



*Transforming lives*

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## **REQUEST FOR PROPOSALS**

### **RFP # 1634-590**

***Project Title:*** ***Washington Children’s Behavioral Health Family Network***

***Estimated Contract Period:*** June 10, 2016 through July 30, 2017. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

***Proposal Due Date:*** All Proposals must arrive by **3:00 p.m.** Pacific Standard time on April 29, 2016.

***Submit Proposal To:*** **Proposal delivered Electronically:**  
Anita E. Ahumada, RFP Coordinator  
[AhumaAE@dshs.wa.gov](mailto:AhumaAE@dshs.wa.gov)

***Solicitation and Amendments Will Be Posted on DSHS Procurement Website:*** <http://www.dshs.wa.gov/ccs>  
**WEBS:** <https://fortress.wa.gov/ga/webs/>

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# SECTION A. SUMMARY OF PROJECT

## 1. Purpose of Request for Proposals

“Washington State Children’s Behavioral Health Principles” are a set of standards, grounded in the system of care values and principles, which guide how the children’s behavioral health system delivers services to youth and families. The value that this proposal will address is “family voice and choice”.

A major part of developing a system of care community is to work toward being family-driven in all areas. According to the Cooperative Agreements for Comprehensive Community Mental Health Services for Children and Their Families Program Request for Applications (RFA), under the Federal Substance Abuse and Mental Health Services Administration (SAMHSA), “family-driven” means families have a primary decision-making role in the care of their own children, as well as the policies and procedures governing care for all children in their community, state, tribe, territory and nation.

The Washington State Department of Social and Health Services (DSHS) Division of Behavioral Health and Recovery (DBHR), is seeking a qualified, family-controlled organization to maintain a Washington Children’s Behavioral Health Statewide Family Network. The intent of this network is to enhance the state’s capacity and family-driven infrastructure, in an effort to be more responsive to the needs of children and adolescents with serious emotional disturbances (SED) and their families. In addition, the Washington Children’s Behavioral Health Family Network will also be responsive to the needs of the behavioral health system, including workforce development and providing technical assistance for creating mechanisms for families to participate in state and local service planning and policy development.

It is expected that all work completed under this proposal will be approached and completed in alignment with Washington’s System of Care (SOC) core values and philosophy which are:

- a. Family driven and youth guided
- b. Community based
- c. Culturally and linguistically competent
- d. Cross-system collaboration

The purpose of this solicitation is to secure recruitment of a contractor who will partner with DSHS to assist and support systems and communities in order to bring forward family voice and leadership in Washington State through various methods which may include but not be limited to technical assistance and training.

## **2. Background**

In 2012 the federal Substance Abuse and Mental Health Services Administration (SAMHSA)'s Center for Mental Health Services, awarded a four-year Cooperative Agreement to Washington State to improve the behavioral health outcomes of children and youth with serious emotional disturbances and their families.

Washington State's specific goals for its System of Care Expansion Grant are to:

- Infuse SOC values statewide in all child-serving systems.
- Expand and sustain leadership roles for families, youth, and system partners.
- Establish an appropriate array of services and resources statewide, including home and community based services.
- Develop and strengthen a workforce that will operationalize SOC values.
- Build a data management system for decision making and tracking outcomes.
- Develop sustainable financing and align funding to ensure services are seamless for children, youth, and families.

In order to be responsive to the needs of children and adolescents with serious emotional disturbances (SED) and their families, the Department of Social and Health Services has recently developed, and are in the process of rolling out, Wraparound with Intensive Services (WISe). WISe is a new program model for providing intensive behavioral health services, using a wraparound approach. Services are provided within home and community settings and are consistent and accessible to all children and youth up to age 21 who receive Medicaid and who qualify. Through the implementation of this program model, DSHS also created a quality management and governance infrastructure that requires youth and family participation through all facets of implementation.

A Washington Children's Behavioral Health Family Network will be paramount in enhancing the implementation of WISe, the quality management plan, and the governance structure.

## **3. Project Scope**

To sustain a Washington Children's Behavioral Health Statewide Family Network whose primary focus is related to providing a family-driven perspective for meeting the behavioral health needs of children and adolescents with serious emotional disturbances (SED), and the needs of their families. The network will be utilized to provide technical assistance to DSHS, DBHR, and its partners in operationalizing the value of family voice and choice in their work, including but not limited to Family, Youth, System Partner Round Tables (FYSPRTs), the Washington State University Workforce Collaborative, and the implementation of Wraparound with Intensive Services (WISe).

