



**Request For Proposal
for
County of La Crosse, Wisconsin**

Wednesday, October 11, 2023

HUMAN SERVICES DEPARTMENT
Western Region Integrated Care (WRIC)
A La Crosse, Jackson & Monroe County collaboration

**WRIC Comprehensive Community Services (CCS)
Music Therapy RFP
Wellness Management and Recovery Services**

Proposals must be received no later than
3:00 p.m., November 7, 2023

SPECIAL INSTRUCTIONS:

- 1. Proposals should be submitted electronically**
Proposals should be submitted via email with *proposal title in subject line* of the email.
Proposal Title: **WRIC CCS – Music Therapy RFP**
- 2. Vendor Conference will be held via Microsoft Teams online and/or phone**
RSVP will be required to attend – See Section 1.5
- 3. Deliver on or before November 7, 2023, by 3:00 p.m. to:**
Email csander@lacrossecounty.org

Final decision anticipated by December 1, 2023, with a contract start date of January 1, 2024.

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1.0 GENERAL INFORMATION

1.1 Introduction and Background

The purpose of this document is to provide interested parties with information to enable them to submit a proposal to provide **Music Therapy - Wellness Management and Recovery Services** to the Western Region Integrated Care (WRIC). These services will be a part of a regional contract, working with La Crosse, Jackson and Monroe County WRIC consumers.

As a result of this Request For Proposal (RFP) Process, the WRIC Consortium will establish a qualified provider network, along with setting individual and group rates for Music Therapy – Wellness Management and Recovery Services. The rates will encompass direct care, travel, service planning and documentation. These set rates will be the same for all degree levels and geographical areas within the region. WRIC will award contracts to all qualified providers that are able to provide the services as requested and described in this document at the rates set by this process. It is anticipated that the provider network will continue to grow, and all new qualified providers interested in providing these services in the future will be offered the rates set by this solicitation process.

It is the intention of La Crosse County Human Services (LCHS) to use this process to set rates for a network of qualified providers. Providers are able to indicate geographical limits they may have in providing these services. Interested providers should submit one quarter hour rate for individual services, along with the other requested information. All provider rates submitted during this process will be used to set one individual quarter hour rate by averaging the rates submitted. A group rate will be set by dividing the final individual rate by three (3).

1.1.2 Service Description

A. Target Population

Youth and adults that have a diagnosis of mental health and/or substance use provided by a Medical Doctor or Psychiatrist and be found to be functionally and clinically eligible for CCS.

Individuals that need more than outpatient level of care; need additional wraparound, community support to live and function at their full potential

Individuals *at risk* of out-of-home/residential placement as a result of one or more of the following behaviors, or returning from out-of-home placement where one or more of these behaviors was the focus of treatment:

- Aggressive/violent behavior;
- Substance use concerns that impact 2 or more life domains;
- Mental health concerns that impact 2 or more life domains;
- Individuals in family situations that have impaired structure and family boundaries.

B. Eligibility

All CCS referrals will be generated from client need and will be done by WRIC. Once referral is made, WRIC would prefer that services can begin within 21 days.

C. Description of Type of Services to be Rendered

Music Therapy - Wellness Management and Recovery Services

Description of services and provider:

- All providers will practice within the scope of Music Therapy Practice which is defined as the clinical and evidence-based use of music interventions to accomplish individualized goals for people of all ages and ability levels within a therapeutic relationship by a credentialed professional who has completed an approved music therapy program.
- All music therapy services will be provided by a music therapist. A music therapist is an individual who has completed the education and clinical training requirements established by the American Music Therapy Association (AMTA) and who holds current board certification from The Certification Board for Music Therapists (CBMT) (i.e., ACMT, CMT, MT-BC or RMT).
- The provider will assume a supportive role in treating consumers based on their clinical needs identified in the Individual and Recovery Service Plan and collaborate within an interdisciplinary recovery wraparound team to contribute to the consumers' overall treatment plan.
- Through musical involvement in a therapeutic context, the provider will strengthen the consumer's abilities as it relates to their mental health and/or substance use diagnosis to facilitate recovery that transfers to other areas of the consumer's lives.
- Providers will utilize the music therapy approaches to effectively aid in the restoration, maintenance, and improvement of a consumer's mental health. Services can include psycho education; behavioral tailoring; relapse prevention; development of a recovery action plan; recovery and/or resilience training; treatment strategies; social support building; and coping skills. Services can be taught using motivational, educational, and cognitive-behavioral strategies through the use of musical intervention.
- Providers will implement musical intervention strategies based on the consumer's individualized service and recovery plan and evaluate the consumer's response to music therapy and the music therapy treatment plan, documenting change and progress, and suggesting modifications, as appropriate to the interdisciplinary wraparound treatment and recovery team.

