



<b>Issue Date:</b> July 15, 2015	<b>Request for Proposal No.</b> 720C-04455-15C
<b>Title:</b> Residential Homes for Individuals with ID/DD and Challenging Behaviors and/or Mental Health Issues	<b>Commodity Codes:</b> 95200- Human Services
<b>Issuing Agency:</b> Department of Behavioral Health and Developmental Services (DBHDS) 1220 Bank Street - 8 <sup>th</sup> floor Richmond, VA 23219	<b>Location of Services:</b> Region 3 Area
	<b>Period of Performance:</b> TBD
<b>Mandatory Pre-Proposal Conference:</b> July 24, 2015 10:00am local time – Southwest Virginia Training Center, Training Center Rd, Hillsville, VA 24343	
<b>Proposal Due Date &amp; Time:</b> August 14, 2015 @ 2:00 PM local time	

IF PROPOSALS ARE MAILED, SEND TO **P.O Box 1797 Richmond, VA 23218-1797**;

IF PROPOSALS ARE HAND DELIVERED, DELIVER TO: **Jefferson Building, 8<sup>th</sup> Floor, Office of Administrative Services, 1220 Bank Street, Richmond, VA 23218**

**\*Please note Due Date/Time Above – Late Proposal WILL NOT be accepted under any circumstances\***

In compliance with this Request For Proposals (RFP) and all conditions imposed in this RFP, the undersigned firm hereby offers and agrees to furnish all goods and services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation, and the undersigned firm hereby certifies that all information provided below and in any schedule attached hereto is true, correct, and complete.

**NAME AND ADDRESS OF FIRM:**

Telephone: \_\_\_\_\_  
 FAX No.: \_\_\_\_\_  
 E-Mail \_\_\_\_\_ Address: \_\_\_\_\_  
 Virginia Offeror License No: \_\_\_\_\_  
 eVA Vendor ID or DUNS No: \_\_\_\_\_  
 BY: \_\_\_\_\_  
 Name & Title: \_\_\_\_\_  
 (Please Print)  
 Date: \_\_\_\_\_

**BUSINESS SIZE AND CLASSIFICATION (Check all that apply)**

Small Business     
  Woman-Owned Business – Small     
  Minority-Owned Business – Small

Large Business     
  Woman-Owned Business – Large     
  Minority-Owned Business – Large

Offeror is Certified by Dep. of Minority Business Enterprise (DMBE); Certification # \_\_\_\_\_

Offeror is an eVA Registered Vendor; Vendor # \_\_\_\_\_

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia, § 2.2-4343.1* or against a bidder or Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.



**FORM 1 –Solicitation Questions**  
(Offerors to reproduce as needed.)

**Questions will be accepted through July 27, 2015 – 5:00 PM Local Prevailing Time**

TO: Procurement Operations, Office of Administrative Services  
Virginia Dept. of Behavioral Health and Developmental Services  
Richmond, Virginia 23218

**Email To: [chris.foca@dbhds.virginia.gov](mailto:chris.foca@dbhds.virginia.gov)**

Please record your question(s) regarding the above referenced solicitation:

Your Company:

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Your Name:

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Your Voice Phone:

Fax Phone:

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### ATTACHMENTS

#### A. General Terms and Conditions

#### REQUIRED FORMS (Attachments)

1. Small Business Plan
2. Contractor Data Sheet
3. State Corporation Commission Form
4. Exceptions to RFP
5. Proprietary/Confidential Information Identification

## 1. PREFACE

This Request for Proposal (RFP) is issued in accordance with the General Terms and Conditions, any Special Terms and Conditions and by the laws of the Commonwealth of Virginia. No payments shall be made to the Offeror for the development and submission of a proposal in response to this RFP. The Department of Behavioral Health and Developmental Services (DBHDS or Department) reserves the right to cancel this solicitation in whole or in part and without explanation at the sole discretion of the Department.

## 2. INTRODUCTION AND BACKGROUND

The Commonwealth of Virginia and the United States Department of Justice established a Settlement Agreement to bring the state into full compliance with Title II of the Americans with Disabilities Act (ADA), 42 U.S.C. § 12101, as interpreted by *Olmstead v. L.C.*, 527 U.S. 581 (1999).

