



LA CROSSE COUNTY

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

**Thursday, November 9, 2017**

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

Western Region Integrated Care (WRIC)  
Community Support Program

Proposals must be received no later than  
3:00 p.m., December 20<sup>th</sup>, 2017

**SPECIAL INSTRUCTIONS:**

- 1. Place the signed Signature Affidavit as the first page of your proposal.**
- 2. Proposers must submit an original and nine (9) copies of all materials**  
Label the lower left corner of your sealed submittal envelope as follows:  
Proposer's name and address:  
Proposal Title: WRIC Community Support Program
- 3. Vendor Conference will be held on:**  
**Monday, November 20<sup>th</sup>, 2017 from 10:30 a.m. to 11:30 a.m.**  
**in Health and Human Services Building, Basement Auditorium:**  
La Crosse County Health and Human Services Building  
300 4<sup>th</sup> Street North – Basement  
La Crosse, WI 54601  
*Please send questions in advance by Thursday, November 16<sup>th</sup>.*
- 4. Deliver on or before December 20, 2017, by 3:00 p.m. to**  
La Crosse County Human Services - Contract Unit  
Attn: Chris Sander  
300 4<sup>th</sup> Street North  
La Crosse, Wisconsin 54601
- 5. Final award decision anticipated by January 31, 2018, with an estimated contract start date of June 1, 2018.**

**LATE, FAXED AND/OR UNSIGNED PROPOSALS WILL BE REJECTED**

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

**TABLE OF CONTENTS**

---

<b>1.0</b>	<b>GENERAL INFORMATION .....</b>	<b>1</b>
<b>1.1</b>	<b>Introduction and Background .....</b>	<b>1</b>
	1.1.2 Service Description .....	1
	1.1.3 Program Goals .....	6
	1.1.4 Desired Outcomes .....	6
<b>1.2</b>	<b>Purchasing and Contracting Division/Department .....</b>	<b>7</b>
<b>1.3</b>	<b>Definitions.....</b>	<b>7</b>
<b>1.4</b>	<b>Clarifications and/or Revisions to the Specifications and Requirements .....</b>	<b>7</b>
<b>1.5</b>	<b>Vendor Conference .....</b>	<b>8</b>
<b>1.6</b>	<b>Reasonable Accommodations .....</b>	<b>8</b>
<b>1.7</b>	<b>Calendar of Events.....</b>	<b>8</b>
<b>1.8</b>	<b>Contract Terms and Rate Increases.....</b>	<b>8</b>
<b>2.0</b>	<b>PREPARING AND SUBMITTING A PROPOSAL .....</b>	<b>9</b>
<b>2.1</b>	<b>General Instructions .....</b>	<b>9</b>
<b>2.2</b>	<b>Public View of Proposals .....</b>	<b>9</b>
<b>2.3</b>	<b>Incurring Costs.....</b>	<b>9</b>
<b>2.4</b>	<b>Submitting the Proposal.....</b>	<b>9</b>
<b>2.5</b>	<b>Proposal Organization and Format .....</b>	<b>10</b>
<b>2.6</b>	<b>Multiple Proposals .....</b>	<b>10</b>
<b>2.7</b>	<b>Vendor Interviews.....</b>	<b>10</b>
<b>3.0</b>	<b>PROPOSAL SELECTION AND AWARD PROCESS.....</b>	<b>10</b>
<b>3.1</b>	<b>Opening of Bid.....</b>	<b>10</b>
<b>3.2</b>	<b>Preliminary Evaluation .....</b>	<b>10</b>
<b>3.3</b>	<b>Right to Reject Proposals and Negotiate Contract Terms .....</b>	<b>11</b>

