

STATE OF HAWAII
DEPARTMENT OF EDUCATION
PROCUREMENT AND CONTRACTS BRANCH

March 11, 2015

ADDENDUM B

TO

REQUEST FOR PROPOSALS

RFP NO. RFP F15-010

SKILLED NURSING SERVICES FOR THE
DEPARTMENT OF EDUCATION (STATEWIDE)

The following responses are hereby provided to the questions received:

General

Q1. What is the main cause or reason for this RFP?

Answer: The Hawaii Department of Education (HIDOE), Office of Curriculum, Instruction and Student Support, Student Support Branch is requesting proposals from qualified applicants to provide skilled nursing services (i.e., nursing treatments and specialized health care procedures) to eligible students (statewide) with significant health conditions to support the students in effectively accessing the general education curriculum.

Q2. I thought the contract was going to be awarded to multiple providers; however in reviewing the RFP it identifies that a single contract is to be awarded. Is that correct?

Answer: Please see *2.4 Contract Award and Term, page 2-4*.

Q3. The RFP references a Form (SPO-H-200) but we were unable to find it in the RFP. Where can this be found?

Answer: Please see the referenced link under *1.2 Website Reference, page 1-1, #5 Forms*.

Q4. Who is the current provider(s) for the skilled nursing services (SNS) contract?

Answer: RCM Technologies (USA) Inc. dba RCM Health Care Services.

Q5. Does the current provider fulfill nursing services required in the contract and would these nurses under the contract be available to hire?

Answer: The current SNS provider fulfills the nursing service requirements as specified in the contract. The HDOE cannot respond on behalf of the current provider for nurses under the contract.

Q6. Can you please provide the current provider(s) pricing matrix under the current SNS contract?

Answer: Please see the following table.

Service Description	Provided by	Students Served in Class, bus	Fee Rate Per Hour Per Student (\$)	Total per Hour (\$)	
Supervisor	RN	N/A		52.00	
Continuous, Classroom, bus transport services	RN	1	45.50	45.50	
	RN	2	23.00	46.00	
	RN	3	18.00	54.00	
	RN	4	17.00	68.00	
	RN	5	15.50	77.50	
	RN	6	14.50	87.00	
	RN	7	14.00	98.00	
	RN	8	13.00	104.00	
	RN	9	12.50	112.50	
	IDEA (verified by IEP)	LPN	1	30.00	30.00
		LPN	2	15.00	30.00
		LPN	3	13.00	39.00
	Or Section 504 (verified by Section 504 Plan)	LPN	4	12.00	48.00
		LPN	5	11.50	57.50
		LPN	6	11.00	66.00
		LPN	7	10.50	73.50
		LPN	8	10.00	80.00
		LPN	9	10.00	90.00

Service Description	Provided by	Assignment(s) per Route	Fee Rate Per Hour (\$)
(billable time does not include travel time between school assignments – face to face time only)	RN	1	60.00
	RN	2	60.00
	RN	3	70.00
	RN	4	80.00
	RN	5	90.00
	RN	6	100.00
	RN	7	110.00
	RN	8	119.00
	RN	9	130.00
(verified by IEP or Section 504 Plan)	LPN	1	40.00
	LPN	2	40.00
	LPN	3	50.00
	LPN	4	60.00
	LPN	5	70.00
	LPN	6	80.00
	LPN	7	90.00
	LPN	8	99.90
	LPN	9	110.00

Funding

Q7. What is the estimated annual spending for this project?

Answer: Please see 2.3 *Demographics and Funding*, page 2-4(*last paragraph*).

Q8. What was the annual expenditure for this contract in 2012, 2013, and 2014?

Answer: School Year (SY) **2011-12: \$4.7 million (M)**;
 SY 2012-13: \$4.25M; and
 SY 2013-14: \$5.6M.

Services

Q9. How many RNs vs. LPNs are estimated to be needed from contracted services for the upcoming school year?

Answer: Historically (SY 2011-12 to present) the staff mix has been averaging seventy percent (70%) RN and thirty percent (30%) LPN staffing.

Q10. Who is providing gloves for the nurses, the Hawaii Department of Education (HIDOE), Department of Health, or parents?

Answer: It has been the responsibility of the contracted provider to provide personal protective equipment (PPE) for their personnel. Parents/legal guardians also have been supplying gloves, if available. Under RFP F15-010, HIDOE will provide the gloves.

Q11. For new children that come into the school district who should be providing the binders / folders, the HIDOE or the Provider?

Answer: The HIDOE provides the folders.