#### **4. Minimum Qualifications**

All Bidders must meet the following minimum qualifications:

- a. Have a minimum of one (1) verifiable year experience with maintaining a Behavioral Health Statewide Family Network
- b. Be a family-controlled domestic public and private nonprofit organization in states, territories, and tribes. DBHR is limiting eligibility to family-controlled organizations. This will strengthen the capacity of families with children that experience serious emotional disturbance(s), to influence family-driven and youth-guided care. Organizations must meet the following requirements, in order to qualify: Be an independent, free-standing organization (not currently acting under an umbrella organization); must have a board of directors made up of more than 50 percent family members, who have had a primary daily responsibility for raising a child, youth, and/or adolescent with behavioral health challenges.
- c. Have a 501c3 non-profit status and be able to have a bank account for the purpose of administering this contract.
- d. Have, as part of the .50 FTE minimum that is required for this project, a family member who can demonstrate lived experience as a parent or primary caregiver who raised a child and has navigated multiple child serving systems on behalf of their child or children with social, emotional, and/or behavioral healthcare needs.
- e. Be an organization located and operated in Washington State.

Bidders failing to demonstrate in their Bids that they meet these minimum qualifications will be considered non-responsive and will therefore be disqualified from further consideration.

#### **5. Funding (optional)**

DSHS has budgeted an amount not to exceed \$161,500 for this project. DSHS may reject any Proposal in excess of that amount. Any contract awarded is contingent upon the availability of funding.

#### **6. Auxiliary Aids and Services**

DSHS will provide access to this RFP document to individuals with disabilities. Please contact the RFP Coordinator to request auxiliary aids and services for this RFP.

If an individual believes that the department has discriminated on the basis of a disability, please contact the DSHS Investigations Unit (IU) for the Nondiscrimination Policy Brochure and complaint process. The brochure can be found at <http://www.dshs.wa.gov/pdf/Publications/22-171.pdf>.

**7. Minority & Women's Business Enterprises (MWBE) and Veteran-Owned Business Enterprises**

In accordance with the legislative findings and policies set forth in RCW 39.19, 43.60A.200, and 39.29.052, the State of Washington encourages participation by veteran-owned business enterprises and Minority- & Women-Owned Business Enterprises (MWBE), either self-identified or certified by, respectively, the Department of Veterans Affairs or the Office of Minority & Women's Business Enterprises (OMWBE). While the State does not give preferential treatment, it does seek equitable representation from the veterans, minority and women's business communities.

Participation by veteran-owned and MWBE contractors may be either on a direct basis in response to this RF\* or as a subcontractor to a contractor. However, no preference will be given in the evaluation of Bids, no minimum level of MWBE or veteran-owned business participation shall be required, and Bids will not be evaluated, rejected, or considered non-responsive on that basis.

Bidders may contact the Office of Minority & Women's Business Enterprises (OMWBE) at <http://www.omwbe.wa.gov/index.shtml> and/or the Department of Veterans Affairs at <http://www.dva.wa.gov/BusinessRegistry/default.aspx> to obtain information on certified firms for potential sub-contracting arrangements or for information on how to become certified.

Nothing in this section is intended to prevent or discourage participation from non-MWBE firms or non-veteran-owned businesses.

**8. Definitions.** The following terms which appear in this RFP have the meaning that is defined below for the purposes of this RFP:

- a. Agency – The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFP
- b. Amendment – A unilateral change to the Solicitation that is issued by DSHS at its sole discretion and posted on WEBS.
- c. Apparently Successful Bidder – A Bidder selected as having submitted a successful Proposal, based on the final determination of DSHS management taking into consideration the Bidder's final Proposal score and which Proposal(s) best meet the needs of DSHS. The Bidder is considered an "Apparently" Successful Bidder until a contract is finalized and executed.
- d. Authorized Representative – An individual designated by the Bidder to act on its behalf who has the authority to legally bind the Bidder concerning the terms and conditions set forth in this Solicitation and related documents.
- e. Behavioral Health – Substance use disorder, the prevention, treatment of, and recovery from chemical dependency, mental health and/or problem and pathological gambling disorders.

- f. Behavioral Health Organization or BHO – An entity that will be contracted to provide chemical dependency and mental health services, as well as primary care services as a result of legislation.
- g. Bid – An offer, proposal or quote for goods or services and all related materials prepared and submitted by a Bidder in response to this Solicitation. The terms Bid, Quotation, Response and Proposal are all intended to mean the same thing.
- h. Bidder – An individual, organization, public or private agency, or other entity submitting a Proposal in response to this RFP.
- i. Complaint – A process that may be followed by a Bidder prior to the deadline for bid submission to alert DSHS of certain types of asserted deficiencies in the Solicitation.
- j. Contract – A written agreement entered into between a successful Bidder and DSHS as a result of this Solicitation.
- k. Contractor – Individual or Company whose Proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- l. Coordinator or Solicitation Coordinator – An individual or designee who is employed by DSHS within the DSHS Central Contracts and Legal Services Office and who is responsible for conducting this Solicitation.
- m. Debriefing – A short meeting an Unsuccessful Bidder may request with the Coordinator following the announcement of the Apparent Successful Bidder for the purpose of receiving information regarding the review and evaluation of that Bidder's Response.
- n. Division of Behavioral Health and Recovery or DBHR – DSHS-designated state mental health authority to administer the state and Medicaid funded mental health programs authorized by RCW chapters 71.05, 71.24, and 71.34.
- o. Family – A family member who can demonstrate lived experience as a parent or primary caregiver who has raised a child and navigated multiple child serving systems on behalf of their child or children with social, emotional, and/or behavioral healthcare needs
- p. Family Controlled Organization – An independent, free-standing organization (not currently acting under an umbrella organization) that has a board of directors made up of more than 50 percent family members who have had a primary daily responsibility for raising a child, youth, and/or adolescent with behavioral health challenges.
- q. Governance Structure – Inter-agency members on an Executive Team of state administrators, the Statewide, Regional, and Local FYSPRTs, an advisory team, and various policy workgroups who collaborate to inform and provide oversight for high-level policy-making, program planning, and

