



COUNTY OF SAN LUIS OBISPO

Central Services

Will Clemens, *Director*

**REQUEST FOR PROPOSAL - #
SAN LUIS OBISPO MENTAL HEALTH SERVICES ACT
FULL SERVICE PARTNERSHIP PROGRAMS – CHILDREN & TRANSITIONAL AGED YOUTH**

May 4, 2018

The County of San Luis Obispo (County) is currently soliciting proposals for professional services for MENTAL HEALTH SERVICES ACT FULL SERVICE PARTNERSHIP PROGRAMS – CHILDREN & TRANSITIONAL AGED YOUTH.

Each proposal shall specify each and every item as set forth in the attached specifications. Any and all exceptions must be clearly stated in the proposal. Failure to set forth any item in the specifications without taking exception may be grounds for rejection. The County reserves the right to reject any and all proposals and to waive any irregularity or informality in any proposal or in the RFP process, as long as, in the judgment of the County, such action will not negate fair competition and will permit proper comparative evaluation of the proposals submitted.

This RFP is posted on the County's Purchasing website at http://www.slocounty.ca.gov/GS/Purchasing/Current_Formal_Bids_and_Proposals.htm. Any changes, additions, or deletions to this RFP will be in the form of written addenda issued by the County. Any addenda will be posted on the website. Prospective proposers must check the website for addenda or other relevant new information during the response period. The County is not responsible for the failure of any prospective proposer to receive such addenda. All addenda so issued shall become a part of this RFP.

If you or your firm is interested and qualified, please submit one (1) electronic copy of your proposal, in Adobe Acrobat Portable Data Format (pdf), through the County's Purchasing website at the address listed above, by **3:00 p.m. on MAY 18, 2018**. An original hard copy is not needed.

If you have any questions about the proposal process, please contact the Buyer directly.

ANDREA M. RAMSEY
Buyer – Central Services Purchasing
amramsey@co.slo.ca.us

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I. INTRODUCTION

A. PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit offers from qualified firms to establish a three year program for services to include, but not be limited to, the following: mental health treatment, psychiatry and medication support, recovery supports, crisis intervention and care, and transitional life skill supports.

B. BACKGROUND

Established in 1850 as one of the original counties of California, San Luis Obispo County is bordered by the Pacific Ocean to the west, and lies north of Santa Barbara County, south of Monterey County, and west of Kern County. The County is governed by a five-member Board of Supervisors, which works with employees and residents to create a safe, healthy, livable, prosperous and well-governed community. The County seat is in the city of San Luis Obispo.

Behavioral Health is a department of the San Luis Obispo County Health Agency, which is one of 24 departments within the county. Behavioral Health provides the residents of San Luis Obispo County with options for treatment of mental health disorders as well as substance abuse disorders.

The County of San Luis Obispo Health Agency's Behavioral Health Department (County) invites proposals for community agencies and organizations to provide services as outlined in the San Luis Obispo County Mental Health Services Act (MHSA) Community Services and Supports (CSS) component of the Three-Year Program and Expenditure Plan. The complete MHSA plan was approved by the State of California Mental Health Services Oversight and Accountability Commission. The most current plan may be viewed at:

[http://www.slocounty.ca.gov/Departments/Health-Agency/Behavioral-Health/Forms-Documents/Mental-Health-Services-Act-\(MHSA\)/Plans/Annual-Updates/MHSA-2017-18-Annual-Update.aspx](http://www.slocounty.ca.gov/Departments/Health-Agency/Behavioral-Health/Forms-Documents/Mental-Health-Services-Act-(MHSA)/Plans/Annual-Updates/MHSA-2017-18-Annual-Update.aspx)

II. SCHEDULE AND SUBMITTAL

A. RFP SCHEDULE

The following represents the tentative schedule for this RFP. Any change in the scheduled dates for the Pre-Proposal Conference, Deadline for Final Questions, Proposal Submission Deadline, or Interviews will be advertised in the form of an addendum to this RFP. The schedule for other milestones dates may be adjusted without notice.

RFP Schedule	Date
RFP Release Date	May 4 th , 2018

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Deadline for Final Questions	May 18, 2018
Proposal Submission Date	June 1, 2018
Evaluation of Proposals	June 15, 2018
Contract Negotiations	June 29, 2018
Intent to Award Issued	July 21, 2018
Award by Board of Supervisors	August 7, 2018
Contract Start Date	August 7, 2018

B. QUESTIONS

All questions (requests for interpretations or corrections) pertaining to the content of this RFP must be made in writing through the County's Purchasing website by 3:00 p.m. on May 18, 2018. Requests submitted after said date may not be considered. Questions will receive a response within five (5) business days. Questions and responses will be posted (anonymously) on the Purchasing website, and can be viewed by accessing the RFP. The County reserves the right to determine the appropriateness of comments / questions that will be posted on the website

C. PROPOSAL SUBMITTAL

If you or your firm is interested and qualified, please submit one (1) electronic copy of your proposal, in Adobe Acrobat Portable Data Format (pdf), through the County's Purchasing website at the address listed on the title page by **3:00 p.m. on June 1, 2018**. An original hard copy is not needed.

