



**Request for Proposal
for
County of La Crosse, Wisconsin**

Friday, March 9, 2018

**HUMAN SERVICES DEPARTMENT
Integrated Support and Recovery Services**

Watts Review Services

Proposals must be received no later than
3:00 p.m., Friday, April 6, 2018

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: Watts Review
- 3. Vendor Conference will be held on:
Thursday, March 22 from 2:00 p.m.-3:00 p.m.
in Room 2003**
La Crosse County Health and Human Services Building
300 4th Street North – 2nd Floor
La Crosse, WI 54601
- 4. Deliver on or before April 6, 2018, by 3:00 p.m. to**
ATTN: Paul Medinger
La Crosse County Health and Human Services
300 4th Street North
La Crosse, WI 54601
- 5. Final award decision anticipated by May 15, 2018, with an estimated
contract start date of July 1, 2018.**

LATE, FAXED AND/OR UNSIGNED PROPOSALS WILL BE REJECTED

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1.0 GENERAL INFORMATION

1.1 Introduction and Background

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal to provide Watts Review Services for La Crosse County Integrated Support & Recovery Services Section. Annual Watts Reviews are mandated by the Department of Health Services (DHS) in Wisconsin Statute 55.18 and applies to individuals protectively placed under Statute 55.06 (9) (a) 2003. The County, as represented by the Human Services Department, Integrated Support and Recovery Services, intends to use the results of the Request for Proposal process to award a contract for Watts Review Services. The desired relationship between the contracting vendor and La Crosse County is one marked with a commitment to consistent quality services with continual improvement.

This service is currently provided by Adams and Associates. The program currently serves approximately 260 individuals. Each month approximately 22 reviews are required. An “average” review is estimated to take between 4 to 6 hours to complete including travel time. For individuals requiring reviews in the same month, living in the same place/area, combined visits would be ideal.

1.1.2 Service Description

A. Target Population and Eligibility

Individuals with a developmental disability, degenerative brain disease, severe and persistent mental illness, other like incapacity who reside in an Assisted Living Facility, CBRF, Nursing Home, Family Home, Intermediate Care Facility, or Residential Care Apartment (RAC).

B. Description of Type of Services to be Rendered

La Crosse County is responsible for the annual completion and submission of all required Watts Review documents to the court. The County must file a petition for annual review of the protective placement with the court that protectively placed the individual. The County will continue to use its own document format / template (See Attachment E) to meet these requirements and supply this template to the vendor.

The selected vendor for providing annual Watts Review Services will be required to complete reviews on approximately 260 individuals who are members of Family Care Managed Care Organizations (MCOs) and are La Crosse County residents. These individuals reside in group homes, family homes, nursing homes and intermediate care facilities throughout La Crosse County and are placed in other counties as far away as the Milwaukee area. These services will be provided in coordination with La Crosse County Adult Protective Services (APS) and Aging and Disability Resource Center (ADRC) Staff. A prescribed template will be used. The review must be typed and delivered to the ADRC Clerical Staff, upon completion and will be reviewed by Corporation Counsel. The review will be made part of the permanent record of the individual.

ESSENTIAL FUNCTIONS:

The review shall include:

1. A face-to-face visit with the individual and caregiver.
2. A review of the individual’s records and evaluation of the physical, mental, and social condition and service needs of the individual.
3. An interview with the guardian.

4. Completing and submitting a report within the required time frames.
5. An attempt via phone to solicit input from a MCO Social Worker.

REQUIREMENTS OF SERVICES:

Strict timelines/deadlines must be followed for each review. The review will be filed no later than the first day of the 11th month after the original order for placement has been made. Clerical staff will send a notice two months prior to the annual Watts Review due date to the Case Manager and the RFP selected vendor. Reviews will be completed on an annual basis after the initial review. Terms of an agreement set forth by La Crosse County and MCOs in completing Watts Reviews are as follows:

1. The RFP vendor selected shall be the contact person for purposes of coordination with the MCO in regard to steps 2, 3 & 4.
2. Upon notification from the RFP vendor, the MCO will send the Member Centered Plan/Individualized Service Plan (MCP/ISP) for the individual to the RFP vendor within 10 calendar days.
3. The Community Resource Coordinator will provide verbal consultation to the RFP vendor regarding any clarification needed regarding the MCP/ISP for the individual. The RFP vendor will set up a joint meeting with the individual and guardian as needed to complete the review. The MCO SW or RN will participate in the meetings if necessary and requested by the RFP vendor.
4. For persons with a developmental disability who reside in a nursing home or ICF-MR, the Community Resource Coordinator, in consultation with his or her supervisor, will convey to the RFP vendor in writing the services and estimated associated costs for a setting that would be less restrictive and appropriate for the ward. This information will be gathered from current settings in use by the MCO for individuals with similar needs and outcomes as the individual for whom the Watts Review is being completed. Appropriate openings may or may not be currently available. The RFP vendor will incorporate these requirements into the Watts Review report.
5. Reviewing any comments as part of a nursing home Minimum Data Set (MDS), Section Q, which relates to placement of the given individual.

C. Service Objectives

The report filed with the court shall include:

1. The functional abilities and disabilities of the individual including the needs of the individual for health, social and rehabilitative services and the level of supervision needed.
2. The ability of community services to provide adequate support of the individual's needs.
3. The ability of the individual to live in a less restrictive setting.
4. Analysis of whether sufficient services are available in the community and if so, an estimate of the cost of those services including use of County funds.
5. Analysis of whether the protective placement order should be terminated or whether the individual should be placed in another facility with adequate support services, that places fewer restrictions on the individual's personal freedom, is closer to the individual's home community, or more adequately meets the individual's needs, including any recommendation that is made during the reporting period by the

County department with respect to terminations of the protective placement of the individual.

