Washington State
Health Care Authority

Technical Assistance, Training and Policy Support for Foundational Community Supports (FCS)

RFP No. 2023HCA28

Amendment No. 3

Date Issued: 3/12/2024

To: RFP Bidders

From: Heidi Jones, RFP Coordinator

Purpose: Interested Subcontractor List, HCA Response to Bidder Questions, Corrected Pre-Bid Conference Webinar Presentation

This amendment hereby modifies and is attached to RFP No. 2023HCA28. All other terms, conditions, and specifications remain unchanged.

The above referenced solicitation is amended as follows:

1. **Interested Subcontractor List:** Per section 2.3, Interested Subcontractor List,

Interested Subcontractor Name	Contact Name	Contact Address, Phone & Email
Corporation for Supportive Housing	Stephanie Cabrera	360-791-5476 stephanie.cabrera@csh.org Note: Stephanie works remotely from Vancouver, WA. CSH Headquarters address is 61 Broadway, Suite 2300, New York, NY 10005
Summary of capabilities as it relates to the Scope of Work		
Corporation for Supportive Housing (CSH) was founded in 1991. CSH's mission is to advance affordable housing aligned with services as an approach to help people thrive. We do this by advocating for effective policies and funding, equitably investing in communities and strengthening the supportive housing field. Our Northwest Program includes five full-time staff who lead CSH's Work in Washington, Oregon, Hawaii and Alaska. CSH has robust experience related to the activities being requested in the Scope of Work. We are currently under contract with the Washington State Health Care Authority to provide technical assistance (TA) related to Washington State's Foundational Community Supports (FCS). Through our signature Medicaid Academy and Health Related Social Needs (HRSN) Training and TA Series, CSH has provided and is currently providing training and TA to service providers who are adopting Medicaid for housing or tenancy support services in their agencies. We facilitate group sessions and develop and deliver learning materials		

on how to become a Medicaid provider and how to leverage Medicaid to pay for services in supportive housing. CSH has adapted the Academy to HRSN-specific providers in other states and has offered more intensive topic-specific spin offs. CSH also developed a Services Budget Tool designed specifically for Washington's FCS program to support supportive housing and supported employment providers, communities, and planners to estimate comprehensive costs for providing FCS services. The tool uses a template that includes built-in assumptions around best practices for delivering Community Support Services and Individual Placement Services within FCS.

2. **HCA Responses to Bidder Questions.** HCA responses to Bidder questions received via email. Some questions have been paraphrased for clarity.

    2.1 **Bidder Question:** In Exhibit C, Written Proposal, Questions 1.6, 1.7, 1.8, regarding details on Bidder's webinars. What if a Bidder facilitated a webinar but does not have the information regarding audience size and average participant rating?

    HCA Response: HCA will accept the following information:

        2.1.1   Information and explanations based on Bidder's records from the event.

                A.   *Example:* If the contract for the related webinar included the facilitation of participant evaluations, provide any information, even if it is just summary information, that was collected and reported as a result of the contract.

                B.   *Example:* If evaluations were not part of the contract, but Bidder received feedback, provide a brief narrative of the associated feedback.

        2.1.2   Explanation of why the information is not available.

                A.   *Example:* Information not available, due to the data not being required in the contract, no evaluations were included in the webinar, and no informal feedback was received.

                B.   *Example:* Information not available, due to a third party conducting the evaluations, and data was not shared with Bidder at the close-out of the contract.

    2.2 **Bidder Question:** I'm struggling with Exhibit C, Written Proposal, Questions 1.6, 1.7, 1.8, regarding details on Bidder's webinars. Are we supposed to repeat information used in prior responses?

    HCA Response

        2.2.1   Question 1.6 is related to a list of a Bidder's Supported Employment trainings.

        2.2.2   Question 1.7 related to a list of a Bidder's Supportive Housing trainings.

        2.2.3   Questions 1.8 related to a Bidder's "Catalog" of trainings.

        2.2.4   In reference to a "Catalog," HCA is interested in seeing a list of all of the other trainings provided by the Bidder, even if there is no perceived connection or relevance to the Supported Employment or Supportive Housing topics, and even if the list contains information provided in prior responses.

