

DOUGLAS COUNTY GOVERNMENT

Finance Department, Purchasing Division
100 Third Street, Suite 130
Castle Rock, Colorado 80104
Telephone: 303-660-7434
www.douglas.co.us

REQUEST FOR QUALIFICATIONS (RFQ)

NO. 018-24

DOUGLAS COUNTY CARE COMPACT EXPANSION CARE COORDINATION ENHANCEMENTS

**YOUR RFQ RESPONSE MUST BE RECEIVED NO LATER THAN
APRIL 16, 2024 @ 4:00 P.M.**

RFQ CERTIFICATION

We offer to furnish to Douglas County the information requested in accordance with the specifications and subject to the terms and conditions described herein:

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

E-MAIL ADDRESS: _____

BY: _____

(Printed or Typed Name)

(Written Signature)

TAXPAYER I.D. NUMBER: _____

Signature constitutes acceptance of all terms and conditions listed on this form and all documents attached.

Please submit four (4) copies of your RFQ response in a sealed envelope that is clearly marked with the Request for Qualifications (RFQ) information described above. Mail or hand-carry all responses to Douglas County Government, Finance Department, Purchasing Division, 100 Third Street, Suite 130, Castle Rock, Colorado 80104, prior to the due date and time. Electronic or fax responses will not be accepted. It is the sole responsibility of each respondent to ensure that their RFQ response is received on time. Responses will not be considered which are received after the time stated. If closure of Douglas County buildings occurs on the due date, responses must then be delivered to the Purchasing Division on the following business day before 12 noon.

Douglas County reserves the right to reject any or all responses or accept any presented which meet or exceed the specifications and which are deemed to be in the best interest of Douglas County. The County also reserves the right to waive formalities or informalities of this procedure.

SECTION ONE ~ GENERAL AND DETAILED PROJECT INFORMATION:

A. Overview:

Through this Request for Qualifications (RFQ), the Department of Administration, Mental Health Initiative, of Douglas County Government, hereinafter referred to as the County, respectfully requests information and qualifications from responsible, qualified individuals/companies for the provision of enhanced care coordination services for the Care Compact (TCC) program, as specified.

The County is expanding the existing adult Care Compact program (TCC), a model of enhanced care coordination for Douglas County residents with complex behavioral health needs. The expansion includes building capacity for intensive care coordination that individualizes treatment connections, supports eligibility and application processes, and attends to a person’s safety and well-being through wraparound support. To this end, the County is interested in funding dedicated staff within a network of community-based care with a history of or capacity for case management and/or care coordination. TCC currently serves adults with mental health needs, substance use disorders and related needs, those with intellectual and developmental disabilities and/or delays, and unmet basic needs. TCC is also developing a pilot program to serve youth and families by early April 2024.

The services and scope of work for this expansion should include case management/care coordination as a primary function of service with TCC partners and clients, and will also include one or more of the following areas or specialties:

- Mental and behavioral health clinical care coordination
- Disability services
- Benefits navigation and application support
- Transitions of care between different levels of care and between agencies
- Community-based case management
- Housing navigation, self-sufficiency, and connection to basic needs
- Crisis response, follow-up care, and coordination of emergency interventions
- Substance Use Disorder (SUD) treatment services, assessment, and coordination of care
- Children, Youth, and Family-specific services

Funding for this expansion is made possible by an allocation of Douglas County American Rescue Plan Act (ARPA) dollars. The initial agreement, issued as a result of this RFQ, will be for a period of approximately thirty-two (32) months, beginning in May 2024 and concluding no later than December 31, 2026. All proposed fees shall be firm and fixed for the entire contract period. Funding must be obligated in a contract by December 31, 2024 for successful respondents to access funding in subsequent years.