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

<b>3.4</b>	<b>Proposal Scoring .....</b>	<b>11</b>
<b>3.5</b>	<b>Evaluation Criteria .....</b>	<b>11</b>
<b>3.6</b>	<b>Required Forms .....</b>	<b>14</b>
<b>3.7</b>	<b>Final Offers.....</b>	<b>14</b>
<b>3.8</b>	<b>Notification of Intent to Award will be Shortly Following Final Approval.....</b>	<b>14</b>
<b>4.0</b>	<b>SPECIAL CONTRACT TERMS AND CONDITIONS.....</b>	<b>14</b>
<b>5.0</b>	<b>PURCHASE OF SERVICE CONTRACT .....</b>	<b>15</b>
<b>6.0</b>	<b>START-UP COSTS .....</b>	<b>15</b>
<b>6.1</b>	<b>Start-up Costs (if Applicable) .....</b>	<b>15</b>
<b>7.0</b>	<b>EXPENSES RELATED TO CONTRACTING .....</b>	<b>15</b>
<b>7.1</b>	<b>Insurance Requirements .....</b>	<b>15</b>
<b>7.2</b>	<b>Interpreters.....</b>	<b>16</b>
<b>7.3</b>	<b>Audits .....</b>	<b>16</b>
<b>7.4</b>	<b>Background Checks.....</b>	<b>16</b>

## **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 Community Support Program (CSP) services to adults with mental health needs for the Western Region Integrated Care (WRIC) Consortium counties (La Crosse, Jackson, and Monroe) through funding made available by La Crosse, Jackson, and Monroe counties. La Crosse County (Lead County for WRIC), as represented by the Human Service Department, intends to use the results of this process to award a contract to a single agency for the Community Support Program. The desired relationship between the contracting vendor and La Crosse County is one marked with a commitment to consistent quality service with continual improvement.

#### **1.1.2 Service Description**

**A. Target Population**

The Community Support Program is for adult individuals with the most significant mental health needs within our community.

**B. Eligibility**

WRIC shall authorize who enters the CSP program. The authorization process will be solidified with the selected vendor.

**C. Description of Type of Services to be Rendered**

The Community Support Program is for individuals with the most significant mental health needs within our community. The standards of the CSP services in Wisconsin are outlined in DHS 63 (see <http://www.legis.state.wi.us/rsb/code/dhs/dhs063.pdf>). Vendors shall have the ability to meet all certification requirements for a regionally certified CSP program for WRIC under the licensure of La Crosse County by June 1<sup>st</sup>, 2018. The certification holder shall be La Crosse County.

The WRIC CSP Program is expected to provide services up to an estimated 145 consumers across all three counties on an ongoing basis. This total would include:

- Approximately 110 consumers funded by the Counties via the terms of this RFP.
- Approximately 35 Family Care (Care Wisconsin, Inc., My Choice Family Care and Inlusa) members via agreements the WRIC CSP vendor would need to negotiate with these other agencies.

It is anticipated that two separate teams will be needed to adequately serve all three partner counties.

- The La Crosse based CSP team will serve an estimated 100 consumers (80 County funded and 20 Family Care funded).

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

- A Monroe/Jackson CSP team will serve an estimated 45 consumers (30 County funded and 15 Family Care funded).

It is anticipated that a model of two separate CSP teams will require shared specialty staff and a physical location (clinic/building) in each county in order to meet regional certification requirements of consistent delivery of services in each county.

Both teams will adhere to a wraparound, team-based approach based upon Assertive Community Treatment (ACT) Evidence Based Practice. Services should include, but not be limited to:

- Vocational services utilizing the Supported Employment (IPS model)
- Peer Specialists embedded within each team’s staffing pattern
- Psychiatric, nursing, medication management, and medical monitoring
- Independent living and social skills training based upon the Illness Management & Recovery Evidence Based Practice (or an equivalent)
- Counseling
- Case management
- Integrated Dual Diagnosis (MH/AODA) approach
- Responding to housing needs
- Representative Payee services
- Dialectic Behavioral Therapy (DBT)
- Wellness Recovery Action Planning (WRAP)

Vendor is expected to utilize the Recovery Oriented Services Indicators (ROSI) consumer survey on an annual basis to obtain consumer input. Response data should be utilized to guide program growth.

Vendor is expected to actively partner with existing local National Alliance on Mental Illness (NAMI) chapters and/or other organizations with support and educational opportunities for consumers and their families (peer support, Family to Family, Peer to Peer, advocacy, etc.).