2.2.5 HCA's evaluation process requires that each question be scored solely on the Bidder's response to the individual question. A response that is blank or refers the evaluator to another question's response, instead of providing the response to the new question, will be considered non-responsive and will receive zero (0) points.

2.3 **Bidder Question:** I recently was informed of this RFP and am very interested in it. Is there a recording of the Pre-Proposal Conference? If so, would you kindly send me the link? I appreciate your time.

HCA Response: The Pre-Proposal Conference was not recorded. The slide presentation for the Pre-Proposal Conference webinar is included in section 3 of this Amendment.

2.4 **Bidder Question:** I was just referencing back to Amendment 1 in order to access the pre-application conference slides and realized the slides in that amendment were for a different funding opportunity related to LEAD and not the FCS TA program. Will you post an amendment with the correct slides?

HCA Response: Thank you for bringing the error to our attention. The correct slide presentation is included in this Amendment, in section 3.

2.5 **Bidder Question:** On page 10 of the RFP, section #3 is titled Potential Service Delivery – TA Methods, and on page. 11, section #4 is titled Potential TA Strategies. The two lists are virtually identical, with slight differences in 3.8 and 4.8. We interpret one list to apply to Supportive Housing (#3) and the other (#4) to Supported Employment. Can HCA confirm or clarify this?

HCA Response

2.5.1 RFP Pages 10-11, Section 1.3, Scope of Work, section 4, is related to methods.

2.5.2 RFP Page 11, Section 1.3, Scope of Work, section 5, is related to strategies.

2.5.3 Neither section 4 nor section 5 specify Supported Employment (SE) or Supportive Housing (SH). HCA defers to the Bidder to provide clarity regarding the services that will be provided through edits to Exhibit B, Draft Contract (using track changes) and/or the responses provided in Exhibit D, Written Proposal.

2.6 **Bidder Question:** Regarding the Minimum Qualifications on page 12, we understand from the bidder conference Q&A and the Q&A issued in the most recent amendment that a bidder meets minimum qualifications if they meet criteria A and D. Criteria A and D do not specify a time period or number of states that such support must have been provided to. However, question 1.2 in Exhibit C states that minimum requirements include "at least three states during the past two years." We anticipate that question 1.2 needs to be revised given that HCA has specified at least 3 times that the minimum qualifications are those established in Section 1.4 of the RFP on pg. 12. Can HCA please clarify the minimum qualifications?

HCA Response: HCA purposely did not include a minimum number of years' experience as a requirement. From a scoring standpoint, specific questions asking for information related to recent years will be scored accordingly. While not being

excluded from the Bid evaluation process, Bidders may get higher scores for having recent experience.

2.7 **Bidder Question:** On pg. 18 of the RFP, Section 2.14, HCA identifies a registration and reporting requirement in Access Equity. As a WA OMWBE certified woman owned business and the prime bidder, we do not anticipate subcontracting with other business for this project. Will we need to register and report in Access Equity if we are the primary and do not have subcontractors, given that we are a WA OMWBE-certified, woman-owned business?

HCA Response: The requirement is only for Bidders/Contractors using subcontractors.

2.8 **Bidder Question:** In Exhibit C, Section 2. Bidder's Solutions and Proposed Approach (Technical Response), we interpret Question 2.5 to ask "Describe strategy/approach to provide training and technical assistance to government and quasi-government entities needed to implement Supported Housing programs effectively." The question is currently written to say: "Describe strategy to effectively implement SH." However, in looking at Question 2.7, we believe that HCA intends to ask a similar question regarding the approach to TA and training. Can HCA please confirm or clarify this?

HCA Response:

2.8.1   Question 2.5 is related to SH.

2.8.2   Question 2.6 is related to SE.

2.8.3   Question 2.7 is related to policies for either SH or SE or both.

2.9 **Bidder Question:** The Cost proposal template (Exhibit D) seeks identification of "per event cost," meaning, how much would a webinar cost, as well as identification of the projected number of webinars proposed. This approach seems inconsistent with the Work Order approach. Can HCA please clarify the budget template requirements and explain how that aligns with the Work Order Process detailed in Section 1.1 and Exhibit B (Draft Contract).

