	3.1 Vendor Requirements	15
Can the State provide an example of what a quarterly quality assurance report should look like? <b>No</b>	Quality Assurance	3.6 Quality Assurance	17
What does the State expect to be outlined in the quality assurance plan? <b>Positions filled quickly, positions filled are retained and not revolving; quality of employee's work completed is within policy standards, policies followed; any other identified quality practices by the vendor</b>	Quality Assurance	3.6 Quality Assurance	17
Does the State want to vet/evaluate personnel prior to hire? <b>Only previous DHR employees seeking employment with vendor is vetted for appropriateness through SDHR contact</b>	Temporary Staff	3.3 Temporary Staff Requirements	16
Does the state complete any type of assessment on the individual homes? How can we verify these homes have been established as secure and safe environments before our staff enter? <b>Based on the information received at Intake, law enforcement may accompany staff. Typically, this scenario is after hours and dealt with by on-call staff. There is potential for dangerous environments in which work is performed by our child welfare staff. Homes are assessed upon arrival by the employee.</b>	Safety	3.1 Vendor Requirements	15
How will our staff chart/notate? <b>Information and documentation occurs in the Department's data collection system.</b> Is it secure system/server/tech? <b>Yes</b>	Documentation	3.3 Temporary Staff Requirements	16
Will the state provide the required equipment needed to perform work under this contract? <b>Computers/tablets are provided by the Department.</b> Is the documentation paper or electronic? <b>Electronic with supportive documentation being paper.</b>	Documentation	3.3 Temporary Staff Requirements	16
Will awarded bidders be expected to provide laptops/electronic equipment so temporary healthcare professionals can provide documentation to the State? <b>No</b>	Equipment	3.3 Temporary Staff Requirements	16
Who creates the orders/instruction? A clinical person from the State? <b>Expectations of vendor services are outlined by State Department of Human Resources contact. Case assignments and job responsibilities are made at the local level.</b>	Clinical Direction	3.1 Vendor Requirements	15
Is there Orientation or shadowing in the home, before our staff are working in the homes solo? <b>Yes, there is minimal training. Staff must be able to work independently, be self-motivated but take constructive criticism and receive guidance for case direction.</b>	Orientation	3.1 Vendor Requirements	15

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Are staff entering into the home solo, or are they accompanied by another person? <b>After training, work is done solo unless situation calls for additional staff</b>	Safety	3.1 Vendor Requirements	15
How is the safety of temporary staff monitored/maintained? <b>Staff will receive training and supervision by county management. Staff is to review information from Intake to determine potential safety issues. Staff reports to county management when conducting home visits and report when visits have concluded.</b> What will the State do and what is expected from awarded bidders? <b>Vendor monitors and address leave, hours worked, travel, disciplinary issues, etc.</b>	Safety	3.1 Vendor Requirements	15
Will someone else be present in the home while temporary staff are there? <b>Depends on situation but not usually.</b>	Safety	3.1 Vendor Requirements	15
What specific ongoing staff evaluations are awarded bidders expected to perform? <b>That candidates are meeting the expectations outlined in the contract, following policy, work requirements, best case practice, documentation, etc.</b> What specific measures are temporary staff to be evaluated by (ex: tardiness, documentation thoroughness, customer satisfaction) <b>Punctuality, attendance, meeting deadlines, assessing needs of children and families, documentation, safe case closure, etc.</b>	Staff Evaluation	4.2.5.1.5 Staff Performance Evaluations and Training	20
What orientation does the State want awarded bidders to perform? <b>DHR minimum onboard training and any other trainings at DHR request.</b> Are there State requirements in the form of licensure or certification contracted staff must attain prior to work start? <b>Valid driver's license, car insurance, if a Social Worker then licensure at that level.</b>	Orientation	4.2.5.1.5 Staff Performance Evaluations and Training	20
What is the geographical territory covered by staff? <b>Potential to be statewide and is based on county specific need.</b> Are awarded bidders expected to provide staff the entire state of Alabama? <b>Yes, if needed.</b>	Scope of Services	3.1 Vendor Requirements	15
Can the state please provide the number of staff needed to support each county. Include both full-time and part-time positions required. <b>There are no part-time positions. All positions are full-time. Unable to provide the number of staff per county. The current need is up to 100 employees statewide.</b>	Volume	N/A	N/A
How many visits does the State anticipate temporary professionals to perform annually as a result of this contract? <b>Visits are based on individual needs of the family.</b>	Scope of Services	3.3 Temporary Staff Requirements	16
What is the anticipated number of visits per caregiver per day? <b>Visits are based on individual needs of the family.</b>	Scope of Services	3.3 Temporary Staff Requirements	16
Are staff compensated on an hourly basis or per visit? <b>Compensated on an hourly rate.</b>	Compensation	N/A	N/A
What happens if temporary staff are unable to perform a site visit through no fault of their own? (ex; canceled or rejected from entry by the individual receiving care), would they still be compensated? <b>Staff are paid hourly.</b>	Scope of Services	3.3 Temporary Staff Requirements	16

