REQUEST FOR PROPOSALS (RFP)

2021-A003 Drop-In Services

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal and to inform them of basic requirements that the County uses as part of its standard contract process.

IMPORTANT DATES

Application/Vendor Workshop: Monday, March 16, 2020
**Cancelled due to COVID-19 Precautions***
1:00 – 2:00 p.m.
Job Center Ballroom
1819 Aberg AVE, Madison

Last Date to Submit Written Inquiries: 4:30 p.m. (CST) Monday, April 13, 2020

Proposals Due: 2:00 p.m. (CST) Wednesday, June 3, 2020

Notification of intent to award (estimate): Friday, July 24, 2020

Expected Contract Start Date: January 1, 2021

PROPOSAL INFORMATION

Applications materials and schedules should be submitted via email to: DCDHSRFP@countyofdane.com.

(Note: The time stamp on your email submission will be the time stamp used to determine if the submission was received by the stated deadline. If you do not receive a reply email from the Public Mailbox DCDHS RFP within 1 hour contact Bastean@countyofdane.com).

A late application form will disqualify your submission.

Contact Information: For clarifications or questions concerning this RFP, please submit them via email to DCDHSRFP@countyofdane.com. Responses to questions concerning RFP content will be posted to the website. Please check the website (danecountyhumanservices.org/rfp/application) routinely to receive any updates or changes to this RFP. Questions concerning the content of the RFP will be accepted until 4:30 p.m. on April 13, 2020.
Part 1
General Guidelines and Information

1.0 General Information

1.1. Clarification of the specifications

Any questions concerning this RFP should be submitted via email to DCDHSRFP@countyofdane.com on or before the stated date on the cover page of the RFP.

Proposers are expected to raise any questions, exceptions, or additions they have concerning the RFP document at this point in the RFP process. If a proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the proposer should immediately notify the contact person of such error and request modification or clarification of the RFP document.

Proposers are prohibited from communicating directly with any employee of Dane County, except as described herein. No County employee or representative other than those individuals listed as County contacts in this RFP is authorized to provide any information or respond to any question or inquiry concerning this RFP.

One or more organizations may collaborate to submit a single proposal. The application shall include clearly delineated channels of communication, duties and memorandums of understanding where applicable.

1.2. Addendums and/or Revisions

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments/FAQs and/or supplements will be posted on the Dane County Department of Human Services web site at: danecountyhumanservices.org/rfp/application.

It shall be the responsibility of the proposers to regularly monitor the Department’s web site for any such postings. Proposers must acknowledge receipt/review of any addendum(s) at the bottom of the Vendor Information Page.

Each proposal shall stipulate that it is predicated upon the terms and conditions of this RFP and any supplements or revisions thereof.

1.3. Vendor Conference

The application workshop serves as the vendor conference. Attendance is optional.

1.4. Contract Term and Funding

The contract shall be effective on the date indicated on the contract execution date and shall run for ___1___ year(s) from that date, with an option by mutual agreement of the County and contractor, to renew for ___4___ additional ___1___-year periods.

1.5. Reasonable Accommodations

The County will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If you need accommodations at the Application Workshop, contact the Department of Human Services at (608) 242-6418 (voice) or Wisconsin Relay (711).
2.0 Preparing and Submitting a Proposal

2.1. General Instructions

The evaluation and selection of a contractor and the contract will be based on the information submitted in the proposal plus references and any required on-site visits or oral interview presentations. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

Elaborate proposals (e.g., expensive artwork) beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

2.2. Proprietary Information

All restrictions on the use of data contained within a proposal and all confidential information must be clearly stated on the attached “Designation of Confidential and Proprietary Information” form (Attachment B). Proprietary information submitted in a proposal, or in response to the RFP, will be handled in accordance with the applicable Wisconsin State Statute(s).

To the extent permitted by law, it is the intention of Dane County to withhold the contents of the proposal from public view until such times as competitive or bargaining reasons no longer require non-disclosure, in the opinion of Dane County. At that time, all proposals will be available for review in accordance with the Wisconsin Open Records Law.

2.3. Incurring Costs

Dane County is not liable for any cost incurred by proposers in replying to this RFP.

2.4. Submittal Instructions

Proposals must be received by the Department of Human Services by the specified time stated on the cover page. All proposals must be submitted via electronic mail. Proposals received in response to this solicitation will not be returned to the proposers.

