

Central Iowa Community Services

Regional Governance Board

September 15, 2014 @ 1:00PM

Second Floor Conference Room, Story County Human Services Center

126 S. Kellogg Ave, Ames, IA 50010

Agenda

Welcome and Introductions

Agenda & Minutes

Action

Committee Reports

County Enterprise Services

Community Life Program/Consultation Update(Deb/Jill/Russell)

Action

- Recommendation: Approve Request for Proposal document
(see attached document to this agenda)
- Consider Approval of Regional Staff Providing Assistance as
Necessary When Capacity to do so is Available

Action

Finance

Fiscal Agent Update (Heidi)

Informational

August Financials (Jill)

Informational

Medicaid Offset (Jill)

Informational

State Bills/Disputed Oakdale Bills (Jill/Deb/Doug)

Informational

Fiscal Policy Revisions(Jill)

Action

- Recommendation: Approve Revisions Regarding FY 16
 - Deposits to the RPFAs
 - Regional Budgeting
 - Regional Claims Processing

Contracting (Linn)

- Recommendation: Approve FY 15 contracts and
Homeward contract amendment

Action

Supported Employment Contracts (Linn/Russell)

Action

- Recommendation: Approve NIVC contract for
Franklin and Hardin Counties

Legal Representation for CICS Region (Deb) **Action**

- **Recommendation: Approve Letter of Engagement with Kendell Law Firm, P.L.C. for \$200 per hour plus expenses; \$50 per hour for services provided by legal assistant**

ASSET Policies and Procedures Revisions (Deb) **Action**

- **Recommendation: Approve changes to ASSET Policies to include CICS as a Funder**

IT Update (Russell/Jody) **Informational**

Regional Advisory Board (Mary & Al) **Informational**

County Updates **Informational**

Public Comment

Adjourn

CENTRAL IOWA COMMUNITY SERVICES (CICS)

**REQUEST FOR PROPOSAL (RFP)
SPECIFICATIONS, TERMS, AND CONDITIONS
FOR**

**SUPPORTED COMMUNITY LIVING, DAY HABILITATION,
RESIDENTIAL CARE FACILITY (RCF), AND JAIL DIVERSION
SUPPORT SERVICES IN STORY COUNTY**

INFORMATIONAL MEETING/BIDDERS' CONFERENCE

**October 1, 2014
3:00pm – 5:00pm
Story County Human Services Center
126 S. Kellogg Ave
Ames, IA**

RESPONSES DUE

Thursday, October 30, 2014

By 4:00pm

To

**Deb Schildroth, Regional Administrator
Central Iowa Community Services- Story County Office
126 S. Kellogg Ave, Ste 001
Ames, IA 50010**

Bids received after this date/time will NOT be accepted

**Contact: Deb Schildroth
Email: disabilityservicesRFP@storycounty.com**

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I. STATEMENT OF WORK

A. INTENT

Central Iowa Community Services (CICS) is announcing this Request for Proposal (RFP) for bids on the following services to be provided in CICS member county, Story County:

- Supported Community Living (hourly and daily)
- Residential Care Facility (RCF)
- Day Habilitation
- Jail Diversion Support (intensive case management model)

These services will target adults, age 18 and older, with mental illness, intellectual disabilities, and developmental disabilities. Individuals in these populations may also live with co-occurring substance abuse issues. Vocational services provided by CLP in the past will be transitioned separately and are not included in this RFP. CLP medication management services (“med passes”) are not structured to be a Medicaid billable activity and clients will be transitioned from this service prior to the assumption of service responsibilities by the successful bidder(s).

B. OVERVIEW AND BACKGROUND

The Story County Community Life Program (CLP) serves approximately 200-250 clients per year, and nearly all have diagnoses of either mental illness (approximately 75%) or intellectual/developmental disabilities (approximately 25%). Operations include:

- Three 8 bed RCFs, home-based habilitation (offered in both the RCFs and 24 hour sites) and day habilitation for persons with mental illness reimbursed by Magellan.
- Supported Community Living (daily and hourly) and day habilitation reimbursed by IME for person’s with intellectual disabilities.
- Jail Diversion Support Services using an Intensive Case Management model. Clientele receiving these services can be persons with mental illness, intellectual disabilities, developmental disabilities, and/or co-occurring issues.
- The Central Iowa Community Services region also funds all of the above medically necessary services for clients who are not eligible for Medicaid or are receiving services that are not reimbursable by Medicaid.

