

Request For Proposal

MEANINGFUL DAY PROGRAMMING - COLUMBUS COUNTY

RE-POST - SEPTEMBER 2018

This solicitation should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.

Transforming Lives



201 W. First Street
Greenville, NC 27858-1132

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EXECUTIVE SUMMARY

Trillium Health Resources is a Managed Care Organization (MCO)/Local Management Entity that oversees publicly funded behavioral health, substance use, and intellectual/developmental disability services for 26 counties in eastern NC. The mission of Trillium Health Resources is *“Transforming the lives of people in need by providing them with ready access to care.”*

The primary purpose of this RFP is to invite service providers who serve adult members with Intellectual and/or Developmental Disabilities (IDD) to submit a proposal for the following services for Columbus County.

- ▲ ADVP
- ▲ Day Activity
- ▲ Day Supports
- ▲ CLFS
 - Level 1
- ▲ Supported Employment
 - Innovations
 - IDD

GENERAL/BACKGROUND INFORMATION

The mission of Trillium Health Resources is *“Transforming the lives of people in need by providing them with ready access to care.”* We have identified a need for the above service array in Columbus County within the Trillium catchment area to provide these services for our adult population.

Trillium will work closely with the selected provider to ensure that the services are being provided as clinically indicated. The provider will be subject to routine monitoring by Trillium Network staff and may be subject to additional reviews as needed.

SCOPE OF WORK

The primary goal of the RFP is to meet a need for services that promote inclusion and independence with a focus on enabling the members supported to maintain their maximum self-sufficiency, increase self-determination, and enhance the opportunity to have a meaningful day or engage in meaningful work. Trillium would like these services to be provided out of one primary location and be complimentary to one another.

The targeted populations for these services are adults who experience an IDD diagnosis and who receive Innovations, Medicaid, or State funding.

The following questions will require answers in your agency’s RFP response:

- ▲ Is your agency currently nationally accredited?
- ▲ Is your agency currently enrolled in NC Tracks?
- ▲ Is your agency licensed and/or familiar with the licensing process? Please explain.

- 🌱 Please include job descriptions for appropriate staff for all listed services.
- 🌱 Please discuss how your agency will ensure members have access to informed choice while also experiencing a meaningful day.
- 🌱 Please discuss any curricula that will be used in your program including any evidenced-based or best practices.
- 🌱 Please discuss the role of active treatment with this array of services.
- 🌱 Please discuss how your agency will market to and work with transitional youth (ages 18-25.)
- 🌱 Please discuss how your agency will engage and work with members in rural communities.
- 🌱 Please discuss how your agency will include components such as; benefits counseling and opportunities for microenterprise within the Supported Employment Program.
- 🌱 Please describe what steps you will take, including adhering to the prescribed timeline, to implement this array of services.
- 🌱 Does your agency currently use an electronic health record (her) or electronic medical record (EMR)? Please share the name of the system and the steps you are taking to prepare for the North Carolina Exchange Authority (NCHIEA.)
- 🌱 Please also discuss your agency's plan for record and note keeping, specifically as it applies to the listed services.
- 🌱 Discuss how your agency will track outcomes for this array of services.

Providers will be responsible for adhering to the following:

1. Clinical Coverage Policy 8P, "Day Supports and Supported Employment"
2. Medicaid/State Funded MHSADD Service Definitions: "ADVP, Day Activity, CLFS (located under 'For Providers' on the Trillium Health Resources website) and Supported Employment"
3. APSM 45-2: "Records Management and Documentation Manual"
4. APSM 95-2: "Clients Rights Rules in Community Mental Health, Developmental Disabilities and Substance Abuse Services"
5. HIPAA
6. Maintaining Accreditation
7. Any applicable local, state and federal regulations
8. The Trillium Health Resources Benefit Plan
9. The North Carolina Information Exchange Authority (NCHIEA) Healthcare provider information exchange guidelines and implementation timelines documented here <https://hiea.nc.gov/>

COMPLIANCE

Guidelines for Trillium Input:

The selected provider MUST agree to:

