



**Solicitation Information
December 11, 2013**

RFP# 7543367

TITLE: Consultant Services and Technical Assistance

Submission Deadline: January 21, 2014 @ 10:00 AM (ET)

PRE-BID/ PROPOSAL CONFERENCE: No
MANDATORY: No
LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at david.francis@purchasing.ri.gov no later than **January 2, 2014 @ 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No
BOND REQUIRED: No

David J. Francis
Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Behavioral Healthcare, Developmental Disabilities & Hospitals (BHDDH), is soliciting proposals from qualified firms to provide consulting services and technical assistance, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.us.

The initial contract period will begin approximately March 1, 2014 for one year. Contracts may be renewed for up to five additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all

aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov
15. Under HIPAA, a "business associate" is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard

HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement

16. In order to perform the contemplated services related to the Rhode Island Health Benefits Exchange (HealthSourceRI), the vendor hereby certifies that it is an “eligible entity,” as defined by 45 C.F.R. § 155.110, in order to carry out one or more of the responsibilities of a health insurance exchange. The vendor agrees to indemnify and hold the State of Rhode Island harmless for all expenses that are deemed to be unallowable by the Federal government because it is determined that the vendor is not an “eligible entity,” as defined by 45 C.F.R. § 155.110.

SECTION 2: BACKGROUND

BHDDH is an agency made up of three large Divisions, (Behavioral Healthcare, Developmental Disabilities and Eleanor Slater Hospitals). The Department has taken on major projects in all of the Divisions over the last few years such as Project Sustainability, Health Homes, Employment First, Housing First, construction of a new hospital building, etc. Each of these projects, some in progress and others just beginning, have presented the Department with the opportunity to change rules/regulations/policies in an effort to better serve our population.

The Department is always looking for more efficient ways to deliver services to a vulnerable population. Our team works diligently to ensure that our Participants are able to access services that promote independence and equality. In recent years the Department has been faced with major budget cuts that we have worked to overcome. We evaluate every opportunity for savings and attempt to implement each initiative with limited negative impact on Participant’s services.

SECTION 3: SCOPE OF WORK

General Scope of Work

The Department is involved in a wide variety of projects in each Division. The selected vendor will be a vital piece of these changes and will assist the Department with research, implementation and oversight of the programmatic changes.

Specific Activities / Tasks

The Scope of Work for the Base Contract Term consists of the following categories of tasks and deliverables:

Tasks 1-10, below, are required. Tasks 11 and 12 are pending waiver approval from CMS. The bidder must bid on Tasks 1-10 and 11- 12 using the Appendix A: Budget Form. The state retains the right to elect not to contract for Tasks 11 and 12, should the waiver not be accepted by CMS or should funding not prevail. The purpose of Tasks 11 and 12 is to provide or establish rates for

the Sobering Treatment Opportunity Program (Task 11) and Housing Stabilization Services (Task 12). The state retains the right to elect not to contract for Tasks 11 and 12 with the winning Vendor, depending on available funds and waiver approval

TASK 1. Policy Analysis: Assist with writing new or revising existing policies within the Department as needed including research from other states when applicable. One area of focus will be Employment First.

Deliverable(s): Precise Policies that comply with the Department Regulations and/or State Statutes where applicable. The policies must include details of how they will be implemented and/or monitored for compliance.

TASK 2. DD Quarterly Rate Analysis (with Fiscal Impact): Review rates each quarter and make Department of Justice - Interim Settlement Agreement (ISA): Assist the Department with system changes associated with the ISA and the required data collection, sharing and reporting. Analyze the ISA and our current system to identify potential areas in need of reform. Create incentives that encourage transition to integrated employment settings. Work closely with the Center for Excellence and Advocacy to ensure no duplication of efforts occurs.

Deliverable(s): Draft policy, regulatory and statute changes as needed to comply with the ISA. Adjust or establish rates associated with the service changes. Create a quality improvement tool for supported employment and integrated day services. Assist the Center for Excellence and Advocacy to set policies based on the work they are doing to comply with the ISA.