Vendor is expected to work extremely closely with WRIC consortium counties to prevent and/or minimize out-of-home placements for consumers. The Community Recovery Services (CRS) platform is utilized whenever appropriate to supplement what consumers need outside the scope or hours of CSP staffing patterns. The CSP vendor will be required to have (CRS) “Super Users” who will work closely with WRIC staff to maximize CRS funding and services.

Vendor is expected to have a robust Quality Assurance system in place to ensure compliance with program and third party billing requirements. This will include a blend of staff training, sampling of records with administrative analysis (action plans when needed), and an annual summary of performance that will be shared/discussed with WRIC administration.

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

Vendor will not need to arrange for Prescribing services as La Crosse County will provide this to each CSP team. The vendor will be expected to integrate this psychiatry/APNP time on-site within their model of service delivery, including office space, transcription services, office supplies, computer, etc.

La Crosse County will provide APNP and MD prescribing time to the vendor based on program needs. For 2018 the expectation for hours and costs are listed below. The vendor will be charged the employees calculated hourly rate, including 7% AMSO, multiplied by the hours recorded for the specific hours recorded in La Crosse’s time tracking software (TIMER).

For 2018 the projected hours are:

<b>CSP Team</b>	<b>Psychiatrist hrs./wk.</b>	<b>APNP hrs./wk.</b>	<b>Total</b>
La Crosse	11	15	<b>26</b>
Monroe/Jackson	3	7	<b>10</b>
<b>Cost</b>	<b>\$134,517</b>	<b>\$106,933</b>	<b>\$241,450</b>

The vendor is responsible to supply all space needs for personnel employed in the CSP program, as well as other program related facility needs. The vendor also has responsibility for all office furnishings, capital equipment, IT hardware/software, etc. as needed for CSP personnel including Psychiatrist/APNP provided to program by La Crosse County.

Vendor will need to actively work with WRIC and the Division of Quality Assurance, Behavioral Health Certification Section (BHCS) on final model design to ensure the implemented product meets requirements for a regional (multi-county) CSP certification. Refer to DQA Memo 13-015 for guidance: [www.dhs.wisconsin.gov/rl\\_DSL/Publications/pdfmemos/13-015.pdf](http://www.dhs.wisconsin.gov/rl_DSL/Publications/pdfmemos/13-015.pdf).

Vendor is required to offer at least a limited level of evening and/or weekend medication monitoring sufficient to meet consumer needs. Additional types of evening and/or weekend services would be desired if vendor staffing pattern could accommodate.

**D. Coordination/Collaboration**

Vendors are expected to coordinate and collaborate with WRIC partner counties (La Crosse, Monroe, and Jackson) as follows:

1. CSP Case Manager will be responsible for annual reviews for persons on a Chapter 55 court order. CSP case manager will need to work collaboratively with the respective county court intervention unit(s) for Chapter 51 and Chapter 55 court orders related to their consumers.
2. CSP vendor will be responsible for on-call services for its consumers between 8 am and 5 pm on all designated county work days. The vendor is responsible to provide an after-hours telephone crisis/support line for CSP consumers. After hours crisis situations requiring face-to-face service will be handled by

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

the respective county Mobile Crisis Program. The CSP vendor shall be obligated to develop and maintain an active crisis plan for all CSP consumers in a county specified format. Initial crisis plans shall be developed within one week of admission to the CSP program.

3. CSP vendor is responsible to provide follow-up on crisis interventions for CSP consumers by the end of the next business day.