B. Time Requirements/Tentative RFQ Calendar:

| | |
|----------------|---|
| March 22, 2024 | Request for Qualifications (RFQ), Posted on the RME-Purchasing System |
| April 2, 2024 | Deadline for the Submission of Vendor Questions |
| April 5, 2024 | Posting of Vendor Questions & Answers |
| April 16, 2024 | Request for Qualifications (RFQ), Due Date (see page 1) |
| April 2024 | Interview of Finalists, if necessary |
| May 1, 2024 | Contract Award |

C. Profile of Douglas County:

Douglas County was formed in 1861 as one of the first sixteen Colorado counties originally stretching from the Rocky Mountains to the Kansas border. Today the County covers almost 844 square miles highlighting the beauty of the mountains, foothills and plains along the I-25 corridor between Denver and Colorado Springs. Urban areas, include unincorporated Highlands Ranch, the City of Lone Tree, the City of Castle Pines, and the towns of Castle Rock (county seat), Parker and Larkspur. We are recognized for being one of the most family friendly communities in Colorado. The County has an estimated population of 378,000 persons.

The County provides a wide range of services that include law enforcement and public safety, planning and zoning, parks and open space, highways and streets, culture and recreation, public health and human services, elections, and general administrative services.

The three-member Board of County Commissioners (BOCC) serves as the legislative, policy-making and administrative body governing the unincorporated area of the County. The commissioners are elected at large from one of three geographical districts and serve staggered four-year terms (term limited to two terms).

Budget authorization is one of the few oversight roles the Board can legally exercise with the other elected officials, who derive their responsibilities and authorities from statute. Those six elected offices include Assessor, Clerk and Recorder, Coroner, Sheriff, Surveyor and Treasurer.

The County is one of four counties, along with Arapahoe, Elbert and Lincoln counties in the Eighteenth Judicial District served by the District Attorney, an elected official responsible for prosecuting all criminal case filings. On March 3, 2020 Governor Polis signed House Bill 20-1026 which split the 18th Judicial District and created a new 23rd District. Until 2025 the 18th Judicial District encompasses Arapahoe, Douglas, Lincoln and Elbert Counties. Pursuant to House Bill 20-1026, Douglas, Lincoln, and Elbert counties will encompass the new 23rd Judicial District, and Arapahoe County will remain as the sole county within the 18th Judicial District. The creation of the new judicial district is driven by the area's population growth: the four counties combined population now exceeds 1 million and is the largest district in the State. House Bill 20-1026 creates the 23rd Judicial District on January 7, 2025.

The Board is directly supported by the County Manager, and the County Attorney. Appointed officials manage the remainder of the County's functions, including a Deputy County Manager, Budget, Community Justice Services, Emergency Management, Engineering, Finance, Human Resources, Human Services, Information Technology, Facilities, Fleet and Emergency Support Services, Open Space and Natural Resources, Planning and Community Development, Public Affairs and Public Works.

The Board is charged with the responsibility of providing adequate budget appropriations to fund statutory functions, as well as responding to the service needs of the citizens. In turn, the other elected and appointed officials are charged with managing their authorized budgets to meet their statutory obligations and service demands as cost-effectively as possible. The Board is required to adopt a final budget by December 15th. The adopted budget becomes the County's annual financial plan and mechanism to control spending.

The Board is also financially accountable for five blended component units, the Douglas County Law Enforcement Authority, the Douglas County Woodmoor Mountain General Improvement District, the Lincoln Station Local Improvement District, the Douglas County Deputy Sheriff's Association and the Fallen Officers Fund. The Sheriff's Forfeiture Fund, the Deputy Sheriff's Association and the Fallen Officers Fund are subject to audit, but not to budget law, and are also included in the financial statements of the County.

D. Project Description/Scope of Services:

Description

The Care Compact (TCC) is an established program of the Douglas County Mental Health Initiative (DCMHI) that supports individuals with mental health conditions, substance use disorders, intellectual and developmental disabilities and/or delays (IDD), and unmet basic needs by linking existing care coordination service providers.

Through a networked system of care, TCC:

- Reduces duplication of services
- Improves transitions between levels of care
- Ensures fewer gaps in treatment
- Produces better outcomes for members of Douglas County communities

The network of over fifteen (15) TCC community partner agencies are dedicated to improving the quality of life for Douglas County residents.

