

February 5, 2019

Dear Prospective Consultant:

Request for Network Manager for Opioid Resource Network

Greater Columbia Accountable Community of Health (GCACH) is requesting proposals to manage an Opioid Resource Network (ORN) for Benton, Franklin and Walla Walla counties. The purpose of the ORN is to coordinate a systemic response to the complex issues of opioid addiction among the Medicaid and low-income populations, focusing specifically on Medication Assisted Treatment (MAT) for individuals with opioid use disorder (OUD). GCACH understands that people with OUD seek services in a variety of places. Some people request treatment from primary care providers, while others request through traditional substance use disorder treatment agencies. Other persons with OUD present in jails, syringe exchange programs, emergency departments and homeless shelters.

Network Management for the Opioid Resource Network is very similar to the Vermont model of Hub and Spoke that is currently used in a variety of settings and states. The Hub and Spoke model is currently the best known of these implementation practices. This model connects a network of community providers around a central hub that offers a MAT component to all patients seeking services for opioid use disorders.

People presenting in traditional treatment settings are often interested in receiving MAT as part of their treatment but many substance use disorder agencies do not have MAT prescribers on staff or relationships with clinics that do. Similarly, primary care clinics do not often have relationships with traditional substance use disorder providers that would allow for a warm hand-off referral for patients seeking counseling services in addition to MAT. Other people with OUD's access harm reduction services primarily in syringe exchange programs or wish to seek treatment services at the time of release from jail. Dedicated resources to help assist people in accessing MAT or traditional treatment services in these sites are rarely available, nor are treatment agencies or clinics offering MAT able to provide direct outreach services to reach many of these harder to serve clients. While some primary care and specialty addiction providers are able to prescribe MAT for persons with OUD, they are often limited in the number of patients they are able to see.

The Vermont Hub and Spoke model integrates addiction treatment into Vermont's existing primary care framework by using nationally recognized Patient Centered Medical Homes (PCMH), a health information technology infrastructure that supports guideline-based care, population reporting and health information exchange. GCACH would like to organize our ORNs in the same manner. The Network Manager will serve as a bridge to help transition PCMH organizations that are not ready to provide case management services to OUD patients, and offer education and training to PCMH providers to help them learn care management skills.

The PCMH assumes overall accountability for the patient's care, although they may not be responsible for all the care provided (e.g. specialty care). While managing a patient's OUD needs, they may identify the need for acute or chronic care management. For these situations, the ORN will work closely with the PCMH to coordinate patient care.

The Performance Period will be from the time awarded through **One Year with possible yearly extensions to the contract.**

The contract award amount not to exceed **\$300,000.**

All necessary information concerning the instructions for preparing proposals is provided in the attached Request for Proposals (RFP).

The proposal must be submitted to the attention of Diane Halo, Opioid Resource Network Project Manager, Greater Columbia Accountable Community of Health of Benton County, Washington, at 720 W. Court Street, Ste 4, Pasco, Washington 2018, no later than **March 22, 2019**. Proposals must be in the format found in **Section II – Proposal Submission Format and Content** in this document.

Questions regarding this RFP can be directed to:

Technical: Diane Halo, Opioid Resource Network Project Manager
509-316-7153, dhalo@gcach.org

Contractual: Becky Kolln, Director of Finance & Contracts
509-851-7912, bkolln@gcach.org

SECTION I - OVERVIEW OF OPERATIONS

This Overview of Operations is a brief synopsis of GCACH operations to aid you in responding to the RFP. More detailed information will be available for the selected firm.

A. GENERAL

GCACH is a Washington nonprofit corporation operated exclusively for charitable and educational purposes under 501(c)(3) of the Internal Revenue Code. GCACH collaborates with a regional coalition of stakeholders and partners to address health issues through community and healthcare transformation.

The GCACH is administered by a 17-member Board of Directors.

SECTION II - PROPOSAL SUBMISSION FORMAT AND CONTENT

In order to facilitate evaluation of your proposal, the GCACH requires that your response be formatted to the following outline. Failure to comply with this format and omission of the requested content may be cause for your proposal's rejection without consideration. GCACH will accept electronic formats for submission of responses.

