



LA CROSSE COUNTY

**Request For Proposal (RFP)
for
County of La Crosse, Wisconsin**

Friday, September 15, 2017

AMENDED
See changes in Section 1.1.3

HUMAN SERVICES DEPARTMENT
Integrated Support & Recovery Services (ISRS)

Community Bridges Program Services

Proposals must be received no later than
3:00 p.m., Friday, October 13, 2017

SPECIAL INSTRUCTIONS:

- 1. Place the signed Signature Affidavit as the first page of your proposal.**
- 2. Proposers must submit an original and five (5) copies of all materials**
Label the lower left corner of your sealed submittal envelope as follows:
Proposer's name and address:
Proposal Title: Community Bridges Program Services
- 3. Vendor Conference will be held on:**
Monday, September 25, 2017, 3:00-4:30 p.m.
in the La Crosse County Health and Human Services Building, Room 2002
La Crosse County Health and Human Services Building
300 4th Street N.
La Crosse, WI 54601
- 4. Deliver on or before Friday, October 13th, 3:00 p.m.**
La Crosse County Human Services-Contract Unit
Attn: Paul Medinger
300 4th Street N.
La Crosse, Wisconsin 54601
- 5. Final award decision anticipated by November 22, 2017, with an estimated contract start date of January 1, 2018.**

LATE, FAXED AND/OR UNSIGNED PROPOSALS WILL BE REJECTED

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Community Bridges Program Services
La Crosse County Human Services Department – Integrated Support & Recovery Services

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1.0 GENERAL INFORMATION

1.1 Introduction and Background

There are many people that currently come through the “front door” of the Integrated Support and Recovery Services due to a crisis situation. These people may come through the court system, walk-in, get referred from existing services, Mobile Crisis contacts, or coming in contact with the La Crosse County CARE Center or other crisis stabilization. These individuals are in need of assistance and yet are not necessarily in need of traditional long-term case management models.

Community Bridges is a short-term service (30 – 90 days) designed to strengthen and draw upon natural and community resources to assist consumers in solidifying their community status. It is expected that effective services in this area would be a protective factor for the consumer and would reduce the need for future hospitalization and/or long-term services from the County.

1.1.1 Service Description

A. Target Population:

- Adult and Youth (generally age 13 and older) Mental Health Consumers

B. Eligibility:

- Referral through La Crosse County and / or CARE Center

C. Description of Type of Services to be Rendered:

The intent is for a 30 – 90 day burst of service (this may depend on the number of people served and the intensity of need). This is not a long-term service; it is short-term and intended to work on individualized goals. The basic idea is to get an initial assessment on what the consumer may need and explore the needs with the consumer and work from there on methods of service. The consumer is made aware of this at the beginning of the services and is engaged in developing a timeline of things that need to be completed. Services delivered may include:

- Benefit Connection: Get consumer involved with St. Clare Health Mission, Patient Assistance Program, Economic Support, Aging and Disability Resource Center (ADRC) with a Benefits Specialist, etc. Also ensure the consumer gets access to benefits and are following through as needed.
- Community Connection: Involve the consumers with Recovery Avenue (RAVE) Drop-in Center, Partner in Empowerment (PIE), Alcoholics Anonymous (AA), various clubs, peer support, YMCA Teen Center, Boys and Girls Club, etc.
- Stabilization/Support: This is not counseling, more of a basic ability to help individuals improve their coping skills and process challenges.
- Basic Needs: Review any issues with housing, transportation, food resources, etc.

In 2016, an average of 29 hours/ week were provided. The annual budget for this service is \$50,000.

D. Performance Records, Program Evaluations and Client Records:

- Monthly summaries of activity required from vendor for chart.
- Customer satisfaction reporting by individual.
- Quarterly Outcome Reporting, as outlined in Section 1.1.3

E. Other Service Requirements:

- Preference for a staffing pattern that utilizes Peer Specialist / Peer Mentor.

F. Other Requests:

- Since there is finite funding through the County, it is encouraged that vendors look at areas where funding could be supplemented in some way and provide an explanation on any supplement.
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1.1.2 Program Goals

- To strengthen and support uninsured individuals or others who cannot access long term programs.
- Provide natural support and connection to community.

1.1.3 Desired Outcomes

Performance Objective	Expected Outcome	Outcome Measures
To provide services in a timely manner.	First contact after referral from CARE Center within 1 day. Family phone contact within 24 hours. Face to face contact within 2 business days with adults and family as scheduled.	Documentation of timely initial and face to face contact provided monthly.
Ensure consumers receive information on what benefits are available to them.	80% of consumers receive benefit assistance and other services to explore what they may have access to.	Documentation of consumers meetings and that they received benefit/services information.
Ensure consumers are aware of the RAVE Drop-in Center and the benefits it can provide.	50% of adult consumers that are referred visit the drop in center to see what it can provide.	Documentation of RAVE Drop-in Center utilization by consumers served within Bridges.
Individualized achievement of goals.	60% of goals identified to work on during a consumer's time with Bridges are achieved.	Tracking and documentation of progress made toward specific goals.

