REQUEST FOR PROPOSALS:

Capitation Project Evaluator

Release Date: April 15, 2020
Proposal Due: May 15, 2020
Anticipated Contract Start: July 1, 2020

Issued by:
Behavioral Health System Baltimore, Inc.
100 South Charles Street, Tower II, 8th Floor
Baltimore, Maryland 21201
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REQUEST FOR PROPOSALS

Capitation Project Evaluator

I. Overview of the Project

A. OVERVIEW OF BHSB

Behavioral Health System Baltimore, Inc. (BHSB) is a non-profit organization tasked by Baltimore City to manage the city’s public behavioral health system. As such, BHSB serves as the local behavioral health authority for Baltimore City. In this role, BHSB envisions a city where people live and thrive in communities that promote and support behavioral health and wellness.

BHSB is committed to enhancing the behavioral health and wellness of individuals, families, and communities through:

- The promotion of behavioral health and wellness prevention, early intervention, treatment, and recovery; and
- The creation and leadership of an integrated network of providers that promotes universal access to comprehensive, data-driven services; and
- Advocacy and leadership of behavioral health-related efforts to align resources, programs, and policy.

BHSB is committed to promoting behavioral health equity in Baltimore City by ensuring that the behavioral health provider network is culturally and linguistically responsive to the diverse populations served; reducing behavioral health care access barriers for populations known to experience discrimination and marginalization; and supporting communities directly to develop services that are responsive to their unique strengths and needs.

B. OVERVIEW OF PROJECT

Through this Request for Proposals (RFP), BHSB is seeking a qualified organization or individual consultant to evaluate the performance of the two programs that participated in the Capitation Project during Fiscal Years 2018-2019 (July 1, 2017 – June 30, 2019).

The Baltimore Capitation Project was created in 1993 to provide comprehensive community-based care for individuals with serious and persistent mental illness who had not been adequately engaged by the existing continuum of services. Eligibility for program services includes:

- Have a primary diagnosis of a major mental disorder causing significant impairment in psychosocial functioning
AND

- Meet at least one of the following:
  - Currently inpatient in a state psychiatric hospital for at least six consecutive months,
  - Have at least four admissions to psychiatric hospitals within the past two years, or
  - Have at least seven admissions to emergency departments for treatment of a psychiatric condition within the past two years.

The program design facilitates flexible and creative service delivery to ensure the provision of a comprehensive array of coordinated services tailored to meet the unique needs of individuals served. The Capitation Project model is unique from traditional fee-for-service behavioral health services in that providers receive a partially "capitated" rate each month to manage and pay for all of an individual’s psychiatric care, including inpatient care. The two participating provider organizations either provide the services directly or authorize and pay for services outside of their programs.

Services provided directly by the multidisciplinary teams within the programs include: psychiatric evaluation and treatment; clinical assessment; medication management, administration, and monitoring; individual, group, and family therapy; support with daily living skills; assistance with locating housing; entitlements coordination; supported employment services; and case management. The services are designed to be intensive and participants have an average of 19 contacts per month with their treatment teams.

BHSB has oversight responsibility for the Capitation Project, delegated by the Behavioral Health Administration (BHA). This oversight includes ongoing program monitoring, evaluation, and quality improvement. As part of this oversight responsibility, an evaluation of the project is to be conducted periodically. The last evaluation was conducted by BHA in 2017.

The vendor selected through this procurement will commit to executing a contract with BHSB to provide the services described in this RFP. A final evaluation report that includes each of the elements listed in the Scope of Service will be required no later than October 31, 2020.

C. SCOPE OF SERVICE

The successful applicant will demonstrate experience in conducting evaluations and managing data. The data for this project are collected and maintained through several mechanisms, including the Capitation Database “CAPDAT”, regular program reports submitted by the providers, and historic claims data archived from the
previous Administrative Services Organization (ASO) by BHSB. The selected applicant will be provided access to these resources; the data available for each consumer served includes:

- Age/ Date of Birth
- Gender
- Race/Ethnicity
- Diagnoses- Psychiatric, Substance Use, Somatic
- Capitation services enrollment and disenrollment dates
- Length of time in program
- Reason for discharge from Capitation services
- Jail utilization
- Referral source - state hospital or community
- Utilization of Emergency Room and Psychiatric Hospitalization – admission and discharge dates
- Housing – status at enrollment, changes during services, and status at disenrollment
- Insurance status
- Employment- status at enrollment, during services, and at disenrollment
- Cost of care – Capitation, other community services, emergency room, and inpatient hospitalizations
- Number and type of services provided
- Claims Dates of Service
- CPT and Diagnostic Codes

BHSB staff will be available throughout the evaluation to consult and assist with clarifying or interpreting data. After conducting a preliminary analysis, the selected applicant will review with BHSB prior to preparing a final draft evaluation report for review and comment by BHSB. The target date for completion of the final report is October 31, 2020.