III. GENERAL INSTRUCTIONS

A. COUNTY RIGHTS & OPTIONS

1. All proposals must be submitted to the County's Purchasing website in Adobe PDF format no later than **3:00 p.m. on June 1, 2018**. Late or partial proposals will not be considered.
2. All costs incurred in the preparation and submission of proposals and related documentation will be borne solely by the proposer.
3. This RFP does not constitute an offer of employment or to contract for services.
4. The County may, in its sole and absolute discretion, accept or reject any and all proposals, in whole or in part, with or without cause, in response to this RFP and to make more than one award, or no award, or postpone or cancel, at any time, this RFP process, as which the County determines to be in its best interests.
5. The County reserves the right to remedy technical errors, modify the published scope of services and approve or disapprove the use of all sub-consultants.
6. The issuance of this RFP does not constitute an agreement by the County that any subsequent selection process will occur, or that any contract will be entered into by the County. Proposals and other materials will not be returned.
7. The County has the right to use any or all ideas or concepts presented in any proposal or interview without restriction, without conversation to all applicants.

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8. All documents submitted to the County in response to this RFP will become the exclusive property of the County.
9. All proposals shall remain firm for ninety, (90) days following closing date for receipt of proposals.
10. The County reserves the right to award the contract to the firms who present the proposal which, in the judgment of the County, best accomplishes the desired results.
11. The term of the contract will be one (1) year from date of award. All projects are expected to start July, 2018 and carried out until June 30, 2019. However, this Contract may be renewed for up to, but no more than, two (2) successive one-year renewal terms beginning immediately upon the expiration of the Contract's initial one-year term. Pricing will remain unchanged throughout the term of contract.
12. Any contract awarded pursuant to this RFP will incorporate the requirements and specifications contained in this RFP. All information presented in a proposer's proposal will be considered binding upon selection of the successful proposer, unless otherwise modified and agreed to by the County during subsequent negotiations.
13. Under the provisions of the California Public Records Act (the "Act"), Government Code section 6252 et seq., all "public records" (as defined in the Act) of a local agency, such as the County, must be available for inspection and copying upon the request of any person. Under the Act, the County may be obligated to provide a copy of any and all responses to this RFP, if such requests are made after the contract is awarded. One exception to this required disclosure is information which fits within the definition of a confidential trade secret [Government Code section 6254(k)] or contains other technical, financial or other data whose public disclosure could cause injury to the proposer's competitive position. If any proposer believes that information contained in its response to this RFP should be protected from disclosure, the proposer **MUST** specifically identify the pages of the response that contains the information by properly marking the applicable pages and inserting the following notice in the front of its response:

NOTICE: *The data on pages _ of this response identified by an asterisk (*) contain technical or financial information, which are trade secrets, or information for which disclosure would result in substantial injury to the proposer's competitive position. Proposer requests that such data be used only for the evaluation of the response, but understands that the disclosure will be limited to the extent the County considers proper under the law. If an agreement is entered into with the proposer, the County shall have the right to use or disclose the data as provided in the agreement, unless otherwise obligated by law.*

The County will not honor any attempt by proposer to designate its entire proposal as proprietary. If there is any dispute, lawsuit, claim or demand as to whether information within the response to the RFP is protected from disclosure under the Act, proposer shall indemnify, defend, and hold harmless, the County arising out of such dispute, lawsuit, claim or demand.

14. The proposer warrants that no official or employee of the County has an interest, has been employed or retained to solicit or aid in the procuring of any contract resulting from this RFP, if any, and further warrants that such person will not be employed in the performance of the contract without immediate written notice to the County.

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15. Firms submitting proposals shall warrant that their offer is made without any previous understanding, agreement or connection with any person, firm or corporation submitting a separate proposal for the same project and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action. This condition shall not apply to proposals which are submitted by firms who have partnered with others to submit a cooperative proposal that clearly identifies a primary contractor and the associated sub-contractors.
16. Contractor shall comply with all laws and regulations governing nondiscrimination in employment, including the Americans with Disabilities Act of 1990, the Fair Employment and Housing Act (California Government Code §§ 12900, et seq.), and the applicable regulations promulgated thereunder (2 California Code of Regulations §§ 7285, et seq.).
- 16.1. **Nondiscrimination:** The Contractor, with regard to the work performed by them during the Contract, shall not discriminate on the grounds of race, color or national origin or other legally protected criteria in employment or the selection and retention of subcontractors, including procurement of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the Contract covers a program set forth in Appendix B of the Regulation.
- 16.2. **Solicitation for Subcontracts, Including Procurement of Materials and Equipment.** In all solicitation, either by competitive bidding or negotiation, made by the Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this Contract and the regulations
17. County may negotiate for additional items/services beyond what is described in Appendix A. Items in Appendix A make up the bulk of required items and/or services. Unforeseen additional items and/or services may be required. The County therefore reserves the right to negotiate with the successful proposer for additional items and/or services to be added to the final contract.

B. CHANGES TO THE RFP

This RFP is posted on the County's Purchasing website at http://www.slocounty.ca.gov/GS/Purchasing/Current_Formal_Bids_and_Proposals.htm. Any changes, additions, or deletions to this RFP will be in the form of written addenda issued by the County. Any addenda will be posted on the website. Prospective proposers must check the website for addenda or other relevant new information during the response period. The County is not responsible for the failure of any prospective proposer to receive such addenda. All addenda so issued shall become a part of this RFP. Any proposer who has already submitted their proposal and desires to make corrections, may remove and replace their proposal on the Purchasing website up to the date and time for which this RFP closes.

C. COMMUNICATIONS

All communications concerning this RFP shall be directed to Andrea M. Ramsey, amramsey@co.slo.ca.us. All other communication is not binding and shall in no way modify the RFP or the obligations of the County.

The proceedings of the Selection Committee are confidential, and members of the Selection

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Committee are not to be contacted by the proposers. After the solicitation has closed, proposers can view the RFP on the Purchasing website where any available award information will be posted and updated within the solicitation. Any questions and requests for information must be addressed to the Buyer.