HCA Response:

2.9.1   Exhibit D, Cost Proposal, is a template for the Bidder to explain their fee scale, to provide hourly rates for technical assistance and a flat rate for each proposed event. A screen shot is shown below.

#	Description	Hourly Rate			Event Rate			Maximum Compensation
		Rate per hr	Est # of hrs	Total cost est for hrs worked	Rate per event	Est # of events	Total cost est for events	
	Example: Webinar				$50	1	$50	$50
	Example: Technical Assistance	$50	10	$500				$500
	Events							
1	SE Webinar						$	$
2	SH Webinar						$	$
3	Policy Webinar						$	$
	Subtotal, Events						$	$
	Technical Assistance							
4	SE Technical Assistance			$				$
5	SH Technical Assistance			$				$
6	Policy Technical Assistance			$				$
	Subtotal, Technical Assistance			$				$
	Totals			$				$

2.9.2   Exhibit B, Draft Contract, Attachment 5, Work Order Template, Section 7, Compensation, is provided to demonstrate how each instance of services will be facilitated. The rate(s) provided by the Bidder in Exhibit D, Cost Proposal, will be added to the contract and/or work order template prior to executing the contract. Bidders are welcome to modify the Work Order Template using track changes as part of their Proposal packet submission, but modifications are not required, and the changes won't be scored.

2.10   **Bidder Question:** The list of topics outlined in Section 1.3.1 (Potential TA and Training Topics) likely exceeds the budget. Can HCA please clarify its expectations as to the scope of topics proposed. For example, is the department looking for proposers to identify which topics it recommends focusing on, or is the expectation that each topic will be address over the course of the year's engagement?

HCA Response: The list of potential TA and Training Topics is intended to be comprehensive and it is noted in Section 1.3, Scope of work that "Contracts may not contain all service requirements." HCA will evaluate Bids based on actual topics and costs proposed. There isn't a requirement that every Bidder has the capacity to provide training on every topic.

2.11   **Bidder Question:** Can HCA clarify what it is referring to when it references "categories" in the instructions on Exhibit D (Cost Proposal). The instructions read as follows:

Bidders may add up to five (5) additional lines for each category. (ex: two TA rates, enter one rate and estimated hours per row).

Would it be correct to interpret this (for example) as having the ability to add up to five entries under "Events" – to reflect service delivery training methods as listed in 2.2.1 (e.g.: workshops, educational materials; conferences). Would it also be correct to interpret this as having the ability to add up to five entries if staff members or other resources have different hourly rates?

HCA Response:

2.11.1   Exhibit B, Draft Contract, Attachment 5, Work Order Template, section 7, Compensation, reads as follows:

> **7.**   **Compensation**
>
> Compensation payable to the Contractor for satisfactory work under this Work Order will not exceed the Maximum Not-to-Exceed Compensation total for this Work Order of   .
>
> The Maximum Compensation payable to Contractor for the performance of all things necessary for or incidental to the performance of work will be based on the Contractor Role and the appropriate hourly rate associated with each Role as set forth in Section 4.4, Compensation.

2.11.2   Bidders are encouraged to provide as much information as possible within the parameters of the template provided. With three (3) categories, and five (5) additional lines allowed, there is the potential to have a total of six (6) rows for each category.

2.11.3 Examples of what HCA will consider a responsive answer:

A. *Example A:* Bidder consolidates all SE webinar topics into a single rate, total number of events and dollar amount totals.

