

State of Hawaii
Department of Health
Adult Mental Health Division

Request for Proposals

RFP No. HTH 420-1-08

Statewide Public Education Program

regarding the Stigma of Mental Illness

Date Issued
August 29, 2007

Date Due
October 5, 2007

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the [RFP Interest form](#), complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

August 29, 2007

REQUEST FOR PROPOSALS (RFP)

**STATEWIDE PUBLIC EDUCATION PROGRAM RE: STIGMA OF MENTAL
ILLNESS**

RFP No. HTH 420-1-08

The Department of Health, Adult Mental Health Division (“DIVISION”), is requesting proposals from qualified applicants to provide a Statewide Public Education Program addressing the Stigma of Mental Illness. The contract term shall be from November 1, 2007 through October 31, 2008. Multiple contracts may be awarded under this request for proposals.

Proposals shall be mailed, and postmarked by the United State Postal Service on or before October 5, 2007, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:00 p.m., Hawaii Standard Time (HST), on October 5, 2007, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The DIVISION shall conduct an orientation on September 7, 2007, 1:30 – 2:30 p.m., at the Department of Health, Kinau Hale Building, 1250 Punchbowl Street, DOC Conference Room, 1st Floor, Honolulu, Hawaii 96813. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:00 p.m., HST, on September 13, 2007. All written questions will receive a written response from the State on or about September 20, 2007.

Inquiries regarding this RFP should be directed to the RFP contact person, Ms. Enid Kagesa, at 1250 Punchbowl Street, Room 256, Honolulu, Hawaii, 96813, telephone: (808) 586-8282, fax: (808) 586-4745.

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED:
THE 3 COPIES MUST INCLUDE ONE (1) SIGNED ORIGINAL AND ONE (1) SINGLE
SIDED, UNBOUND COPY.**

**ALL MAIL-INS MUST BE POSTMARKED BY UNITED STATES POSTAL SERVICE
(USPS) NO LATER THAN
October 5, 2007**

**and received by the state purchasing agency no later than 10 days from the submittal
deadline.**

All Mail-ins

Department of Health
Administrative Services
Office
P.O. Box 3378
Honolulu, Hawaii 96801-3378

RFP Contact Person

Enid Kagesa
For further info. or inquiries

Phone: 586-8282
Fax: 586-4745

**ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITE UNTIL
4:00 P.M., Hawaii Standard Time (HST) October 5, 2007.**

Drop-off Site

Oahu:

Department of Health
Adult Mental Health Division
1250 Punchbowl Street, Room 256
Honolulu, Hawaii 96813

BE ADVISED: All mail-ins postmarked by USPS after **October 5, 2007**, and not received within 10 days will be rejected.

Hand deliveries will **not** be accepted after **4:00 p.m., HST, October 5, 2007.**

Deliveries by private mail services such as FEDEX shall be considered hand deliveries and will not be accepted if received after **4:00 p.m., HST, October 5, 2007.**

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Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFP's, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date
Public notice announcing RFP	<u>8/29/07</u>
Distribution of RFP	<u>8/29/07</u>
RFP orientation session	<u>9/7/07</u>
Closing date for submission of written questions for written responses	<u>9/13/07</u>
State purchasing agency's response to applicants' written questions	<u>9/20/07</u>
Discussions with applicant prior to proposal submittal deadline (optional)	<u>n/a</u>
Proposal submittal deadline	<u>10/5/07</u>
Discussions with applicant after proposal submittal deadline (optional)	<u>n/a</u>
Final revised proposals (optional)	<u>n/a</u>
Proposal evaluation period	<u>10/9/07 – 10/15/07</u>
Provider selection	<u>10/18/07</u>
Notice of statement of findings and decision	<u>10/19/07</u>
Contract start date	<u>11/1/07</u>

II. Website Reference

The State Procurement Office (SPO) website is www.spo.hawaii.gov

	For	Click
1	Procurement of Health and Human Services	“Health and Human Services, Chapter 103F, HRS...”
2	RFP website	“Health and Human Services, Ch. 103F...” and “RFPs”
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	“Statutes and Rules” and “Procurement of Health and Human Services”
4	Forms	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Forms”
5	Cost Principles	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Cost Principles”
6	Standard Contract -General Conditions	“Health and Human Services, Ch. 103F...” “For Private Providers” and “Contract Template – General Conditions”
7	Protest Forms/Procedures	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Protests”

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at www.hawaii.gov)

	For	Go to
8	Tax Clearance Forms (Department of Taxation Website)	http://www.hawaii.gov/tax/ click “Forms”
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://www.capitol.hawaii.gov/ , click “Bill Status and Documents” and “Browse the HRS Sections.”
10	Department of Commerce and Consumer Affairs, Business Registration	http://www.hawaii.gov/dcca click “Business Registration”
11	Campaign Spending Commission	http://www.hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant. Failure to comply with any requirements may result in the rejection of the proposal.

Applicants are advised that the entire RFP, appendices, amendments, memorandum, written responses to questions and answers, and the corresponding proposal shall be a part of the contract with the successful applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicants with an overview of the procurement process.

Section 2, Service Specifications--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments --Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Adult Mental Health Division
Department of Health
1250 Punchbowl Street, Room 256
Honolulu, Hawaii 96813
Phone: (808) 586-4689 Fax: (808) 586-4745

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: September 7, 2007 **Time:** 1:30 – 2:30 p.m.
Location: Department of Health 1250 Punchbowl Street, Kinau Hale Building, DOC Room, 1st Floor, Honolulu, Hawaii 96813

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in

writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VII. Submission of Questions).

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: September 13, 2007 **Time:** 4:00 p.m. HST

State agency responses to applicant written questions will be provided by:

Date: September 20, 2007

VIII. Submission of Proposals

- A. Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website (See page 1-2, Websites Referred to in this RFP. Refer to the Proposal Application Checklist for the location of program specific forms.
- 1. Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
 - 2. Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
 - 3. Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
 - 4. Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
 - 5. Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required

either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

Refer to Section 4, subparagraph III.A.1, Administrative Requirements, and the Proposal Application Checklist (located in Section 5) to determine whether the tax clearance is required at time of proposal submittal for this RFP. Tax clearance application may be obtained from the Department of Taxation website. (See paragraph II, Website Reference.)

- B. Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist located in Section 5.
- C. Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website. (See paragraph II, Website Reference.)
- E. Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be register and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See paragraph II, Website Reference.)
- F. Campaign Contributions by State and County Contractors** – Contractors are hereby notified of the applicability of Section 11-205.5, HRS, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative

body. For more information, Act 203/2005 FAQs are available at the Campaign Spending Commission webpage. (See paragraph II, Website Reference.)

- G. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

All proposals become the property of the State of Hawaii. The successful proposal shall be incorporated into the resulting contract and shall be public record. The State of Hawaii shall have the right to use all ideas, or adaptations to those ideas, contained in any proposal received in response to this RFP. Selection or rejection of the proposal shall not affect this right.

Note that price is not considered confidential and will not be withheld.

- H. Proposal Submittal** – All mail-ins shall be postmarked by United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-In and Deliver Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

- postmarked after the designated date; or
- postmarked by the designated date but not received within 10 days from the submittal deadline; or
- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.

- B. After Proposal Submittal Deadline** - Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

From the issue date of this RFP until an applicant is selected and the selection is announced, communications with State staff may be pursuant to Chapter 3-143, Hawaii Administrative Rules (HAR).

