

Whatcom County

RFQ #19-17

Food Service Vendor for Crisis Stabilization Facility

- ii. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- iii. Applicant does not meet the administrative requirements of this RFQ
- iv. Failure to comply with any part of this RFQ or any exhibit to this RFQ, including, but not limited to, deadline for submittal and application format
- v. Submission of incorrect, misleading, or false information

B. AEC Evaluation and Applicant Interviews

The AEC members will then independently evaluate and rate each application, awarding points up to the maximum points available for each section. They will then convene as a group on the date indicated on the Procurement Timeline shown above to interview applicants concerning the content of their applications.

C. Additional Information by Request

At the time interviews are arranged, applicants may be asked to provide clarification or additional information, including evidence of compliance with Administrative Requirements (see Exhibit 1, Additional Requirements Checklist, for a list of items that may be requested). **Applicants should be prepared to provide additional information, as requested, and to meet with the AEC at the prearranged interview time.**

D. Final Recommendation to the County

Following the applicant interviews, the AEC will discuss the applications and perform any necessary review or verification of their content. Based on the evaluation of the application materials, the interviews, and any additional inquiry, the AEC will determine a cumulative score for the applications. The AEC will then present its recommendations to the Whatcom County Human Services Program staff.

### 3.0 Evaluation Criteria

The maximum number of evaluation points available is 100 points, as detailed in Section III.2 above. The following maximum points will be assigned to the proposals for evaluation purposes:

- Application Cover Sheet
- Management Proposal (30 points)
- Service Guidelines and Expectations Response (30 points)
- Budget Worksheet – Attachment B (20 points)
- Copy of most recent audit or external financial review (10 points)
- References (10 points)

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- ii. Key staff, including subcontractors, who will conduct work related to this food prep, including a description of their qualifications, training and experience, and any licenses and/or certificates they hold.
- iii. Agency's experience related to the services that tenant will be providing.
- iv. Agency's quality control measures and mechanisms for ensuring sound financial and accounting practices.

**C. Service Guidelines and Expectations Response** (Maximum points: 30)

See Section I. – 4.0: Service Guidelines & Expectations for instructions.

**D. Budget Worksheet – Attachment B** (Maximum points: 20)

This worksheet provides a brief summary of total annual costs associated with providing food and nutrition services 24/7/365 for adults in the 32-bed Residential Treatment Facility. Do NOT include building lease costs in the cost estimate.

**E. Copy of most recent audit or external financial review** (Maximum points: 10)

**F. References** (Maximum points: 10)

Include a list of at least three (3) individuals or entities who may be contacted to provide information regarding the applicant's ability to carry out the terms and purpose of this RFQ. Provide names of contacts, telephone numbers, and e-mail addresses (if available).

**IV. Proposal Evaluation and Selection**

**1.0 Evaluation Committee**

The Application Evaluation Committee (AEC) appointed by the Whatcom County Human Services Manager will review and evaluate eligible applications and make recommendations to the Whatcom County Human Services Program. The AEC will consist of at least 4 individuals who are knowledgeable about the specific professional services sought.

**2.0 Role of the Application Evaluation Committee**

**A. Unacceptable Applications**

The Whatcom County Human Services Manager will first determine which applications are not responsive to the RFQ and must be deemed unacceptable. **Unacceptable applications are those which meet at least one of the following criteria:**

- i. Incomplete application

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**III. Proposal Preparation**

**1.0 Proposal Format**

- A. Applications must be typewritten in black 12-point font on standard 8 ½ x 11 inch white paper with one-inch margins and stapled once in the upper left corner. Applications submitted on recycled paper and printed double-sided are encouraged. Applications submitted with binders or covers will be rejected. Page numbers are required. Extensive artwork, photographs, and printing should be avoided. Do not include any materials not requested in this RFQ and its attachments.
- B. Applications must include the Application Cover Sheet, the external financial audit or review, a copy of current business license and insurance, sample menus, cost proposal for a month of meals and narrative. *Essentially this includes, the items mentioned in Section I. – 4.0: Service Guidelines and Expectations.*
- C. Applicants must submit one (1) original and five (5) copies of the application in a sealed envelope, plainly marked on the outside with the applicant's name and address and the words "Request for Qualifications #19-17."
- D. The original printed packet must have original signatures. **Applications that do not contain an original and the prescribed number of copies will be deemed unacceptable and will not be considered.**
- E. All responses must contain the information requested in Section III.2.A – Section III.2.