1. Complete steps to demonstrate readiness to provide these services effective

May 1st, 2019

- a. Secure an appropriate location for service provisions.
- b. Obtain licensure from Division of Health Service Regulations for your setting.
- c. Hire and/or train staff.
- d. Obtain any equipment needed for provision of services.
- e. Develop protocols/procedures, in your agency's standard format, to ensure that the services are provided in compliance with Clinical Coverage Policy 8P and Medicaid/State Funded Service Definitions.
2. Provide weekly updates on progress to the Trillium Project Manager, Maegan Veillette, until the project is complete and the service provision has been implemented. Updates are to be provided via email to the Project Manager at Maegan.Veillette@TrilliumNC.org
3. Comply fully with the following:
 - a. 1. Clinical Coverage Policy 8P, "Day Supports and Supported Employment"
 - b. Medicaid/State Funded MHSADD Service Definitions: "ADVP, Day Activity, CLFS and Supported Employment"
 - c. APSM 45-2: "Records Management and Documentation Manual"
 - d. APSM 95-2: "Clients Rights Rules in Community Mental Health, Developmental Disabilities and Substance Abuse Services"
 - e. HIPAA
 - f. Maintaining Accreditation
 - g. Any applicable local, state and federal regulations
 - h. The Trillium Health Resources Benefit Plan
 - i. Submissions of TARs and claims in accordance with the Medicaid Benefit Plan
 - j. PCP Instructional Manual
 - k. The Trillium Health Resources Provider Manual
 - l. The North Carolina Information Exchange Authority (NCHIEA) Healthcare provider information exchange guidelines and implementation timelines documented here <https://hiea.nc.gov/>.

If the selected provider is unable to comply with the contract requirements, Trillium Health Resources has the right to terminate the contract for Day Supports & Supported Employment services and recoup funds.

TIMELINE/SCHEDULE REQUIREMENTSPAMLICO

Questions & Answer (Q&A) Submission Deadline	October 19, 2018
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Please use the link to submit Questions	
Q&A results posted on Trillium Website	November 1, 2018
Proposal Submission Deadline	December 1, 2018
RFP Award Notification	January 1, 2019
Date work to begin (projected)	May 1, 2019

***All timelines are tentative and subject to change

- 🌱 Written questions concerning this RFP will be received until **October 19, 2018 at 5:00PM Eastern Daylight Time**. They must be sent via [Questions](#) link.
- 🌱 It is important that all interested agencies on this proposal periodically check the Trillium website, www.trilliumhealthresources.org for any update that may be issued prior to the proposal closing date.

ELIGIBILITY REQUIREMENTS

- 🌱 Selected provider must be contracted and must not have outstanding program integrity or Network sanctions with Trillium.
- 🌱 Selected provider must have current national accreditation.
- 🌱 Selected provider must adhere to all program, staffing, and training requirements set forth in: Clinical Coverage Policy 8P, "Day Supports and Supported Employment" and Medicaid/State Funded MHSADD Service Definitions: "ADVP, Day Activity, CLFS and Supported Employment"
- 🌱 Selected provider must adhere to all regulatory requirements listed in the above "Compliance" section.

FORMATTING REQUIREMENTS

Trillium's goal is to review all proposals. However, this goal must be balanced against our obligation to ensure equitable treatment of the received proposals. **For this reason Trillium has established the following formatting requirements. If you do not adhere to these requirements, your proposal will be screened out and returned to you without review.**

- 🌱 All proposals must be submitted electronically through [REQUEST](#), Trillium's Solicitation Portal.
- 🌱 Any attachment pages must be typed in black, double-spaced, using a font of Times New Roman 12, with 1" margins.
- 🌱 Any specified page limits cannot be exceeded.
- 🌱 Applicants must use the sections/headings listed under Required Proposal and place the required information in the correct section.
- 🌱 Black print should be used throughout your application, including any charts and graphs.
- 🌱 Materials with printing on both sides will be excluded from review.
- 🌱 Attached pages should be clearly labeled and numbered consecutively from beginning to end so that information can be located easily.

