



REQUEST FOR PROPOSAL (RFP)
RFP05182018

Behavioral Health Community Crisis Center
Region 3 in Canyon County

Issue Date 05-18-18

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1. RFP ADMINISTRATIVE INFORMATION

RFP Title:	Behavioral Health Community Crisis Center – Region 3 in Canyon County
RFP Project Description:	Southwest District Health (SWDH) is seeking proposals for development, implementation, and operation of a Behavioral Health Community Crisis Center in Canyon County, Region 3. Region 3 geographic boundaries include Adams, Canyon, Gem, Owyhee, Payette and Washington Counties. It is also expected that capacity to provide/deliver telehealth and remote stabilization services to rural and frontier areas of the Region be developed within the next 1 to 3 years with additional funding.
RFP Lead:	Patty Foster Financial Manager/Contracts Officer Patty.Foster@phd3.idaho.gov Fax: 208-454-7722
Deliver Sealed Proposal Package to:	Patty Foster Southwest District Health 13307 Miami Lane Caldwell, ID 83607
Publish RFP	Friday, May 18, 2018
Pre-Proposal Conference Registration Deadline:	Friday, June 01, 2018, 12:00 p.m. (noon) Mountain Time
Pre-Proposal Conference:	Monday, June 04, 2018, 11:00 a.m. Mountain Time
Location:	Southwest District Health Gunderson Conference Room 13307 Miami Lane Caldwell, ID 83607
Deadline To Receive Questions:	Monday, June 11, 2018, 11:59:59 p.m. Mountain Time
Deadline For SWDH to Respond:	Friday, June 15, 2018, 5:00 p.m. Mountain Time
RFP Closing Date:	Friday, July 06, 2018, 5:00 p.m. Mountain Time
Subcontract Award:	Friday, July 27, 2018, 9:00 a.m. Mountain Time
Services to Begin No Later Than:	December 1, 2018 (contingent upon location provided by SWDH)
Initial Term of Subcontract and Renewals:	The initial term of the subcontract is anticipated to be two (2) years. Upon mutual agreement, the subcontract may be extended or amended. The total subcontract term, including all extensions, is not anticipated to exceed four (4) years.
Contingency	The terms of this RFP are contingent upon Southwest District Health receiving a contract from Idaho Department of Health and Welfare.

1.1 Purpose

To establish a subcontract with a vendor to develop, implement and operate a Behavioral Health Community Crisis Center (BHCCC) in Canyon County for adults in need of mental health or co-occurring substance use disorder crisis services throughout the six county region. Region 3 geographic boundaries include Adams, Canyon, Gem, Owyhee, Payette and Washington Counties. It is also expected that capacity to provide/deliver telehealth and remote stabilization services to rural and frontier areas of the Region be developed within the next 1 to 3 years with additional funding. The BHCCC will be open twenty four/seven (24/7), three hundred sixty five (365) days per year, to assist adults in crisis to become stabilized and then connected to community resources that can help them effectively deal with their situations and avoid further crisis.

1.2 Pre-Proposal Conference

A non-mandatory pre-proposal conference will be held at the location and time as indicated in Section 1, page 1 of this RFP. This will be your opportunity to ask questions, in person, with the Southwest District Health (District) staff. All interested parties are invited to participate either by attending the conference or by an established call in number. **Those choosing to participate in the pre-proposal conference by phone or in-person must pre-register to receive meeting details by submitting the completed Pre-Proposal Conference Registration Form (Attachment 3) via e-mail to Katrina Williams at Katrina.Williams@phd3.idaho.gov no later than 12:00 p.m. (noon) Mountain Time on Friday, June 01, 2018.** Vendors are strongly encouraged to submit questions to the RFP Lead prior to the pre-proposal conference. Any oral answers given by the District during the pre-proposal conference are unofficial, and will not be binding on the District. Conference attendance is at the vendor's own expense.

1.3 Questions

Questions must be submitted, in writing, to Patty.Foster@phd.3.idaho.gov, by the date and time indicated in Section 1, page 1, of this RFP in order to be considered. Written questions must be submitted using Attachment 1, Offeror Questions, and sent via e-mail to the RFP Lead. Official answers to all written questions will be made available upon request as an amendment to this RFP. Requests for an amendment to this RFP must be submitted to Patty.Foster@phd3.idaho.gov.

Any questions regarding the Subcontract Terms and Conditions (See Appendix D) must also be submitted in writing, using Attachment 1, Offeror Questions, by the deadline to receive questions. The District will not consider proposed modifications to these requirements after the date and time set for receiving questions. Questions regarding these requirements must contain the following:

- 1.3.1 The rationale for the specific requirement being unacceptable to the party submitting the question (define the deficiency).
- 1.3.2 Recommended verbiage for the District's consideration that is consistent in content, context, and form with the District's requirement that is being questioned.
- 1.3.3 Explanation of how the District's acceptance of the recommended verbiage is fair and equitable to both the District and to the party submitting the question.

Proposals which condition the offer based upon the District accepting other terms and conditions **not found in the RFP or which take exception to the District's terms and**

conditions, will be found non-responsive, and no further consideration of the proposal will be given.

1.4 **Background Information**

Idahoans experiencing a behavioral health crisis often are incarcerated, hospitalized or treated in hospital emergency departments because an appropriate level of care to meet their needs is unavailable. Hospital emergency departments, jails and law enforcement agencies in Idaho have become the default providers of crisis intervention to Idaho citizens with behavioral health disorders resulting in extensive resources expended on behavioral health crisis services.

In 2014, the Idaho Legislature established the Behavioral Health Community Crisis Act, Idaho Code Title 39, Chapter 91. Since that time, four (4) BHCCC have been established as follows: 1) Region 7 opened in Eastern Idaho in December 2014 in Idaho Falls; 2) Region 1 opened in Northern Idaho in December 2015 in Coeur d'Alene; 3) Region 5 opened in South Central Idaho in November 2016 in Twin Falls; and 4) Region 4 opened in December 2017 in Boise.

The BHCCCs are voluntary. Working with families, healthcare organizations, law enforcement and other community partners, these centers are a resource for individuals who are willing to seek services. These BHCCCs help individuals in crisis get the assistance they need without going to the emergency room or being taken to jail. Eligibility for the BHCCC to include: 1) be at least eighteen (18) years of age; 2) demonstrated impairment and or symptoms(s) consistent with a DSM-V diagnosable condition; 3) be medically stable; and 4) be in need of frequent observation on an ongoing basis for up to 23 hours and 59 minutes.

BHCCCs incorporate Principles of Recovery into practice to ensure mental health services are being delivered in a way that supports recovery and resiliency.

The District anticipates the local BHCCC leveraging local partnerships through subrecipient contracts and/or agreements to assist in the ongoing operation and service needs of those served (for example: donated meals, laundry services, etc.). The hope of the District is that the BHCCC will be an active participant with the Advisory Board and local partners, and work collaboratively to decrease recidivism to the crisis center, emergency departments and jails.

The District is seeking a subcontractor to develop, implement and operate the Region 3 BHCCC in Canyon County. The District will provide the BHCCC facility. The facility will accommodate space for 20-beds or more. The facility will be located near a city center, on a public transit route, and in close proximity to Interstate 84. The District will work with the BHCCC to ensure the design and furnishings meet the needs of the vendor and customers.

2. INSTRUCTIONS FOR SUBMISSION OF PROPOSALS

2.1 Proposals must be submitted manually. The District will accept one (1) hardcopy proposal and an electronic copy of the proposal saved to a USB device. It is recommended that proposals be submitted via FedEx, UPS, or hand carried.

2.3 SUBMISSION OF PROPOSALS:

2.3.1 Signature Page: The proposal must be submitted with Attachment 4 District Signature Page, which must contain an original handwritten signature executed in ink or an electronic signature, and be returned with the relevant Solicitation documents. Photocopied signatures or facsimile signatures are not acceptable (and will result in a finding that your proposal is non-responsive). Your Signature Page should be included at the FRONT of your Technical Proposal.

2.3.2 The following information must be placed in the lower left corner of your proposal package:

SEALED PROPOSAL

RFP LEAD: Patty Foster

SEALED PROPOSAL FOR: Behavioral Health Community Crisis Center – Region 3
in Canyon County

RFP NUMBER: RFP08182018

CLOSES: 07/06/18

The offeror's name should appear on the outside of the package.

2.3.3 Offerors must submit one (1) electronic copy of the full proposal. The electronic copy must include:

- The technical proposal including cover letter
- Any attachments
- The cost proposal
- A signed, state signature page
- Signed amendment acknowledgement form(s) (if applicable)
- A redacted version of the technical proposal with all trade secret information blacked out (if applicable)
- Redacted attachments with all trade secret information blacked out (if applicable)

The electronic copy must be submitted on a USB device. Word or searchable PDF format is required (the only exception is for financials or brochures which may be submitted in Excel or PDF). The format and content must be the same as the manually submitted proposal. The electronic version must NOT be password protected or locked in any way. Do not seal the electronic copy with your sealed Cost Proposal. The electronic copy should be labeled with the offeror's name.

2.3.4 The Technical Proposal must be sealed and identified as "Technical Proposal – RFP05182018 Behavioral Health Community Crisis Center – Region 3 in Canyon County" and include the required cover letter (See Section 3.3). The offeror's name

should appear on the outside of the package.

2.3.5 The Cost Proposal must be separately sealed and identified as “Cost Proposal – RFP05182018 Behavioral Health Community Crisis Center – Region 3 in Canyon County.” The offeror’s name should appear on the outside of the package.

2.4 Negotiations, discussions and best and final offers cannot be guaranteed to occur.

3. PROPOSAL FORMAT

3.1 These instructions describe the format to be used when submitting a proposal. The format is designed to ensure a complete submission of information necessary for an equitable analysis and evaluation of submitted proposals. There is no intent to limit the content of proposals.

3.2 Evaluation Codes

3.2.1 **(M)** Mandatory Specification or Requirement - failure to comply with any mandatory specification or requirement will render offeror’s proposal non-responsive and no further evaluation will occur.

3.2.2 **(ME)** Mandatory and Evaluated Specification - failure to comply will render offeror’s proposal non-responsive and no further evaluation will occur. Offeror is required to respond to this specification with a statement outlining its understanding and how it will comply. Points will be awarded based on predetermined criteria. The District reserves the right to seek clarification on any M or ME requirement.

3.2.3 **(E)** Evaluated Specification - a response is desired. If not available, respond with “Not Available” or other response that identifies offeror’s ability or inability to supply the item or service. Failure to respond will result in zero (0) points awarded for the specification.