TCC serves individuals involved in multiple systems, with complex and overlapping needs, or in need of connection to a variety of services (e.g., mental health treatment, public benefits, in-home care, etc.). Often, this population would benefit most from care coordination across organizations, programs, and resources. Cross-system care coordination “teams” are formed to holistically address an individual’s needs, including helping them navigate benefits, eligibility, and overcome barriers to care.

Increasing capacity of The Care Compact (TCC) network to serve more clients is critical to program expansion. The Board of County Commissioners (BOCC) approved county American Rescue Plan Act (ARPA) funding for the expansion of The Care Compact program, including the distribution of funding to uniquely qualified vendors for care coordination, case management, and service continuity on behalf of TCC clients old and new. Successful individuals/companies will receive funding to dedicate in-house staff, full-time or part-time depending on current or estimated case load, for the purpose of carrying out essential day-to-day care coordination and case management tasks of TCC. Dedicated staff with a dedicated TCC case load will act as central points of contact, streamline and quicken communication, and allow the program to increase its capacity to serve more clients. Dedicated TCC partner staff will also act as program ambassadors to this innovative networked system of care.

The County is soliciting responses from the following sectors and/or systems of support with a history of established case management and/or care coordination capacity:

- Community Mental Health Centers
- Administrative Services Organizations (ASOs), Managed Services Organizations (MSOs), & Regional Accountable Entities (RAEs)
- Case Management Agencies (CMA) including Community Centered Boards (CCBs) and Single-Entry Point (SEP) providers
- Criminal Justice entities
- Direct service providers with case management/care coordination services offered
- Faith-based organizations
- Non-profit agencies
- Hospitals
- Educational, Employment, and/or Self-sufficiency programs or organizations

Scope

- Actively participate in TCC as a core case management organization. Shape and develop TCC Care Plans, participate in Care Compact Teams to coordinate care with and for clients, share output and outcome data, secure relevant Releases of Information, demonstrate a commitment to culturally competent care and health equity, and address TCC client needs via flexibility and accommodations within reason to improve access to care, quality of care, system and client outcomes.
- Provide care coordination and case management within the context of a comprehensive mental/behavioral health continuum of care and proactively connect clients to such care including inpatient services (such as acute mental health care and crisis stabilization), outpatient mental and substance use disorder treatment, psychiatry, community-based services, mental health certifications, and treatment specific to those who live with serious mental illnesses. Work directly with The Care Compact Navigator and dedicated TCC staff at the program’s partner agencies.
- Provide continuity of care for existing TCC clients.
- Submit and manage TCC referrals. Act as the lead on cases as designated.
- Efficiently connect clients to safety net services.
- Support individuals who may otherwise not receive care.
- Serve Medicaid, uninsured, and underinsured clients.
- Provide intraorganizational care coordination to ensure the client’s needs are being addressed across an organization’s internal programs and staff (if organization houses more than one type of program).

E. Project Goals:

The Care Compact goals are to:

- Reduce duplication of services
- Streamline connection to eligible services and resources
- Improve transitions between levels of care

- Ensure fewer gaps in treatment, improving access to care
- Reduce interaction and dependence on crisis, emergency and inpatient levels of care
- Improve health and quality of life outcomes

F. General Requirements:

All responses submitted shall become property of the County. All responses shall include all of the information requested in this RFQ and any additional data that the respondent deems pertinent to the understanding and evaluating of their response. All responses shall meet, at a minimum, all criteria outlined in the following sections. At the discretion of the County, individuals/companies submitting responses may be requested to make presentations as part of the evaluation process. The respondent should not withhold any information from their written response in anticipation of presenting the information orally, since oral presentations may not be solicited. The County will not reimburse the respondents to this RFQ for any costs associated with the preparation and submission of said response or in the preparation for and attendance at a presentation.

G. Mandatory Information to be Included in RFQ Response:

Each response must address each of the following. Do not exclude any major or minor items of information not specifically mentioned, but which would normally and reasonably be provided. Please be advised that the greater the degree of specificity, the more likely it will be for the County to review your response favorably.

