



**Request for Proposal
for
County of La Crosse, Wisconsin**

Tuesday, April 26, 2022

HUMAN SERVICES DEPARTMENT
Western Region Integrated Care (WRIC)
A La Crosse, Jackson & Monroe County collaboration

**WRIC Comprehensive Community Services (CCS) –
Individual Placement and Support (IPS) Services RFP**

Proposals must be received no later than
3:00 p.m., May 24, 2022

SPECIAL INSTRUCTIONS:

- 1. Place the signed Signature Affidavit as the first page of your proposal.**
- 2. Proposers should be submitted electronically**
Proposals should be submitted via email with *proposal title in subject line* of the email.
Proposal Title: **Individual Placement and Support (IPS) Services RFP**
- 3. Vendor Conference will be held via Microsoft Teams online and/or phone**
RSVP will be required to attend – See Section 1.9
- 4. Deliver on or before May 24, 2022, 3:00 p.m. to**
Email: csander@lacrossecounty.org
- 5. Final award decision anticipated by June, 24, 2022, with an estimated contract start date of August 1, 2022.**

LATE, FAXED AND/OR UNSIGNED PROPOSALS WILL BE REJECTED

TABLE OF CONTENTS

1.0 GENERAL INFORMATION	1
1.1 Introduction and Background	1
1.2 Service Description	1
1.3 Performance Records, Program Evaluations and Client Records	3
1.4 OTHER SERVICE REQUIREMENTS	3
1.5 Program Expectations/Goals	3
1.6 Purchasing and Contracting Division/Department	4
1.7 Definitions	4
1.8 Clarifications and/or Revisions to the Specifications and Requirements	4
1.9 Vendor Conference	5
1.10 Calendar of Events	5
1.11 Contract Terms and Rate Increases	5
2.0 PREPARING AND SUBMITTING A PROPOSAL	6
2.1 General Instructions	6
2.2 Public View of Proposals	6
2.3 Incurring Costs	6
2.4 Submitting the Proposal	6
2.5 Proposal Organization and Format	6
2.6 Multiple Proposals	7
2.7 Vendor Presentation/Interview	7
3.0 PROPOSAL SELECTION AND AWARD PROCESS	7
3.1 Opening of Bid	7

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

3.2 Preliminary Evaluation 7

3.3 Right to Reject Proposals and Negotiate Contract Terms 7

3.4 Proposal Scoring 8

3.5 Evaluation Criteria 8

3.6 Required Forms 8

3.7 Final Offers..... 9

3.8 Notification of Intent to Award will be Shortly Following Final Approval..... 9

4.0 SPECIAL CONTRACT TERMS AND CONDITIONS 9

5.0 PURCHASE OF SERVICE CONTRACT 9

6.0 EXPENSES RELATED TO CONTRACTING 10

6.1 Insurance Requirements 10

6.2 Interpreters..... 10

6.3 Audits 10

6.4 Background Checks..... 10

1.0 GENERAL INFORMATION

1.1 Introduction and Background

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal to provide Individual Placement and Support (IPS) Services to the Western Region Integrated Care (WRIC). As a result of this Request For Proposal (RFP) process, WRIC will award a contract to one select vendor that is able to provide the services described in this document.

The current vendor of IPS Services is Family & Children's Center. The total amount spent in 2021 on these services was \$124,000.

1.2 Service Description

A. Target Population

Adolescents and adults that have a diagnosis of mental health and/or substance use provided by a Medical Doctor or Psychiatrist and been found to be functionally and clinically eligible for CCS.

Individuals that need more than outpatient level of care; need additional wraparound, community support to live and function at their full potential.

Individuals *at risk* of out-of-home/residential placement as a result of one or more of the following behaviors, or returning from out-of-home placement where one or more of these behaviors was the focus of treatment:

- Unsafe, dangerous, maladaptive, or threatening behavior;
- Substance use concerns that impact 2 or more life domains;
- Mental health concerns that impact 2 or more life domains;
- Individuals in family situations that have impaired structure and family boundaries.

B. Eligibility

All CCS referrals will be generated from client need and will be done by WRIC. Once referral is made, WRIC would prefer provider would be able to start services within 21 days.

C. Description of Type of Services to be Rendered

The Individual Placement and Support (IPS) Services vendor ensures all program fidelity measures are followed and implemented as described in the Supported Employment Fidelity Review Manual (ipsworks.org). Partnership and collaboration are expected among the IPS Vendor, WRIC, Department of Vocational Rehabilitation (DVR) and Department of Health Services (DHS) teams.