D. Performance Records, Program Evaluations and Client Records

- Documentation is required for all services provided and billed. The vendor must provide documentation that is complete in accordance with standard practices and that used the client's service plan as guidance. Services completed and documentation of the services must lead back to the objectives and interventions outlined in client's service plan.
- Performing provider requirements must be met which include:
Staff providing face-to-face services must be named on the performing provider spreadsheet that is turned in monthly. This spreadsheet should include start and end dates of employment, date initial and then annual CCS training log was turned in, date of background check, 2 professional references, date of rehabilitation training completed (if applicable), and staff professional license/degree information. Additionally, they must have one hour of clinical supervision for every 30 hours worked. These hours must be turned in quarterly.

E. Other Service Requirements

1. Allowable provider types for these CCS services are providers described in DHS 36.10(2)(g)1-22, Wis Admin Code. All providers must act within their scope of practice. A music therapist is an individual who has completed the education and clinical training requirements established by the American Music Therapy Association (AMTA) and who holds current board certification from The Certification Board for Music Therapists (CBMT).
2. Progress notes for services will need to be broken out between service delivery, documentation, service planning, and travel time. The minutes of the Direct Service and Documentation should be added together and rounded to the nearest unit (i.e. quarter hour increment).
3. Invoice should include participant name, date of service, service description, service location, service type, service units, contracted rate, amount billed, performing provider, and credentials of provider. WRIC provides vendor with a standard invoice to use.

1.1.3 Program Expectations/Goals

Expectations

- The service will be provided in a location that will meet the individual's clinical needs.
- The time of the service will be based on clinical need.
- The intervention will be provided as set out in the service plan.
- Service provider/agency will collaborate with county and current team of individuals at least monthly.

WRIC – CCS Music Therapy Request For Proposal – provider network

- The vendor will work within a wraparound approach which will include the individual's family/informal supports, formal supports and community partners.
- The service will promote/assist individuals in building informal support networks.
- The service provider will be a part of the team and follow the service plan.
- Services will be offered on an individual basis but may also include group if appropriate for individual.
- Service provided will strive for community integration.
- Progress note documentation time needs to be converted to minutes and rounded to the nearest unit (i.e. quarter hour increment). Invoices will be billed in units.
- Services that are billed to CCS will be submitted to the county meeting all of the CCS requirements within 60 days from the last day of the month services were provided. Vendor agencies are expected to provide their own, internal quality assurance to ensure documentation and billing is submitted as a clean claim.

Goals

All services provided by vendors must meet the individualized measurable objectives for the individual. These objectives must be submitted within the timelines determined by La Crosse County. The objectives shall be reviewed on a regular basis and will be added, revised or ended as necessary. If outcomes are not achieved within a timely basis, the services will be terminated.

1.2 Purchasing and Contracting Division/Department

This Request For Proposal process is administered by La Crosse County, Purchasing Division and the person responsible for managing the procurement process is Chris Sander

The contract resulting from this RFP will be administered by La Crosse County, Human Services Department. The Contract Specialist will be Paul Medinger.

1.3 Definitions

The following definitions are used throughout the RFP:

CCS – Comprehensive Community Services

LCHS – La Crosse County Human Services

WRIC – Western Region Integrated Care

RFP – provider network – Means the solicitation package is released to assist in establishing a network of providers that are qualified to provide the service at the rates set by the solicitation process. Client choice and vendor capacity will be considered when making referrals for services.

1.4 Clarifications and/or Revisions to the Specifications and Requirements

Any questions concerning this RFP must be received in writing by e-mail **on or before October 16, 2023**. Send inquiries to:

Chris Sander
Contract Unit Supervisor
E-Mail: csander@lacrossecounty.org
Phone: (608) 785-5511

Providers are expected to raise any questions, exceptions, or additions they have concerning the RFP document at this point in the process. If a provider discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the provider should immediately notify the above named individual of such error and request modification or clarification of the RFP document.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and/or supplements will be provided via the La Crosse County Website and via email to all known interested parties.

