REQUEST FOR PROPOSALS (RFP)

2021- A004 Mental Health Work 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**
1:00 – 2:00 p.m.
Precautions***
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>
</tr>
</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>
</tr>
<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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<tr>
<td></td>
<td>Sub Total</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>100</td>
</tr>
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<td></td>
<td>Local Vendor</td>
<td>0-5</td>
</tr>
</tbody>
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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.
Part 2
Description of Service
2021-A004 Mental Health Work Services

I. Program Scope:

1. Program Description:

This service covers Supported Employment and Work Related Services activities necessary to assist individuals with severe mental illness to obtain and maintain competitive employment.

The Supported Employment service will follow the Individual Placement and Support (IPS) model recognized by SAMHSA to be an evidence-based practice. This model has been shown to be effective in helping individuals obtain and maintain competitive employment. This promotes recovery through a community integrated socially valued role and increased financial independence. More information about the IPS model can be found at http://www.dartmouthips.org/about-ips/.

Core Principles of IPS Supported Employment include:
- Helping people diagnosed with severe mental illness find competitive jobs in the community that fit their individual needs and interests.
- Fully integrating Mental Health Services and Vocational Rehabilitation Services.
- Creating easy access to employment services when a consumer expresses an interest in employment; consumers are not required to complete work readiness or other vocational assessments before seeking employment in the community.
- Providing employment services to all consumers interested in employment.
- Designing goals and plans that are based on each individual's preferences, strengths, abilities, and experiences.
- Providing employment supports that are individualized, flexible, and available for as long as necessary.
- Assisting consumers and family members with benefits counseling.

Work Related Services covers supports that are complimentary to Supported Employment or aimed at improving work skills/readiness to individuals who are not ready to engage in IPS Supported Employment services. This includes the provision of Vocational Peer Support.

2. Goals

a. 55% of consumers receiving supported employment services will work in competitive jobs in the community at any given time. They will work an average of ten hours per week, at a competitive pay rate, and will maintain employment for a minimum of six months.

b. Consumers will gain independence and graduate from Supported Employment, allowing for consumer turnover of at least 25% per year.

c. Achieve and maintain good fidelity to the IPS Supported Employment model, as evidenced by regular fidelity reviews performed by a qualified outside entity.

3. Needs/Expectations:

a. The program shall support and assist consumers to obtain and maintain employment in the community, to develop coping skills and natural supports, and to promote recovery through work.
b. Supported employment services are primarily provided in natural work settings located throughout the community. Work related services may be provided on-site or in the community.

c. Services are provided Monday through Friday from 8:30 a.m. to 4:30 p.m., with possible off-hours service as needed.

d. Target Population

Persons with a serious and persistent mental illness (SPMI). This includes persons with long histories of psychiatric illness and institutionalization and also includes younger persons whose history and clinical picture leads to prediction of persistence.

e. Consumer Eligibility Requirements

1) Consumers must be adult residents of Dane County diagnosed with a severe and persistent mental illness who lack the means to pay for services.

2) For IPS Supported Employment, consumers must be connected with a designated case management team.

f. 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.

g. For IPS Supported Employment, the PROVIDER shall follow the evidence-based practice Individual Placement and Support (IPS) model of Supported Employment, and adhere to the Core Principles of IPS Supported Employment to the greatest extent possible.

h. Vocational peer supports shall be provided by Certified Peer Specialists. Individuals trained and certified as Peer Specialists serve as advocates and provide information and peer support for consumers in outpatient and other community settings. All consumers receiving peer support services shall reside in home and community settings. Certified Peer Specialists perform a wide range of tasks to assist consumers in regaining control over their own lives and over their own recovery process. Peer Specialists function as role models demonstrating techniques in recovery and in ongoing coping skills through:

1) offering effective recovery-based services;

2) assisting consumers in finding self-help groups;

3) assisting consumers in obtaining services that suit that individual’s recovery needs;