3.3 **(M) Cover Letter**

The Technical Proposal must include a cover letter on official letterhead of the offeror; with the offeror’s name, mailing address, telephone number, e-mail address, and name of offeror’s authorized signer. The cover letter must identify the RFP Title and number, and must be signed by an individual authorized to commit the offeror to the work proposed. In addition, the cover letter must include:

3.3.1 Identification of the offeror’s corporate or other legal entity status. Offerors must include their tax identification number. The offeror must be a legal entity with the legal right to contract.

3.3.2 A statement indicating the offeror’s acceptance of and willingness to comply with the requirements of the RFP and attachments, including but not limited to the Terms and Conditions in Appendix D, and Riders in Appendix E.

3.3.3. A statement of the offeror’s compliance with affirmative action and equal employment regulations.

- 3.3.4 A statement that offeror has not employed any company or person other than a bona fide employee working solely for the offeror or a company regularly employed as its marketing agent, to solicit or secure this subcontract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the subcontractor or a company regularly employed by the subcontractor as its marketing agent, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of this subcontract. The offeror must affirm its understanding and agreement that for breach or violation of this term, the District has the right to annul the subcontract without liability or, in its discretion, to deduct from the subcontract price the amount of any such fee, commission, percentage, brokerage fee, gifts or contingencies.
- 3.3.5 A statement naming the firms and or staff responsible for writing the proposal.
- 3.3.6 A statement that offeror is not currently suspended, debarred or otherwise excluded from federal or state procurement and nonprocurement programs. Vendor information is available on the Internet at: <https://www.sam.gov>
- 3.3.7 A statement affirming the proposal will be firm and binding for one hundred twenty (120) calendar days from the proposal opening date.
- 3.3.8 A statement that the offeror warrants that it does not knowingly and willfully employ persons who cannot legally work in this country; it takes steps to verify that it does not hire persons who have entered our nation illegally or cannot legally work in the United States; and that any misrepresentation in this regard or any employment of persons who have entered our nation illegally or cannot legally work in the United States constitutes a material breach and will be cause for the imposition of monetary penalties up to five percent (5%) of the subcontract price, per violation, and or termination of its subcontract.

3.4 **Acknowledgement of Amendments**

If the RFP is amended, the offeror must acknowledge each amendment with a signature on the acknowledgement form provided with each amendment. Failure to return a signed copy of each amendment acknowledgement form with the proposal may result in the proposal being found non-responsive. IDAPA 38.05.01.52

3.5 **Trade Secrets**

Identify each page of the proposal that you believe contains a “trade secret”. Offerors must:

- 3.5.1 Identify with particularity the precise text, illustration, or other information contained within each page marked “trade secret” (it is not sufficient to simply mark the entire page). The specific information you deem “trade secret” within each noted page must be highlighted, italicized, identified by asterisks, contained within a text border, or otherwise clearly delineated from other text/information and specifically identified as a “trade secret.”
- 3.5.2 Provide a separate document entitled “List of Redacted Trade Secret Information” which provides a succinct list of all trade secret information noted in your Proposal; listed in the order it appears in your submittal documents, identified by Page #, Section #/Paragraph #, Title of Section/Paragraph, specific portions of

text/illustrations; or in a manner otherwise sufficient to allow the State's procurement personnel to determine the precise text/material subject to the notation. Additionally, this list must identify with each notation the specific basis for your position that the material be treated as exempt from disclosure and how the exempting the material complies with the Public Records Law.

3.6 **Table of Contents**

Include a table of contents in the Technical Proposal identifying the contents of each section, including page numbers of major subsections.

3.7 **Executive Summary**

Include an executive summary in the Technical Proposal providing a condensed overview of the contents of the Technical Proposal demonstrating an understanding of the services to be performed.

3.8 **Business Information**

3.8.1 **(E) Experience**

Describe in detail your knowledge and experience in providing services similar to those required in this RFP.

3.8.2 **(E) References**

Offerors are allowed three (3) completed Reference Questionnaires. Please see Attachment 2.

3.8.3 **(E) Financials**

Provide financial information as detailed on Attachment 5.

3.9 **Organization and Staffing**

Describe your qualifications to successfully complete the requirements of the RFP by providing a detailed response to the following:

3.9.1 **(E) Qualifications of Personnel**

Provide resumes for employees who will be managing and or directly providing services under the subcontract. For positions that are not filled, a position description (including requisite qualifications/experience) should be provided.

3.9.2 **Sub-recipients**

If you intend to utilize sub-recipients, describe the extent to which sub-recipients will be used to comply with subcontract requirements. Include each position providing service and provide a detailed description of how the sub-recipients are anticipated to be involved under the subcontract, including requisite qualifications/experience. If applicable, provide resumes for those sub-recipients who will be managing and or directly providing services under the subcontract. Include a description of how the offeror will ensure that all sub-recipients and their employees will meet all requirements. Offerors must disclose the location of the sub-recipient's business office and the location(s) of where the actual work will be performed. If the offeror utilizes any entity other than the entity submitting the proposal to provide any of the services required by this RFP, the relationship between the two entities is considered that of a subcontractor-sub-recipients for the purpose of this section, regardless of whether a relationship is based on an actual

written contract between the two (2). **The information provided for sub-recipients, if any, will be evaluated as part of the Qualifications of Personnel section 3.9.1 above.**

3.9.3 Organization Chart

Provide a detailed organization chart showing the key positions. All the key positions that will be involved in the work of carrying out the resulting subcontract should be shown on the organization chart.

3.10 Subcontract

Terms and Conditions (Appendix D), Riders (Appendix E), Scope of Work (4), Performance Metrics (Appendix B), Cost Proposal and Billing Procedure (Appendix A) and Reports (Appendix C) will become part of the subcontract resulting from this RFP.

4. SCOPE OF WORK

Scope of Work Section(s) I, XI, XII, XIII, XVI, XVII and XVIII are mandatory requirements and will be included in the resulting subcontract but do not require a response, except to affirmatively indicate a willingness to comply with each mandatory requirement.

I. General Requirement

- A. District Responsibilities – Southwest District Health (District) will:
1. Oversee the Behavioral Health Community Crisis Centers (BHCCC) to ensure compliance with Idaho Administrative Code (IDAPA) 16.07.30, Behavioral Health Community Crisis Centers and Idaho Code Title 39 Chapter 91, Behavioral Health Community Crisis Centers Act; application of the model, associated rules and patient safety. The District will perform annual audits, on-site visits, and ongoing monitoring of the BHCCC as necessary to fulfill its oversight responsibility.
 2. Assist the Subcontractor with accessing Idaho Department of Health and Welfare services such as behavioral health, Medicaid, food stamps, child support, Navigation services, etc.
 3. Assist the Subcontractor with communication to Idaho Department of Health and Welfare to establish Health Insurance Portability and Accountability Act (HIPAA) compliant electronic health record (EHR) access through the Web Infrastructure for Treatment Services (WITS) to capture data, report client data, and provide training, documentation, and help desk support for WITS. See Attachment 6, Web Infrastructures for Treatment Services, for information pertaining to WITS.
- B. Subcontractor's responsibilities – The Subcontractor shall:
1. Comply with all provisions of state and federal laws, rules, regulations, policies, standards and guidelines as indicated, amended or modified that govern performance of the services. This includes, but is not limited to:
 - a) IDAPA 16.07.30, Behavioral Health Community Crisis Centers;
 - b) Idaho Code Title 39 Chapter 91, Behavioral Health Community Crisis Centers;
 - c) The Idaho Department of Health and Welfare's HIPAA Business Associate Agreement; and
 - d) Ensure procedural safeguards are followed in confidentiality requirements according to IDAPA 16.05.01, Use and Disclosure of Department Records.
 2. Ensure the BHCCC is fully operational no later than December 1, 2018 (contingent upon location provided by SWDH).
 3. Ensure that all service provision are delivered by persons who meet licensure and or certification qualifications, as appropriate within their field of study, and provide evidence of licensure, certification, and any other applicable qualifications.

4. Utilize the Idaho Department of Health and Welfare's EHR (WITS) to capture all client related treatment history and maintain additional needed data from the intervention.
5. Participate on the Advisory Board to guide the organization, implementation and operation of the BHCCC.
6. Incorporate peer recovery support services as part of the overall crisis service delivery system.
7. Ensure services to be provided are non-discriminatory. The Subcontractor shall not refuse services to any person because of race, color, religion or because of inability to pay.
8. Report to the District's contract manager any facts regarding irregular activities or practices that may conflict with federal or state rules and regulations discovered during the performance of activities under the contract.
9. Ensure all sub-recipients and their employees meet all contract requirements. If the Subcontractor utilizes any entity other than their own entity to provide any of the services required, the relationship is considered that of a subcontractor-sub-recipient for purposes of this contract. The Subcontractor shall for each sub-recipient:
 - a) Complete and submit the Idaho Department of Health and Welfare's Acceptance of Subcontract form, provided upon request, prior to the sub-recipient performing any contracted service.
 - b) Shall supply to the District a copy of the sub-recipient agreement between subcontractor and sub-recipient/affiliate outlining their designated services.
10. Ensure that the crisis center has contracted/affiliate agreements with the other necessary ancillary psychiatric crisis services that are a part of the full continuum of crisis psychiatric services as outlined in figure 1. The BHCCC will need to have an operational flow process that allows access during the crisis and post discharge to provide comprehensive services to clients.
11. Develop and maintain Policies and Procedures that address items identified in the Scope of Work and within sub-recipient services.

Use this proposal outline as part of your response to the RFP by restating each section number and then providing your response. Identify it as Scope of Work.

Evaluators will be scoring your proposal based on the methodologies proposed and the completeness of the response to each item listed below. Where appropriate, responses to E and ME sections should describe, in detail, your organization's qualification and experience (rather than simply restating the question or confirming compliance without additional supporting information); as well as how your organization plans to meet Scope of Work requirements detailed in this RFP. The proposal should address methodologies, pertinent timelines, personnel, activities, and other pertinent information in order to implement the Scope of Work successfully to achieve full compliance with all

tasks and deliverables. Offerors must identify any information or resources needed from the District in order to perform any of the work.

All sections of the Scope of Work are required subcontract services. Failure to provide a response to a requirement may result in receiving a score of zero (0) for that portion of the proposal.

II. (E) Implementation and Readiness Review Provide a detailed description of how you will meet the requirements in this section.

