



Information Packet for Request for Proposals

***Child, Youth, and Family Peer Services for
WVCH Members with Mental Health and/or Addictions Challenges***

July 19, 2017

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PROCESS AND TIMELINE:

Activity	Date & Time
Public Notice of Request for Proposals (RFP) published	Wed, July 19, 2017
RFP opens; Information Packet available	Wed, July 19, 2017 at 8 AM
Questions from potential applicants due *	Mon, July 24, 2017 by 5 PM
Answers to questions from potential applicants available	Thurs, July 27, 2017 by 5 PM
Deadline for protest of solicitation	Thurs, July 27, 2017 by 5 PM
Proposals due to BCN	Mon, August 7, 2017 by 10 AM
Evaluation of proposals	August 7-14, 2017
Announcement of contract awards	Wed, August 23, 2017 by 5 PM
Deadline for protest of contract award	Wed, August 30, 2017 by 5 PM
Contracts written and executed	August 31-September 14, 2017
Contracts effective	To be negotiated with each contractor
Disbursement of funds	

* Submit questions in writing to cpeterson@mvbncn.org

***This information packet and all other materials related to this RFP are available on BCN's website:
www.mvbncn.org/procurement***

It is the responsibility of each potential applicant to monitor BCN's website for posting of important information related to this RFP.

CONTRACT PERIOD:

The initial contract is for a mutually agreed upon effective date in 2017, through December 31, 2018. The contract may be renewed for up to four (4) full calendar year terms.

BACKGROUND AND DESCRIPTION OF SERVICES:

About BCN and this Contract Application

BCN is responsible for managing the mental health benefits for Marion and Polk County residents who are enrolled in the Oregon Health Plan as Members of Willamette Valley Community Health (WVCH). Through its contract with WVCH, BCN is required to contract for the full range of mental health services. This RFP serves to identify organizations that are interested in providing peer services to youth and/or families of WVCH Members. (Note: BCN manages the addictions network; however, addictions contracts are held by WVCH.)

BCN MISSION

To improve the lives of WVCH Members through investments in community resources and access to high quality, integrated mental health and addictions services.

BCN GOALS

- Ensure timely access to treatment and recovery services.
- Increase capacity of families and communities to promote mental health.
- Integrate behavioral health with other health care and social supports.
- Promote meaningful, culturally competent engagement.
- Ensure network excellence through oversight, training, and quality improvement.
- Facilitate operational excellence.

Expectations for Consumer-Run Organizations

Definitions

- “Behavioral health” includes mental health and/or alcohol and drug challenges.
- The legal entity that will be contracted by BCN to deliver peer services is referred to as a “consumer-run organization” (CRO). (Note: BCN uses the terms “peer-led services”, “consumer-run services” and “consumer-operated services” interchangeably.)
 - The federal Substance Abuse and Mental Health Services Administration (SAMHSA) highlights four possible functions of “consumer-operated services” in its Consumer-Operated Services Evidence-Based Practices (EBP) KIT¹: “Consumer-operated services have diverse sets of practices, but research has recognized four basic types of functions: mutual support, community building, providing services, and advocacy. Some consumer-operated services assume all four of these functions; others emphasize only some of them.”
 - According to SAMHSA, “consumer-operated” means:
 - *Independent*: The entity is administratively controlled and operated by mental health consumers.
 - *Autonomous*: Decisions about governance, fiscal, personnel, policy, and operational issues are made by the program.
 - *Accountable*: Responsibility for decisions rests with the program.

¹ This KIT is available for free through SAMHSA’s online store: <http://store.samhsa.gov/product/Consumer-Operated-Services-Evidence-Based-Practices-EBP-KIT/SMA11-4633CD-DVD>

- *Consumer controlled:* The governance board is at least 51 percent mental health consumers.
- *Peer workers:* Individuals in recovery from a mental health disorder and/or addictions who use their experience to support others in recovery.