The final evaluation report will include the following elements for the entire population of consumers served during Fiscal Years 2018-2019:

- Descriptive analysis of:
  - The characteristics of individuals served
  - Services provided
- Comparative analysis between the two providers and their corresponding populations served
- Evaluation of outcomes measures for individuals served, including:
  - Housing
  - Employment
  - Community Tenure
  - Emergency Room Visits
  - Inpatient Care
- Homelessness
- Incarceration
- Transition to lower levels of care

- Comparative analysis between the Capitation Project and other types of publicly funded mental health services.

The evaluation report will include further analyses of service utilization and service outcomes broken down by the following categories:

- Length of stay in program
- Race and Ethnicity
- Gender Identity
- Age range
- Psychiatric Diagnoses
- Referral source

**D. FOCUS POPULATION**

There is no focus population for this RFP.

**E. STAFFING REQUIREMENTS**

There are no specific staffing requirements for this evaluation. BHSB is seeking an independent consultant or organization that can provide evaluation services. The selected applicant will have at least two years of documented experience conducting evaluations in the area of public health.

**F. FUNDING AVAILABILITY**

The total funding available through this procurement is $32,566. The budget will be based on an hourly consulting rate and number of hours needed to complete the project proposed by the selected consultant and approved by BHSB. This is one-time funding and not eligible for renewal. The intended contract term is July 1, 2020 - October 31, 2020.

**G. CONTRACTING WITH BHSB**

Applicants selected through this process will enter into a contractual agreement with BHSB. Following a notification of selection, BHSB will issue a Letter of Award that provides details about the contract and the process for executing it. Selected organizations may be required to submit a new budget on BHSB’s budget form, which will be reviewed for allowable costs under the grant.

Please note that applicants may be asked to change their budgets and/or details of their proposals even if the proposal were selected for funding. Applicants new to
BHSB’s contract process are encouraged to review relevant forms available on the website here: https://www.bhsbaltimore.org/for-providers/forms-for-providers.

Contract Type and Payment

BHSB issues several types of contracts with different payment mechanisms based on the requirements of the funding source. The contract that will result from this procurement is described below. Applicants are encouraged to consider whether their organization will be able to operate with this payment mechanism before applying for these funds.

- Consultant Contract
  - Issued to a person or entity engaged in independent work as outlined in the contract. The total cost of the contract is based on a calculation that includes an hourly consultant rate and the estimated number of hours it will take to complete the scope of work.
  - Payment is based on the costs reported for a specific period (e.g., hourly rate x # of hours worked that month).

BHSB issues payments once per month. Applicants should note that submitting required documents and reports late can result in delayed payment.

Contract Monitoring and Technical Assistance

Selected applicants will be required to submit regular Program and Financial reports to BHSB using an electronic contract management application. BHSB will review these reports to monitor progress and contract compliance throughout the contract term.

Program Reports include an update on progress toward deliverables (e.g., number of people served, number of services delivered, etc.). Some program reports may also require organizations to attach a data report with additional information (e.g., consumer demographic information, process and/or outcomes data, etc.). BHSB monitors progress on these reports throughout the contract term and may offer technical assistance and support if deliverables are not being met.

Financial Reports are required to generate payment and involve submitting actual expenditures or invoices (depending on the contract type) and to monitor spending compared to the budget or award amount. If organizations are spending more or less than expected awarded throughout the contract term, BHSB may offer technical assistance and support to ensure the funding covers the contract term fully and may reduce funding if all funds are not likely to be expended by the end of the contract term.

Please note that submitting Program or Financial Reports late can result in delayed payment.
Verification of Services

BHSB audits all contracts to review whether the requirements set forth in the contract were completed as reported and that relevant federal, state, and local regulations were followed. This generally occurs after the conclusion of the contract period. Audits may be conducted remotely through a review of documents submitted to BHSB or on-site at the organization’s location.

Applicants should be aware of best practices in documenting both programmatic and financial activities to aid in an efficient audit.
II. Overview of RFP

A. PURPOSE OF RFP

The purpose of this RFP is to select a provider organization or individual consultant to evaluate the performance of the two programs that participated in the Capitation Project during Fiscal Years 2018-2019 (July 1, 2017 – June 30, 2019).

B. APPLICANT ELIGIBILITY

Applicants must meet all of the criteria outlined below to be considered eligible to be selected through this RFP process:

- Demonstrated knowledge of Baltimore City’s public behavioral health system
- Demonstrated knowledge of healthcare claims codes and behavioral health diagnostic codes
- At least two years of documented experience conducting evaluations in the area of public health

C. PROPOSAL TIMEFRAME AND SPECIFICATIONS

1. Timeline

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2. Pre-Proposal Conference

There will be no pre-proposal conference for this procurement. If applicants have questions, submit them to Procurements@bhsbaltimore.org by April 24, 2020. All questions received by close of business on April 24, 2020 will be answered and posted on BHSB’s website with the RFP document by April 30, 2020. Substantive questions received after this date cannot be answered.

