REQUEST FOR QUALIFICATIONS
SOLICITATION NO. RM-18-RFQ-SUDO-020-XXX-BY4-JM
SUBSTANCE USE DISORDER (SUD-O): OUTPATIENT TREATMENT SERVICES

Section A: Instructions, Notices and Criteria for Prospective Provider

1. Introduction

The District of Columbia Office of Contracting and Procurement, on behalf of the Department of Behavioral Health (DBH), is seeking to award one or multiple Human Care Agreements (hereinafter referred to as “HCA”) SUD Outpatient Treatment Providers that are CERTIFIED by DBH’s Office of Accountability (OA) to provide SUD treatment services known as Adult Substance Abuse Rehabilitative Services (ASARS). Certified ASARS Providers must have an active certification for the level of care (LOC) and/or services rendered, and be in good standing. The Human Care Procurement Provision of the Procurement Practices Reform Act of 2010, as amended, (D.C. Official Code §§ 2-351.04(37) and (68) and 2-354.06), provides for the ability to qualify and be certified as a Chapter 63 Title 22-A 62 37 DCR 012056 Certification Standards for SUD Treatment and Recovery Providers.

2. General Project Scope

- Certified Substance Use Disorder Outpatient level 1 and 2, Service Providers shall provide Outpatient Treatment Services for DBH Consumers referred and authorized by DBH through the DBH Client Management Tool (DATA) or other DBH mandated referral system. A Certified Provider shall provide only services which are covered under their SUD Outpatient Treatment certification and have been authorized in the DBH Consumer Client Management Tool. Provider Services certified but not authorized are prohibited.

- As a condition of the District’s determination of eligibility to perform SUD- Outpatient Treatment Services, the Provider shall agree to comply with all applicable District, federal and other State and local governmental laws, regulations, standards, or ordinances and, where applicable, any other applicable licensing and permit laws, regulations, standards, or ordinances as necessary for the lawful provision of the services required of the Provider.

- Provider shall comply with audits, reports, clinical documentation, record retention and billing standards and Consumer treatment requirements.

- Provider shall also be responsible for participating in DBH mandated training which shall cover but not limited to Consumer Treatment delivery; Billing/Claims Processing; Safety/Disaster planning, Referral management, Clinical documentation standards/reporting; and Clinical Credentialing. (DC Municipal Regulations (DCMR) Title 22A – Chapter 63)
• Provider shall agree to maintain a SUD Outpatient Treatment level of care certification during the performance of services in good standing in accordance with the certification standards identified in 22A DCMR Chapter 63.

• Contractor shall agree with all terms and conditions as stated in the request for qualifications.

3. **Deliverables**

• Submission of Claims and/or Invoices in accordance with Section G of the Human Care Agreement

• Timely and accurate preparation of reports and DBH Consumer clinical/treatment documentation as described in Request for Qualifications sections C, F and G.

• Claims for Medicaid and local funding shall be submitted within 90 days for local and 365 Days for Medicaid. The Provider shall reconcile denials/error claim submissions within 45 days and no later than October 15th following the close of the fiscal year.

• Notification to the Contract Administrator and the Office of Contracting and Procurement when the expenditures under available funding has reached 70%.

4. **Selection Process**

   a. **Qualification Based Selection**

   i. Offerors must complete the Contractor Qualification Record (CQR) – Form 1900 in response to this RFQ. The form will be used in the selection of one or more certified SUD Outpatient Service Provider(s). Specific scope elements and key personnel are further defined in this RFQ. Contractor responses in the Form 1900 will be used to evaluate Offeror with respect to the evaluation criteria set forth in this RFQ.

   ii. Offerors must submit a CQR package inclusive of Criteria A and B as described in Request for Qualifications Section B.

   iii. The District may award a HCA on the basis of initial RFQ responses received, without discussion. Therefore, each initial response should contain the Contractor’s best terms from a standpoint technical and other factors.

   b. **An Evaluation Panel appointed by the Contracting Officer, shall:**

   i. (a) Evaluate each submitted response.

   ii. (b) Evaluate the Providers in accordance with the criteria set forth in this RFQ.

   iii. (d) Prepare a selection report for the Contracting Officer recommending, in order of preference.