1.2 Purchasing and Contracting Division/Department

This Request for Proposal (RFP) process is administered by La Crosse County, Purchasing Division and the person responsible for managing the procurement process is Bryan Jostad.

The contract resulting from this RFP will be administered by La Crosse County, Human Services Department. The Contract Coordinator will be Paul Medinger.

1.3 Definitions

The following definitions are used throughout the RFP:

- RAVE: Recovery Avenue Drop – in Center

1.4 Clarifications and/or Revisions to the Specifications and Requirements

Any questions concerning this RFP must be received in writing by mail, fax, or e-mail on or before Thursday, September 21. Send inquiries to:

Paul Medinger, Contract Coordinator
La Crosse County Human Services
300 4th Street N
La Crosse, Wisconsin 54601
Voice: (608) 785-5520 Fax: (608) 793-6567
E-Mail: pmedinger@lacrossecounty.org

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

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will be provided via the La Crosse County Website and via email to all known interested parties. Each proposal shall stipulate that it is predicated upon the terms and conditions of this RFP and any supplements or revisions thereof.

While there will be a Vendor Conference to discuss this Request for Proposals, it is recommended that you submit questions ahead of time if able. We ask that all known questions be submitted by September 21 in order that we may be more able to have answers to your questions readily available during the Vendor Conference on September 25.

1.5 Vendor Conference

A vendor conference will be held on Monday, September 25 at 3 p.m. at the La Crosse County Health & Human Services Building, Room 2002 - to respond to written questions and to provide additional instruction and information to providers on the submission of proposals.

1.6 Reasonable Accommodations

La Crosse County will provide reasonable accommodations for the vendor conference upon request. If you need accommodations at the vendor conference, contact Paul Medinger at (608) 785-5520 or pmedinger@lacrossecounty.org.

1.7 Calendar of Events

September 15, 2017	Release date of Community Bridges Program Services RFP
September 21, 2017	Questions on RFP due to County
September 25, 2017	Vendor Conference, Room 2002, La Crosse County Health & Human Services Building, 3:00 p.m.
October 13, 2017	Proposals due from providers, receipt at 3:00 p.m.
November 3, 2017	Vendor Interviews- please hold these dates/times open for possible vendor interviews 1:00 – 2:00 p.m., and 2:00-3:00 p.m.
November 22, 2017	Anticipated notification of award sent to providers
January 1, 2018	Estimated contract start date

1.8 Contract Terms and Rate Increases

The contract shall be effective from January 1, 2018 until December 31, 2020.

Annual rate adjustments will be made automatically following the July Consumer Price Index for Urban Regions (CPI-U).

1. The rate will be determined from tables from the U.S. Department of Labor-Bureau of Labor Statistics for the Midwest Urban region for areas of 50,000 or more.
2. Should the CPI-U ever be less than 0%, the Provider rates will stay the same as the current year. Should the CPI-U ever be more than 3%, Provider rates will go up 3%.

3. Automatic Rate Adjustments exclude services that are purchased at retail price, Medical Assistance (MA) Rates, and reimbursement rates set by the State (i.e. children's group homes/residential care centers, autism, etc.). Also excluded are contracted rates that include a total dollar amount not to exceed during the contract period.

2.0 PREPARING AND SUBMITTING A PROPOSAL

2.1 General Instructions

The evaluation and selection of a provider and the contract will be based on the information submitted in the provider's proposal and any required vendor interviews. Failure to respond to each of the requirements in the RFP may deem the proposer non-responsive.

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

2.2 Public View of Proposals

To the extent permitted by law, it is the intention of La Crosse 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 La Crosse County. At that time, all proposals will be available for review in accordance with the Wisconsin Public Records Law.

2.3 Incurring Costs

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

2.4 Submitting the Proposal

Proposers must submit an original and five (5) copies of all materials required for acceptance of their proposal by **3:00 p.m., October 13** to:

Paul Medinger
La Crosse County Human Services
300 4th Street N
La Crosse, Wisconsin 54601

Proposals must be received in the above office by the specified time stated above. Proposals must be available electronically if requested by La Crosse County.