All proposals must include:

- Completed DCDHS Application Form
- Completed Budget and Personnel Schedules Spreadsheet
- Additional information as requested in the RFP
- Completed Attachment A – Vendor Information
- Completed Attachment B – Designation of Proprietary and Confidential Information

2.5. Multiple Proposals

Multiple proposals from a vendor will be permissible; however each proposal must conform fully to the requirements for proposal submission. Each such proposal must be separately submitted and labeled as Proposal #1, Proposal #2, etc.

2.6. Oral Presentations and Site Visits

Top ranked selected proposers may be required to make oral interview presentations and/or site visits to supplement their proposals, if requested by the County. The County will make every reasonable attempt to schedule each presentation at a time and location that is agreeable to the proposer. Failure of a proposer to conduct a presentation to the County on the date scheduled may result in rejection of the vendor’s proposal.
3.0 Proposal Selection and Award Process

3.1. Preliminary Evaluation

The proposals will first be reviewed to determine if requirements in Section 2.0 are met. Failure to do so will result in the proposal being rejected. In the event that all vendors do not meet one or more of the requirements, the County reserves the right to continue the evaluation of the proposals and to select the proposal which most closely meets the requirements specified in this RFP.

3.2. Proposal Scoring

Accepted proposals will be reviewed by an evaluation team and scored against the stated criteria. This scoring will determine the ranking of vendors based upon their written proposals. If the team determines that it is in the best interest of the County to require oral presentations, the highest ranking vendors will be invited to make such presentations. Those vendors that participate in the interview process will then be scored, and the final ranking will be made based upon those scores.

3.3. Right to Reject Proposals and Negotiate Contract Terms

The County reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the County may negotiate a contract with the next highest scoring proposer.

3.4. Evaluation Criteria

The proposals will be scored using the following criteria:

<table>
<thead>
<tr>
<th>Item</th>
<th>Application Form Item</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Program Description</td>
<td>15</td>
</tr>
<tr>
<td>2</td>
<td>Program Strategies and Activities</td>
<td>30</td>
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<tr>
<td>3</td>
<td>Experience and Qualifications</td>
<td>20</td>
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<tr>
<td>4</td>
<td>Quality Improvement</td>
<td>15</td>
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<td></td>
<td>Sub Total</td>
<td>80</td>
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<tr>
<td>5</td>
<td>Budget Narrative and Schedules</td>
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<tr>
<td></td>
<td><strong>Total Points</strong></td>
<td><strong>100</strong></td>
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<tr>
<td></td>
<td>Local Vendor</td>
<td>0-5</td>
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4.0 Special Contract Terms and Conditions

4.1. Local Purchasing Ordinance

Under County ordinances, a Local Vendor is defined as a supplier or provider of equipment, materials, supplies or services that has an established place of business within the County of Dane. An established place of business means a physical office, plant or other facility. A post office box address does not qualify a vendor as a Local Vendor.

County ordinance provides that a local vendor automatically receive five points toward the evaluation score and vendors located within the counties adjacent to Dane County (Columbia, Dodge, Green, Iowa, Jefferson, Rock, Sauk) automatically receive two points toward the evaluation score.

4.2. Dane County Sustainability Principles

On October 18, 2012, the Dane County Board of Supervisors adopted Resolution 103, 2012-2013 establishing the following sustainability principles for the county:

- Reduce and eventually eliminate Dane County government’s contribution to fossil fuel dependence and to wasteful use of scarce metals and minerals;
• Reduce and eventually eliminate Dane County government’s contribution to dependence upon persistent chemicals and wasteful use of synthetic substances;

• Reduce and eventually eliminate Dane County government’s contribution to encroachment upon nature and harm to life-sustaining ecosystems (e.g., land, water, wildlife, forest, soil, ecosystems); and

• Reduce and eventually eliminate Dane County government’s contribution to conditions that undermine people’s ability to meet their basic human needs.

4.3. **Dane County Department of Human Services Administrative Rate Ceiling**

Contracts with the Department of Human Services limit administrative costs/expenses to a 15% ceiling.

4.4 **Registration**

At the time of contracting with the Department of Human Services, agencies must be registered entities in good standing with the Wisconsin Department of Financial Institutions.