TASK 3. Department of Justice - Interim Settlement Agreement (ISA): Assist the Department with system changes associated with the ISA and the required data collection, sharing and reporting. Analyze the ISA and our current system to identify potential areas in need of reform. Create incentives that encourage transition to integrated employment settings. Work closely with the Center for Excellence and Advocacy to ensure no duplication of efforts occurs.

Deliverable(s): Draft policy, regulatory and statute changes as needed to comply with the ISA. Adjust or establish rates associated with the service changes. Create a quality improvement tool for supported employment and integrated day services. Assist the Center for Excellence and Advocacy to set policies based on the work they are doing to comply with the ISA.

TASK 4. Negotiation with CMS for DD Rates and Rate Methodology: Assist the Department with the submission and negotiation of any rate changes to the Center for Medicaid and Medicare Services.

Deliverable(s): Ensure rate and rate methodology changes are accepted by CMS. Make adjustments as needed to comply with CMS requirements.

TASK 5. SIS Scoring in Collaboration with AAIDD: Work with AAIDD to calculate and deliver

to the Department SIS tiers based on the evaluations done by Certified SIS workers.

Deliverable(s): Retrieve SIS raw scores from the online database and calculate the SIS tier based on AAIDD algorithm of evaluations done by Certified SIS workers. Send the Department SIS tier information twice each month based on a schedule agreed upon with Department staff (or as requested based on emergencies).

TASK 6. ICD10: Assist Department with a review of ICD10 impact for each Division.

Deliverable(s): Develop new policies and forms for ICD10 implementation.

TASK 7. Database Development and Technical Support – Assist divisions with the development and/or modification of tracking systems for various projects.

Deliverable(s): Define needs and develop and or modify existing databases as needed. Collaborate with internal DOIT staff to ensure seamless transition when applicable.

TASK 8. Health Homes: Analyze Medicaid claims and other data from providers of Health Home services to assist the department in reporting on outcomes and to determine the fiscal integrity of the claims being made.

Deliverable(s): Work with staff to document and report on outcome measures and goals for Health Homes.

TASK 9. Atlantes Care Management System: The Executive Office of Health and Human Services has contracted with Hewitt Packard (HP), the RI MMIS vendor, to provide a Care Management system called Atlantes. The Division of Developmental Disabilities is planning to use the Atlantes system as our primary Management Information system. Our goal is to have the Atlantes system replace and consolidate all existing legacy systems including IBM-Informix, MS-Access and MS-Excel data sources as well as incorporate new functionality that allows for the seamless flow of information between RI Human Service agencies, the Division of Developmental Disabilities, providers and participants.

Deliverable(s): Assist with defining our business needs, documenting our detailed functional system requirements, and to assist with implementation of the Atlantes system.

TASK 10. Research and Analysis of proposed changes impacting BH and/or DD, such as legislative or policy: Research as needed by the Department for program or fiscal changes.

Deliverable(s): Submit population, fiscal, and policy impacts and recommendations for appropriate methods of implementation should the proposed change be accepted.

TASKS 11 and 12:

In addition to the activities described in Tasks 1 through 10, the State reserves the option to direct the vendor to conduct additional task(s) to support the Sobering Treatment Opportunity Program (Task 11) and Housing Stabilization Services (Task 12). The State has specified a contractual allowance that will be included in the contract for this purpose, to be used solely at the state's option, pending waiver approval from CMS.

The decision to utilize contract services under Task 11 and 12 will be at the State's request for specific activities, not already included under Tasks 1 through 10, to be defined and agreed to in writing, by both BHDDH and the vendor, before the work begins. There is no commitment on the part of the State to specifically utilize any or all of these activities. Tasks 11 and 12 will be bid and paid on a fully loaded hourly rate.

It is the State's intent to utilize these additional activities if and as needed in response to the State's changing needs and requirements and as funding allows. This may include new state or federal requirements or new project funding through federal or foundation grants or other sources.