Geography

WVCH covers a large geographical area, and because of this, peer-led services are intended to be available in Polk and Marion Counties, including rural areas. For purposes of this RFP, rural areas are those outside the cities of Salem (including West Salem) and Keizer.

Collaboration

While CROs will be individually contracted, it is expected that all contracted CROs will work together to meet the needs of WVCH Members.

Engagement

Advocates, consumer/survivors, and consumer-run organizations are vital to our community. BCN expects that each entity awarded a contract will make its staff, volunteers, and/or participants aware of the opportunities for robust consumer voice within BCN and encourage their involvement in BCN's Consumer Advocates Team and other BCN committees.

Outcomes

Each proposal must include a set of outcomes and associated metrics for the peer services to be provided. Proposals must also describe the evaluation techniques that will be used. Examples of outcomes include, but are not limited to, the following. Applicants are free to propose some of these or others.

- Improved quality of life/well-being.
- Reduction in utilization of crisis services, emergency department, and/or inpatient services.
- Increased feeling of empowerment and control over educational, medical, and social service institutions for families or youth receiving services.
- Improved self-advocacy skills.
- Increased social support and network of natural supports.
- Reduction in family stress.
- Increased family involvement.
- Increased community connections to resources.
- Increased school attendance.
- Other positive mental health outcomes.

Cultural Competence

All services are to be culturally sensitive and culturally competent. Cultural sensitivity will need to be integrated throughout the CRO.

Contract Management

BCN is responsible for monitoring contractual relationships with all selected CROs. CROs must participate in all audits conducted by BCN. Selected CROs will be offered some technical assistance to prepare their staff for adherence to BCN's adopted practices. CROs will be responsible for managing funds provided through a contract with BCN in accordance with generally accepted accounting principles (GAAP) and for ensuring appropriate use of those contract funds.

Focus Areas

BCN has identified the following focus areas for the delivery of child, youth, and family peer services in Marion and Polk Counties:

- Drop-in center for youth and young adults (ages 14-25 years old) with behavioral health challenges. This center should offer 1:1 peer support to attendees in addition to time where the center is open for activities.
- Youth peer services.
- Peer services for families of individuals (any age) experiencing mental health and/or addictions challenges.

EVALUATION AND AWARD:

Applications will be evaluated by the BCN on the basis of their responses and in accordance with the following:

Evaluation Area	Maximum # of Points
Organizational alignment with the SAMHSA definition of consumer-operated services	25
Geographic area(s) served	20
Total number of people served; % who would be WVCH Members	25
Proposal will meaningfully expand services within targeted Focus Area(s)	25
Administrative and financial capacity to provide peer services	25
Identification of meaningful outcomes and metrics that reflect efficacy of the program	20
Overall Value (# served + services + geographic areas + cost)	40
TOTAL	180

Applicants may be asked for additional information, clarifications, or references.

CONTRACT APPLICATION

Child, Youth, and Family Peer Services for WVCH Members with Mental Health and/or Addictions Challenges

Please type or print all information. Return the completed and signed Contract Application Form with the Required Responses to:

Mid-Valley Behavioral Care Network
Child, Youth, and Family Peer Services RFP
Attn: Peer Network Program Coordinator
2965 Ryan Drive SE, Suite 150
Salem, Oregon 97301

Name of Interested Consumer-Run Organization	Director's Name
Address	City/State/Zip

Name of person designated to receive all communications regarding this Contract Application (one person only)	Phone
Email Address	Fax

Signature below indicates an interest in contracting with Behavioral Care Network to provide consumer-run services to Willamette Valley Community Health Members and the authority to commit to such a contract.

The Applicant certifies pursuant to ORS 279A.110(4) that it has not discriminated and will not discriminate against any minority, women, or emerging small business enterprise or against a business enterprise that is owned or controlled by or that employs a disabled veteran in obtaining any required subcontract.

NAME AND TITLE (please print or type)

SIGNATURE

DATE

IMPORTANT: Please respond to each item in both sections of Required Responses. Responses are binding on the applicant unless otherwise negotiated through the contracting process.

