

Request for Qualifications: CHART Program Leadership for South Snohomish County

Open Date:

**June 14, 2021**

Proposals Due:

**July 16, 2021, 3:00 p.m. PDT**

*Late and/or Incomplete Proposals Will Not be Accepted*

Verdant Health Commission

4710 196th St. SW

Lynnwood, WA 98036

verdanthealth.org

**CHART Leadership RFQ**

The Verdant Health Commission requests qualifications from consultants or agencies interested in providing the services described for administering the Chronic Utilizer Alternative Response Team (CHART) program for South Snohomish County. This document outlines the information necessary to understand the contractor selection process and the required documentation for submittal of qualifications for this project.

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| **Proposal Information** | |
| **Proposal Name** | CHART Program for South Snohomish County |
| **RFQ Opens** | June 14, 2021 |
| **RFQ Submission Deadline** | July 16, 2021, 3:00 p.m. PDT |
| **Vendor Selection** | August 7, 2021 |
| **Submit Qualifications To** | **Verdant Health Commission** Attention: Lisa Edwards  4710 196th St. SW  Lynnwood, WA 98036 |
| **Contact Person** | Lisa Edwards, lisa.edwards@verdanthealth.org, (425) 582-8577 |

# INTRODUCTION

The Verdant Health Commission is soliciting qualifications for administering the CHART program for South Snohomish County. We are looking for an organization to take the lead on coordinating and facilitating conversations with partner healthcare, human service agencies, police departments and fire departments that result in strong case management for individuals in the Verdant service area who experience barriers and challenges navigating the healthcare system and are high utilizers of hospital emergency departments, EMS and law enforcement services. Qualifications from consultants and agencies interested in this work must be received by July 16, 2021, at 3:00 PM Pacific Daylight Time.

## BACKGROUND

The Verdant Health Commission funds a wide range of programs that empower people in South Snohomish County to make healthy decisions and access the care they need to stay well. From 1962-2010, we served the health needs of our community by managing the local community hospital. As the program of Public Hospital District No. 2, Snohomish County, Verdant is a municipal corporation with a governing Board of Commissioners that includes 5 elected Commissioners. This structure governs our work, but we operate much like a foundation, providing grants to community groups working to address the health needs of our residents. In addition to focusing on investing in innovative programs that will make a lasting impact on the health and well-being of South Snohomish County residents, Verdant also offers free or low-cost education and prevention classes at the Verdant Community Wellness Center, located in Lynnwood.

**RFQ Background**

Since 2017, the CHART program has been administered by the Verdant Health Commission in partnership with healthcare, human services, fire and law enforcement organizations. The CHART program was designed to address the needs of South Snohomish County’s most vulnerable residents who have overlapping physical health, mental health, legal and substance use disorder conditions. The purpose of CHART is to reduce the impact of chronic utilizers on healthcare, emergency services, crisis care, legal and criminal justice systems. By taking a coordinated approach, the goal of the program is to create an individualized plan that will have a positive and measurable impact for each participant and decrease the system impacts associated with the disproportionate overlapping service utilization by these individuals.

The CHART program currently consists of three teams: Core Leadership, comprised of executives from the partner agencies who oversee the partnership, Social Services, comprised of representatives from social service agencies who collaborate to provide intensive care coordination and case management, and the Identification Team, comprised of representatives from frontline agencies who identify potential candidates for CHART case management.

The Verdant Health Commission seeks an organization to take a leadership role in coordinating information exchange between community partner organizations and providing case management for CHART clients. We are looking for innovative ways to operate the program and increase the efficiency of providing services to clients.

## TIMELINE

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| **RFP Timeline** | |
| Dated & Released | June 14, 2021 |
| Questions on the RFQ Due | June 21, 2021 |
| Answers to the Questions Posted | June 25, 2021 |
| Proposals Due | July 16, 2021 due by 3 PM (PDT) |
| Interviews/Demonstrations with Evaluation Team (possibly required) | On or around July 26, 2021 |
| Consultant Selected | On or around August 7, 2021 |
| Contract Negotiations Completed | On or around August 14, 2021 |
| Meet with Commissioners and Staff to Establish Scope of Work | August 21, 2021 (exact date TBD) |
| Project Implementation | September 2021 – August 2022 (exact date TBD) |
| Wrap-up and Written Recommendations | September 30, 2022 |

## COST

Responding organizations should include their rates and pricing in their response to the RFQ. Time and material, as well as alternative pricing proposals, will be considered. Responding organizations should also disclose whether they have any direct or indirect conflicts of interest with the Verdant Health Commission. It is anticipated that a resulting contract may be for a minimum of 1 year in length with options to renew.

## CONTRACT TERM

This is a one-year pilot project. Upon achievement of negotiated deliverables, the agreement may be renewed as part of a multi-year agreement.

The Verdant Health Commission will negotiate contract terms upon selection. All contracts are subject to review by the Verdant Health Commission legal counsel, and the project will be awarded upon signing of an agreement or contract, which outlines terms, scope, budget, and other necessary items.

# INSTRUCTIONS TO PROPOSERS

## EXPERIENCE AND QUALIFICATIONS

The statement of qualifications should detail the consultant’s key staff, history, experience, qualifications, and a representative list of programs and services currently provided that demonstrate success supporting CHART clients. Successful respondents will provide the following:

* Experience and competency supporting chronic high utilizer clients. Please include 2-3 examples of relevant work completed in the past 3 years
* A timeline and proposed scope of work for assuming leadership of CHART
* Proposed deliverables for what can be achieved within the first year of the project
* If available, please include relevant experience working with elected boards

Verdant encourages proposals from firms owned by persons of color and women. Please identify if the contractor or any subcontractors are a minority or women-owned business.

