



Solicitation Information
July 16, 2019

RFI# 7598892

TITLE: Long-Term Care Person-Centered Options Counseling

SUBMISSION DEADLINE: August 13, 2019 at 10:00 AM Eastern Time (ET)

Questions concerning this solicitation must be received by the Division of Purchases at david.francis@purchasing.ri.gov no later than **July 25, 2019 at 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the **RFI#** on all correspondence. Questions received, if any, will be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

David J. Francis, Interdepartmental Project Manager

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

Note to Applicants:

Responses received without a completed RIVIP Bidder Certification Cover Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM

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SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the [Executive Office of Health and Human Services (EOHHS)], is soliciting informational responses from qualified firms to [prepare a roadmap for implementing Person-Centered Options Counseling (PCOC) on a statewide basis to assist consumers who are entering into or inquiring about the State’s system of long-term services and supports (LTSS)], in accordance with the terms of this Request for Information and the State’s General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases’ website at www.purchasing.ri.gov.

Instructions and Notifications to Offerors:

1. Potential vendors are advised to review all sections of this RFI carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the response.
2. The State invites comments, suggestions and recommendations from potential vendors and other interested parties on any questions or issues raised in this RFI. Please note it is not a requirement to answer all questions.
3. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFI are solicited.
4. This is a Request for Information (“RFI”), and as such no award will be made as a result of this solicitation.
5. All costs associated with attending the pre-solicitation conference and/or developing or submitting responses to this RFI, or providing oral or written clarification of the content of a response shall be borne by vendors. The State assumes no responsibility for any costs.
6. Responses misdirected to other locations, or which are otherwise not present in the Division of Purchases at the above stated date/time of opening for any cause will be determined to be late and shall 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 of Purchases.
7. Vendors are advised that all materials submitted to the State for consideration in response to this RFI shall not be considered to be public records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island unless and until there is a contract award through a subsequent, related procurement.
8. Interested parties are instructed to monitor the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released as addenda.

SECTION 2. REQUEST FOR INFORMATION

This RFI outlines the type of information being solicited and response structure requested from potential respondents.

A. Background

The State is considering issuance of a Request for Proposals (“RFP”) from qualified vendors to assist in developing a roadmap for implementing statewide Person-centered Options Counseling (PCOC) that leverages and strengthens the State’s capacity to assist consumers in making reasoned choices about their care options. The implementation of the PCOC network is a component of a broader effort to redesign the system of long-term services and supports (LTSS) in accordance with the core principles of the [“No Wrong Door”](#) (NWD) model advanced by the Administration for Community Living, of the U.S. Department of Health and Human Services. These principles emphasize goals that have long been the hallmark of LTSS reform initiatives in Rhode Island and nationwide related to improving: system navigation, personal choice and independence; service quality, and consumer satisfaction. What separates the NWD model from other reform approaches is that it provides states with both the blue-print for system redesign and many of the strategies for achieving lasting change.

At the direction of Governor Raimondo, the Executive Office of Health and Human Services (EOHHS) is leading the statewide interagency effort to achieve a NWD system in Rhode Island. Toward this end, the EOHHS and its agency partners have developed a comprehensive three phase NWD redesign proposal that encompasses LTSS functions for consumers pursuing private (self-pay) and publicly funded (Medicaid) service pathways. The focus of this RFI is to generate information related to a critical redesign goal for Phase I: statewide implementation of person-centered options counseling for all Rhode Islanders who need or are at risk for LTSS.

For these purposes, PCOC is defined as an interactive process that enables consumers to be engaged directly in a discussion about their preferences, values and resources, and, if ready, decisions about their LTSS care choices. The State is interested in learning how to best provide PCOC and develop an implementation plan that would allow consumers, without regard to payer, who are seeking or planning for LTSS to have the opportunity for PCOC. The State is also considering whether it is necessary to implement an information technology tool to provide decision support and assist PCOC specialists in identifying the service array available to meet a consumer’s needs. Implementation of PCOC involves successful completion of a variety of tasks requiring the assistance of vendors with project management skills and/or various kinds of expertise. Accordingly, the State will issue an RFP to obtain this assistance from one or multiple vendors. |

Some of the goals of the upcoming RFP will be to:

- Obtain assistance in developing the roadmap for implementing PCOC on a statewide-basis; and

- Access the necessary levels of project management expertise and the technical skills required to effectively and efficiently implement PCOC within the parameters authorized by the State.

