



## **Request For Proposal**

Solicitation No. 18-007

Mental Health Case Management Services

<b>RFQ Issued on:</b>	<b>Due By:</b>
May 14, 2018	3:00 PM May 28, 2018
	State purchasing website <a href="http://Purchasing.Utah.gov">Purchasing.Utah.gov</a>

The responsibility for submitting a response to this RFP at the Offices of the Housing Authority of Salt Lake City (the "Agency") on or before the stated time and date will be solely and strictly the responsibility of the Offeror. The Agency will in no way be responsible for delays caused by the United States Mail delivery or caused by any other occurrence.

**INTRODUCTION AND BACKGROUND:**

The mission of the HOUSING AUTHORITY OF SALT LAKE CITY (HASLC), hereinafter referred to as “HASLC”, is to provide affordable housing opportunities to the community.

The Authority has served the needs of low income residents since 1971 1600 housing unit (ranging from multi-story complexes to single-family units) and 3,000 housing vouchers, and prides itself in providing decent, safe and affordable housing to approximately 9,000 low and moderate-income families in Salt Lake City. HASLC has a large presence in the permanent supportive housing and homeless community, and is looking to strengthen the services delivered to clients in our permanent supportive housing sites.

The main purpose of HASLC is to provide housing, but in the previous years HASLC has provided case management services to residents at our PSH sites. It is no longer the intention of HASLC to provide those services directly, and HASLC is looking to partner with an agency that has a proven track record of providing high quality case management and mental health services to the homeless, low income, and high-risk communities.

**I. PURPOSE:**

The Housing Authority of Salt Lake City (HASLC) is seeking qualified Service Providers or Governmental Agencies to assist HASLC in providing specialized mental health case management services to formerly homeless, high acuity clients with disabilities residing in HASLC owned and/or managed permanent supportive housing sites. The HASLC is taking this approach to ensure this very low-income vulnerable population receives appropriate and timely mental health services without needing to refer to outside agencies that do not have a relationship with the client.

The purpose of this new initiative is to help stabilize living situations for residents who are in crisis and to increase availability of case management for residents who are not in crisis. The case manager will work in tandem with HASLC’s Property Management and admin staff to ensure the highest quality of services is maintained always. Due to numerous factors, it is difficult to provide an exact number of residents to be served. Please see attachment A for property locations that would be included and served under this program.

**II. SCOPE OF WORK:**

The selected service provider shall be asked to accomplish and perform, but not limited to, the following purpose and tasks, respectively:

**2a. Tasks To Be Performed:**

1. Provide on- and off-site long-term mental health case management and counseling to residents experiencing mental health crisis in their unit or property location. These residents include those of a diverse background, and require a variety of services.

2. Be able to enhance and complement existing community-based mental health services and work collaboratively with other providers of mental health services and resources in a community-based partnership to accomplish item 1 above.
3. Activities shall include, but not limited to, crisis intervention, ongoing case management; outreach and engagement; and coordinating services for tenants who have hoarding/clutter issues that may jeopardize their health and safety and tenancy.
5. Determine whether the client is under the care of another mental health provider, and if so, assist the client in gaining access to services from that provider, if the client wishes to pursue those services.
6. Monitor the client's progress to determine whether the outcome of referrals and stabilization services were successful.
7. Improve or establish new linkages with a variety of community services and mobilize the involvement of the client's support network.
8. Provide advocacy, translation and direct assistance, as needed, to enable clients to access needed resources.
9. Assist clients with paying rent to maintain housing.
10. Transport clients with agency provided vehicles, as needed for appointment or required activities.

### **III. PROGRAM OUTCOMES:**

The Provider shall provide intensive support services to all residents referred by management and resident services staff in the developments listed in Attachment A. The following outcomes are expected:

- The provider will meet and conduct a supportive service needs screening and/or assessment with residents referred by either property management or the Community Services Coordinator.
- Case Plans will be developed for those referred to the provider and progress will be reported to the appropriate property manager.
- The provider will respond within one business day for any emergency referral and will assist residents with responding to notices from property management within 2 business days.
- The provider will assist with any grant applications, monitoring, or as needed to maintain funding sources both existing and future.
- The provider will be required to meet all funding source requirements and obligations pertaining to service delivery, fidelity, notes and outcomes.

### **IV. ESTIMATED AMOUNT:**

HASLC will not provide any funding for this initiative, and is looking for a provider that can fund raise, provide collaborative grant writing, and bill Medicaid for services provided by case management team. It is expected that 4-5 case managers will be required to maintain industry standard case load at current site, and new sites will be expected to be staffed in a similar manner. HASLC does write for grants throughout the year, and these funds could be passed through to the

selected agency, as funding permits.

