

MACOMB COUNTY COMMUNITY MENTAL HEALTH

REQUEST FOR PROPOSAL

FOR

**CONSULTING SERVICES FOR
NCQA MBHO ACCREDITATION & READINESS ASSESSMENT**

ISSUED: FEBRUARY 28, 2021

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I. PURPOSE AND SPECIFICATIONS

Macomb County Community Mental Health (MCCMH) is seeking sealed proposals from interested and qualified parties experienced in providing **CONSULTING SERVICES FOR NATIONAL COMMITTEE FOR QUALITY ASSURANCE (NCQA) MANAGED BEHAVIORAL HEALTHCARE ORGANIZATION (MBHO) ACCREDITATION & READINESS ASSESSMENT**. These services will be provided to the MCCMH at locations as requested by MCCMH.

Proposals must be clear, concise, typewritten, and must be signed in ink by the official authorized to bind the submitter to its provisions. The contents of this Request for Proposal (RFP) will become incorporated within any contract signed by the MCCMH and the provider of service. Do not retype this RFP, instead, respond on a separate page and cite the section number for each response. All areas of the proposal must be addressed in the same sequence cited in the RFP instructions in order that proper consideration is given to the proposal. Proposals submitted without information or incomplete content will result in the proposal being removed from consideration. The bidder must complete a **Bidder Cover Sheet** and attach to the proposal.

Questions about the RFP will only be addressed from written questions submitted by email to amee.briney@mccmh.net. Questions will be responded to in writing and made available to all interested parties via posting on MCCMH's web page www.mccmh.net under the RFP Opportunities Link.

Any change to this RFP subsequent to its release will be confirmed in writing by the MCCMH. **One (1) original and six (6) copies; plus One (1) electronic version on flash drive** of each proposal must be submitted in a sealed envelope/package. **Proposals will be accepted until APRIL 29 at 12:00 pm. Proposals must be received by this date and time in order for the proposal to be considered.** The following should be noted on the outside of the envelope:

**CONFIDENTIAL
CONSULTING SERVICES FOR
NCQA MBHO ACCREDITATION & READINESS ASSESSMENT
RFP MATERIALS ENCLOSED
DO NOT OPEN BEFORE APRIL 29, 2021 at 3:00 pm
[INSERT YOUR COMPANY NAME]**

Proposals may be mailed or hand delivered to the following address:

**MCCMH Administration Building
22550 Hall Road
Clinton Township, MI 48036**

Proposals will be opened on **APRIL 29, 2021**. The proposal shall cover services beginning on or about **JUNE 15, 2021** or as agreed upon by the bidder and MCCMH.

MCCMH reserves the right to accept or reject any/all proposals received pursuant to this RFP, in whole or in part; and/or to waive any/all irregularities therein; and/or to delete/reduce the units of service; and/or to negotiate proposal terms in any way whatsoever to obtain a proposal as deemed in its best interest. The MCCMH reserves the right to re-solicit/re-advertise as deemed necessary.

INTRODUCTION AND OVERVIEW

MCCMHS' programs and services are supported and funded, in part, by the Macomb County Board of Commissioners and the Michigan Department of Community Health, and are administered by the Macomb County Community Mental Health Board.

MCCMHS' programs service over 12,000 consumers every year. Services provided by MCCMHS' Staff and Contract Agencies include Inpatient, Residential, Supported Independence, Partial Hospitalization, Clubhouse Programs, Day Program, Assessment, Evaluation, Therapy, Counseling, Health Services, Person Centered Planning, Private Duty Nursing, Emergency Services, Crisis Stabilization, Case Management/Supports Coordination, Family Skills Training, Home Based Services, Supported Employment, Respite Care, Community Living Supports, Housing Assistance, Skill Building, Assistance for Challenging Behaviors, Wraparound Services, and Prevention Services.

MCCMH intends to enter into a contract with a for-profit or non-profit entity or entities to provide **CONSULTING SERVICES FOR NCQA MBHO ACCREDITATION & READINESS ASSESSMENT**. It is expected that the proposal to provide these services will be in compliance with all applicable State and Federal standards and guidelines.

MCCMH has chosen to meet the challenge of managed care by managing its mental health care service delivery through evaluation and monitoring, and expecting its service providers to be solely responsible for managing its operations consistent with terms of the accepted contract. Consequently, the bidder should be aware that providers from whom the MCCMH purchases services are expected to operate in the marketplace and be able to effectively meet the requirements for establishing and maintaining a contractual relationship with the MCCMH. This RFP establishes criteria and requirements that have been designed to cover important aspects of the services to be provided.