decision-making in the design, development, and oversight of behavioral health care services and for the implementation of the T.R. v. Quigley and Teeter Settlement Agreement.

- r. Issue – To mail, post, or otherwise release this RFP as a public document to interested parties.
- s. Key Personnel – Staff being proposed to do the work under this Proposal.
- t. Procurement – The broad process of identifying goods and services for purchase or acquisition, of effectuating the purchase or acquisition, and of managing the purchase or acquisition. This Solicitation is a part of an overall Procurement process. Despite the broader meaning attributed to “procurement”, for purposes of this Solicitation, the terms Solicitation, RF\* and Procurement are interchangeable.
- u. Project – The undertaking or work for which contracted Services are being requested pursuant to this Solicitation.
- v. Proposal – All material prepared and assembled by a Bidder, and which the Bidder submits in response to this RFP.
- w. Protest – An objection by the Bidder, in writing, protesting the results of this RFP, and which complies with all requirements of this RFP.
- x. RCW – Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- y. Responsible Bidder – An individual, organization, public or private agency, or other entity that has demonstrated the capability to meet all the requirements of the Solicitation and to meet the elements of responsibility. [See [RCW 39.26.160 \(2\)](#)]
- z. Responsive Bidder – An individual, organization, public or private agency, or other entity who has submitted a Bid that fully conforms in all material respects to the Solicitation and all its requirements, in both form and substance.
- aa. RFP – Request for Proposals; i.e., this RFP document.
- bb. RFP Coordinator – The person named in this RFP as the RFP Coordinator, or the RFP Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFP for potential Bidders and other interested parties.
- cc. Scope of Work – The Project or work scope set forth in this Solicitation Document that identifies DSHS’ contractual needs and requirements.
- dd. Services – Labor, work, analysis, or similar activities provided by a contractor to accomplish a specific scope of work.

- ee. Small Business – An in-state business, including a sole proprietorship, corporation, partnership, or other legal entity, that: (a) certifies, under penalty of perjury, that it is owned and operated independently from all other businesses and has either:
  - (i) fifty or fewer employees; or (ii) a gross revenue of less than seven million dollars annually as reported on its federal income tax return or its return filed with the department of revenue over the previous three consecutive years; or
  - (b) Is certified with the office of women and minority business enterprises under chapter [39.19](#) RCW.
  
- ff. Solicitation or Competitive Solicitation – A formal process providing and equal and open opportunity for bidders culminating in a selection based upon predetermined criteria. A Competitive Solicitation requests the submission of bids, quotations or proposals for the consideration of DSHS in contracting to meet its needs. This RF\* is a Solicitation.
  
- gg. Solicitation Document – This RF\* document, including all attachments and all amendments that are issued by the Coordinator.
  
- hh. Statement of Work – A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally part of the contract document.
  
- ii. Subcontractor – An individual or other entity contracted by Bidder to perform part of the services or to provide goods under the Contract resulting from this Solicitation. Subcontractors, if allowed, are subject to the advance approval of DSHS.
  
- jj. Submit – To deliver to the DSHS RFP Coordinator any of several documents described in this RFP and in the manner specified in this RFP.
  
- kk. T.R. v Quigley and Teeter (formerly Dreyfus and Porter) Settlement Agreement – A legal document stating objectives to develop and successfully implement a five-year plan that delivers Wraparound with Intensive Services (WISe) and supports statewide, consistent with Washington State Children’s Behavioral Health Principles
  
- ll. WAC – Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
  
- mm. Washington State Children’s Behavioral Health Principles – At the following link: [Children’s Behavioral Health Principles](#)
  
- nn. WEBS – Washington’s Electronic Business Solution. DSHS encourages all bidders to register with WEBS at <https://fortress.wa.gov/ga/webs/>
  
- oo. Wraparound with Intensive Services or “WISe – A program model designed to provide intensive mental health services and supports, in home and community settings, for Medicaid eligible individuals, up to 21 years of age, with complex behavioral health needs and their families, in compliance with T.R. v Quigley & Teeter (formerly Dreyfus and Porter) Settlement Agreement.