5.0 **Standard Terms and Conditions**

Standard contract requirements concerning Affirmative Action, the Americans with Disabilities Act, contract termination and modification, etc. are included in the County’s boilerplate contract. For further information a copy of the contract may be viewed on the Department’s website danecountyhumanservices.org/rfp/boilerplate_contracts.
I. Program Scope:

1. Program Description:

Drop-In Services provide programming for individuals with mental illnesses who are in need of support and treatment, as well as outreach and engagement to become active participants in their services. The purpose of this contract is to provide daytime programming for people who have a serious and persistent mental illness, particularly if they are not receiving other core mental health services, therefore serving as an entry point to resources and services. Many individuals who utilize drop-in services are also experiencing homelessness. Psychotropic medications may be provided on site. Psychosocial rehabilitation services may be provided through group and individual activities. Case management services may also be a component provided to the members. Affordable/free meals, showers, phones, mail service and laundry may be other components of drop-in service.

The intent is for individuals to receive assistance to better integrate into quality community services, which include but are not limited to the following: living arrangements, prevocational and vocational services, counseling, social services, nutrition through daily meals, clothing, shelter during daytime hours and in-house as well as community social and recreational activities. Individuals should also be able to access through drop-in services; behavioral health care coordination, crisis stabilization services, money management, information and referral, relapse prevention education/information, peer support, and assistance with securing permanent housing. The location should be open, inviting and available on a drop-in basis. Drop-in services are encouraged to offer support groups, and an advisement board which should be made up of day service users. Individuals should be linked and encouraged to participate in natural community relationships and supports.

2. Goals:

a. The goal of day service is to promote recovery by focusing on individual needs of consumers to reduce their psychiatric symptoms in order for them to be able to lead more independent, healthy, successful, and fulfilling lives in the community.

b. 60% of unconnected consumers will get connected with ongoing mental health care within 6 months of entering the program.

c. 40% of homeless consumers will obtain safe, permanent housing within 12 months of entering the program.

3. Needs/Expectations:

a. The target population is adult Dane County residents who have a serious and persistent mental illness, who may also have a dual diagnosis of substance abuse and who are needing social services and a safe, comfortable place to go during daytime hours. Consumers will generally not be well connected with other human services and will have had at least one psychiatric hospitalization. Individuals who are experiencing persistent mental illness and homelessness will be a program priority.
b. The location of should be open, inviting and accessible to those with limited access to transportation. Services should be available on a drop-in basis.

c. The provider of drop-in services should provide a safe and comfortable setting for persons who have a serious and persistent mental illness and to encourage consumer participation in the direction of programming.

d. Clients shall be provided with meals, free laundry facilities and showers, phone and mail services, assistance from experienced staff members and referrals to community agencies. Provision of on-site direct mental health services (e.g., psychiatry, psychotherapy, peer support, psychosocial rehabilitation, support groups, etc.) is encouraged, and can be provided by program staff, partner agencies, or telehealth.

e. Program Personnel

    1) Staffing must be appropriate to meet the needs identified in this RFP.

    2) Credentials – program staff must have the professional certification, training, experience, and abilities to carry out the prescribed duties.

    3) Caregiver Background Checks – The selected provider must comply with the caregiver background check and misconduct reporting and investigation requirements in Wis. Admin Code DHS 12 and Wis. Admin. Code DHS 13.

f. Staff shall provide the following services as needed: medical and behavioral health care coordination, crisis stabilization services, money management, case management, information and referral, relapse prevention, supportive counseling, assistance with securing permanent housing and employment.

g. The program will assign each member an internal case manager; that case manager will participate in needed meetings for the purpose of collaboration, clinical review and coordination of care. If the consumer is connected to an outside case management program, the internal case manager will work jointly with their system case manager.

h. The provider will work collaboratively and participate in behavioral health system meetings in which system management coordination issues will be discussed and solutions developed, and whenever issues pertaining to related services will be discussed. This may include a discussion of the clinical needs of individuals or system-wide needs.

i. The provider will utilize Comprehensive Community Services (CCS) and other mental health system resources to connect clients to ongoing care. The drop-in service provider should work towards transitioning members off of MA Crisis Stabilization to CCS or other programming, as deemed appropriate. The provider will work towards having staff certified in CCS.

j. Third party and Medical Assistance (MA) Crisis Stabilization billing should be pursued for the provision of services, to the greatest extent possible. The provider agrees to meet all MA, State, and County requirements for the provision, documentation, and billing of these services, as outlined in the DCDHS MA Crisis Stabilization Program Handbook, Wisconsin Administrative Code 34, and the Forward Health MA Crisis Handbook.

k. The program will be required to report participant data using the DCDHS Client Registration (600) and Monthly Service Reporting (610) forms.
4. **Current Operations:**

Currently there are two providers of drop-in services: Off The Square Club operated by Lutheran Social Services and Safe Haven operated by Porchlight Inc.