5. **Human Care Agreement (HCA) Award**

   a. Most Advantageous to the District
b. The District intends to award one or multiple HCAs resulting from this Request for Qualification (RFQ) process. Responsible offeror[s] whose offer[s] conforming to the RFQ will be most advantageous to the District.

c. Certification, Location, Technical and other factors, specified elsewhere in this RFQ shall be utilized to develop a Provider list for the issuance of HCAs to meet the District’s requirements.

d. An issued HCA shall be for a Base Year with Four (4) one year options from Date of Award.

e. 6. REQUEST FOR QUALIFICATION SUBMITTAL REQUIREMENTS

Failure to submit the items required as described in this Request for Qualification document (Sections A-C) may result in the submittal being deemed non-responsive.

A) WEBSITE

The RFQ documents and any amendments or updates to the RFQ will be available on the D.C. Office of Contracting and Procurement’s website: http://ocp.dc.gov.

B) AMENDMENTS

Offerors shall acknowledge receipt of any amendment to this RFQ.

C) RESPONSE TO REQUEST FOR QUALIFICATIONS

All Prospective Providers shall note the following requirements. For the purpose of this Request for Qualifications solicitation, each printed side shall be considered one (1) page.

i. All responses shall be bound or tab, with no font size smaller than 11 point.

ii. All pages shall be oriented in such a way that no page is greater than 8.5” x 11”.

iii. Also, all thumb drive files must be in pdf format (NO EXCEPTIONS). Telephonic, telegraphic, and facsimile CQR packages may not be accepted.

iv. To be considered responsive, one (1) USB flash drive, one original of the Contractor Qualification Package must be received by the Provider 3:00 pm by Wednesday, March 7, 2018

Ms. Margaret T. Desper, CPPB
Contracting Officer
District Department of Behavioral Health
64 New York Avenue, NE – 2nd Floor West, Washington, DC 20002

All CQR packages must be received by the review closing date and time sealed in a package Request for Qualification – Substance Use Disorder Outpatient Treatment Services (SUD-O): [Contractor Name].

D) DISTRICT OF COLUMBIA’S RESERVATION OF RIGHTS

The District of Columbia makes no representations, written or oral, that it will enter into any form
of agreement with any respondent to this RFQ and no such representation is intended to be, or should be, construed by the issuance of this RFQ. The District of Columbia reserves the right to waive any formalities or minor technical inconsistencies, or delete any item/requirements from this RFQ or resulting RFP or contract, when deemed to be in the District of Columbia's best interest.

E) ACCEPTANCE OF EVALUATION METHODOLOGY

By submitting a response to this RFQ, Provider accepts the evaluation process and acknowledges and accepts that determination of the qualified Provider(s) receiving HCA based upon the District’s best interest.

F) DISQUALIFICATION

Submittals which are qualified with conditional clauses, or alterations, or items not called for in the RFQ documents, or irregularities of any kind are subject to disqualification by DBH, at its sole option and discretion.

G) PREPARATION OF SUBMITTAL

Each submittal should be prepared simply and economically, providing a straightforward, concise description of your firm's ability to meet the requirements of this RFQ and the potential HCA for task orders. Emphasis should be on completeness, clarity of content, responsiveness to the requirements, and an understanding of DBH’s requirements as described in Section C of the Request for Qualifications

H) REPRESENTATIONS

Representations made within the Offeror's qualifications submittal and any subsequent proposal will be binding on responding Providers. The District of Columbia will not be bound to act by any previous communication or submittal submitted by the Offeror firms other than in response to this RFQ.

I) COMPLIANCE

Failure to comply with the requirements contained in this RFQ may result in a finding that the Offeror is not qualified and is ineligible to submit a proposal in response to any subsequent RFQ.