E. Performance Records and Program Evaluations

1. Invoices submitted by the 5th of the following month:
  - a. Monthly invoice for Non-Medicaid clients (sorted by county) detailing the client name, date of service, number of units, rate, total charge amount, billing code / modifier and staff name.
  - b. Monthly invoices for Capitation costs (sorted by county) detailing the client name, month / date of service, number of units, rate, and total charge amount.
2. Additional reports submitted by the end of the following month:
  - a. Monthly PPS Data Report (sorted by county) detailing client name, date of service, number of units, CPT code and modifier, place of service and staff name.
  - b. Monthly Provider Units of Service Report (sorted by county) detailing client name, service units, CPT code and modifier, and location subtotaled by staff name. Also included in this report is a summary of service performed by CPT and modifier for the month.
  - c. Monthly Overall Expense Report detailing direct, indirect and overhead expenses less additional program funding (such as Supported Employment funding) which is the NET WRIC Consortium costs by month. Also included in this report total FTEs for the month and the total amount of staff hours (billable and non-billable).

F. Client Records

The CSP vendor shall be responsible for all record management functions, including but not limited to storage, general record-keeping, retrieval of requested information or file, etc. If audit exceptions occur due to lack of documentation, any financial penalties shall be passed back to the vendor.

G. Funding

2018 WRIC CSP is budgeted to cost approximately \$1,500,000.00 for all expenses related to approximately 110 County funded MA and Non-M.A. consumers (including the cost of psychiatric/APNP time made available by La Crosse County).

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

Anticipated revenue for 2018 includes:

- \$810,000 of MA revenue
- \$32,000 of IPS-SE DVR incentive payments (earned by CSP vendor)
- \$658,000 County funding
  - \$70,000 of County fully funded non-M.A. consumers
  - \$588,000 County match for M.A. consumers

Vendor shall do direct billing and collections for Medical Assistance (MA) funded services. Direct billing of MA is a complex process and has a direct effect on the quality of the program.

1. For WRIC Consortium clients served, the vendor will be using the La Crosse County NPI for the billing provider number and rendering provider number for CSP.
2. For other clients served (including Family Care clients), the vendor will be using the La Cross County NPI for the billing provider, but will use its own vendor NPI for the rendering provider number for CSP.

MA revenue estimate is based on the CSP vendor achieving a satisfactory performance level and the successful direct billing of MA. The vendor will be responsible for directly billing MA. MA will make payment to La Crosse County who will in turn pay the vendor the full amount. If MA revenue is over the federal allowable proportion (approximately 60%), the vendor will need to reduce billed charges to decrease the MA portion of revenue. WRIC will reimburse the vendor up to 100% of the MA allowed amount.

A small number of consumers in WRIC CSP will be designated by WRIC as “Official Non-M.A.”, and WRIC will pay the full MA rate (Federal and Non-Federal Shares) to the vendor for CSP services provided. The list of “Official Non-M.A.” consumers does not include a larger number of individuals who are expected to lose M.A. for some reason during a given year. Many of these consumers are able to get back-dated or reinstated M.A.; any non-reimbursed cost for service provision to these consumers will be handled via a reconciliation process between WRIC and the vendor.

WRIC also requires the proposal to include estimated expenses based on the client/service combination provided to each of the three WRIC partner counties (La Crosse, Monroe, Jackson). Expenses associated with CSP consumers will need to be tracked separately by county monthly through the contract duration and are reported back to the lead county for review monthly within 30 days of the end of the month.

WRIC is willing to consider negotiating a model of incentive payouts for outcomes achieved in % of billable hours for staff and % of collections from MA if performance in these areas exceeds projections.



**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

Inclusa, My Choice Family Care and Care Wisconsin, Inc., along with other subcontractors, are other potential sources of revenue. To capture this revenue, the CSP vendor must negotiate arrangements with these other agencies, but WRIC will need to prior authorize the clients being a part of the program. Currently the La Crosse County CSP Program has approximately 15 consumers funded by other agencies.

**1.1.3 Program Goals**

The goal of CSP is to assist and support people with mental illness to live as independently as possible in a community setting.