#	Description	Event Rate			Maximum Compensation
		Rate	# of Events	Total	
Events					
SE Webinars		$300	15	$4,500	$4,500
			Subtotal, Events	$4,500	$4,500
				GRAND TOTAL	$4,500
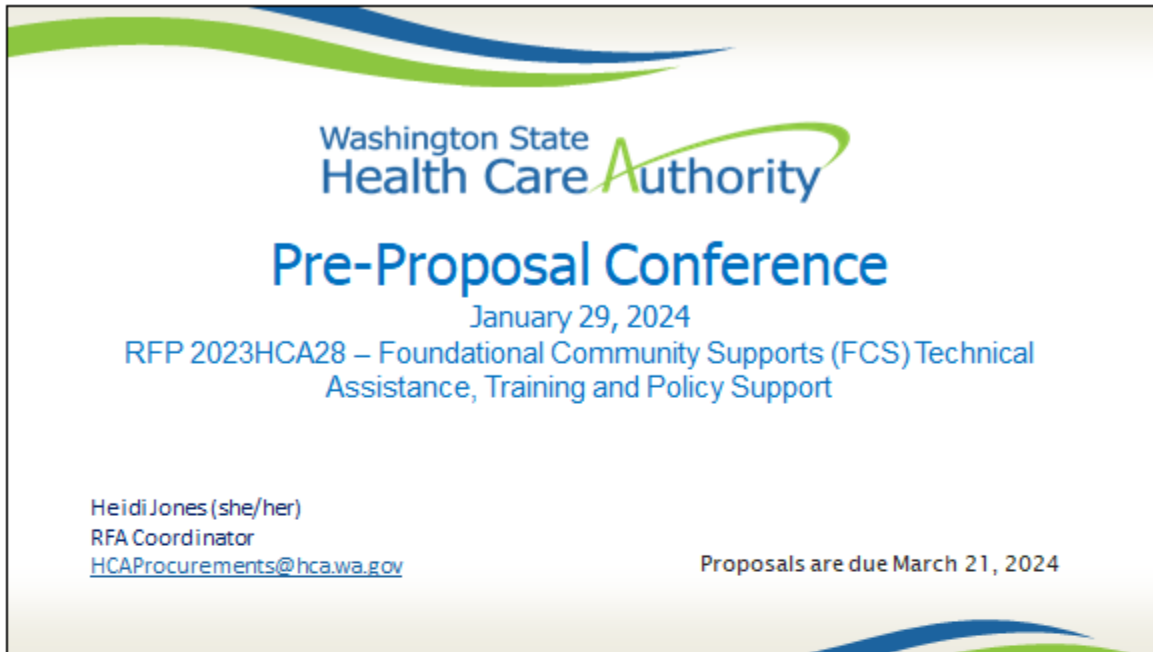
B. *Example B:* Bidder is proposing only SE webinars, but charges different rates for each topic title. Bidder provides rates for each title, the number of each type of event, subtotals, and aggregated totals.

#	Description	Event Rate			Maximum Compensation
		Rate	# of Events	Total	
Events					
SE Webinars					
1	Principles of IPS	$300	1	$300	
2	Fidelity to IPS	$200	2	$400	
3	Building Your Program	$250	3	$750	
4	Employment First	$100	3	$300	
5	Docmenting Medically Necessary SE Services	$100	3	$300	
6	Job Development, Employer Relations	$100	3	$300	
	Totals		15	$2,350	$2,350
				GRAND TOTAL	$2,350

C. *Example C:* Bidder is proposing 4 SE Webinars, 2 SH Webinars, and 1 Policy Webinar, and charges different rates for each topic title. Bidder provides rates for each title, the number of each type of event, subtotals, and aggregated totals.

#	Description	Event Rate			Maximum Compensation
		Rate	# of Events	Total	
Events					
1	SE Webinars				
	Principles of IPS	$150	2	$300	
	Fidelity to IPS	$250	2	$500	
	Building Your Program	$200	2	$400	
	Employment First	$300	2	$600	
	Subtotal, SE Webinars		8	$1,800	$1,800
2	SH Webinars				
	Principles of PSH, Fair Housing	$150	2	$300	
	Developing Landlord Relationships	$250	2	$500	
	Serving the Chronically Homeless	$200	2	$400	
	Subtotal, SE Webinars		6	$1,200	$1,200
3	Policy Webinars	$300	2	$600	
	Subtotal, Policy Webinars		2	$600	$600
	GRAND TOTAL		16	$3,600	$3,600

3. **Correction to Pre-Proposal Conference Webinar Presentation.** The presentation posted in Amendment 1 was incorrect. Please accept the following as the correct presentation for this RFP's Pre- Bid Conference webinar.

