



Request for Application

Consulting Services
Recovery Services Project Administrator
August 2021

Department of Health Care Services
Community Services Division
MS 2624
PO Box 997413
Sacramento, CA 95899-7414

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A. Purpose and Background

1. Purpose

The Department of Health Care Services (DHCS), Community Services Division is soliciting applications from organizations that can oversee and manage the administrative components, as well as provide technical assistance (TA) services, for the implementation of a statewide behavioral health project focused on recovery services for serious mental illness (SMI), serious emotional disturbances (SED), and substance use disorders (SUD). Applications must address all the services described throughout this Request for Application (RFA).

2. Background

DHCS has received funding from the Substance Abuse and Mental Health Services Administration (SAMHSA). DHCS will use these funds for multiple statewide and county projects, including a statewide project to support and expand recovery services for SMI, SED, and SUD.

DHCS intends to select an organization through this RFA to oversee the administration of this project. The awarded Contractor is not required to have clinical expertise in recovery services, rather, DHCS is seeking a Contractor with the capacity to oversee and manage the administrative elements of the project. If the Contractor does not possess clinical expertise, a Subcontractor may facilitate the provision of TA.

The awarded Contractor will be responsible for all administrative elements of the Recovery Services Project, including the development and release of the RFA for grantees. Additionally, the Contractor will be responsible for the provision of TA to grantees.

The awarded Contractor will conduct extensive community engagement with diverse stakeholders to define recovery services programs for the purposes of this RFA and understand the unique needs of local communities with regard to recovery services. The Contractor shall integrate community feedback into the RFA process to determine the best use of grant funds that reflects these community needs. Depending on the findings of the community engagement process, grantees may:

- Support the development of local recovery community support institutions;
- Develop strategies and educational campaigns, trainings, and events to reduce recovery-related stigma and discrimination at the local level;
- Expand the use of evidence-based recovery models for SMI, SED, and SUD;

- Provide SMI, SED, and SUD treatment and recovery resources and support system navigation;
- Improve accessibility of peer recovery support services that support diverse populations; and
- Collaborate and coordinate with local private and non-profit clinical health care providers, the faith community, city, county, state and federal public health agencies, and criminal justice response efforts in expanding recovery services.

B. Time Schedule

Below is the tentative time schedule for this procurement. If DHCS finds a need to alter the timelines listed herein, either an addendum or correction notice will be issued announcing the alternate timelines.

Event	Date
RFA Released	08/30/2021
Questions Due	09/23/2021 @ 4:00 p.m.
Application Due Date	09/30/2021 @ 4:00 p.m.
Contractor Selected	10/29/2021
Proposed Start Date of Agreement	11/01/2021

C. Contract Term and Amount

The term of the resulting agreement is expected to be 44 months, anticipated to be effective November 1, 2021, and continue through June 30, 2025. This agreement term may change if DHCS makes an award earlier than expected or if DHCS cannot execute the agreement in a timely manner due to unforeseen delays. DHCS reserves the right to extend the term of the resulting agreement via an amendment as necessary to complete or continue the services. Contract extensions are subject to satisfactory performance and funding availability.

The total funding amount allocated to this project is \$77,255,609. The Contractor will re-grant \$73,505,609 in subawards to applicants of the Recovery Services funding opportunity. The Contractor may utilize up to \$3,750,000 for costs incurred to complete performance of the contracted services.

D. Scope of Work

The Contractor shall adhere to all required deliverables as described in the Scope of Work (SOW) contained as an attachment to the RFA. The SOW is referred to throughout the RFA and provides a more detailed description of the Contractor's requirements.

E. Qualification Requirements

Failure to meet the following requirements by the application submission deadline will be grounds for DHCS to deem an applicant nonresponsive. In submitting an application, each applicant must certify and prove that it possesses the following qualification requirements.

1. Applicant Requirements

- a. Applicant must be a business entity located or able to operate in California and be registered with the California Secretary of State.
- b. Applicant must have extensive experience and expertise in administering, overseeing, and monitoring several complex contracts or subawards simultaneously.
- c. Applicant must have extensive experience and expertise in serving as a fiscal intermediary managing large budgets and tracking payments to contractors or subawardees.
- d. Applicant must have extensive experience and expertise in project management of large and complex projects.
- e. Applicant must have extensive experience and expertise in inclusive community engagement with diverse groups for distributing grant funds.
- f. Applicant must have extensive experience providing administrative TA to grantees.
- g. Applicant must have the capacity to directly provide or facilitate Recovery Services TA for SMI, SED, and SUD.
- h. Applicant must have extensive experience and expertise in data collection, analysis, and reporting.