**V. BOARD AND STAFF COMMUNICATIONS:**

Under no circumstances may any member of HASLC or any staff member other than the contact specified in Section XV be contacted during this RFP process by any entity intending to submit a response to this RFP. Failure to comply with this request will result in disqualification. All questions should be in writing and directed to the individual identified in Section XV.

**VI. RELEASE OF INFORMATION:**

Information submitted in response to this RFP will not be released by the HASLC during the proposal evaluation process or prior to a contract award.

**VII. PROPRIETARY INFORMATION:**

If a respondent does not desire certain proprietary information in their response disclosed, the respondent is required to identify all propriety information in the response, which identification shall be submitted concurrently with the response. If the respondent fails to identify proprietary information, it agrees by submission of its response that those sections shall be deemed nonproprietary and may be made available upon public request after a contract award.

**VIII. HASLC RESERVATION OF RIGHTS**

1. HASLC reserves the right to accept or reject any or all proposals or any part of any proposal, to waive minor technicalities in the RFP process, or to terminate the RFP process at any time, if deemed by the HA to be in its best interests.
2. HASLC would prefer to award one (1) Contract to the responsible respondent submitting the proposal which is most advantageous to HASLC based on compliance with this RFP and Addenda. However, the HA reserves the right to make a partial award (adopt any part or all of a proposal), split award, or no award.
3. HASLC reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.
4. All amendments to, and interpretations of, this solicitation shall be in writing. HASLC shall not be legally bound by any amendment or interpretation that is not in writing as an official addendum to the RFP.
5. HASLC reserves the right to request oral information or additional written documentation to supplement any or all written proposals.
6. The HASLC shall have no obligation to compensate any proposer for any costs incurred in responding to this RFP.
7. The HASLC reserves the right to retain all proposals submitted and not permit withdrawal for a period of one hundred twenty (120) days subsequent to the deadline for receiving proposals without the written consent of the HA Procurement Officer (PO)
8. The HASLC reserves the right to negotiate the fees proposed.

**IX. INFORMATION TO BE PROVIDED IN YOUR PROPOSAL:**

Describe your agency's experience and expertise with respect to the following areas:

- a) Successful track record of providing appropriate mental health case management services to elderly and non-elderly disabled residents in mental health crisis of diverse backgrounds, including limited English-speaking populations.
- b) A strong commitment to serving people with behavioral and mental illness.
- c) Dedication to a model of service delivery that emphasizes the needs, desires, and goals of each individual client.
- e) Strong knowledge of State and Federal legislation governing mental health, including, but not limited to, civil rights laws and the Americans with Disabilities Act (ADA);
- f) Evidence that your agency's staff have extensive knowledge of the mental health community and its resources;
- g) Demonstrated ability to provide:
  - i. On-site assessment of crisis;
  - ii. Outpatient therapy;
  - iii. Case Management;
  - iv. After-hours care;
  - v. Medication Management;
  - vi. Authorization to refer clients to mental health hospitals as needed.
- h) Demonstrated ability to work collaboratively with providers of mental health services and resources in a community based partnership to meet the services requested under the RFP.
- i) Administrative capacity to assure program monitoring, logistical control and fiscal responsibility.

**X. PERFORMANCE INDICATORS/PROJECT MONITORING AND EVALUATION:**

The Provider will keep records of cases, services provided, groups held and attendees, and individual conferences and/or counseling sessions. Periodic reports will be submitted as required by the Authority. Upon a written request, these records shall be made available to the HA's Contract Administrator and/or evaluators designated by the HA to evaluate or monitor the program. Evaluation will be ongoing and data will be available for all evaluators and monitors from both inside and outside of the project. The Provider will be expected to complete all monitoring instruments within the timeframe requested as they are developed and presented to the Provider for completion.

**XI. REPORTING:**

The Provider shall submit written reports to the Authority on all activities on a monthly basis. The reports should focus on statistically documenting the services listed in this RFP and the Program Outcomes identified by our funding partners.

The Provider shall also submit a Statistical and Narrative Report summarizing all services offered to residents as requested through funding partners.

The Provider shall meet on the second Tuesday of each month with the property management operations team and such other parties as may be designated, for the purpose of discussing the foregoing reports and progress and reaching agreement on necessary

corrective actions.

**XII. PROVIDER'S RESPONSIBILITIES:**

Any access to the HA site buildings during either the solicitation process or the Contract term must be authorized by the HA site personnel.

The Provider's work shall be performed during the regular working days and hours of the Authority, which are Monday through Friday, 7:30 a.m. to 5:00 p.m. weekly, except for Holidays.

Provider shall provide adequate security to protect its own property.

Should any discrepancy in the quantity or specifications be discovered prior to or during provision of Contract services that might hinder the execution of work as specified, Provider shall report it at once to the HA in writing.