- A. The Subcontractor shall have a fully operational BHCCC and implement services as outlined in this contract no later than December 1, 2018 (contingent upon location provided by SWDH).
- B. The Subcontractor shall pass a readiness review prior to the implementation of services. The following tasks and completion dates will be included as part of the Readiness Review and shall be due by the following timeframes:
 - 1. Startup cost budget (as identified in the Cost and Billing matrix) due no later than thirty (30) calendar days after the execution date of the subcontract.
 - 2. Equipment and Supplies (purchase items) no later than forty five (45) calendar days prior to the anticipated service implementation date;
 - 3. Ancillary services (purchase or negotiate donations) no later than forty five (45) calendar days prior to the anticipated service implementation date;
 - 4. Work Force (hire and train personnel) within thirty (30) calendar days prior to the anticipated service implementation date;
 - 5. Policies and procedures (facility, operations, staff requirements, quality assurance, clinical supervision, etc.) within forty five (45) calendar days prior to the anticipated service implementation date;
 - 6. Staff trained to use WITS no later than fifteen (15) calendar days prior to the anticipated service implementation date;
 - 7. Cultural Competency Plan completed no later than forty five (45) calendar days prior to anticipated service implementation date; and
 - 8. Demonstrate ability to collect and report on performance and quality measures as defined by the District within sixty (60) calendar days prior to anticipated service implementation date.
 - 9. Demonstrate ability to bill standard public and commercial insurance types (i.e., capture full member name, DOB, Member ID, Person Code, and Group # and keep a record of insurance card images on file).

III. (E) Operation Services Provide a detailed description on how you will meet the following requirements:

- A. The Subcontractor shall provide, operate and manage a voluntary outpatient facility (a BHCCC) as follows:
 - 1. Hours:
 - a) Operate twenty four (24) hours a day, seven (7) days a week and three hundred sixty five (365) days a year, telephonically, face-to-face and available for provider-client consultation via video conferencing with crisis center staff. It is the vision of the District, that the Subcontractor have the capacity to provide video conferencing for the purposes of telehealth within the first 24 months of operation.
 - b) Not provide services to a client for more than twenty three (23) hours and fifty

nine (59) minutes in a single episode of care.

2. Security: Provide security twenty four (24) hours per day through a contracted security company, law enforcement officers, or hired security staff.
3. Facility Description:
 - a) Be a voluntary outpatient facility.
 - b) Americans with Disabilities Act (ADA) Compliant.
 - c) At a minimum, provide bed space for twenty (20) male/female beds within the first six (6) months of operation.
 - d) Maintain lobby space with chairs and tables.
 - e) Capacity to develop telehealth in order to expand crisis center access in rural and frontier areas of the region within 24 months with additional funding.
 - f) Provide confidential office space for medical, case management and behavioral health interventions.
 - g) Have available:
 - i Plastic eating utensils and cups;
 - ii Coffee, water and other beverages, as available;
 - iii Non-perishable, self-prepared snack items such as cup of soup, granola bars, cheese and crackers, peanut butter sandwiches, pudding cups or other similar items; and
 - iv Limited daily transportation to community partner places of business such as the Department of Labor, Social Security Administration, Federally Qualified Health Centers, Recovery Center, and Public Health District.
 - h) Have available, on an "as needed" basis:
 - (a) Sweat pants, scrubs, tee shirts, sweatshirts, etc.;
 - (b) Personal care products;
 - ii A means of securing personal possessions including: Medication, valuables, clothing, weapons, etc.

IV. (E) Assessment and Evaluation Services *Provide a detailed description of how you will meet the following requirements:*

- A. The Subcontractor shall provide services to adults in a behavioral health crisis for no more than twenty three (23) hours and fifty nine (59) minutes per single episode of care.
- B. The Subcontractor shall document in the WITS system the reason for denying services to those applying for services.
- C. Intake Eligibility Assessment
 1. The Subcontractor shall provide an Intake Eligibility Assessment by licensed staff.

The intake eligibility assessment must be completed within thirty (30) minutes of application for services. The intake eligibility assessment shall determine if a person is in a behavioral health crisis and whether or not they require a higher level of care (e.g., inpatient, emergency room or urgent care services). The intake eligibility assessment must be documented in WITS. The eligibility assessment intake must be possible by telephone or other telehealth method when the client is not physically onsite.

2. Medical Assessment

a) The Subcontractor shall provide a medical assessment by a licensed medical staff 24/7 (e.g., EMT, RN). The medical assessment shall further evaluate the client for immediate medical needs. The medical assessment shall also determine current medical needs and collect a health history. The medical assessment must be documented in WITS.

3. Risk Assessment

a) The Subcontractor shall provide a risk assessment by a licensed professional and document in WITS.

4. Behavioral Health Assessment

a) The Subcontractor shall complete a behavioral health assessment on each client and document in WITS. The behavioral health assessment shall be used to develop the plan of care, intervention services and referral services to ensure the appropriate continuum of care is identified for each client. The behavioral health assessment shall include:

i Presenting problem,

ii Treatment history at a minimum will include:

(a) Hospitalizations

(b) Emergency room visits

(c) Outpatient treatment

(d) Medications

iii Substance abuse history, and

iv Recommendations.

b) An updated behavioral health assessment may be used on clients who were assessed within the last three (3) months (e.g., presenting problem, treatment history).

V. (E) Plan of Care Provide a detailed description of how you will meet the following requirements:

A. The Subcontractor shall complete a plan of care based on findings from the medical and behavioral health assessments for all clients admitted to the BHCCC for services. The plan of care shall be individualized, person-centered, strengths-based, collaborative, family and community focused, culturally competent, utilize natural supports, tie into the local continuum of care resources, and be outcomes based. The plan of care shall be

documented in WITS.

- B. The Subcontractor shall utilize ongoing observation, assessment and evaluation to make changes to services while at the BHCCC. This information, along with the client's benefits and resources, shall be used to make referrals to ongoing care and services.

VI. (E) Intervention Services Provide a detailed description of how you will meet the following requirements:

- A. The Subcontractor shall provide stage-wise treatment and intervention services based on the Dr. Kenneth Minkoff, M.D. model to address co-occurring psychiatric and substance use disorders.
 - 1. Acute Stabilization – safe sobering up and stabilization of acute psychiatric symptoms.
 - 2. Motivational Enhancement – individualized motivational strategies to help individuals who have made no commitment to change.
 - 3. Active Treatment – for individuals who need to learn and practice skills to manage their substance and mental health symptoms.
 - 4. Relapse Prevention – specific skills training on participation in self-help recovery programs, as well as specialized self-help programs like Dual Recovery Anonymous.
 - 5. Rehabilitation and Recovery – developing new skills and capabilities based on strengths, and on developing improved self-esteem, pride, dignity, and sense of purpose in the context of the continued presence of mental health and substance use disorders.
- B. The Subcontractor shall provide services in the least restrictive manner and shall not utilize seclusion or restraints as part of its intervention services.
- C. If an individual requires care in an involuntary inpatient setting, the Subcontractor shall coordinate transportation to an appropriate setting.
- D. The Subcontractor shall document, in WITS, interventions rendered and client response.
- E. The Subcontractor shall incorporate the recovery model, to include the use of certified Peer Support Specialists and/or Recovery Coaches.

VII. (E) Referral Services Provide a detailed description of how you will meet the following requirement:

In the spirit of operating as part of the larger regional healthcare system, the Subcontractor shall make referrals based on identified functional areas of impairment (medical, behavioral health signs and symptoms, vocational, financial, housing, family, social activities of daily living, transportation, legal, and substance use). This information shall be documented in WITS.

VIII. (E) Aftercare Plan Provide a detailed description of how you will meet the following requirement:

- A. The Subcontractor shall provide a written aftercare plan for each client prior to leaving

the BHCCC. The aftercare plan shall include, at a minimum, connection to a peer, Recovery Support Specialist or healthcare provider and at a maximum, referral to emergency care. This aftercare plan shall be documented in WITS. The aftercare plan should include services that are accessible within seven (7) days.

- B. The Subcontractor will attempt to identify a collateral contact for each client, and whenever possible, include the contact(s) in the aftercare plan.
- C. The Subcontractor shall make one attempt to follow-up with all clients and/or collateral contact within 24 hours and two additional attempts to follow-up within 30 days to assess clients' follow through with the aftercare plan and document the follow-up encounter (e.g., followed through with aftercare plan, sought care at an emergency department, was incarcerated, etc.).
 - 1. The Subcontractor will document clients' follow-up of their aftercare in WITS and include, as applicable:
 - a) Whether the client kept his/her initial appointment
 - b) Document any barriers or challenges to completing the aftercare plan

IX. Staffing

- A. The Subcontractor shall:
 - 1. Ensure that staff assessing for mental health and substance use disorders and conducting medical assessments have the training, skills, and current professional licensure to perform their scope of work.
 - 2. Have a clinical supervisor to provide direction and guidance of all clinicians doing integrated mental health and substance use disorders assessments.

X. Cultural Competence

- A. The Subcontractor shall develop and implement a Cultural Competency Plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms to provide culturally and linguistically appropriate services with specific focus on Native Americans' and Hispanics' needs. The Subcontractor shall submit a draft Cultural Competency Plan no later than fifty-five (55) calendar days prior to the anticipated service implementation date for District review. The Subcontractor shall finalize the Cultural Competency Plan and submit it no later than forty-five (45) calendar days prior to the anticipated service implementation date.

XI. Bilingual/Multicultural

- A. The Subcontractor shall ensure bilingual/multicultural staff are available at the BHCCC. Bilingual/multicultural staff shall, at a minimum, speak English and Spanish and any other language spoken by at least five percent (5%) of the population within the service area.

XII. (E) Outcome Measures and Data *Provide a detailed description, including methodologies for capturing and analyzing data, of how you will meet the following requirements:*

- A. The Subcontractor shall use, at a minimum, the following benchmarks to measure the effectiveness and efficiencies of the BHCCC.

1. The number of crisis center admissions that self-report going to a crisis center as an alternative to seeking other forms of emergency care (e.g., hospital, ER, urgent care).
 2. The number of individuals assessed at the BHCCC and referred to a higher level of care (e.g., hospital, ER, urgent care) or law enforcement.
 3. Post discharge from crisis center status:
 - a) Referral to outpatient care
 - b) Referral to social services (e.g., Recovery Center, clergy)
- B. The Subcontractor shall periodically complete a unit cost analysis. The unit cost analysis will be defined by the Subcontractor in cooperation with the District.
- C. The Subcontractor shall compile and report data on a quarterly basis. A report of findings shall be written by the District and sent to the Advisory Board and Subcontractor.