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

The eight principles of IPS include:

1. **Competitive Employment:** The IPS model focuses on developing opportunities for job seekers that are inclusive. Employment specialists provide competitive job options that have permanent status rather than temporary or time-limited status. These are jobs that anyone can apply for, pay at least minimum wage or the same pay as coworkers with similar duties, and have no artificial time limits imposed by a social service agency.
2. **Systematic job development:** Based on the job seeker's preferences, IPS employment specialists regularly visit businesses to learn about their needs and hiring preferences.
3. **Rapid job search:** In the IPS model, there are no requirements for assessments, training, or counseling before seeking employment. The first face-to-face contact between a job seeker and a business occurs within 30 days.
4. **Integrated services:** Employment specialists work with a job seeker's treatment team to support the job seeker's treatment goals. Employment specialists are part of the mental health treatment teams with shared decision-making. They attend regular treatment team meetings (not replaced by administrative meetings) and have frequent contact with treatment team members.
5. **Benefits planning:** IPS employment specialists help people obtain personalized, understandable, and accurate information about their Social Security, Medicaid, and other government benefits.
6. **Zero exclusion:** The IPS model is open to all job seekers receiving services for mental health and substance use disorders.
7. **Time-unlimited supports:** The services offered under the IPS model are continual as long as each person being served wants and needs support. Employer supports may include education and guidance. Client supports may include crisis intervention, job coaching, job counseling, job support groups, transportation, treatment changes (medication), and networked supports (friends/family).
8. **Consumer preferences:** The IPS model focuses on each job seeker's desires and wishes. Eligibility based on consumer choice (not client characteristics). No eligibility requirements such as job readiness, lack of substance use, no history of violent behavior, minimal intellectual functioning, and mild symptoms.

IPS also includes employment-related skills training services that address the member's illness or symptom-related problems in finding, securing and keeping a job. Services may include, but are not limited to:

- assistance in accessing or participating in educational and employment-related services
- education about appropriate job-related behaviors
- assistance with job preparation activities such as personal hygiene, clothing, and transportation
- on-site employment evaluation and feedback sessions to identify and manage work-related symptoms
- assistance with work-related crises individual therapeutic support.

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

Non-Covered Services under this category:

- Sheltered workshop.
- Job development — The CCS program does not cover activities related to finding a member a specific job.
- Clubhouses — The CCS program does not cover time spent by a member working in a clubhouse.

1.3 Performance Records, Program Evaluations and Client Records

- Documentation is required for all services provided and billed. The vendor must provide documentation that is complete in accordance with standard practices and that used the client's service plan as guidance. Services completed and documentation of the services must lead back to the objectives and interventions outlined in client's service plan.
- Performing provider requirements must be met which include:
Staff providing face-to-face CCS-funded services must be named on the performing provider spreadsheet that is turned in monthly. This spreadsheet should include start and end dates of employment, date initial and then annual CCS training log was turned in, date of background check, 2 professional references, date of rehabilitation training completed (if applicable), and staff professional license/degree information. Additionally they must have one hour of clinical supervision for every 30 hours worked. These hours must be turned in quarterly.

1.4 Other Service Requirements

1. Allowable provider types for these CCS services are providers described in DHS 36.10(2)(g)1-22, Wis Admin Code. All providers must act within their scope of practice.
2. Progress notes for CCS funded services will need to be broken out between service delivery, documentation, service planning, and travel time. The minutes of the Direct Service and Documentation should be added together and rounded to the nearest unit (i.e. quarter hour increment).
3. Invoice should include participant name, date of service, service description, service units, contracted rate, amount billed, performing provider, and credentials of provider.

1.5 Program Expectations/Goals

Expectations

- The service will be provided in a location that will meet the individual's clinical needs.
- The time of the service will be based on clinical need.
- The intervention will be provided as set out in the service plan.
- Service provider/agency will collaborate with county and current team of individuals at least monthly.

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

- The vendor will work within a wraparound approach which will include the individual's family/informal supports, formal supports and community partners.
- The service will promote/assist individuals in building informal support networks.
- The service provider will be a part of the team and follow the service plan.
- Services will be offered on an individual basis but may also include group if appropriate for individual.
- Service provided will strive for community integration.
- Progress note documentation time needs to be converted to minutes and rounded to the nearest unit (i.e. quarter hour increment). Invoices will be billed in units.
- Services that are billed to CCS will be submitted to the county meeting all of the CCS requirements within 60 days from the last day of the month services were provided. Vendor agencies are expected to provide their own, internal quality assurance to ensure documentation and billing is submitted as a clean claim.