- There are currently five apartment sites staffed 24/7 that have services covered by Habilitation, ID Waiver, and the CICS region.
- CLP currently has approximately 60 – 65 full time equivalent employees (FTEs), assuming that part time staff work 30 hours per week. Approximately half of the staff work in the three RCF sites and the balance work in all other programs. Approximately 70 – 75% of the employees are currently in a union. The Bidder will not be required to maintain staffing in the current configuration.
- CLP currently uses County property for operations, including three 8-bed RCF properties with furnishings, three handicapped accessible vans and an Administration Building for employee space and various client related services and activities. CLP also provides SCL services at five apartment sites in Ames (not County-owned).

Additional information about CLP operations is available under Resources on the Story County website <http://www.storycountyiowa.gov/index.aspx?nid=94>. This information is provided as reference material only, and is not intended to present the service structure or costs that CICS expects to contract for in the future. Bidders should use the available information to develop a proposal that best meets the needs of clients based on their experience serving similar populations in other locations without the financial viability barriers that exist for CLP as part of County government.

CICS contracted with Parker Dennison & Associates, Ltd. (Parker Dennison) to evaluate the structure and financial feasibility of the Story County-operated program. Story County (the County) and CICS are committed to maintaining services appropriate to meet the needs of clients, while ensuring that the services are cost effective, structured to maximize reimbursement from Medicaid or other funding streams without financial subsidies from the County or CICS.

CICS envisioned that the most likely course of action might be transitioning CLP services to a private provider or providers through an RFP process. The results of the Parker Dennison evaluation support the intention of CICS to seek more cost effective services and to transition CLP to private operations. Both the CICS Governing Board and the County Board of Supervisors have accepted the recommendations from Parker Dennison and approved an RFP process for CLP services. A copy of the Parker Dennison report is available with the Resources for this RFP.

C. CONDITIONS

CICS shall follow a competitive selection process which is a formal process established to compare provider qualifications, terms, conditions, prices of equal or similar services, and outcome data in order to determine the best bidder(s) to provide the services. The successful bidder shall demonstrate quality of services, financial sustainability, ability to meet performance measures, demonstrate collaborative partnerships with funders, stakeholders, and other providers, and planning initiatives that minimize displacement of individuals with disabilities.

It is the preference of CICS to award one contract for all services to better coordinate services to clients, and to reduce the time and expense of managing the transition of CLP services. However, bids for a subset of CLP services will be considered as long as the procurement process results in transition of all CLP services to one or more bidders through multiple contracts or partnerships and/or a consortium of bidders. Creative alignment of services and partnerships are encouraged in this RFP.

The successful bidder is required to interview Community Life Employees who apply for job openings within the bidder's organization.

If the bidder intends to use any current County assets, the bidder(s) shall propose how the County's assets (RCF buildings/furnishings, vans and administrative space) will be used to provide services to the target population and reimburse the County for use of its property. The County will consider providing "in-kind" transition support to bidders by leasing property at favorable terms for a limited time. However, the County and CICS expect bidders to include fair market rental costs in proposed budgets to evaluate service costs and financial viability. Any proposed savings from reduced rental payments to the County should be separately identified in the bidder's budget.

D. VENDOR MINIMUM QUALIFICATIONS

To be eligible to bid on this RFP, bidders must demonstrate that they currently provide and/or operate one or more of the services in Section I.A, AND possess current licensing and/or accreditation to provide the services, when applicable. Bidders that do not currently have appropriate licensing and/or accreditation must comply with all CICS Program Review expectations until accreditation or licensure is secured, which shall occur at the earliest opportunity. Licensure shall be in place at the earlier of initiation of former CLP services or July 1, 2015 to allow Medicaid reimbursement.

E. SPECIFIC REQUIREMENTS

1. *Organizational Infrastructure, Capacity, and Readiness*

CICS is seeking proposals from organizations with the capacity, willingness, and flexibility to support the services included in the RFP for the target populations. CICS expects organizations to demonstrate and implement the following:

- Strong organizational leadership including at the program level;
- A mission that supports person centeredness, rehabilitation and recovery; cultural competency, and multi-occurring capable
- Capability to plan and develop diversified revenues to support services;
- Ability to integrate all services into the community;
- Aptitude to create infrastructure to support staff supervision and development;
- Capacity to involve clients in the implementation and evaluation of the services; and
- Capacity to develop appropriate utilization management, quality management and compliance programs.