This Settlement Agreement is intended to ensure the Commonwealth's compliance with the ADA and *Olmstead*; the Commonwealth offers services to individuals with intellectual and developmental disabilities (IDD), provided in the most integrated setting appropriate to meet their needs.

The Department of Behavioral Health & Developmental Services (DBHDS) established a closure plan for the Commonwealth's four training centers by 2020. Located in Hillsville, Southwest Virginia Training Center (SWVTC) is one of 4 state-operated ICF-IID facilities that serve individuals with IDD. SWVTC currently provides a home for approximately 124 individuals who include approximately 55 individuals who demonstrate challenging behaviors and/or mental health issues. In addition to individuals living at SWVTC, there are approximately an additional 200 individuals with similar needs in Region 3.

DBDHS has successfully worked with providers who have developed or are developing services for challenging behaviors and/or mental health issues who have moved or in process of moving from training centers in other regions of the state. In addition to providing appropriate behavioral treatment and other supports as needed to participate in community life, DBHDS recognizes that environmental modifications are often necessary in group homes, sponsored homes or an individual's own home.

### Terms and Definitions

Integrated:	Individuals with a Developmental Disabilities (DD) can live fuller lives in integrated community settings. The term "integrated" reflects the right to participate in society and share in the opportunities available to all citizens.
ICF-IID:	Intermediate Care Facility – Individuals with Intellectual and Developmental Disabilities
CMS:	<a href="#">Centers for Medicare &amp; Medicaid Services</a>
HCBS:	Home and Community-Based Services (HCBS)
SA:	Settlement Agreement
IDD:	Intellectual/Developmental Disabilities including Autism Spectrum Disorder
MI:	Mental illness – a mental disorder as defined by the Diagnostic and Statistical Manual of Mental Disorders, 5th edition (DSM-5).

## Challenging

Behaviors: Behaviors that threaten the quality of life and/or physical safety of an individual or others. Some common examples of challenging behavior include, but are not limited to: aggression, self-injury, property destruction, elopement, pica, and socially inappropriate behavior.

Region 3: A health planning region that includes the following ten (10) Community Services Boards – Allegheny-Highlands, Blue Ridge Behavioral, Cumberland Mountain, Danville-Pittsylvania, Dickenson County, Highlands, Mount Rogers, New River Valley, Piedmont Regional, and Planning District 1.

### 3. PURPOSE

The purpose of this Request for Proposal (RFP) is to select a minimum of one (1) provider, who will serve the individuals currently residing at SWVTC, that have the expertise and capacity to support individuals transitioning to the community who have an Intellectual/Disability Developmental Disability (IDD) and who require significant behavioral and mental health supports. And to increase ongoing capacity in the community to serve other individuals who may require now or in the future similar services. The providers will be selected via a competitive procurement process.

The successful provider or providers will adhere to the January 16, 2014 Centers for Medicare and Medicaid Services (CMS) Home and Community-Based Services (HCBS) final rule; effective March 17, 2014. The new rule applies to both residential and non-residential settings and changes the standards by which states are allowed to pay for HCBS. Highlights of the new rule include the following:

1. Ensuring that individuals have been given choices regarding their setting options.
2. Guaranteeing individuals' rights of privacy, dignity, respect, and freedom from coercion and restraint.
3. Optimizing autonomy and independence in making life choices
4. Facilitating choice in services and those who provide it.

DBHDS recognizes funding will be needed for capital and also recognize that the successful bidder will need to be innovative assuring that primary care of supports are provided as well as meeting the goals in the person-centered plan. DBHDS will provide one-time funding to the selected vendor(s) in order to off-set the increased financial burden for meeting transitional and residential costs associated with providing these supports. This one-time funding is intended to assist the providers with establishing programs to serve individuals in settings under four or five bedroom homes in the community. Preference is within a radius of 100 miles from the Hillsville area. Innovative homes models that are smaller (supervised apartments, single family homes, etc) that meet the special needs of the individuals will be considered.

