



Request for Proposal

RFP #21-093

Request for Proposals for Psychiatric Services for Permanent Housing & Supportive Services

Wake County, North Carolina
301 S. McDowell Street
Raleigh, North Carolina 27602

Proposals are due December 2, 2021 before
3:00 pm local time.

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1 Introduction

1.1 Introduction

Wake County, North Carolina (hereinafter called the "County") is seeking proposals from a qualified service provider or individual physician who has extensive knowledge and experience with special needs populations, permanent Supportive housing and the Housing First program model and in accordance with the specifications outlined in this Request for Proposal (RFP) to submit a proposal. Throughout this request for proposals ("RFP"), the "Proposer" refers to qualified firms that submit Proposals and the "Consultant" refers to the Proposer who is selected to provide the services described with this RFP.

1.2 Project Overview

1.2.1 County Overview

Wake County: Wake County is the most populous county in North Carolina. The County consists of 12 municipalities and includes Raleigh, the County seat and State capital. The County's population is estimated at 920,307 residents.

Wake County's Department of Housing Affordability and Community Revitalization's Permanent Housing and Supportive Services Division (PHSS) seeks to provide safe, clean, affordable housing and comprehensive services to communities across Wake County. This includes housing options and wrap-around services critically needed for the level of care and support required by Wake County's most vulnerable citizens using the Housing First model. Housing First is an internationally recognized best practice employing a housing first, harm reduction approach that is person-centered and outcome-oriented, enabling individuals and families experiencing homelessness to address complex barriers preventing them from achieving optimum health, well being and housing stability. The Housing First model is cost effective, reducing the necessity for more expensive emergency interventions for those who are experiencing chronic homeless.

1.3 Scope of Services

This request seeks a behavioral health service provider to deliver behavioral health services and interventions, including but not limited to psychiatric evaluations, prescriptions and medication management for WCHACR Permanent Housing & Supportive Services programs. Services will be provided at more than one Wake County facility located in Raleigh NC at a minimum of 15 hours per week and no more than 20 hours per week.

This program is currently utilizing federal Continuum of Care Program grant funds as part of the County's response to the housing and homelessness crisis. As such, this RFP is being issued under emergency conditions; as time is of the essence, most of the typical RFP processes have been abbreviated to facilitate expediency.

Services to be provided by a licensed Psychiatrist are:

1. Provide outpatient behavioral health psychiatric evaluations and medication management to PHSS clients.

2. Perform services at scheduled times to be arranged between each PHSS program served and the Provider.
3. Provide staff consultation relative to medication issues, assessment of patients for harm to self and others, and other treatment issues.
4. Provide to the point of contact for each program a treatment report for each client served within 5 business days of the completed appointment. The treatment report should summarize the consultation session, medication or treatment recommendations and assessment of harm to self or others.
5. Provide services to eligible individuals without regard to race, color, national origin, age, sex, or ability to pay.
6. Comply with all applicable rules, regulations and standards, including licensing and certification standards, established by the Federal Government, State of North Carolina, and Wake County Human Services to assure quality of services.
7. Faithfully and diligently perform the usual customary duties of this profession in an ethical and professional manner.
8. Assure that patients are not abused, neglected, or exploited while in Provider's care.
9. Comply with Federal and State patient confidentiality requirements, including but not limited to N.C.G.S. 122C-52 et al. and, where applicable, 42 U.S.C. Section 290dd-3 and 42 C.F.R. part two. The Provider will undertake appropriate procedures to safeguard confidential information.
10. Maintain patient records in the form and detail required by State rules and regulations.

Provider shall not subcontract any portion of the services to be provided under this Agreement without the prior written consent of Wake County

County Resources/Assistance to be provided

1. The County will provide the program parameters.
2. A planning meeting will be held with the successful proposer to establish communications, payment processes and any programmatic changes that may be required.

1.4 General Proposal Requirements

When responding to this RFP, please follow all instructions carefully. Please submit proposal contents according to the outline specified and submit documents according to the instructions. Failure to follow these instructions will be considered a non-responsive proposal and may result in immediate elimination from further consideration.

By submitting a proposal, Proposers acknowledge that:

1.4.1 The County reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP. The County reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select Proposers at any time to gather additional information.

1.4.2 Proposals will be received by Wake County Government at the time noted on the cover page of this document. At that point, Wake County will close the receipt of proposals and begin the evaluation process. The only information that will be released will be the names of the respondent(s). No other information will be disclosed, except as required by the

evaluation process, until a contract is awarded. Wake County, solely at its option, may disclose the name(s) of any firms or companies being considered or elevated during the process. Proposers are not to contact any county staff or elected official in reference to the process due to the nature of a competitive environment and to protect the integrity of the RFP process. As information becomes available and is relevant for release, that information will be shared with respondents.