Q12. How are the customized enteral formulas currently being administered, and what agreements are in place to address liability associated with nurses administering custom formulas that were not prepared by a physician, NP, or pharmacist?

Answer: The current contracted SNS provider has internal processes and waivers in place to allow this practice to continue.

Q13. 2.11 Contract Monitoring and Evaluation, page 2-18, # 2. Output and Performance/Outcome Measurements

Can the HIDOE please provide a Sample of the Output and Performance/Outcome Measurements Report?

Answer: Previous formats will be made available to the awardee.

Qualifications

Q14. 2.7 Qualifications Section A states:

A. Experience

Skilled Nursing Experience. PROVIDER shall have at least three (3) years of experience as a contract provider providing the type of skilled nursing services described in this Contract.

Pediatric Experience. PROVIDER must have at least three (3) years of experience as a contract provider providing skilled nursing services to the pediatric population. Pediatric experience specifically in a school, community, or

home setting, to children aged three (3) to twenty-two (22) years who have disabilities requiring skilled nursing services preferable.

I have ten (10) years as a contract provider providing the type of skilled nursing services described in this Contract with a pediatric and medically disabled population through physicians, dentists, dental hygienists, and dental assistants, but not nurses. Would the HIDEOE still consider this experience relevant to the solicitation?

Answer: Please see *2.1 Overview, Purpose or Need, and Goals of Service, page 2-2 (second paragraph).*

*Skilled nursing services is a related service provided to students with significant health conditions who **require nursing care and monitoring by qualified nursing personnel** in order to attend school during school hours as prescribed by the student's licensed medical provider and determined necessary by the student's IEP or Section 504 Plan...*

Q15. Section 2.7. Skilled Nursing Experience...it says Provider shall have at least three (3) years experience.

The personnel within the agency qualify, but the agency is not at three (3) years under the current name. Is my agency going to run into a problem with this?

Answer: The agency (regardless of name change) must have been in operation and have at least three (3) years' experience as a contract provider providing the type of SNS described in this Contract.

Q16. Under Section 2.7 Qualifications, Part A. Experience, it states:

A. Experience

***Skilled Nursing Experience.** PROVIDER shall have at least three (3) years of experience as a contract provider providing the type of skilled nursing services described in this Contract.*

***Pediatric Experience.** PROVIDER must have at least three (3) years of experience as a contract provider providing skilled nursing services to the pediatric population. Pediatric experience specifically in a school, community, or home setting, to children aged three (3) to twenty-two (22) years who have disabilities requiring skilled nursing services preferable.*

However, under Section 2.7 Qualifications, Part C. Personnel, it states the following:

- 1. Nurses. PROVIDER shall furnish the HIDOE with qualified nursing personnel to implement the Contract requirements. PROVIDER shall provide qualified substitute personnel when assigned personnel fails to report for duty at an assigned school site. If PROVIDER's employee or agent refuses to provide services as defined in this contract, PROVIDER shall provide a qualified replacement.*

PROVIDER's nursing personnel must, at minimum, meet the following qualifications and requirements...

- B. Possess at least one (1) year of experience providing skilled nursing services to a pediatric population [aged three (3) to twenty-two (22) years] having disabilities requiring skilled nursing services. (Note: Exceptions to the one-year requirement may be granted, at the HIDOE's sole discretion, with the HIDOE approval and PROVIDER supplied documentation of additional PROVIDER supervision, training, and competency requirements).*

- 2. Nurse's Aides. PROVIDER shall furnish the HIDOE with qualified State of Hawaii CNAs and/or HHAs to provide those nursing services that are delegable at the discretion and judgment of the licensed RN, in accordance with HAR Title 16, Chapter 89, Subchapter 15 and the National Council of State Boards of Nursing (NCSBN) delegation decision-making process.*

CNA and HHA shall meet the following minimum qualifications and requirements:...

- B. Possess at least one (1) year experience as a CNA or HHA working with children or a pediatric population, aged three (3) to twenty (22) years;...*

- 3. Supervisor. PROVIDER shall furnish nursing supervisors or managers, licensed as a State of Hawaii Registered Nurse and fulfilling all other requirements of RN personnel, whose responsibilities shall include but may not be limited to the following:...*

... Supervisors or managers must, at minimum, meet the following qualifications and requirements:...