2. Applicant Preferred Experience

It is preferred that Applicant has experience and knowledge regarding behavioral health delivery systems in California.

3. Corporations, Partnerships, Limited Liability Companies

As required by California law, business entities must be in good standing and qualified to do business in California.

4. Non-Profit Status

Organizations must certify their eligibility to claim non-profit status.

5. Past Business Practice

Applicants must have a past record of sound business integrity and a history of being responsive to past contractual obligations.

6. Staffing Requirements

Applicant must have trained and experienced personnel or labor resources with appropriate knowledge, skills, and abilities to direct, supervise, and perform all services outlined in the SOW.

7. Transportation and Other Resources

Applicant must have adequate transportation resources, materials, supplies, and/or equipment to effectively perform all services outlined in the SOW.

8. Financial Stability

Applicant must certify they are financially stable and solvent and have adequate cash reserves to meet all financial obligations while awaiting reimbursement from the state.

F. Questions

Direct questions about the services or about the instructions herein to DHCS as indicated below. Inquiries and questions will not be accepted after **4:00 p.m. (PDT) on 09/23/2021**.

Please include the following in an inquiry:

- Respondent's name, name of Respondent's firm, mailing address, area code, telephone number, fax number, and email address.
- A description of the subject or issue in question or discrepancy found.
- RFA section, page number, or other information useful in identifying the specific problem or issue in question.

Email Inquiries
Email Address: BHRRP@dhcs.ca.gov
Subject: Questions – Recovery Services Project Administrator

DHCS will respond directly to each person or firm submitting an inquiry. If a question and response is determined to be of value to other potential respondents, DHCS will transmit the question(s) and response(s) to the other firms on the Respondents list. At its discretion, DHCS may contact an inquirer to seek clarification of any question or inquiry received.

G. Reasonable Accommodations

For individuals with disabilities, DHCS will provide assistive services such as reading or writing assistance, conversion of the RFA, questions/answers, RFA addenda, or other Administrative Notices into Braille, large print, audiocassette, or computer disk. To request copies of written materials in an alternate format, please use one of the following methods below to arrange for reasonable accommodations.

Reasonable Accommodation Requests
Email Address: BHRRP@dhcs.ca.gov
Subject: Reasonable Accommodations – Recovery Services Project Administrator
Fax: 916-440-5230
(TTY) California Relay Telephone Number: 1-800-735-2929

NOTE: The range of assistive services available may be limited if requestors cannot allow ten or more State working days prior to date the alternate format material or assistance is needed.

H. State's Rights

1. DHCS may collect additional applicant documentation, signatures, missing items, or omitted information during the response review process. DHCS will advise the applicant orally, by fax, email, or in writing of any documentation that is required and the submission timeline. Failure to submit the required documentation by the date and time indicated may cause DHCS to deem a response nonresponsive and eliminate it from further consideration.

2. The submission of a response to this RFA does not obligate DHCS to make a contract award.
3. DHCS reserves the right to deem incomplete responses nonresponsive to the RFA requirements.
4. DHCS reserves the right to modify or cancel the RFA process at any time.
5. The following occurrences may cause DHCS to reject a response from further consideration:
 - a. Failure to meet the state applicant requirements by the submission deadline.
 - b. Failure to comply with a request to submit additional documentation in a timely manner.
 - c. Failure to comply with all performance requirements, terms, conditions, and/or exhibits that will appear in the resulting contract.

I. Narrative Format and Content Requirements

1. General Instructions

- a. Each Applicant may submit only one proposal. For the purpose of this paragraph, "Applicant" includes a parent corporation of an Applicant and any other subsidiary of that parent corporation. If an Applicant submits more than one proposal, DHCS will reject all proposals submitted by that Applicant.
- b. All narrative portions should be straightforward, detailed, and precise. DHCS will determine the responsiveness of an application by its quality; not its volume, packaging, or displays. DHCS will not consider any information contained on pages past the set page limits.

2. Format Requirements

- a. Submit one application with cover page that includes the name of the Applicant entity along with contact information.
- b. Format the narrative portion of the narrative application as follows:
 - i. Use one-inch margins at the top, bottom, and both sides.
 - ii. Use a font size of no less than 12 points.
 - iii. Sequentially paginate the pages in each section.

3. Content Requirements

This section specifies the order and content of each application. Applications must conform to the page limitations. Assemble the materials in the following order:

a. Proposal Cover Page

This section must not exceed **one (1) page** in length.