**1.1.4 Desired Outcomes**

<b>Performance Objective</b>	<b>Expected Outcome</b>	<b>Outcome Measures</b>
Assertive Community Treatment Model Fidelity	A. Systems Level: Increase fidelity to ACT model (raise score annually)	A. ACT fidelity scale.
Recovery Oriented Systems Indicator (ROSI) Survey	B. Consumer Level: Average response score of 3.5 for survey question, “Staff believe I can grow, change, and recover.”  C. Consumer Level: Average response score of 3.5 for survey question, “Services help me develop the skills I need.”	B. Annual ROSI survey summary.  C. Annual ROSI survey summary.
Supported Employment	D. System Level: Increase fidelity to Supported Employment model (raise score annually)  E. Consumer Level: Each year a larger percentage of consumers receiving Supported Employment service will successfully attain	D. Supported Employment fidelity scale.  E. CSP tracking of Supported Employment successes.

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

	competitive employment.	
Billing	F. CSP staff will average 65% - 70% of potential time allocated toward third party billing.	F. Vendor report to La Crosse County

**1.2 Purchasing and Contracting Division/Department**

This Request for Proposal (RFP) process is administered by La Crosse County, Human Services 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 Chris Sander.

**1.3 Definitions**

The following definitions are used throughout the RFP:

- APNP – Advanced Practice Nurse Practitioner
- CSP – Community Support Program
- CRS - Community Recovery Services
- ISRS – Integrated Support & Recovery Services
- ACT – Assertive Community Treatment
- IPS-SE – Individualized Placement & Support model of Supported Employment
- AODA – Alcohol and Other Drug Addictions
- DBT - Dialectic Behavioral Therapy
- ROSI - Recovery Oriented System Indicators
- MA – Medical Assistance

**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 November 16, 2017**. Send inquiries to:

Chris Sander, Contract Unit Supervisor  
 La Crosse County Human Services  
 300 4<sup>th</sup> Street North  
 La Crosse, Wisconsin 54601  
 Voice: (608) 785-5511 Fax: (608) 793-6567  
 E-Mail: [sander.chris@co.la-crosse.wi.us](mailto:sander.chris@co.la-crosse.wi.us)

Vendors are expected to raise any questions, exceptions, or additions they have concerning the RFP document at this point in the process. If a vendor discovers any significant

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the vendor 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.

**1.5 Vendor Conference**

A vendor conference will be held on Monday, **November 20, 2017** at 10:30 a.m. at La Crosse County Health and Human Services Building at 300 4<sup>th</sup> Street North, Basement Auditorium - to respond to written questions and to provide additional instruction and information to vendors 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 Chris Sander at (608) 785-5511 or [sander.chris@co.la-crosse.wi.us](mailto:sander.chris@co.la-crosse.wi.us).

**1.7 Calendar of Events**

November 9, 2017	Release date of WRIC Community Support Program RFP
November 16, 2017	Questions on RFP due to County
November 20, 2017	Vendor Conference, Basement Auditorium, La Crosse County Health and Human Services Building, 10:30 a.m. – 11:30 a.m.
December 20, 2017	Proposals due from vendors, <b>receipt at 3:00 p.m.</b>
January 18, 2018	Vendor Interviews – <b>please hold these times open for possible vendor interviews on January 18<sup>th</sup> (1 p.m. and 2:15 p.m.) – HHS Basement Auditorium</b>
January 31, 2018	Anticipated notification of award sent to vendors
June 1, 2018	Estimated contract start date

**1.8 Contract Terms and Rate Increases**

The contract shall be effective from June 1 2018, until May 31, 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

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

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 vendor and award of the contract will be based on the information submitted in the vendor'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 nine (9) copies of all materials required for acceptance of their proposal by **3:00 p.m., December 20, 2017** to:

Chris Sander  
La Crosse County Human Services  
Contract Unit  
300 4<sup>th</sup> Street N  
La Crosse, Wisconsin 54601

***Proposals must be received by the Health and Human Services receptionist 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: WRIC Community Support Program

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

## **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)
  - Experience and Capacity
  - Philosophy
  - 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 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. 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 January 18, 2018, following an internal meeting on January 12, 2018. Please keep this date open for a possible interview from 1 until 3:30 p.m.. 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 December 20, 2017.

### **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 vendors do not meet one or more of the mandatory requirements, La Crosse County reserves the right to continue the

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

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 vendors.