To assist the State in preparing an RFP for these tasks, we are seeking information in response to the following:

1. Are there public or private entities that are now providing PCOC-like services to Rhode Islanders who need or are at risk for long-term care services and supports? If so, please identify the populations served and indicate what, if any, standards and training are being used to guide the process.
2. Implementation of PCOC statewide is a multi-phase project involving standard-setting, training, and development of a reimbursement methodology and business processes. What is the appropriate starting point for the implementation process?
3. PCOC instituted in other states sometimes serves people of all ages and characteristics at risk for long-term care in addition to elders and adults with disabilities.
 - a. Where is the need for PCOC the greatest – e.g., which populations? Should the state prioritize implementation of PCOC to serve these populations first?
 - b. Are there populations in Rhode Island other than elders and adults with disabilities that could benefit from implementation of statewide PCOC – e.g., veterans, homeless, children?
4. Many states have adopted technology such as a web-based intake/screening and decision-support tool in conjunction with PCOC. Is development/purchase of this technology essential for achieving PCOC success here in Rhode Island? What specific purposes would adoption of such a tool serve and what are the potential costs and benefits for PCOC providers (state and non-state) and consumers?
5. Should completing or opting out of PCOC be a required step in the Medicaid LTSS eligibility process?
6. Are there specific ways in which the scope of PCOC should differ depending, for example, on a consumer's needs, service preferences, focus on public v. private pay options, or some other factor?
7. Like many other states, Rhode Island proposes to integrate PCOC into the Medicaid LTSS eligibility process. Along with the State (including the ADRC), what role, if any, should LTSS providers and community partners play in reaching out to consumers who need or are at-risk for LTSS?

B. RFI Response

The following outline is intended to standardize and structure responses for ease of analysis. *Do NOT include a cost proposal with the RFI response as cost shall not be considered with this RFI.*

- Response to the requirements outlined in Section 2.A.

SECTION 3. QUESTIONS

Questions concerning this solicitation must 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. No other contact with State parties is permitted. Please reference **RFI# 7598892 Long-term Care Person-Centered Options Counseling** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, shall be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

SECTION 4. RESPONSE CONTENTS

A. Responses shall include the following:

1. One completed and signed RIVIP Bidder Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at www.ridop.ri.gov. *Do not include any copies in the response.*
2. Response - describing the requirements and concept for this potential project, and all information described earlier in this solicitation. The response is limited to six (6) pages.
 - a. One (1) Electronic copy on a CD-R, marked "Response - Original".
 - b. One (1) printed paper copy, marked "Response -Original" and signed.
 - c. Four (4) printed paper copies

B. Formatting of proposal response contents shall be as follows:

1. Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
 - a. Vendor's name
 - b. RFI #
 - c. RFI Title
 - d. If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and

each CD-R should have additional label of ‘1 of 3’ on first CD-R, ‘2 of 3’ on second CD-R, ‘3 of 3’ on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase’s inability to open or read a CD-R may be grounds for rejection of a Vendor’s proposal. All files must be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it “non-responsive”. USB drives or other forms of electronic media shall not be accepted. Please note that vendor CD-Rs shall not be returned.

2. Formatting of written documents and printed copies:

- a.** For clarity, the response shall be typed. These documents shall be single-spaced with 1” margins on white 8.5”x 11” paper using a font of 12 point Calibri or 12 point Times New Roman.
- b.** All pages on the response are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor’s name should appear on every page, including attachments. Each attachment should be referenced appropriately within the response section and the attachment title should reference the response section it is applicable to.
- c.** Printed copies are to be only bound with removable binder clips.

SECTION 5. RESPONSE SUBMISSION

Interested vendors must submit responses to provide information covered by this RFI 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, shall not be accepted.

Responses should be mailed or hand-delivered in a sealed envelope marked “**RFI# 7598892 Long-term Care Person-Centered Options Counseling**” to:

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

SECTION 6. DISCLAIMER

This Request for Information is solely for information and planning purposes and does not constitute a request for proposal or an invitation to bid. All information received in response to the RFI and marked as “Proprietary” shall be deemed to be confidential but may still be subject to disclosure pursuant to the Rhode Island “Access to Public Records Act, R. I. Gen. Laws § 38-2-1, *et seq.* . Responses to the RFI will not be returned.

END