2 General Submittal Requirements

2.1 Proposal Contact

This RFP and any subsequent action taken as a result thereof is issued by the Wake County Procurement Services in accordance with North Carolina General Statutes on behalf of the County. Proposal responses should be directed to Procurement Services, specifically to the Purchasing Manager, as outlined below. In regards to this RFP and subsequent procurement process, vendors shall make NO CONTACTS, either written or verbal, with any Wake County employee, staff member, or Board of Commissioner members during the period beginning with the issuance of this document through approval of award unless authorized by the proposal contact. ***Any attempt by a Proposer to contact or influence a member or members of the aforementioned will result in the immediate disqualification of the Proposer from award for items or services on this RFP.***

Proposal Contact:

Melissa England
Wake County Finance Dept - Procurement Services
Melissa.England@wakegov.com
919-856-6327

2.2 Proposal Submittal Requirements

Proposers are required to prepare their proposals in accordance with the instructions outlined in this part and elsewhere in this RFP. In lieu of hard copies, proposers should submit an email response to the following email address Bids@wakegov.com and enter RFP #21-093 in the subject line. By virtue of submitting an electronic response, you agree to the following:

- Response to be submitted to: Bids@wakegov.com
- Acceptable file types are: PDF, Word, Excel, and like. Zip files will be rejected.
- All files will be submitted for virus scan. Any files containing such will be rejected with no automatic re-submittal.
- Files submitted are to be directly related to the subject RFP. No promotional type material will be considered.
- Vendors should submit their responses via email to the mailbox listed above.
- File size limits are limited, the default maximum size supported for the entire email would be 35MB.
- Any failure of a file to be received, for any reason, will be totally a vendor / submitter responsibility.

The County must receive proposals no later than 3:00 PM on December 2, 2021. Late Proposals will not be accepted. The time of receipt shall be determined by the time in the email message. The County will not be held responsible for the failure of any file to be received prior to the state Proposal due date and time. It is solely the Proposer's responsibility to: (1) Ascertain that they have all required and necessary information, documents and addenda, prior to submitting a response; (2) Ensure that the response is received at the correct location and time. Late responses, regardless of delivery means, will not be accepted. Failure to respond to all questions and follow the instructions may result in immediate elimination from further consideration.

2.3 Proposer Expenses

The County will not be responsible for any expenses incurred by any Proposer in the development of a response to this Request for Proposal or any other activities associated with this procurement including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to Wake County and/or its representatives. Further, the County shall reserve the right to cancel the work described herein prior to issuance and acceptance of any contractual agreement/purchase order by the recommended Proposer even if the Board of Commissioners has formally accepted a recommendation.

2.4 Interpretations, Discrepancies, and Omissions

Should any Proposer find discrepancies, omissions or ambiguities in this RFP, the Proposer must at once request in writing an interpretation from proposal contact listed in Section 2.1. The deadline for submitting questions is November 15, 2021 by 5:00 PM. All questions will be answered to the extent possible in the form of addenda to the specifications. The addenda will be available by November 19, 2021 on the County's website. All written requests for clarification should be addressed to the attention of Melissa England. Failure to request an interpretation will be considered evidence that the Proposer understands the provision of the RFP.

The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect. It is the County's intent not to issue any addenda after November 19, 2021.

2.5 Schedule

Date	Event
November 8, 2021	RFP Issued
November 15, 2021	Deadline for submitting questions by 5:00 pm
November 19, 2021	Issue addenda (if necessary)
December 2, 2021	Submissions Due by 3:00 pm
December 2021	Contract awarded
January 2022	Services begin

2.6 Pre-Proposal Questions

The County will also make a good faith effort to provide other data or attachments, if the request will further clarify the project's scope. All requests for further information shall be received by the County by November 15, 2021 before 5:00 PM EST. A copy of all answers and further clarifications provided by the County to those making inquiries will be posted as an addendum to the RFP on the County's website by November 19, 2021.

2.7 Award

Wake County reserves the right to award a contract, based on initial offers received from Proposers, without discussion and without conducting further negotiations. Under such circumstance, the acceptance of a proposal by the County shall be deemed to be an acceptance of an offer and that such acceptance will be binding upon both parties. The County may also, at its sole discretion, have discussions with those Proposers that it deems to fall within a competitive range. The County may enter into negotiations separately with such Proposers. Negotiations with a Proposer may continue with a Proposer that the County has tentatively selected to award a contract to. The County shall not be deemed to have finally selected a Proposer until a contract has been successfully negotiated and signed by both parties.

