Staffing for Direct Care Services RFP
Q&A

1. Bullet point #3 on page 12 states an additional Residential Specialist is added to provide transportation to and from needed services. Is this staff member included in the 3 staff on shift 7a-3, and 3p-11p or is it an additional staff member outside of the 3 from 7a-11p? The assigned three staff members scheduled during the 7:00 a.m.–11:00 p.m. shifts will remain. Additional staff may also be requested overnight if the acuity of the milieu indicates that additional staffing is necessary to maintain safety on the unit.

2. Are clients transported voluntarily? Clients may require transportation on either a voluntary or involuntary basis, depending on their individual needs and circumstances.

3. What is the expected frequency of transports and typically hours of expected transports?

- Transportation is not typically needed during the day. However, we occasionally need assistance with transportation overnight, as we do not have security staff on the unit from 11:00 p.m.–7:00 a.m.
- Overnight transportation would be provided on an as-needed basis and only when it is safe to do so.
- When possible, we will defer transportation needs until after 7:00 a.m., when security staff are back on the unit and available to assist with transportation.
- Overall, overnight transportation needs from 11:00 p.m.–7:00 a.m. would be occasional and handled on an as-needed basis.

4. Independent third-party audit: The RFP states that proposers agree to present an independent third-party audit of their books, records, documents, accounting procedures and practices. Is an independently prepared financial statement, CPA review, or other financial documentation acceptable for a privately held small business, or is a formal independent financial audit required at proposal submission or after award?
   A formal independent financial audit is not required with the initial proposal. An independently prepared financial statement, CPA review, or comparable financial documentation is acceptable for proposal purposes. The selected vendor must maintain complete financial records related to the contract and make those records available for review or independent audit upon request.

5. Vehicle and transportation: Please clarify the expected vehicle type/capacity, anticipated transportation volume or mileage, and whether the vehicle must be dedicated exclusively to the Georgetown Diversion Center. Please also confirm any minimum automobile liability limits or other vehicle-insurance requirements beyond those contained in the final Agreement.

   The vendor is responsible for providing a safe, reliable, and appropriately insured vehicle for transportation authorized by BTCS. The vehicle must be available to the Georgetown Diversion Center when needed and should have sufficient capacity to transport at least one individual receiving services and an accompanying staff member.

   Transportation needs will vary based on program and individual circumstances; BTCS cannot guarantee a specific number of trips or monthly mileage. The vendor should separately identify any fixed vehicle-related costs and list mileage or other usage-dependent transportation expenses as variable costs. Automobile liability requirements are addressed in the response to Question 8.

6. Food, linens, toiletries and consumable supplies: Should vendors include all anticipated food, snacks, fresh fruit, linens, toiletries, first-aid/spill supplies and other listed consumables in a fixed monthly amount, include them in the staffing/service rate, or propose them as separately reimbursable/pass-through expenses? If historical utilization or monthly cost data are available, please provide them for pricing purposes.

   The vendor is responsible for providing the food, snacks, fresh fruit, linens, toiletries, first-aid supplies, spill supplies, and other consumable items identified in Attachment A. These items should be identified separately in the proposal as variable costs and should not be incorporated into direct-care staffing rates. The proposal should describe the assumptions used to estimate these expenses. Variable expenses will be invoiced based on actual utilization and in accordance with the terms of the final Agreement. Historical utilization and monthly cost data are not available.

7. Staffing pattern: Attachment A requires 3 staff from 7:00 a.m.–3:00 p.m., 3 staff from 3:00 p.m.–11:00 p.m., and 2 staff from 11:00 p.m.–7:00 a.m., and also states that an additional Residential Specialist is added for transportation. Is the Residential Specialist included within the stated 3/3/2 staffing pattern or required in

addition to those staffing levels? If additional, please provide the expected schedule/hours for that position.

The required staffing pattern is:

- Three staff from 7:00 a.m. to 3:00 p.m.;
- Three staff from 3:00 p.m. to 11:00 p.m.; and
- Two staff from 11:00 p.m. to 7:00 a.m.

Transportation responsibilities must be managed within the established 3/3/2 staffing pattern. An additional Residential Specialist is not required beyond these staffing levels. The vendor remains responsible for ensuring that transportation does not reduce on-site staffing below the required minimum.

8. Pricing/budget: The RFP requests fixed costs and salary costs by position and the hourly rate paid to the administrator, direct-care staff and shift leaders. Please confirm whether BTCS also wants a separate vendor bill rate for each position and whether administrative overhead, payroll burden, benefits, training, insurance, supplies and margin should be separately itemized.

   BTCS requests the following pricing information:

   - The hourly wage paid to each position, including direct-care staff, shift leaders, and administrative staff;
   - The fully burdened hourly vendor bill rate for each position;
   - Any fixed costs associated with providing the services; and
   - Estimated variable costs for vendor-provided supplies, consumables, mileage, and other usage-dependent expenses.