# SECTION B. PROCUREMENT PROCESS

## 1. Procurement Contact Information

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to DSHS staff or consultants, other than the RFP Coordinator, may result in disqualification.

Contact: Anita E. Ahumada, DSHS RFP Coordinator  
Department of Social & Health Services  
Operations Support & Services Division  
Central Contracts and Legal Services

Mailing Address: P.O. Box 45811  
**(Optional)** Olympia, WA 98504-5811

Physical Address: 1115 S. Washington Street  
**(Optional)** Olympia, WA 98504

Telephone: 360/664.6076

E-mail Address: [AhumaAE@dshs.wa.gov](mailto:AhumaAE@dshs.wa.gov)

## 2. Acceptance of RFP Terms

The Bidder acknowledges that the submission of a Proposal which includes a signed Bidder Certification and Assurances Form, attached as Exhibit A, constitutes a binding offer.

## 3. Procurement Schedule

The Procurement Schedule outlines the tentative schedule for important action dates and times. All dates after the proposal submission due date are approximate and may be adjusted as conditions indicate, without amending this document. It is the Bidder's sole responsibility to periodically check the DSHS procurement website, and/or WEBS, for amendments to this document.

**Figure 1. PROCUREMENT SCHEDULE**

<b>Item</b>	<b>Action</b>	<b>Date</b>
1.	DSHS Issues RFP	April 1, 2016
2.	Bidder may submit written questions and comments until <b>3:00 p.m</b> Pacific Time	April 11, 2016
3.	DSHS will Issue responses.	April 18, 2016
4.	Bidders may submit written complaints by <b>3:00 p.m.</b> Pacific Time.  (NOTE: This date must be <b>5 days prior</b> to Proposal due date)	April 22, 2016
5.	Letters of Intent must be received by <b>3:00 p.m.</b> Pacific Time.	April 13, 2016
6.	Bidder must submit Proposal by <b>3:00 p.m.</b> Pacific Time	April 29, 2016
7.	DSHS evaluation of Proposals	May 5, and May 6, 2016
8.	Bidder Oral Presentations if determined to be necessary by DSHS	None
9.	DSHS notifies Apparently Successful Bidder and begins contract negotiations	May 11, 2016
10.	DSHS notifies unsuccessful Bidders	May 11, 2016
11.	Bidders may request Debriefing until <b>3:00 p.m.</b> Pacific Time	May 16, 2016
12.	DSHS holds debriefing conferences, if requested	May 18 and May 19, 2016
13.	Unsuccessful Bidders may submit Protest(s) until <b>3:00 p.m.</b> Pacific Time	May 27, 2016
14.	DSHS considers and responds to any Protests	June 3, 2016
15.	Contract Execution	Anticipated June 8, 2016

#### 4. **Contract**

DSHS intends to award **one contract** to provide the services described in this RFP.

The term of the Contract will be 13 **months** commencing upon the start date or execution date, whichever is later. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS. The term of the contract may be extended by amendment up to 5 times for one year per each amendment.

Additional services that are appropriate to the scope of this RFP, as determined by DSHS, may be added to the resulting contract by a written amendment mutually agreed to and executed by both parties.

#### 5. **Ethics**

Specific restrictions apply to contracting with current or former state employees pursuant to RCW 42.52. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

In addition, as described in Section C.1, *Administrative Requirements*, below, Bidders must include, in their Letter of Submittal, a list identifying any current or former state employees who are employed by, or subcontracted with, Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing the services under a contract resulting from this solicitation.

If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the Letter of Submittal should so state.

#### 6. **Insurance**

The Apparently Successful Bidder must comply with the insurance requirements identified in the sample contract attached hereto as an exhibit.

#### 7. **Proprietary information/public disclosure**

Materials submitted in response to this RFP shall become the property of DSHS and the proposals shall be deemed public records as defined by RCW 42.56.

The Bidder's Proposal must include a statement on the Letter of Submittal identifying the pages of its Proposal, if any, which contain information the Bidder considers proprietary. Each page claimed to be proprietary must be clearly marked by stating the word "Proprietary" on the lower right hand corner. Bidders must be reasonable in designating information as proprietary or confidential.

**Bidders may not mark their entire Proposal proprietary. Doing so will not be honored and will disqualify your Proposal from further consideration.**

If DSHS receives a request to view or copy a Bidder's Proposal, DSHS will respond according to applicable law and DSHS's policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in a Proposal without giving the Bidder ten (10) days notice to seek relief in superior court per RCW 42.56.540.

**Do not include any DSHS client information in your proposal. Doing so will disqualify your proposal from further consideration.** If you wish to include examples of any forms or processes, use a blank form or ensure client information is redacted.

