February 1, 2022 THIS NOTICE WAS SENT EXCLUSIVELY VIA EMAIL

John Moore, CFO
Copa Health, Inc. (Copa)
924 N. Country Club Drive
Mesa, AZ 85201
John.Moore@copahealth.org

Regarding: Clarification for AHCCCS RFP YH22-0055, Transitional Bridge Housing at Bower Park

Dear Mr. Moore:

AHCCCS requests clarification of the following items in your proposal for the above named RFP:

1. Describe the progressive engagement case management model referenced in 1.1 under Program Model and how it supports the larger goals of the shelter including harm reduction and low barrier strategies? How does the progressive engagement model support voluntary services and member choice?
2. The provided narrative referenced policies that were not included with the proposal. Please provide any existing policies and procedures you are considering or that will inform this Project for the following:
   - Companion Animals
   - Disciplinary Actions related to violence or rule violations (e.g., drugs) and including Client Termination and Re-Entry determinations.
   - Confidentiality and Privacy
   - Substance Use
   - Violence
   - Grievances and Appeals
3. Describe in detail the low barrier, structural.
4. Describe the daily typical experience of a shelter participant including schedule of regular and meaningful activities, engagement on a regular basis with staff. Please include description of daily access policies (I.e. curfews, general check in times, exceptions).
5. Describe onsite security including role of the security guards (e.g., patrols, bag checks), philosophy of security needs, and description of how security would coordinate with the behavioral health staff to mitigate crisis situations and de-escalation process. Will security staff have experience working with this population in a non-threatening/de-escalation manner? Security is estimated at almost 30% of shelter operating budget, please describe justification and alternatives considered.

6. Describe how you will coordinate transportation for members to and from Valleywise when they need additional health services. AHCCCS members are eligible for no-cost transportation to and from medical appointments through their health plans.
7. Describe your policies and contractors used for language translation services.
8. Describe the staffing ramp up process and how you calculate 1:10 case management ratio with clinical staff and case managers. Which staff are on site 24/7? Feel free to include a sample staff schedule to help describe this.
9. Describe how shelter case management staff would coordinate with each member's behavioral health case manager if the clinic provider is their primary behavioral health provider. Describe how this works if their primary behavioral health provider is not this clinic.
10. Describe in detail the facility design recommendations to support members and operations including storage, animals, privacy, outdoor/staging areas, security, bathrooms, ADA or accessibility accommodations. Will there be a single point of entry? Or will there be separate entrances for shelter stayers and clinic visitors? What is your policy for individuals who identify as transgender or nonbinary?
11. Is it your intention to use the clinic as a community provider and if so, what is the scope of the target audience they would serve? How would this reflect in the staffing, would that increase the employees time allocation?
12. Describe if subcontractors would be used for providing on-site clinical services.
13. Describe how outpatient clinic licensure will be obtained including ADHS licensure, CLIA waiver, etc.
14. Budget:
    a. Please submit the Excel spreadsheet version of the submitted budget with the modifications listed below.
        i. Please add the supplemental funding to the proposed startup funds budget (page 3) and the five year proposed operating budget (page 8) (see 15 b for further explanation)
        ii. Please move the revenue and operating costs from Year 2 and Year 3 to Year 1 and Year 2 and add a new year 3 on the five year proposed operating budget (page 8)
        iii. Please remove the $425,000 AHCCCS funding listed for Year 4 (10/1/2025-3/31/2026 on the five year proposed operating budget (page 8).
        iv. Please include funding periods for the line items.
        v. Please include detailed description for all items in the budgets. (Add column on the right hand side)
    b. AHCCCS is limiting the contract funding to a cap as described in the RFP for the start up and first two years of operation. The budget submitted appears to be over this cap by $486K for the start-up and $729K annually for operations. Describe in detail the plan to supplement funding to cover these gaps.
    c. Confirm, in writing, that if awarded a contract, it is understood that AHCCCS and the State of AZ will not provide additional funding and all expenses above the amounts described in the RFP will be the responsibility of the awarded Contractor. While AHCCCS is committed to assisting in identifying third party governmental or grant funding, the Contractor shall not approach AHCCCS or the State of AZ for additional funding at any time.

Please submit your written clarification to me at Procurement@azahcccs.gov no later than Tuesday, February 8, 3:00 P.M., AZ time. This is not an opportunity to change your proposal, but it is an opportunity to provide clarification. Failure to respond to this request or submitting a clarified response may negatively impact your score and may result in a determination of non- susceptible of award.

Sincerely,

Toni Cota
Senior Procurement Specialist