XIII. (E) Community Engagement *Provide a detailed description of efforts to engage community partners, build formal and informal relationships or partnerships, including, in-kind donations or support*

- A. The Subcontractor shall:
1. Engage community partners with a shared goal of improving community mental health.
 2. Identify opportunities to form formal and informal relationships or partnerships that support the patients' broader healthcare needs.
 3. Pursue opportunities for in-kind donations or support that can help control costs associated with the operations of the crisis center.

XIV. (E) Quality Assurance *Provide a detailed description, including methodologies for analyzing and reporting surveys, of how you will meet the following requirements:*

- A. The Subcontractor shall:
1. Maintain a quality improvement plan that documents the process to be used in ensuring the quality of services provided.
 2. Meet regularly, or as needed with the Idaho Department of Health and Welfare staff to discuss individual case, treatment recommendations and service responsibilities.
 3. Upon discharge, provide each client with a satisfaction survey that includes questions related to the quality of service, the outcomes of services and their perception of additional needs not addressed by the BHCCC.
 4. Provide an opportunity for stakeholders to evaluate service performance and the need for additional training or collaboration each time they interact with the BHCCC. Subcontractor shall establish a feedback mechanism for stakeholders, preferably in a

written format using a set of standard metrics or at the least either verbally or in writing through the use of a suggestion box at the facility or via email. Stakeholders may include ancillary service vendors, law enforcement, hospitals, government entities, private and commercial health insurers, and others who interact with the BHCCC.

5. Distribute annual surveys to ancillary service vendors, hospitals, law enforcement, and other organizations affiliated with the BHCCC. Questions on this survey shall address the quality of services, the outcomes of services, and the organization's perception of additional needs not addressed at the BHCCC.

XV. Records and Documentation

- A. The Subcontractor shall use WITS to document all delivered services in the individual's record and maintain the record at the Subcontractor's location. Records shall include, at a minimum:
 1. Intake Eligibility Assessment,
 2. Plan of Care,
 3. Intervention services provided,
 4. Referral services, and
 5. Aftercare plan to include documentation of follow-up actions.
- B. The Subcontractor shall collect data in an alternate system as needed for reporting.
- C. The Subcontractor shall work with the District to develop complete and accurate reports, as some data will be collected and analyzed by the District.

XVI. Transition of Services

- A. The Subcontractor shall develop a Transition Plan that describes the process for ensuring a smooth transition of project services and transfer of project materials, documentation and data either to the District or to another subcontractor upon termination or expiration of the subcontract. The Transition Plan shall be negotiated with the District upon contract termination or ninety (90) calendar days prior to expiration of the subcontract, whichever comes first. The District reserves the right to request a Transition Plan during the effective dates of the subcontract.

XVII. Faith-based Organization: If you are a faith-based organization describe how you will:

- A. Segregate subcontract funds in a separate account;
- B. Serve all participants without regard to religion, religious belief, refusal to hold a religious belief, or refusal to actively participate in a religious practice;
- C. Ensure that participation in religious activities, including worship, scripture study, prayer or proselytization, is only on a voluntary basis;
- D. Notify participants of the religious nature of the organization, their right to be served without religious discrimination, their right not to take part in inherently religious

activities, their right to request an alternative provider and the process for doing so;

E. Ensure that subcontract funds are not expended on inherently religious activities; and

F. Comply with applicable terms of 42 CFR Parts 54 and 54a, and 45 CFR 260 and 1050.

5. COST PROPOSAL

Pricing will be evaluated using a cost model that offers the District the best possible value over the initial term of the contract.

- 5.1 Using a format of your choice, offeror must submit a Cost Proposal and identify it as such. The offeror must acknowledge a fully-burdened rate which must include, but not be limited to, all operating and personnel expenses, such as: overhead, salaries, administrative expenses, profit, building/facility costs, and ancillary expenditures, supplies.

6. PROPOSAL REVIEW AND EVALUATION

- 6.1 The objective of the District in soliciting and evaluating proposals is to ensure the selection of a firm or individual that will produce the best possible balance between cost and results.
- 6.2 All proposals will be reviewed first to ensure that they meet the Mandatory Submission Requirements of the RFP as addressed in Sections noted with an **(M)**. Any proposal(s) not meeting the Mandatory Submission Requirements may be found non-responsive. The District may waive minor informalities as well as minor deviations. The District also reserves the right to seek clarification on any **(M)** or **(ME)** requirements.
- 6.3 The Technical Proposal will be evaluated first as either “pass” or “fail,” based on the compliance with those requirements listed in the RFP with a **(M)** or **(ME)**. All proposals that meet the requirements will continue in the evaluation process outlined in this section.
- 6.4 The proposals will be reviewed and evaluated by one (1) Proposal Evaluation Committee.
- 6.5 The scores for the Technical Proposal will be normalized as follows: The proposal with the highest overall total technical score will receive a score of 1,000. Other proposals will be assigned a portion of the maximum score using the formula: $1,000 \times \text{technical proposal being evaluated} / \text{highest technical proposal}$.
- 6.6 Oral presentations may be conducted.

EVALUATION CRITERIA

Mandatory Submission Requirements Met	Pass/Fail
Technical Proposal: Business Information (Section 3.8)	200 points
Organization and Staffing (Section 3.9)	75 points
Scope of Work (Section 4)	725 points
Total Points	1000 points

6.9 **Award**

Award of subcontract will be made to the responsive, responsible offeror whose proposal receives the highest number of total points.

APPENDIX A

Cost Proposal, Performance Payments, and Billing Procedure (M)

Part 1. Cost:

The subcontract shall be a FIXED FEE REIMBURSEMENT subcontract.

Award will be ALL-OR-None based on the grand total of the highest technical score.

The cost proposal shall include the fully-burdened rate which must include, **but not be limited to**, all operating and personnel expenses, such as: overhead, salaries, administrative expenses, profit, and ancillary expenditures, supplies.

Performance Payments:

The Subcontractor will be eligible for performance payments based on the timeliness and completeness of the activities identified below.

Item	Unit	Number of Units	Cost/Unit	Total
Quarterly Outcome Measures/Benchmarks Reports (Payments begin after three (3) months service delivery has been completed and report submitted.)	Per Quarterly Report	3 (per year)	\$10,000.00	\$30,000.00
Outcome Measures/Benchmarks Reports (Payments begin after twelve (12) months service delivery has been completed and report submitted.)	Per Report	1 (per year)	\$25,000.00	\$25,000.00
Capacity Building Implementation of telehealth capacity	Completed in Year 1	1 (per year)	\$10,000.00	\$10,000.00

Billing Procedure:

The Subcontractor shall submit monthly invoices to the District within 15 days from the last day of the month. Each invoice will be in the amount of 1/12th of the contract award amount, less any revenue the contractor has received from other sources, such as reimbursement from third-party payers. A detailed program cost report must be submitted with each invoice, detailing revenues and expenditures for the prior months. Invoices received without the required reports or invoices received with errors will be returned to the Subcontractor for revision and resubmission.

The monthly invoice shall include, but not be limited to:

- 1) Subcontractor's Name and contact information (billing address, phone, name, and e-mail of contact person)
- 2) Invoice date
- 3) Invoice billing period (dates of service)
- 4) An account of all third-party payments received
- 5) An account of all miscellaneous revenue
- 7) Total Number served
- 8) Total Invoice amount
- 9) All subcontract services delivered during the billing period.

Invoices shall be submitted to:

Patty Foster, Finance Manager
Southwest District Health
13307 Miami Lane
Caldwell, ID 83607
invoiceprocessing@phd3.idaho.gov

Final invoices and reports must be submitted to the District no later than thirty (30) calendar days after the subcontract expiration date. Final invoices received without the required report(s)/documentation will be returned to the Subcontractor for their resubmission with the final report(s)/documentation.

APPENDIX B

Performance Metrics

Implementation and Readiness Review.

(SOW IV.A) The Subcontractor shall have a fully operational Behavioral Health Community Crisis Center (BHCCC) no later than December 1, 2018.

Required Level of Expectation:

100%

Method of Monitoring:

District receipt, review and acceptance of identified deliverables. District on-site review of the facility to determine readiness for accepting clients.

Strategy for Correcting Non-Compliance:

The Subcontractor shall notify the District immediately if an issue is identified that may result in not meeting a required timeline. The District and the Subcontractor will work together to address issues and work towards a quick resolution. The District may require the Subcontractor to submit a written corrective action plan for District acceptance within two (2) business days after notification.

Operation Services.

(SOW V.A) The Subcontractor shall provide, operate and manage a voluntary outpatient facility (a BHCCC) that provides services twenty four (24) hours a day, seven (7) days a week and three hundred sixty five (365) days a year as outlined in the scope of work.

Required Level of Expectation:

100%

Method of Monitoring:

Review of reports, input from stakeholders, clients, customer satisfaction surveys, on-site monitoring visits, and ongoing communication and consultation with the Subcontractor.

Strategy for Correcting Non-Compliance:

The Subcontractor shall notify the District immediately if an issue is identified that may result in not meeting a required timeline. The District and the Subcontractor will work together to address issues and work towards a quick resolution. The District may require the Subcontractor to submit a written corrective action plan for District acceptance within two (2) business days after notification.

Assessment and Evaluation Services and Plan of Care.

(SOW VI, VII) The Subcontractor shall provide assessment and evaluation services, which includes Intake Eligibility Assessments, to adults in a behavioral health crisis for no more than twenty three (23) hours and fifty nine (59) minutes. The Subcontractor shall complete a plan of care based on findings from the medical and behavioral health assessments for all clients admitted to the BHCCC.

Required Level of Expectation:

100%

Method of Monitoring:

Review of client records and required reports, input from stakeholders, clients,

customer satisfaction surveys, on-site monitoring visits, and ongoing communication and consultation with the Subcontractor.

Strategy for Correcting Non-Compliance:

The Subcontractor shall notify the District immediately if an issue is identified that may result in not meeting a required timeline. The District and the Subcontractor will work together to address issues and work towards a quick resolution. The District may require the Subcontractor to submit a written corrective action plan for District acceptance within two (2) business days after notification.

Intervention Services.

(SOW VIII) The Subcontractor shall provide stage-wise treatment and intervention services for clients with co-occurring psychiatric and substance use disorders in the least restrictive manner. The Subcontractor shall ensure appropriate transportation is coordinated for clients requiring care in a more restrictive setting.