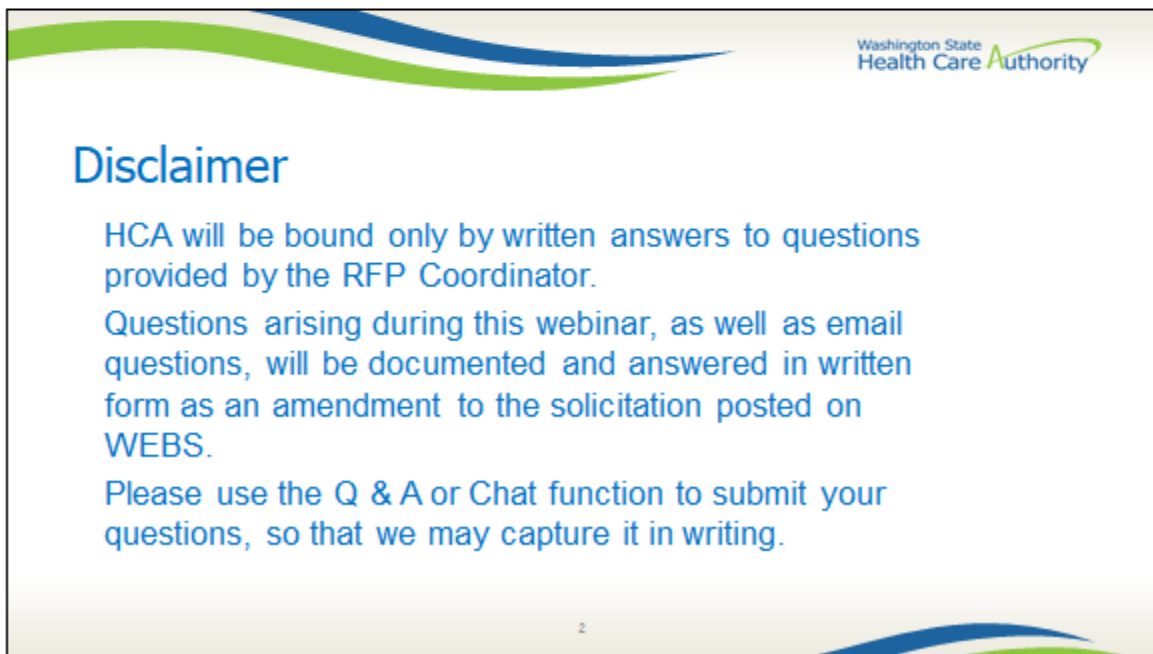Washington State
Health Care Authority

Pre-Proposal Conference
January 29, 2024
RFP 2023HCA28 – Foundational Community Supports (FCS) Technical Assistance, Training and Policy Support

Heidi Jones (she/her)
RFA Coordinator
HCAProcurements@hca.wa.gov

Proposals are due March 21, 2024

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Disclaimer

HCA will be bound only by written answers to questions provided by the RFP Coordinator.

Questions arising during this webinar, as well as email questions, will be documented and answered in written form as an amendment to the solicitation posted on WEBS.
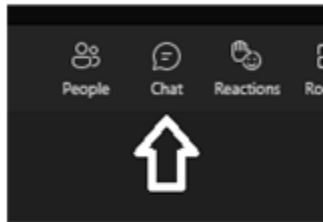
Please use the Q & A or Chat function to submit your questions, so that we may capture it in writing.
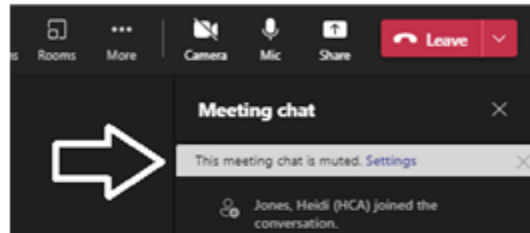
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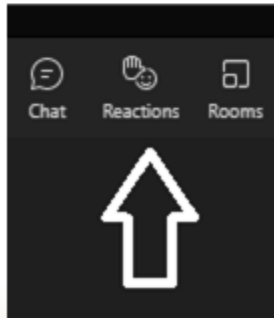
Agenda