   The proposal should identify the components included in each vendor bill rate, including payroll burden, benefits, recruitment, employee screening, supervision, administrative overhead, training, insurance, and vendor margin. Vendor-provided supplies and other usage-dependent expenses should be listed separately as variable costs rather than incorporated into the staffing rates.

9. Facility responsibilities: Attachment A assigns the vendor responsibilities involving inspections/licensing standards, fire/disaster drills, facility cleanliness/sanitation, maintenance reporting and admission/discharge records. Please clarify which inspections, licenses, permits, housekeeping services and associated costs are the vendor's financial responsibility versus BTCS's responsibility as the facility/program operator.

   The vendor is responsible for the duties assigned in Attachment A, including:

- Maintaining applicable inspections, standards, public postings, and compliance documentation;
- Facilitating and coordinating required fire and disaster drills;
- Promptly reporting facility maintenance, technology, and equipment concerns;
- Completing and filing assigned admission and discharge documentation;
- Maintaining required admission, discharge, and consumer records;
- Providing complete first-aid kits, spill kits, masks, and CPR masks;
- Maintaining facility cleanliness and sanitation;
- Supporting the facility during announced and unannounced inspections or tours; and
- Ensuring compliance with applicable infection-control requirements.

The vendor is responsible for the staffing, supplies, and routine operational expenses necessary to perform these duties. Vendor-provided supplies and other usage-dependent items should be identified as variable costs in the proposal.

BTCS remains responsible for clinical and medical services, medications and medical supplies, professional admission and discharge decisions, building ownership, and the cost of structural, mechanical, plumbing, HVAC, and other facility repairs. Vendor staff are responsible for identifying and reporting maintenance concerns but are not financially responsible for completing building repairs.

10. Training: The RFP indicates BTCS provides PMAB training while also requiring PMAB before an employee works as part of the staffing ratio. Please confirm whether BTCS provides PMAB training to selected vendor staff at no charge and whether BTCS provides the other program-specific orientation/training after award.

BTCS will provide PMAB training to selected vendor staff at no charge to the vendor. BTCS will also provide or coordinate orientation regarding EOU operations and applicable BTCS-specific policies, procedures, documentation requirements, and safety protocols following contract award.

Vendor employees must complete all required training before working independently or being counted within the staffing ratio. The vendor is responsible for compensating its employees for training time and for providing or ensuring completion of all other required qualifications and training, including background checks, CPR, first aid, trauma-informed care, health screenings, and other requirements identified in the RFP.

11. Insurance: In addition to proof of Workers' Compensation and General Liability required with the proposal, please provide the minimum coverage limits required for General Liability, Workers' Compensation/Employers Liability, Commercial Auto and any Professional Liability coverage, if applicable.

Coverage	Limits of Liability
General Liability	$1,000,000 each occurrence
	$2.000,000 aggregate
	$2,000,000 Products/Completed Operations Aggregate
Special Provisions	Waiver of Subrogation
	30 day notice of cancellation or non-renewal to the Authority
	Authority as Additional Insured
Automobile Liability	$1,000,000 combined single limit
Special Provisions	All owned autos
	Hired and non-owned
	Waiver of Subrogation
	30 day notice of cancellation or non-renewal to the Authority
	Authority as Additional Insured
Professional Liability	$1,000,000 each occurrence
	$3,000,000 Aggregate
	30 day notice of cancellation or non-renewal to the Authority
Workers' Compensation	$500,000 Employer Liability Limits
Special Provisions	Waiver of Subrogation in favor of the Authority
	30 day notice of cancellation or non-renewal to the Authority
Umbrella Liability	$5,000,000 each occurrence
Special Provisions	Waiver of Subrogation
	30 day notice of cancellation or non-renewal to the Authority
	Authority as Additional Insured

12. Implementation timetable: Section II.B.15 states that the vendor should provide services "within thirty (90) days" of contract approval. Please confirm whether the required implementation period is 30 days or 90 days. The RFP timeline currently identifies December 1, 2026 as the anticipated contract start date.

    A detailed action plan and timetable for providing services to BTCS within thirty (30) days of approval of the contract.

13. References: For organizations that have provided comparable home-care, personal-assistance, staffing or direct-care services but have not previously contracted with a Texas MHMR/LMHA center, will those organizational references satisfy the requirement for at least two relevant references, with the Texas MHMR-center list identified as none if not applicable?

Yes. References from organizations for which the proposer has provided comparable direct-care staffing, behavioral health staffing, home care, personal assistance, or similar services will satisfy the requirement for at least two relevant references. (is this correct?) The request to list Texas MHMR centers currently using the proposer's services is separate from the general reference requirement. If the proposer has not contracted with a Texas community center, LMHA, or LBHA, it may indicate "none" or "not applicable" in that portion of its response.