## **8. Communications**

All communications concerning this RFP must be directed only to the RFP Coordinator. Any communication directed to DSHS staff or consultants, other than the RFP Coordinator, may result in disqualification. Proposals should be based on the material contained in this RFP, any related amendment(s), and any questions and answers directed through the RFP Coordinator.

## **9. Questions and Answers**

Bidders may e-mail or mail written questions to the RFP Coordinator. Questions will be accepted until the date set forth in the Procurement Schedule. Early submission of questions is encouraged. Questions and answers will be posted on the DSHS Procurement website. Bidders may only rely on written statements Issued by the RFP Coordinator. Any oral communications are unofficial and are not binding on DSHS.

## **10. Bidder Comments Invited**

Bidders are encouraged to review the mandatory requirements of this RFP carefully, and submit any comments and recommendations to the RFP Coordinator. Where mandatory requirements appear to prohibit or restrict participation by your organization or firm, an explanation of the issue with suggested alternative language should be submitted in writing to the RFP Coordinator by the deadline for Bidders Questions and Comments set forth in the *Procurement Schedule* (Section B.3).

## **11. Bidder Complaints Regarding Requirements**

Bidders may submit any complaints they have concerning the RFP requirements up to 5 business days prior to the bid response deadline. Bidders may submit specific complaints to the RFP Coordinator if the Bidder believes the RFP unduly constrains competition or contains inadequate or improper criteria. The complaint must be made in writing to the RFP Coordinator before the Bidder Complaints due date set forth in the *Procurement Schedule* (Section B.3) and must clearly articulate the basis for the complaint as well as include a proposed remedy. The solicitation process may continue.

These complaints will **not** be handled through the protest procedures outlined in Section B.21 *Protest*; however, the RFP Coordinator will forward a copy of the complaint to the DSHS Contracts Administrator. Should a Bidder complaint identify a change that would be in the best interest of the DSHS to make, DSHS may modify this RFP accordingly. The DSHS decision is final; no further administrative appeal is available.

## 12. RFP Amendments

DSHS reserves the right, at any time before execution of a contract, to amend all, or a portion, of this RFP. Amendments will be posted on the DSHS Procurements Web site and/or WEBS. If there is any conflict between amendments or between an amendment and this document, whichever document was issued last in time shall be controlling.

## 13. Retraction of this RFP

DSHS reserves the right to retract this RFP in whole, or in part, at any time without penalty.

## 14. Submission and Contents of Proposals

### a. Submission of Proposal

Proposals must be prepared and submitted in their entirety no later than the proposal submission date and time specified in the Procurement Schedule. The Proposal must be sent to the RFP Coordinator electronically as an attachment to an email using the email address specified in Section B.1, Procurement Contact Information.

The email subject line must identify the email as “**Response to RFP # 1634-590.**”

The “receive date/time” shown on the DSHS email system will be used as the official time stamp but may not reflect the actual time received.

Bidders should allow sufficient time to ensure timely receipt by the RFP Coordinator. DSHS will disqualify any Proposal and withdraw it from consideration if it is received after the proposal submission due date and time.

DSHS assumes no responsibility for delays caused by Bidder’s e-mail, network problems, or any other party.

Please contact the RFP Coordinator if you wish to arrange an alternative submission method. **No other submission methods will be accepted unless agreed to by the RFP Coordinator in writing prior to the Proposal deadline.**

All Proposals and any accompanying documentation and material become the property of DSHS and will not be returned.

### **Acceptable Electronic Formats (Software) for Submission of Offers**

- (1) Files must be formatted in Portable Document Format (Adobe Acrobat PDF) or Microsoft Office XP and lower versions of Microsoft Word, Excel, or PowerPoint.
- (2) **Spreadsheet documents must** be submitted in Microsoft Excel and in a live, **unprotected** file that includes all formulas, macros, and computations that are relied on or used to calculate any rates or values presented therein.
- (3) When scanning documents to be submitted in PDF format, scanner resolution should be set to at least 200 dots per inch.
- (4) Other electronic format. If you wish to submit an offer using any format other than described here, e-mail the RFP Coordinator who issued the solicitation. Please submit your request at least ten (10) calendar days before the scheduled closing date of the solicitation. Request a decision as to the format acceptability and make sure you receive approval of the alternate format **before** using it to send your proposal.
- (5) Please note that we **cannot** accept compressed or “.zip” files due to security concerns.

