



**Contra Costa County Behavioral Health Services
Request for Qualifications (RFQ)
ACT/AOT/FACT Evaluation
October 2019**

I. General Instructions

Contra Costa Behavioral Health Services (BHS) is seeking **Requests for Qualifications** (RFQ) to contract with a qualified consultant and/or organization to provide evaluation and analysis of Assisted Outpatient Treatment (AOT), Assertive Community Treatment (ACT) and Forensic Assertive Community Treatment (FACT) services. The applicant will 1) provide an annual evaluation of ACT services as provided in Contra Costa County, 2) develop and deliver a method in which to assess and report on FACT and its application as specified under SB 1810 and Proposition 47, 3) administer an annual Department of Health Care Services (DHCS) report outlining both a quantitative and qualitative evaluation of AOT measures as detailed in Welfare and Institutions Code Section 5348 (d) (1-14), and 4) provide any other evaluation related duties as requested by the MHS Program Chief, or designee.

Applicants responding to this RFQ will provide 1) a statement of qualifications; 2) a detailed plan for completing the above requirements, and 3) a budget with a budget justification. Additional details on the required submission are included below. The contract period will be from contract signing until the end of the fiscal year June 30, 2023. The total amount available through the contract period is **not to exceed \$360,000**, and is to be based upon total anticipated actual expenses submitted by the winning bidder's budget. The County reserves the option to adjust the contract amount of the winning bidder due to fiscal and/or time constraints. The contract awarded will be based upon the quality of the work plan proposed, the organizational capacity and relevance, the cost effectiveness and efficiency of the submitted budget, and the availability of funds. Upon approval from the Behavioral Health Services Director, BHS will move directly to contract with the successful bidder.

(A) Format, Delivery and Due Date

Please provide one electronic copy, one signed original hard copy, PLUS five (5) additional hard copies of your application packet. Each hard copy must be clipped or stapled in the upper left corner (only) and clearly marked with the name and address of the individual or agency. Additional specifications include:

- ✓ Written in Times New Roman in size 12 font
- ✓ 1" Margins on all sides
- ✓ Single-spaced pages
- ✓ All pages consecutively numbered

- ✓ Proposal follows the outline presented below

Proposals should be delivered to the following:

Warren Hayes
Mental Health Program Chief
Mental Health Services Act (MHSA)
1220 Morello Avenue, Suite 100
Martinez, CA 94553

A single, packaged set of all proposals and electronic submissions are due at the above address by **5:00pm on Monday, November 4, 2019**. This RFQ is considered complete. Late proposals will not be accepted and will not be reviewed. There will be no exceptions. No faxes will be allowed.

In the order presented, submissions should include the following:

1. Statement of Qualification's cover page (see attached)
2. Details of the consultant or consultant organization who would be leading the program evaluation of treatment services specified, if awarded. (**3-page maximum**). Please describe the consultant or consultant organization's qualifications and successful experience relating to the requirements described herein. If the applicant is a consultant organization, please include an organization profile, along with the resume(s) of staff proposed to implement the Work Plan in the appendices.
3. A budget and budget justification outlining the expected cost.
4. Appendices that include the detailed resumes of all proposed program staff (or job descriptions if staff have not yet been identified), and contact information of individuals who can verify successful relevant experience.

(B) Rules and Considerations

1. The cost of developing and submitting a proposal in response to this RFQ is the responsibility of the applicant and will not be reimbursed through any contracts resulting from this RFQ process.
2. BHS may issue an RFQ amendment to provide additional information or make changes or corrections. The amendment will be sent to all parties notified as well as posted on the Behavioral Health web page. BHS may extend the RFQ submission date if necessary to allow applicants additional time to consider such information and submit required data.
3. The RFQ may be cancelled in writing by BHS prior to award if the Board of Supervisors determines cancellation is in the best interest of the County.
4. The RFQ and any contract resulting from this process may be cancelled by the Board of Supervisors with a 30-day notice any time funding is unavailable.
5. Contracts awarded as a result of this RFQ are subject to pending appeals by other applicants. The award is subject to cancellation or modification by BHS in accordance with the resolution of any such protest.
6. Contractor will be required to participate, through the County, in state-mandated surveys and data collection efforts.

7. The selected contractor must adhere to Contra Costa County's contracting process, providing all information as requested by BHS. The selected contractor will also be informed of the County's insurance coverage requirements, where applicable, and the process for contract approval (where applicable) by the Board of Supervisors.

(C) Additional Information

This RFQ and all related forms and materials are available on-line at the BHS website at <http://cchealth.org/bhs>.

All RFQ submissions will be reviewed promptly and the goal is to announce either a selection or next steps by **5:00pm on Monday, November 18, 2019**.

Applicants who are not selected may appeal BHS's selection of awardee(s) within five (5) days of notification. Appeals must be addressed to the Director of Behavioral Health Services. Appeals must be in writing and shall be limited to the following grounds:

- The County failed to follow the RFQ procedures, which affected the proposal scoring; and/or
- The RFQ evaluation criteria were not appropriately applied to the proposal.