In order to provide equal treatment to all applicants, questions from applicants shall be submitted in writing and answers to applicants shall be distributed to all known interested parties.

X. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202 and 3-142-203 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

The DIVISION also reserves the right to waive minor variances in proposals providing such action is in the best interest of the State. Where the DIVISION may waive minor variances, such waiver shall in no way modify the RFP requirements or excuse an applicant from full compliance with the RFP specifications and other contract requirements if the applicant is awarded the contract.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610(a)(1), HAR)

- (6) Applicant not responsible (Section 3-143-610(a)(2), HAR)
- (7) Proof of collusion among applicants, in which case all proposals involved in the collusive action shall be rejected and any participant to such collusion shall be barred from future bidding until reinstated as a qualified applicant.
- (8) An applicant without a DIVISION approved repayment plan that is in arrears on existing contracts with the State or has defaulted on previous contracts.
- (9) An applicant shows any noncompliance with applicable laws.
- (10) An applicant's lack of financial stability and viability.
- (11) An applicant adds any provisions reserving the right to accept or reject an award, or enters into a contract pursuant to an award, or adds provisions contrary to those in the solicitation.

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

Upon receipt and acceptance of the winning proposal, the DIVISION shall initiate the contracting process. The applicant who has been awarded a contract shall be notified in writing that the DIVISION intends to contract with the applicant. This letter shall serve as notification that the applicant should begin to develop its programs, materials, policies and procedures for the contract. The DIVISION will not reimburse applicants for costs incurred related to services not delivered.

If a subcontractor is used, the applicant shall assure the DIVISION that they, as the applicant have the ultimate responsibility that the subcontractors will provide services that meet the criteria of this RFP. The DIVISION must be informed of all subcontractors. The DIVISION reserves the right to approve subcontractors used for the provision of services under this RFP.

The DIVISION reserves the right to review any subcontractor or provider contracts or agreements prior to the notification of award of the contract. Upon award of the contract, the applicant shall submit a plan for implementation of services and shall provide progress/performance reports every two weeks beginning two weeks after the notification of contract award. The format to be

used shall be approved by the DIVISION. The purpose of the reports is to ensure that the applicant will be ready to provide services as of the implementation date of the contract and that all required elements are in place. If the applicant is not able to demonstrate readiness to implement the contract, the award shall be withdrawn by the DIVISION and the next qualified applicant shall replace the applicant.

After the award of the contract, prior to implementation, an on-site readiness review will be conducted by a team from the DIVISION and will examine the applicant's staffing, subcontractor and provider contracts, fiscal operations, and other areas specified prior to review.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five (5) working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Chiyome L. Fukino, M.D.	Name: Amy Yamaguchi
Title: Director of Health	Title: Administrative Officer, Adult Mental Health Division
Mailing Address: P.O. Box 3378 Honolulu, Hawaii 96801-3378	Mailing Address: P.O. Box 3378 Honolulu, Hawaii 96801-3378
Business Address: 1250 Punchbowl Street, Honolulu, Hawaii 96813	Business Address: 1250 Punchbowl Street, Honolulu, Hawaii 96813

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

XXI. Monitoring and Evaluation

Any deviation from the contract scope and requirements may result in the penalties described in the temporary withholding of payments pending correction of a deficiency or a non-submission of a report by the provider, in the disallowance of all or part of the cost, or in the suspension of contract services pending correction of a deficiency.

The applicant shall comply with all of the requirements of the RFP and contract and DIVISION shall have no obligation to refer any consumers to the applicant until such time as all of said requirements have been met. The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

XXII. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary. Terms of the special conditions may include, but not limited to, the requirements as outlined in Section 5, Attachment C.

A. Termination of the Contract

1. This contract may terminate or may be terminated by the DIVISION for any or all of the following reasons:
 - a. For any default by the applicant
 - b. For necessity or convenience
 - c. In the event of the insolvency of or declaration of bankruptcy by the applicant

- d. In the event sufficient appropriated; otherwise unobligated funds no longer exist for the payment of the DIVISION obligations hereunder.

2. Procedure for Termination

The applicant shall:

- a. Stop work under the contract on the date and to the extent specified in the notice of termination.
- b. Notify the consumers of the termination of the contract and arrange for the orderly transition to the new provider.
- c. Place no further orders or subcontracts for materials, services, or facilities, except as may be necessary for completion of the work under the portion of the contract that is not terminated.
- d. Terminate all orders and subcontracts to the extent that they relate to the performance of work terminated by the notice of termination.
- e. Assign to the DIVISION in the matter and to the extent directed by the DIVISION Chief of the right, title, and interest of the applicant under the orders or subcontracts so terminated, in which case the DIVISION shall have the right, in its discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts.
- f. With the approval of the DIVISION Chief, settle all outstanding liabilities and all claims arising out of such termination of orders or subcontracts, the cost of which would be reimbursable in whole or in part, in accordance with the provisions of the contract.
- g. Complete the performance of such part of the work as shall not have been terminated by the notice of the termination.
- h. Take such action as may be necessary, or as the DIVISION Chief may direct, for the protection and preservation of any and all property or information related to the contract which is in the possession of the applicant and in which the DIVISION has or may acquire an interest.

- i. Within ten (10) working days from the effective date of the termination, deliver to the DIVISION copies of all current data files, program documentation, and other documentation and procedures used in the performance of the contract at no cost to DIVISION. The applicant agrees that the DIVISION or its agent shall have a non-exclusive, royalty-free right to the use of such documentation.

3. Termination Claims

After receipt of a notice of termination, the applicant shall submit to the DIVISION Chief any termination claim in the form and with the certification prescribed the DIVISION Chief. Such claim shall be submitted promptly but in no event later than sixty (60) days from the effective date of termination. Upon failure of the applicant to submit its termination claims within the time allowed, the DIVISION Chief may, subject to any review required by the State procedures in effect as of the date of execution of the contract, determine, on the basis of information available to him/her, the amount, if any, due to the applicant by reason of the termination and shall thereupon cause to be paid to the applicant the amount to be determined.

Upon receipt of notice of termination, the applicant shall have no entitlement to receive any amount of lost revenues or anticipated profits or for expenditures associated with this or any other contract. The applicant shall be paid only the following upon termination:

- a. At the contract price(s) for the number of consumers serviced by the applicant at the time of termination; and/or
- b. At a price mutually agreed by the applicant and the DIVISION.

In the event of the failure of the applicant and the DIVISION to agree in whole or in part as to the amounts with respect to costs to be paid to the applicant in connection with the total or partial termination of work pursuant to this article, the DIVISION shall determine on the basis of information available the amount, if any, due to the applicant by reason of termination and shall pay to the applicant the amount so determined.

The applicant shall have the right to appeal any such determination made by the DIVISION.

B. Extension of Contract

Options for renewal or extension shall be based on the applicant's satisfactory performance of the contracted service(s) and availability of funds.

Extensions beyond the award period shall be time limited in order to accomplish specific short-term goals of the DIVISION. An extension beyond the award period does not imply further extensions once the extension date has ended.

C. Dispute Resolution

Any disputes concerning a question of a fact arising under the contract, which is not disposed of by an agreement shall be decided by the DIVISION Chief or his/her duly authorized representative. The decision shall be in writing and forwarded to the applicant. The decision shall be final and conclusive unless determined by a court of competent jurisdiction to have been fraudulent, capricious, arbitrary, or as grossly erroneous as necessary to imply bad faith. In connection with any dispute proceeding under this clause, the applicant shall be afforded an opportunity to be heard and to offer evidence in support of his/her dispute. Pending final decision of a dispute, the applicant shall proceed diligently with the performance of the contract in accordance with the disputed decision.