D. INSURANCE

The selected proposer will be required to provide insurance coverage in the amount of One Million Dollars (\$1,000,000) Commercial General Liability (CGL) Insurance. See Appendix B – Sample Contract for complete insurance and indemnification requirements.

INSURANCE REQUIRED	AMOUNT
CGL & Property Damage	\$ 1.0 Million per occurrence
Professional Liability	\$ 1.0 Million per occurrence / \$ 2.0 Million aggregate
Auto Liability /Property Damage/Bodily Injury	\$ 1.0 Million per occurrence
Workers Compensation & Disability Benefits	\$ 1.0 Million per occurrence

The contractor awarded the contract shall provide within five (5) days after the Notice of Award is issued a certificate of liability insurance naming the County of San Luis Obispo and its employees and officers as additionally named insured. This shall be maintained in full force and effect for the duration of the contract and must be in an amount and format satisfactory to the County.

E. EXCEPTIONS & DEVIATIONS

Any exceptions to or deviations from the requirements set forth in this RFP must be declared in the proposal submitted by the proposer. Such exceptions or deviations must be segregated as a separate element of the proposal under the heading “Exceptions and Deviations” as instructed below in section IV. The County may waive any immaterial deviation or defect in a proposal.

F. AWARD AND STANDARD AGREEMENT

The County reserves the right to make awards within ninety, (90) days after the date of the RFP closing. The successful proposer is expected to execute a contract similar to the contract in Appendix B. This sample contract is for reference to the anticipated terms and conditions governing the County and the successful proposer. The proposer must take exception in their proposal to any section of the attached contract they do not agree with. Failing to do so will be deemed as acceptance by the proposer to the terms spelled out in the sample contract. The County reserves the right, in its sole discretion, to add, delete, or modify, or negotiate additional terms and conditions to the attached contract. **BEFORE BEGINNING ANY WORK OR SUBMITTING A PROPOSAL IT IS ADVISED THAT PROPOSERS READ THE COUNTY INSURANCE AND INDEMNIFICATION REQUIREMENTS IN THE ATTACHED SAMPLE CONTRACT.** The selected proposer will be asked to provide evidence that County insurance requirements have been met.

IV. PROPOSAL FORMAT

A qualifying proposal must address all of the following points and shall be in the format outlined in this section:

A. Project Title

B. Applicant or Firm Name

C. Format and Firm Qualifications

To respond to the RFP, a proposer must submit a proposal on or before the deadline. The proposal shall be limited to **15** pages in length, not including resumes. The proposal must be signed by a person authorized to bind the proposing firm to the representations, commitments and statements contained in this statement. The statement must contain the following information and documents:

- a. A cover letter summarizing the key points of the proposal (2 pages max.)
- b. **Description of Firm.** A description of the firm's organizational structure, the jurisdiction in which the firm is organized and date of such organization. In addition, provide a brief description of the firm's qualifications and experience on projects of similar nature to those described in the proposal as well as projects/clients where consultant has performed as an extension of staff.
- c. **Authorized representative of the proposer.** The name, address, telephone number, and email address of the person authorized to represent the proposer with respect to all notices, negotiations, discussions, and other communications relating to this proposal, to any negotiation relating to the contract.
- e. **Staffing.** Provide an organizational chart identifying: 1) the project manager for the work; 2) each key person who would be assigned to carry out the work, and their respective roles in performing the work. Provide a separate description of the experience and qualifications of such manager and key persons, including a summary of experience on similar projects to those described in this proposal. Resumes should be included for all key individuals as an appendix to the submittal.
- f. **References.** A list of references for the proposer and sub consultants, including the names, addresses and telephone numbers of recent clients, preferably other public agencies and a listing of the specific projects and key individuals that have participated in them. Include the dollar amount related to the participation. Identify how much experience the firm and sub consultant has had with public agencies.
- g. **Scope.** A clear concise statement of the proposer's understanding of the nature and extent of the services required and a specific outline to demonstrate how personnel would be organized to handle these services.

D. Work Plan / Technical Services

- a. This section should establish that the proposer understands the County's objectives

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and requirements, demonstrate the proposer's ability to meet those requirements and outline clearly and concisely the plan for accomplishing the specified work as outlined in Appendix A, Scope of Services.

- b. Indication of information and participation the proposer will require from County staff.

E. Data Collection and Performance Measurement

- a. How will the service being proposed achieve its goals? Based on the strategies and work plan proposed, please provide a detailed response to the following:
 - i. What is the goal(s) of the proposed program? What data, feedback, or information was used to determine the program goal(s)?
 - ii. What meaningful, measurable outcomes will be targeted to be achieved?
 - iii. What are the program objectives to actualize the stated outcomes?
 - iv. How will these results be measured? What information will be collected, and what tools or methods will be used to gather data? If available, please include a sample of a measurement instrument your organization would use in carrying out this service.
 - v. How will data be analyzed and reported to the County? How will the provider use data and measures to affect service delivery?

F. Required Attachments Appendix

- a. Resumes. In the Appendix, proposer shall include resumes for all key personnel, the specific projects and roles of the individuals, specialty licenses, certificates or relevant training. List all similar work.

G. Fees

- a. Propose total fixed fees as described under Project Scope. Fees shall detail the billing rates for each firm's key individuals, other position's overhead rates and other costs. Include any and all other costs for office, vehicle, cell phones, per diem, etc. There is not a County issued budget template for proposers to use when submitting a bid.

V. PROPOSAL SELECTION & CONTRACT AWARD

A. SELECTION PROCEDURES

Proposals will be evaluated by a Selection Committee comprised of one or more County departments and stakeholders. The Selection Committee will consider the completeness of a proposal and how well the proposal meets the needs of the County. Evaluations will be based on criteria as outlined in **Section B (Selection Criteria)** below. All proposals in response to this RFP will be evaluated using the same criteria.