All proposals must be packaged, sealed, and show the following information on the outside of the package:

- Proposer's name and address.
- RFP title: Community Bridges Program

2.5 Proposal Organization and Format

Proposals should be typed and submitted on 8.5 x 11 inch paper bound securely. The “original” should be marked as such on the title page. Proposals should include a Table of Contents and be organized and presented in the order and by the number assigned in the RFP. Each heading and subheading should be separated by tabs or otherwise clearly marked. The RFP sections which should be submitted or responded to are as follows:

- Evaluation Criteria (See Section 3.5 of this RFP)
 - Service Methodology
 - Organizational Capabilities
 - Staff Qualifications
 - Outcomes/Documentation
 - Funding/Price Proposal

- Required Forms
 - Attachment A Signature Affidavit
 - Attachment B Vendor Data Sheet
 - Attachment C Purchase of Service Contract (return only if any requested revisions)
 - Attachment D Budget Packet

2.6 Multiple Proposals

Multiple proposals from a provider 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. on each page included in the response.

2.7 Vendor Interviews

Top scoring proposers, based on an evaluation of the written proposal, may be required to participate in interviews to support and clarify their proposals. **These will be scheduled for November 3, 2017, at 1:00 p.m. or 2:00 p.m., following an internal meeting on October 23. Please keep this date open for a possible interview. Generally, it is appropriate to bring staff familiar with the program and financial aspects of the proposal such that questions can be answered during the interview time.**

3.0 PROPOSAL SELECTION AND AWARD PROCESS

3.1 Opening of Bid

Proposals will be opened after 3:00 p.m. on October 13, 2017.

3.2 Preliminary Evaluation

The proposals will first be reviewed to determine if requirements in Section 2 are met and if additional mandatory requirements are met. Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all providers do not meet one or more of the mandatory requirements, La Crosse 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.

3.3 Right to Reject Proposals and Negotiate Contract Terms

La Crosse 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, La Crosse County may negotiate a contract with the next highest scoring proposer.

In addition, La Crosse County reserves the right to discontinue the RFP process at any time and makes no commitments, implied or otherwise, that this process will result in a business transaction with one or more providers.

3.4 Proposal Scoring

Accepted proposals will be reviewed by an evaluation committee and scored against the stated criteria. The committee will review all proposals and will request interviews and use the results of those meetings in scoring the proposals.

3.5 Evaluation Criteria

<u>Description</u>	<u>Points</u>
<u>Service Methodology</u>	25
Provide a demonstrated success in the areas of service required in the Scope of Work. Provide how you will provide services and what types of resources you will provide to strengthen individuals. Provide your approach to the insurance disability application process.	
<u>Organizational Capabilities</u>	25
Describe proposers agency experience, ability, and capabilities in providing the service, including current infrastructure and experience serving the target population. Demonstrate what your organizations skills, experiences, and successes have been with information referral. Provide your organizations understanding of the disabilities and benefits atmosphere including how you keep up with the ever changing environment.	
<u>Staff Qualifications</u>	25
Describe the educational and background work experience of the direct staff and supervisory staff who will be assigned to the Bridges Community Program Services. Give an explanation of what training and ongoing training will be provided to staff regarding benefits available. Explain your organizations history or ability to provide Peer Specialists.	
<u>Outcomes/Documentation</u>	25
Describe how the proposed outcomes for each service area will be documented and how the results will be measured and analyzed. Include any templates or methods of measuring agency service performance. Provide your organizational approach to document the consumer satisfaction with the services and if the services are making them stronger and be better connected to the community.	

Funding/Price Proposal	25
The County has up to \$50,000 allocated to these services per year. Please complete the attached budget worksheets to set an hourly rate. Additionally, provide how many hours per week you can provide for that amount? If you are offering to supplement or match funding, how would those additional funds be used?	
Vendor Interviews	125
TOTAL	250

3.6 Required Forms

The following forms must be completed and submitted with the proposal in accordance with the instructions given in Section 2.0. Blank forms are attached.

Attachment A	Signature Affidavit
Attachment B	Vendor Data Sheet
Attachment C	Purchase of Service Contract (only if you have requested revisions)
Attachment D	Budget Packet

3.7 Final Offers

The final provider is estimated to be approved by the Internal Purchasing Approvers by November 22, 2017.

3.8 Notification of Intent to Award will be Shortly Following Final Approval

As a courtesy, La Crosse County may send a notification of award memo to responding providers at the time of award.

4.0 SPECIAL CONTRACT TERMS AND CONDITIONS

La Crosse County reserves the right to accept or reject any or all proposals or portions thereof without stated cause.

La Crosse County reserves the right to re-issue any solicitations.

Upon the selection of a finalist provider, La Crosse County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this provider. If La Crosse County, for any reason, is unable to reach a final agreement with this provider; La Crosse County reserves the right to reject such provider and negotiate a final agreement with the provider who has the next most viable proposal or bid. La Crosse County may also elect to reject all proposals and re-issue a RFP.