XXIII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

The DIVISION may also be required to make small or major unanticipated modifications to individual contracts. Reasons for such modifications may include, but are not limited to, recommendations made by national trends and the needs of the Hawaii State Department of Health.

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The Adult Mental Health Division (“DIVISION”) of the Hawaii State Department of Health (“DEPARTMENT”) is responsible for coordinating public and private human services into an integrated and responsive delivery system for mental health needs. Provision of direct services to mental health consumers in the public sector is offered through programs offered by the Community Mental Health Centers (“CENTERS”) and the Hawaii State Hospital (“HOSPITAL”). The DIVISION contracts on a purchase of service basis with private providers for mental health services to supplement the efforts of the CENTERS and the HOSPITAL. In addition, the DEPARTMENT recognizes that lack of information and awareness as well as fear and stigma, may hinder people from seeking services and undermine consumers’ efforts to lead fulfilling lives in the communities of their choice. Thus DIVISION may fund public education and anti-stigma initiatives through a contact basis with relevant private and public entities.

For purposes related to this RFP, the basic functions or responsibilities of the DIVISION include:

- 1) Defining the services to be provided to consumers by the applicant;
- 2) Developing the rules, policies, regulations, and procedures to be followed under the programs administered by the department;
- 3) Procuring, negotiating, and contracting with selected applicants;
- 4) Determining initial and continuing eligibility of consumers;
- 5) Enrolling and disenrolling consumers;
- 6) Reviewing and ensuring the adequacy of the applicant’s employees and providers;
- 7) Authorizing and determining necessity of DIVISION funded services;
- 8) Monitoring the quality of services provided by the applicants and subcontractors;
- 9) Reviewing and analyzing utilization of services and reports provided by the applicants;
- 10) Handling unresolved consumer grievances and appeals with the applicants;
- 11) Certifying Medicaid Rehabilitation Option (“MRO”) providers;
- 12) Authorizing and paying MRO services and claims;
- 13) Monitoring the financial status and billing practices of applicants;
- 14) Identifying and investigating fraud and abuse;
- 15) Analyzing the effectiveness of the program in meeting its objectives;
- 16) Conducting research activities;

- 17) Providing technical assistance to the applicants;
- 18) Providing consumer eligibility information to the applicants;
- 19) Payments to the non-MRO contracted applicants; and,
- 20) Imposing civil or administrative penalties, monetary penalties and/or financial sanctions for violations of specific contract provisions.

“Every man, woman, and child with or at risk for mental disorders deserves a life in the community, with meaningful employment, interpersonal relationships, and community participation.” This is the vision expressed in *Transforming Mental Health in America – The Federal Action Agenda: First Steps*. The lack of knowledge and awareness, the reality of discrimination and stigma are some of the more daunting obstacles to turning this vision into a reality.

Stigma and discrimination against people with mental illness leads others to avoid living, socializing or working with, renting to, or employing people with mental illness. It leads to low self-esteem and hopelessness. And it deters the public from seeking and wanting to pay for care. Worse of all, it often causes people with mental illness to become so embarrassed or ashamed that they conceal symptoms – and avoid seeking the very treatment, services and supports they need and deserve (SAMHSA Pub. No. SMA-4176, 2006, p.ii)

Despite multiple efforts in fostering public awareness and sensitivity to the stigma and discrimination experienced by people with mental illness, the general public today hold stronger negative attitudes toward consumers than in decades past (Corrigan, 2004).¹ As one consumer articulated:

[We are] a community whose members are familiar with constant challenges and frequent anguish. People die frequently in this community, from suicide, drug overdose and physiological complications, which are the side effects of very powerful medications – side effects like tumors, heart problems, kidney failure, poor liver functions, toxicity, etc. But for all these high prices, we in this community suffer most profoundly from stigmatization, derision, misunderstanding and discrimination that no other minority would allow to pass unchallenged. Paradoxically, the way we are included in society is by segregation, which we wearily (and necessarily) allow. We are the “mentally ill,” a social class and a subculture that, by necessity,

¹ Corrigan, P. (Ed.). 2004 On the stigma of mental illness: Practical strategies for research and social change. Washington DC: American Psychological Association.

requires that I regularly be categorized for the purpose of treatment and concrete assistance.

The typical image of a mental-health client is one of a client in crisis. That is when the public notices us, and that is when we come to the attention of the police. These acute episodes are the subject of ignorant jokes and the reason for unquestioned prejudices. *In actuality, most of the time we are not visibly distinguishable from you. Coping with mental illness requires strength, willingness, motivation and commitment. We are talented, we are verbal, we are interested in things; we struggle with a handicap the majority of people don't have, but it is a grave mistake to dismiss and outcast us.* (Excerpt from Mael Anne Dinnell, Santa Cruz Sentinel, April 18, 2004 italics added for emphasis)

What we call mental illness is a universal human condition, profoundly challenging at times, experienced by people indistinguishable from everyone else. When understood as a universal human condition, it follows that people with mental illness want the same things that most of us want in our lives: love, friendship, meaningful work, valued social roles, family, and a nice place to live.

ALL people with mental illness can achieve such lives through a process we call recovery. Mental health recovery is the ongoing, personal journey of restoring a positive sense of self and meaningful sense of belonging while actively self-managing psychiatric disorder and rebuilding a life within the community.² Simply stated, recovery is striving to have a meaningful and fulfilling life – complicated at times by the challenges of mental illness (psychiatric disability). Recovery is achieved by focusing on personal capacities and strengths and using the resources and supports of family, friends, peers (i.e. people with lived experience of mental illness), professionals and the community. Such people walk alongside the person and provide resources and supports as needed for some of that person's recovery journey.

The general public's lack of knowledge and awareness of what mental illness and recovery are and how recovery can be actualized, fuel the marginalization and diminishment of people with mental illness, resulting in stigmatization and discrimination of people with mental illness. People with mental illness turn this diminishment and stigma inward, seeing themselves as helpless and dependent.

² . Onken, S.J. (2004). Contextualization self-determination within a mental health recovery oriented service and support system. In J.A. Jonikas & J.A. Cook, Eds., The national self-determination and psychiatric disability invitational conference: Conference papers, (96-128). Chicago IL: University of Illinois at Chicago National Research and Training Center.

There are three (3) broad strategies for changing stigma associated with mental illness: Education, protest (confrontation), and contact. It could be argued that countering stigma and discrimination against people with mental illness should be simply a matter of presenting facts that clear up the misunderstanding or ignorance. Unfortunately, it is not that easy. Attempting attitude and behavior change through education (i.e. presenting data and statistics that counteract false beliefs about people living with mental illness and verify the reality of recovery) seems helpful, but it is not enough to generate sustainable positive change in attitudes, beliefs, and behaviors (Corrigan, 2004). Though the strategy of protest/confrontation may be effective in highlighting an issue or concern, it also does not generate positive, sustainable impact in general public attitudes and may in fact, trigger less general public support.