The provider must be licensed to provide services to meet the needs of individuals through the Home and Community-Based Services (HCBS) Medicaid waivers leaving SWVTC. DBHDS will consider sponsored homes, an individual's own home, supervised apartments, single family homes, and small four or five bed homes, supported by Medicaid waiver funded services. DBHDS is committed to utilizing smaller integrated community settings. While a four (4) or less bed facilities are preferred, an allowance can be made for up to five (5) beds.

DBHDS is limiting selection to ensure that viable sustainable options are available for a provider with the infrastructure, capacity and expertise to support a population which traditionally has been served in congregate, institutional settings. Given that the population is not extensive but poses significant support issues, DBHDS recognizes that some economy of scale is required to broaden the provider base, particularly through the

proposed new waivers. This RFP does not preclude that individuals with complex behavioral and mental health needs may select other providers to receive services and will support the choice of the individual and their representative to make informed choices. Two (2) to three (3) providers will be selected, based on available funds to pay for the added costs (sunk costs) for developing appropriate community settings.

The successful offeror must be able to enter into an agreement or agreements which will require the provider to continue to give preference for a period of 10 years to: first residents from SWVTC; secondly residents transitioning from other training centers, mental health facilities, jails, large ICFs or out-of-state placements; and finally individuals meeting the same level/type of services living in the community in order to avoid admission to a mental health facility, jail, large ICF, or out-of-state placement.

The security instruments will reference the funding provided in connection with the corresponding agreement, including how the grant will be forgiven over time.

Offeror guarantees that homes will continue to operate in accordance with this contract for minimum of 10 years after the date in which this agreement is fully executed. 1/10<sup>th</sup> of the funding provided in connection with this agreement shall be forgiven after each full year that the home is operational and there is no breach of this agreement. If there is a breach of this agreement, the remaining balance of the forgivable loan shall be due and payable to DBHDS, The term of the agreement may be amended if the capacity is no longer needed to meet ongoing community needs for this population in future years, including admitting residents with less complex behavioral and mental health needs.

#### **4. NATURE AND SCOPE OF WORK**

- 1) Identify and secure homes in the community to serve individuals with IDD who require significant behavioral and mental health supports due to their challenging behaviors and/or mental health issues.
- 2) Meet the requirements and licensure of HCBS Waiver Funded Services, under the proposed new rates.
- 3) Provide residential and day activities in adherence with the person's individualized person centered plan with all elements required to address support needs.
- 4) Provide in-home supports and out-of-home crisis stabilization services when they are needed.
- 5) Provide crisis prevention and stabilization services in order to divert admissions to mental health facilities, jails, or large ICFs.
- 6) Provide secure step-down crisis stabilization services from mental health facilities, jails, or large ICFs.
- 7) Identify specialized staff or specialized services provided.
- 8) Identify staff training/preparation and on-going staff training that ensures staff are qualified, well trained and skilled.
- 9) Identify any program exclusion criteria or any critical supports that you would be unable or unwilling to provide for individuals with challenging behaviors and/or mental health issues.
- 10) Identify your experience with persons who do not adhere to prescribed medical treatment for chronic or acute illnesses.
- 11) Identify in-home supports, crisis stabilization services, and out-of-home crisis stabilization services that you would provide when they are needed.
- 12) Identify cross-system crisis prevention and intervention planning; maintaining linkages and agreements with existing providers; and provision of support, clinical training, technical assistance, and follow-up consultation to community partners, including emergency services personnel.

## 5. PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS:

### 1. **Mandatory Pre-Proposal Conference:**

Offerors intending to submit a proposal in response to this RFP should attend the associated DBHDS Bidders Conference that will be held as follows:

Date: July 24, 2015

Time: 10 a.m. local time

Location: Southwest Virginia Training Center, Training Center Rd, Hillsville, VA 24343

The Pre-Proposal Conference will provide an opportunity to ask questions about the RFP requirements, the award process, and implementation expectations. Any necessary response to questions posed during the Pre-Proposal that cannot be answered at that time will be posted at [www.dbhds.virginia.gov](http://www.dbhds.virginia.gov) (click on the link to Procurement/Solicitations and look for solicitation number assigned). To ensure that all questions are answered in an appropriate manner, other interested offerors are requested to submit their questions via e-mail to [Chris.foca@dbhds.virginia.gov](mailto:Chris.foca@dbhds.virginia.gov); include a return e-mail address, and voice and fax phone numbers by no later close of business (5:00 pm local prevailing time) on Monday July, 27, 2015.