COST LIABILITY

MCCMH assumes no responsibility or liability for costs by the bidder, or any bidder prior to the execution of a contract between the organization and the MCCMH.

BIDDER RESPONSIBILITIES

All inquiries concerning the content of the RFP shall be submitted to the address cited on page three of the RFP.

It is the responsibility of the bidder to understand all details of the RFP. The bidder, by submitting a response indicates a full understanding of all details and specifications of the RFP. Bidders are expected to present narrative statements/summaries in a clear, concise and organized manner for review.

The bidder is solely responsible for delivery of **one (1) original proposal and six (6) copies; plus (1) one electronic copy on a flash drive** to the specified address on or before the date and time specified on page three of the RFP. The Quality Department will be the single point of contact throughout the RFP process.

RFPs submitted after the deadline will not be considered and will be discarded.

All RFPs submitted by the deadline will become the property of the MCCMH.

OTHER MATERIALS

Bidders may attach other materials believed to be relevant to illustrating the Bidder's ability to successfully provide these services.

AWARD OF CONTRACT

It is the intent of the MCCMH to enter into a contract with provider(s) that will emphasize administrative efficiencies, and possess the capacity, infrastructure and organizational competence to provide the requirements under this proposal.

Award recommendations are contingent upon an initial evaluation of the Bidder's qualifications to determine if the bidder is a quality provider.

There are three types of evaluation that **may be used** to determine if an bidder meets quality standards. The first is an evaluation of the written response to the RFP. The second involves interviewing Bidder's staff and/or regulators. The third involves interviews with Bidder's customers and/or clients. The latter may involve interviews with a random sampling of the Bidder's current and previous customers. "Customers" include direct recipients of service, recipients' representatives (e.g., parents, guardians, family members, etc.), and payers.

In addition to access to customers, the evaluation process must be assured of unimpeded access to employees (current and former), regulators, and other stakeholders of the bidder. Requests for additional information, to assist the evaluators, may be submitted to the prospective bidder in order to facilitate sampling satisfaction.

Bidders who are awarded contracts shall not assign or delegate any of their duties or obligations under the contract to any other party without written permission of the MCCMH. Specific requests for information to assist the Board's evaluators will be submitted to the bidder as needed.

DISCLOSURE

All information in an Bidder's proposal is subject under the provisions of Public Act No. 442 of 1976 known as the Freedom of Information Act.

CONFLICT OF INTEREST

Bidders awarded a contract will affirm that no principal, representative, agent, or other acting on behalf of or legally capable of acting on the behalf of the bidder, is currently an employee of the MCCMH; nor will any such person connected to the bidder currently be using or privy to any information regarding the MCCMH which may constitute a conflict of interest.

At the time of the proposal, all Bidder's shall disclose any known direct or indirect financial interests (including but not limited to ownership, investment interests, or any other form of remuneration) that may be present between the bidder or its potential subcontractors, and MCCMH personnel. This disclosure shall be made to the Boards' VP of Business Operations who will forward the information to the CEO.

As part of the proposal, include a list of any known potential subcontractors, including the portion of work being contracted out to other licensed contractors. This listing of potential subcontractors shall be limited to the name of the company, name of the company's owner(s), and business address. If any other subcontractor is selected after a contract is awarded, the successful bidder shall provide the MCCMH with the name of the company, its owner(s), and address. This requirement is not intended to apply to minimal relationships such as the purchase of a small dollar amount of supplies to complete a project.

RELATIONSHIP OF THE PARTIES (INDEPENDENT CONTRACTOR)

The relationship between the MCCMH and any Bidders successful in obtaining a contract is that of client and independent contractor. No agent, employee, or servant of the contractor shall be deemed to be an employee, agent, or servant of the MCCMH for any reason. The independent contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, and servants during the performance of a contract resulting from the RFP.

NO WAIVER OF DEFAULT

The failure of the MCCMH to insist upon strict adherence to any term of a contract resulting from this RFP shall not be considered a waiver or deprive the MCCMH of the right thereafter to insist upon strict adherence to that term, or any other term, of the contract.

DISCLAIMER

All the information contained within this RFP reflects the best and most accurate information available to the MCCMH at the time of the RFP preparation. No inaccuracies in such information shall constitute a basis for legal recovery of damages, either real or punitive. If it becomes necessary to revise any part of this RFP, a supplement will be issued to all potential Bidders who obtained the original RFP.