The County intends to award an initial one (1) year contract, followed by two (2) one-year contracts with the same terms.

2.8 Non-disclosure of County Information

The Proposer and its agents shall treat all data and information gathered by the Proposer and its agents, including this RFP and all reports, recommendations, specifications, and data as confidential. The Proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.

2.9 Retention of Proposer Material

Any and all information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent.

3 General Terms and Conditions

3.1 Certification

The Proposer hereby certifies that it has carefully examined this Request for Proposal and the Proposer certifies that it understands the scope of the work to be done and that the Proposer has knowledge and expertise to provide the scope of the work. By signature on the response to the RFP, the Proposer certifies that its proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud, so that all proposals for the purchase will result from free, open and competitive

proposing among all vendors. Further, the Proposer certifies that it understands that collusive bidding/proposing is a violation of Federal law and can result in fines, prison sentences, and civil damage awards.

3.2 Conflict of Interest

By submission of a response, the Proposer agrees that at the time of submittal, it: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Proposer's services, or (2) will not benefit from an award resulting in a "Conflict of Interest." A "Conflict of Interest" shall include holding or retaining membership, or employment, on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by Wake County. Proposers shall identify any interests, and the individuals involved, on separate paper with the response and shall understand that the County, in consultation with legal counsel, may reject their proposal.

3.3 Assignment

No assignment of the Proposer's obligations or the Proposer's right to receive payment hereunder shall be permitted without prior consent of the County. The Proposer may not sell, assign, transfer or convey the contract resulting from this RFP, in whole or in part, without the prior written approval from the County.

3.4 Indemnification

The Consultant will indemnify and hold the County harmless from any and all liability, expense, judgment, suit, or cause of action for personal injury, death, or direct damage to tangible property which may accrue against the County to the extent it is caused by the negligence of Consultant, its sub-consultants, or their employees or agents, while performing duties under this Agreement, provided that the County gives the Consultant prompt, written notice of any such claim or suit. The County shall cooperate with Consultant in its defense or settlement of such claim or suit. This section sets forth the full extent of the Consultant's general indemnification of the County from liabilities that are in any way related to Consultant's performance under this Agreement.

3.5 Independent Contractor

It is understood that in the performance of any services herein provided, the Proposer shall be, and is, an independent contractor, and is not an agent or employee of the County and shall furnish such services in its own manner and method, except as required by this contract. Further, the Proposer has, and shall retain the right to exercise full control over the employment, direction, compensation, and discharge of all persons employed by the Proposer in the performance of the services hereunder. The Proposer shall be solely responsible for, and shall indemnify, defend, and save the County harmless, from all matters relating to the payment of its employees, including compliance with Social Security, withholding, and all other wages, salaries, benefits, taxes, exactions, and regulations of any nature whatsoever.

3.6 Payment

Payment for the services rendered pursuant to the Agreement resulting from this RFP shall be made in amounts and at times set forth in the Agreement and shall be made upon receipt

of original invoice(s) in accordance and in conformity with payment dates for bills and claims as established by the County. Prior to payment, the Consultant must submit an original dated itemized invoice of services rendered. (Photographs or facsimiles of invoices will not be accepted.) Any reimbursement for expenses as allowed in the Agreement that are included in the invoice(s) must be supported with attached original billings for such expenses.

3.7 Insurance

Proposers shall obtain, at their sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Finance Department.

Workers' Compensation Insurance, with limits for Coverage A: Statutory for State of North Carolina, and Coverage B - Employers Liability: \$500,000 each accident/disease each employee/disease policy limit.

Commercial General Liability, with limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

Commercial Automobile Liability, with limits not less than \$1,000,000 per accident for bodily injury and property damage applicable to any vehicle used during performance of services, including coverage for owned, hired, and non-owned vehicles. Evidence of commercial automobile coverage is only required if vehicles are used in the provision of services under this Agreement.

Professional Liability (Errors and Omissions), with limits not less than \$1,000,000 per claim and \$2,000,000 aggregate.

Technology Services Professional Liability (Errors and Omissions) Insurance with limits no less than \$1 million per claim and \$2 million aggregate. Shall include coverage for third party expenses resulting from breach or loss of information arising from either negligent or intentional acts of Provider's employees or an outside source, including breach response expenditures and defense. A copy of Provider's policy shall be produced upon request. Provider agrees to maintain a retroactive date prior to or equal to the effective date of this agreement and to purchase and maintain Supplemental Extended Reporting Period or 'tail coverage' if the policy expires or is cancelled or not renewed. If coverage is replaced, the new policy must include prior acts coverage or a retroactive date to cover the effective dates of this agreement. Provider shall provide on an annual basis a Certificate of Insurance to Wake County specifying whether the required coverage is underwritten on a claims or occurrence basis, and if on a claims basis, the retroactive date of the coverage. The duty to provide extended coverage as set forth herein survives the effective dates of this agreement.