Personal contact, that is providing an opportunity to get to know someone as a person and then finding out from that person about his or her mental illness and recovery journey (through the process of disclosure), is the strategy most often used in public education campaigns and anti-stigma efforts. This approach has the strongest research base as to its impact in challenging stigma perceptions (Corrigan, 2004). While more effective in a one-on-one context between two people with positive impressions of each other prior to disclosure, it takes time to build such a relationship and is challenging to replicate in large formats. Too often, this approach has evolved into a guest speaker or panel at the luncheon meeting or in the classroom setting who is interesting in the moment, but as the audience heads for the exit, noticeable and long lasting positive impressions or attitude change is left at the door.

B. Planning activities conducted in preparation for this RFP

The DIVISION published a Request for Information on April 9, 2007 seeking the public's input on the availability of potential service providers, staffing capabilities for services, and culturally specific service capabilities.

A series of planning events, including needs assessment conducted in 2000, were held with mental health stakeholders (consumers, staff, private providers, advocates, and family members) to determine the range of public mental health services for persons with severe and persistent mental illness. During these meetings, views were expressed on how to improve services and achieve system-wide goals. Most importantly, input had been received for provision of comprehensive, accessible services on each island and in rural locations with a range of housing options, a choice of treatment, and rehabilitation with access to case managers, and other services after regular working hours. Based on these findings, the

DIVISION has appropriated funding to provide services to consumers by contracting with purchase of service providers. These services shall reflect national standards of care and best practices and shall be based on a philosophy of recovery-focused and cultural competent treatment, psychosocial rehabilitation and other community supports.

C. Description of the goals of the service

“AMHD is deeply committed to building a system of care which is rooted and grounded in the recovery model. The cornerstone of the recovery process is the centrality of the individual, in their personal definition of meaning and purpose, and the belief that despite the ongoing presence of the illness, people continue to develop.”

Hawai'i's adult mental health service delivery system is based on the concept of recovery, that consumers can lead fulfilling lives even in the presence of a severe and persistent mental illness. Services are focused on the need of the individual, not only on symptom relief and stabilization, but on consumer empowerment and the skills needed to lead satisfying, hopeful and contributing lives.

The goals for the services described in this RFP include, but are not limited to:

Procure a creative and innovative end product that can be used in multiple ways to increase awareness, inform and educate the public-at-large (including people with mental health needs) about severe and persistent mental illness and recovery AND challenge stigmatizing attitudes and beliefs and discriminatory behaviors. This end product is designed in such a way that it promotes the following key ideas:

1. A mental health disorder is essentially a human, universal experience rather than an exception – what varies is how profoundly challenging the expression and experience can be across people, communities and cultures.
2. People with severe and persistent mental illness and people without are more alike than different, that is, they all share personhood – they desire, strive for and most of the time live lives that are not visibly distinguishable from each other's lives.
3. Mental health recovery is real - people with severe and persistent mental illness, through supports when needed, can live the life they want, a life that looks like anyone else's in the community.

4. Recovery and the sense of common – shared - personhood are invalidated and diminished by ignorance, insensitivity, stigma and discrimination.

It is not the intent of this RFP description to concretely detail and quantify what the end product will be. The applicants are encouraged to be creative and innovative. The applicant, however, must provide a vision and clear design for the end product and articulate a process for achieving that design. This vision, process, and design must include active involvement of people with lived experience of severe and persistent mental illness.

Applicants are expected to articulate through their proposal how each of the four (4) points detailed under the RFP goals shall be promoted. For example, the content of the end product needs to convey the shared sense of personhood that people with AND without severe and persistent mental illness have, which can be made evident through images, narratives, videos, etc. Such shared sense of personhood can be reflected through a focus on our common humanity and engagement in the same or similar everyday rituals – similar dreams, aspirations, joys and disappointments, engaging in mutual rituals and activities of daily living (e.g., work, worship, play, etc.), enjoying and grieving shared experiences (watching a sunset or gathering for a vigil) and struggles (the loss of a loved ones).

The product should show the face of recovery – illustrating by various means that recovery is real. It shows that people with mental illness are living meaningful lives. Finally, the product should convey how recovery and personhood are then diminished and undermined by the impact of mental illness insensitivity, ignorance, stigma and discrimination. This should be presented in innovative, thoughtful challenging ways.

To convey the content just described, the actual product should focus on establishing a sense of person-to-person contact and connection between people with severe and persistent mental illness and people who would not identify as having this condition. The timing and context of the disclosure has a strong influence on this contact and sense of connection. Thus, proposals should be informed by literature as to what changes people’s attitudes and beliefs. Specifically, research³ evaluating comprehensive New Zealand public awareness national and locally-tailored community campaigns such as “Like Minds, Like Mind” has established that such contact is more effective when:

- Equal status is present between the public and those who disclose,

³ Yee, B. & Lapsley, H. (2004). Journeys towards equality: Taking stock of New Zealand’s efforts to reduce discrimination against people with experience of mental illness. Wellington, NZ: Mental Health Commission.

- There is a chance for individuals to get to know each other and form a relationship,
- The information that is ultimately shared is factual and concise,
- There is active participation in the context leading to the disclosure, and
- It is done in the pursuit of a mutual goal.

Applicants need to articulate how these five (5) conditions and other relevant research findings are being addressed in the creation of the end product. In particular, applicants are encouraged to review *Developing a Stigma Reduction Initiative*, a resource guide to mounting a statewide campaign to address discrimination and stigma, published by the Substance Abuse and Mental Health Services Administration (SAMHSA). The guide is based on the results of SAMHSA's three (3) year Elimination of Barriers Initiative, an eight (8) state effort to address discrimination and stigma.⁴

Ultimately the intent is that there will a significant and memorable impact on the people who experience the project. (It most likely will have a strong impact on the participants involved in the creation of the product as well and applicants are encouraged to considered documenting their experiences with development of the product.)

Applicants are strongly encouraged to partner with other relevant organizations in the proposal of development itself in order to incorporate creative cross-collaboration of art, media, mental health, and/or public relations. Thus, the proposals need to reflect how the applicant will access relevant methodology such as art communication, graphic design, computer skills, and marketing.

Applicants need to demonstrate cultural and linguistic sensitivity in recognition of Hawai'i's diverse population and understanding, respectfulness, and responsiveness to differences and similarities in personhood (values, beliefs, norms and ways of being) of our many racial, ethnic, and cultural groups. Thus applicants must incorporate culture and cultural identity considerations in the design of the end product and the process for achieving that design.

Applicants need to identify how the design of the end product can lend itself to a variety of media and marketing strategies, for example: Interactive websites, campaigns, calendars, postcards, exhibits, posters, public service announcements, booklets, display boards, etc. Thus applicants are encouraged to explore application of tools that can bring the

⁴ To obtain the guide, call 1-800-789-2647 or visit <http://mentalhealth.samhsa.gov/publications/allpubs/sma06-4176/>.

product to a larger audience, such as PhotoVoice, Community Asset Mapping, the Internet, exhibits, etc., when developing their proposals in order to incorporate such considerations in the design. Applicants should address how the design to end product lends itself to people with lived experience of severe and persistent mental illness playing leadership roles in the delivery of the end product. The end product should be portable, inspirational, memorable, and accessible.

Applicants are to acknowledge their understanding that the DIVISION will have ownership of the end product. Once the final applicant is selected, the contract process will be used to clarify and specify intellectual property rights.

