GENESEE HEALTH SYSTEM

REQUEST FOR PROPOSAL

FOR

CONSULTING SERVICES FOR
NCQA MBHO ACCREDITATION & READINESS ASSESSMENT

ISSUED: FEBRUARY 23, 2020
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I. PURPOSE AND SPECIFICATIONS

Genesee Health System (hereinafter referred to as the “Board”) 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 Board at locations as requested by the Board.

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 Board 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 Offeror must complete an Offeror Cover Sheet and attach to the proposal.

Questions about the RFP will only be addressed from written questions submitted by email to RFPreplies@genhs.org. Questions will be responded to in writing and made available to all interested parties via posting on the Board’s web page www.genhs.org under the RFP Opportunities link.

Any change to this RFP subsequent to its release will be confirmed in writing by the Board. 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 MARCH 11 at 3:00 P.M. 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
RFMATERIALS ENCLOSED
DO NOT OPEN BEFORE MARCH 11, 2020 @ 3:15 P.M.
[INSERT YOUR COMPANY NAME]

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

Genesee Health System
Attn: Contract Management
420 W. Fifth Ave., 2nd Floor Annex
Flint, MI 48503

Proposals will be publicly opened on MARCH 11, 2020, at 3:15 P.M. at 420 W Fifth Ave., 2ND Floor Annex, Flint, MI 48503. The proposal shall cover services beginning on or about APRIL 16, 2020 or as agreed upon by the Offeror and the Board.
The Board 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 Board reserves the right to re-solicit/re-advertise as deemed necessary.

INTRODUCTION AND OVERVIEW

The Board received Authority status as of January 1, 2013, effectively becoming a distinct non-profit separate from the County of Genesee. Funding for the service(s) described herein is enabled by a cost reimbursement contract with Region 10 Prepaid Inpatient Health Plan to manage the Concurrent 1915(b)(c) Programs, the Healthy Michigan Plan and relevant I waivers in Genesee County, Michigan and to provide a comprehensive array of specialty mental health services and supports as indicated therein. The Board also operates Genesee Community Health Center, which offers a holistic approach to physical health care for those who may otherwise go without.

The Board 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.

The Board 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 Offeror should be aware that providers from whom the Board 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 Board. This RFP establishes criteria and requirements that have been designed to cover important aspects of the services to be provided.

COST LIABILITY

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

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

The Offeror 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 Contract Management Office 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 Board.

**OTHER MATERIALS**

Offerors may attach other materials believed to be relevant to illustrating the Offeror’s ability to successfully provide these services.

**AWARD OF CONTRACT**

It is the intent of the Board 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 Offeror’s qualifications to determine if the Offeror is a quality provider.

There are three types of evaluation that may be used to determine if an Offeror meets quality standards. The first is an evaluation of the written response to the RFP. The second involves interviewing Offeror’s staff and/or regulators. The third involves interviews with Offeror’s customers and/or clients. The latter may involve interviews with a random sampling of the Offeror’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 Offeror. Requests for additional information, to assist the evaluators, may be submitted to the prospective Offeror in order to facilitate sampling satisfaction.

Offerors 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 Board. Specific requests for information to assist the Board’s evaluators will be submitted to the Offeror as needed.
DISCLOSURE

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

CONFLICT OF INTEREST

Offerors 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 Offeror, is currently an employee of the Board; nor will any such person connected to the Offeror currently be using or privy to any information regarding the Board which may constitute a conflict of interest.

At the time of the proposal, all Offerors 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 Offeror or its potential subcontractors, and Board 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 Offeror shall provide the Board 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 Board and any Offerors 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 Board 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 Board to insist upon strict adherence to any term of a contract resulting from this RFP shall not be considered a waiver or deprive the Board 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 Board 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 Offerors who obtained the original RFP.

SERVICE DESCRIPTION

The following services will be provided under a contract(s) with the Board:

Consulting Services for National Committee for Quality Assurance (NCQA) Managed Behavioral Healthcare Organization (MBHO) Accreditation & Readiness Assessment

Statement of Work

Genesee Health System (GHS), also referred herein as “The Board”, 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 Board may elect to pursue additional steps toward full National Committee for Quality Assurance (NCQA) Managed Behavioral Healthcare Organization (MBHO) Accreditation. The Board 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. The Board 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 Board 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. OFFEROR CRITERIA AND RESPONSE REQUIREMENTS**

**A. Service Delivery System**

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

| # of Customers Served during the past 2 years |   |
| # of Customers Served, Seeking Readiness Assessment |   |
| # of Customers Served, Seeking Full Compliance |   |

2. Offeror shall provide a narrative summary documenting their experience. Prior successful case studies and/or executive summaries are strongly encouraged.

3. Offeror 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 Offeror.

4. Offeror shall provide a detailed description of the Scope of Services proposed to achieve a comprehensive Readiness Assessment.

5. Offeror 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, Offeror shall identify additional steps/milestones recommended for clients to consider moving towards achievement of NCQA MBHO compliance and final accreditation.

7. Offeror shall identify additional NCQA MBHO services, which may be offered, should GHS consider retaining consultant services beyond the Readiness Assessment.

8. Offeror shall present their All-Inclusive or Not-To-Exceed cost for the Readiness Assessment for Section 1.

9. Offeror 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. Offeror shall describe the technical support services available to the Board along with any associated costs, if applicable.

11. Offeror shall provide a detailed timeline for achievement of a successful Readiness Assessment.
12. Offeror 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. Offeror shall demonstrate a proven track record of financial stability. (Examples: financial statements, balance sheets, audited financials, etc.)

14. Offeror 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. Offeror 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 Offeror 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 Offeror 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 Offeror shall attach a copy of its Distribution License (if applicable);

4. The Offeror 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 Offeror 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:

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

Offeror 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.

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

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III. OFFEROR COVER SHEET

Offeror Information

Name of Organization:
Address:

Authorized Representative:
Title:
E-mail:
Telephone Number:
Fax Number:

Person(s) to Contact:

1. For Board 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:

<table>
<thead>
<tr>
<th>EVENT</th>
<th>FIRM DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue RFP; Release Date</td>
<td>FEBRUARY 23, 2020</td>
</tr>
<tr>
<td>Pre-Proposal Conference</td>
<td>NOT APPLICABLE</td>
</tr>
</tbody>
</table>

**Deadline** for Final Submission of Proposals to Board  
(1 sealed original & 6 copies; plus 1 flash drive) | MARCH 10, 2020 by 3:00 P.M. |

Opening – Log Submissions | MARCH 10, 2020 by 3:15 P.M. |

Award (Tentatively) | MARCH 31, 2020 |

Launch Due By:  
(Or as negotiated) | APRIL 16, 2020 |