**NOTE: DSHS cannot receive emails that are larger than 30MB. To keep file sizes to a minimum, Bidders are cautioned not to use unnecessary graphics in their proposal. If your Proposal approaches or exceeds 30MB, you must break it up and send it by more than one email so that no single email exceeds 30MB.**

#### b. Format of Proposal

- (1) The Bidder must use a font size of 12 or larger.
- (2) Proposals must address the sections of this RFP in the same order as presented here, with the same headings.
  - (a) Table of Contents
  - (b) Section 1: Administrative Requirements
  - (c) Section 2: Technical Proposal
  - (d) Section 3: Management/Experience and Qualifications Proposal
  - (e) Section 4: Cost Proposal

### **15. Non-responsive Proposals**

All Proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. DSHS may reject or withdraw a Proposal at any time as nonresponsive for any of the following reasons:

- a. Incomplete Proposal
- b. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- c. Failure to comply with any part of this RFP or any exhibit to this RFP
- d. Submission of incorrect, misleading, or false information

**16. Minor Irregularities**

DSHS may waive minor administrative irregularities related to any Proposal.

**17. Cost to Prepare Proposal**

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting, or presenting a Proposal for this RFP.

**18. Joint Proposals**

If Bidders submitted a joint Proposal, with one or more other Bidders, the Bidders must designate the prime Bidder. The prime Bidder will be DSHS sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

**19. Exhibits**

Exhibits to this RFP are:

- Exhibit A – Bidder Certification and Assurances Form
- Exhibit B – Sample Contract
- Exhibit C – Sample Contract Forms
- Exhibit D – Intake Form

Bidders should download a complete copy of this RFP and all attached exhibits, as listed above. The procurement documents can be accessed at <http://www.dshs.wa.gov/ccs> or WEBS at <https://fortress.wa.gov/ga/webs/>. Bidders who experience difficulty downloading the documents should contact the RFP Coordinator.

**20. Withdrawal of Proposals**

After a Proposal has been submitted, a Bidder may withdraw its Proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request to withdraw the Proposal, signed by an authorized representative of the Bidder, must be submitted to the RFP Coordinator. After withdrawing a Proposal, the Bidder may submit another Proposal at any time up to the proposal submission date and time.

## **21. Notify Bidders**

DSHS will notify the Apparently Successful Bidder in writing of its selection on or about the date and time specified in the Procurement Schedule, via mail or e-mail. DSHS will also notify unsuccessful Bidders on or about the date and time specified in the Procurement Schedule.

## **22. Bidder Debriefing Conference**

All Bidders may request a debriefing conference by submitting a request in writing to the RFP Coordinator by mail or email by the date and time specified in the Procurement Schedule.

Debriefing conferences will be held in accordance with the Procurement Schedule. A debriefing conference may, at DSHS's option, be conducted either in person or by telephone and is limited to a maximum of one hour in length.

Discussion at the debriefing conference will be limited to the following:

- Critique of Proposal based on evaluators' comments; and
- Review of final score in comparison with other Bidders' final scores without identifying the other Bidders.

*DSHS will not identify the other Bidders or allow review of their Proposals or evaluations during debriefing.*

## **23. Protest**

In order to Submit a Protest under this RFP, a Bidder must have submitted a Proposal for this RFP, and must have requested and participated in a debriefing conference.

This protest process is the sole administrative remedy available within DSHS. The following is the process for filing a Protest:

a. Grounds for Protest. A Protest may be made based on these grounds only:

- (1) Mathematical errors were made by DSHS in computing the score;
- (2) DSHS failed to follow the procedures established in this RFP document, or to follow applicable State or federal laws or regulations; or
- (3) Bias, discrimination, or conflict of interest on the part of an evaluator.

b. Protest Form and Content

A Protest must state all of the facts and arguments upon which the Protest is based, and the grounds for the Protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the Protest must include:

- (1) The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the Protest;
- (2) The RFP number and title;
- (3) A detailed and complete statement of the specific action(s) by DSHS under protest;
- (4) The grounds for the Protest;
- (5) Description of the relief or corrective action requested.

Bidders may attach to their Protest any documentation they have to offer in support.

c. Submitting a Protest

Protests must be in writing and must be signed. Bidders must mail or hand-deliver their Protest to the RFP Coordinator. Protests may not be submitted by fax or email. DSHS must receive the written Protest within five (5) business days after the debriefing conference.

d. Protest Process

The RFP Coordinator will forward the Protest to the DSHS designated Protest Coordinator with copies of the following:

- (1) this RFP and any amendments,
- (2) the protesting Bidder's Proposal,
- (3) the evaluators' scoring sheets, and
- (4) any other documents showing evaluation and scoring of the Proposal in question.

DSHS will follow these procedures in reviewing a Protest:

- (1) DSHS will conduct an objective review of the Protest, based on the contents of the written Protest and the above materials provided by the RFP Coordinator.
- (2) DSHS will send the Protestor a written decision within five (5) business days after DSHS receives the Protest, unless more time is required to review the Protest and make a determination. The protesting Bidder will be notified by the RFP Coordinator if additional time is necessary.