- 1) Provide a complete description of your company to include the number of years you have been in business, as well as the number of years your company has been doing business in Colorado and the prior experience your company has had with similar projects.
- 2) Provide evidence of the unique ability to provide cross-system and intra-organization care coordination, and/or case management services in support of a comprehensive continuum of mental/behavioral health care. Please identify and describe one or more of the following specialties or areas of support your company would be interested in providing:
 - a) Mental and behavioral health clinical care coordination
 - b) Disability services
 - c) Benefits navigation and application support
 - d) Transitions of care between different levels of care and between agencies
 - e) Community-based case management
 - f) Housing navigation, self-sufficiency, and connection to basic needs
 - g) Crisis response, follow-up care, and coordination of emergency interventions
 - h) Substance Use Disorder (SUD) treatment services, assessment, and coordination of care
 - i) Children, Youth, and Family-specific services
- 3) Provide a description of your company’s ability to provide dedicated support for TCC Care Teams and existing TCC clients, care coordination and service for new clients, and how your company would intend to partner with Douglas County.
- 4) Estimated Fee Schedule to include the indication of part or full-time, salary, benefits, cost of supervision if applicable, other overhead and operating expenses per dedicated staff member.
- 5) Written disclosure of any known potential conflicts of interest that may result during the course of performance of the services listed herein.
- 6) Provide a plan for sustainability or a commitment to continue efforts beyond the period of funding.
- 7) Provide a list of three (3) current references. All references shall include name, title, address, telephone number, fax number, and e-mail address for which you are currently furnishing or have in the past furnished services on a same or similar contract or agreement, not to include DCMHI staff. The failure to include references and/or the inability to contact the references shall be ample cause for rejection of your response.

H. Questions/Inquires/Addendum:

All questions related to this RFQ must be directed to the attention of Carolyn Riggs, Purchasing Supervisor, 100 Third Street, Suite 130, Castle Rock, Colorado 80104, 303-660-7434, criggs@douglas.co.us. All questions must be in writing and responses will be shared with all potential respondents, as appropriate.

Questions will be received until 4:00pm on Tuesday, April 2, 2024. Responses to all questions will be posted on the Rocky Mountain E-Purchasing System no-later-than Friday, April 5, 2024.

If it becomes necessary to revise any part of this RFQ or if additional data is necessary to enable an exact interpretation of the provisions of this request, an addendum will be issued. It is the responsibility of the respondent to ensure that they have received all addendums prior to submitting their RFQ response.

SECTION TWO ~ RFQ CONDITIONS AND PROVISIONS:

All responses must be submitted in accordance with all terms, conditions, specifications, and stipulations contained herein. Respondents shall carefully read and be familiar with all terms, conditions, specifications, and stipulations contained in this RFQ, which shall become part of the final contract.

All responses must be signed by a duly-authorized official of the company. The completed and signed response (together with all required attachments) must be returned to the Purchasing Division on or before the due date and time shown on Page 1.

All participating respondents, by their signature hereunder, shall agree to comply with all of the conditions, requirements and instructions of this RFQ as stated or implied herein. Any alteration, erasure or interlineation by the respondent in this RFQ shall constitute cause for rejection by the County. Exceptions or deviations to this RFQ must not be added to the RFQ pages and must be on company letterhead and accompany the response. Should the County omit anything from this RFQ that is necessary to a clear understanding of the work, or should it appear that various instructions are in conflict, then the respondent shall secure written instructions from the Purchasing Division; see page six (6) for submission of question information.

All respondents are required to complete all the information requested in this RFQ. Failure to do so may result in the disqualification of the response.

All responses must be firm quotations subject to acceptance or rejection within ninety (90) days of the due date and time.

A respondent may withdraw their RFQ at any time prior to the scheduled time of receipt; however, persons or firms withdrawing their response may not submit another response in this matter.

The County will not be responsible for any goods delivered or services performed without its purchase order, signed by an authorized representative of the County's Purchasing Division.

The County reserves the right to negotiate optional items and/or services with the successful company.