Please respond to each section in the same order in which it is asked. Any deviation from these specifications must be clearly addressed in writing. Failure to supply materials required will result in a rejection of the entire submittal.

**2.0 Proposal Contents**

**A. Application Cover Sheet – Attachment A**

Complete the attached Application Cover Sheet. An authorized signatory of the applicant's organization must sign the cover sheet.

**B. Management Proposal – Limit to four (4) pages (Maximum points: 30)**

Please provide a description of the following:

- i. Agency's history and organizational structure.

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- (7) Provide modified diets, nutrient supplements and concentrates to residents if prescribed or indicated by an authorized health care prescriber or registered dietician.
- (8) Allow sufficient time for residents to consume meals.
- (9) Require all staff that perform food preparation for group consumption to have a current food and beverage service worker's permit and be medically screened and cleared to perform food preparation.
- (10) Date, make available, and conspicuously post menus at least one week in advance.
- (11) Keep records of all food served, including substitutions for at least three months.
- (12) Prepare food on-site
- (13) Use commercial appliances if the kitchen provides meals for more than sixteen residents.

**5.0 Population to Be Served**

Adult residents receiving services in either side of the Crisis Stabilization Facility will be the population served. This is a 32 bed facility with staff on hand 24 hours to provide treatment services. Food will be prepared and available for those receiving services. The Food Service Provider may also have the option to provide meal service to other residential treatment facilities in the county.

**6.0 Period of Performance**

This is a six year service contract taking place from June 1, 2019 through May 31, 2025.

**7.0 Funding Availability**

The successful applicant will be expected to charge the facility treatment providers for this service, as well as any other agencies who are recipients of food service.

**8.0 Anticipated Outcomes**

Residents will receive regular meals and snacks that provide the balanced nutrition needed to stabilize while receiving services.

**9.0 Administrative and Program Requirements**

Responses to this RFQ will be accepted from any legally-constituted entity that meets the following conditions:

- i. The applicant is incorporated as a non-profit corporation in the State of Washington and has been granted 501(c)(3) tax-exempt status by the United States Internal Revenue Service or is a sole proprietorship, general partnership, corporation, limited partnership, limited liability company, or limited liability partnership or is a commission or authority established pursuant to applicable Washington State law or, if a successful applicant, will be incorporated as such in Washington State.

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The successful applicant will have the ability to establish agreements with the facility's treatment providers for reimbursement of food services. The County will retain the authority to review these agreements to ensure reasonable rates.

The Crisis Stabilization Facility provides a commercial kitchen for tenant's use. It will be outfitted initially with basic equipment such as pots, pans, cooking utensils, serving containers, and dishes for residents. Ongoing maintenance, repair, and purchase of new supplies will be the responsibility of the tenant food service provider. All food items acquisition will be the responsibility of the tenant food service provider.

#### **4.0 Service Guidelines and Expectations**

- A. Please submit the following for consideration. If currently not applicable, please explain briefly how these requirements will be met.**
- a) Copy of current business license to operate in Washington State.
  - b) Copy of current certificate of insurance evidencing coverage of the minimum required in this RFQ.
  - c) Meal service facility permit, if currently in place in another program, if not no need to include.
  - d) One week or month of sample menu options, including snacks available at all times
  - e) A brief written proposal explaining the proposer's background, experience and capabilities. (No more than 2 pages of narrative.)
- B. Food service providers must be willing and able to adhere to the requirements set forth in the Washington Administration Code for Food and Nutrition Services for Residential Treatment Facilities. (WAC 246-337-111)**
- Meals must meet resident nutritional needs, and are stored, prepared and served in accordance with chapter 246-215 WAC.

**The provider shall:**

- (1) Provide food and dietary services managed by a person knowledgeable in food services, and, when needed, consultative services provided by a registered dietician.
- (2) Post current food handlers permits in the kitchen.
- (3) Provide at least three meals at regular intervals without more than fourteen hours between the last meal of the day and the first meal of the next day.
- (4) Consider age, gender, developmental age, activities and health conditions when developing meals.
- (5) Make reasonable accommodations for cultural and religious preferences.
- (6) Notify appropriate staff of any resident with food allergies or other medical conditions, symptoms of allergic reactions to watch for, and emergency measures to take if allergic reactions occur.