The Director of Behavioral Health Services will respond to the appeal within two (2) days and the decision of the Behavioral Health Services Director will be final and not subject to further review.

II. Introduction

(A) About Behavioral Health Services – A Division of Contra Costa Health Services

The Behavioral Health Services Division of Contra Costa Health Services combines [Mental Health](#) and [Alcohol & Other Drugs \(AOD\)](#) into a single system of care. With increasing challenges in serving complex populations with multiple needs, this integration is a response to the growing desire to have improved consumer outcomes through a systems approach that provides enhanced coordination and collaboration when caring for the whole individual.

The mission of Contra Costa Behavioral Health Services, in partnership with consumers, families, staff, and community-based agencies, is to provide welcoming, integrated services for mental health, substance abuse, homelessness and other needs that promote wellness, recovery, and resiliency while respecting the complexity and diversity of the people we serve.

(B) Mental Health Services

Mental Health Services provides care to children, transition age youth, adults and older adults living in Contra Costa County. These services are provided through a system of care that includes County owned and operated clinics, community-based organizations, and a network of private providers.

Contra Costa children and adolescents are served by a County-wide system of care that includes

mental health staff working in partnership with the Probation Department, Employment and Human Services Department, School Districts, and family members. Services for adults are provided to those with serious mental disabilities or those in acute crisis. Mental Health Services also includes a range of prevention programs oriented toward prevention of more serious mental health issues. The Contra Costa Mental Health Plan is the mental health care provider for Medi-Cal beneficiaries and the uninsured.

(C) Homeless Programs

The Contra Costa County Homeless Program's mission is to ensure an integrated system of care from prevention through intervention for homeless individuals and families within our community. We strive to accomplish this through the development of policies and practices, community involvement, advocacy, and the coordination of services that respect human dignity, strengthen partnerships, and maximize resources.

Contra Costa Health Services Homeless Program has helped to create a system of care that includes:

- Community Homeless Court Program
- Outreach services to encampments
- Information and referral services
- Multi-Service Centers that provide case management and support services
- Emergency shelter
- Transitional housing
- Permanent supportive housing for adults, youth, and families

Services are free of charge to homeless individuals.

(D) About Assisted Outpatient Treatment (AOT) and Assertive Community Treatment (ACT)

AOT is civil court ordered mental health treatment for persons with serious mental illness who demonstrate that they are resistant to voluntarily participating in services that have been offered. Treatment is provided in the community on an outpatient basis, and AB 1421, or Laura's Law, has based its minimum required treatment standards on the Assertive Community Treatment (ACT) model. ACT is intensive and highly integrated outpatient treatment for individuals whose symptoms of mental illness result in serious functioning difficulties in several major areas of life; often including work, social relationships, residential independence, money management, and physical health and wellness. An experienced, highly qualified multidisciplinary team consisting of a psychiatrist, nurse, behavioral health clinicians, peer providers, and other rehabilitation professionals provide 24/7 mobile, out-of-office interventions with a low participant to staff ratio. ACT is an evidenced based practice that is cited by AB 1421 as having been proven to be effective.

Contra Costa County recently completed an extensive stakeholder driven AOT workgroup process that resulted in an AOT program design approved by the Board of Supervisors. The AOT program design with accompanying materials is included as part of this RFP in order to assist potential bidders in constructing their proposals.

(E) About Forensic Assertive Community Treatment (FACT)

Forensic Assertive Community Treatment (FACT) is a service delivery model intended for individuals with serious mental illness (SMI) who are involved with the criminal justice system. It is designed to provide comprehensive services to individuals eligible for pre-trial diversion under AB 1810. This bill allows for pre-trial diversion for those with a) felony and misdemeanor charges (except for murder, voluntary manslaughter, or rape), b) a DSM-V mental illness for whom it is deemed that the person's mental illness was a factor in committing the crimes, and c) is likely to benefit from treatment.

These individuals may have co-occurring substance use and physical health disorders. Their needs are often complex, and their disorders are often under-managed and further complicated by varying degrees of involvement with the criminal justice system. FACT builds on the evidence-based Assertive Community Treatment (ACT) model by making adaptations based on criminal justice issues; in particular, addressing criminogenic risks and needs. In this sense, FACT is an intervention that bridges the behavioral health and criminal justice systems.

III. Scope of Work

The purpose of this RFQ is to contract with a qualified consultant and/or organization (applicant, or bidder) to develop a research design for Forensic Assertive Community Treatment (FACT) and provide analysis and evaluation of Assisted Outpatient Treatment services and the Assertive Community Treatment model as provided in Contra Costa County. The primary role of the contractor will be to provide a comprehensive report to the County and the State Department of Health Care Services. The following services will include:

- Plan and implement a program evaluation process as described herein.
- Attend all scheduled meetings with/between the county, provider agencies and stakeholders, as directed by the county. Frequency of meetings shall be mutually determined by the county
- Develop, implement and write semi-annual reports, to include a summary of the research study and activities.
- Present final reports to county, provider agencies and stakeholders, as directed by the county

IV. RFP Guidelines

(A) Cover Page

Please complete the attached cover page and submit with RFP:

(B) Applicant's qualifications and experience (3-page maximum)

Describe the organization's qualifications and experience in providing the services for which it is applying, to include behavioral health approaches utilized and successful outcomes achieved. Please describe the applicant's qualifications and successful experience relating to the requirements described herein. Address the applicant's ability to work with consumers and family members, and a culturally and linguistically diverse community. As appendices, please include an organization profile (if applicable), along with the resume(s) and/or job descriptions for staff directly working on the contract, to include minimum qualifications. Include a description of organizational capacity to successfully complete the planning and evaluation process within the time frame allotted. Include in the appendices a list with contact information of individuals who can verify successful, relevant consultation experience.