5. **Maximum funding** available for this program is $466,461. Of that total, $116,500 is MA Crisis revenue that must be earned to be received.

II. **DCDHS Application Form:**

1. **PROGRAM DESCRIPTION** (15 points)
   a. Describe your proposed program and how it is going to meet the needs described in the RFP. This should be an overview.
   b. Include your program’s mission, goals, strengths in working with adults with mental illness and dual diagnoses, and discuss what sets you apart from other providers who perform similar services. Include the primary characteristics of your target population and any exclusionary criteria that would prohibit admission.
   c. Describe the staffing that will be used to meet the needs and expectations described in the RFP.
   d. Provide résumés of key staff and copies of licenses, if applicable. These may be separate attachments.

2. **PROGRAM STRATEGIES AND ACTIVITIES** (30 points)
   a. Describe the specific strategies and activities to be used to achieve the stated objectives, expectations, and desired outcome in the RFP. Be specific about the types of service that will be offered on-site and the methods of service delivery.
   b. Describe the expected length of stay within your program. Be specific as to how the program defines long-term, short-term, and mixed involvement.
   c. Identify the number of consumers able to be served within your program.
   d. Describe the days/hours of operation.
   e. Describe your approach to working with consumers who have challenging behaviors, substance use issues, limited investment in treatment, or difficulty getting along with others. Describe your program’s ability to be flexible in accommodating individual consumer strengths and limitations.
   f. Describe any significant collaboration with other agencies/institutions that routinely contribute to your program’s success. Include agencies that formally refer clients, provide complementary services or with which you have contractual agreements or share resources.
   g. Describe the practices that occur in your program that complement Recovery principles. Include a description of any peer support models used. Describe how recovery principles are implemented within day-to-day operations.
   h. Describe the strategies and activities that will be used to make this program culturally relevant and to promote racial equity.

3. **EXPERIENCE AND QUALIFICATIONS FOR THE PROPOSED PROGRAM** (20 points)
   a. Include your agency’s mission statement and discuss how this proposed program aligns with that mission.
b. Describe the experience and qualification of your agency to provide programs that are welcoming to persons of all backgrounds and cultures including any explicit plans your agency is undertaking to improve in this area.

c. Describe the experience and qualification of your agency to provide the proposed program.

d. Include a staff turnover calculation for the previous year. If you had 20% or more turnover in a certain staff position/category, please explain. Also address any noteworthy staff retention issues or policies to reduce staff turnover.

e. Submit 2 - 3 letters of reference. References should be specific to the service offered. References should be from agencies you have done business with or those with whom you have collaborated. Reference checks may be conducted with these agencies and others in the community.

4. QUALITY IMPROVEMENT (15 points)
   a. Describe any programmatic or administrative improvements that have improved your agency’s ability to deliver services. Also describe any ongoing quality assurance procedures and practices your agency has in place.
   
b. Describe how program data is or will be used to drive quality improvement efforts, including the measurement of and performance on client outcomes.
   
c. Identify any specific unmet needs of the program’s target population. Describe the evidence-based practices that could be employed to meet those needs and your capacity to implement those services. If additional resources were available, describe any innovative ideas you have regarding drop-in services.

5. AGENCY GOVERNING BODY: Respond to the stated questions and complete the grid provided in the application form.

6. STAFF-BOARD-VOLUNTEER DESCRIPTORS: Complete the grid provided in the application form.

7. BUDGET NARRATIVE (20 points - includes Budget and Personnel Schedule)
   a. Please indicate the total amount of funding you are requesting from the County in your proposal. List other funders and funding amounts, if applicable. Also include other information necessary to understand your budget such as a unit cost or a per person cost if appropriate. For existing programs, please explain any line item that reflects a 10% variance (increase or decrease) in comparison to the prior budget year.
   
b. Indicate the number of clients to be served and the total number of units of service being proposed.
   
c. Describe your efforts to access and secure third party funding to complement County funding.

Remember to submit completed Attachments A and B, which are included in the Application form along with the Budget and Personnel Schedules Spreadsheets.