SERVICE DESCRIPTION

The following services will be provided under a contract(s) with the MCCMH: **Consulting Services for National Committee for Quality Assurance (NCQA) Managed Behavioral Healthcare Organization (MBHO) Accreditation & Readiness Assessment**

STATEMENT OF WORK

Macomb County Community Mental Health, also referred herein as "MCCMH", is interested in selecting a highly experienced and qualified consulting entity and to retain such entity for the purpose of conducting an initial **Readiness Assessment**. Following a review of this Readiness Assessment, the MCCMH may elect to pursue additional steps toward full **National Committee for Quality Assurance (NCQA) Managed Behavioral Healthcare Organization (MBHO) Accreditation**. The MCCMH intends to review the RFP responses in the light of the immediate short-term need for an assessment, but with an eye on the overall expected manpower and financial costs necessary for full accreditation.

The statement of work may be broken into four (4) or five (5) separate sections. MCCMH seeks itemized pricing within each individual section; a subtotal for each of the four (4) to five (5) sections; plus a final all-inclusive price which should be the sum of all four (4) to five (5) section subtotals.

Section 1 –

Provide a Readiness Assessment for National Committee for Quality Assurance (NCQA) Managed Behavioral Healthcare Organization (MBHO) Accreditation

- Complete a review of all areas required for full compliance with NCQA MBHO Accreditation. Provide scoring and feedback for each criteria component on strengths and areas of concern.
- Provide recommendations and/or propose changes for all areas of concern and areas that are not in full compliance with NCQA MBHO accreditation standards that would facilitate compliance with the identified standard.
- Identify potential changes necessary for upcoming changes to NCQA standards.

Section 2 to Section 4 (or 5) -

Ongoing consultation on an as needed basis

Following a completed Readiness Assessment, the MCCMH may proceed with additional individual tasks/steps from the list that follows, but is not limited to:

- Additional review of criterion determined to not be in full compliance (and evidence associated with determining compliance) and efforts made to come into full compliance;
- Technical assistance to achieve full compliance;
- Drafting of documentation associated with coming into full compliance;
- Remote training (webinar or phone coaching) with staff regarding standards not in full compliance;
- On-site training with staff regarding standards not in full compliance;
- Technical assistance with preparation for accreditation submission;
- Assistance with accreditation submission;
- Technical assistance with preparation for NCQA on-site review; and/or
- Other consultation regarding full compliance with NCQA MBHO accreditation.

II. Bidder CRITERIA AND RESPONSE REQUIREMENTS

A. Service Delivery System

1. MCCMH is requesting information to assist in gauging the success of your customers in their quest towards achieving NCQA Accreditation. Bidder shall provide a list of the customers they served during the past three years in total. Additionally, from the original total number, bidder shall note the total number of customers who achieved: full compliance; partial compliance; and, number that failed to achieve compliance. Of the original total, Bidder shall note the number of customers seeking only the Readiness Assessment.

# of Customers Served during the past 3 years regarding NCQA	
# of Customers Served, Seeking NCQA Readiness Assessment	
# of Customers Served, Seeking Full Compliance with NCQA	

# of Customers Served, Achieving Full Compliance	
# of Customers Served, Achieving Partial Compliance	
# of Customers Served, Who Sought Compliance - Not Achieving Compliance	

2. Bidder shall provide a narrative summary documenting their experience. Prior successful case studies and/or executive summaries are strongly encouraged.
3. Bidder shall provide a list of customer references including company names, contact names, phone numbers, addresses and email addresses for follow-up. A minimum of four (4) complete references shall be provided by bidder.
4. Bidder shall provide a detailed description of the Scope of Services proposed to achieve a comprehensive Readiness Assessment.
5. Bidder shall provide a narrative description, from start to finish, walking GHS through your process for performing a Readiness Assessment.
6. Assuming that Readiness Assessment is the first step towards achieving NCQA MBHO accreditation, bidder shall identify additional steps/milestones recommended for clients to consider moving towards achievement of NCQA MBHO compliance and final accreditation.
7. Bidder shall identify additional NCQA MBHO services, which may be offered, should MCCMH consider retaining consultant services beyond the Readiness Assessment.
8. Bidder shall present their All-Inclusive or Not-To-Exceed cost for the Readiness Assessment for Section 1.
9. Bidder shall present their anticipated breakdown of services and activities, which are typically necessary and fall into the remaining Sections 2 through 5, which follow completion of a Readiness Assessment. Please itemize pricing/costs within each Section. Provide an average expected cost per Section and an expected average cost to achieve full NCQA MBHO accreditation.
10. Bidder shall describe the technical support services available to the MCCMH along with any associated costs, if applicable.
11. Bidder shall provide a detailed timeline for achievement of a successful Readiness Assessment **AND** a detailed timeline from start of contract to complete accreditation.