The successful respondent will be required to provide proof of and the required limits of liability insurance, including Workers' Compensation. This proof of insurance must be in the form of a "Certificate of Insurance" and must show coverage in the amounts specified by the Laws of the State of Colorado for the duration of a contract issued as a result of this RFQ. Additionally, the County must be notified of any changes occurring in this coverage and the successful respondent must demonstrate to the County that such changes do not in any way affect the minimum liability insurance required.

The successful respondent may be required, as a provision of this RFQ, to submit proof of compliance with governmental health and safety codes, regulations and standards, as appropriate.

The County reserves the right to waive any technical or formal errors or omissions and to reject any and all responses or to award a contract for the items herein, either in part or in whole, if it deems it to be in the best interest of the County to do so.

The successful respondent shall be in complete compliance with all of the specifications, terms and conditions of this RFQ as outlined herein. The County shall have the right to inspect the facilities and equipment of the successful respondent to ensure such compliance.

No response shall be accepted from, and no contract will be awarded to, any person, firm or corporation that is in arrears to the County, upon debt or contract, or that is a defaulter, as surety or otherwise, upon any obligation to the County, or that has failed to attain or demonstrate compliance with any law, ordinance, regulation, or contract term or condition as may be provided for or required in any County contract, or that may be deemed irresponsible or unreliable by the County. The successful respondent may be required to submit satisfactory evidence that they have a practical knowledge of the particular work, as described, and that they have the necessary financial resources to perform and complete the work outlined in this RFQ.

All information submitted in response to this RFQ may be subject to disclosure under the Open Records Act. Respondents are discouraged from providing information that they consider confidential and/or privileged as part of a response to this RFQ. If any portion of your response is identified as proprietary and/or confidential, a redacted flash drive copy must be provided with your original hard-copy response.

The contractor agrees to abide by all the laws, regulations and administrative rulings of the United States, the State of Colorado and the County of Douglas, securing all necessary licenses and permits in connection with this RFQ.

All materials furnished or services performed under the terms of a contractual agreement issued as a result of this RFQ shall comply with the requirements and standards specified in the Williams-Steiger Occupational Safety and Health Act of 1970 (Public Law 91-596), as well as with other applicable federal, state and local codes.

This RFQ requires a formal contract to be prepared by the County. The successful respondent will properly sign and furnish any performance bonds, insurance, Workers' Compensation, etc. as may be required by the County within ten (10) days (unless a longer period is allowed by the County) from the date of receipt of the formal contract forms.

All respondents must take into consideration that only the County's contract documents will be used in the finalization of any agreement issued as a result of this RFQ. Respondents are responsible for reviewing such documents prior to submitting their response.

ETHICAL STANDARDS:

It shall be a breach of ethical standards for any person to offer, give, or agree to give any employee or former employee, or for any employee or former employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other capacity in any proceeding of application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or RFQ therefore.

It shall be a breach of ethical standards for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.

In the event that any gratuities or kickbacks are offered or tendered to any County employee or representative, the said response shall be disqualified and shall not be reinstated.

ETHICSPPOINT/NAVEX GLOBAL:

Douglas County is committed to an environment where open, honest communications are the expectation, not the exception. Douglas County has implemented a phone and Internet-based reporting system called EthicsPoint/Navex Global. The reporting system allows employees to report issues or concerns that they may have in an anonymous and confidential manner. We consider it a critical component in providing a safe, secure, and ethical workplace.

An option within the system allows for vendors to also report an issue. As a vendor, you are in a position to observe not only questionable or unethical behavior by our employees but also identify areas that you would like to make a suggestion for change. By calling 1-888-337-3094 or logging-in on the Internet to www.ethicspoint.com and entering Douglas County Government, you can file a report, offer a suggestion or voice a concern. Online instructions are available on how to use the system. The EthicsPoint/Navex Global system also offers a follow-up/response mechanism. You can be assured that this is a fast, easy, and confidential system.

NON-COLLUSIVE BIDDING CERTIFICATION:

By the submission of your RFQ, the respondent certifies that:

- 1) Their response has been arrived at independently and has been submitted without collusion with any other vendor.
- 2) The contents of the response has not been communicated by the respondent; nor, to its best knowledge and belief, by any of its employees or agents, to any person not an employee or agent of the respondent or its surety on any bond furnished herewith, and will not be communicated to any such person prior to the official opening.
- 3) No respondent shall submit more than one RFQ, to include an alternate, for this purchase.