Goals

All services provided by vendors must meet the individualized measurable objectives for the individual. These objectives must be submitted within the timelines determined by La Crosse County. The objectives shall be reviewed on a regular basis and will be added, revised or ended as necessary. If outcomes are not achieved within a timely basis, the services will be terminated.

1.6 Purchasing and Contracting Division/Department

This Request For Proposal process is administered by La Crosse County, Purchasing Division and the person responsible for managing the procurement process is Chris Sander

The contract resulting from this RFP will be administered by La Crosse County, Human Services Department. The Contract Coordinator will be Chris Sander.

1.7 Definitions

The following definitions are used throughout the RFP:

DHS – Department of Health Services

DVR – Department of Vocational Rehabilitation

IPS – Individual Placement and Support Services

WRIC – Western Region Integrated Care

1.8 Clarifications and/or Revisions to the Specifications and Requirements

This Request For Proposal (RFP) process is administered by La Crosse County, Human Services Department and the person responsible for managing the procurement process is Chris Sander.

Any questions concerning this document must be received in via e-mail to csander@lacrossecounty.org by **3:00 p.m., May 24, 2022**.

Providers are expected to raise any questions, exceptions, or additions they have concerning this document at this point in the process. If a provider discovers any

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this document, the provider should immediately notify the above named individual of such error and request modification or clarification.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this document, revisions/amendments and/or supplements will be provided via the La Crosse County Website and via email to all known interested parties.

1.9 Vendor Conference

A vendor conference will be held at **12:00 p.m. on Wednesday, May 4, 2022**, via Microsoft Teams online and/or phone. This is held to respond to written questions and to provide additional instruction and information to providers on the submission of proposals. There will be minutes taken, posted on the website and emailed to all known interested parties. ***This will be the only forum where questions will be answered.***

To receive the information on how to attend the vendor conference, please **RSVP** via email Chris Sander at csander@lacrossecounty.org by **11:00 a.m. Wednesday, May 4, 2022**. Chris will forward you the link and phone information via email prior to the vendor conference.

1.10 Calendar of Events

April 26, 2022	Release date of RFP
May 2, 2022	Questions on RFP due to County by 3:00 p.m.
May 4, 2022	Vendor Conference, 12:00 p.m. – RSVP required
May 24, 2022	Proposals due from vendors, receipt by 3:00 p.m.
June 6, 2022	Vendor Interviews- please hold these times open for possible vendor interviews (1:00 p.m.; 2:00 p.m.)
June 24, 2022	Anticipated notification of award sent to vendors
August 1, 2022	Estimated contract start date

1.11 Contract Terms and Rate Increases

The contract shall be effective from August 1, 2022 until December 31, 2025.

Annual rate adjustments will be made automatically following the July Consumer Price Index for Urban Regions (CPI-U).

1. The rate will be determined from tables from the U.S. Department of Labor-Bureau of Labor Statistics for the Midwest Urban region for areas of 50,000 or more.
2. Should the CPI-U ever be less than 0%, the Provider rates will stay the same as the current year. Should the CPI-U ever be more than 3%, Provider rates will go up 3%.
3. Automatic Rate Adjustments exclude services that are purchased at retail price, Medical Assistance (MA) Rates, and reimbursement rates set by the State (i.e. children’s group homes/residential care centers, autism, etc.). Also excluded are

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

contracted rates that include a total dollar amount not to exceed during the contract period.

2.0 PREPARING AND SUBMITTING A PROPOSAL

2.1 General Instructions

The evaluation and selection of a provider and the contract will be based on the information submitted in the provider's proposal and any required vendor presentation/interviews. Failure to respond to each of the requirements in the RFP may deem the proposer non-responsive.

Elaborate proposals (i.e. expensive artwork) beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

2.2 Public View of Proposals

To the extent permitted by law, it is the intention of La Crosse County to withhold the contents of the proposal from public view until such times as competitive or bargaining reasons no longer require non-disclosure, in the opinion of La Crosse County. At that time, all proposals will be available for review in accordance with the Wisconsin Public Records Law.

2.3 Incurring Costs

La Crosse County is not liable for any cost incurred by proposers in replying to this RFP.

2.4 Submitting the Proposal

Proposers must submit all materials required for acceptance of their proposal by **3:00 p.m. of Tuesday, May 24, 2022**, to:

Chris Sander
csander@lacrossecounty.org

If proposer is unable to submit materials via email, please contact Chris Sander at (608)785-5511 or csander@lacrossecounty.org for further instructions. All proposals must be received by time and date stated above.