12. Bidder shall provide a detailed timeline identifying a typical course or path an entity may follow as necessary steps in achieving intermediate milestones, if electing to proceed toward a final NCQA MBHO accreditation.
13. Bidder shall demonstrate a proven track record of financial stability. (Examples: financial statements, balance sheets, audited financials, etc.)
14. Bidder shall disclose any and all lawsuits, litigation, or sanctions whether awarded, enforced, or encumbered against or by your company, agency, directors, owners, or employees within the past 10-years, as could relate to the provisions of any ensuing contract in the providing of CONSULTING SERVICES.
15. Bidder shall describe in detail all background checks to be conducted prior to placing any Consulting staff into service, and any on-going checks with their frequencies.

B. Legal Structure and Financial Viability

1. The bidder shall submit documentation and proof of entity (e.g. IRS 501(c) 3 determination); copy of Articles of Incorporation or document under which the organization is constituted/organized from its inception;
2. The bidder shall include the names, addresses, and title or representation of all owners or controlling parties of the organization, whether they are individuals, partnerships, corporate bodies, or subdivisions of the bodies;
3. The bidder shall attach a copy of its Distribution License (if applicable);
4. The bidder shall attach a certificate of professional liability (errors and omissions) in a sum of not less than \$1 Million per claim and \$1 Million annual aggregate; and,
5. The bidder shall attach a certificate of general liability insurance with Broad Form General Liability Endorsement or equivalent, if not in policy proper, Provider and Contractual liability coverage with limits of not less than \$1 Million per occurrence and \$1 Million annual aggregate.

C. Rate Submission for Products and Services to be provided

Pricing/Rates must be presented with the following criteria:

Bidder shall provide a Fee Schedule including itemized fees, costs and/or hourly rates, as may be applicable.

Bidder shall provide a summary description of primary work products produced in their Readiness Assessment and an All-Inclusive Cost and/or Not-To-Exceed Cost.

Bidder shall identify Additional NCQA MBHO work/services which may be needed to reach a final accreditation. Include your itemized costs; fees; and associated hourly, daily or weekly rates, as appropriate.

Bidder shall confirm that all costs, rates and pricing shall **remain in effect for 180-days** from the release date of this RFP.

MACOMB COUNTY COMMUNITY MENTH HEALTH DEPARTMENT

**REQUEST FOR PROPOSAL FOR
CONSULTING SERVICES FOR NCQA MBHO ACCREDITATION & READINESS
ASSESSMENT**

III. BIDDER COVER SHEET

Bidder Information

Name of Organization:

Address:

Authorized Representative:

Title:

E-mail:

Telephone Number:

Fax Number:

Person(s) to Contact:

1. For MCCMH representative to ask questions regarding the contents of the

packet: Name:

Title:

E-Mail Address:

Telephone Number:

Program Services Included in the Proposal:

**CONSULTING SERVICES FOR
NCQA MBHO ACCREDITATION & READINESS ASSESSMENT**

IV. TIMELINE REQUIREMENTS

The following is the calendar of events related to this RFP:

<u>EVENT</u>	<u>FIRM DATES</u>
Issue RFP; Release Date	MARCH 15, 2021
Pre-Proposal Conference (Questions and Answers)	THURSDAY MARCH 24, 2021 2:00 PM - 3:00 PM VIA ZOOM REGISTER WITH AMEE.BRINEY@MCCMH.NET NO LATER THAN WEDNESDAY MARCH 23, 2021 AT 5:00 PM
<i>Deadline</i> for Final Submission of Proposals to MCCMH (1 sealed original & 6 copies; plus 1 flash drive)	APRIL 29, 2021 by 12:00 P.M.
Opening – Log Submissions	APRIL 29, 2021 by 3:00 P.M.
Award (Tentatively)	JUNE 4, 2021
Launch Due By: (Or as negotiated)	JUNE 15, 2021