The broader goals of this RFP is to increase the knowledge of the public-at-large about severe and persistent mental illness and recovery, challenge and help mitigate the negative consequences of ignorance, insensitivity, stigma and discrimination and – indirectly-encourage help-seeking for mental distress and support for such actions. The goals of the project fulfill two (2) essential public health services:

1. Inform, educate and empower people about health issues, and
2. Mobilize community partnerships to marshal resources to advance opportunities and identify and solve problems.

D. Description of the target population to be served

The target population is the public-at-large across the state of Hawaii.

E. Geographic coverage of service

Statewide

F. Probable funding amounts, source, and period of availability

\$40,000.00 from the Community Mental Health Services Block Grant, available to September 30, 2008.

Applicants are strongly encouraged to identify and seek additional resources, including funds, to argument the design and development of the end product.

If an applicant materially fails to comply with terms and conditions of the contract, the DIVISION may, as appropriate under the circumstances:

1. Temporarily withhold payments pending correction of a deficiency or a non-submission of a report by a provider.
2. Disallow all or part of the cost.
3. Restrict, suspend or terminate the contract.

In the event that additional funds become available for similar services, the DEPARTMENT reserves the right to increase funding amounts.

Competition is encouraged among as many applicants as possible.

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

1. The DIVISION will require accreditation by the Commission on Accreditation of Rehabilitation Facilities (“CARF”), Joint Commission on Accreditation of Healthcare Organizations (“JCAHO”), International Center for Clubhouse Development (“ICCD”), Council on Accreditation (“COA”), or by another DIVISION approved certification/licensing process. Applicants that are currently accredited are required to maintain accreditation. Applicants who are not accredited are required to achieve accreditation within one (1) year from the date of contract award. (N/A)
2. Applicants shall have an administrative structure in place capable of supporting the activities required by the RFP. Specifically, there shall be financial, accounting, and management information systems, and an organizational structure to support the activities of the applicant.
3. The applicant shall have a written plan for disaster preparedness. (N/A)
4. The applicant shall cooperate with the DIVISION in approved research, training and service projects provided that such projects do not substantially interfere with the applicant’s service/product development requirements as outlined in this RFP.
5. The applicant shall comply with all specified, applicable existing policies, procedures, directives and provider manual of the

DIVISION, and any applicable policies, procedures, directives, and provider manual developed in the future.

6. When requested, the applicant shall submit a copy of its operating policies and procedures to the DIVISION. The copy is to be provided at the applicant's expense with revisions and updates as appropriate.
7. The applicant shall assign a staff person to attend meetings as scheduled by the DIVISION.
8. The applicant shall notify and obtain the approval of the DIVISION prior to the presentation of any report or statistical or analytical material based on information obtained through this agreement. Formal presentation shall include, but not be limited to papers, articles, professional publications, and presentations.

The applicant shall not advertise, distribute, or provide to any consumer, any material relating to the contract that has not been approved by the DIVISION. The applicant shall not change the material without the consent of the DIVISION. All consumer satisfaction surveys and methodology must be reviewed and approved by the DIVISION prior to implementation.

9. The applicant shall acknowledge on all printed materials referencing the product design and development, including publicly distributed matter, as well as at public presentations, that funding has been received from the DIVISION, Department of Health State of Hawaii.
10. Wherever requested, the applicant shall submit a copy of its operating policies and procedures to the DIVISION. The copy shall be provided at the applicant's expense with revisions and updates as appropriate.
11. If a subcontractor is used, the applicant shall ensure the DIVISION that they, as the applicant have the ultimate responsibility that subcontractor(s) will provide behavioral health services that meet the criteria of this RFP. Subcontractors must be responsive and responsible to meet the expectations of the applicant and the DIVISION.
12. Financial Requirements
 - a. The State may require providers to submit an audit as necessary. If the applicant expends \$500,000 or more in

a year of federal funds from any source, it shall have a single audit conducted for that year in accordance with the Single Audit Act and Amendments of 1999, Public Law 104-156.

- b. The applicant shall comply with the COST PRINCIPLES developed for Chapter 103F, HRS and set forth in the document SOP-H-201. This form (SPO-H-201) is available on the SPO website (see Section 1, paragraph II, Websites References).
- c. Submit invoices or requests for payment within sixty (60) days of the incurred expense. Any invoices or requests for payment received after the sixty (60) days will be paid upon availability of funds. (The applicant may submit for one (1) month start-up costs, the remaining billing is cost reimbursement)

B. Secondary Purchaser Participation.

(Refer to §3-143-608, HAR)

Secondary purchaser participation is not being planned by DIVISION. After the fact secondary purchase may be utilized by the DIVISION.

C. Multiple or alternate proposals

(Refer to §3-143-605, HAR)

Allowed Not allowed

D. Single or multiple contracts to be awarded

(Refer to §3-143-206, HAR)

Single Multiple Single & Multiple

E. Single or multi-term contracts to be awarded

(Refer to §3-149-302, HAR)

Single term (\leq 2 yrs) Multi-term ($>$ 2 yrs.)

Contract terms:

Initial term of contract:	<u>1 year</u>
Length of each extension:	<u>1 year</u>
Number of possible extensions:	<u>3</u>

Maximum length of contract: 4 years
 The initial period shall commence on the contract start date or Notice to Proceed.
 Conditions for extension: Option for renewal or extension shall be based on the provider's satisfactory performance of the contracted service(s), and the availability of funds.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP. The contact person is Ms. Enid Kagesa. She may be reached at (808) 586-8282 or by fax (808) 586-4745.

III. Scope of Work

A. Product Development Activities

(Minimum and/or mandatory tasks and responsibilities)

1. Provide a clear description in your proposal of the end product you envision. The end product shall be a work in progress and thus open for revision, but the initial description must include how the end product will convey:
 - a) That a mental health disorder is essentially a human, universal experience rather than an exception.
 - b) The shared personhood of people with severe and persistent mental illness and everyday people.
 - c) That mental health recovery is real.
 - d) How recovery and shared personhood is invalidated and diminished by ignorance, insensitivity, mental illness stigma and discrimination.
2. Provide a clear description in your proposal of the reasoning behind how the end product will significantly impact the people who experience the project.

3. Provide a clear description in your proposal of how the design of the end product can lend itself to a variety of media and marketing, including people with lived experiences of severe and persistent mental illness playing leadership roles in the delivery of the end product.
4. Identify and include support letters in our proposal from other relevant organizations that you will partner with in order to facilitate cross-collaboration of art, media, mental health, and/or public relations.
5. Provide a clear step by step design plan in your proposal. The design plan shall be a work in progress and thus open for revision, but needs to address how you intend to:
 - a. Capture the content listed in III.A.1.a-d that will be used in the development of the end product.
 - b. Foster active involvement of people with lived experiences of severe and persistent mental illness throughout the development process.
 - c. Create a sense of person-to-person contact and connection between people with severe and persistent mental illness and people who would not identify as having this condition, such that:
 - i. Equal status is present between the public and those who disclose,
 - ii. There is a chance for individuals to get to know each other and form a relationship,
 - iii. The information that is ultimately shared is factual and concise,
 - iv. There is active participation in the context leading to the disclosure, and
 - v. It is done in the pursuit of a mutual goal.

- d. Demonstrate cultural and linguistic sensitivity and culture and cultural identity considerations.
- 6. Provide and initial timetable in your proposal for the completion of each design step and the expected outcome of that step.
- 7. Describe in your proposal the process you will implement to manage and monitor the completion of your design plan, including how you intend to incorporate the DIVISION's point person in decisions regarding design plan revisions.