J) OWNERSHIP OF SUBMISSIONS AND FREEDOM OF INFORMATION ACT

The District of Columbia Freedom of Information Act (“FOIA”), District of Columbia Code (“DC Code”) Sections 2-531 through 2-539, provides that any person has the right to request access to records. All public bodies of the District government are required to disclose public records, except for those records, or portions of records, that are protected from disclosure by the exemptions found at DC Code § 2-534. Subject to the exceptions specified herein, and in the FOIA, all written and electronic correspondence, exhibits, photographs, reports, printed material, tapes, disks, designs, and other graphic and visual aids submitted to Office of Contracting and Procurement during the procurement process, whether included in response to this RFQ, or otherwise submitted, become the property of the District of Columbia upon delivery to OCP, and
will not be returned to the submitting parties. Proposers should familiarize themselves with the provisions of the FOIA requiring disclosure of public information and exceptions thereto. In no event shall the District of Columbia, OCP/DBH, or any of their agents, representatives, consultants, directors, officers, or employees be liable to an Offeror or Offeror team member for the disclosure of any materials or information submitted in response to this RFQ.

K) PROTESTS

Any Provider/Offeror who is aggrieved in connection with the Request for Qualification Process or award of a contract, must file with the D.C. Contract Appeals Board (Board) a protest no later than 10 business days after the basis of protest is known or should have been known, whichever is earlier. A protest based on alleged improprieties in a solicitation which are apparent at the time set for receipt of initial proposals shall be filed with the Board prior to the time set for receipt of initial proposals. In procurements in which proposals are requested, alleged improprieties which do not exist in the initial solicitation, but which are subsequently incorporated into the solicitation, must be protested no later than the next closing time for receipt of proposals following the incorporation. The protest shall be filed in writing, with the Contract Appeals Board, 441 4th Street, N.W., Suite 350 N, Washington, D.C. 20001. The aggrieved person shall also mail a copy of the protest to the Contracting Officer listed in this ITP.

7) REQUIREMENT FOR AN ELECTRONIC COPY OF PROPOSALS TO BE MADE AVAILABLE TO THE PUBLIC

In addition to the proposal submission requirements for the RFQ above, the offeror must submit an electronic copy of its proposal, redacted in accordance with any applicable exemptions from disclosure under D.C. Official Code §2-534. Redacted copies of the offeror’s proposal must be submitted by e-mail attachment to the contact person designated in the solicitation. D.C. Official Code §2-536(b) requires the District to make available electronically copies of records that must be made public. The District’s policy is to release documents relating to District proposals following award of the contract, subject to applicable FOIA exemption under §2-534(a)(1). Successful Proposal/Responses will be published on the OCP Internet in accordance with D.C. Official Code §2-361.04, subject to applicable FOIA exemptions.

8) PRE-QUALIFICATION CONFERENCE

To provide ample opportunity for Provider to ask questions regarding this RFQ, a prequalification conference will be held at Thursday, February 22, 2018 @ 3:00pm EST at the Department of Behavioral Health, located at 64 New York, Avenue NE, Room TBD, Washington, DC 20002. The purpose of the conference is to provide a structured and formal opportunity for the District to accept questions from Provider on the RFQ document as well as to clarify the contents of the RFQ. An Attending Provider must complete the prequalification conference Attendance Roster at the conference so its attendance can be properly recorded. Impromptu questions will be permitted and spontaneous answers will be provided at the District’s discretion. Verbal answers given at the pre-qualification conference are only intended for general discussion and do not represent the District’s final position. All oral questions should be submitted as soon as possible following the close of the pre-qualification conference.
Section B: Qualification Criteria and Process

1. Qualification Criteria

The guidelines that qualify an applicant consist of specific organizational, technical, financial requirements and specialized experience. Applicants may apply for multiple Substance Use Disorder Outpatient Treatment Service areas.

2. Organizational, Technical, Financial and Specialized Experience:

   1. Contractor Qualification Record (CQR) package
   2. Evidence that the Applicant meets the District of Columbia’s Substance Use Disorder Level 1 through 2.5 certification, business licensing and financial standards including being able to provide documentation of at least three (3) months operating costs for any facility that is intended to operate under a Human Care Agreement resulting from the RFQ process.
   3. Evidence of any unique or specialized training and licenses for the deployment of Services obtained by staff or facility credentials. This also includes any training offered to Provider staff facilitated by District of Columbia agencies.