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## **I. Project Summary**

### **1.0 Purpose of Request for Qualifications (RFQ)**

The Whatcom County Human Services Program seeks to contract with a single qualified food service provider to lease commercial kitchen space to prepare meals for residents using the soon-to-be constructed Crisis Stabilization Facility. There is also the potential of providing food service to nearby residential treatment facilities. Whatcom County is seeking a qualified food service provider to provide meal services in accordance with terms and conditions set forth in this RFQ.

### **2.0 Background**

Whatcom County currently owns a Crisis Triage Facility that houses 13 treatment beds, eight of them dedicated to Substance Withdrawal Management services, and five of them dedicated to Mental Health Stabilization services. The demand for these services is increasing beyond the current building's capacity to respond. Whatcom County has prioritized the need to divert individuals from arrest and into treatment whenever appropriate, in order to reduce incarceration while improving the health and wellness of adults experiencing behavioral health crises. Equally important is the need to divert individuals from the hospital emergency department or inpatient stays to less costly alternatives when appropriate.

State, regional and community partners strongly support an expansion and enhancement of mental health stabilization and substance withdrawal management services in the county. These partners include the state's Department of Commerce who provided grant funding to support construction, the North Sound Behavioral Health Organization who is also providing funding support for construction, the county's Incarceration Prevention and Reduction Task Force, the county's Behavioral Health Advisory Committee, and the county's Executive and Legislative branches of government who dedicated local funds as well to support construction.

The Crisis Stabilization Facility being constructed will house two-16 bed treatment units, and a commercial kitchen. The county intends to offer two separate leases to treatment providers who will deliver behavioral health services. This RFQ seeks an organization to provide food and nutrition services to residents of the facility, with the potential to offer services to nearby Residential Treatment Facilities. Nothing in this RFQ prohibits a treatment provider responding to one of the treatment lease RFQs to also respond to this food services RFQ.

### **3.0 Scope of Work**

The food service provider who is awarded a lease pursuant to this RFQ will be required to provide meal preparation and service to the residents staying in the facility as a condition of tenancy. The tenant must be able to provide food and nutrition services for a Residential Treatment Facility.

The county seeks a tenant who can demonstrate the ability to prepare and serve meals in the kitchen on site to those staying in the facility. These are regularly scheduled meals, as well as snacks throughout the day and evening as residents might not be able to attend all of the regularly scheduled meals. There is also a possibility for providing food services to other residential programs in the community.



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**F. References (Maximum points: 5)**

Include a list of at least three (3) individuals or entities who may be contacted to provide information regarding the applicant's ability to carry out the terms and purpose of this RFQ. Provide names of contacts, telephone numbers, and e-mail addresses (if available).

**IV. Proposal Evaluation and Selection**

**1.0 Evaluation Committee**

An Application Evaluation Committee (AEC) appointed by the Whatcom County Human Services Manager will review and evaluate eligible applications and make recommendations to the Whatcom County Human Services Program. The AEC will consist of at least 4 individuals who are knowledgeable about the specific professional services that the tenant will provide.

**2.0 Role of the Application Evaluation Committee**

**A. Unacceptable Applications**

The Whatcom County Human Services Manager will first determine which applications are not responsive to the RFQ and must be deemed unacceptable. **Unacceptable applications are those which meet at least one of the following criteria:**

- i. Incomplete application
- ii. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- iii. Applicant does not meet the administrative requirements of this RFQ
- iv. Failure to comply with any part of this RFQ or any exhibit to this RFQ, including, but not limited to, deadline for submittal and application format
- v. Submission of incorrect, misleading, or false information

**B. AEC Evaluation and Applicant Interviews**

The AEC members will then independently evaluate and rate each application, awarding points up to the maximum points available for each section. They will then convene as a group on the date indicated on the Procurement Timeline shown above to interview applicants concerning the content of their applications.

**C. Additional Information by Request**



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- D. The original printed packet must have original signatures. **Applications that do not contain an original and the prescribed number of copies will be deemed unacceptable and will not be considered.**
- E. All responses must contain the information requested.