Required Level of Expectation:

100%

Method of Monitoring:

Review of client records and reports, input from stakeholders, clients, customer satisfaction surveys, on-site monitoring visits, and ongoing communication and consultation with the Subcontractor.

Strategy for Correcting Non-Compliance:

The Subcontractor shall notify the District immediately if an issue is identified that may result in not meeting a required timeline. The District and the Subcontractor will work together to address issues and work towards a quick resolution. The District may require the Subcontractor to submit a written corrective action plan for District acceptance within two (2) business days after notification.

Referral Services and After Care Plan.

(SOW IX, X) The Subcontractor shall make referrals for each client based on identified functional areas of impairment, and shall provide an after care plan for each client prior to leaving the BHCCC that appropriately connects the client to the larger behavioral health and healthcare system.

Required Level of Expectation:

100%

Method of Monitoring:

Review of client records and required reports, input from stakeholders, clients, customer satisfaction surveys, on-site monitoring visits, and ongoing communication and consultation with the Subcontractor.

Strategy for Correcting Non-Compliance:

The Subcontractor shall notify the District immediately if an issue is identified that may result in not meeting a required timeline. The District and the Subcontractor will work together to address issues and work towards a quick resolution. The District may require the Subcontractor to submit a written corrective action plan for District acceptance within two (2) business days after notification.

Outcome Measures/Benchmarks.

(SOW XIV) The Subcontractor shall monitor the following outcome measures and benchmarks on a quarterly and annual basis in coordination with Southwest District Health. The Subcontractor shall submit the information as outlined in the Reports section of the subcontract.

Required Level of Expectation:

100%

Method of Monitoring:

Review of required reports, communication with stakeholders, review of utilization and satisfaction surveys, on-site monitoring visits, and ongoing communication and consultation with the Subcontractor.

Strategy for Correcting Non-Compliance:

The Subcontractor shall notify the District immediately if an issue is identified that may result in not meeting a required timeline. The District and the Subcontractor will work together to address issues and work towards a quick resolution. The District may require the Subcontractor to submit a written corrective action plan for District acceptance within two (2) business days after notification.

APPENDIX C

Reports

NOTE: All reports are due based on date of full implementation (date actual services begin).

Report Description:

Weekly Census Report – The report shall include, at a minimum: Patient Name; Diagnosis; County; Hours of Utilization; Admit Date and Time; Discharge Date and Time; Discharge/Disposition Status; Insurance provider/Payor source; Referral source, such as Self, Family, Law Enforcement or Agency, EMS, or Hospital.

Report Format:

Excel spreadsheet or in a format agreed upon between the District and the Subcontractor.

Report Due Date:

An encrypted, electronic version to the District every Monday by 5:00 p.m. with data from the prior week.

Report Description:

Quarterly Report –The report shall include, at a minimum: Number of consumer visits per month; Unduplicated consumer visits per month; Average hours of stay; Number of information and referral calls; Number of telehealth encounters by county; Average census; The number of co-occurring assessments completed; Gender of clients served; Age of client served; Number of homeless or at risk of being homeless; Number of veterans served; Diagnosis of those served; Issue or problem resulting in a crisis center visit; Number and type of referrals to other community services (Housing; Vocation; SUD/MH; Primary Care; Support agency referral); Number of follow-up contacts made and results of follow-up post BHCCC visit as outlined in the Scope of Work (e.g., client followed through on care plan, admitted at ED, arrested/incarcerated, etc.); Number referred out due to a higher level of care needed and where they were referred; Number of the clients served who have insurance by insurance provider (e.g., Medicaid, Blue Cross, Regence, PacificSource, etc.); and Number of satisfaction surveys completed and average rating and results.

Report Format:

Excel spreadsheet or in a format agreed upon between the District and the Subcontractor.

Report Due Date:

An encrypted, electronic, utilization report for each month and send to the District by 5:00 p.m. The first report is due no later than the 15th business day of the month following the quarter in which services were provided and then quarterly thereafter.

Report Description:

Quarterly Outcome Measures/Benchmark Report -- The Subcontractor shall monitor the following outcome measures and benchmarks on a quarterly and annual basis in coordination with Southwest District Health.

- Reduction in hospital days (collected and reported by Southwest District Health)
- Restoration of consumers to previous functional levels or improved symptoms and social functioning
- Timely referral and access to post-crisis care

- Reduction in the number of persons with mental illness jailed on non-violent misdemeanors (collected and reported by Southwest District Health)
- Consumer and family satisfaction
- Self-reported higher quality of life (within 30 days)
- Reduction in spending on inpatient care (collected and reported by Southwest District Health)

Report Format:

Excel spreadsheet or in a format agreed upon between the District and the Subcontractor.

Report Due Date:

Sent to the District by 5:00 p.m. The first report is due no later than the 15th business day of the month following the quarter in which services were provided and then quarterly thereafter.

Report Description:

Year-end Report – The report shall include, at a minimum: Number of consumer visits per month; Unduplicated consumer visits per month; Average hours of stay; Number of information and referral calls; Number of telehealth encounters by county; Average census; The number of co-occurring assessments completed; Gender of clients served; Age of client served; Number of homeless or at risk of being homeless; Number of veterans served; Diagnosis of those served; Issue or problem resulting in a crisis center visit; Number and type of referrals to other community services (Housing; Vocation; SUD/MH; Primary Care; Support agency referral); Number of follow-up contacts made and results of follow-up post BHCCC visit as outlined in the Scope of Work (e.g., client followed through on care plan, admitted at ED, arrested/incarcerated, etc.); Number referred out due to a higher level of care needed and where they were referred; Number of the clients served who have insurance by insurance provider (e.g., Medicaid, Blue Cross, Regence, PacificSource, etc.); and Number of satisfaction surveys completed and average rating and results.

Report Format:

Excel spreadsheet or in a format agreed upon between the District and the Subcontractor.

Report Due Date:

Send to the District by 5:00 p.m. on the 15th business day of the month after the end of each subcontract year in which services were provided.

Report Description:

Annual Outcome Measures/Benchmark Report -- The Subcontractor shall monitor the following outcome measures and benchmarks on a quarterly and annual basis in coordination with Southwest District Health.

- Reduction in hospital days (collected and reported by Southwest District Health)
- Restoration of consumers to previous functional levels or improved symptoms and social functioning
- Timely referral and access to post-crisis care
- Reduction in the number of persons with mental illness jailed on non-violent misdemeanors (collected and reported by Southwest District Health)
- Consumer and family satisfaction
- Self-reported higher quality of life (within 30 days)
- Reduction in spending on inpatient care (collected and reported by Southwest District Health)

Report Format:

Excel spreadsheet or in a format agreed upon between the District and the Subcontractor.

Report Due Date:

Sent to the District by 5:00 p.m. on the 15th business day of the month after the end of each subcontract year in which services were provided.

APPENDIX D

Terms And Conditions

- I. DEFINITIONS. As used in the Subcontract, the following terms shall have the meanings set forth below:
 - A. Contract Manager shall mean that person appointed by the District to administer the Contract on behalf of the District. "Contract Manager" includes, except as otherwise provided in the Contract, an authorized representative of the Contract Manager acting within the scope of his or her authority. The District may change the designated Contract Manager from time to time by providing notice to Subcontractor as provided in the Contract.
 - B. District shall mean the Southwest District Health, its divisions, sections, or offices, and its employees and agents.
- II. SUBCONTRACT EFFECTIVENESS. It is understood that this Subcontract or any Amendment is effective when it is signed by all parties, or at a later date if specified in the Subcontract or Amendment. The Subcontractor shall not render services to the District until the Subcontract or Amendment has become effective. The District will not pay for any services rendered prior to the effective date of the Subcontract or Amendment.
- III. REASSIGNMENT OF SUBCONTRACTOR EMPLOYEES The District shall have the right, after having consulted with the Subcontractor, to require the Subcontractor to reassign or otherwise remove from the subcontract any Subcontractor employee found in good faith to be unacceptable to the District.
- IV. RECORDS AND DATA.
 - A. Fiscal Records The Subcontractor shall maintain fiscal records, including its books, audit papers, documents, and any other evidence of accounting procedures and practices, which sufficiently and properly reflect all direct and indirect costs of any nature expended in the performance of the Subcontractor.
 - B. Records Maintenance The Subcontractor shall maintain all records and documents relevant to the Subcontract for six (6) years from the date of final payment to Subcontractor. If an audit, litigation or other action involving records is initiated before the six (6) year period has expired, the Subcontractor shall maintain records until all issues arising out of such actions are resolved, or until an additional six (6) year period has passed, whichever is later.
 - C. Termination of Subcontract If the existence of the Subcontractor is terminated by bankruptcy or any other cause, all program and fiscal records related to the Subcontract in the Subcontractor's possession shall become the property of the District and the Subcontractor shall immediately deliver such records to the Contract Manager.
 - D. Records Review All records and documents relevant to the Subcontract, including but not limited to fiscal records, shall be available for and subject to inspection, review or audit, and copying by the District and other personnel duly authorized by the District, and

by federal inspectors or auditors. The Subcontractor shall make its records available to such parties at all reasonable times, at either the Subcontractor's principal place of business or upon premises designated by the District.

V. CUSTOMER SERVICE.

- A. Telephone Subcontractors who have direct contact with the public in fulfilling this subcontract shall have their main, published telephone numbers answered by a person during normal business hours. Voice mail for subcontract staff shall provide an option for the caller to obtain immediate assistance if necessary. The Subcontractor shall endeavor to return telephone calls the same day, and shall respond to phone calls and e-mails not later than forty-eight (48) hours or two (2) business days after the initial contact, whichever is later.
- B. Correspondence The Subcontractor shall respond to written correspondence within ten (10) business days. The Subcontractor shall provide clear, understandable, timely and accurate written information to District customers as required by this Subcontract.
- C. Policies The Subcontractor shall treat District staff and customers with respect and dignity, and shall demonstrate a caring attitude to all who ask for assistance. Subcontractors shall have a written customer service policy that describes how customer service will be incorporated into policies and training.

VI. FEDERAL AND STATE AUDIT EXCEPTIONS. If a federal or state audit indicates that payments to the Subcontractor fail to comply with applicable federal or state laws, rules or regulations, the Subcontractor shall refund and pay to the District any compensation paid to Subcontractor arising from such noncompliance, plus costs, including audit costs.