**PROJECT OUTCOMES**

Leading and advancing the work of the CHART program will require coordination with numerous partner agencies.

* Providing a baseline assessment of the current function of the CHART program
* In collaboration with existing CHART partners, establishing a definition of future success
* Establishing measurable short-term, mid-term, and long-term goals for advancing the CHART program within South Snohomish County
* Updating and implementing effective procedures for case management that include but are not limited to the business associate agreement, release of information and communication of confidential health information
* Convening CHART partners within 2 months of project start to increase and expedite the delivery of services to clients
* Provide quarterly written reports that identify the number of CHART participants served, services rendered and their status in the program

## RESPONSE PACKAGES

Responses must be organized in sections as shown below:

1. Appendix I: Acknowledgement of RFQ Terms and Conditions
2. Appendix II:
   * Letter of interest
   * Experience and qualifications
   * 3 professional references
   * Strategies proposed to achieve project outcomes
   * Proposed timeline and cost

Responses shall be submitted by email using the contact information below but must arrive no later than July 16, 2021 at 3:00 pm PDT. All documents and any attachments should be formatted as 8 ½ by 11-inch pages and should utilize Appendix I and II provided at the end of this RFQ.

**Submit proposals to:**

**Lisa Edwards, Superintendent**

[**Lisa.Edwards@verdanthealth.org**](mailto:Lisa.Edwards@verdanthealth.org)

Verdant Health Commission   
4710 196th St. SW,   
Lynnwood, WA 98036

No further action beyond submission of the above information is required at this time.

**SELECTION PROCESS AND SELECTION CRITERIA**

A committee of Verdant Health Commission staff, commissioners, and community members will review timely responses. The committee will weigh the following criteria when ranking the responses:

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| **Item** | **Maximum Points** |
| Experience, skills, and qualifications | 40 points |
| Merits of the proposal, including approach to achieving desired outcomes | 20 points |
| Proposed timeline and cost | 20 points |
| References provided with similar work | 20 points |
|  | 100 points possible |

The Committee may request interviews with and/or presentations by the respondents prior to making its decision.

# GENERAL TERMS AND CONDITIONS

**REJECTION OF RESPONSES:** Verdant reserves the right to reject any and all responses and to waive irregularities and informalities in the submittal and evaluation process. This Request for Qualifications does not obligate Verdant to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the Request for Qualifications does not obligate Verdant to accept or contract for any expressed or implied services.

**CONTRACT AWARD:** Verdant reserves the right to make an award without further discussion of the response submitted. Therefore, the proposal should be initially submitted on the most favorable terms the consultant can offer. Verdant shall not be bound or in any way obligated until both parties have executed a vendor contract. The consultant selected will be expected to enter into a contract with Verdant.

## RESPONSIBLE BIDDER:

Definition of being a responsible bidder:

Being a responsible bidder means satisfying at least the following criteria:

1. does not discriminate and does not do business with others who discriminate on the basis of race, color, ethnicity, national origin, sex, gender identity, sexual orientation, disability, marital status, familial status or veteran status;
2. have adequate financial resources to perform the contract, or the ability to obtain them;
3. be able to comply with the required or proposed delivery or performance schedule, taking into consideration all of the bidder’s/offeror’s existing commercial and governmental business commitments;
4. have a satisfactory performance record;
5. have a satisfactory record of integrity and business ethics;
6. have the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them;
7. have the necessary production, construction, and technical equipment and facilities, or the ability to obtain them;
8. will make no reference to Verdant in any literature, promotional material, brochures, sales presentation or the like without the express written consent of Verdant;
9. swear that the Proposal is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the proposers has not induced or solicited others to submit a sham offer, or to refrain from proposing;
10. shall comply with federal, state, and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

**PUBLIC RECORDS:** Under Washington state law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this RFQ (the “documents”) become a public record upon submission to Verdant. This means that Verdant may be obliged to disclose them upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law. If Verdant receives a request for inspection or copying of any such documents it will promptly notify the person submitting the documents to Verdant (by U.S. mail and by fax if the person has provided a fax number) and upon the written request of such person, received by Verdant within five (5) days of the mailing of such notice, will postpone disclosure of the documents for a reasonable period of time as permitted by law to enable such person to seek a court order prohibiting or conditioning the release of the documents. Verdant assumes no contractual obligation to enforce any exemption.

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| **APPENDIX I – ACKNOWLEDGEMENT OF RFQ TERMS & CONDITIONS** |
| Respondents, please sign and date to acknowledge requirements. |

Each respondent, as part of its response, must submit this document signed by a representative(s) authorized by the consultant to make representations for the consultant and to obligate the consultant to perform the commitments contained in its response. All submitted contents and costs must be guaranteed for sixty (60) days from the response date. Each responder must acknowledge and include the following required components of the response in the order listed below:

* Acknowledgement of RFQ Terms & Conditions (this document)
* Letter of interest
* Experience and qualifications
* 3 professional references
* Strategies proposed to achieve project outcomes
* Proposed timeline and cost

Acknowledged and Agreed:

Click or tap here to enter text.

**Signature**

Click or tap here to enter text.

**Printed Name**

Click or tap here to enter text.

**Title**

Click or tap here to enter text.

**Firm Name**

Click or tap here to enter text.

**City, State**

Click or tap here to enter text.

**Phone Number**

Click or tap here to enter text.

**Date**

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| **APPENDIX II – REQUIRED MATERIALS** |
| Please use the fields below to submit all required materials. Please limit responses to the following prompts to no more than 8 pages. |

**Letter of Interest**

Click or tap here to enter text.

**Experience and Qualifications**

Click or tap here to enter text.

**3 Professional References**

Click or tap here to enter text.

**Strategies to Achieve Outcomes**

Click or tap here to enter text.

**Proposed Timeline and Cost**

Click or tap here to enter text.