Please respond to each section in the same order in which it is asked. Any deviation from these specifications must be clearly addressed in writing. Failure to supply materials required will result in a rejection of the entire submittal.

## 2.0 Proposal Contents

### A. Application Cover Sheet

Complete the attached Application Cover Sheet. An authorized signatory of the applicant's organization must sign the cover sheet.

### B. Management Proposal – Limit to four (4) pages (Maximum points: 20)

Please provide a description of the following:

- i. Agency's history and organizational structure.
- ii. Agency's staffing model, of who will provide all services within the mental health stabilization services unit. Including a brief description of their qualifications, education and experience, and any licenses and/or certificates they hold.
- iii. Agency's experience related to the services that tenant will be providing.
- iv. Agency's quality control measures and mechanisms for ensuring sound financial and accounting practices.

### C. Service Guidelines and Expectations Response – Limit to six (6) pages (Maximum points: 40)

See section I.4.0 for instructions.

Include your brief answer to the questions listed in the Project Summary above. This section should not exceed six pages.

### D. Budget Worksheet – Attachment B (Maximum points: 20)

This worksheet provides a brief summary of total annual costs associated with providing 24/7/365 Mental Health Triage services for Adults in the 16-bed treatment unit. Do NOT include building lease costs in the cost estimate.

### E. Copy of most recent audit or external financial review – Please only submit (1) copy of the audit (Maximum points: 15)

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Medicaid, commercial insurance and state general fund dollars. The tenant/treatment provider will need to bill these payers directly in order to receive reimbursement for the costs of providing services.

### **8.0 Anticipated Outcomes**

The tenant/treatment provider will:

1. Sign and maintain the lease in good standing for six (6) years;
2. Acquire and maintain licensure as a Residential Treatment Facility;
3. Acquire and maintain state certification as a Triage Facility with Involuntary Placement;
4. Ensure high level of utilization of the facility and services;
5. Work collaboratively with community first responders to include law enforcement, behavioral health treatment providers and the hospital;
6. Provide quality mental health stabilization treatment services throughout the duration of the lease.

### **9.0 Administrative and Program Requirements**

- A. Responses to this RFQ will be accepted from any legally-constituted entity that meets the following conditions:
1. The applicant is incorporated as a non-profit corporation in the State of Washington and has been granted 501(c)(3) tax-exempt status by the United States Internal Revenue Service or is a sole proprietorship, general partnership, corporation, limited partnership, limited liability company, or limited liability partnership or is a commission or authority established pursuant to applicable Washington State law or, if a successful applicant, will be incorporated as such in Washington State.
  2. The applicant has a demonstrated capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds that may be awarded under the terms of this RFQ.
  3. The applicant has a current Federal Tax ID number.
  4. The applicant demonstrates the capability to meet program expenses in advance of reimbursement.

## **II. Procurement Process**

### **1.0 Procurement Timeline**

The Procurement Timeline outlines the tentative schedule for the RFQ process. All dates after the proposal submission due date are approximate and may be adjusted as necessary, without amending this document. Resulting contracts will be awarded for the period of June 1, 2019 to May 31, 2025.

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**4.0 Service Guidelines and Expectations six (6) page limit**

***Briefly respond to the questions below.***

1. What is your agency capacity to participate in all of the necessary planning meetings and activities prior to the opening of the facility?

***Describe briefly how your agency will address the following:***

2. Conduct on-site medical clearance for admission, please include staffing model
3. Optimize drop offs by law enforcement
4. Optimize drop offs by Emergency Medical Services (EMS)
5. Manage soiled and contaminated client clothing upon admission
6. Procure prescriptions for clients as well as store medications on site
7. Prescribe and administer medications
8. Optimize 85% utilization of facility and prioritization of individuals for admission
9. Infuse a recovery model into the treatment unit
10. Manage disruptive or dangerous client behavior
11. Minimize seclusion and restraint used in an involuntary setting
12. Encourage transition from involuntary to voluntary stay after the 12 hour hold is over or before
13. Collaborate with Substance Abuse Disorder treatment provider co-occupying the Crisis Stabilization Facility
14. Plan, coordinate and transfer care upon discharge to include medications and ongoing care
15. Engage in ongoing proactive messaging with stakeholders in the community to promote program benefits

**5.0 Population To Be Served**

Adults aged 18 and older who are experiencing mental health distress or crisis.