B. Management Requirements

(Minimum and/or mandatory requirements)

1. Personnel

The personnel requirements shall include, but not be limited to, the following:

- a. A design team with demonstrated experience in the field of art, media, advertising and public relations and knowledge of mental illness, recovery, stigma and discrimination. The design team must have a clear mechanism for the active and ongoing involvement of consumer and family members and is strongly encouraged to include consumer and family members.
- b. The applicant shall ensure that a representative attend trainings sponsored by the DIVISION, as appropriate to the end product's intent.
- c. The applicant shall ensure that project workers receive appropriate supervision and administrative direction.
- d. The applicant shall ensure that its project workers receive appropriate knowledge of techniques and modalities relevant to their activity.

2. Administrative

- a. Within the first six (6) weeks of contract provision, the applicant/design team shall meet with the DIVISION's contact person to establish a progress reporting progress.

- b. The applicant/design team shall make available to the DIVISION, all presentational and updated materials before it is disseminated to the public.
- c. Reports shall be submitted in accordance with the reporting requirements specified in Section 2.III.B.5.
- d. The applicant shall also provide minutes of any community advisory/work group meetings, including recommendations for implementation of the project.
- e. The applicant shall submit that it is ready, able, and willing to provide the product development activities required throughout the time of the contract period: October 1, 2007 through September 30, 2008.
- f. When there is an intention to subcontract, the applicant shall demonstrate that activities to be provided by the subcontractor are consistent with the scope of work as specified above in Section 2, III.A.1. through 7 on pages 2-12 through 2-14 and with the general and administrative requirements as specified above in Section 2, II.A.1. through 12 on pages 2-9 through 2-11 and in Section 2, III.B.2.a. through f. on pages 2-14 through 2-15 respectively. The applicant's subcontract shall also be consistent with the requirements specified in Exhibit "C", General Conditions, paragraph 3.2. The General Conditions can be obtained from the SPO website (see the POS Proposal Application checklist in Section 5 of the RFP for the address).

3. Quality assurance and evaluation specifications

The applicant shall ensure that a representative be available to participate in relevant quality assurance and/or evaluation meetings as scheduled by the DIVISION.

4. Output and performance/outcome measurements

The applicant shall be required to meet ongoing informational needs of the DIVISION over the course of the contract period through the production of informational responses in both paper and computer format. The specific content of these requests cannot be readily specified in advance as the DIVISION is required to provide a variety of ad hoc reports to funding sources including the legislature and other branches of State government,

as well as to national tracking and research groups, the Federal government, advocacy organizations, accreditation bodies, professional groups, stakeholder groups, and others. The DIVISION will work with the applicant over the contract period to streamline requests for information when those requests are regular and ongoing.

5. Reporting requirements for program and fiscal data

- a. Within the first six (6) weeks of contract provision, the applicant/design team shall meet with the DIVISION's point person to establish a progress reporting process, including how the applicant intends to incorporate the DIVISION's contact person in decisions regarding design plan revisions. The reporting process may include written reports, such as minutes of meetings held, and due dates.
- b. Fiscal reports shall include the following:
 - 1) Reports of Actual Expenditures
 - 2) Annual financial statements including, but not limited to, the following
 - a) Balance sheet
 - b) Statement of revenues and expenses
 - c) Statement of changes in fund balance
 - d) Statement of cash flows
 - e) Income statement
- c. The required content and format of all reports shall be subject to ongoing review and modification by the DIVISION as needed.
- d. At the discretion of the DIVISION, the applicant may be required to submit reports in an approved electronic format, replacing some written reports.
- e. The required content and format of all reports shall be subject to ongoing review and modification by the DIVISION as needed.

6. Pricing structure or pricing methodology to be used

The DIVISION is allowing cost reimbursement as the method of payment.

The cost reimbursement pricing structure reflects a purchase arrangement in which the purchasing agency pays the provider for budgeted agreed-upon costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. (Note: if the pricing structure is cost plus something such as a percentage or a flat fee, please refer to the pricing structure as “cost plus”, rather than cost reimbursement.)

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *The Proposal Application should be formatted with 1" margins, utilizing a size 12 font*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts, including references, pertinent to the proposed services. The applicant shall include points of contact, addresses, e-mail addresses, and phone numbers. The State reserves the right to contact references to verify experience. The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

Quality assurance shall include, but not be limited to, the following elements:

1. A written Quality Management Program description and outlined structure which includes the Quality Committee reporting structure, including Governing Board Involvement, voting composition, and a written process for goal and priority setting following standardized methodology and data collection, which is updated and signed annually. (N/A)
2. The Quality Management Program must address consumer complaints, grievances, appeals, sentinel events and consumer satisfaction. (N/A)
3. The Quality Management Program must have a system or policy that outlines how items are collected, tracked, reviewed analyzed and reported to the DIVISION as appropriate. (N/A)
4. The Quality Management Program Work Plan is established annually and selects goals and activities that are based on the annual program evaluation and are relevant to the DIVISION consumer and problem area under review, with designated timelines for the project and indicates department/persons responsible for carrying out the project(s) on the Work Plan. (N/A)

5. Provision for the periodic measurement, reporting, and analysis of well-defined output, outcome measures and performance indicators of the delivery system, and an indication of how the applicant will use the results of these measurements for improvement of its delivery system. (N/A)
6. A process of regular and systematic treatment record review, using established review criteria. A report summarizing findings is required. Additionally, the applicant shall develop a written plan of corrective action as indicated. (N/A)
7. Provision of satisfaction surveys of consumers. (N/A)
8. Assurance that a staff member shall be available to represent utilization and quality management issues at meetings scheduled by the DIVISION.
9. Provision of a utilization management system, including but not limited to the following: a) system and method of reviewing utilization; b) method of tracking authorization approvals; c) method of reviewing invoices against authorizations; d) consumer appeals process; e) annual evaluation of the applicant's utilization management plan; and, g) identification of the person in the organization who is primarily responsible for the implementation of the utilization management plan. (N/A)
10. A policy and procedure for consumer complaints, grievances and appeals which includes documentation of actions taken, and demonstration of system improvement. (N/A)
11. Assurance that the applicant has established and will maintain and regularly update the following QM policies and procedures: (N/A)
 - a. Consumer complaints, grievances and appeals
 - b. Consumer Safety
 - c. Consumer Satisfaction
 - d. Disaster preparedness
 - e. Emergency Evacuation
 - f. Evidence Based Practice Guidelines
 - g. LOCUS/Level of Care Placement
 - h. Compliance

- i. Consumer Rights and Orientation
 - j. Confidentiality/HIPAA
 - k. Treatment Records
 - l. Individualized Service Plans
 - m. Transition of consumers to other programs
 - n. Treatment Team
 - o. Use of Restraints
 - p. Restricting Consumer Rights
 - q. Credentialing Staff
12. A training plan and staff handbook/personnel manual for staff that is responsible for delivery of services. Training shall include but not be limited to: Substance Abuse, Forensics, Sentinel Events, Risk Management, Compliance, HIPAA Compliance, Consumer Rights, Treatment Planning, and Access and Treatment for Non-English Speaking Consumers. (N/A)
 13. A consumer handbook/brochure(s) that outline services available to the consumer, hours of operations, contact information (phone numbers, and instructions on emergency services), is written at a 6th grade reading level, provides an overview and the applicant's approach to care, and clearly outlines any major program rules that could lead to discharge from services offered by the organization. (N/A)
 14. A description of the steps that the applicant will take to comply with all of the DIVISION'S reporting requirements as specified in Section 2. III. B. 2., 4., and 7. The applicant shall also indicate how it will use the information in the report to improve its services. (N/A)
 15. Where there is an intention to subcontract, the applicant must demonstrate that services provided by the subcontractor are consistent with all applicable requirements specified in Section 2 including, but not limited to, compliance with reporting requirements. The applicant must describe the monitoring it will perform to ensure subcontractors are compliant with the DIVISION requirements. (N/A)
 16. For applicants whose annual contract or estimated reimbursements will be less than \$100,000.00 or whose staff number five (5) or less, a modified