VII. COMPLIANCE WITH CERTAIN LAWS.

- A. HIPAA The Subcontractor acknowledges that it may have an obligation, independent of this subcontract, to comply with the Health Insurance Portability and Accountability Act (HIPAA), Sections 262 and 264 of Public Law 104-191, 42 USC Section 1320d, and federal regulations at 45 CFR Parts 160, 162 and 164. If applicable, the Subcontractor shall comply with all amendments to the law and federal regulations made during the term of the Subcontract.
- B. Lobbying The Subcontractor certifies that none of the compensation under the Subcontract has been paid or will be paid by or on behalf of the Subcontractor to any person for influencing or attempting to influence an officer or employee of any governmental agency, a member, officer or employee of Congress or the Idaho Legislature in connection with the awarding, continuation, renewal, amendment, or modification of any contract, grant, loan, or cooperative agreement.
- C. Qualification The Subcontractor certifies to the best of its knowledge and belief that it and its principals:
 - 1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from performing the terms of the Subcontract by a government entity (federal, state or local);

2. Have not, within a three (3) year period preceding the Subcontract, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 3. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated in paragraph 2 of this certification; and
 4. Have not within a three (3) year period preceding the Subcontract had one or more public transactions (federal, state, or local) terminated for cause or default.
 5. The Subcontractor acknowledges that a false statement of this certification may be cause for rejection or termination of the Subcontract and subject the Subcontractor, under 18 U.S.C. § 1001, to a fine of up to \$10,000.00 or imprisonment for up to five (5) years, or both.
- D. Faith-Based Organization If the Subcontractor is a faith-based organization, the Subcontractor and all approved sub-recipient contracts shall:
1. Segregate subcontract funds in a separate account.
 2. Serve all participants without regard to religion, religious belief, refusal to hold a religious belief, or refusal to actively participate in a religious practice.
 3. Ensure that clients' participation in religious activities, including worship, scripture study, prayer or proselytization, is only on a voluntary basis.
 4. Notify participants of the religious nature of the organization, their right to be served without religious discrimination, their right not to take part in religious activities, their right to request an alternative provider and the process for doing so.
 5. Ensure that subcontract funds are not expended on inherently religious activities.
 6. Comply with applicable terms of 42 CFR Parts 54, 54a, and 45 CFR Parts 260 and 1050.
- E. Tribes If the Subcontractor is a Tribe, the Subcontractor and District recognize that services performed pursuant to this Subcontract by the Subcontractor and all approved sub-recipients within reservation boundaries are subject to applicable laws, ordinances and regulations of the Tribe. Nothing in this Subcontract should be construed as a waiver of sovereign immunity.
- F. Single Audit Act The Subcontractor acknowledges that it may have an obligation; independent of this subcontract, to comply with the terms of the "Single Audit Act" of 1984. Funds provided under the Subcontract may be used to pay for compliance with this act in proportion to other funding sources available to the Subcontractor for the services provided pursuant to the Subcontract.

- G. Local Contribution To Funding If funding for the Subcontract is tied to a local contribution or match: (1) The Subcontractor certifies that none of the local contribution or match funds are federal funds, are derived from or are in lieu of federal funds, and none of said funds have been used, or have been substituted for funds used, to earn other federal funds. (2) The Subcontractor further certifies that any costs incurred by the Subcontractor prior to the Subcontract will not be allowable to or included as a cost of any other state or federally financed program in either the current period or any prior period.

VIII. CONFLICT OF INTEREST.

- A. Public Official No official or employee of the District and no other public official of the State of Idaho or the United States government who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of the Subcontract shall, prior to the termination of the Subcontract, voluntarily acquire any personal interest, direct or indirect, in the Subcontract or proposed Subcontract
- B. Subcontractor The Subcontractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of its services hereunder. The Subcontractor further covenants that in the performance of the Subcontract, no person who has any such known interests shall be employed.

IX. REMEDIES.

- A. Remedial Action If any of the Subcontractor's responsibilities do not conform to Subcontract requirements, the District shall consult with the Subcontractor and may at its sole discretion require any of the following remedial actions, taking into account the nature of the deficiency: (1) require the Subcontractor to take corrective action to ensure that performance conforms to Subcontract requirements; (2) reduce payment to reflect the reduced value of services received; (3) require the Subcontractor to utilize a sub-recipient to deliver all or part of the service at no additional cost to the District; or (4) terminate the Subcontract.
- B. Termination for Convenience The District or the Subcontractor may cancel the Subcontract at any time, with or without cause, upon ninety (90) calendar days written notice to the other party specifying the date of termination.
- C. Termination for Cause Either party may terminate the Subcontractor immediately upon written notice, or upon such notice as such party, in its sole discretion, deems appropriate, if at any time: (a) the other party is in material breach of any warranty, term, condition, covenant or obligation under the Subcontract; (b) judicial interpretation of federal or state laws, regulations, or rules renders fulfillment of the Subcontract infeasible or impossible; (c) Subcontractor's license or certification required by law is suspended, not renewed, or is otherwise not in effect at the time service is provided; or (d) Subcontractor fails to comply with any applicable law, regulation, or rule.
- D. Effect of Termination Upon termination by the District, the Subcontractor shall: (a) promptly discontinue all work, unless the termination notice directs otherwise; (b) promptly return to the District any property provided by the District pursuant to the

Subcontract; and, (c) deliver or otherwise make available to the District all data, reports, estimates, summaries and such other information and materials as may have been accumulated by Subcontractor in performing the Subcontract, whether completed or in process. Upon termination by the District, the District may take over the services and may award another party a subcontract to complete the services contemplated by the Subcontractor. Upon termination for cause, the District shall be entitled to reimbursement from Subcontractor for losses incurred as a result of the Subcontractor's breach.

- E. Survival of Terms Any termination, cancellation, or expiration of the Subcontract notwithstanding, provisions which are intended to survive and continue shall survive and continue, including, but not limited to, the provisions of these Terms and Conditions.

X. MISCELLANEOUS.

- A. Disposition of Property At the termination of the Subcontract, the Subcontractor shall comply with relevant federal and state laws, rules and regulations and, as applicable, 2 CFR §§ 200.310-316 concerning the disposition of property purchased wholly or in part with funds provided under the Subcontract.
- B. Time of Performance Time is of the essence with respect to the obligations to be performed under the Subcontract; therefore, the parties shall strictly comply with all times for performance.
- C. Headings The captions and headings contained herein are for convenience and reference and are not intended to define or limit the scope of any provision of the Subcontract.

APPENDIX E

Riders

Insurance

For the term of the Subcontract and until all services specified in the Subcontract are completed, the Subcontractor shall maintain in force, at its own expense, the following insurance.

- Commercial General Liability Insurance and, if necessary, Commercial Umbrella Liability Insurance with a limit of not less than one million dollars (\$1,000,000) each occurrence. Insurance required by this section shall name the Southwest District Health as an additional insured.
- Automobile Liability Insurance and, if necessary, Umbrella Liability Insurance with a limit of not less than one million dollars (\$1,000,000) each accident. Insurance required by this section shall name the Southwest District Health as an additional insured.
- Professional Liability Insurance with a limit of not less than one million dollars (\$1,000,000) each occurrence.
- Abuse and Molestation Liability is required when working directly with children and or vulnerable adults. The Certificate of Insurance with regard to Commercial General Liability or a stand-alone policy must include coverage for molestation and sexual abuse. Insurance required by this section shall name the Southwest District Health as an additional insured.
- Property Damage Insurance for the full appraised value of all property purchased wholly or in part with funds provided under the Subcontract. Insurance required by this section shall name the Southwest District Health as an additional insured.
- Workers' Compensation Insurance which includes Employer Liability Insurance and shall comply with Idaho Statutes regarding Workers' Compensation in the amount of: \$100,000 per accident; \$500,000 disease policy limit; and \$100,000 disease, each employee.

If any of the liability insurance required for this subcontract is arranged on a "claims-made" basis, "tail coverage" will be required at the completion or termination of this subcontract for a duration of twenty-four (24) months thereafter. Continuous "claims-made" coverage will be acceptable in lieu of "tail-coverage" provided the retroactive date is on or before the effective date of this subcontract, or twenty-four (24) months "prior acts" coverage is provided. Subcontractor will be responsible for furnishing certification of "tail coverage" or continuous "claims-made" coverage.

Prior to performing any services, the Subcontractor shall provide certificates of insurance to the District. The Subcontractor is also required to maintain current certificates on file with the District and to provide updated certificates upon request. Failure to provide the required certificates of insurance shall constitute a default under this Subcontract and upon such failure the District may, at its option, terminate the Subcontract. Insurance required by this section shall be policies or contracts of insurance issued by insurers approved by the District. Should any of above described policies be cancelled before the expiration date thereof, notice shall be delivered in

accordance with the policy provision.

The Subcontractor shall further ensure that all policies of insurance are endorsed to read that any failure to comply with the reporting provisions of this insurance, except for the potential exhaustion of aggregate limits, shall not affect the coverage(s) provided to the Southwest District Health.

Please send updated certificates to:

Southwest District Health
Finance Manager
13307 Miami Lane
Caldwell, ID 83607

Criminal History Background Checks

IDAPA 16.05.06 Rules Governing Mandatory Criminal History Checks -- These rules have been established to assist in the protection of children and vulnerable adults by requiring criminal history checks for individuals (Subcontractor, Subcontractor's employees and all sub-recipients) who provide care or service that are financially supported, licensed or certified by the District.

Subcontractor, Subcontractor's employees and all sub-recipients are required to complete a criminal history and background check pursuant to IDAPA 16.05.06. Those who have had a fingerprint based criminal history background check through their employment with the Department of Education, or their employment as a law enforcement officer may be exempt from the fingerprint based check; however, the Subcontractor must complete at a minimum, an Idaho name based check through the Idaho State Police.

For information on how to obtain a Department of Health and Welfare criminal history and background check, please go to the Department's criminal history check website at <http://chu.dhw.idaho.gov> or call 1-800-340-1246.

Business Associate

Specific obligations and activities of Subcontractor to protect confidential information in accord with HIPAA privacy and security requirements in compliance with 45 CFR § 164.504(e).

- Subcontractor agrees to not use or disclose confidential information other than as permitted or required by the subcontract or as required by law.
- Subcontractor agrees to use appropriate safeguards, and to comply with Subpart C of 45 CFR Part 164 with respect to electronic confidential information, to prevent use or disclosure of confidential information other than as provided for by this subcontract.
- Subcontractor agrees to report to the District any use or disclosure of confidential information not provided for by this subcontract of which it becomes aware, including breaches of unsecured confidential information as required at 45 CFR § 164.410, and any security incident of which it becomes aware. Reporting to the District will be done

no later than 10 business days after discovery of breach.