**6.0 Period of Performance**

The contract period for services solicited under this RFQ is June 1, 2019 through May 31, 2025. The lease contract is subject to evaluation of program performance. Tenancy will likely begin in early 2020, and it is expected that the successful applicant will participate in program and building design planning activities in advance of tenancy.

**7.0 Funding Availability**

No funding is offered with this RFQ. However, in-kind support will be offered via reasonable rent expenses for the duration of the lease as well as some building maintenance efforts provided by the county. It is expected that the treatment services provided by the tenant will be funded by health care payers to include

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## **I. Project Summary**

### **1.0 Purpose of Request for Qualifications (RFQ)**

The Whatcom County Human Services Program seeks to contract with a single qualified behavioral health treatment provider to lease treatment unit space at the soon-to-be constructed Crisis Stabilization Facility.

### **2.0 Background**

Whatcom County currently owns a Crisis Triage Facility that houses 13 treatment beds, eight of them dedicated to Substance Withdrawal Management services, and five of them dedicated to Mental Health Stabilization services. The demand for these services is increasing beyond the current building's capacity to respond. Whatcom County has prioritized the need to divert individuals from arrest and into treatment whenever appropriate, in order to reduce incarceration while improving the health and wellness of adults experiencing behavioral health crises. Additionally, the county seeks to divert individuals from Emergency Medical Services, to include the hospital emergency department, and into appropriate and less costly services that will provide mental health stabilization services and connection to ongoing treatment.

State, regional and community partners strongly support an expansion and enhancement of mental health stabilization services in the county. These partners include the state's Department of Commerce who provided grant funding to support construction, the North Sound Behavioral Health Organization who also provided funding support for construction, the county's Incarceration Prevention and Reduction Task Force, the county's Behavioral Health Advisory Committee, and the county's Executive and Legislative branches of government who dedicated local funds as well to support construction.

The Crisis Stabilization Facility being constructed will house two-16 bed treatment units, and a commercial kitchen. The county intends to offer two separate leases to treatment providers who will deliver behavioral health services. This RFQ seeks a tenant for one of the treatment units who is a qualified treatment provider of mental health stabilization services.

### **3.0 Scope of Work**

The treatment provider who is awarded a lease pursuant to this RFQ will be required to provide mental health stabilization services as a condition of tenancy. The tenant must be able to secure licensure as a Residential Treatment Facility for adults as well as program certification for Triage – Involuntary Services. Any involuntary holds that occur in the facility can only be authorized under state statute RCW 10.31.110. These involuntary holds are initiated by a Peace Officer under the criminal code. Voluntary placement in the facility is not prohibited and is strongly encouraged. Indeed, voluntary placement can occur even after an initial involuntary hold and is encouraged.

The county seeks a tenant who can imbue and demonstrate a recovery model environment, guided in part by SAMHSA's (Substance Abuse and Mental Health Services Administration) ten fundamental components of recovery. The facility environment should be welcoming and supportive with a focus on individualized responses to resident patients.

**Whatcom County**  
**RFQ #19-05**  
**Tenant Lease to Provide Substance Withdrawal Services**

**I. Project Summary**

**1.0 Purpose of Request for Qualifications (RFQ)**

The Whatcom County Human Services Program seeks to contract with a single qualified behavioral health treatment provider to lease treatment unit space at the soon-to-be constructed Crisis Stabilization Facility.

**2.0 Background**

Whatcom County currently owns a Crisis Triage Facility that houses 13 treatment beds, eight of them dedicated to Substance Withdrawal Management services, and five of them dedicated to Mental Health Stabilization services. The demand for these services is increasing beyond the current building's capacity to respond. Whatcom County has prioritized the need to divert individuals from arrest and into treatment whenever appropriate in order to reduce incarceration while improving the health and wellness of adults experiencing behavioral health crises. Additionally, the county seeks to divert individuals from Emergency Medical Services, to include the hospital emergency department, and into appropriate and less costly services that will provide substance withdrawal management services and connection to ongoing treatment.

State, regional, and community partners strongly support an expansion and enhancement of mental health stabilization services in the county. These partners include the state's Department of Commerce who provided grant funding to support construction, the North Sound Behavioral Health Organization who also provided funding support for construction, the county's Incarceration Prevention and Reduction Task Force, the county's Behavioral Health Advisory Committee, and the county's Executive and Legislative branches of government who dedicated local funds as well to support construction.