3. Proposal Due Date, Time, and Location

Proposals must be submitted electronically by email to Procurements@BHSBaltimore.org by attaching one or more PDF files. Because some email systems prohibit sending or receiving large files, applicants may need to split files into multiple emails. It is recommended that a separate email be sent with no attachments to request confirmation that the proposal was received.

All proposals must be received no later than 12:00 pm (noon) EST on May 15, 2020. All submitted proposals become the property of BHSB. If you are having technical troubles related to submitting your proposal, contact BHSB before the due date/time.
Proposals submitted after the due date/time will not be considered.

4. Authorized Contact

Applicants are advised that the authorized contact person for all matters concerning this RFP is Jennifer Glassman whose contact information is listed below.

   Jennifer Glassman, Procurement Lead/ Special Projects Coordinator
   Email: Procurements@BHSBaltimore.org

5. Anticipated Service Term: July 1, 2020- October 31, 2020

D. AWARD OF CONTRACT

The submission of a proposal does not, in any way, guarantee an award. BHSB is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. BHSB reserves the right to withdraw an award prior to execution of a contract with a selected applicant in BHSB’s sole and absolute discretion.

BHSB will select the most qualified and responsive applicants through this RFP process. BHSB will enter into a contract with selected applicants following the notification of award. All selected applicants must comply with all terms and conditions applicable to contracts executed by BHSB.

E. RFP POSTPONEMENT/CANCELLATION

BHSB reserves the right to postpone or cancel this RFP, in whole or in part.

F. APPLICANT APPEAL RIGHTS

Applicants may file an appeal to the Procurement Lead within five days of notification of non-award. The Procurement Lead will review the appeal, examine any additional information provided by the protesting party, and respond to the protestor within ten working days of receipt of the appeal.
III. Format and Content of Proposal

A. PROPOSAL INSTRUCTIONS

Applicants should submit all required information in the format specified in these instructions by the due date. The proposal narrative should be submitted using the outline provided in the next section, and should not exceed six typed, single-spaced pages using Times New Roman 12-point font. The cover letter and appendices do not count toward the page limit.

The final proposal package shall include:

- A proposal cover letter signed and dated by an authorized representative of the applicant organization. If the applicant is using a fiscal agent, the legal name of that organization as well as a designated contact person with contact information should be identified.
  - The cover letter must include:
    - full legal name of the applicant organization
    - physical address
    - designated contact person
    - their contact information (email address and phone number)
- A full proposal with all appendices.

Late proposals will not be considered.

It is the policy of BHSB to adhere to the rules and regulations in the Health Insurance Portability and Accountability Act (HIPAA). We do not anticipate that any proposal submitted in response to this RFP would include individually identifiable health information. However, if it does, please remember that protected health information (PHI) needs to be secured via encryption and should adhere to the Guide to IT Privacy and Security of Electronic Health Information: https://www.healthit.gov/topic/privacy-security-and-hipaa/health-it-privacy-and-security-resources-providers.

B. PROPOSAL NARRATIVE OUTLINE AND RATING CRITERIA

The proposal should be a clear, concise narrative that describes the applicant’s responses to the prompts outlined below. This narrative outline will also be used as the rating criteria, and the number of points allocated to each section is also noted.

1. Organizational Background and Capacity (25 points)
   a. Provide an overview of your or your organization’s experience conducting evaluations for projects and/or programs in which funding flows through the fee-for-service Public Behavioral Health System, for any evaluations you were contracted to conduct, including a
description of your performance as it relates to meeting contract deliverables.

b. Provide information about the consultants/staff who will be assigned to support this evaluation and their qualifications. Submit all relevant resumes/CVs.

c. Describe any specific analysis you completed on the disparities in the utilization and/or outcomes of services across sub-populations (i.e. race/ethnicity, age, etc.).

d. Provide a sample evaluation report that was completed as an example of prior work experience and writing sample. The report should be submitted as an appendix and will not count toward the page limit.

e. Describe whether you or your organization is a minority and/or woman owned or led business.

2. Evaluation Services (15 points)
   a. Describe your plan to conduct this evaluation to include all of the required elements as listed in this RFP including your ability to access other relevant datasets.
   b. Describe how you plan to collaborate with BHSB and other program staff.
   c. Describe your method for data analysis and report writing.

3. Proposed Funding and Schedule of Activities (10 points)
   a. Provide a schedule of activities based on the provided start and end dates listed in this RFP. This should include hours required per activity, hourly rate, total amount of funding requested (which cannot exceed $32,566) and submitting a draft report to BHSB for review and feedback to be incorporated into a final report.

4. Appendices
   • Resume or CV of all individuals supporting the evaluation
   • Sample Evaluation Report