Quality Management and Utilization Management Plan are acceptable with prior approval from the DIVISION. A modified quality and utilization management system shall include the following:

- a. A method for tracking authorizations.
 - b. A method for assuring that consumers are informed of their rights, including the right to file a complaint, grievance, or appeal a service delivery decision.
 - c. A method of documenting goals and service activity as they relate to the Individual Service Plan developed by the DIVISION designated case manager and consumer.
 - d. Consumer involvement in service planning.
 - e. Statement that the applicant will participate in the use of outcome instruments at the discretion of the DIVISION.
 - f. Identification of fiscal and program contact person.
17. For services described in this RFP, a statement that the applicant shall participate with the DIVISION'S quality and utilization management process including, but not limited to, case reviews, specific data gathering and reporting, peer review, concurrent review, site visitation, special studies, monitoring, credentialing, and training.

D. Coordination of Services

The applicant shall demonstrate the capability or plan to coordinate services with other agencies and resources in the community, if required in the RFP.

Demonstration or plan of the applicant's coordination efforts shall include, but not be limited to, the following:

1. A history of the applicant's cooperative efforts with other providers of mental health services.
2. Memorandum of agreements with other agencies (if required in the RFP).
3. Applicant's current efforts to coordinate with the DIVISION, CENTERS, HOSPITAL, and other POS providers, and where there is no current coordination, the applicant's plans to do so.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable and special equipment that may be required for the services. (N/A)

F. Management Information System (MIS) Requirements

The applicant shall submit a description of its current management information system (MIS) and plans for the future. The description shall include, but not be limited to, the following:

1. A statement about whether the applicant is a covered entity as defined by HIPAA. A statement that the applicant will comply with all HIPAA privacy, security and transactional code set requirements. (N/A)
2. An explanation of how the applicant currently manages information in order to submit required information and data in the format prescribed by the DIVISION. Required data elements captured in the provider system and reported to the DIVISION may include, but are not limited to: consumer's last name, first name, middle name, any aliases, social security number, DIVISION-generated unique ID number, DIVISION-generated authorization number(s), Medicaid ID#, medicare ID#, other third party insurer #'s, address, telephone number, admission date, discharge date, service data using DIVISION approved procedure codes, date of birth, and gender, primary language spoken. (N/A)
3. The DIVISION may add data reporting requirements or specify required formats for downloading data or submitting claims in the future. Applicants are encouraged to describe their flexibility in meeting changing data requirements. (N/A)
4. For any Fixed Unit of Service Rate contracts, a statement that the applicant shall submit claims electronically in the 837 format. (N/A)
5. Where infrastructure is lacking to meet MIS requirement, applicants shall propose solutions and include the proportion of cost related to this contract in their response to the RFP. (N/A)

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. The applicant shall give the number and title of the positions needed to provide the specific service activities. Positions descriptions shall also be submitted. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall describe in this section of its proposal how it will ensure its compliance with the personnel requirements which include, but are not limited to, licensure, educational degrees, and experience for staff assigned to the program. (Refer to the qualifications in Service Specifications, as applicable.) (N/A)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

IV. Service Delivery

A. Scope of Work

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The applicant's description of its service delivery system shall include, but not be limited to, the following:

1. A clear description of the services for consumers from point of entry to discharge, aftercare and follow-up. The description must be consistent with the scope of work found in Section 2.III.A. and with the personnel requirements in Section 2, III.B.1. Services proposed to be subcontracted out must be included in this description. (N/A)
2. A clear description of the target population to be served.
3. A reasonable estimate of the number of consumers it could serve and, where applicable, an indication of its total capacity (e.g. total beds available), and the number of units it will provide. (N/A)
4. A description of the methods the applicant will use to determine when treatment goals are accomplished and when to terminate services. (N/A)
5. A description of the accessibility of services for the target population, and a description of impediments to services and efforts to overcome barriers.
6. A statement that the applicant shall not refuse a referral, and that it shall not have an exclusionary policy that is inconsistent with the DIVISION'S guidelines. (N/A)
7. An indication of the "best practices/evidence-based practices" the applicant incorporates and a citation of the literature to support its "best practices/evidence-based practices". A description of the system it uses to implement and maintain its "best practice/evidence-based practices" program integrity.
8. A statement to assure that the applicant shall conform to the DIVISION's standardized assessment package. (N/A)
9. Where applicable, demonstration that the applicant is capable of providing twenty-four (24) hour coverage for services. (N/A)
10. For services with twenty-four (24) hour, seven (7) days a week coverage, description of how the applicant's on-call system works, i.e., methodology relative to applicant's answering service. Specifically describe how consumers access applicant's service and staff availability. (N/A)
11. Where the service is housing, residential or day treatment / intensive outpatient hospital service, a weekly schedule that can be individualized to consumers and consistent with the requirements of the scope of services described in Section 2.III.A. (N/A)

12. A description by the applicant of the involvement of the consumer in the decisions regarding the services the consumer receives. (N/A)
13. A statement by the applicant that it is ready, able, and willing to provide services throughout the time of the contract period.
14. A statement by the applicant that it has read and understands the Request for Proposal and will comply with the DIVISION requirements.

B. General Requirements

The applicant shall describe in this section of its proposal how it will comply with the general requirements specified in Section 2. II.

C. Administrative Requirements

The applicant shall describe in this section of its proposal how it will comply with the administrative requirements specified in Section 2 III.B.2.

V. Financial

A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

The DIVISION is permitting the use of a fixed unit of service rate pricing structure for the RFP, the applicant is requested to furnish a reasonable estimate of the maximum number of service units it can provide for which there is sufficient operating capacity (adequate, planned and budgeted space, equipment and staff). All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget forms shall be submitted with the Proposal Application:

- SPO-H-205 – Budget
- SPO-H-205A – Organization-Wide Budget by Source of Funds (special instructions are located in Section 5)
- SPO-H-206A – Budget Justification – Personnel: Salaries & Wages
- SPO-H-206B – Budget Justification – Personnel: Payroll Taxes, Assessments & Fringe Benefits
- SPO-H-206C – Budget Justification – Travel-Inter-Island
- SPO-H-206D – Budget Justification – Travel-Out of State
- SPO-H-206E – Budget Justification – Contractual Services - Administrative
- SPO-H-206F – Budget Justification – Contractual Services - Subcontracts
- SPO-H-206H – Budget Justification – Program Activities

- SPO-H-206I – Budget Justification – Equipment Purchases
- SPO-H-206J – Budget Justification – Motor Vehicle

The DIVISION is permitting the use of a cost reimbursement pricing structure for the RFP. The cost reimbursement pricing structure reflects a purchase arrangement in which the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. All budget forms, instructions and samples are located on the SPO Website (see Section 1, paragraph II, Website Reference). The following budget forms shall be submitted with the Proposal Application:

All budget forms, instructions and samples are located on the SPO website (see Section 1, paragraph II Websites referred to in this RFP). The following budget form(s) shall be submitted with the Proposal Application:

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

- a. The applicant shall submit a cost allocation plan showing how costs are allocated across different funding sources.
- b. Also, the applicant shall submit a copy of its most recent audited or compiled financial statements.