- Subcontractor agrees to ensure that any agent, including any sub-recipients, that create, receive, maintain, or transmit confidential information on behalf of the Subcontractor agree to the same restrictions, conditions, and requirements that apply through this subcontract to Subcontractor with respect to such information.
- Subcontractor agrees to provide access to confidential information, at the request of District, and in the time and manner as directed by District, to an individual in order to meet the requirements under 45 CFR § 164.524.
- Subcontractor agrees to make any amendment(s) to confidential information that the District directs or agrees to pursuant to 45 CFR § 164.526 at the request of District or an individual.
- Subcontractor agrees to make internal practices, books, and records, including policies and procedures relating to the use and disclosure of confidential information received from, or created or received by Subcontractor on behalf of the District available to the Secretary of Health and Human Services, in a time and manner designated by the Secretary, for purposes of the Secretary determining District's compliance with the Privacy Rule.
- Subcontractor agrees to document any disclosures of confidential information and information related to such disclosures as would be required for District to respond to a request by an individual for an accounting of disclosures of confidential information in accordance with 45 CFR § 164.528.
- Subcontractor agrees to provide to District or an individual information collected in accordance with this subcontract, to permit District to respond to a request by an individual for an accounting of disclosures of confidential information in accordance with 45 CFR § 164.528.

Permitted Uses and Disclosures by Subcontractor

- a. Except as otherwise limited in this subcontract, Subcontractor may use or disclose confidential information to perform functions, activities, or services for, or on behalf of, District as specified in the scope of work provided that such use or disclosure would not violate the privacy, breach notification or security rule if done by District or the minimum necessary policies and procedures of the District.
- b. Subcontractor may also use or disclose confidential information as required by law or other arrangement pursuant to 45 CFR § 164.504(e)
- c. Subcontractor may use confidential information to report violations of law consistent with 45 CFR § 164.502(J)(1).

Obligations of District

- a. District shall notify Subcontractor of any limitation(s) in its notice of privacy practices of District in accordance with 45 CFR § 164.520, to the extent that such limitation may affect Subcontractor's use or disclosure of confidential information.
- b. District shall notify Subcontractor of any changes in, or revocation of, permission by an individual to use or disclose confidential information, to the extent that such changes may affect Subcontractor's use or disclosure of confidential information.
- c. District shall notify Subcontractor of any restriction to the use or disclosure of confidential information that District has agreed to in accordance with 45 CFR § 164.522, to the extent that such restriction may affect Subcontractor's use or disclosure of confidential

information.

Permissible Requests by District

District shall not request Subcontractor to use or disclose confidential information in any manner that would not be permissible under the privacy or security rule if done by District.

a. Action upon Termination of the Subcontract

Upon termination of this subcontract, for any reason, Subcontractor shall return or destroy all confidential information received from District, or created, maintained or received by Subcontractor on behalf of District.

In the event that Subcontractor determines that returning or destroying the confidential information is infeasible, Subcontractor shall notify the District of the conditions that make return or destruction infeasible. If the District agrees that return or destruction of confidential information is infeasible, Subcontractor shall extend the protections of this subcontract to such confidential information and limit further uses and disclosures of such confidential information to those purposes that make the return or destruction infeasible, for so long as Subcontractor maintains such confidential information. Subcontractor shall also continue to use appropriate safeguards and comply with Subpart C of 45 CFR Part 164 with respect to electronic confidential information if return or destruction is infeasible.

ATTACHMENT 1
OFFEROR QUESTIONS

PLEASE DO NOT IDENTIFY YOUR NAME OR YOUR COMPANY'S NAME OR PRODUCT NAMES OF INTELLECTUAL PROPERTY IN YOUR QUESTIONS.

ADD ROWS BY HITTING THE TAB KEY WHILE WITHIN THE TABLE AND WITHIN THE FINAL ROW.

The following instructions must be followed when submitting questions using the question format on the following page.

1. DO NOT CHANGE THE FORMAT OR FONT. Do not bold your questions or change the color of the font.
2. Enter the RFP section number that the question is for in the "RFP Section" field (column 2). If the question is a general question not related to a specific RFP section, enter "General" in column 2. If the question is in regard to a Term and Condition, state the clause number in column 2. If the question is in regard to an attachment, enter the attachment identifier (example "Attachment A") in the "RFP Section" (column 2), and the attachment page number in the "RFP page" field (column 3).
3. Do not enter text in column 5 (Response). This is for the District's use only.
4. Once completed, this form is to be e-mailed per the instructions in the RFP. The e-mail subject line is to state the RFP number followed by "Questions."

RFP05182018 Behavioral Health Community Crisis Center – Region 3 in Canyon County

Question	RFP Section	RFP Page	Question	Response
1				
2				
3				
4				
5				
6				
7				
8				
9				
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13				
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ATTACHMENT 2
REFERENCES
(E)

INSTRUCTIONS TO THE OFFEROR:

Offerors are allowed three (3) completed reference questionnaires. The completed references' questionnaires must be from individuals, companies, or agencies for whom the Offeror provided products or services that are similar in nature and scope to those requested by this RFP, and within the last three (3) years from the date this RFP was posted. The Idaho Department of Health and Welfare and Southwest District Health may not be utilized as a reference. Only one (1) reference will be received/qualify per reference company/agency. If multiple references are received from the same company/agency, only the first received will be accepted.

References not received prior to the RFP closing date and time will receive a score of zero (0) for that reference. References outside the designated number of years (see paragraph above), and references determined by the District, in its sole discretion, to be not of a similar nature to the products or services requested by this RFP will also receive a score of zero (0) points. **Determination of similar will be made by using the information provided by the reference in Section II of the Reference Questionnaire, General Information and any additional information provided by the reference.** It is in the District's sole discretion as to whether or not any references will be contacted for clarification or for additional information.

If more than three (3) qualifying references are received, only the first three (3) fully completed references received will be used for evaluation purposes.

REFERENCES MUST BE RECEIVED BY THE RFP LEAD, DIRECTLY FROM THE REFERENCE, IN ORDER TO BE CONSIDERED.

1. Offerors must complete the following information on page 2 of the "Reference's Response To" document before sending it to the Reference for response.
 - a. Print the name of your reference (company/organization) on the "REFERENCE NAME" line.
 - b. Print the name of your company/organization on the "OFFEROR NAME" line.
2. Send the "Reference's Response To" document to your references to complete.

NOTE: It is the offeror's responsibility to follow up with their references to ensure timely receipt of all questionnaires. Offerors may e-mail the RFP Lead prior to the RFP closing date to verify receipt of references.

References are not scored by a Technical Proposal evaluation committee. References will provide scores via the reference questionnaires and the RFP Lead will enter the scores for qualifying references into a spreadsheet that will calculate averaged scores.

**REFERENCE QUESTIONNAIRE
REFERENCE'S RESPONSE TO:
RFP Number: RFP05182018**

RFP Title: Behavioral Health Community Crisis Center – Region 3 in Canyon County

REFERENCE _____ **NAME** _____ **(Company/Organization):** _____

OFFEROR (Vendor) NAME (Company/Organization): _____
has submitted a proposal to Southwest District Health, to provide the following services:
Behavioral Health Community Crisis Center – Region 3 in Canyon County. We've chosen you as
one of our references.

INSTRUCTIONS

1. Complete **Section I. RATING** using the Rating Scale provided.
2. Complete **Section II. GENERAL INFORMATION** (*This section is for information only and will not be scored.*)
3. Complete **Section III. ACKNOWLEDGEMENT** by manually signing and dating the document.
(*Reference documents must include an actual signature.*)
4. E-mail or fax **THIS PAGE** and your completed reference document, **SECTIONS I through III**
to:

RFP Lead: Patty Foster

E-mail: Patty.Foster@phd3.idaho.gov

Fax: 208-454-7722
5. This completed document **MUST** be received no later than July 06, 2018 at 5:00 p.m. Mountain Time. Reference documents received after this time will not be considered. **References received without an actual signature will not be accepted.**
6. DO **NOT** return this document to the Offeror (Vendor).
7. In addition to this document, the State may contact references for further clarification if necessary.

Section I. RATING

Using the Rating Scale provided below, rate the following numbered items by circling the appropriate number for each item:

Rating Scale	
Category	Score
Poor or Inadequate Performance	0
Below Average	1 – 3
Average	4 – 6
Above Average	7 - 9
Excellent	10

Circle **ONE** number for each of the following numbered items:

1. Rate the overall quality of the vendor's services:

10 9 8 7 6 5 4 3 2 1 0

2. Rate the response time of this vendor:

10 9 8 7 6 5 4 3 2 1 0

3. Rate how well the agreed upon, planned schedule was consistently met and deliverables provided on time. *(This pertains to delays under the control of the vendor):*

10 9 8 7 6 5 4 3 2 1 0

4. Rate the overall customer service and timeliness in responding to customer service inquiries, issues and resolutions:

10 9 8 7 6 5 4 3 2 1 0

5. Rate the knowledge of the vendor's assigned staff and their ability to accomplish duties as contracted:

10 9 8 7 6 5 4 3 2 1 0

6. Rate the accuracy and timeliness of the vendor's billing and or invoices:

10 9 8 7 6 5 4 3 2 1 0

7. Rate the vendor's ability to quickly and thoroughly resolve a problem related to the services provided:

10 9 8 7 6 5 4 3 2 1 0

8. Rate the vendor's flexibility in meeting business requirements:

10 9 8 7 6 5 4 3 2 1 0

9. Rate the likelihood of your company/organization recommending this vendor to others in the future:

10 9 8 7 6 5 4 3 2 1 0

In order for this reference document to be accepted, the reference company/organization must complete all information below.

Section II. GENERAL INFORMATION

1. Please include a brief description of the services provided by this vendor for your business:

2. During what time period did the vendor provide these services for your business?

Month:_____ Year:_____ to Month:_____ Year:_____

Section III. ACKNOWLEDGEMENT

I affirm to the best of my knowledge that the information I have provided is true, correct, and factual:

Signature of Reference

Date

Print Name

Title

Phone Number

E-mail address

ATTACHMENT 3
PRE-PROPOSAL CONFERENCE REGISTRATION FORM

PRE-PROPOSAL CONFERENCE	Date: Monday, June 4, 2018, 11:00 a.m. Mountain Time
Agency: Idaho District of Health and Welfare	RFP #: RFP05182018 Title: Behavioral Health Community Crisis Center – Region 3 in Canyon County

Verbal Information: Questions concerning an RFP must be directed in writing to the designated purchasing official in the period of time prescribed in the RFP document. Bids, Proposals, or Quotations deviating from the specifications by any means other than an authorized written addendum will be subject to rejection. The District will not be responsible for any verbal information given to Vendors by anyone other than an authorized purchasing official. Reliance on any verbal representation is at the Vendor’s sole risk.