DSHS will make a final determination of the Protest and will either:

- (1) Find that the Protest lacks merit and uphold DSHS's actions;

- (2) Find that any errors in the RFP process or in DSHS's conduct did not influence the outcome of the RFP, and uphold DSHS's actions; or
- (3) Find merit in the Protest and provide options for corrective action by DSHS which may include:
  - (a) That DSHS correct any errors and re-evaluate all Proposals affected by its determination of the Protest;
  - (b) That DSHS reissue the RFP document; or
  - (c) That DSHS make other findings and take such other action as may be appropriate.

**24. Execution of the Contract**

The Apparently Successful Bidder is expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit B.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of the winning Proposal.

If the Apparently Successful Bidder fails or refuses to sign the contract or any subsequent amendment within ten (10) business days of delivery, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

If at contract award or anytime thereafter any specifically named individual(s) identified in the Proposal to work on this engagement are not available, DSHS has the right to approve or reject any change in Contractor personnel.

## SECTION C. PROPOSAL CONTENTS

The Bidder must answer all questions and must include all items requested in the order requested for the Proposal to be considered responsive. The Bidder must address every section of the RFP, even though certain items may not be scored.

### 1. Administrative Requirements (Section 1 of Proposal)

The Bidder must respond to each item in the same order in which they appear.

#### a. Letter of Submittal

Bidders must include a signed Letter of Submittal on Bidder's official business letterhead stationery as the first page of Section 1. Signing the Letter of Submittal indicates that the Bidder accepts the terms and conditions of RFP 1534-581.

The Bidder's Letter of Submittal must include the following:

- (1) Name, address, principal place of business, telephone number, fax number if available, and e-mail address of legal entity or individual with whom contract would be written;
- (2) The name of the contact person for this RFP;
- (3) A detailed list of all materials and enclosures included in the Proposal;
- (4) A list of all RFP amendments downloaded by the Bidder from the DSHS Procurements Web site and/or WEBS, if applicable, and listed in order by amendment number and date. If there are no RFP amendments, the Bidder must include a statement to that effect;
- (5) A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- (6) Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information;
- (7) A list identifying any current or former state employees who are employed by, or subcontracted with, Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing services under a contract resulting from this solicitation.  
If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the Letter of Submittal must so state; and
- (8) Any statements describing variations between the Bidder's Proposal and the requirements of this RFP.

(9) Prior Contract Performance

Bidders must submit full details of all Terminations for Default that have been experienced by the Bidder in the past five (5) years, including the other party's name, address, and telephone number.

"Termination for Default" is defined as notice to Bidder to stop performance due to the Bidder's non-performance or poor performance and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Bidder to be in default.

Bidders must describe the deficiencies in performance, and describe whether and how the deficiencies were remedied. Bidders must present any other information pertinent to its position on the matter. Bidders must present any such information in its completion of the Bidder's Letter of Submittal.

DSHS will evaluate the information and may, at its sole discretion, reject the Bidder's proposal if the information indicates that completion of a Contract or Work Order resulting from this RFP may be jeopardized by selection of the Bidder. If the Bidder has experienced no such Terminations for Default in the past five years, the Bidder must so declare in the Bidder's Letter of Submittal.

b. Bidder Certification and Assurances Form

Bidders must submit a completed Bidder Certification and Assurances Form, Exhibit A. Please sign and include any attachments that are necessary.

c. Exceptions and/or Proposed Revisions Section

Bidders are required to include any and all exceptions and/or revisions to the sample contract language as part of their response. DSHS will not consider changes to contract language or negotiate any new language that is submitted after the Bidder's response.

d. Reference Section

The Bidder must provide at least three (3) letters of reference and/or support from entities that are familiar with the Bidder. The reference/support letters must be on company letterhead, and should include the names, telephone numbers of the writer. In addition, they should contain a brief description of the circumstances of how they know the Bidder (i.e. if they have worked with the Bidder in the past, if they are a network affiliate or member of the Bidder's organization, etc.). Letters should also contain a brief summary of why the writer feel the Bidder should be selected for this project. References may be contacted for finalist(s) and they will be evaluated on a Pass/Fail basis.

## 2. Technical Proposal (Section 2 of Proposal)

General Requirements: In this section of the Proposal, the Bidder is to provide a description of the Proposal which is consistent with the goals and objectives of the project and demonstrates the Bidder's understanding of the skills and resources required to successfully accomplish the objectives of the project and assure timely completion of deliverables.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

**The total number of available points is 35.**

- a. Describe your verifiable experience with maintaining a children's behavioral health statewide family network (minimum of one year).

**20 points**

- b. Describe your experience with development of a statewide behavioral health network to include how often meetings have occurred in the past, locations where they occurred, examples of attendees representative to Washington State families leaders, and a brief description of organization and/or geographical area they represent.