**3.4 Proposal Scoring**

Accepted proposals that meet the preliminary evaluation requirements will be reviewed by an evaluation committee and scored against the below 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>
<b><u>Experience and Capacity</u></b>	<b>25</b>
<ul style="list-style-type: none"> <li>- Submit a narrative describing the agency’s history of providing behavioral health services to persons with serious and persistent mental illness.</li> <li>- Describe experience in the provision of CSP services.</li> <li>- Describe how your agency will become compliant with certification requirements.</li> <li>- Describe your agency’s ability to provide the elements necessary to maintain certification of a regional CSP with multiple teams under HFS 63 by the State of Wisconsin Department of Health Services. The certification holder shall be La Crosse County.</li> <li>- Please describe how your agency will integrate primary and acute care management and incorporate wellness programs into the CSP service array.</li> <li>- Please describe how your agency will assist consumers with financial management needs and provide representative payee services.</li> <li>- Please describe how your agency will provide after-hours crisis telephone services to CSP across both teams. Additionally, provide your agency’s capacity to provide other evening and weekend services as needed.</li> <li>- Please describe your agency’s history of increasing fidelity on Evidence Based Practices, with a special focus on agency experience with practices requested within this RFP (ACT, DBT, IPS-SE, etc.).</li> </ul>	

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

<ul style="list-style-type: none"> <li>- Please describe agency history with providing Peer Specialist services.</li> <li>- Please describe your capacity to perform services across the entire consortium (La Crosse, Jackson and Monroe counties. Describe in <u>detail</u> how your agency will ensure a consistent CSP product in both the La Crosse and the Monroe/Jackson teams. How will staffing patterns ensure a strong local presence in each county? How will specialty staff be utilized across both teams?</li> <li>- Please describe how you would involve the WRIC Medical Director (one of the prescribers made available by La Crosse County) in leadership level processes on at least a quarterly basis.</li> <li>- With a tentative goal of June 1<sup>st</sup>, 2018 to begin services, please provide an overview of your plan and timeline for implementation within your proposal.</li> </ul>	
<p><b><u>Philosophy</u></b></p>	<b>20</b>
<ul style="list-style-type: none"> <li>- Describe how your agency, as a provider of CSP services, will incorporate recovery principles including consumer involvement at all levels (program design, service delivery, and evaluation), person centered treatment planning, and consumer choice.</li> <li>- Does your agency have a policy on hiring self-identified mental health consumers as staff? If so, please include or describe how your agency would create one.</li> <li>- Describe how your agency will ensure available and accessible self-help peer support. How will your agency partner with existing self-help and/or peer support organizations (National Alliance on Mental Illness (NAMI), Partners In Empowerment, Coulee Council on Addictions and RAVE (consumer operated drop-in/Recovery Center in La Crosse))?</li> <li>- Describe how your agency will maintain a culture of recovery through ongoing training and education.</li> <li>- Describe how your agency applies a culture of quality improvement that includes mechanisms for staff and/or consumers to express ideas and concerns and receive feedback on resolution strategies and outcomes.</li> <li>- Describe what grief and loss resources you would make available to staff and teams who have experienced the death of a CSP consumer.</li> </ul>	
<p><b><u>Staff Qualifications</u></b></p>	<b>20</b>
<ul style="list-style-type: none"> <li>- Describe the educational and work experiences for the direct and supervisory staff who will be assigned to provide the service.</li> <li>- Please describe your agency’s ongoing training plan.</li> <li>- Please describe your agency’s current staff turnover ratio and plan for coverage of program, in the event that this happens.</li> </ul>	