2.5 Proposal Organization and Format

Proposals should be typed and submitted on 8.5 x 11 inch paper bound securely. The "original" should be marked as such on the title page. Proposals should include a Table of Contents and be organized and presented in the order and by the number assigned in the RFP. Each heading and subheading should be separated by tabs or otherwise clearly marked. The RFP sections which should be submitted or responded to are:

- Evaluation Criteria (See Section 3.5 if this RFP)
 - Service Methodology
 - Organizational Capabilities

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

- Staff Qualifications
- Funding/Price Proposal

- Required Forms
 - Attachment A Signature Affidavit
 - Attachment B Vendor Data Sheet
 - Attachment C Purchase of Service Contract (return only if any requested revisions) or submit your suggested contract template.
 - Attachment D Budget Request Form

2.6 Multiple Proposals

Multiple proposals from a provider will be permissible; however each proposal must conform fully to the requirements for proposal submission. Each such proposal must be separately submitted and labeled as Proposal #1, Proposal #2, etc. on each page included in the response.

2.7 Vendor Presentation/Interview

Top scoring proposers, based on an evaluation of the written proposal, may be required to participate in presentations/interviews to support and clarify their proposals. **These will be scheduled for June 6, 2022, following an internal meeting on May 31st. Please keep this date open for a possible presentation/interview. Generally, it is appropriate to bring staff familiar with the program and financial aspects of the proposal such that questions can be answered during the interview time.**

3.0 PROPOSAL SELECTION AND AWARD PROCESS

3.1 Opening of Bid

Proposals will be opened after 3:00 p.m. on May 24, 2022.

3.2 Preliminary Evaluation

The proposals will first be reviewed to determine if requirements in Section 2.0 are met and if additional mandatory requirements are met. Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all providers do not meet one or more of the mandatory requirements, La Crosse County reserves the right to continue the evaluation of the proposals and to select the proposal which most closely meets the requirements specified in this RFP.

3.3 Right to Reject Proposals and Negotiate Contract Terms

La Crosse County reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, La Crosse County may negotiate a contract with the next highest scoring proposer.

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

In addition, La Crosse County reserves the right to discontinue the RFP process at any time and makes no commitments, implied or otherwise, that this process will result in a business transaction with one or more providers.

3.4 Proposal Scoring

Accepted proposals will be reviewed by an evaluation committee and scored against the stated criteria. The committee will review all proposals and will request vendor presentation/interviews and use the results of those meetings in scoring the proposals.

3.5 Evaluation Criteria

<u>Description</u>	<u>Points</u>
<u>Service Methodology</u>	25
Provide a demonstrated success and an understanding in the areas of service required in the Service Description above. Include program methods, strategies, and “how” the proposed services are consistent with services requested. Provide what Evidence Based Practice tools the proposer will use.	
<u>Organizational Capabilities</u>	25
Describe Proposer agency experience, ability, and capabilities in providing the service, including current infrastructure and serving the target population. Please also outline your organization’s experience collaborating with other community partners.	
<u>Staff Qualifications</u>	25
Describe the educational and background work experience of the direct staff and supervisory staff who will be assigned to provide these services. Give an explanation of what training and ongoing training will be provided to staff and the length of the training and how your agency will meet the CCS training requirements ongoing. What does your agency have in place to assist with staff retention?	
<u>Funding/Price Proposal</u>	25
Please complete the attached budget worksheets and provide a quarter hour rate. Vendor will need to bill CCS funded services by breaking out face-to-face, documentation, travel time, and service planning.	
<u>Vendor Interviews</u>	100
<u>TOTAL</u>	200

3.6 Required Forms

The following forms must be completed and submitted with the proposal in accordance with the instructions given in Section 2.0. Blank forms are attached.

- | | |
|--------------|---------------------------------------------------------------------|
| Attachment A | Signature Affidavit |
| Attachment B | Vendor Data Sheet |
| Attachment C | Purchase of Service Contract (only if you have requested revisions) |
| Attachment D | Budget Packet |

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

3.7 Final Offers

The final decision is estimated to be made by the Internal Purchasing Approvers by June 24, 2022.

3.8 Notification of Intent to Award will be Shortly Following Final Approval

As a courtesy, La Crosse County may send a notification of award memo to responding providers at the time of award.

4.0 SPECIAL CONTRACT TERMS AND CONDITIONS

La Crosse County reserves the right to accept or reject any or all proposals or portions thereof without stated cause.

La Crosse County reserves the right to re-issue any solicitations.

Upon the selection of a finalist provider, La Crosse County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this provider. If La Crosse County, for any reason, is unable to reach a final agreement with this provider; La Crosse County reserves the right to reject such provider and negotiate a final agreement with the provider who has the next most viable proposal or bid. La Crosse County may also elect to reject all proposals and re-issue a RFP.