Professional Liability (Cyber Risk) with limits of \$1 million per occurrence/\$2 million aggregate

Employee Dishonesty (fidelity bond or crime policy) with limits of \$250,000 which name Wake County as the loss payee.

All insurance companies must be authorized to do business in North Carolina and have an AM Best rating of “A-/VII” or better; or have reasonable equivalent financial strength to the satisfaction of Wake County's Finance Department. If any required insurance policy expires during the term of this Agreement, Proposer must provide a certificate of insurance to the Wake County Finance Department as evidence of policy renewal prior to such policy expiration. Proposer shall be responsible for providing the Wake County Finance Department with 30-day notice of insurance policy cancellation or non-renewal during the term of this Agreement and for three years subsequent for any claims made coverage.

Response to this RFP indicates the ability to procure the coverages specified above. If Provider does not meet the insurance requirements specified above, alternate insurance coverage satisfactory to Wake County may be considered. Any request for consideration of alternate coverage must be presented within Proposer's response to this RFP.

3.8 Governing Law

This RFP and any contract resulting therefrom shall be governed by and construed according to the laws of the State of North Carolina. Should any portion of any contract be in conflict with the laws of the State of North Carolina, the State laws shall invalidate only that portion. The remaining portion of the contract(s) shall remain in effect.

3.9 Confidential Information/Public Records Law

INFORMATION SUBMITTED IN RESPONSE TO REQUESTS FOR BIDS, PROPOSALS, AND OTHER PROCUREMENT METHODS SUBJECT TO PUBLIC RECORDS LAW

Wake County is subject to North Carolina's Public Records Act located in Chapter 132 of the North Carolina General Statutes. As a result, information submitted to and received by Wake County in response to a Request for Proposal/Request For Bid/Request For Quote/Request for Qualifications, or any other procurement method (collectively “Procurement Process”), is considered public record and may be released for public inspection after the contract award, or as otherwise permitted under NCGS § 143, without further notice to the proposer. The County does not intend to elicit confidential or trade secret information in response to a Procurement Process and assumes no responsibility for the submission of such information. Wake County reserves the right to share any information submitted in response to a Procurement Process with any person(s) or firm(s) involved in the review and evaluation phase of the Procurement Process.

CONFIDENTIAL OR TRADE SECRET INFORMATION

If a proposer nonetheless submits information in a bid proposal or other response to a Procurement Process and it considers such information to be confidential, then all four requirements of [NCGS 132-1.2](#) “Confidential Information” must be met for the County to consider withholding the information from public inspection in response to a public records request. **Among other legal requirements, information deemed to be “confidential” or “trade secret” by proposer must be clearly marked as such on the face of the document(s) at the time of the initial disclosure/submittal of RFP.** In addition, although not required by law, Wake County requests that any proposer who submits a proposal or response containing any such designation of confidentiality also submit a second copy of the proposal or response with the respective page(s) or section(s) redacted. The County will not agree to withhold an entire proposal or response from public inspection, thus proposers

should refrain from including blanket restrictions on disclosure or all-encompassing claims of confidentiality.

When a public records request is made for information contained in or attached to a proposal or response that has been clearly marked as “trade secret” or “confidential” upon its submission, Wake County may, in its discretion and without further notice, release the redacted copy of the proposal or response to the requester if one has been previously submitted. Otherwise, the proposer will be notified of the request and given an opportunity to provide within a reasonable period a written explanation of the basis for claiming protection under N.C.G.S. 66-152 and N.C.G.S. 132-1 and/or a redacted proposal or response. The County shall make the final determination on release of the information. Should any civil action be brought against the County in an effort to compel or prevent the disclosure of information contained in a proposal or response that is deemed confidential by a proposer, the proposer may participate at its own expense; and by deeming any information in a proposal or response confidential, proposer further agrees to indemnify and hold harmless the County for and against any costs incurred by the County as a result of such litigation, including but not limited to fees or expenses arising out of N.C.G.S. 66-153 and N.C.G.S. 132-9.

3.10 Compliance with Laws and Regulations

Proposer must comply with all applicable State and Federal Laws. In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the successful Proposer to notify Wake County at once, indicating in their letter the specific regulation which required such alterations. The County reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.