(C) Work Plan Narrative (10 page maximum)

Write a narrative that describes how 1) the applicant will evaluate and analyze Assisted Outpatient Treatment (AOT), Assisted Community Treatment (ACT) and Forensic Assertive Community Treatment (FACT) services; 2) administer a report outlining both quantitative and qualitative evaluation of AOT/ACT measures as detailed in Welfare and Institutions Code Section 5348 (d) (1-14); 3) administer a report outlining both quantitative and qualitative evaluation of FACT as specified under SB 1810 3) provide a comprehensive report to the County and the State Department of Health Care Services as per Welfare and Institutions Code Section 5348(d) (1-14) on an annual basis..

(D) Budget and Budget Narrative (2-page maximum)

- 1) Budget. Include a line item budget of expected personnel, operating and administrative costs to be incurred. For each personnel line item list the title, total number of hours needed, total, inclusive organizational cost per hour and total cost that would be incurred, to include salary, benefits, travel and insurance. The applicant may include administrative overhead in the inclusive organizational personnel cost per hour. However, the budget justification should address how administrative costs were determined to be based upon actual costs. The County will provide as needed resource assistance to enable consumers and family members to attend and participate in any scheduled events, such as focus groups, and will provide interpreter support for Spanish, Vietnamese and American Sign Language upon request. Aside from consumer and interpreter support applicants are to budget this line item with the assumption that

the County will not provide any in-kind support to off-set operating costs. The total amount budgeted is not to exceed \$360,000 for the entire period of the contract. Provide a separate budget page for each of the fiscal years involved; FY 2019-20 (assume a start date of January 1, 2020), FY 2020-21, FY 2021-22, and FY 2022-23. Study period is to be three years.

- 2) Budget Justification. Include a budget justification for each line item, to include how the number of hours for each personnel line item was determined, how operating costs were determined, and how administrative costs were determined.

It is recognized that over the course of the contract period adjustments and/or amendments may need to be made to ensure service needs and cost reimbursements are correctly aligned. In the budget narrative applicants are encouraged to provide an analysis of both potential financial shortfalls as well as opportunities to improve services with additional funding.

V. Method of Evaluation

(A) Initial Screening

Proposals will be screened for compliance, completeness and eligibility as they are received. To receive a score each proposal must meet all the following criteria. A failure to meet any one of these criteria is subject to the proposal being disqualified. **DISQUALIFIED SUBMISSIONS WILL NOT BE SCORED AND WILL NOT BE FURTHER CONSIDERED FOR THIS CONTRACT.**

- a. Proposal was received by due date
- b. Statement of Qualification's Cover Page is completed and signed
- c. All sections outlined in the guidelines are addressed
- d. All sections are within page limit (excluding appendices)
- e. The total budget amount does not exceed \$360,000.
- f. Appendices are included, labeled, and are complete

(B) Scoring of Proposal

An evaluation panel will score each proposal. Proposals with higher scores shall be given priority of interview scheduling. A maximum of 100 points is possible. Each area is detailed in the following scoring criteria:

- 1. Applicant Qualifications and Experience (40 Points)**
Degree to which the applicant has successful experience and expertise to deliver the services for which they are applying.
- 2. Work Plan Narrative (30 Points)**
Degree to which the applicant can provide description of their successful approach and evaluation processes of requirements specified.
- 3. Budget and Budget Narrative (30 Points)**
Degree to which the applicant has described a competitive detailed budget with justification.

VI. Schedule of Important Due Dates

Important Dates	Due Date
Request for Qualifications Posted	Friday, October 4, 2019
RFQ Application Due by 5:00pm	Monday, November 4, 2019
Applicant Interviewed	Week of November 11, 2019
Notification of Selection	Monday, November 18, 2019
Appeal Deadline	Wednesday, November 20, 2019
Services Begin	Wednesday, January 1, 2020



**Contra Costa Behavioral Health Services
Statement of Qualifications
ACT/AOT/FACT Evaluation
Cover Page**

Name of Applicant Agency: _____
Address: _____
Contact Name: _____
Title of Contact Person: _____
Contact Phone: _____
Email: _____
Website (if applicable): _____

Signature(s) assure commitment to participate in this program if selected.

Applicant Agency Signature: Date

Type Name Here

Signature of Executive Director (if applicable) Date

Type Name Here

Board President (if applicable) Date

Type Name Here