Clarification of proposals: La Crosse County reserves the right to obtain clarification of any point in a provider's proposal or obtain additional information.

La Crosse County is not bound to accept the proposal with the lowest cost, but may accept the proposal that demonstrates the best ability to meet the needs of La Crosse County.

La Crosse County reserves the right to waive any formalities, defects, or irregularities in any proposal, response, and/or submittal where the acceptance, rejection, or waiving of such is in the best interests of La Crosse County.

La Crosse County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the provider.

Indemnification

The Provider agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the Purchaser, and its agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Provider, or its (their) agents and / or subcontractors which may arise out of or connected with activities covered by this contract.

5.0 PURCHASE OF SERVICE CONTRACT

The Purchase of Service Contract "Agreement," attached hereto on Attachment C, shall be defined by written agreement between the parties and shall be binding when fully executed by the parties.

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

Supplier responses to the RFP will be incorporated by reference in each written agreement and will become an integrated part of each final contract.

The proposer should submit as part of the RFP response any comments to the Purchase of Service Contract. It is requested that proposers not re-type or scan the document. Please provide feedback in the form of redline where required. La Crosse County will assume agreement of all contract language unless noted by provider.

6.0 EXPENSES RELATED TO CONTRACTING

6.1 Insurance Requirements

Provider will at all times, during the terms of this contract, keep in force insurance policies issued by an insurance company authorized to do business and licensed in the State of Wisconsin. Unless otherwise specified in Wisconsin Statutes, the types of insurance coverage and minimum amounts shall be as follows:

- Workers' Compensation: minimum amount statutory
- Comprehensive general liability: \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Auto Liability (if applicable): \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Professional Liability (if applicable): minimum amount \$500,000
- Excess Liability Coverage: \$1,000,000 over the General Liability and Automobile Liability coverages.

6.2 Interpreters

Providers of services, not goods, are required by contract to sign a Letter of Assurance for Civil Rights Compliance. This document requires a provider of services to provide those services without discrimination, which means that they will need to provide an interpreter/translator at no cost to the client or La Crosse County.

6.3 Audits

Wisconsin Statutes 46.036(4) (c) requires that any Purchase of Service contract vendor with a contract in excess of \$100,000 must provide the County with an annual audit report within 180 days from vendor's year end.

6.4 Background Checks

- A. Provider shall comply with the provisions of DHS 12, Wis. Admin Code.
- B. Provider shall conduct background checks at its own expense of all employees assigned to do work, with direct client contact, for the Purchaser under this contract.
- C. Provider shall conduct background checks with other states where the employee has lived, any time an employee required to have a background check, has lived out of state within the last 3 years.
- D. Provider shall retain in its Personnel Files all pertinent information, to include a Background Information Disclosure Form and/or search results from the Department of Justice, the Department of Health Services, and the Department of

**WRIC Comprehensive Community Services (CCS)
Individual Placement and Support (IPS) Services RFP**

Regulation and Licensing as well as out of State records, tribal court proceedings and military records.

- E. Provider shall not assign any individual to conduct work under this contract who does not meet with requirement of this law.
- F. Provider shall train its staff to immediately report all allegations of misconduct to their immediate supervisor, including abuse and neglect of a client or misappropriation of client's property. Staff shall also report to their immediate supervisor, as soon as possible, but no later than the next working day, when they have been convicted of any crime or have been, or are being investigated by any government agency for any act or offense (DHS 12.07(1)).
- G. The Provider shall notify the Purchaser, as soon as possible, but no later than the Purchaser's next business day, when any of the following occurs with regard to its personnel pursuant to DHS 12.07(2):
 - a. The Person has been convicted of any crime
 - b. The person has been or is being investigated by any governmental agency for any other act, offense or omission, including an investigation related to the abuse or neglect, or threat of abuse or neglect, to a child or other client, or an investigation related to misappropriation of a client's property.
 - c. The person has a governmental finding substantiated against them of abuse or neglect of a client or of misappropriation of a client's property.
 - d. In the case of a position for which the person must be credentialed by the department of regulation and licensing, the person has been denied a license, or the person's license has been restricted or otherwise limited.
- H. Upon notification from Provider, Purchaser will follow its internal procedures.
- I. Provider shall maintain the results of background checks on its own premises for at least the duration of the contract. Purchaser may audit Provider Personnel files to assure compliance with the State of Wisconsin Caregiver Background Check Policy.
- J. After the initial background check at the time of employment, licensure or contracting, the Provider must conduct a new Caregiver Background Check every four (4) years, or at any time within that period if the Provider has reason to believe a new check should be obtained.

Plan and budget accordingly for all of these expenses related to contracting with La Crosse County.