The sole purpose of the selection procedure is to determine, from among the responses received, which one is best suited to meet the County's needs. Any final analysis or weighted score does not imply that one proposer is superior to another, but simply that, in the Selection Committee's judgment, the selected proposer appears to offer the best overall solution for the County's current and anticipated needs.

The County may use a Best and Final Offer option. This allows all the proposers with

potentially acceptable proposals the opportunity to supplement their original proposal. All the proposers with potentially acceptable proposals will be contacted in writing by the County requesting the submission of the proposer’s Best and Final Offer (“BAFO”). The BAFO must include all discussed and negotiated changes.

B. SELECTION CRITERIA

The County will evaluate the proposals based on, but not limited to, the following criteria. The objective is to choose the proposal that offers the highest quality services and will achieve the project’s goals and objectives within a reasonable budget. While cost is important, other factors are also significant and the County may not select the lowest cost proposal.

Selection Criteria – RFP (Phase One)	Points Available
Understanding of scope of work	10
Demonstrated expertise in performing similar work	10
Qualifications and experience of key staff	10
Competence of work plan and objectives	40
Data Collection and Evaluation	10
Budget and Cost	20
Total Points Available Per Contractor	100

C. FINAL SELECTION

The Selection Committee will formulate its recommendation for award of the Contract, and forward its selection to the appropriate parties for approval.

D. CONTRACT AWARD AND EXECUTION

The County reserves the right to enter into a contract without further discussion of the submitted proposal. Therefore, the proposal should be initially submitted on the most favorable terms the proposer can offer.

The County reserves the right to withdraw the RFP in whole or in part, at any time and for any reason. Submission of a proposal confers no rights upon a proposer and does not obligate the County in any manner. The County reserves the right to award no contract and to solicit additional offers at a later date.

Each proposer, by submitting a proposal, agrees that if the County accepts its proposal, such proposer will furnish all items and services upon the terms and conditions in this RFP and subsequent contract. Proposals that do not meet the mandatory requirements set forth in this RFP will be considered non-compliant. Proposers may be disqualified and the proposal may be rejected by the County for any of, but not limited to, the following reasons:

- Failure to properly respond to the RFP;

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- Evidence of collusion among the proposers submitting the proposals;
- Failure to comply with the specification requirements of the RFP.

Terms, conditions, prices, methodology, or other features of the Contractor's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the Contractor may be required to submit additional financial information and other data to allow for a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.

The RFP document and the successful proposer's proposal response, as amended by agreement between the County and the successful Contractor, including e-mail or written correspondence relative to the RFP, may become part of the contract documents. Additionally, the County may verify the successful proposer's representations that appear in the proposal. Failure of the successful proposer to perform as represented may result in elimination of the successful proposer from competition or in contract cancellation or termination.

The requirements listed in this RFP are not negotiable and will remain unchanged unless the County determines that a change in such requirements is in the best interest of the County.

The County expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation and taking into consideration other evaluation factors set forth in the RFP. The successful proposer will be expected to enter into a contract with the County. If the successful proposer fails to sign a contract within fifteen (15) business days, unless the County grants an extension, following the delivery of the contract documents, the County may elect to negotiate a contract with the next-highest ranked proposer.

The County shall not be bound, or in any way obligated, until both parties have executed a contract. The selected proposer may not incur any chargeable costs prior to final contract execution. The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during the negotiation of the final Contract.

The supplies and services are to be provided in compliance with all applicable state and federal standards, rules and regulations. The County reserves the right to request additional written and/or oral information from proposers at any time before contract award, in order to obtain clarification of their responses.

E. PROTEST OF AWARD

Any objection to the County's final decision will be handled according to applicable state and local procurement laws.

VI. DEFINITIONS

DEFINITIONS

Response: The written, signed and sealed complete document submitted according to the proposal instructions. Response does not include any verbal or documentary interaction apart from submittal of a formal Response.

Request/Proposal/Bid: The completed and released document, including all subsequent addenda, made publicly available to all prospective proposers.

We/Us/Our: Terms that refer to the County of San Luis Obispo, a duly organized public entity. They may also be used as pronouns for various subsets of the County organization, including, as the context will indicate.

Purchasing: The Contracts and Purchasing Services Division of the Department of Central Services.

Department/Division: The department or division requesting the goods or services contained in this request, for which this PROPOSAL is prepared and which will be the end user of the requested goods or services.

You/Your: Terms that refer to businesses/individuals submitting a response. The term may apply differently as the context will indicate.

Supplier: A business entity engaged in the business of providing services.

Proposer: A business entity submitting a Response to this proposal. Suppliers which may express interest in this proposal, but who do not submit a Response, have no obligations with respect to the proposal requirements.

Contractor: The proposer(s) whose Response to this proposal is evaluated as meeting the needs of the County. Contractor(s) will be selected for award, and will enter into a contract(s) for provision of the services described in this proposal.

Contractor's Employee: All persons who can be offered to provide the services described in the proposal. All employees of the Contractor shall be covered by the insurance programs normally provided to persons employed by a company (ex: Worker's Comp, SDI, etc.).

Mandatory: A required element of this request/proposal/bid. Failure to satisfy any element of this request/proposal/bid defined as "mandatory" will disqualify the particular response.

Default: A failure to act as required by any contract resulting from this request, which may trigger the right to sue or may excuse the other party's obligation to perform under the contract.

Cancellation/Termination: A unilateral or mutual decision to not complete an exchange or perform an obligation under any contract resulting from this request.