REQUIRED PROPOSAL COMPONENTS

- ▲ **Face Sheet (provided as part of the electronic application)** - organizational information such as legal name, employer/taxpayer number, address, contact information for leadership, etc.
- ▲ **Cover Letter (Attachment A)**
 - ▲ Summary of proposed project and intent to submit proposal
 - ▲ Summary description of strategy/plan and how it meets project goals and measurable objectives
 - ▲ Letter must be signed by an **officer** of the company
 - ▲ There is a one (1) –page limit for this document
 - ▲ PDF-files preferred
- ▲ **Project Narrative**, including all 4 sections listed below and supporting documentation, as needed (**insert # of characters or pages under each Section**)
 - ▲ **Section A: Company/Organizational Information**
 - Description of the company and its professional history as it relates to the services sought under this RFP
 - Three external references from clients or client family members who have received similar services within the past five years. Offers proposing to use Subcontractors for significant portions of the scope of work must also include three external references for each Subcontractor. (Attachment B1)
 - Three external references from community stakeholders. (Attachment B2)
 - Licensing and/or bonding information
 - Complete copies of the organization’s last fiscal year’s financials including the audit opinion, the balance sheet, statements of income, retained earnings, cash flows, management letters, and the notes to the financial statements (Attachment C) OR
 - If independently audited financial statements do not exist, the provider/vendor should state the reason and submit sufficient information to be evaluated.
 - ▲ **Section B: Project Plan**
 - Description of what is being proposed and how it will be accomplished, as related to the intent of the RFP.
 - ▶ There is 1500 word limit for this document
 - The timeline for the service or project will serve as the basis for monitoring progress and adjusting activities as necessary. Please include the following information in your timeline:
 - ▶ All activities required to accomplish the key objectives of the project.
 - ▶ Target dates for the proposed activities where appropriate.
 - ▶ Information on the proposed start and completion dates of the key objectives and activities.
 - ▶ Technical Specifications including any equipment, software, facility impact, etc., if applicable.

- ▶ Installation and Maintenance plans, if applicable.
 - ▶ Project Management, including Performance Management and Security/Fault Management, if applicable.
 - ▶ Education/Training and Supervision.
- ▲ **Section C: Personnel**
- Provide comprehensive organizational chart of personnel positions for the project/service, including the CEO and any other executive/leadership positions, to reflect the role of each position, their level of effort and qualifications (Attachment D).
 - Personnel charts for any subcontractors used, if applicable (Attachment E).
 - Personnel charts may be submitted as attachments, labeled and paginated.



PROPOSAL EVALUATION INFORMATION

- ▲ All proposals will be reviewed for compliance with the mandatory requirements stated within the RFP. Proposals deemed non-responsive will be eliminated from further review.
- ▲ The Trillium point of contact may contact the Provider/Vendor for clarification of any response.
- ▲ Responsive proposals will be evaluated on the factors that have been assigned a point value. The proposal will be reviewed and scored according to the quality of the response to the requirements in Sections A-D. The responsible Provider(s)/Vendor(s) with the highest score(s) will be selected as a finalist or the finalist based upon the proposals submitted.
- ▲ Finalist Providers/Vendors may be asked to submit revised proposals or make a presentation for the purpose of obtaining best and final offers. If so, points will be recalculated accordingly, and points awarded will be added to the previously assigned points to attain final scores.
- ▲ The responsible Provider/Vendor whose proposal is most advantageous to Trillium, taking into consideration the evaluation factors, will be recommended for contract award. Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score.
- ▲ It is Trillium's intent to award this service to the most qualified applicant, though Trillium reserves the unlimited right to not make an award based upon this RFP.
- ▲ Recommendations are made to Executive Management who has the final decision-making authority.

ADMINISTRATIVE INFORMATION

- ▲ **Award Notices**
- ▲ Notification of award will be posted on the Trillium Health Resources webpage once a decision is made.

Administrative Requirements

-  The organization awarded the RFP must comply with all terms and conditions of the awarded contract. These terms and conditions will be provided in the award contract for signature.
-  The awardee will be held accountable for the information provided in the proposal relating to performance targets. Trillium will consider the organization's progress in meeting goals, objectives and schedules based on the contracted criteria. Failure to meet stated goals, objectives and schedules may result in suspension or termination of the contract, or in reduction, withholding and/or repayment of funding.

TRILLIUM CONTACT INFORMATION

Name: Maegan Veillette
Address: 201 W. First Street. Greenville, NC 27858-1132
Phone Number: 866-998-2597
Email Address: Maegan.Veillette@TrilliumNC.org

ADDENDA – TEMPLATES PROVIDED

 N/A

ATTACHMENTS

All attachments should be labeled and all pages should be consecutively numbered in order to avoid confusion.

CHECKLIST

Checklist provided electronically to insure a complete proposal.