NON-DISCRIMINATION IN EMPLOYMENT:

In connection with the performance of work under a contract issued as a result of this RFQ, the successful respondent must agree not to refuse to hire, discharge, promote or demote, or to discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, gender, age, military status, sexual orientation, marital status, or physical or mental disability. The successful respondent must further agree to insert the foregoing provision in all subcontracts hereunder.

INDEMNIFICATION:

Indemnification by the County. The County cannot and by this agreement does not agree to indemnify, hold harmless, exonerate or assume the defense of the respondent or any other person or entity whatsoever, for any purpose whatsoever.

Indemnification by the Respondent. The respondent shall defend, indemnify and hold harmless the County, its officers, agents and employees from any and all claims, demands, suits, actions or proceedings of any kind or nature whatsoever, including Workers' Compensation claims, in any way resulting from or arising out of any agreement issued as a result of this RFQ; provided, however, that the respondent need not indemnify or save harmless the County, its officers, agents and employees from damages resulting from the negligence of the County's officers, agents and employees.

INDEPENDENT CONTRACTOR:

The respondent is an independent contractor. Notwithstanding any provision of this Agreement, all personnel assigned by the respondent to perform work under this Agreement shall be and remain at all times, employees of the respondent for all purposes. THE INDEPENDENT CONTRACTOR IS NOT ENTITLED TO WORKERS' COMPENSATION BENEFITS THROUGH THE COUNTY AND IS OBLIGATED TO PAY FEDERAL AND STATE INCOME TAX ON ANY MONIES EARNED PURSUANT TO THE CONTRACT RELATIONSHIP.

ASSIGNMENT OF PURCHASE ORDER OR CONTRACT:

The respondent may not assign or otherwise transfer any of its rights or obligations under any purchase order or contract made and entered into pursuant to the County RFQ without the prior written approval of the County Purchasing Division.

CANCELLATION:

The County reserves the right to cancel the whole or any part of a contract issued as a result of this RFQ due to

failure of the respondent to carry out any term, promise or condition of the contract. The County will issue a written notice of default to the respondent for failing to act in compliance with the terms and conditions of such contract.

EXAMINATION OF RECORDS:

The respondent agrees that the County shall, until the expiration of three (3) years after the final payment under an agreement issued as a result of this RFQ, have access to and the right to examine any directly pertinent books, documents, papers and records of the respondent involving transactions of such agreement.

PRICE, PAYMENT, AND DELIVERY:

- 1) All prices shall be firm and fixed for the specified time frame.
- 2) All payment terms shall be “Net 30”; consideration will be given to any discounts offered for payments made earlier than “Net 30”, please explain.
- 3) In an effort to improve efficiency, Douglas County encourages the use of purchasing cards to make payments. Under this method, payments are made after the verification of the receipt of the goods and services and following the receipt of a proper invoice. Please confirm if this would be an acceptable payment option.
- 4) All deliveries will be “F.O.B. ~ Destination”

TAXES:

All price quotations shall reflect all applicable tax exemptions for Douglas County:

- 1) Federal Registration Number: 84-6000761
- 2) State Registration Number: 98-04428

COOPERATIVE PURCHASING:

Douglas County encourages cooperative purchasing in an effort to assist other agencies to reduce their cost of bidding and to make better use of taxpayer dollars through volume purchasing. Contractor(s) may, at their discretion, agree to extend the prices and/or terms of the resulting award to other state or local government agencies, school districts, or political subdivisions in the event they would have a need for the same product/service. Usage by any entity shall not have a negative impact on Douglas County in the current term or in any future terms. The Contractor(s) must deal directly with any governmental agency concerning the placement of purchase orders/agreements, freight/delivery charges, contractual disputes, invoices, and payments. Douglas County shall not be liable for any costs or damages incurred by any other entity.

EXHIBITS:

- 1) Exhibit “A” ~ Standard Public Contract for Services (for information only)