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

<b><u>Outcomes/Documentation</u></b>	<b>35</b>
<ul style="list-style-type: none"> <li>- Describe <u>in detail</u> your agency’s design of CSP services based on SAMHSA’s updated Assertive Community Treatment Fidelity measures for those with severe and persistent mental illness. Please be very <u>specific</u> in describing this requirement or an alternative.</li> <li>- Describe <u>in detail</u> your agency’s approach to initiating or improving fidelity.</li> <li>- Describe <u>in detail</u> how your CSP model will serve individuals with co-occurring mental health and AODA issues. Please be very <u>specific</u>.</li> <li>- Describe <u>in detail</u> how your CSP model will deliver the Individualized Placement &amp; Support evidence-based approach to Supported Employment. Please be very <u>specific</u> in describing this requirement or an alternative. Describe <u>in detail</u> how your agency will approach initiating or increasing fidelity to this model.</li> <li>- Describe how your agency will develop Quality Assurance/Quality Improvement measures that are linked to state certification requirements and county outcome requirements.</li> </ul>	
<b><u>Funding/Price Proposal</u></b>	<b>25</b>
<ul style="list-style-type: none"> <li>- Describe how you will be successful in the direct billing of Medical Assistance. If this function is to be subcontracted, please indicate the subcontractor’s name and address.</li> <li>- Describe how you will be successful in maximizing Medical Assistance billing by CSP staff (achieving/sustaining 65-70% of potential direct care time being billable).</li> <li>- Please highlight compensation levels for CSP administrators and direct care staff, and describe your plan to attract <u>and sustain</u> high quality individuals in these positions.</li> <li>- Please complete the attached budget worksheets. The County wants to understand how financial resources are being allocated within the vendor’s CSP service array.</li> <li>- Please provide explanation of how expenses associated with CSP consumers will be tracked by county of responsibility and reported separately.</li> <li>- <b><u>If</u></b> you are unable to offer the RFP elements within the identified funding levels, please provide detail on the following: <ul style="list-style-type: none"> <li>o How many county funded consumers could you serve in the manner identified and within identified funding levels?</li> <li>o What would it cost to serve all 110 consumers in the manner identified?</li> <li>o What would you propose changing that would allow you to serve 110 County funded consumers within identified funding levels?</li> </ul> </li> </ul>	
<b><u>Vendor Interviews</u></b>	<b>125</b>
<b><u>TOTAL</u></b>	<b>250</b>



**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

**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 Request Form

**3.7 Final Offers**

The final decision is estimated to be made by the Internal Purchasing Approvers by January 31, 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 vendors 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 vendor, La Crosse County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this vendor. If La Crosse County, for any reason, is unable to reach a final agreement with this vendor; La Crosse County reserves the right to reject such vendor and negotiate a final agreement with the vendor 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 vendor'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 vendor.

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

**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 vendor.

**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.

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

## **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 \$100,000 must provide the County with an annual audit report unless waived by the State Department of Health Services, Department of Children and Families or the Department of Workforce Development. If your funding from La Crosse County is between \$25,000 and \$100,000, you will be asked to submit a Vendor Statement of Revenue and Expense in lieu of an audit.

## **7.4 Background Checks**

- A. Provider shall comply with the provisions of DHS 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 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 (DHS 12.07(1)).
- G. The Provider shall notify the Purchaser, as soon as possible, but no later than the Purchaser's next business day, when any of the following occurs with regard to its personnel pursuant to DHS 12.07(2):
  - a. The Person has been convicted of any crime
  - b. The person has been or is being investigated by any governmental agency for any other act, offense or omission, including an investigation related to the abuse or neglect, or threat of abuse or neglect, to a child or other client, or an investigation related to misappropriation of a client's property.
  - c. The person has a governmental finding substantiated against them of abuse or neglect of a client or of misappropriation of a client's property.

**Western Region Integrated Care - Community Support Program  
La Crosse County Human Services – Integrated Support & Recovery Services Section**

- d. In the case of a position for which the person must be credentialed by the department of regulation and licensing, the person has been denied a license, or the person's license has been restricted or otherwise limited.
- H. Upon notification from Provider, Purchaser will follow its internal procedures.
- I. Provider shall maintain the results of background checks on its own premises for at least the duration of the contract. Provider shall complete the form attached as Appendix 7 (Page 2) and return it to the Purchaser. Purchaser may audit Provider Personnel files to assure compliance with the State of Wisconsin Caregiver Background Check Policy.
- J. 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.***