Include the name of the applicant entity along with primary contact information. A person authorized to bind the Proposer must sign the Proposal Cover Page. If the Proposer is a corporation, a person authorized by the Board of Directors to sign on behalf of the Board must sign the Proposal Cover Page.

b. Table of Contents

Properly identify each section and the contents therein. Paginate all items in each section with the exception of those items placed in the Forms Section and Appendix Section.

c. Executive Summary Section

This section must not exceed **two (2) pages** in length.

In preparing the Executive Summary, do not simply restate or paraphrase information in this RFA. Describe or demonstrate, in the Applicant's own words, the following information.

- i. A brief summary demonstrating an understanding of California's needs and the importance of this project.
- ii. The outcomes that are expected to be achieved by this project and how they will be achieved.
- iii. How this project will be effectively integrated into the applicant firm's current obligations and existing workload.
- iv. Why the proposing entity should be chosen to undertake this work at this time.

d. Applicant's Capability Section

This section must not exceed **three (3) pages** in length.

In preparing the Applicant's Capability section, address the following:

- a) Describe experience that qualifies the proposing entity to undertake this project. The Application must demonstrate an ability to perform the requirements to implement services outlined in the SOW.
- b) Describe how the Application will enact the following phases of implementation.
 1. Community engagement
 2. RFA development
 3. Management of grant funds
 4. Collection of data
 5. Reporting
- e. Deliverable Performance Section

This section must not exceed **seven (7) pages** in length.

- i. Describe the overall approach and/or methods that will be used to accomplish the SOW. Include a description for accomplishing the requirements in each of the twelve (12) categories outlined in the SOW.
 - A. Implementation Schedule
 - B. Community Engagement
 - C. Establishing RFA Process
 - D. Contracting with Grantees
 - E. Fiscal Intermediary
 - F. Training and TA
 - G. Project Management
 - H. Data Collection and Performance Measures
 - I. Quarterly Reporting
 - J. Monitoring Grantees
 - K. Ongoing Communication with DHCS

L. Final Report

f. Management Plan Section

This section must not exceed **three (3) pages** in length.

In preparing the Management Plan Section, address the following:

- i. Describe how the Applicant will effectively coordinate, manage, and monitor the efforts of the assigned staff, including Subcontractors and/or Consultants, to ensure that all tasks, activities, and functions are completed effectively and in a timely manner.
- ii. Include an implementation timeline which identifies the specific tasks/activities that will be performed in the order they are likely to occur.
- iii. Describe the fiscal accounting processes and budgetary controls that will be employed to ensure the responsible use and management of contract funds and accurate invoicing. Include, at a minimum, a brief description of the proposing entity's fiscal reporting and monitoring capabilities to ensure contract funds are managed responsibly.

g. Attachments (Required Documents)

Place the following documentation as attachments in the order shown below.

- i. Proposed Budget
 1. **The total funding amount allocated to this project is \$77,255,609. The Contractor will regrant \$73,505,609 in subawards to applicants of the Recovery Services funding opportunity. The Contractor may utilize up to \$3,750,000 for costs incurred to complete performance of the contracted services.** Applications may project expenditures under the limitation.
 2. The Applicant shall provide a deliverables-based Budget. A Deliverable Budget Template is included in this RFA as an attachment (see Attachment B).
 3. Applicants must also submit a Budget narrative, which describes the proposed Budget, including staff classifications, number of persons, name of staff, major tasks/activities, deliverable responsibilities, anticipated number of hours of work under the contract, hourly rate, and labor costs. The Budget narrative must not exceed **two (2) pages**. The Budget narrative will not be scored

independently of the Deliverable Budget. The Budget narrative is not to be confused with the Narrative Application, which contains separate response requirements.

4. The proposed Budget must be separated into the following periods:
 - a. November 1, 2021 – June 30, 2022
 - b. July 1, 2022 – June 30, 2023
 - c. July 1, 2023 – June 30, 2024
 - d. July 1, 2024 – June 30, 2025

ii. Implementation Timeline

Include an implementation timeline which identifies the specific tasks/activities that will be performed in the order they are likely to occur.

iii. Organization Chart

Include an organization chart of the key staff. The organization chart must show the distinct lines of authority between and among the divisions that will perform the project work and the primary reporting relationships within the Applicant's organization. Show the relationships between management, key decision makers, supervisory personnel, and Subcontractors and/or independent Consultants.

iv. Staff Resumes

A resume for each person that will play a key role in performing and/or managing the services including subcontractor staff and independent consultants (if any). Each person's resume should not exceed **one (1) page** in length and should not contain any personal information (residence information including phone numbers, personal cellphone numbers, etc.).