Should either party require a deviation from the determined schedule, notification shall be made as soon as possible in advance of the change.

HA shall be notified ninety (90) days in advance of any proposed change to this Agreement by a written request from Provider.

**XIII. HASLC RESPONSIBILITIES:**

HA management at individual sites may agree to additional hours outside of their normal operating schedule. Any access to the HA site buildings during either the solicitation process or the Contract term must be authorized by the HA site personnel.

Should either party require a deviation from the determined schedule, notification shall be made as soon as possible in advance of the change.

Any information, reports, or other materials given to, prepared, or assembled under this RFP shall not be made available to any individual or organization without the prior written approval of the HASLC Director of Homeless Programs.

**MAXIMUM POSSIBLE POINTS – 100 per rater**

**Rating  
Categories:**

No.	Criteria	Points
1.	<p>Experience: The Service Provider has prior experience in performing similar work with similar populations.</p> <p>Narrative description by service provider listing: specific organizations for which Service Provider has performed service similar to those described in this RFP; specific qualifications/experience in providing and/or coordinating the referral and delivery of a wide range of social support services for residents of public housing; experience working with low to extremely low elderly and/or disabled individuals. List relevant service providers with whom the organization already has linkages for referrals both formalized through Memorandum of Understanding or informally through various collaborations and partnerships.</p> <p>List past experience with Housing Authority residents/tenants.</p>	20
2.	<p>Proposed plan for clinical supervision: Narrative description by the Service Provider regarding capacity and experience providing clinical supervision. Narrative description of the plan for on-going supervision, staff development training, and case file monitoring, including the frequency of meetings and other contacts.</p>	20
3.	<p>Detailed case management approach and methodology, philosophy and staffing plan proposed by the team to accomplish the work.</p>	20
4.	<p>Willingness to absorb current staff who are able to transition to contracted agency.</p>	50
5.	<p>Qualification of the service provider and assigned individuals: education/experience of staff to be assigned to this project.</p> <p>Diversity of Leadership, staff and if applicable board members.</p>	20
<b>TOTAL</b>		<b>130</b>

**XIV. PROPOSAL SUBMISSION REQUIREMENTS**

Please include the items in the order listed:

1. **Cover Letter** (maximum 1 page): Letter introducing the service provider, the location of the provider’s principal place of business and outlining the attachments and naming the individual who will be the contract administrator.

2. **Brief history** and description of the organization, to include its qualifications and major organizational strengths.

3. **Description of Organizational Experience** (maximum 2 pages): List specific organizations for which Service Provider has performed service similar to those described in this RFP. List specific qualifications/experience in providing and/or coordinating the referral and delivery of a wide range

of social support services for residents of public housing. Describe experience working with the relevant population; low to extremely low elderly and/or disabled individuals. List relevant service providers with whom the organization already has linkages for referrals both formalized through Memorandum of Understanding or informally through various collaborations and partnerships. List previous experience working with Housing Authority tenants/residents.

**4. Providers are to provide a work plan** (maximum 3 pages), including a statement of the case management approach, which details how the respondent will perform the scope of work (including on-site case management services). This section should detail all case management principles and assumptions that will govern this contract, including strategies for working with special needs populations such as the elderly and non-elderly disabled. The proposal for collaborating with the Authority and other service providers ensuring a seamless delivery of services to residents should be detailed.

**5. Description of Clinical Capacity** (maximum 1 page): Describe the Service Provider's capacity and experience providing clinical supervision. Describe the Service Providers plan for on-going supervision, staff development training, and case file monitoring. Include frequency of meetings and other contacts.

**6. Credentials:** Describe the credentials and experience of the agency who will perform the work. If applicable, include agency or facility accreditation or licensure. Please describe the qualifications and experience as well as identify the relationship of the lead contact for this proposal to the Applicant organization. *Case Manager Qualifications:* All case managers must meet minimum qualification standards. These minimum qualifications for case managers are a bachelor's degree in social work, psychology, sociology, counseling or other related social service/science disciplines and two (2) years' experience providing case management services. Certification and/or licensure in a relevant discipline (e.g., certified addictions counselor) may substitute for education requirement. Any/all staff supervising case managers providing services under this RFP must possess a Master's Degree in social work, psychology, sociology, counseling or other related social service/science disciplines and two (2) years' experience supervising case managers. Having the highest level of licensure as a social worker, psychologist or counselor may substitute for the supervisory experience.

**7. References:** Letters of support from relevant organizations and/or contact information for three (3) professional references.

**9. Provide proof** of type and level of Workers Compensation coverage, Professional Liability, and Automobile Liability Insurance coverage.

**10. Non-debarment Certification:** A certified statement that the service provider is not debarred, suspended or otherwise prohibited from professional practice by any federal, state or local agency. The statement must read as follows: "This is to certify that \_\_\_\_ (Service Provider name), involved with this work, is not debarred, suspended, or otherwise prohibited from contracting by any Federal, State, or local agency."