3. Review Panel

CQR packages will be reviewed by DBH identified subject matter experts in consultation with the Contracting Officer which shall be used to develop a Provider list for the issuance of Human Care Agreements to meet the District’s requirements.

If the submitted file cannot be viewed and printed as submitted, it will not be considered. Providers may submit a response no later than the closing date and time of the Request for Qualification Process. The Review Panel will make a “qualified” or “not qualified” recommendation to the Contracting Officer based on the following:

   a) Compliance with Organizational Requirements
   b) Responses to Technical Evaluation Factors and compliance with Statement of Work (RFQ Section C)
   c) Demonstrated Specialized Experience
   d) Compliance with CQR submission requirements

Eligible Providers pending certification may submit a CQR Package however only Providers with Level 1 through Level 2.5 certification will be released to the review panel.

The District anticipates making awards within 45 days following the completion of the evaluation phase of this procurement process. The District is not required to issue qualified Providers HCAs.
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Section C: Evaluation Criteria

The guidelines that qualify a Contractor “Substance Use Disorder Outpatient Treatment Services” shall consist of specific organizational, technical and financial requirements along with specialized experience. Provider(s) may apply for multiple SUD-O Service areas when completing the Contractor Qualification Record (CQR) package.

Criteria A: Organizational Requirements

1. A completed CQR form: Form 1900 – HCA Contractor Qualification Record.
2. A copy of most recent audited Financial Statement by a CPA or licensed tax professional or three (3) years of IRS tax transcripts.
3. Copies of all licenses (direct clinical staff), including any specialty certifications and Evidence of Substance Use Disorder Outpatient Treatment Certifications (level 1-2.5).
4. District Compliance Forms – (See Human Care Agreement Section J)

Criteria B: Technical Evaluation Factors #1 through #5

Capabilities Statement of the organization describing the technical factors below and shall not exceed Forty (40) pages in 11 point font or larger. (charts, policy manuals, financial documents, organization charts, and resumes do not count towards the page limit).

Factor #1: CORPORATE KNOWLEDGE AND SKILLS

Provide the names and titles of Board of Directors, articles of incorporation, copies of the three (3) most recent Board of Director Minutes and as applicable the names and the copies of Minutes from the three (3) most recent meetings of a Stakeholder Advisory Group.

Factor #2: MANAGEMENT PLAN

a) Provide evidence of financial sufficiency, evidenced by submission of current financial resources to sustain the agency’s operations for a minimum of ninety (90) days independent of any funds to be derived from this potential Human Care Agreement.
b) Provide evidence of an employee orientation and annual training plan that addresses issues of staff competency as well as cultural competency training requirements outlined in 22 DCMR Chapter 63.
c) Provide documentation of staff and/or site certification and training as applicable on each evidence-based practice which is being applied for, if applicable

Factor #3: QUALITY IMPROVEMENT PLAN

a) Provide a copy of the results of the most recent internal quality improvement review.
b) Provide a copy of consumer satisfaction survey and the results of the most recent survey.
c) Provide a copy of any third party accreditations and the results of the most recent survey, if applicable.
d) Provide a description of your internal protocols, policies and practices for comprehensive and coordinated team approach to assisting consumers who are receiving services from your agency.
e) Provide a description of consumer grievance procedures.

**Factor #4: PERSONNEL:**

a) Provide a list of all staff assigned to provide direct services as outlined in 22 DCMR Chapter 63
b) Provide job descriptions for full and part-time staff as well as any consultants that are directly associated with the provision of any service for which your agency is requesting and the staffing pattern.
c) Provide a description on how Personnel Resources shall be organized and managed to conduct required activities outlined in Section C.
d) Provide an organizational chart.

**Factor #5: CONTINUITY OF CARE**

Provide a description of the agencies Continuity of Care policy and procedures including coordinated internal team approaches to assisting consumers to interact with external partners such as SUD treatment providers (e.g., residential, outpatient, recovery support), physical health care practitioners, schools, courts and others who are deemed relevant.