### 2. **Proposal Instructions:**

In order to be considered for selection Offerors must submit a complete response to this RFP. One (1) original and five (5) copies plus one (1) complete electronic copy must be submitted to the DBHDS in PDF format. The Offeror shall make no other distribution of the proposal. In addition, the Offeror shall submit one (1) redacted (proprietary and confidential information removed) electronic copy in PDF format of their Technical and Cost Proposal.

#### 2.1 **General Instructions**

- A. Proposals shall be submitted in accordance with the following instructions. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in the Purchasing Agency requiring prompt submission of missing information and/or giving a lower evaluation of the proposal. Proposals, which are substantially incomplete or lack key information may be considered non-responsive and be rejected by the Purchasing Agency. Mandatory requirements are those required by law or are such that they cannot be waived and are not subject to negotiation.
- B. Proposals should be clear and concise, providing straightforward concepts so that the DBHDS evaluators may properly assess your capabilities to perform the services.
- C. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub-letter, and repeat the text requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub-letter should be repeated at the top of the next page. The proposal should contain a table of contents, which cross-references the RFP requirements. Information that the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to locate where the RFP requirements are specifically addressed.

- D. The proposals should be typed, bound, single-spaced with an 11-point font on 8 1/2" x 11" paper with 1" margins, page-numbered, and printed on one side only. It shall be acceptable for Offerors to use a larger font size for section headings or a smaller font size for footers, tables, graphics, exhibits, or similar sections. Larger graphics, exhibits, organization charts, and network diagrams may be printed on larger paper as a foldout if 8 1/2" x 11" paper is not practical. Each copy of the Technical Proposal and all documentation submitted shall be contained in single three-ring binder volumes where practical. Each original of the proposal should be bound in single volumes. Each copy shall be bound separately.
- E. As used in this RFP, the terms "must", "shall", "should" and "may" identify criticality or requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or "may" are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of an Offeror to satisfy a "must" or "shall" requirement does not automatically remove that Offeror from consideration; however it may seriously affect the overall rating of the Offerors' proposal.
- F. Ownership of all data, materials and documentation originated and prepared for the Commonwealth pursuant to the RFP shall belong exclusively to the Commonwealth and be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the *Virginia Freedom of Information Act*; however, the Offeror must invoke the protections of § 2.2-4342F of the *Code of Virginia*, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and, in the sole discretion of DBHDS, may result in rejection of the proposal.

## 2.2 Specific Instructions

Offerors are required to submit the following items as part of their complete proposal. Proposals shall be thorough and detailed as possible allowing DBHDS to evaluate Offeror's capability to provide the services. Missing information will deem the proposal nonresponsive.

- A. Return the RFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.

- B. Executive Summary – Maximum of three (3) pages

The Executive Summary Chapter shall highlight the Offeror's:

- a. Understanding of the project requirements.
- b. Qualifications and Experience to serve as Contractor for the project.
- c. Overall Approach to the project and a summary of the contents of the proposal.

1. Corporate Qualification and Experience

- a. Organization Status:
  1. The name of the Project Director for the Virginia contract and the amount of time the Project Director shall be dedicated to this project, initially as well as ongoing, if awarded;
  2. The names, addresses, and telephone numbers of firm, any teaming partners and the principal officers of each company (president, vice-president, treasurer, chairperson of the board of directors, and other executive officers);
  3. The name of the parent organization and major subsidiaries;
  4. The organization's major business services;
  5. Any specific licenses, certifications, or accreditation held by the Offeror.
  
- b. Corporate Experience:
  1. The Offeror's overall qualifications to carry out a project of this nature and scope;
  2. The Offeror's knowledge of and experience assessing the services and support needs of ID and DD populations;
  3. Any other related experience the Offeror thinks is relevant for consideration by DBHDS;
  4. The Offeror shall indicate whether the Offeror has had a contract terminated, for any reason, within the last 5 years, and explain the reason; and
  5. The Offeror also shall indicate if a claim was made on a payment or performance bond. If so, the Offeror shall submit full details of the termination and the bonds including the other party's name, address.