1.5 Vendor Conference

A vendor conference will be held at **12:30 p.m. on Tuesday, October 17, 2023**, via Microsoft Teams online and/or phone. This is held to respond to written questions and to provide additional instruction and information to providers on the submission of proposals. There will be minutes taken, posted on the website and emailed to all known interested parties. ***This will be the only forum where questions will be answered.***

To receive the information on how to attend the vendor conference, please **RSVP** via email Chris Sander at csander@lacrossecounty.org by **12 p.m., Tuesday, October 17, 2023**. Chris will forward you the link and phone information via email prior to the vendor conference.

1.6 Reasonable Accommodations

La Crosse County will provide reasonable accommodations for the vendor conference upon request. If you need accommodations at the vendor conference, contact Chris Sander at (608) 785-5511 or csander@lacrossecounty.org.

1.7 Calendar of Events

October 11, 2023	Release date of Request For Proposal
October 16, 2023	Questions on RFP due to County
October 17, 2023	Vendor Conference, 12:30 p.m. – RSVP required
November 7, 2023	Proposals due from providers, receipt by 3:00 p.m.
December 1, 2023	Anticipated notification of rates sent to providers
January 1, 2024	Contract start date

1.8 Contract Terms and Rate Increases

The contract shall be effective from **January 1, 2024 until December 31, 2026**.

Annual rate adjustments will be made automatically following the July Consumer Price Index for Urban Regions (CPI-U).

1. The rate will be determined from tables from the U.S. Department of Labor- Bureau of Labor Statistics for the Midwest Urban region for areas of 50,000 or more.
2. Should the CPI-U ever be less than 0%, the Provider rates will stay the same as the current year. Should the CPI-U ever be more than 3%, Provider rates will go up 3%.

2.0 PREPARING AND SUBMITTING A PROPOSAL

2.1 General Instructions

The evaluation and selection of providers and the contracts will be based on the information submitted in the provider’s proposals. Failure to respond to each of the requirements in the RFP may deem the proposer non-responsive.

2.2 Public View of Proposals

To the extent permitted by law, it is the intention of La Crosse County to withhold the contents of the proposal from public view until such times as competitive or bargaining reasons no longer require non-disclosure, in the opinion of La Crosse County. At that time, all proposals will be available for review in accordance with the Wisconsin Public Records Law.

2.3 Incurring Costs

La Crosse County is not liable for any cost incurred by proposers in replying to this RFP.

2.4 Submitting the Proposal

Proposers must submit all materials required for acceptance of their proposal via email by **3:00 p.m., November 7, 2023** to:

Chris Sander
csander@lacrossecounty.org

If proposer is unable to submit materials via email, please contact Chris Sander at (608)785-5511 or csander@lacrossecounty.org for further instructions. All proposals must be received by time and date stated above.

2.5 Proposal Organization and Format

Proposals should include the following forms:

◦ *Vendor Services Outline*

Completion of this form outlines the services your agency is interested in providing.

◦ ***Budget Request Form***

Please set one quarter hour rate for 2024. This form must be completed for your rate to be considered as a part of this process.

Vendor will need to bill services by breaking out service delivery, documentation, service planning, and travel time. The minutes of the Direct Service and Documentation should be added together and rounded to the nearest unit (i.e. quarter hour increment).

3.0 PROPOSAL SELECTION AND AWARD PROCESS

3.1 Opening of Bid

Proposals will be opened after 3:00 p.m. on November 7, 2023.

3.2 Preliminary Evaluation

The proposals will be reviewed to determine if requirements are met. Failure to meet requirements may result in the proposal being rejected. In the event that all providers do not meet one or more of the requirements, La Crosse County reserves the right to continue the process with proposals that most closely meet the requirements specified in this RFP.

3.3 Right to Reject Proposals

La Crosse County reserves the right to reject any and all proposals.

In addition, La Crosse County reserves the right to discontinue the RFP process at any time and makes no commitments, implied or otherwise, that this process will result in a business transaction with one or more providers.

3.4 Proposal Review

Proposals will be reviewed by an evaluation committee. By submitting a proposal, you are agreeing that you will meet all necessary requirements for the services indicated. An individual rate will be set for the network of providers by averaging all rates submitted. A group rate will be set by dividing the final individual rate by three (3).

3.5 Required Forms

The following forms must be completed and submitted. Blank forms are attached.

A. Vendor Services Outline

B. Budget Request Form

3.6 Final Offers

The final rates will be set and communicated to all interested providers by December 1, 2023. At that time, all responding and currently contracted providers will be asked if they are interested in contracting for those rates for 2024. Once interest is confirmed by a provider, contracts will be processed.