6. Comments of the individual, the individual's guardian, MCO, and placement facility during the performance of the review, as summarized by the RFP Vendor and the response of the RFP Vendor to the comments.
7. The comments of a staff member at the facility in which the individual is placed that are relevant to the review of the individual's placement.

D. Performance Records and Program Evaluations

Please report on the following:

- Number of reviews per month
- Names of individuals reviewed and the guardian
- A copy of the court report submitted
- Number of reviews recommending dismissal of the Chapter 55 per month
- Number of reviews recommending less restrictive setting per month

E. Other Service Requirements

EXPERIENCE AND TRAINING REQUIREMENTS:

Reviews shall be completed and signed, or reviewed and co-signed by a person with a social work or medical licensing degree, such as a Social Worker, Registered Nurse, Licensed Practical Nurse or other related field such as a Professional Counselor, Marriage and Family Counselor, or a related licensure such as a School Counselor, Psychologist, etc.

The vendors shall be required to attend vendor trainings on Watts Review specific topics such as community options/funding, process for referrals to long term supports, funding options, residency, etc.

1.1.3 Program Goals

- To provide a thorough and comprehensive review of each individual in protective placement.
- Making recommendations during the review and in the final report that will benefit the individual in review.
- To provide the court with an accurate and comprehensive final report in a timely manner.

1.1.4 Desired Outcomes

Performance Objective	Expected Outcome	Outcome Measures
Ensure court reports are delivered on-time and are accurate.	100% of reports are delivered to the court on time and with comprehensive and accurate information.	Provide documentation and tracking of the reports.
Ensure contact is made and input received from MCO's worker on the client in review and reported on.	Vendor connects with the MCO worker to receive input in 75% of the cases in review.	Provide documentation and tracking of call attempts and inputs received.
Ensure staff performing reviews or involved with the review process attend County offered Watts Review related trainings.	100% of staff involved with Watts should attend all related County offered trainings.	Provide documentation and tracking of trainings attended per individual.

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 Chris Sander.

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 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 **March 20, 2018**. 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.

1.4 Vendor Conference

A vendor conference will be held on **Thursday, March 22, at 2:00 p.m.** at La Crosse County Health and Human Services Building at 300 4th Street North, 2nd Floor, **Room 2003** - to respond to written questions and to provide additional instruction and information to providers on the submission of proposals.

While questions may be answered during the Vendor Conference, please submit any known questions by Tuesday, March 20 so they may be reviewed ahead of the Vendor Conference.

1.5 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.

1.6 Calendar of Events

March 9, 2018	Release date of Watts Review Services RFP
March 20, 2018	Questions on RFP due to County
March 22, 2018	Vendor Conference, Room 2003, La Crosse County HHS Building, 2 nd Floor 2:00 p.m. – 3:00 p.m.
April 6, 2018	Proposals due from providers, receipt at 3:00 p.m.
April 26, 2018	Vendor Interviews- please hold these days open for possible vendor interviews 1:30-2:30 p.m., or 2:30-3:30 p.m.
May 15, 2018	Anticipated notification of award sent to providers
July 1, 2018	Estimated contract start date

1.7 Contract Terms and Rate Increases

The contract shall be effective from July 1, 2018 until June 30, 2021.

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., April 6, 2018** 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: Watts Review Services

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 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 Presentation/Interviews

Top scoring proposers, based on an evaluation of the written proposal, may be required to participate in presentations/interviews to support and clarify their proposals. **These will be scheduled for April 26, following an internal meeting on April 19th. Please keep these dates open for a possible presentation/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 April 6, 2018.

3.2 Preliminary Evaluation

The proposals will first be reviewed to determine if requirements in Section 2.0 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 presentations/interviews and use the results of those meetings in scoring the proposals.

3.5 Evaluation Criteria

Description	Points
Service Methodology	25
Describe the resources and tools you propose to use to complete the reviews and provide information on your approach to assessments/tools used to explore options for a potential less restrictive setting. Explain your approach to completion of thorough / comprehensive reviews and reports in a timely manner. Explain the philosophy the agency has on the overall outcomes of a review.	
Organizational Capabilities	20
Describe your previous experience, ability and capability to provide the services as required in this RFP document.	
Staff Qualifications	30
Describe staff experience in regards to assessing for / determining less restrictive placements. Provide educational background and experience for the individual that will provide the reviews and reports. Provide staff experience and training related to the completion of reports or what training will be provided to the staff involved with the Watts Reviews and reporting.	
Outcomes/Documentation	25
Describe how the proposed outcomes for each service area will be documented and how the results will be measured and analyzed. Describe any quality assurance activities used in regards to the review of documentation and completion of the reviews. Provide an example of agency policy on comprehensive documentation.	
Funding/Price Proposal	25
Provide pricing per review based upon the average 4 – 6 hour review. This includes all direct and indirect costs for completing the review from beginning to end. Please provide pricing detail for the “per review” pricing configuration using Attachment D – Budget Packet. Provide an additional cost for mileage.	
Vendor Presentations/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 award is estimated to be made by the Internal Purchasing Approvers by May 15, 2018.

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. This document requires 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, with direct client contact, for the Purchaser under this contract.

- C. Provider shall conduct background checks with other states where the employee has lived, any time an employee required to have a background check, has lived out of state within the last 3 years.
- D. 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.
- E. Provider shall not assign any individual to conduct work under this contract who does not meet with requirement of this law.
- F. 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)).
- G. 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.