- C. Possess at least one (1) year of experience providing skilled nursing services to a pediatric population aged three (3) to twenty-two (22) years having disabilities requiring skilled nursing services. (Note: Exceptions to the one-year requirement may be granted, at the HIDOE's sole discretion, with the HIDOE approval and PROVIDER supplied documentation of additional PROVIDER supervision, training, and competency requirements).*

Can you please verify how many years of experience are required for each profession? It gives a minimum three (3) years experience at one point and then states a one (1) year minimum experience in another.

Answer: Requirements under 2.7 Qualifications, Part A. Experience, page 2-6 apply to Provider (agency/organization).

Requirements under 2.7 Qualifications, Part C. Personnel, page 2-9 apply to Provider's personnel.

Pricing

Q17. Will the district provide the current hourly pricing for contracted Nursing Services?

Answer: The HIDOE is a statewide school district. The hourly pricing for the current provider referenced in Q6 applies to all SNS provided in the HIDOE public and public charter schools.

Q18. Can you please breakdown how the \$5.8M in annual spending is divided by profession (RN Supervisor, RN, LPN, and CNA/HHA) and also by service type (Continuous Classroom/Bus/transport services versus Itinerant Services)?

Example of Annual Expenditure Breakdown

RN Supervisor = \$x.xx

RN Continuous = \$x.xx

RN Itinerant = \$x.xx

LPN Continuous = \$x.xx

LPN Itinerant = \$x.xx

CNA/HHA Continuous = \$x.xx

CNA/HHA Itinerant = \$x.xx

Answer: The \$5.8M is projected based on previous fiscal year (FY) costs. CNA/HHA personnel have not been used by incumbent SNS provider. See response to Q9.

Q19. Can the HIDOE provide estimated monthly and annual gross payroll amounts and staffing histories/projections? based on the estimated \$5.8M appropriation of funds for years past and going forward?

Answer: Please see responses to Q8. and Q9.

Q20. Will the HIDEOE accept weekly billing vs. monthly billing?

Answer: The HIDEOE is not able to process weekly billing at the current time.

Q21. What is the billing rate for Over Time in the event the nurse is required to stay longer for an Emergency, and has already fulfilled her forty (40) hours under the HIDEOE contract?

Answer: Please see *Attachment 3, Special Conditions, 10. Compensation Rates, page 4.*

Q22. Some of the children receive tube feeds lasting up to three (3) hours so the bill rate for an RN / LPN would result in any staffing agency losing money (This does not include any payroll taxes or the Hawaii Excise Tax). What can be done to increase the bill rate for tube feeds lasting up to three (3) hours? Can a separate cap be set up for tube feeds lasting 2-3 hours?

Answer: Upon a review of current SY 2014-15 students eligible to receive SNS, one (1) student currently receives a feeding between 2.50 to 2.75 hours. Please see 2.8 *Pricing Structure, Continuous Nursing Service, page 2-13).*

Q23. What happens if you have two (2) students at the school and each student has two (2) feeds that are broken up throughout the day? For example, two (2) students at ABC School have two (2) feeds between them and the nurse goes from one (1) class to the next. Do we charge per visit, so four (4) visits in total?

Example:

John 9:00 a.m.-10:00 a.m.

Jane 10:15 a.m.-11:15 a.m.

John 11:30 a.m.-12:30 p.m.

Jane 12:30 p.m.-1:30 p.m.

Answer: Each nursing service/intervention would be considered an Itinerant Nursing Service thus invoiced at the Visit Rate. Granted, if one (1) or more additional students requiring Continuous Nursing Service begin attending the school, the student(s) may then be considered at the Classroom Nursing Service level and invoiced accordingly.

Q24. Reporting Requirement: Will the invoicing method (SVM) in eCSSS be used for this school year?

Answer: Unable to determine at the present time.

Q25. Will the STATE- prescribed claim format with daily time sheets, RN supervisor time sheets and a summary of monthly billing (format to be provided by the STATE) be provided, and what is the STATE-prescribed format?

Answer: Previous formats will be made available to the awardee.

Q26. Please can the HIDEOE provide more samples of clean invoices when there are multiple kids in the classroom?

Answer:

There are eight (8) students in a school where six (6) of the students receive SNS in the same classroom (fully self-contained classroom). **Rates illustrated in this example are based on Maximum Skilled Nursing Services Rate Schedule of \$50.00 per hour for RN and \$35.00 per hour for LPN.**

Student A is totally dependent (i.e., trach, vent, suctioning prn, oxygen prn, gastrostomy tube feeding bolus at 0900 & 1200) and requires Continuous Nursing Service level. **Authorized 6.50 hours per day (0730-1400).** In order to facilitate utilization of bus resources, student's school day is shortened.