2. *Understanding of Target Populations and Needs*

The target populations are primarily Story County residents age 18 or older with either mental illness, intellectual disabilities or developmental disabilities OR a combination of those disabilities and/or substance abuse. Target population may also be involved with the criminal justice system and have needs related to those issues.

CICS is seeking proposals from organizations that have demonstrated experience with the target populations. CICS expects that organizations understand the target populations and their needs, and be culturally responsive to clients' race/ethnicity, language, gender, sexual orientation, age or other demographic. CICS expects that organizations will recruit and train staff, and develop and maintain capacity to service clients in integrated community settings whenever appropriate and in the client's best interests.

3. *Ability to Track Data, Outcomes, and Financial Performance*

CICS is seeking proposals from organizations that have the ability to plan for, collect and report on required data, outcomes and financial measures for all of

its funding sources. Bidders should have information systems that are structured to bill and manage claims as well as collect and report on all data required by all funders and for effective management of the organization. CICS expects organizations to report any challenges or barriers to the implementation of appropriate data management system and processes, and to develop work plans to address any identified issues.

4. Successful Implementation Planning

CICS is seeking proposals from organizations that have the capacity and experience to execute its proposed implementation plan to assume responsibility for serving current CLP clients. Implementation plans should include all activities necessary to initiate services in Story County. Bidders will also be expected to form meaningful partnerships, collaborations, and/or referral relationships with the local Community Services office, case management units, other providers of mental health and disability services, medical providers, and other human service agencies.

Bidders are expected to learn about existing CLP clients and services and propose a process that will successfully support clients during this transition. Bidder's proposals shall describe their approach to managing the transition, including staff assigned to specific activities, and onsite resources beginning no later than the contract start date.

5. Sustainability

CICS is seeking proposals from organizations that have the ability to provide the services as a fee for service vendor at the time CLP ceases operations, which is projected to be June 30, 2015. Bidders are expected to have cash reserves equal to 25% of projected annual expenses for operations in Story County, but in the absence of meeting this requirement, consideration will be given to bidders supplying a plan that shows their ability to meet expenses in an ongoing and consistent manner. Bidders should also describe any past situations where sites or services have been at risk or discontinued due to financial problems, including activities to mitigate and resolve the problems.

II. INSTRUCTIONS TO BIDDERS

A. CONTACT INFORMATION

The Story County website <http://www.storycountyiowa.gov/index.aspx?nid=94> (click on Community Services) will be the official notification and posting place for this RFP, Addenda and related information.

All questions regarding these specifications, terms, and conditions shall be submitted in writing, via e-mail, as specified in the calendar of events to:

E-Mail: disabilityservicesRFP@storycounty.com

Information about this RFP will be available at INSERT ADDRESS. Bidders are responsible for reviewing all information available at this address, including any updates. The requirement for e-mailed questions will assist CICS with assuring information is made available in a consistent manner to all potential bidders.

B. CALENDAR OF EVENTS

Event	Date
CICS Board Agenda Date to Approve RFP	Monday, September 15, 2014
Request for Proposals (RFP) Issued	Wednesday, September 17, 2014
Bidder's Written Questions Due	Friday, September 26, 2014
Bidder's Conference	Wednesday, October 1, 2014
Proposals Due	Friday, October 15, 2014 by 4:00pm
Review/Evaluation Period	October 15 through November 5
Board Agenda Dates (CICS and Story Co Boards) to Approve Bidder Recommendations	Monday, November 17-18, 2014
Award Recommendation Letters Issued	Week of November 24, 2014
Board Agenda Date to Approve Service Contracts (CICS Board)	December 15, 2014 (CICS Brd)
Contract Start Date	January 1-31, 2015
Board Agenda Date to Approve Contract (Story County for terms for CLP assets)	March 10, 2015

NOTE: Award recommendation, Board Agendas, and Contract Start dates are approximate and subject to change. It is the responsibility of each Bidder to be familiar with all of the specifications, terms and conditions. By submission of a proposal, the Bidder certifies that if awarded a contract Bidder shall make no claim against CICS or Story County based upon ignorance of conditions or misunderstanding of the specifications.

C. BIDDERS' CONFERENCE

CICS shall hold a Bidders' Conference as scheduled in the Calendar of Events. The Bidders' Conference shall:

- Provide an opportunity for Bidders to ask specific questions about the program and the RFP clarification; and
- Provide CICS and Story County with an opportunity to receive feedback regarding the program and RFP.