TASK 11. Assist the Department in establishing rates for the Sobering Treatment Opportunity Program based on available funding. People with "Chronic inebriation" are a major source of emergency room utilization. First responders (e.g. police, fire and rescue) are required to bring inebriated people to hospital emergency rooms, if they are not in police custody for committing a crime. The state is attempting to deliver services in an alternative treatment setting, which will provide a combination of short-term recovery programs, detoxification treatments, transitional services and/or referral arrangements.

Deliverable(s): Present rates and rate methodology to the Department for review and approval based on available funding. Assist the Department with gaining CMS approval for the rates.

TASK 12. Assist the Department in establishing rates for Housing Stabilization Services based on available funding. Housing Stabilization Services provide a range of different tasks to help previously homeless individuals or those at-risk for homelessness manage their homes. These services may include assistance in determining eligibility for and access to public benefits; helping clients fill-in forms or applications; teaching them how to manage a household budget; showing them how to keep their home safe, clean and secure; helping them access other specialty services; helping them obtain furniture and other household items; and help with shopping and housework. These services will be aimed at people currently Medicaid eligible or people at risk of becoming Medicaid eligible. By providing home-based supportive housing services to highly vulnerable individuals and families, the state hopes to realize reductions in costly medical interventions and improvement in overall health and wellbeing.

Deliverable(s): Present rates and rate methodology to the Department for review and approval based on available funding. Assist the Department with gaining CMS approval for the rates.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. Staff Qualifications – Provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project. Please feel free to omit personal contact information on your resumes, such as home address and personal phone (i.e. home and cell) numbers.
2. Capability, Capacity, and Qualifications of the Offeror - Please provide a detailed description of the Vendor's experience working with State or Local Government Agencies. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.
3. Work plan, Approach/Methodology - Please provide a detailed summary of each deliverable listed above with a breakdown of hours associated with each item. Offeror must clearly identify the approach and timeline associated with each deliverable where applicable.

SECTION 5: COST PROPOSAL

Provide a separately sealed budget using Appendix A: Cost Proposal. Be sure to provide fully loaded hourly rates per position associated with the accomplishment of each deliverables/task listed in Section 3, above. Also, included a budget narrative describing your cost assumptions.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Behavioral Healthcare, Developmental Disabilities & Hospital reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	15 Points
Capability, Capacity, and Qualifications of the Offeror	20 Points
Quality of the Work plan- Suitability of Approach/Methodology	35 Points
Total Possible Technical Points	70 Points
*Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at david.francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7543367** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus five (5) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP#7543367 Consultant Services and Technical Assistance**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described in Section 4 and in this solicitation. The Technical Proposal is limited to **fifteen (15) pages** (this excludes any appendices and resumes).
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate proposed to complete all of the requirements of this project using Appendix A: Cost Proposal form.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>

Appendix A: Cost Proposal
 Consultant Services and Technical Assistance

12-Month Budget

Task/Deliverable	# of Hours	Per Hour Rate	Total Cost
1 Policy Analysis			
E.G. Project manager			
2 DD Quarterly Rate Analysis			
E.G. Project manager			
3 Dept of Justice ISA			
E.G. Project manager			
4 Negotiation with CMS for Rates and Methodology			
E.G. Project manager			
5 SIS Scoring in collaboration with AAIDD			
E.G. Project manager			
6 ICD-10			
E.G. Project manager			
7 Database Development and Technical Support			
E.G. Project manager			
8 Health Homes			
E.G. Project manager			
9 DD Case Management System			
E.G. Project manager			
10 Research and Analysis of Proposed Changes			
E.G. Project manager			
Sub Total (Tasks 1-10):			
11 Sobering Treatment Opportunity Program			
E.G. Project manager			
12 Housing Stabilization Services			
E.G. Project manager			
Total of 1-12 Tasks:			

Offerors may add additional lines to this budget form to accommodate staffing patterns per task. All deliverables must be accounted for and a cost associated with each task at a fully loaded hourly rate.