"Or Equal": A statement used for reference to indicate the character or quality desired in a requested product or service. When specified in a proposal document, equal items will be considered, provided the response clearly describes the article. Offers of equal items must state the brand and number, or

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level of quality. When brand, number, or level of quality is not stated by proposer, the offer will be considered exactly as specified. The determination of the Purchasing Agent as to what items are equal is final and conclusive.

APPENDIX A – SCOPE OF SERVICES

PROJECT SCOPE

The County of San Luis Obispo’s Behavioral Health Department (County) is seeking proposals for the implementation of Full Service Partnership (FSP) for Children & Youth (Ages 0-15) and Transitional Aged Youth (TAY) (Ages 16-25) Programs. Service providers must be well-qualified, and highly trained to carry out clinical and/or field services. This includes, but is not limited to, mental health treatment, psychiatry and medication support, and recovery supports, crisis intervention and care, and transitional life skill supports. Eligible providers must be community-minded, collaborative, and client-centered.

FSP provides comprehensive, intensive, community-based mental health services to individuals who typically have not responded well to traditional outpatient mental health and psychiatric rehabilitation services, or may have avoided utilization of these services while incurring high costs related to acute hospitalization or long-term care. The intent of these services is to help clients and families increase their ability to function at optimal levels and independently, where appropriate. A principle of FSP is doing “whatever it takes” to help individuals on their path to recovery and wellness. FSP embraces client driven services and supports with each client choosing services based on individual needs. These individuals and their families often have co-existing difficulties, such as substance abuse, homelessness, and involvement with the judicial and/or child welfare systems. Key variables to FSP programs are a low staff to client ratio, crisis availability, and a team approach that is a partnership between mental health service providers and consumers.

San Luis Obispo County CSS programs include four distinct FSP programs based on focal age groups. Collectively, in 2015-2016, clients in the FSP programs yielded the following results: (1) A 53% reduction in homelessness; (2) A 50% reduction in emergency room visits; (3) An 82% reduction in jail days; and (4) a 48% reduction of days in the County’s Psychiatric Health Facility (PHF). In the following section, both of the focal populations (Children and Transitional Aged Youth) FSP projects are outlined.

Criteria for both the Children & Youth FSP and TAY FSPs are outlined separately, with further distinction between the clinical and wellness services to be offered within the component descriptions below. Currently, the COUNTY provides the clinical services and contracts with community organizations to provide wellness and recovery supports. Going forward, the County will no longer provide the psychiatry and medication support for enrolled FSP members, and is now seeking a service provider to provide these services. The components described in each scope are required to be delivered as part of the complete FSP project.

1. Children and Youth FSP (Ages 0-15) Criteria

- A. Individual has a serious emotional disturbance (SED) or a severe and persistent mental illness (SPMI) or has a parent/caregiver with SED or SPMI or a parent/caregiver who has a substance abuse disorder or co-occurring disorder, AND
- B. Individual has a history of high utilization of the system, including chronic psychiatric hospitalizations; frequent emergency room encounters; involvement with public service agencies, OR
- C. Individual is in foster care with a history of multiple placements, OR
- D. Individual has been removed or is at risk of being removed from their home by DSS and/or is in transition to a less restrictive placement, OR
- E. Individual is homeless or at risk of being homeless, OR
- F. Individual is involved with the juvenile justice system or has a history of law enforcement involvement, OR
- G. Individual is new to the system (System of Care or Mental Health) and has not been served

in the past.

2. Transitional Aged Youth (TAY) FSP (Age 16-25) Criteria

- A. Individual has a SED or a SPMI or is experiencing the first psychotic break/major mental illness, or has a parent/caregiver with SED or SPMI or a parent/caregiver who has a substance abuse disorder or co-occurring disorder, AND
- B. Individual has a history of high utilization of the system including chronic history of psychiatric hospitalizations; frequent emergency room visits; involvement with public service agencies, OR
- C. Individual is in the foster care system with multiple placements, has a history of foster care with multiple placements, and/or is aging out/has aged out, OR
- D. Individual is leaving long-term care (Level 10-14 group homes, Community Treatment Facilities, Institutes for Mental Disease, State Hospitals, Probation Camps, OR
- E. Individual is homeless, at risk of being homeless, OR
- F. Individual is involved with the juvenile justice system or has a history of law enforcement involvement OR
- G. Individual has co-occurring substance use/abuse issues, OR
- H. Individual is aging out of Educationally Related Mental Health Services; child mental health system; child welfare system; juvenile justice system, OR
- I. Individual is new to the system (System of Care or Mental Health) and has not been served in the past.

1-2a. Clinical Services

1. The selected provider shall deliver services to discrete individuals in the following age groups:
 - a. Children and Youth FSP: Clients between the ages of 0-15
 - b. TAY FSP: Clients between the ages of 16-25
2. The County will refer and assign clients to the FSPs. The FSPs will also conduct intensive outreach to individuals identified as having characteristics of this focal population.
3. The selected provider shall provide comprehensive integrated mental health services to all clients, based on the Individual Treatment Plan (ITP) developed for each client. Services provided to each client shall be based on the client's ITP, which shall be designed to meet the particular client's individual needs for one or more of a broad range of mental health services. The clinical services shall include, but are not limited to, the following:
 - a. Medication support
 - b. Outreach and engagement of referred clients, and enrolled clients on an on-going basis, as needed
 - c. Culturally- and linguistically-appropriate services
 - d. Field-based clinical services
 - e. Trauma-informed/trauma-specific treatment
 - f. Evidence-/excellence-based practice models
 - g. Mental health services, including individual, family, group, collateral, psychological testing and targeted case management services
 - h. Integrated services for co-occurring mental health and substance abuse disorders
 - i. Client/family self-help and peer support services
 - j. Vocational and educational services and/or referrals
 - k. Support and consultation to clients' families and other major supports
 - l. 24/7 assessment and crisis response services
 - m. Interagency collaboration
 - n. Community partnerships
 - o. Linkage to other resources, as needed
 - p. Intensive Care Coordination and Intensive Home-Based Services. This is for any full