CICS shall respond to written questions submitted by September 26, 2014 at the Bidders' Conference, in accordance with the Calendar of Events. Verbal questions at the Bidders' Conference will be answered at the Bidder's Conference at the discretion of CICS. A list of attendees and a summary of all questions and answers will be posted at INSERT ADDRESS. Bidders are not required to attend the Bidders' Conference. However, attendance at the Bidders' Conference is strongly encouraged in order to disseminate information required to assist Bidders in formulating proposals. Non-participation in the Bidders' Conference shall in no way relieve the Bidder from furnishing program and services requirements in accordance with these specifications, terms, and conditions and those released in any Addendum.

D. SUBMITTAL OF PROPOSALS/BIDS

1. All proposals must be received by CICS no later than 4:00pm on the due date specified in the Calendar of Events. CICS cannot accept late proposals.

CICS shall only accept proposals at the address and by the time indicated on the RFP cover and in the Calendar of Events. Any proposals received after said time and/or date or at a place other than the stated address cannot be considered and shall be returned to the Bidder un-read.

2. Bidders are to submit:

a. One original hard copy proposal with original ink signatures. Proposals must be double side printed on plain white 8 ½ x 11 paper, and be loose leaf, with a clip, without a three-ring binder and unbound to facilitate duplication as needed.

b. One electronic copy of the complete proposal on a flash drive.

c. Bidders are required to use the Proposal Submission Form to submit proposals and Bidders shall not modify the Proposal Submission Form in any way. All information requested must be supplied, unless otherwise specified in the prompts.

d. Only those attachments required in the Proposal Submission Form should be submitted as a part of the proposal.

3. By submitting a proposal, Bidder agrees and acknowledges all RFP and CICS contract (Appendix B) requirements, terms and conditions, and indicates ability to perform by submission of proposal.

4. CICS will only accept one proposal from any one person, partnership, corporation, or other entity; however, several alternatives may be included in on response. For purposes of this requirement, "partnership" shall mean and is limited to, a legal partnership formed under one or more of the provisions of the Iowa or other state's Corporation Code or an equivalent statute.

5. Proprietary or Confidential Information: No part of any proposal is to be marked as confidential or proprietary. CICS may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFP may be subject to public disclosure. CICS shall not be liable in any way for disclosure of such records. Additionally, all proposals shall become the property of CICS. CICS reserves the right to make use of any information or ideas contained in submitted proposals.

6. All other information regarding proposals shall be held as confidential until such time as the Selection Committee/Evaluation Panel has completed their evaluation, notification of recommended award has been made and the contract has been fully negotiated with the recommended awardee(s) named. The submitted proposals shall be made available upon request no later than 5 business days prior to the approval of the award and contracted is scheduled to be heard by the CICS Governing Board and the Story County Board of Supervisors. All parties submitting proposals, either qualified or unqualified, shall receive mailed intent to recommend award/non-award notification, which shall include the name of the Bidder(s) recommended for award. In addition, recommended award information will be posted on the Story County website.

7. Each proposal received, with name of Bidder, shall be entered on record, and each record with the successful proposal indicated thereon shall, after the award of the order or contract, be open to public record.

E. EVALUATION CRITERIA/SELECTION COMMITTEE

All proposals meeting minimum qualifications shall be evaluated by the Selection Committee/Evaluation Panel (Panel). The Panel shall recommend Bidders for contract award in accordance with the evaluation criteria set forth in this RFP. The evaluation of

the proposals for recommendation shall be within the sole judgment and discretion of members of the Panel.

Evaluation Criteria

A total of 150 total points are available according the criteria described below.

- *Organizational Infrastructure, Capacity, and Readiness* *Points: 25*
 - How strong is Bidder's existing organizational infrastructure to provide required services and obtain any necessary licensure or accreditation?
 - How feasible is Bidder's plan to restructure and/or augment staffing to implement services?
 - Does Bidder's organization structure, senior management and staff resources appear to be adequate to support transition of these services and clients?
 - How well matched is Bidder's technological infrastructure to this project, including experience with proposed information system(s) in other locations?
 - Overall, how well does Bidder's proposal show the capacity to implement the services?

- *Understanding of Clients* *Points: 25*
 - How well matched are Bidder's current services to the target population's needs and the project?
 - How well does the Bidder demonstrate understanding of a community-based model of services?
 - How thoughtful is Bidder's philosophy and approach to providing culturally responsive services?
 - How well does the Bidder embrace meaningful inclusion of clients and families in the service management, delivery, and oversight?