2. The applicant shall describe all eligible sources of revenue from third parties and plans to pursue additional sources of revenue and how the applicant will prevent billing more than one payer and submit overpayments to the DIVISION. The applicant may not bill other payers for services already paid for by the DIVISION or bill the DIVISION for services eligible for payment by another payer.

3. The applicant shall describe its billing/claims process and how it ensures accurate and timely submission of billing/claims based on written documentation which supports the bill/claim, and how it processes adjustments, reconciles payment, and posts payment. (N/A)

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4 Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	
Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points
TOTAL POSSIBLE POINTS	100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

1. Administrative Requirements

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

**B. Phase 2 - Evaluation of Proposal Application
(100 Points)**

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability Total 20 Points

Up to 10 points may be deducted from agencies who in the past demonstrated unsatisfactory performance.

The State will evaluate the applicant’s experience and capability relevant to the proposal contract, which shall include:

a. Necessary Skills (8 points)

- 1) Demonstrated skills, abilities, and knowledge relating to the development and delivery of the proposed end product.
- 2) Demonstrated ability to incorporate meaningful and ongoing consumer involvement.
- 3) Demonstrated ability to manage information in order to submit required information and data in the format prescribed by the DIVISION.

b. Experience (8 points)

The applicant possesses the skills, abilities, knowledge of, and experience relating to the delivery of the proposed services including, but not limited, to previous and current contract performance with the DIVISION and other agencies.

c. Quality Assurance and Evaluation (2 points)

Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

- 1) The applicant has sufficiently described its quality improvement program which shall include the following:
 - a) Provision of a utilization management system.
 - b) Provision of a quality management program.
 - c) A policy and procedure for consumer complaints, grievances and appeals, documentation of actions taken, and demonstration of system improvement.
- 2) Description of a comprehensive training plan and staff handbook/personnel manual for staff that is responsible for the delivery of services. The plan includes the required trainings listed in Section 3.II.C.12 and also outlines the applicant's plan of continuing education and training for staff responsible for the provision of services. (N/A)
- 3) The applicant must clearly state an intention to subcontract, any portion of their proposed services. The applicant must demonstrate that the services meet all applicable requirements specified in Section 2, including but not limited to, compliance with reporting requirements. The applicant must adequately describe the monitoring it will perform to ensure subcontractor(s) are compliant with DIVISION requirements.

d. Coordination of Services (2 points)

Demonstrated capability to coordinate services with other agencies and resources in the community.

e. Facilities (N/A) (0 points)

Adequacy of facilities relative to the proposed services.

f. Management Information Systems (MIS) (0 points)

- 1) Demonstrate that their management information system (MIS) shall include, but not be limited to, the following:
- 2) Relative to HIPAA requirements:
 - a) The applicant states whether they are a covered entity.
 - b) The applicant states they will comply with all HIPAA privacy, security, and transactional code set requirements. (No points if statement is absent or applicant cannot comply.)
- 3) Relative to current MIS:
 - a) Applicant is able to collect all required information.
 - b) Applicant currently able to collect some required information with a plan to upgrade the MIS to collect all information by the time the contract begins.
 - c) If applicant is not currently able to collect all required information and unable to do so in the future or no description of implementation plan to collect information, no points shall be applied to applicants that provide this response.
- 4) Relative to the applicant's infrastructure:

- a) A clear statement that their MIS system is fully functional.
 - b) Inclusion of an implementation plan to create a fully functional MIS system by initiation of a contract.
- 5) In regards to flexibility, a statement that describes flexibility in adding data elements or reporting requirements is addressed in their information system.
- 6) Relative to claims:
- a) The applicant is currently able to produce either paper or electronic 837 file.
 - b) The applicant will be able to produce an electronic 837 file by the time that a contract is initiated.
 - c) The applicant is unable to produce an 837 now or in the future. (No points to a provider who will not be able to produce a compliant claim).

2. Project Organization and Staffing Total 15 Points

The State will evaluate the applicant's overall staffing approach to the service that shall include:

a. Staffing (8 points)

- 1) Proposed Staffing: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services and complies with applicable DIVISION requirements.
- 2) Staff Qualifications: Minimum qualifications (including experience) for staff assigned to the program, comply with applicable DIVISION requirements.

b. Project Organization (7 points)

- 1) Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services, comply with applicable DIVISION requirements.
- 2) Organization charts: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.
- 3) Applicable submission of evidence that the applicant is licensed if licensure is required; and for all applicants, accreditation of the service(s) the applicant is applying for if it is an accreditable service.

3. Service Delivery Total 55 Points

Evaluation criteria for this section will assess the applicant’s approach to the service activities and management requirements outlined in the Proposal Application.

The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.

Evaluation criteria will include the following:

- a. Demonstrated capability of service delivery system to meet the goals and objectives of the RFP including, but not limited to, appropriateness to populations, communities, and regions. **(7 Points)**
- b. A clear description of the product design. **(7 Points)**
- c. A clear description of the intended impact of the end product. **(7 Points)**
- d. A clear rationale as to how the proposed product shall have the intended effect as outlined. **(5 Points)**

- e. A detailed design development plan, including markers to assess progress and targeted dates for reaching markers.
(5 Points)
 - f. Demonstration of adequate methods to achieve product design.
(5 Points)
 - g. A statement that the applicant shall not have an exclusionary policy that is inconsistent with the DIVISION's guidelines.
(2 Points)
 - h. The product incorporates best practices regarding public awareness, stigma reduction and attitude change strategies, has literature to support this, and such is reflected in the design and its development plan.
(5 Points)
 - i. Where there is an intention to subcontract, the applicant must demonstrate that services provided by the subcontractor are consistent with the scope of work for specific activities described in Section 2.III.A. and with all applicable requirements specified in Section 2, including but not limited to, compliance with reporting requirements. **(1 Point)**
 - j. A statement by the applicant that it has read the request for Proposal and will comply with DIVISION requirements.
(2 Points)
 - k. A description by the applicant of their intent to plan to incorporate meaningful and ongoing consumer involvement in the decision-making and throughout the product design and development.
(5 Points)
 - l. Description of possible sources of additional funding from other parties and any plans to pursue such additional sources.
(3 Points)
 - m. A statement by the applicant that they are ready, able and willing to conduct product design and development throughout the time of the contract period. **(1 Point)**
- 4. Financial Total 10 Points**
- a. Pricing structure based on cost reimbursement for Personnel costs are reasonable and comparable to positions in the community.

- b. Non-personnel costs are reasonable and adequately justified.
- c. The budget supports the scope of service and requirements of the Request for Proposal.
- d. A cost allocation plan clearly describes the allocation of funds across different funding sources.
- e. The submission of a copy of the most recent audit report or compiled financial statement.
- f. Adequacy of accounting system.
 - 1) An indication of the third party reimbursements the applicant is eligible to receive and of the plans the applicant has made or is making to obtain as many third party reimbursements as possible without collecting payment from more than one payer. (N/A)

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.