**15 points**

**3. Management, Experience and Qualifications Proposal (Section 3 of Proposal)**

General Requirements: In this section of the proposal, the Bidder is to discuss project organization and the knowledge, skills, abilities, and experience of the proposed team members. The contract resulting from this procurement will require that any change in key staff (as identified in Bidder's response to this procurement) will be subject to prior DSHS acceptance. The contract will also provide that the DBHR Manager may request that Bidder remove selected staff on one (1) day's notice and provide replacement staff without impacting the schedule.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

**The total number of available points is 40.**

- a. Eligible applicants will have a mission and/or vision statement (adopted prior to this announcement) that shows the organization's cause is in line with statewide family networking related to behavioral health. Please provide the mission/vision statement for your organization and what year it was adopted.

**10 points**

- b. Should your organization be selected as the Apparently Successful Bidder for the Washington Children's Behavioral Health Statewide Family Network, the contract will require that no later than July 15, 2016 a minimum of .50 FTE specific to this project be hired. The candidate is required to be a parent/caregiver of a child with lived experience (having raised a child with significant behavioral health needs). Please indicate your plan to ensure hiring of appropriate staff by July 15, 2016.

**20 points**

- c. Partnership efforts with DBHR are paramount to this project as Washington works to infuse the children's behavioral health principles throughout child-serving systems and the Children's Behavioral Health Governance Structure. Please provide DBHR a copy of your Communication Plan, or describe your plan for communication within the Behavioral Health Statewide Family Network, with state partners, particularly DBHR's Family Liaison, as well as for external communication, related to addressing the project Scope described above.

**10 points**

#### 4. Cost Proposal (Section 4 of Proposal)

General Requirements: In this section of the proposal, the Bidder is to identify all costs including expenses to be charged for performing the tasks necessary to accomplish the objectives of the contract for each phase. The cost proposal must be based on the deliverables and scope of work. It must reflect all costs associated with meeting the requirements and services listed in the RFP and being offered by the Bidder as part of the Bidder's response. Evaluation of the cost proposal will be based upon the total fee for the project in accordance with the scoring section. Prices quoted shall remain fixed for the duration of the contract executed as a result of this RFP. Bidders are required to collect and pay Washington State sales tax, if applicable.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

**The total number of available points is 25.**

- a. Based on the Sample Budget and Deliverables Table contained in the Consideration section of **Exhibit B, Sample Contract**, please develop and submit a budget for this project not to exceed \$161,500 for a period of 13 months. As part of your proposed budget, use the Sample Contract Forms provided as **Exhibit C** of the RFP.

When developing your budget/deliverables table, include your costs in the format outlined in the sample budget/deliverables; keeping in mind that time is of the essence, submit timelines you propose to complete each task.

**10 points**

- b. Should your organization be selected as an Apparently Successful Bidder for the Washington Children's Behavioral Health Family Network, please describe your plan to execute activities as defined in the Statement of Work section of **Exhibit B, Sample Contract**.

**15 points**

## SECTION D. EVALUATION

### 1. Evaluation Procedure

DSHS shall designate an evaluation team to review, evaluate, and score Bidder Proposals. DSHS, at its sole discretion, will select finalists for an oral presentation, if oral presentations are held. Evaluators will evaluate and score the oral presentations of Bidders selected as finalists.

### 2. Proposal Evaluation

DSHS will initially screen each Proposal to determine if the Bidder has complied with the stated Administrative Requirements and Submittal Instructions. If a Proposal does not meet all Administrative Requirements for this RFP, DSHS may consider the Proposal non-responsive and may withdraw it from consideration at any time. If a Proposal meets all Administrative Requirements, evaluators will score and award points up to the maximum points available for each question.

### 3. Scoring of Proposals

The maximum number of evaluation points available is 100. The Administrative Requirements are evaluated on a pass/fail basis. The following weighting and points will be assigned to the Proposal for evaluation purposes:

#### WRITTEN PROPOSAL

Technical Proposal – 50%	35 Points
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Experience and Qualifications- 40%	40 Points
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Cost Proposal - 10%	25 Points
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<b>Sub-Total (for Written Proposal)</b>	<b>100 Points</b>
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Letters of Reference/Support	<i>Pass/Fail</i>
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<b>TOTAL</b>	<b>100 Points</b>
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An evaluation team will be reviewing and scoring proposals submitted. Evaluators will score the proposals based on the Bidders' responses to questions or requirements that fall within each of the categories above.

#### 4. **Evaluation of Oral Presentations**

DSHS may, after evaluating the written Proposals, elect to schedule oral presentations. The RFP Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations based on their qualifications, experience, and background relevant to this RFP. These evaluators may include evaluators who reviewed the written Proposals or DSHS staff who will work with the successful Bidder(s). Evaluators will score the oral presentations in accordance with RFP requirements and evaluation criteria.

#### 5. **Final Determination of Apparently Successful Bidder(s)**

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

DSHS management shall make the final determination as to which Bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s).

Program staff and DSHS management shall determine which Proposals reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the **Behavioral Health and Service Integration Administration**.

Any Bidder who would be an Apparently Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided, upon request, the reasons why DSHS selected a Bidder with a lower final score.