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scope Medi-Cal child or youth under the age of 21

- q. Family Support Services
4. The selected contractor shall collect all data elements as required by the County for the TAY FSP. All future funding for the FSP will be dependent upon positive performance outcomes, which will be monitored by COUNTY throughout the year. Data shall be collected in a timely manner and submitted to COUNTY according to Department guidelines.
5. The selected provider shall be evaluated on six (6) performance-based criteria that will measure performance related to program and operational measures that are indicative of quality mental health services. Proposals should identify processes for systematically involving families, key stakeholders, and direct service staff in defining, selecting, and measuring quality indicators at the program and community levels. The performance-based criteria are as follows:
 - a. Provider conducts a significant amount of field-based clinical services. At least 65% of direct services are provided in the field.
 - b. Provider responds to the individual needs of enrolled FSP members in a timely manner, 24/7. 100% of responses are within the required 72 hours. 100% of responses to hospitals, emergency rooms, urgent care centers, inpatient hospitals and other institutional settings are within 24 hours.
 - c. Provider uses its own staff to respond to 100% of the individual needs of enrolled FSP members 24/7.
 - d. Provider has appropriate client-to-direct service staff ratio. There is a 15:1 client-to-direct service therapeutic staff ratio to serve clients for adults and older adults; with a range of 10-12:1 ratio for children and 10-15:1 ratio for TAY FSP programs.
 - e. Provider delivers services to clients with co-occurring substance abuse disorders.
 - f. At the time of admission, Provider shall serve uninsured and underinsured clients.
6. Provider shall submit documentation of the following, along with written guidelines as to how each relates to performance targets:
 - a. Required statistical reports related to FSP services
 - b. Required documents such as licenses, certification, etc., related to the services
 - c. Training schedules and curriculums

1-2b. Wellness and Recovery Services

1. The selected provider shall deliver services to discrete individuals in the following age group:
 - a. Children and Youth FSP: Clients between the ages of 0-15
 - b. TAY FSP: Clients between the ages of 16-25
2. The County will refer and assign clients to the FSPs. The FSP will also conduct intensive outreach to individuals identified as having characteristics of this focal population.
3. Provider shall provide comprehensive integrated mental health services to all clients, based on the ITP developed for each client. Services provided to each client shall be based on the client's ITP, which shall be designed to meet the particular client's individual needs for one or more of a broad range of mental health services. The wellness and recovery services shall include, but are not limited to, the following:
 - a. Outreach and engagement of referred clients, and enrolled clients on an on-going basis, as needed
 - b. Culturally- and linguistically-appropriate services
 - c. Field-based wellness and recovery services
 - d. Trauma-informed/trauma-specific services
 - e. Evidence-/excellence-based practice models
 - f. Money management
 - g. Transportation services
 - h. Benefits establishment
 - i. Housing assistance
 - j. Assistance with access to physical health care

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- k. Client/family self-help and peer support services
 - l. Vocational and educational services and/or referrals
 - m. Support and consultation to clients' families and other major supports
 - n. Socialization, recreation and faith-based services
 - o. Interagency collaboration
 - p. Community partnerships
 - q. Linkage to other resources, as needed
 - r. Family Support Services
4. The selected provider shall collect all data elements as required by the County for the Child and Youth and TAY FSPs. All future funding for the FSP will be dependent upon positive performance outcomes, which will be monitored by County throughout the year. Data shall be collected in a timely manner and submitted to County according to Department guidelines.
5. The selected provider shall be evaluated on seven (7) performance-based criteria that will measure the Contractor's performance related to program and operational measures that are indicative of quality mental health services. Contractor shall provide processes for systematically involving families, key stakeholders, and direct service staff in defining, selecting, and measuring quality indicators at the program and community levels. The performance-based criteria are as follows:
- a. Provider conducts a significant amount of field-based services. At least 65% of direct services are provided in the field.
 - b. Provider responds to the individual needs of enrolled members in a timely manner, 24/7. 100% of responses are within the required 72 hours. 100% of responses to hospitals, emergency rooms, urgent care centers, inpatient hospitals and other institutional settings are within 24 hours.
 - c. Provider uses its own staff to respond to 100% of the individual needs of enrolled members 24/7.
 - d. Provider has appropriate client-to-direct service staff ratio.
 - e. Provider delivers services to clients with co-occurring substance abuse disorders.
 - f. Provider offers clients, parents, and caregivers self-help, peer support, and caregiver support groups. 100% of clients are referred to self-help, peer support, and/or caregiver support groups. 25% of clients/their caregivers are actively involved with self-help, peer support and/or caregiver support groups.
 - g. Provider has paid staff who are consumers and/or family advocates. At a minimum, 10% of staff are consumers and/or family advocates.
7. Provider shall submit documentation of the following, along with written guidelines as how each relates to performance targets:
- a. Required statistical reports related to FSP services
 - b. Required documents such as licenses, certification, etc., related to the services
 - c. Training schedules and curriculums

1-2c. Staffing Specifications

1. 4.0 FTE Clinicians
- a. Clinicians shall be responsible for crisis intervention and support in coordination with County crisis services, case management service delivery, individual rehabilitation activities, day to day skills building, transportation to shopping and appointments and all other aspects required to help the individual succeed. Responsibilities and duties shall include:
 - i. Providing wellness-centered approaches that encourage wellness, recovery, and resiliency for clients;
 - ii. Participating in and lead trainings in evidenced based systems of service delivery including: Assertive Community Treatment, co-occurring disorders, Dialectic Behavior Therapy, and ongoing discussions with the team that promote a