Clarification of proposals: La Crosse County reserves the right to obtain clarification of any point in a provider's proposal or obtain additional information.

La Crosse County is not bound to accept the proposal with the lowest cost, but may accept the proposal that demonstrates the best ability to meet the needs of La Crosse County.

La Crosse County reserves the right to waive any formalities, defects, or irregularities in any proposal, response, and/or submittal where the acceptance, rejection, or waiving of such is in the best interests of La Crosse County.

La Crosse County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the provider.

Indemnification

The Provider agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the Purchaser, and its agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Provider, or its (their) agents and / or subcontractors which may arise out of or connected with activities covered by this contract.

5.0 PURCHASE OF SERVICE CONTRACT

The Purchase of Service Contract “Agreement,” attached hereto on Attachment C, shall be defined by written agreement between the parties and shall be binding when fully executed by the parties. **Supplier responses to the RFP will be incorporated by reference in each written agreement** and will become an integrated part of each final contract.

The proposer should submit as part of the RFP response any comments to the Purchase of Service Contract. It is requested that proposers not re-type or scan the document. Please provide feedback in the form of redline where required. La Crosse County will assume agreement of all contract language unless noted by provider.

6.0 START-UP COSTS

6.1 Start-up Costs (if Applicable)

Start-up costs are allowable for new or expanded services only. This total cost should be reflected under Section BB. Miscellaneous, with detailed proposed expenses attached to the budget packet. Costs incurred should be recovered in the unit price of the product or service. If a vendor feels that they need to bill start-up costs in advance of services being provided, this would need to be justified in the proposal and negotiated prior to contracting. Start-up costs may not be billed prior to services being provided for certain programs

7.0 EXPENSES RELATED TO CONTRACTING

7.1 Insurance Requirements

Provider will at all times, during the terms of this contract, keep in force insurance policies issued by an insurance company authorized to do business and licensed in the State of Wisconsin. Unless otherwise specified in Wisconsin Statutes, the types of insurance coverage and minimum amounts shall be as follows:

- Workers' Compensation: minimum amount statutory
- Comprehensive general liability: \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Auto Liability (if applicable): \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Professional Liability (if applicable): minimum amount \$500,000
- Excess Liability Coverage: \$1,000,000 over the General Liability and Automobile Liability coverages.

7.2 Interpreters

Providers of services, not goods, are required by contract to sign a Letter of Assurance for Civil Rights Compliance and/or fill out a full Civil Rights Compliance Plan. Both of these documents require a provider of services to provide those services without discrimination, which means that they will need to provide an interpreter/translator at no cost to the client or La Crosse County.

7.3 Audits

Wisconsin Statutes 46.036(4) (c) requires that any Purchase of Service contract vendor with a contract in excess of \$25,000 must provide the County with an annual audit report unless waived by the State Department of Health and Human Services or the Department of Workforce Development. La Crosse County has obtained an exemption to the mandate that requires an audit for vendors of \$25,000 or more. This exemption increases the audit requirement to vendors that receive \$75,000 or more in annual governmental funding (no matter the source or entity of the funding). If your funding from La Crosse County is between \$25,000 and \$75,000, you will be asked to submit a Vendor Statement of Revenue and Expense in lieu of an audit. The only exception to this is for Child Residential Care Centers or Child Group Homes licensed under HFS 52 and HFS 57, respectively, are required to submit an audit to the Purchaser if the total amount of annual governmental funding through this and other contracts is \$25,000 or more. If your contract exceeds these limits, an audit will be expected.

7.4 Background Checks

- A. Provider shall comply with the provisions of HFS 12, Wis. Admin Code.
- B. Provider shall conduct background checks at its own expense of all employees assigned to do work for the Purchaser under this contract.
- C. Provider shall retain in its Personnel Files all pertinent information, to include a Background Information Disclosure Form and/or search results from the Department of Justice, the Department of Health and Family Services, and the Department of Regulation and Licensing as well as out of State records, tribal court proceedings and military records.
- D. Provider shall not assign any individual to conduct work under this contract who does not meet with requirement of this law.
- E. Provider shall train its staff to immediately report all allegations of misconduct to their immediate supervisor, including abuse and neglect of a client or misappropriation of client's property. Staff shall also report to their immediate supervisor, as soon as possible, but no later than the next working day, when they have been convicted of any crime or have been, or are being investigated by any government agency for any act or offense (HFS 12.07(1)).

- F. After the initial background check at the time of employment, licensure or contracting, the Provider must conduct a new Caregiver Background Check every four (4) years, or at any time within that period if the Provider has reason to believe a new check should be obtained.

Plan and budget accordingly for all of these expenses related to contracting with La Crosse County.