**11.** Each proposal shall include how soon the firm, if selected, would be in a position to provide services.

**XV. SUBMITTAL OF PROPOSALS**

Written responses to the RFP must be prepared as specified as to form, content, and sequence as described in earlier sections of this Request for Proposals. No additions or changes to a proposal may be made after the submittal date.

Proposals must be received at the Housing Authority located at 1776 South West Temple on or before 5:00 PM (PST) on Monday, May 28, 2018. Mailed responses must be two (2) single unbound documents and must be clearly marked as “RFP for Mental Health Case Management Services” . Send to the attention of Quinn Wiperi. No facsimile copies will be accepted. Late responses will not be considered.

The proposal shall be signed by the required signatory(ies) authorized to execute legal documents on behalf of the Proposer. All necessary forms and statements for the various miscellaneous provisions explained in this document must be completed, properly signed, and submitted with the proposal.

**XVI. ACCEPTANCE AND REJECTION OF PROPOSALS**

The HASLC reserves the right to waive informalities in any proposals, reject any or all proposals in whole or in part with or without cause, and to accept that proposal which in its judgment best meets its needs. The HASLC reserves the right to reject the proposal of any respondent who has previously failed to perform properly or to complete on time contracts of a similar nature, who is not in a position to perform the Contract, or who has habitually and without just cause neglected the payment of bills or otherwise disregarded obligations to subcontractors or employees.

**VII. PROCEDURE FOR SELECTION OF CONSULTANT**

The Housing Authority will evaluate all of the proposals against the evaluation factors stated in this RFP and may invite the highest ranked firm(s) to participate in an interview or may award a contract on the basis of initial offers received, without discussion. Therefore, each initial offer should contain the Proposer’s best terms from a cost or price and technical standpoint.

After any interview(s) is (are) completed, the Housing Authority will invite the highest ranked firm to submit a best and final offer for consideration by the Housing Authority. If the Housing Authority cannot reach agreement with the highest ranked firm, the Housing Authority may contact the next highest ranked firm and repeat the same procedure. The Housing Authority may continue this procedure until an agreement is reached (if any) with the most qualified firm that provides a fair and reasonable cost. Any contract amount of \$40,000 or over will require approval by the

Housing Authority’s Board of Commissioners prior to execution of contract.

**XVIII. PROCEDURE FOR EXECUTION OF CONTRACT**

Once the Housing Authority has selected a Consultant from the proposals it receives, the procedures described below shall apply for executing the Contract.

A. Within five (5) working days of selecting a Consultant the Housing Authority shall transmit by first class mail to the Consultant chosen two (2) original Contracts for the Consultant’s review and execution. The Contract will contain certain mandatory provisions including insurance requirements and indemnification and tender of defense clauses.

B. Within five (5) working days of receipt, the Consultant shall execute in duplicate the Contract returning both to the Housing Authority along with proof of required insurance. Failure to return

within the five (5) days will be considered a default, and the Housing Authority may either award the Contract to the next most qualified respondent or re-advertise for proposals.

C. Upon receipt of the two fully executed Contracts from the Consultant, the Housing Authority will execute the Contract, retain a copy for its records and return the second to the Consultant, along with a Notice to Proceed.

D. The Consultant shall not commence work on the project without first receiving a Written Notice to Proceed from the Housing Authority. Under no circumstance will the Housing Authority issue a Notice to proceed before the Consultant has returned the executed Contract and proof of required insurance.

E. The Housing Authority reserves the right to withdraw a contract award prior to the execution of the contract for any reason, including but not limited to the Contractor's failure to execute the contract within the time specified or provide proof of insurance pursuant to the terms specified.

**XIX. CANCELLATION OF THE RFP**

The HASLC reserves the right to cancel this RFP at any time, for any reason, and without liability if cancellation is deemed to be in the best interest of the HASLC. The proposer assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.

**XX. COLLUSION**

Proposer, by submitting a proposal, hereby certifies that no officer, agent, or employee of the HACSB has a pecuniary interest in this Proposal; that the Proposal is made in good faith without fraud, collusion, or connection of any kind with any other proposer; and that the proposer is competing solely in its own behalf without connection with, or obligation to any undisclosed person or company.

**Attachment A**

	<b>Units</b>	<b>Complex</b>	<b>Address</b>
<b>1.</b>	<b>100</b>	<b>Sunrise Metro</b>	<b>580 S 500 W</b>
<b>2.</b>	<b>109</b>	<b>Freedom Landing</b>	<b>1900 W North Temple</b>
<b>3.</b>	<b>100</b>	<b>Pamala's Place</b>	<b>TBD (opening 2020)</b>