3.11 Acceptance

Submission of any proposal indicates a Proposer’s acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

Furthermore, the County is not bound to accept a proposal on the basis of lowest price, and further, the County has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities, or to re-advertise with either the identical or revised specifications, if it is deemed to be in the County’s best interests to do so. The County reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the County’s best interest. Moreover, the County reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the County.

3.12 Additional Services

The County reserves the right to negotiate additional services with the Vendor at any time after initial contract award.

3.13 E-Verify

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc, attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS64-26(a)) relating to the E-Verify requirements.

3.14 Iran Divestment Act

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to [NCGS 147 Article 6E, Iran Divestment Act](#), Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List. In addition, any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than \$1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

3.15 Federal Uniform Guidance

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable): Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

3.16 Standard of Service

Provider warrants and represents that it possesses the special skill and professional competence, licensure, expertise and experience to undertake the obligations imposed by a service. Provider agrees to perform in a diligent, efficient, competent, and skillful manner, and to devote such time as is necessary to perform services if under a contract with Wake County Government.

Provider agrees to comply with all federal, state, and local statutes, regulations, and ordinances and rules applying to Provider's performance hereunder, including applicable laws pertaining to licensing and the Health Insurance Portability and Accountability Act of 1996, PL 104-91 (HIPAA).

4 Detailed Submittal Requirements

4.0 Proposal Format

Proposers shall prepare their proposals in accordance with the instructions outlined in this section. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of the RFP. Utmost attention should be given to accuracy, completeness, and clarity of content. The proposal should be organized into the following major sections with tabs for each section:

PROPOSAL

<u>Section</u>	<u>Title</u>
	Title Page
	Cover Letter
1.0	Profile of Firm or Physician
2.0	Additional information including costs

Instructions relative to each part of the response to this RFP are defined in the remainder of this section. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.

Proposal shall include a cover letter executed by a person within the firm authorized to bind the firm to the contents therein.

4.1 Profile of Firm or Physician

(Proposal Section 1.0) This section of the response should be limited to a brief profile of the firm or physician to include the following :

1. Brief intro regarding their organization/mission statement
2. Narrative regarding experience in implementing or serving similar programs and special needs populations as outlined in this RFP
3. Note if you or your firm is an equal opportunity employer.
4. Describe liability insurance coverage arrangements, including the adequacy to cover claims.
5. Include audited financial statements; if any findings, issues or concerns are noted please provide a description of the corrective action taken.

4.2 Additional Information including costs

(Proposal Section 2.0) This section of the response should include the following items:

1. A budget reflecting all fees, costs and charges required for service delivery or hourly rate for an individual
2. Expected availability and methodology for scheduling and appointments
3. Most recent audited financials (if applicable)
4. Give any additional information considered pertinent to this proposal.

5 Evaluation Criteria

5.1 Selection Participants

The County has established a team of staff to evaluate vendor responses. This team of employees will be responsible for the evaluation and rating of the proposals and conducting interviews.

5.2 Evaluation of Proposals

5.2.1 Evaluation Criteria

The County Project Team will evaluate the proposals based on the following criteria:

(a) Experience of the service provider or physician	50
(b) Service Fees/Administrative Fees and charges or hourly rate (total cost for services);	30
(c) Availability, ability to begin providing services	20

Total points available : 100

Evaluation Criteria and Sample Sub-criteria for Proposals

(a) Experience of the service provider or physician	(i) Experience with special needs populations including people experiencing chronic homelessness, severe mental illness and histories of substance use (ii) Knowledge of/experience with programs using the Housing First or Harm Reduction Models
(b) Service Fees/Administrative Fees and charges or hourly rate (total cost for services);	(i) Proposed costs are reasonable, Service Fees/Administrative Fees, other charges or hourly rate (total cost for services) is reasonable and within budget range;
(c) Availability/ability to begin providing services	(i) Start up logistics and timeframe

Examples of general qualifications scoring

Excellent: The proposing entity or Physician demonstrates:

- Substantial experience working with similar programs and/or the target population
- Current capacity to effectively carry out program activities
- Can begin providing services within two weeks of contract execution
- Proposed cost is well within budget range
- Most recent audited financials raise no concerns (if applicable)

Good: The proposing entity or Physician demonstrates:

- Adequate experience and the ability to obtain capacity to effectively carry out program services
- Can begin providing services within three to four weeks of contract execution
- Proposed cost is less than 10% outside of budget range
- Most recent audited financials raise no concerns (if applicable)

Average: : The proposing entity demonstrates:

- The ability to obtain capacity/partnering to effectively carry out program activities
- Proposed cost is less than 20% outside of budget parameters
- Can begin operations within one month of contract execution
- Most recent audited financials raise no concerns (if applicable)