REQUIRED RESPONSES

Section A: Organizational Overview

1. Describe your organization, including specific information demonstrating your capacity to follow through with contract requirements and implementation.
2. Describe your experience partnering with healthcare providers and community stakeholders.
3. Describe your experience providing services to Oregon Health Plan Members.
4. Describe your capacity to provide culturally competent services.
5. Describe how your organization meets SAMHSA's definition of "consumer-operated".

Section B: Proposal

1. Service Description
 - a. Provide a description of the services, supports, and activities you're proposing. Specifically identify the focus area(s) from page 3 that is(are) addressed in your proposal
 - b. Provide a description of your experience serving the focus area(s) identified above.
2. Number Served
 - a. Project the number of individuals to be served in the initial contract period and annually thereafter.
 - b. Project the % of individuals served who would be WVCH Members
3. Identify the geographic area(s) where services will be delivered, including specific locations, if known.
 - a. Describe how you will provide services in Salem metropolitan area (including West Salem).
 - b. Describe how you will provide services in Marion and Polk Counties outside of Salem.
4. What are the hours and days of the week that services will be available? Holidays?
5. Identify outcomes and associated metrics you will report.
6. Funding
 - a. Budget for initial contract period (mutually agreed upon effective date in 2017, through December 31, 2018)
 - Provide a line-item budget for the services, supports, and activities described in Section B-1 above that includes:
 - Personnel (FTE and related costs);
 - Program costs (materials, supplies, equipment, training, equipment, travel, etc.);
 - Insurance;
 - Rent/building costs;
 - Overhead/indirect costs; and
 - Any other expenses not previously mentioned.
 - If you are requesting start-up funds, please list them separately from the above budget. Provide a description of the reasons you need the funds along with an itemized list of funds requested.
 - List other current or planned sources of funding, including amounts.
 - b. What is the estimated total annual budget for the year following the initial contract period (2019)?
7. Describe your timeline for hiring staff and launching services.
8. Describe your sustainability plan.

GENERAL RULES FOR CONTRACT APPLICATION AND AWARD PROCESS:

Complete Application:

- A complete application consists of the Contract Application Form and all pages related to the applicant's Required Responses.

Submitting the Application:

- The deadline to submit applications is 10 AM on Monday, August 7, 2017.
 - No changes can be made to proposals after this deadline
- Applications may be submitted by email, US postal mail, express courier, or delivered in person. Applications submitted by email must be in PDF file format. BCN's office is open weekdays between 8 AM and 5 PM (closed on most government holidays).

The address for mailing or delivering applications is:

Mid-Valley Behavioral Care Network
Child, Youth, and Family Peer Services RFP
Attn: Peer Network Program Coordinator
2965 Ryan Drive SE, Suite 150
Salem, Oregon 97301

The address for emailing applications is: mhcontracting@mvbcn.org

- No faxed applications will be accepted.
- Applications received after the submission deadline will not be considered. Paper copies will be returned to the applicant by US postal mail or released in person to the applicant's representative who presents proper identification. Paper copies may be shredded by BCN with permission from the applicant. Applications submitted by email will be deleted.

Revisions to the RFP by BCN:

- If BCN makes any substantial changes or revisions to this RFP, to the Contract Application and/or Required Responses, or to key dates in the application and award process, the new information will be emailed to each party that has contacted BCN for the Information Packet. Additionally, the information will be posted on BCN's website at www.mvbcn.org/procurement. BCN will not make any changes after 10 AM on Monday, July 31, 2017, unless BCN also extends the deadline to submit applications.

Questions from Potential Applicants:

- Potential applicants have an opportunity to ask questions about this RFP. Questions must be submitted in writing to cpeterson@mvbcn.org by 5 PM on Monday, July 24, 2017.
- Answers to questions will be emailed by 5 PM on Thursday, July 27, 2017, to each party that has contacted BCN for the Information Packet. Additionally, the questions and answers will be posted on BCN's website at www.mvbcn.org/procurement.
- Statements made by BCN representatives are not binding on BCN unless they are made in writing.