➢ WEBS Registration
➢ Welcome and Introductions
➢ Project Overview
➢ Solicitation Schedule
➢ Evaluation Overview
➢ Questions/Discussion

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WEBS Registration

➢ Registration process in WEBS
➢ Selecting as many commodity codes that describe the work you do
➢ When we/agencies seek vendors using the same commodity codes, we find each other so we can work together.
➢ Commodity Codes used for this solicitation:
  - 918-67, Human Services Consulting
  - 952-55, Human Services, Homelessness Prevention Services
  - 952-59, Human Services (Not Otherwise Classified), Human Services
  - 952-62, Mental Health Services: Vocational, Residential, Etc., Human Services

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Introductions

> Heidi Jones, RFP Coordinator
> Matt Christie, Foundational Community Supports Supervisor
> Kimberly Castle, Quality and Alignment Analyst

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Purpose

Goal

Identify up to three (3) vendors to provide technical assistance, training and policy support services with respect to the fields of Supported Employment (SE) and Supportive Housing (SH) services.

Focus Areas

- Policy/ waiver support
- Provider Network support for SH and /or SE
- Trainer support for SH and /or SE

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Background

- **2017**

  Medicaid Waiver

  RFP ➡ Developed and Implemented the FCS Program

- **2023**

  Waiver Renewal

- **2024 - 2028**

  RFP ➡ New initiatives and sustainability

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Opportunity

- Three (3) contracts will be awarded

- Up to $144,333 for an initial one (1) year contract period, with possibility of extending for three (3) additional years.

  - ▸ Year 1, July 1, 2024 – June 2025

    New initiative implementation

  - ▸ Years 2 and Beyond, July 1, 2025 – June 30, 2028

    Program Sustainability

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Eligible Entities

HCA/DBHR may award to entities with experience in the following

1. Providing technical assistance, training and/or policy support, AND
2. Implementing Supportive Housing OR Supported Employment Programs, OR
3. Facilitating the implementation of OR ongoing support of qualifying program areas (ex: Medicaid, homelessness, affordable housing, behavioral health, substance use disorders, community integration, DEI, policy development)

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RFP Schedule – Key Dates

➤ RFP Released - January 16, 2024
➤ Questions Due from Bidders – February 5, 2024, 2:00 p.m., Pacific Time
➤ HCA Posts Q&A Amendment to WEBS – February 29, 2024
➤ **Proposals Due – March 21, 2024, 2:00 p.m., Pacific Time**
➤ Evaluation Period – March 21 – April 10, 2024
➤ ASB Announced – April 25, 2024
➤ Estimated Contract Start Date: July 1, 2024

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Evaluation Overview – Total Points Possible

➢ Total of 1,540 points available

   ➢ Written Proposal (1,180 points)

   ➢ Cost Proposal (210 points)

   ➢ Executive Order 18-03 (50 points)

   ➢ Oral Presentation, if required (100 points)

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Evaluation Overview – Required Forms

➢ Proposals must include all attachments, completed, and in order

   ✓ Attachment A – Bidder Forms & Certifications

   ✓ Attachment B – Draft Contract (Optional)

   ✓ Attachment C – Written Proposal

   ✓ Attachment D – Cost Proposal

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Evaluation Overview

Responses to RFP components will be evaluated and scored based on the rubric shown here

Score	Description
10	Far Exceeds Requirements
7	Exceeds Requirements
5	Meets Requirements
3	Below Requirements
1	Substantially Below Requirements
0	No Value

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Questions

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➤ Please use Chat or Q & A function for questions
➤ All questions and responses will be documented and posted as an Amendment on WEBS

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THANK YOU!

Heidi Jones
RFP Coordinator
HCAProcurements@hca.wa.gov

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