



STATE OF TENNESSEE  
DEPARTMENT OF DISABILITY AND AGING

**REQUEST FOR QUALIFICATIONS # 34401-99480  
AMENDMENT # 2  
FOR TN START RESOURCE CENTERS**

**DATE: March 25, 2025**

**RFP # 34401-99480 IS AMENDED AS FOLLOWS:**

- 1. This RFQ Schedule of Events updates and confirms scheduled RFQ dates.** Any event, time, or date containing revised or new text is highlighted.

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFQ Issued		February 24, 2025
2.	Disability Accommodation Request Deadline	2:00 p.m.	March 4, 2025
3.	Pre-Response Conference	11:00 a.m.	March 5, 2025
4.	Notice of Intent to Respond Deadline	2:00 p.m.	March 10, 2025
5.	Written "Questions & Comments" Deadline	2:00 p.m.	March 13, 2025
6.	State response to written "Questions & Comments"		March 25, 2025
7.	RFQ Responses Deadline	2:00 p.m.	April 1, 2025
8.	State Evaluation Notice Released		April 17, 2025
9.	RFQ Cost Proposals Opened (ONLY for the apparent successful Respondents)	2:00 p.m.	April 17, 2025
10.	RFQ Negotiations (if applicable)		April 17-April 24, 2025
11.	State Notice of Intent to Award Released and RFQ Files Opened for Public Inspection		April 25, 2025
12.	End of Protest Period		May 2, 2025
13.	State sends contract(s) to Contractor(s) for signature		May 6, 2025
14.	Contractor(s) Signature Deadline	2:00 p.m.	May 8, 2025

- 2. State responses to questions and comments in the table below amend and clarify this RFQ.**

Any restatement of RFQ text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFQ document.

RFQ SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		1. Is room and board covered in the rate?	Yes, there is one funding rate.
		2. Are we directly responsible for the maintenance in the homes?	See highlighted updates in Pro Forma Release 2, A.14. and RFQ Release 2, C1.15. and C2.15.

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		3. What type of licensure is required for TN Start programs?	The State will obtain/hold all the necessary licenses for these services. The Contractor may be expected to complete the credentialing process with DDA.
		4. Are the TN Start med-administration requirements the same as the DDA requirements?	Yes.
		5. TN Start requires that all cell phones be locked up. Are there any exceptions to this in the event staff need quick access to a phone during an emergency / crisis?	Cell phones will be available in emergencies as needed.
		6. Does nursing staff need to be onsite at the time of admission or can nursing assessments be completed virtually?	Regional office nurses will address any nursing needs.
		7. Is there an age restriction on this level of service?	These homes will primarily serve adults. .
		8. Will there be annual rate increases during the 5-year contract period?	In accordance with Pro Forma C.2., compensation will remain firm.
		9. Is furnishing provided within the homes?	Yes.
		10. Location of projected homes?	West, TN, and Middle, TN (Eads, TN and Nashville, TN)
		11. Are job descriptions available for the various positions required in the TN Start program?	Yes
		12. Are non-waiver candidates eligible for TN Start services?	Yes
		13. What if any cost of use is there to the contractor/provider for the use of a state owned home? Maintenance, utilities, insurance, taxes, etc.	See highlighted updates in Pro Forma Release 2, A.14. and RFQ Release 2, C1.15. and C2.15.
		14. Can a single Resource Center Director be less than a full time employee?	No.
		15. Is the Lead DSP the same as "manager" when referenced in document?	There are three roles within the Contractor's staff:

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		16. What is the level of training and who certifies individual DSP's? Any approved alternate/substitute certifications?	START specific training will be provided by TN START and the National Center for Start Services.
		17. What is the definition of the term "Counselors" vis a vi DSP?	We are not employing counselors, only DSPs.
		18. Are there written job descriptions for referenced positions including but not limited to: TN Resource Center Counselor, DSP Lead, Director, Coordinator, etc.)?	There are job descriptions for the following roles:
		19. Is a Circle of Support able to be used when necessary?	Yes.
		20. Do all 'guests' have a conservator for clinical and financial considerations?	No.
		21. What are legitimate expenses born by the individual? (i.e. clothing, outing expense, medical appointment copays, etc.)	Those receiving services in the home will bring their recommending belongings. Medical expenses will be paid by their insurance. Any other costs associated with services shall be provided by the Contractor.
		22. What are the significant differences between TN Start and traditional respite?	The difference is implementation of therapeutic programming in alignment with the TN START Model. The Contractor will be expected to collaborate with clinical staff from admission to discharge.
		23. As a current approved provider, can contractor utilize its current IT system for administering/ tracking services to individuals?	Therap will be utilized.
		24. How long does the state have to adjudicate and pay for billed services under this program? Is there a separate contract with an MCO for billing administration?	The State is net 30 on payment. Invoice requirements are in the Proforma contract.  No, there is no separate contract with an MCO.
		25. Are there any caps on billable services? Consecutive billable days limits? Annual limits on services per individual?	The resource center will follow the current 60-day annual cap that is in place for Behavior Respite.
		26. What if a particular insurance category (i.e. crime or cyber) is not available in the fully insured markets?	See highlighted changes to Pro Forma D.32.e. and D.32.f.

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		27. What specific licenses are required for the contractor?	The State will obtain/hold applicable licenses. The Contractor may be expected to complete the credentialing process with DDA.
		28. Please describe the admissions process. What specific authority does the contractor maintain in admission decisions?	TN START Coordinators will recommend people for these services. The TN START Leadership will consult with the contractor concerning appropriateness of the recommendations.
		29. Please describe the discharge process. What specific authority does the contractor maintain in discharge decisions?	TN START Leadership will collaborate with the Contractor concerning the appropriateness of discharge.
		30. How will emergency admissions be managed? What is the staffing requirement/expectation for the contractor to be able to respond to emergency admissions?	The Contractor will be involved in any admission requests as soon as possible. The Contractor will be expected to provide additional staff within the hour of a new admission's approval.
		31. What specific regulations govern this program? Will the START program home's regulations operate separately from an existing provider's current regulatory classification if those regulations differ?	These services will follow applicable licensure requirements, START requirements, and DDA requirements.
		32. The fee is stated at a per diem rate. Is this rate considered fee for daily service or is this a per diem rate subject to cost reporting?	This is a per diem rate.
		33. Is the per diem fee subject to inflationary increases during the term of the five year contract?	No.
		34. Is funding provided for start-up costs of the contractor in the procurement of additional staffing, supplies, furniture, & equipment for the homes, training, etc.?	The furniture and materials will be supplied. There is no startup funding.
		35. What is the location of the homes in the West and Middle TN regions? (for evaluation of services in	Eads, TN and Nashville, TN

RFQ SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		relation to our current locations)	
		36. Who provides Medical Director level oversight for the individuals? The contractor's current Medical Director or an outside Medical Director?	These services will be overseen by TN START's Medical Director, regional office nurses, and Station MD as appropriate.

3. **Delete RFQ # 34401-99480, in its entirety, and replace it with RFQ # 34401-99480, Release 2, attached to this amendment.** Revisions of the original RFQ document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **Delete RFQ # 34401-99480 Pro Forma, in its entirety, and replace it with RFQ # 34401-99480 Pro Forma, Release 2, attached to this amendment.** Revisions of the original Pro Forma document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
5. **RFQ Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFQ not expressly amended herein shall remain in full force and effect.