Withdrawing or Resubmitting an Application:

- An applicant may *withdraw* its application at any time before the submission deadline. The applicant must make this request clearly and in writing. The request may be sent by US postal mail, express courier, or delivered in person to BCN's office, or the request may be sent by email to mhcontracting@mvbcn.org. Paper

copies of applications will be returned to the applicant by US postal mail or released in person to the applicant's representative who presents proper identification. Paper copies may be shredded by BCN with permission from the applicant. Applications submitted by email will be deleted.

- An applicant may *resubmit* its application at any time before the submission deadline. If the applicant wishes to resubmit an application, it is the responsibility of the applicant to make sure that it is received by the submission deadline and delivered as described above. The applicant must clearly identify the resubmitted application as such. Paper copies of original applications will be returned to the applicant by US postal mail or released in person to the applicant's representative who presents proper identification. Original paper copies may be shredded by BCN with permission from the applicant. Original applications submitted by email will be deleted.

Protest of Solicitation:

- A prospective applicant may protest the procurement process or the solicitation document for a contract solicited under ORS 279B.055, 279B.060 and 279B.085 as set forth in ORS 279B.405(2). Before seeking judicial review, a prospective applicant must file a written protest with BCN and exhaust all administrative remedies.
- In addition to the information required in ORS 279B.405(4), a prospective applicant's written protest shall include a statement of the desired changes that the applicant believes will remedy the conditions upon which the applicant has based its protest. All protests must be delivered in writing to BCN by 5 PM on Thursday, July 27, 2017.
- BCN shall not consider any protest submitted after the timeline identified above. BCN shall issue a written disposition of the protest in accordance with the timeline set forth in ORS 279B.405(6). If BCN upholds the protest, in whole or in part, BCN may in its sole discretion either issue an addendum reflecting its disposition or cancel this solicitation.

Correcting Mistakes in the Application after the Submission Deadline:

- BCN may waive or allow an applicant to correct a minor informality in its application. A minor informality is a matter of form rather than substance that is evident on the face of the application, or an insignificant mistake that can be waived or corrected without prejudice to other applicants.
- BCN may but is not required to correct a clerical error if the intended offer and the error are evident on the face of the application or other documents submitted with the application, and the applicant verifies BCN's correction in writing.
- BCN will not allow an applicant to make significant changes in its application after the submission deadline.

Public Records; Confidentiality of Applications:

- All applications will be made available for public inspection when the awards are announced except for those portions designated by applicants as trade secrets or as confidential proprietary data. Applicants must mark each confidential section and/or page as follows: THIS MATERIAL IS TO BE HELD CONFIDENTIAL.

Protest of Contract Awards:

- Any protests or disputes will be made in accordance with ORS 279B.400 through 279B.425. All protests of contract awards must be delivered in writing to BCN by 5 PM on Wednesday, August 30, 2017.

Reservation of Rights:

BCN reserves all rights regarding this RFP, including and without limitation the right to:

- Request additional information from any applicant, in writing and/or in a meeting, pertaining to any statements made within the application
- Waive any minor irregularities or informalities in any application and interview

- Extend the deadline for submission of applications
- Amend or cancel this solicitation without liability if it is in the best interest of the public to do so
- Accept the application/s deemed to be the most beneficial to the public and BCN
- Negotiate the statement of work within the scope of work described in this RFP and to negotiate the rate
- Negotiate and accept, without re-advertising this solicitation, the application of any other applicant/s in the event that a contract cannot be successfully negotiated with the selected applicant/s
- Reject any application that fails to substantially comply with all prescribed solicitation procedures and requirements
- Reject any and all applications, or accept only portions of an application
- Discontinue contract negotiations with a selected applicant if negotiations are not completed satisfactorily within a timeframe that permits the contract to be effective upon the date required by BCN