- *Ability to Track Data, Outcomes and Financial Performance* *Points: 20*
 - How relevant and appropriate is Bidder's current use of systems and data?
 - Does the Bidder have experience with billing and reporting to funders using the system(s) proposed for this transition?
 - How organized is Bidder's plan to collect and use data for the purposes of outcomes and billing?
 - How feasible is the Bidder's proposal to ensure sufficient system capacity and staff training to support this transition?

- **Sustainability** *Points: 20*
 - How strong is Bidder's financial resources and experience to support this project?
 - How realistic is Bidder's plan to implement and sustain services?

- **Implementation Schedule and Plan** *Points: 25*
 - *How comprehensive and feasible is the bidders implementation plan?*
 - *How structured and realistic is the bidder's problem identification and mitigation processes?*
 - *Does the plan include specific activities to assure Bidder collaborates and builds effective relationships with other providers, funders, and community stakeholders?*
 - *Does the plan include activities to assure appropriate client transitions from CLP services, including monitoring, client and family communication, and outreach?*
 - *Does the plan include sufficient management and resources allocated to this project to achieve successful transition within the allocated timeline?*
 - *What challenges does the bidder's plan create for the County or CICS for managing a successful transition of services and clients?*

- **References** **Points: 10**

References may be from any partners, stakeholders, funders, etc. Reference letter should cover services performed by the Bidder, areas bidder did well and areas needing improvement, ability to manage projects, responsiveness to clients and the community, overall satisfaction with the Bidder, any other information that would assist CICS's work with the Bidder.

- **Budget and Narrative** *Points: 25*

Bidders are to submit proposed FY 2015-16 budgets for each service (for example hourly SCL, RCF, day habilitation) following the instructions outlined in the Budget and Narrative in the Proposal Submission Form. Any in-kind supports from reduced rental payments for County property should be separately identified in the budget. In addition to individual service budgets, bidders shall also submit total budget for services the bidder proposes to provide in Story County, and total agency budget for the bidding entity for FY 2015-16.

A transition budget should be submitted for any one-time expenses that are not typically included in program overhead. The transition budget should cover

contract initiation through the date that CLP ceases operations (approximately January 1, 2015 – June 30, 2015).

The Budget Narrative should align with the budget and concisely describe the nature of the line item cost in the budgets.

F. CONTRACT PERIOD

The initial contract period will be approximately 18 months, starting in January 2015 through June 30, 2016 and renewable annually for three additional years, at the discretion of CICS.

G. EVALUATION AND ASSESSMENT PERIOD

During the initial contract period, CICS and/or other persons designated by the region may meet with the successful Bidder ("Contractor") to evaluate performance and to identify any issues or potential problems.

CICS reserves the right to determine, in its sole discretion, (a) whether Contractor has complied with all terms of the RFP and (b) whether any problems or potential problems are evidenced which make it unlikely (even with possible modifications) that the proposed program and services will meet CICS requirements. If, as a result of such determination CICS concludes that it is not satisfied with the Contractor, Contractors' performance under any awarded contract as contracted for therein, the Contractor shall be notified of contract termination effective 45 days following notice. CICS shall have the right to invite the next highest ranked Bidder to enter into a contract.

CICS reserves the right to re-bid these services if it is determined to be in its best interest to do so.

H. AWARD

The Panel shall recommend award of contract(s) to the Bidder or Bidders who, in its opinion, has submitted the proposal(s) that conforms to the RFP and best serves the interests of CICS and attains the highest overall point score. Award(s) may not necessarily be recommended or made to the Bidder(s) with the lowest budget.

CICS reserves the right to reject any or all responses that materially differ from any terms contained in this RFP or from any exhibits attached hereto, to waive informalities and minor irregularities in responses received, and to provide an opportunity for Bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of CICS.

CICS and Story County reserve the right to award a single or multiple Contractors.

Final terms and conditions shall be negotiated with the Bidders recommended for award.

CICS and Story County has the right to decline to award these contracts in whole or any part thereof for any reason.

CICS Governing Board and the Story County Board of Supervisors approval to award a contract is required.

A contract must be negotiated, finalized, and signed by the intended awardee prior to the approval of both Boards.

I. NOTICE OF AWARD

At the conclusion of the RFP response evaluation process ("Evaluation Process"), all Bidders shall be notified in writing by email or FAX or regular mail, of the contract award recommendation(s), if any, by CICS. The document providing this notification is the Notice of Intent to Recommend Award.

The Notice of Intent to Recommend Award shall provide the following information:

- The name of the Bidder being recommended for contract award; and
- The names of all other Bidders that submitted proposals