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- learning environment;
 - iii. Training team members and clients on mental health services and substance abuse prevention strategies;
 - iv. Participating in daily coordination meetings with teammates; interviewing potential clients to evaluate need and criteria for FSP services or referral elsewhere; counseling or providing psychotherapeutic, educational, and rehabilitation services for individuals, couples, or members of a family to assist them in achieving productive social adjustments reducing the impact of disabling disorders, and facilitating the achievement of family, vocational, recreational, and interpersonal goals;
 - v. Documenting clinical activity presenting diagnostic and interview findings, clinical evaluations, and recommendations as a member of an interdisciplinary team; reviewing the treatment plans and assessments of staff; assigning staff caseloads;
 - vi. Providing crisis counseling in the field and in the office for individuals experiencing acute episodes; evaluating clients and arranging for voluntary or involuntary admission to facilities for observation and treatment;
 - vii. Conferring and securing clients' family members understanding and cooperation in treatment;
 - viii. Coordinating services for clients to assure continuity of care;
 - ix. Providing transportation to clients as needed;
 - x. Cooperating and working with other agencies and practitioners;
 - xi. Educating clients and their families about diagnosis, prognosis, treatment, and rehabilitation;
 - xii. Assisting clients to obtain stable housing, physical health care, and to learn basic living skills; and
 - xiii. Participating in ongoing quality assurance and program evaluations.
2. 4.0 FTE Rehabilitation Specialists
- a. Rehabilitation Specialists shall be involved in day to day client skills-building and resource support to include, but not limited to:
 - i. Dress/grooming/hygiene
 - ii. Travel (e.g. use of public transportation)
 - iii. Budgeting (e.g. money management)
 - iv. Family/social interactions
 - v. Coping with symptoms
 - vi. Managing stress (e.g., behavior control and impulse control, frustration tolerance/stress management)
 - vii. Managing client's symptoms
 - viii. Taking clients to appointments
 - ix. Shopping
 - x. Household management
 - xi. Referrals
 - xii. Individual rehabilitation activities
 - xiii. Crisis care
 - xiv. Interface with other treatment providers
3. .5 FTE Medication Manager/LPT
- a. Children and TAY FSP Medication Manager responsibilities and duties shall include:
 - i. Participating in and conducting parts of the client-centered comprehensive assessment of psychiatric history (e.g. onset, course and effect of illness, past treatment and responses, and risk behaviors), mental status, examination, and

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diagnosis, physical health and dental health, use of drugs or alcohol, education and employment, social development and functioning, activities of daily living (e.g. self-care, living situation, nutrition, money management) and family structure and relationships;

- ii. Developing, revising, maintaining and supporting team psychopharmacologic and medical treatment needs, and medication policies and procedures including transcribing, administering, evaluating, and recording psychotropic medication prescribed by the team psychiatrist; evaluating and charting psychotropic medication effectiveness, complications, and side-effects; and arranging for required lab work according to protocol;
 - iii. Participating in staff organizational meetings and treatment planning review meetings;
 - iv. Documenting all contacts with clients in a timely manner; completing program paperwork such as individual client files; evaluating and charting client progress, service plans, admission/discharge paperwork, Medi-Cal billing, and time sheets;
 - v. Consulting, collaborating, and communicating with outside medical treatment agencies to meet client and program objectives. This duty may include coordinating referrals and/or providing information to other agencies or treatment programs;
 - vi. Assisting clients in learning more about substance abuse and treatment options open to them such as A.A. and other support groups; working with clients in identifying possible precursors that could lead to alcohol or drug abuse;
 - vii. Providing direct clinical services to clients on an individual, group, and family basis in the office and in community settings to teach behavioral symptom-management techniques to alleviate and manage symptoms not reduced by medication and to promote personal growth and development by assisting clients to adapt and cope with internal and external stresses; and
 - viii. Ensuring the maintenance, security, and regulation standards of all medications, records, and supplies contained in the Medication Office located at the main office at Contractor's location are in compliance with Medi-Cal standards and meet or exceed the requirements of such for the Contractor and County.
4. 10 Hours of Psychiatrist time for 40 clients (20 Child, 20 TAY)
- a. Child and TAY Psychiatrist shall provide psychiatric services to child and TAY clients participating in the FSP program
 - b. The FSP Psychiatrist shall be required to meet the following criteria:
 - i. Submit a completed credentialing application and/or required documentation for credentialing as applicable;
 - ii. Possess a valid third-party billable provider certification (for Medi-Cal, and/or private insurance) or have submitted a completed billable provider application, along with the required documentation, on order to obtain the appropriate billable provider status;
 - iii. Be appropriately licensed and/or certified to practice psychiatry in California, meeting all applicable laws, regulations, and/or accreditation standards for their area of practice, proof of which shall be presented to County upon request;
 - iv. Possess a National Provider Identifier (NPI) number and a valid Drug Enforcement Agency (DEA) license in the state of California;
 - v. Hold a CPR certification;
 - vi. Possess at least two (2) years of relevant professional experience
 - vii. Possess proof of pre-employment screening including the following:
 1. Physical examination (as applicable to California state law);
 2. Clear Tuberculosis (TB) skin test;
 3. Professional references;