4) teaching problem solving techniques;

5) teaching consumers how to identify and combat negative self-talk and how to identify and overcome fears;

6) assisting consumers in building social skills in the community that will enhance integration opportunities;

7) lending their unique insight into mental illness and what makes recovery possible;

8) attending treatment team and crisis plan development meetings to promote consumer’s use of self-directed recovery tools;

9) informing consumers about community and natural supports and how to utilize these in the recovery process; and

10) assisting consumers in developing empowerment skills through self-advocacy and stigma-busting activities.
i. The length of service is based on consumer needs with ongoing input from the consumer and team members. Every effort should be made to help consumers gain independence, rely on natural supports, and graduate from the program.

j. Services may be terminated for a variety of reasons, including but not limited to:
   - Having met the mutually determined criteria as set by the consumer and the provider.
   - Referral back to the referring agency such as a Community Support Program (CSP) for ongoing vocational supports.
   - Retirement.
   - Sustained lack of participation/cooperation.
   - Ineligibility for the Community Recovery Services (CRS) benefit.

k. At a minimum, an annual system-wide review with the consumer, case manager and any relevant others shall occur in which consumer progress is reviewed and future coordinated planning is completed.

l. IPS Supported Employment programs partner with the County’s Community Support Program (CSP) and Case Management (CM) programs to provide external vocational services to consumers of these programs. It is expected that the selected provider shall be responsible for initial job development and placement efforts for these consumers, and ongoing maintenance support will be transferred back to the CSP/CM program. Expectations of this collaboration are as follows:
   1) Employment specialist is present during weekly mental health treatment team meetings.
   2) Employment specialist participates actively in treatment team meetings with shared decision-making.
   3) Employment specialist helps the team think about employment for people who haven't yet been referred to supported employment services.

m. IPS Supported Employment services will be available to all County-funded Community Support Programs (CSP) and Case Management (CM) consumers.

n. Third party and MA-CRS billing should be pursued to the greatest extent possible. The provider will comply with all regulations related to billing MA-CRS funding, including training requirements. Additional funding should be obtained from the Division of Vocational Rehabilitation (DVR) and other outside sources to augment County funding for Supported Employment services.

o. Reporting Requirements
   1) The provider will comply with reporting requirements, including MA-CRS billing requirements to allow for quality assurance, compliance and program development.
   2) The program will be required to report participant data using the DCDHS Client Registration (600) and Monthly Service Reporting (610) forms.

p. The provider will participate in relevant system meetings, quarterly meetings with their contract supervisor and provide an end of the year summary of goal achievement and areas of progress.

4. Current Operations:
   Supported Employment and Work Related Services are currently provided by Chrysalis. In 2019, 4915 hours of service were provided to 147 consumers.
5. **Maximum funding** available for this program is $332,931. Of that total, $110,100 is MA CRS 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. Describe the staffing that will be used to meet the needs and expectations described in the RFP.
   c. Provide résumés of key staff and copies of licenses, if applicable.

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.
   b. Describe the strategies and activities that will be used to make this program culturally relevant and to promote racial equity.
   c. Describe your approach to collaboration with partner agencies and recruitment of new consumers. What are the challenges and how do you intend to overcome them?
   d. For existing programs, include information about program outcomes as it pertains to the goals stated above. If program outcomes have not been met, explain the reasons for this and your strategy for improvement. For prospective programs, describe your approach to achieving program outcomes.
   e. Describe any creative or innovative program developments your agency has enacted or plans to undertake.

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.]
   f. Describe staff credentials and any specialized training provided.
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. Describe your approach to fidelity as it pertains to the IPS Supported Employment model. Describe any challenges or barrier you foresee in achieving or maintaining fidelity. Describe your strategy for managing these challenges.

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 strategy for maximizing revenue and providing cost-effective services. Include efforts to incorporate funding outside of the County contract.

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