Student B is totally dependent with a seizure disorder but is able to eat orally and maintain secretions. Physician has prescribed Diastat pr (per rectum) for seizures lasting longer than five minutes. **Authorized 6.50 hours per day (0730-1400) for rescue medication administration and monitoring pre and post-seizure.** On the same bus transport as Student A.

Student C is higher functioning cognitively but is still confined to a wheelchair or mat table as paraplegic with contracture. Receives continuous gastrostomy tube feeding due to short-gut syndrome. **Authorized 6.00 hours per day (0800-1400).** Grandparents drop off and pick-up student from school.

Student D is similar to Student A (diagnoses and functional ability) but only requires a bolus gastrostomy tube feeding at 1100. **Authorized 0.50 hours per day (1100-1130).**

Student E is similar to Student B (diagnoses and functional ability) but has respiratory issues due to condition and requires a nebulizer treatment at 0900 and prn. **Authorized 6.50 hours per day (0730-1400).** Transported on a different bus from Students A & B.

Student F has a bolus gastrostomy tube feeding at 1100 and as unable to manage own secretions due to neurological impairment, requires suctioning prn. **Student authorized 6.50 hours (0800-1430)** as this is the school schedule that all students end the school day.

Two (2) students (**Students G & H**) are general education students found eligible under Section 504 and require Skilled Nursing as a Related Service. They receive their educational services in another classroom(s).

Student G has diabetes and requires blood glucose testing and insulin administration prior to going to lunch. After eating, Student G returns to FSC and RN calculates carbohydrate counts and administers additional insulin dependent upon amount consumed. May need to recheck blood glucose, if part of student's Individualized Health Care Plan. **Authorized 1.00 hours per day (1100-1200).**

Student H has spina bifida and requires clean intermittent catheterization (CIC)_two (2) times a day at 0900 and 1200. **Authorized 0.50 hours x 2 per day (0900-0930 & 1200-1230) for a total 1.00 hour per day.**

Three (3) nurses assigned to school for the students when all in attendance.

Nurse ZA (RN) assigned by supervisor to Student A, B, D, G

Nurse ZB (LPN) assigned by supervisor to Student C, E, F, H

Nurse ZC (RN) assigned by supervisor to Student C, E, F. Also assigned to other students/schools with itinerant needs not illustrated in this scenario.

Nurse ZA (RN)

Student A RN2 0730-1100 3.50 hours \$87.50
Student B RN2 0730-1100 3.50 hours \$87.50
Student A RN4 1100-1130 0.50 hours \$8.75
Student B RN4 1100-1130 0.50 hours \$8.75
Student D RN4 1100-1130 0.50 hours \$8.75
Student G RN4 1100-1130 0.50 hours \$8.75
Student A RN3 1130-1200 0.50 hours \$10.00
Student B RN3 1130-1200 0.50 hours \$10.00
Student G RN3 1130-1200 0.50 hours \$10.00
Student A RN2 1200-1400 2.0 hours \$50.00
Student B RN2 1200-1400 2.0 hours \$50.00

Nurse ZB (LPN)

Student C LPN3 0800-0900 1.0 hours \$15.00
Student E LPN3 0800-0900 1.0 hours \$15.00
Student F LPN3 0800-0900 1.0 hours \$15.00
Student C LPN4 0900-0930 0.50 hours \$6.88
Student E LPN4 0900-0930 0.50 hours \$6.88
Student F LPN4 0900-0930 0.50 hours \$6.88
Student H LPN4 0900-0930 0.50 hours \$6.88
Student C LPN3 0930-1200 2.50 hours \$37.50
Student E LPN3 0930-1200 2.50 hours \$37.50
Student F LPN3 0930-1200 2.50 hours \$37.50
Student C LPN4 1200-1230 0.50 hours \$6.88
Student E LPN4 1200-1230 0.50 hours \$6.88
Student F LPN4 1200-1230 0.50 hours \$6.88
Student H LPN4 1200-1230 0.50 hours \$6.88

Student C LPN3 1230-1330 1.0 hours \$15.00
Student E LPN3 1230-1330 1.0 hours \$15.00
Student F LPN3 1230-1330 1.0 hours \$15.00
Student E LPN1 1330-1400 0.50 hours \$17.50

Nurse ZC (RN)

Student E RN ITIN 2.0. hours \$100.00 (AM bus transport)

Student C & F RN ITIN 2.0 hours \$100.00

* Although Students C, E, F are Continuous Nursing Service level, due to staffing considerations and the nurse traveling from one assignment to another – considered a Visit Rate.