4.0 SPECIAL CONTRACT TERMS AND CONDITIONS

La Crosse County reserves the right to accept or reject any or all proposals or portions thereof without stated cause.

La Crosse County reserves the right to re-issue any solicitations.

Upon final review, La Crosse County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with all qualified providers. If La Crosse County, for any reason, is unable to reach a final agreement with any provider; La Crosse County reserves the right to reject such provider.

Clarification of proposals: La Crosse County reserves the right to obtain clarification of any point in a provider's proposal or obtain additional information.

La Crosse County reserves the right to waive any formalities, defects, or irregularities in any proposal, response, and/or submittal where the acceptance, rejection, or waiving of such is in the best interests of La Crosse County.

La Crosse County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the provider.

Indemnification

The Provider agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the Purchaser, and its agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Provider, or its (their) agents and / or subcontractors which may arise out of or connected with activities covered by this contract.

5.0 EXPENSES RELATED TO CONTRACTING

5.1 Insurance Requirements

Provider will at all times, during the terms of this contract, keep in force insurance policies issued by an insurance company authorized to do business and licensed in the State of Wisconsin. Unless otherwise specified in Wisconsin Statutes, the types of insurance coverage and minimum amounts shall be as follows:

- Workers' Compensation: minimum amount statutory
- Comprehensive general liability: \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Auto Liability (if applicable): \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Professional Liability (if applicable): minimum amount \$500,000
- Excess Liability Coverage: \$1,000,000 over the General Liability and Automobile Liability coverages.

5.2 Interpreters

Providers of services, not goods, are required by contract to sign a Letter of Assurance for Civil Rights Compliance and/or fill out a full Civil Rights Compliance Plan. Both of these documents require a provider of services to provide those services without discrimination, which means that they will need to provide an interpreter/translator at no cost to the client or La Crosse County.

5.3 Audits

Wisconsin Statutes 46.036(4) (c) requires that any Purchase of Service contract vendor with a contract in excess of \$100,000 must provide the County with a certified financial and compliance audit report.

5.4 Background Checks

- A. Provider shall comply with the provisions of DHS 12, Wis. Admin Code.
- B. Provider shall conduct background checks at its own expense of all employees assigned to do work, with direct client contact, for the Purchaser under this contract.
- C. Provider shall conduct background checks with other states where the employee has lived, any time an employee required to have a background check, has lived out of state within the last 3 years.
- D. Provider shall retain in its Personnel Files all pertinent information, to include a Background Information Disclosure Form and/or search results from the Department of Justice, the Department of Health Services, and the Department of Regulation and Licensing as well as out of State records, tribal court proceedings and military records.
- E. Provider shall not assign any individual to conduct work under this contract who does not meet with requirement of this law.
- F. Provider shall train its staff to immediately report all allegations of misconduct to their immediate supervisor, including abuse and neglect of a client or misappropriation of client's property. Staff shall also report to their immediate supervisor, as soon as possible, but no later than the next working day, when they have been convicted of any crime or have been, or are being investigated by any government agency for any act or offense (DHS 12.07(1)).
- G. The Provider shall notify the Purchaser, as soon as possible, but no later than the Purchaser's next business day, when any of the following occurs with regard to its personnel pursuant to DHS 12.07(2):
 - a. The Person has been convicted of any crime
 - b. The person has been or is being investigated by any governmental agency for any other act, offense or omission, including an investigation related to the abuse or neglect, or threat of abuse or neglect, to a child or other client, or an investigation related to misappropriation of a client's property.
 - c. The person has a governmental finding substantiated against them of abuse or neglect of a client or of misappropriation of a client's property.
 - d. In the case of a position for which the person must be credentialed by the department of regulation and licensing, the person has been denied a license, or the person's license has been restricted or otherwise limited.

- H. Upon notification from Provider, Purchaser will follow its internal procedures.
- I. Provider shall maintain the results of background checks on its own premises for at least the duration of the contract. Provider shall complete the form attached as Appendix 7 (Page 2) and return it to the Purchaser. Purchaser may audit Provider Personnel files to assure compliance with the State of Wisconsin Caregiver Background Check Policy.
- J. After the initial background check at the time of employment, licensure or contracting, the Provider must conduct a new Caregiver Background Check every four (4) years, or at any time within that period if the Provider has reason to believe a new check should be obtained.

Plan and budget accordingly for all of these expenses related to contracting with La Crosse County.