J. RFA Application Submission

1. Submission Instructions

Applications must be submitted electronically to DHCS no later than **4:00 p.m. (PDT), September 30, 2021**, at the e-mail address shown below. Applications received after the specified date and time are considered late and will not be accepted. There are no exceptions to this requirement.

Application Submissions

Email Address: BHRRP@dhcs.ca.gov

Subject: Recovery Services Project Application Submission

K. Evaluation and Selection

A multiple stage evaluation process will be used to review and/or score narrative applications. DHCS will reject any application that is found to be nonresponsive at any stage of evaluation and/or exceeds the specified page limits. In evaluating RFA responses and assigning points, raters may consider issues including, but not limited to, the extent to which a response:

- a. Is lacking information, lacking depth or breadth, or lacking significant facts and/or details;
- b. Is fully developed, comprehensive, and has few if any weaknesses, defects, or deficiencies;
- c. Clearly demonstrates the Applicant's understanding of DHCS' needs, the services sought, and/or the Contractor's responsibilities;
- d. Illustrates the Applicant's capability to perform all services and meet all SOW performance requirements;
- e. Will contribute to the achievement of DHCS' goals and objectives if implemented; and/or
- f. Demonstrates the Applicant's capacity, capability, and/or commitment to exceed regular service needs.

1. Stage 1 – Narrative Application Evaluation/Scoring

Raters will individually and/or as a team review, evaluate, and numerically score applications based on each application's adequacy, thoroughness, and the degree to which it complies with the RFA requirements.

DHCS will use the following scoring system to assign points. The table below outlines the considerations that raters may consider when assigning individual points to a narrative application, including the point values and weight for each rating category that will be scored.

Points	Interpretation	General Basis for Point Assignment
0	Inadequate	Applicant does not include a response and/or supporting information for the requirement(s) or does not commit to meet the RFA requirement(s).
1	Barely Adequate	Response and/or supporting information just meets the RFA requirement(s) and/or the information is unclear. Response provides very minimal descriptive information to support the Applicant's claim that they understand and intend to meet the requirement(s). Response is lacking information, lacking depth or breadth, or lacking facts and/or details.
2	Adequate	Response and/or supporting information meets the basic RFA requirement(s) and demonstrates an understanding of, and the ability and intent to meet the requirement(s). There may be omission(s), flaw(s) and/or defect(s), but they are inconsequential and acceptable.
3	More than Adequate	Response and/or supporting information demonstrates a thorough, detailed, and complete understanding of the requirement(s), demonstrates the ability and intent to meet the requirement(s), provides evidence of current ability to comply, and/or provides detailed plans or methodologies to further assure compliance with the requirement(s). The response is not considered excellent or outstanding but is above average and has no flaw(s), omission(s), or defect(s).
4	Excellent or Outstanding	Response and/or supporting information demonstrates a thorough, detailed, and complete understanding of the requirements(s). Response demonstrates the ability and intent to exceed the requirement(s), provides evidence of current ability to comply, and proposes detailed plans or methodologies that further assure how the requirement(s) will be exceeded.

2. Narrative Application Rating Factors

Raters will use the following criteria to score the narrative applications.

a. Executive Summary

Executive Summary Rating Factors	
1. To what extent does the application provide a brief summary that demonstrates an understanding of California’s needs and the importance of this project?	
2. How well does the application describe the outcomes that are expected to be achieved by this project and how they will be achieved?	
3. How well does the application describe how this project will be effectively integrated into the applicant firm’s current obligations and existing workload?	
4. How does this application demonstrate that it is qualified and should be chosen to undertake this work?	
Executive Summary Score	Possible Points - 16

b. Applicant’s Capability

Applicant’s Capability Rating Factors	
1. To what extent does the application describe the Applicant’s experience that qualifies the proposing entity to undertake this project?	
2. How well does the application describe community engagement as part of implementation?	
3. How well does the application describe RFA development as part of the implementation?	
4. How well does the application describe the management of grant funds as part of the implementation?	
5. How well does the application describe the collection of data as part of the implementation?	
6. How well does the application describe reporting as part of the implementation?	
Applicant’s Capability Rating Score	Possible Points - 24