Potential offerors choosing to participate in the pre-proposal conference **must pre-register** by submitting this completed form, via e-mail, to Katrina Williams at Katrina.Williams@phd3.idaho.gov. Once the RFP Lead receives your completed form, you will be provided with phone conferencing and meeting details. Please indicate in the appropriate column if your attendance will be by phone. The **deadline** to register for the Pre-Proposal Conference is **12:00 p.m. (noon) Mountain Time on Friday, June 01, 2018.**

PLEASE PRINT:

Name	Company	Email Address	Phone Number	By Phone



13307 Miami Lane ♦ Caldwell, Idaho 83607 ♦ (208) 455-5300 ♦ Fax (208) 454-7722

SIGNATURE PAGE

Proposals and pricing information shall be typewritten. One (1) hardcopy copy of the proposal shall be submitted as well as one (1) electronic copy on a USB device. THE PROPOSAL SUBMITTED MUST INCLUDE THIS SIGNATURE PAGE WITH THE ORIGINAL SIGNATURE (INK OR ELECTRONIC) OF AN INDIVIDUAL AUTHORIZED TO BIND THE SUBMITTING OFFEROR.

NO LIABILITY WILL BE ASSUMED BY THE DISTRICT FOR AN OFFEROR'S FAILURE TO OBTAIN THE TERMS AND CONDITIONS AND ANY PROPERLY ISSUED SOLICITATION ADDENDUMS IN A TIMELY MANNER FOR USE IN THE OFFEROR'S RESPONSE TO THIS SOLICITATION OR ANY OTHER FAILURE BY THE OFFEROR TO CONSIDER THE TERMS, CONDITIONS, AND ANY ADDENDUMS IN THE OFFEROR'S RESPONSE TO THE SOLICITATION.

The following information must be placed in the lower left corner of your proposal package:

"SEALED PROPOSAL"	RFP LEAD: Patty Foster SEALED PROPOSAL FOR: Behavioral Health Community Crisis Center – Region 3 in Canyon County RFP NUMBER: RFP05182018 CLOSES: July 06, 2018
--------------------------	--

Send your sealed proposal package to the address listed in section I, page 1 of the RFP.

This RFP response is submitted in accordance with all documents and provisions of the specified RFP Number and Title detailed below. By my signature below I accept the SUBCONTRACT TERMS AND CONDITIONS and the SOLICITATION INSTRUCTIONS TO VENDORS in effect at the time this RFP was issued, as included or incorporated by reference into this solicitation. As the undersigned, I certify I am authorized to sign and submit this response for the offeror. I further acknowledge I am responsible for reviewing and acknowledging any addendums that have been issued for this solicitation.

Please complete the following information:

OFFEROR (Company Name) _____ RFP NUMBER _____

ADDRESS _____ RFP TITLE _____

CITY, ST, ZIP _____

PHONE _____ FEIN/SSN# _____ E-Mail _____

THIS SIGNATURE PAGE MUST BE SIGNED WITH AN ORIGINAL HANDWRITTEN SIGNATURE (PREFERABLY IN BLUE INK) OR AN ELECTRONIC SIGNATURE, AND RETURNED WITH YOUR MANUALLY SUBMITTED PROPOSAL FOR YOUR PROPOSAL TO BE CONSIDERED!

Original Signature (Manually Signed in Ink or Electronic Signature) _____ Date _____

Printed Name _____ Title _____

ATTACHMENT 5
FINANCIAL INFORMATION
(E)

Provide a current D&B Comprehensive Insight Plus credit report or current Experian ProfilePlus report, and the appropriate NAICS code or SIC code (<http://www.census.gov/cgi-bin/sssd/naics/naicsrch?chart=2012>). The credit report must be current (collected within thirty (30) calendar days of the closing date) and must include the date report was established.

- 1 The offeror should stamp "Trade Secret" or "Confidential" on each page of the credit report information that it does not want released. The information will be held in confidence to the extent that law allows.
- 2 State agencies will be exempt from submitting credit report information and the score assigned will be zero (0).
- 3 Credit reports must be for the exact organization submitting the proposal as identified on the District supplied signature page. The credit report cannot be combined or consolidated with the information from any entity other than the company submitting the proposal. If the offeror's name on the proposal does not match the name on the credit report, the proposal will receive a score of zero (no points) for the credit score. Also, not submitting a credit report will result in a score of zero (no points).
- 4 The District will evaluate the credit information provided to answer the following question:
 - 4.1 How well does management control expenses and manage resources?
 - **D&B Comprehensive Insight Plus Credit Report** – Report must include a Delinquency Predictor or Credit Score Class (CSC) based on 1-5 scale to be considered for evaluation purposes. Reports submitted without this information will receive a zero (0) score.
 - **Experian Profile Plus Report** – Report must include a Credit Ranking Score (CRS) based on 0-100 scale to be considered for evaluation purposes. Reports submitted without this information will receive a zero (0) score.

ATTACHMENT 6
WEB INFRASTRUCTURES FOR TREATMENT SERVICES (WITS)

Web Infrastructures for Treatment Services (WITS) is an open-source application for capturing client treatment data and mandatory government reporting requirements for the planning, administration and monitoring of Substance Abuse Treatment Programs. The Division of Behavioral Health's Children and Adult Mental Health and Substance Use Disorder Programs all use the WITS system for clinical treatment, utilization management, and data tracking.

WITS has received Office of the National Coordinator (ONC) Meaningful Use Certification as a "Complete EHR technology" in an ambulatory setting. This certification was completed by InfoGard Laboratories EHR Certification Body, who is authorized to test and certify EHRs to the applicable certification criteria adopted by the Secretary under Subpart C of Part 170, Part II, and Part III as stipulated in the Standard and Certification Criteria Final Rule.

WITS 13.1 Cert. (Cert #IG-2595-11-0155) is 2011/2012 compliant and has been certified by an ONC-ATCB in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. District of Health and Human Services or guarantee the receipt of incentive payments.

This means that WITS may be utilized to prove meaningful use beginning in 2012. This certification is the core requirement necessary for an EHR to enable eligible providers to qualify for funding under the American Recovery and Reinvestment Act (ARRA). This version of WITS will give any eligible professional a certified product that will help facilitate achieving Stage 1 meaningful use. More information on WITS can be found at www.feisystems.com.

The Subcontractor shall utilize WITS to capture client data. The Subcontractor responsibilities include, but are not limited to, the following:

- Coordinate and communicate with IDHW. IDHW holds the license with the WITS vendor and maintains responsibility for WITS in Idaho including, but not limited to, making edits to code tables, submitting system errors to the WITS vendor, granting advanced security permissions, maintaining security policy and procedures for user access to WITS, maintaining Tier 2 technical support, and maintaining ultimate authority for change requests in the Idaho WITS system. The Subcontractor will coordinate and communicate regularly with IDHW to ensure successful WITS operation in Idaho. The Subcontractor will identify at least one technical staff member who can serve as Tier 1 support. This technical staff will be available to IDHW during IDHW regular business hours to troubleshoot technical issues and ensure the application interface remains functional.
- Provide the necessary computer hardware, software, phone lines, modems, and any other connectivity equipment required to establish and maintain an internal computer system to receive, track, report, reconcile, protect, and transmit information from and to the IDHW's Web Infrastructure for Treatment Services (WITS) system during this subcontract period, at no expense to the IDHW or the state's WITS contractors.
- Accept and transmit secure SFTP data exchanges from and to the state's WITS system to support the scope of work associated with this subcontract. This includes, but is not limited to HIPAA standard electronic data interchange (EDI) transactions. All costs for establishing and maintaining data exchanges with the WITS, including costs to extract, transform, and load (ETL) data for use in the subcontractor's automated system shall be at no cost to the state, or to the state's WITS vendors.

**ATTACHMENT 7
OFFEROR'S REQUEST FOR PROPOSAL (RFP) CHECKLIST**

It is the responsibility of the offeror to review all instructions, download attachments, including amendments, and complete all required RFP responses and submittals. The following is a checklist for offerors to consider as they complete and submit their response to the RFP. The checklist provided below is NOT intended as an exhaustive checklist of all items, but rather a list of items for offerors to consider as they complete their proposal response.

RFP Ref. # or section	Description	Yes	No
Section 2.3 & Attachment 4	District RFP signature page signed with original handwritten signature executed in ink OR an electronic signature.		
Section 2.3.2 & 2.3.4	Technical Proposal (1 original) clearly marked as required and sealed with the offerors name on the outside of the package.		
Section 2.3.5	One (1) original of the Cost Proposal clearly marked as required and sealed with the offeror's name on the outside of the package.		
Section 2.3.3	One (1) electronic copy of the full proposal, including the Cost Proposal and any attachments, and one (1) electronic copy of the redacted proposal (if applicable) on a USB device (Word or searchable PDF format).		
Section 3.3	Cover letter completed, signed and included in the Technical Proposal.		
Section 3.4	Acknowledgement of Amendments		
Section 3.6	Table of contents included in the Technical Proposal.		
Section 3.7	Executive Summary included in the Technical Proposal.		
Section 3.8	Business information – description of experience included in the Technical Proposal.		
Section 3.8.2	Attachment 2 – References: Confirmed three (3) references' responses submitted.		
Section 3.8.3	Attachment 5 – Financial information completed and included in the Technical Proposal.		
Section 3.9	Organization and staffing information included in the Technical Proposal.		
Section 4	Completed responses to Section 4 Scope of Work		
Section 5 & Appendix A	Completed Cost Proposal, Performance Payments, and Billing Procedure – Appendix A		

WE RECOMMEND YOU SUBMIT YOUR PROPOSAL THROUGH FEDEX, UPS OR HAND CARRY. THE DISTRICT ONLY RECEIVES USPS DELIVERY ONCE EACH MORNING AND PROPOSALS THAT DO NOT ARRIVE BY THE DESIGNATED DATE & TIME AT THE LOCATION STATED ON PAGE 1 OF THE RFP WILL NOT BE ACCEPTED.