The Crisis Stabilization Facility being constructed will house two, 16-bed treatment units, and a commercial kitchen. The county intends to offer two separate leases to treatment providers who will deliver behavioral health services. This RFQ seeks a tenant for one of the treatment units who is a qualified treatment provider of substance withdrawal management services.

**3.0 Scope of Work**

The treatment provider who is awarded a lease pursuant to this RFQ will be required to provide substance withdrawal management services at 3.2 and 3.7 ASAM (American Society of Addiction Medicine) levels of care. The tenant must be able to secure licensure as a Residential Treatment Facility as well as program certification for Withdrawal Management services for adults. The program will be voluntary for the patients served.

The county seeks a tenant who can demonstrate a recovery model environment, guided in part by SAMHSA's (Substance Abuse and Mental Health Services Administration) ten fundamental components of recovery. The facility environment should be welcoming and supportive with a focus on individualized responses to resident patients.

**4.0 Service Guidelines and Expectations six (6) page limit**

***Briefly respond to the questions below:***

1. What is your agency capacity to participate in all of the necessary meetings and activities prior to the opening of the facility?

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***Describe briefly how your agency will address the following:***

1. staffing model designed to provide ASAM level 3.7 withdrawal management services
2. adjust level of care to a 3.2 ASAM level when indicated
3. conduct on-site medical clearance for admission
4. optimize drop offs by Law Enforcement
5. optimize drop offs by Emergency Medical Services (EMS)
6. manage soiled and contaminated client clothing upon admission
7. procure prescriptions for clients as well as store medications on-site
8. prescribe and administer medications
9. initiate Medication Assisted Treatment for both withdrawal management purposes as well as maintenance
10. monitor client health and wellbeing during withdrawal phase
11. optimize utilization of the facility at a minimum of 85% capacity
12. infuse a recovery model into the treatment unit
13. collaborate with mental health treatment provider co-occupying the Crisis Stabilization Facility
14. plan, coordinate, and transfer ongoing care upon discharge including any necessary medication
15. engage in ongoing proactive messaging with stakeholders in the community to promote program benefits

**5.0 Population to Be Served**

Adults aged 18 and older who are experiencing distress as a result of alcohol or drug toxicity that requires detoxification services in a professionally monitored setting.

**6.0 Period of Performance**

The contract period for services solicited under this RFQ is June 1, 2019 through May 31, 2025. The lease contract is subject to evaluation of program performance. Tenancy will likely begin in early 2020, and it is expected that the successful applicant will participate in program and building design planning activities in advance of tenancy.

**7.0 Funding Availability**

No funding is offered with this RFQ. However, in-kind support will be offered via reasonable rent expenses for the duration of the lease as well as some building maintenance efforts provided by the county. It is expected that the treatment services provided by the tenant will be funded by health care payers to include Medicaid, commercial insurance, and state general fund dollars. The tenant/treatment provider will need to bill these payers directly in order to receive reimbursement for the costs of providing services.

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**8.0 Anticipated Outcomes**

The tenant/treatment provider will:

1. Sign and maintain the lease in good standing for six (6) years.
2. Acquire and maintain licensure as a Residential Treatment Facility.
3. Acquire and maintain state certification for Withdrawal Management services for Adults.
4. Provide services at 3.2 and 3.7 ASAM levels of care.
5. Ensure high level of utilization of the facility and services.
6. Work collaboratively with community first responders to include law enforcement, behavioral health treatment providers, and the hospital.
7. Provide quality withdrawal management services throughout the duration of the lease.

**9.0 Administrative and Program Requirements**

Responses to this RFQ will be accepted from any legally-constituted entity that meets the following conditions:

1. The applicant is incorporated as a non-profit corporation in the State of Washington and has been granted 501(c)(3) tax-exempt status by the United States Internal Revenue Service or is a sole proprietorship, general partnership, corporation, limited partnership, limited liability company, or limited liability partnership or is a commission or authority established pursuant to applicable Washington State law or, if a successful applicant, will be incorporated as such in Washington State.
2. The applicant has a demonstrated capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds that may be awarded under the terms of this RFQ.
3. The applicant has a current Federal Tax ID number.
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**II. Procurement Process**

**1.0 Procurement Timeline**

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**5.0 Ownership of Application Materials**

Applications and other materials submitted in response to this request become the property of the County, are public record, and will not be returned. It is understood and agreed that applicant claims no proprietary rights to the ideas or approaches contained in its application.