c. Deliverable Performance

Deliverable Performance Rating Factors	
1. To what extent does the Applicant describe the ability to develop Implementation Plans?	
2. To what extent does the Applicant describe the ability to conduct community engagement with diverse communities in an equitable way?	
3. To what extent does the Applicant describe the ability to establish an RFA process?	
4. To what extent does the Applicant describe the ability to contract with grantees?	
5. To what extent does the Applicant describe their ability act as the fiscal intermediary of the project?	
6. To what extent does the Applicant describe their ability to provide training and TA to grantees as necessary?	
7. To what extent does the Applicant describe their ability to manage the implementation of the project?	
8. To what extent does the Applicant describe their ability to develop performance measures and collect data from grantees?	
9. To what extent does the Applicant describe their ability to develop and provide periodic reports containing information identified in the SOW?	
10. To what extent does the Applicant describe their ability to monitor grantees?	
11. To what extent does the Applicant describe their ability to convene and facilitate meetings with DHCS?	
12. To what extent does the Applicant describe their ability to develop and provide a final report containing information identified in the SOW?	
Deliverable Performance Score	Possible Points - 48

d. Management Plan

Management Plan Rating Factors	
1. To what extent does the Applicant describe how they will effectively coordinate, manage, and monitor the efforts of the assigned staff, including Subcontractors and/or Consultants, to ensure that all tasks, activities, and functions are completed effectively and in a timely manner?	
2. To what extent does the Applicant provide an implementation timeline that identifies the specific tasks/activities performed during the contract?	
3. To what extent does the Applicant describe the fiscal accounting processes and budgetary controls that will be employed to ensure the responsible use and management of contract funds and accurate invoicing by grant recipients?	
Management Plan Score	Possible Points - 12

Applications, excluding the Budget, will be scored on a scale of 0 to 100 points as follows:

Narrative Rating Category	Total Points
Executive Summary	16
Applicant's Capability	24
Deliverable Performance	48
Management Plan	12
Total	100

Stage 2 – Proposed Budget Score. DHCS will use the following scoring system to assign points:

Points	Interpretation	General Basis for Point Assignment
0-5	Inadequate	Applicant does not include a response and/or supporting information for the requirement(s) or does not commit to meet the RFA requirement(s).
6-10	Barely Adequate	Response and/or supporting information just meets the RFA requirement(s) and/or the information is unclear. Response provides very minimal descriptive information to support the Applicant's claim that they understand and intend to meet the requirement(s). Response is lacking information, lacking depth or breadth, or lacking facts and/or details.
11-15	Adequate	Response and/or supporting information meets the basic RFA requirement(s) and demonstrates an understanding of, and the ability and intent to meet the requirement(s). There may be omission(s), flaw(s) and/or defect(s), but they are inconsequential and acceptable.
16-20	More than Adequate	Response and/or supporting information demonstrates a thorough, detailed, and complete understanding of the requirement(s), demonstrates the ability and intent to meet the requirement(s), provides evidence of current ability to comply, and/or provides detailed plans or methodologies to further assure compliance with the requirement(s). The response is not considered excellent or outstanding but is above average and has no flaw(s), omission(s), or defect(s).
21-25	Excellent or Outstanding	Response and/or supporting information demonstrates a thorough, detailed, and complete understanding of the requirements(s). Response demonstrates the ability and intent to exceed the requirement(s), provides evidence of current ability to comply, and proposes detailed plans or methodologies that further assure how the requirement(s) will be exceeded.

3. Stage 3 – Final Score Calculation

DHCS will use the formula shown below to calculate final application scores and to determine the highest scored application.

Narrative Application Score + Proposed Budget Score = Total Score

L. Contract Award

Award of the contract, if awarded, will be to the eligible applicant that DHCS believes can best meet its needs. DHCS intends to select the applicant earning highest total score. Consideration may be given to each applicant's experience, qualifications, personnel resources, management capabilities, and proposed methods and procedures.

DHCS will the chosen firm of its selection via email or verbal communication.

M. Disposition of Materials Following Award

All materials submitted in response to this RFA will become the property of the DHCS and, as such, are subject to the Public Records Act (GC Section 6250, et seq.). DHCS will disregard any language purporting to render all or portions of any response and price offer confidential.

N. Award Objections

California law does not provide a protest or appeal process against award decisions made through an informal selection method. Applicants submitting a response to this RFA may not protest or appeal the award. DHCS' award decision shall be final.

O. RFA Attachments

Attachment A – Scope of Work

Attachment B – Proposed Budget Deliverable Template

Attachment C – Budget Sample