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4. Criminal background check(s) and drug screenings as applicable.
- c. FSP Psychiatrist shall be responsible for providing psychiatric assessments and medication management to child and TAY clients who are severely mentally ill or seriously emotionally disturbed. The FSP Psychiatrist responsibilities and duties shall include, but are not limited to:
 - i. Providing, as needed, all psychiatric services allowed under the scope of licensure as a licensed physician and surgeon in California;
 - ii. Prescribing and administering, as needed, psychiatric medication(s);
 - iii. Providing medication education for staff, clients, and families;
 - iv. Participating in the development, review, revision and approval of assessment of clients;
 - v. Participating in the development, review, revision and approval of treatment plans;
 - vi. Providing consultation, training, and support to multi-disciplinary team members, as needed;
 - vii. Responding to urgent and emergent client medication needs communicated via the medication manager by the end of the business day or within 24-hours;
 - viii. Participating in utilization review, medication monitoring, quality improvement protocols, and peer review;
 - ix. Adhering to documentation and reporting requirements established by County;
 - x. Performing other relevant work within the scope of Contractor's license;
 - xi. Training and usage of County of San Luis Obispo's Electronic Health Record and documenting client contacts utilizing Electronic Health Record formats; and
 - xii. Efficiently providing bridge orders for medications previously prescribed based on input from the clinic staff and, when necessary, client records

APPENDIX B – SAMPLE CONTRACT

APPENDIX C – LOCAL VENDOR PREFERENCE

The **County** has established a local vendor preference. When quality, service, and other relevant factors are equal, responses to Requests for Proposals will be evaluated with a preference for local vendors. Note the following exceptions:

1. Those contracts which State Law or, other law or regulation precludes this local preference.
2. Public works construction projects.

A "local" vendor preference will be approved as such when, 1) The vendor conducts business in a fully staffed office with a physical address within the **County** of San Luis Obispo; 2) The vendor holds a valid business license issued by the **County** or a city within the **County**; and 3) The vendor has conducted business at the local address for not less than six (6) months prior to the due date of this Request for Proposal.

Proposals received in response to this Request for Proposal will be evaluated by the Selection Committee considering the local vendor preference described above when quality, service and other relevant factors are equal. The burden of proof will lie with proposers relative to verification of "local" vendor preference. Should any questions arise, please contact a buyer at (805) 781-5200.

	YES	NO
Do you claim local vendor preference?		
Do you conduct business in an office with a physical location within the County of San Luis Obispo?		
Business Address: _____		
Years at this Address: _____		
Does your business hold a valid business license issued by the County or a City within the County?		
Name of Local Agency which issued license: _____		

Business Name: _____

Authorized Individual: _____ Title: _____

Signature: _____ Dated: _____

APPENDIX D – RISK ASSESSMENT QUESTIONNAIRE
Required Submittal

1. List the full names of any partners, owners, officers or other persons occupying a position of authority or responsibility in your organization.
2. Have the individual(s) in item #1 been subject to bankruptcy, insolvency or receivership proceedings in the last five (5) years? Yes No If yes, please enclose details.
3. Has your business/company/organization filed for bankruptcy within the last five (5) years? Yes No If so, please enclose details.
4. Has your business/company/organization/individual(s) in item #1 ever had a contract for the general type of services/product sought by the County terminated for non-compliance or inadequate performance? Yes No If yes, please enclose details.
5. Has your business/company/organization/individual(s) in item #1 ever defaulted on a contract for the general type of services/product being sought by the County?
Yes No If yes, please enclose details.
6. Has there been, in the last five (5) years, or is there now pending or threatened, any litigation, arbitration, governmental proceeding or regulatory proceeding involving claims in excess of \$100,000 with respect to the performance of any services or the provision of any product by your business/company/organization/individual(s) in item #1? Yes No If yes, please enclose details.
7. Has your business/company/organization/individual(s) in item #1 fulfilled all of its obligations relating to the payment of county taxes, fees, or other obligations?
Yes No If no, please enclose details.
8. In the last five (5) years, has your business/company/organization/individual(s) in item #1, been or currently involved in any action, audit or investigation brought by any federal government agency or authority or by any state or local governmental agency? Yes No If yes, please enclose details.
9. In the last five (5) years, has your business/company/organization/individual(s) in item #1 been debarred or suspended for any reason by any federal, state or local government or refrained from bidding on a project due to an agreement with such governmental agency? Yes No If yes, please attach a full explanation.

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- 10. In the past five (5) years, has your business/company/organization/individual(s) in item #1 had its surety called upon to complete any contract, whether government or private sector?
Yes No If yes, please enclose details.

- 11. In the past five (5) years, has your business/company/organization/individual(s) in item #1 had a revocation, suspension or disbarment of any business or professional permit and/or license? Yes No If yes, please enclose details.

- 12. Has your firm or any of its owners, officers or partners ever been convicted of a federal or state crime of fraud, theft, or any other act of dishonesty?
Yes No If "yes," identify on a separate signed page the person or persons convicted, the court (the county if a state court, the district or location of the federal court), the year and the criminal conduct.

Signature

THE UNDERSIGNED HEREBY CERTIFIES THAT THE RESPONSES PROVIDED ARE CORRECT AND TRUTHFUL TO THE BEST OF MY KNOWLEDGE AND FOR THOSE RESPONSES GIVEN WHICH ARE BASED ON INFORMATION AND BELIEF, THOSE RESPONSES ARE TRUE AND CORRECT BASED ON MY PRESENT BELIEF AND INFORMATION.

Dated this _____ day of _____ of the year _____

Name of organization: _____

Signature: _____

Printed Name and title: _____

APPENDIX E – PROPOSER CHECKLIST

Please check all documents in which you have included with your submittal.

Technical Proposal (Required).....

(Including resumes)

Risk Assessment Questionnaire (Required).....

Local Vendor Preference (Optional)