**6.0 Notice of Solicitation**

Failure of the County to notify any party or parties directly regarding the availability of this RFQ shall not void the process.

**III. Proposal Preparation**

**1.0 Proposal Format**

- A. Applications must be typewritten in black 12-point font on standard 8 ½ x 11 inch white paper with one-inch margins and stapled once in the upper left corner. Applications submitted on recycled paper and printed double-sided are encouraged. Applications submitted with binders or covers will be rejected. Page numbers are required. Extensive artwork, photographs, and printing should be avoided. Do not include any materials not requested in this RFQ and its attachments.
- B. Applications must be limited to ten (10) pages, not including the Application Cover Sheet, the external financial audit or review, budget and personnel worksheets, or references.
- C. Applicants must **submit one (1) original and five (5) copies** of the application in a sealed envelope, plainly marked on the outside with the applicant's name and address and the words "Request for Qualifications #19-05."
- D. The original printed packet must have original signatures. **Applications that do not contain an original and the prescribed number of copies will be deemed unacceptable and will not be considered.**
- E. All responses must contain the information requested.

Please respond to each section in the same order in which it is asked. Any deviation from these specifications must be clearly addressed in writing. Failure to supply materials required will result in a rejection of the entire submittal.

**2.0 Proposal Contents**

**A. Application Cover Sheet**

Complete the attached Application Cover Sheet. An authorized signatory of the applicant's organization must sign the cover sheet.

**B. Management Proposal – Limit to four (4) pages (Maximum points: 20)**

Please provide a description of the following:

- i. Agency's history and organizational structure.
- ii. Agency's staffing model of who will provide all services within the Withdrawal Management treatment unit including a brief description of their qualifications, education and experience, and any licenses and/or certificates they hold.
- iii. Agency's experience related to the services that the tenant will be providing.



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iv. Agency's quality control measures and mechanisms for ensuring sound financial and accounting practices.

**C. Service Guidelines and Expectations Response – Limit to six (6) pages** (Maximum 40 points) - See **Section I. 4.0** for instructions

Include your brief answer to the questions listed in the Project Summary above. This section should not exceed six pages.

**D. Budget & Personnel Worksheets – Attachment B** (Maximum points: 20)

These worksheets provide a brief summary of total annual costs associated with providing 24/7/365 Withdrawal Management Services for Adults in the 16-bed treatment unit. Do NOT include building lease costs in the cost estimate.

**E. Copy of most recent audit or external financial review – Please only submit (1) copy of the audit** (Maximum points: 15)

**F. References** (Maximum points: 5)

Include a list of at least three (3) individuals or entities who may be contacted to provide information regarding the applicant's ability to carry out the terms and purpose of this RFQ. Provide names of contacts, telephone numbers, and e-mail addresses (if available).

**IV. Proposal Evaluation and Selection**

**1.0 Evaluation Committee**

An Application Evaluation Committee (AEC) appointed by the Whatcom County Human Services Manager will review and evaluate eligible applications and make recommendations to the Whatcom County Human Services Program. The AEC will consist of at least 4 individuals who are knowledgeable about the specific professional services that the tenant will provide.

**2.0 Role of the Application Evaluation Committee**

**A. Unacceptable Applications**

The Whatcom County Human Services Manager will first determine which applications are not responsive to the RFQ and must be deemed unacceptable. **Unacceptable applications are those which meet at least one of the following criteria:**

- i. Incomplete application
- ii. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- iii. Applicant does not meet the administrative requirements of this RFQ
- iv. Failure to comply with any part of this RFQ or any exhibit to this RFQ, including, but not limited to, deadline for submittal and application format
- v. Submission of incorrect, misleading, or false information

**B. AEC Evaluation and Applicant Interviews**

The AEC members will then independently evaluate and rate each application, awarding points up to the maximum points available for each section. They will then convene as a group on the date indicated on the Procurement Timeline shown above to interview applicants concerning the content of their applications.