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Are there any penalties/damages if a temporary professional is unable to perform a site visit? <b>Visits must attempted.</b>	Scope of Services	3.3 Temporary Staff Requirements	16
How many bidders does the State expect to award this contract? <b>1</b>	Contract Award	N/A	N/A
What specific employment/orientation tests are to be completed by the vendor's temporary staff as part of the onboarding process? <b>None</b>	Onboarding	3.1 Vendor Requirements	15
Will the incumbent be required to write any policy for the state of Alabama for this program? <b>No</b>	Policy	N/A	N/A
will the incumbent be required to oversee any staff other than the incumbent staff? <b>No</b>	Supervision	3.1 Vendor Requirements	15
How does the state manage the criminal background investigation process for candidates applying for child welfare jobs, as mandated by Alabama Act Number 2000-775? <b>No</b>	Staff Evaluation	Job Description	N/A
What strategies does the state use to verify candidates' eligibility for licensure by the Alabama Board of Social Work Examiners? <b>None</b>	Staff Evaluation	Job Description	N/A
What protocols are in place for crisis intervention? <b>There is an on-call after hours emergency protocol in place in each county.</b>	N/A	3.6 Quality Assurance	17
Are there any specific trainings or resources provided for crisis situations? <b>Yes</b>			
Both sections 4.2.2 Table of Contents and 4.2.5 Technical Response on pages 18 and 19 state the numbering of proposal pages should begin with page 1 for each section. Can you please clarify which section bidders should begin numbering proposal pages? <b>Page numbers begin the page after the Table of Contents with #1</b>	Formatting	4.2.2 Table of Contents, 4.2.5 Technical Response	18-19
Pertaining to section 4.2.4 Licenses/Certificates/Credentials requirement found on page 18 of the RFP that stipulates bidders must include copies of all required licenses, certificates, and credentials with their response, may the Department please outline all required licenses, certificates, and credentials to successfully bid on this contract? <b>Business license, insurance certification, accreditations, etc.</b>	Licensing	4.2.4 Licenses/Certificates/Credentials	18
Pertaining to section 4.2.4 Licenses/Certificates/Credentials requirement found on page 18 of the RFP that stipulates bidders shall submit a copy of a completed license application form along with their response if they do not have the proper licensure. Can the Department please share a copy of the license application form? <b>No license through the Department is required, so there is not an application form for a license</b>	Licensing	4.2.4 Licenses/Certificates/Credentials	18
Is the state receptive to non-binding dispute resolution as to monetary disputes as well? <b>No</b>	Alternative Resolution	2.4 (Termination/Alternative Resolution	11
To what extent will revisions/exceptions impact proposal scoring and award decisions? <b>Proposals will be scored based on proposal requirements.</b>	Revisions/exceptions	N/A	N/A
Is the state receptive to the prospect of rate and pricing increases where unexpected market forces make this a necessary consideration? <b>No</b>	Amendments	2.15.6 - Amendments	14

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What is the managerial and supervisory structure in place relative to the staff we assign? <b>There is a chain of command within the agency for case practice guidance and support. Personnel/disciplinary issues are dealt with by the vendor</b>	Management of Assigned Staff	3.1 - Vendor Requirements	15
Is the state receptive to Net 30 payment terms? <b>No</b>	Invoicing	3.7 - Invoices	17
Is the state receptive to contract revisions/exceptions? <b>No</b>	Contract Revisions	4.2.5.4.2	21
What are the specific insurance coverage requirements and coverage limits mandated by the state? <b>Liability, workman's comp</b>	Insurance	N/A	N/A
Do you need a homecare licensure to support this business? <b>No</b>	Licensing	4.2.4 Licenses/Certificates/Credentials	18
Does this contract require Medicare reimbursement? <b>No</b>	N/A	N/A	N/A
Does this contract require Medicaid reimbursement? <b>No</b>	N/A	N/A	N/A
What is the estimated budget of the contract? If unknown, please provide previous spending? <b>Up to \$13.4 million</b>	N/A	N/A	N/A
Is this a new requirement? <b>No</b> If not, please provide list of the current vendor(s) providing the service and how are the current services being procured? <b>VieMed per Emergency Contract</b> Apart from end of tenure, is there any other reason to release this solicitation? <b>End of Emergency Contract</b> Are there any pain points? <b>No</b>	N/A	N/A	N/A
Will this be a single award or multiple award? <b>Single</b>	N/A	N/A	N/A
Please provide a copy of the proposal of all current vendors providing temporary staffing, including rate/cost sheets if any. <b>VieMed</b>	N/A	N/A	N/A
How many positions are expected to be filled per year? <b>up to 100</b>	N/A	N/A	N/A
How many employees will be required at any given time for this project? <b>Up to 100</b>	N/A	N/A	N/A
How many employees are currently working on this project? <b>Approximately 40</b>	N/A	N/A	N/A
If we submit our W-9 form to the state, do we still need to complete Appendix B: Taxpayer Identification Number Form? <b>Yes</b>	N/A	N/A	N/A
Section 4.2.4 (Licenses/Certificates/Credentials) on page 19 of the RFP mentions required documentation. Could you please clarify which specific licenses, certificates, or credentials need to be provided? <b>Business license, insurance certification, accreditations, etc.</b> Will a State of Alabama Good Standing Certificate fulfill this requirement? <b>No</b>	N/A	N/A	N/A
Can we submit pricing in our own format and provide hourly rates? <b>No</b>	N/A	N/A	N/A
We are unable to fully understand the purpose of Appendix F: Cost Proposal. Could you please clarify its intent? <b>Total proposed cost – this is proposed budget of vendor to do project</b>	N/A	N/A	N/A