C. Technical Proposal – Maximum of fifteen (15) pages

The Offeror shall fully describe how it intends to meet all Technical Proposal requirements listed in this RFP. DBHDS does not want a "re-write" of the RFP requirements. Specifically, the Offeror shall describe in detail the approach it will use to perform each of the required tasks, and shall include:

1. Describe the planned home environment; how the home will be operated.
2. Describe the day activities that will be provided and how and where they will occur.
3. Describe how your agency will address the individualized significant behavioral and mental health support needs and wants of the individuals in the community, including evidenced informed treatments and innovative strategies to improve behavioral and mental health outcomes.
4. Describe how the agency anticipates providing behavioral treatment and mental health care and related supports to individuals who in addition to challenging behaviors and/or mental health needs have various medical, emotional, physical, and social support needs.
5. Describe a plan for quality assurance and improvement of integrating behavioral and mental health treatment outcomes which may include reducing the risk for injury to self and others, property destruction, elopement, pica, need for crisis intervention, admission to mental health facilities, or involvement of law enforcement, particularly addressing how new staff are oriented and trained per the unique needs of each individual.
6. Describe how your program will address the Medical, Psychiatry, Behavioral, Physical Therapy, Occupational Therapy, Recreational Therapy, Speech/Language and Augmentative Communication supports, and/or other therapeutic support needs of individuals, including agency experience supporting individuals who have challenging behaviors and/or mental health support needs, or how the agency will develop/secure expertise.
7. Please detail what environmental changes, improvements for development of a home

environment to assure the least restrictive environment and increase independence of the individuals supported.

8. Describe how and where you will either provide day activities, or create partnerships necessary to ensure individuals are involved in their community and the planning of their meaningful day.
9. Describe outcome data that you will report quarterly regarding the individuals served in these programs to show the success of the program in serving individuals with significant behavioral and mental health support needs.
10. Offeror's overall project plan with sufficient detail related to identification of homes, renovations, furnishes, etc. to transition all individuals in to the community by March 30, 2017.

#### D. Cost Proposal

1. Provide a budget summary for major budget categories including agency inputs to leverage awarded state funds to develop the different types of homes as noted below:
  - a. For each type of HCBS waiver funded home you plan to operate, please submit a budget summary of projected environmental modifications per person per sponsored homes, an individual's own home, supervised apartments, single family homes, or congregate setting.
  - b. Please describe any additional capital funding that may be needed to provide a higher level of environmental amenities for individuals with ongoing chronic health issues.
2. Please detail that the agency has sufficient start-up funds and adequate ongoing operational funds for sustainability.

#### E. Required Forms

Offerors must submit the following forms with their proposals

1. Attachment 1 – Small Business Plan
2. Attachment 2 – Contractor Data Sheet
3. Attachment 3 – State Corporation Commission Form
4. Attachment 4 – Exceptions to RFP
5. Attachment 5 – Proprietary/Confidential Information Identification

### 6. Evaluation and Award Criteria

**1. Evaluation Criteria:** Proposals shall be evaluated by the Purchasing Agency using the following criteria:

- a. Qualifications and experience of Offeror in developing individual and/or group housing to serve individuals with ID/DD and challenging behaviors and/or mental health needs.
- b. The proposed innovative approach to serve each individual based on their person-centered plan.
- c. Proposed project plan to acquire homes, renovate and ready to serve individuals.
- d. VA Small Business and Supplier Diversity Certified Small Business Subcontracting Plan and utilization of small businesses.
- e. References from other governmental clients, public corporations and/or organizations that support individuals with ID/DD.

**2. Award Criteria:** Selection shall be made of one or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals. Negotiations shall be conducted with the Offerors so selected. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion,

has made the best proposal, and shall award the contract to that Offeror. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (*Code of Virginia, § 2.2-4359D*). Should the Commonwealth determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

**7. Multiple Awards**

The Purchasing Agency reserves the right to make multiple awards if, in the sole determination of the Purchasing Agency, it is deemed advantageous to do so to ensure coverage of services or to achieve economy or efficiency in the project.