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As a staffing firm providing services rather than equipment, what details should we include in the Cost Proposal? <b>Applicable to proposed cost such as travel of employees, wages per hour and possible overtime, etc.</b>	N/A	N/A	N/A
Are candidate resumes required with the bid response submission? <b>No</b> If so, should they be actual resumes or sample resumes? <b>n/a</b>	N/A	N/A	N/A
Are there any mandatory Subcontracting Goals? <b>No subcontracting</b>	N/A	N/A	N/A
Is there an incumbent for this contract? <b>Yes.</b> If yes, could you provide the incumbent's pricing and details? <b>Emergency Contract with VieMed. Current contract up to \$5.5 million and up to 100 staff.</b>	N/A	N/A	N/A
Are there any Pain points with the current incumbent? <b>No</b>	N/A	N/A	N/A
What is the budget allocated to this contract? <b>Up to \$13,400,000 (100 workers @ \$50 hour x 40 hours per week x 52 weeks= \$10,400,000 plus need to add in overtime potential and mileage reimbursement)</b>	N/A	N/A	N/A
What is the previous spending? <b>Current contract up to \$5.5 million. December (\$76,404.15) and January (\$192,059.77)</b>	N/A	N/A	N/A
Would the case worker position enter a residence? <b>Yes.</b> If so, would they do this alone or with a supervisor? <b>After training, the work is done alone unless situation calls for additional staff.</b>	N/A	N/A	N/A
What would be the number of awards you intend to give (approximate number)? <b>1</b>	N/A	N/A	N/A
What are the estimated funds that are estimated to be allocated for this contract? <b>Up to \$13,400,000 (100 workers @ \$50 hour x 40 hours per week x 52 weeks= \$10,400,000 plus need to add in overtime potential and mileage reimbursement)</b>	N/A	N/A	N/A
What is the work location of the proposed candidates? <b>Various locations throughout State and based upon County specific need</b>	N/A	N/A	N/A
Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again? <b>Emergency Contract with VieMed. Current contract up to \$5.5 million. Current incumbent is able to submit.</b>	N/A	N/A	N/A
Are there any pain points or issues with the current vendor(s)? <b>No</b>	N/A	N/A	N/A
Could you please share the previous spending on this contract, if any? <b>December (\$76,404.15) and January (\$192,059.77)</b>	N/A	N/A	N/A
Is there any mandatory subcontracting requirement for this contract? <b>No.</b> If yes, Is there any specific goal for the subcontracting?	N/A	N/A	N/A
	N/A	N/A	N/A

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How many positions were used in the previous contract (approximate)? <b>40</b>	N/A	N/A	N/A
How many positions will be required per year or throughout the contract term? <b>Up to 100</b>	N/A	N/A	N/A
If the resources, we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources? <b>No</b>	N/A	N/A	N/A
Can we provide hourly rate ranges in the price proposal? <b>Yes, up to \$50 per hour</b>	N/A	N/A	N/A
Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance? <b>No remote work</b>	N/A	N/A	N/A
Are resumes required at the time of proposal submission? <b>No</b> . If yes, do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?	N/A	N/A	N/A
Could you please provide the list of holidays? <b>In accordance with State of Alabama Personnel website holiday calendar for 2025</b>	N/A	N/A	N/A
Are there any mandated Paid Time Off, Vacation, etc.? <b>In accordance with State Personnel website holiday calendar; Governor orders; office closures; leave/time off is based upon the individuals workload as well as DHR and vendors agreement.</b>	N/A	N/A	N/A