A. GENERAL QUALIFICATIONS

Firms must meet a minimum set of qualifications in order to be considered:

1. Provide information about your organization, size and location. Describe your methods for assuring conformance to a budget.
2. Licensed to do business in the State of Washington or provide a commitment that it will become licensed in Washington within thirty (30) calendar days of being selected as the Apparently Successful Bidder.
3. No less than five (5) years' experience providing Case Management for high risk patients in Washington State.
4. Applicant must disclose if it has ever been disqualified from performing professional services on any state or federal contract within the past ten (10) years. If so, please state the reason for such disqualification, name of the agency, date, and the name of the contact person at such agency and their telephone number.

B. TECHNICAL QUALIFICATIONS AND EXPERIENCE

Provide an overview of your experience and background specific to the requested services. (Please refer to the GCACH's list of anticipated Scope of Services shown in Section IV).

1. Client Description - Provide a description of the clients for whom you have performed similar work in the last five (5) years. Include the specific applicability this work has to the requested services to be performed for the GCACH.
2. Equivalent Project and Services Descriptions - Describe a minimum of three (3) recently completed projects which are similar to the requested services that are representative of your expertise in this type of work. Include a narrative of any unusual problems overcome or novel approaches employed on these projects.
3. Key Personnel Qualifications and Relevant Experience - Provide a resume(s) and indicate the specific area of expertise of the key individual(s) you propose to utilize on the requested services.
4. Support Service Organization and Capabilities - Provide a description of support organizations and personnel you would include in your support network.
5. Participation and familiarity with GCACH Organization – Provide a description of your involvement with GCACH.
6. Demonstrated ability to track outcome measures for individuals with OUD. Please provide sample reporting with redacted patient PHI.

C. RELATIONSHIPS WITH GCACH PROVIDER NETWORK

Preference will be given to providers that are in GCACH's existing network (e.g. have submitted a Letter of Interest, Current State Assessment, or have a contract with GCACH).

D. RATES

All respondents shall include with their proposal a comprehensive rate schedule titled "Rate Schedule".

SECTION III - PROFESSIONAL SERVICE SELECTION PROCEDURE

A. PURPOSE

GCACH will utilize the following guidelines in the selection of a Network Manager for the requested services:

1. The purpose of the selection will constitute an objective and impartial procedure in which all interested firms are evaluated against the same criteria.
2. The criteria utilized in evaluating prospective consultants shall relate to the competence and qualifications of the individual or firms being considered so that the individuals or firms selected as consultants shall constitute the best qualified of those considered in the sole judgment of GCACH.

B. PROCEDURE

1. The qualification and proposal documents will be reviewed and evaluated by GCACH. GCACH will choose the firm deemed to be the most highly qualified to provide the required services. In the event no proposal meets the qualifications, or funding for the opioid project is delayed, GCACH reserves the right to cancel the RFP.
2. In arriving at a selection, GCACH will review and evaluate the information provided by all interested firms in response to the public announcement. The evaluation criteria, including the relevant weighting of each criteria, is provided in the following list. Each firm submitting a proposal should include sufficient information for GCACH to evaluate the firm's qualification in each area.
 - a. GENERAL QUALIFICATIONS – 10%
 - 1) Manager Plan
 - 2) Capabilities of Firm
 - 3) Response Time
 - b. TECHNICAL QUALIFICATIONS AND EXPERIENCE – 70%
 - 1) Client Descriptions (5%)
 - 2) Equivalent Projects and Services (20%)
 - 3) Key Personnel Qualifications and Relevant Experience (25%)
 - 4) Support Service Organization and Capabilities (10%)
 - 5) Participation and familiarity with GCACH organization (5%)
 - 6) Demonstrated ability to track outcome measures for individuals with OUD (5%)

c. RELATIONSHIPS WITH GCACH PROVIDER NETWORK – 10%

- 1) Preference will be given to providers that are in GCACH's existing network (e.g. have submitted an Letter of Interest, Current State Assessment, or have a contract with GCACH).
- Tri-Cities Community Health
 - Yakima Valley Farm Workers Clinic (Benton and Walla Walla)
 - Lourdes
 - Kadlec
 - PMH Medical Center
 - St. Mary's
 - Student Health
 - Ideal Balance
 - Comprehensive
 - Lutheran Community Services
 - Catholic Charities
 - Somerset Counseling
 - First Step Counseling
 - Blue Mountain Counseling
 - Serenity Point Counseling
 - Merit Resources
 - Blue Mountain Heart to Heart
 - Walla Walla Department of Community Health
 - Benton-Franklin Health Department
 - Consistent Care Services
 - Housing agencies
 - Chaplaincy Health Care
 - Benton Franklin Community Action Committee dba Community Action Connections
 - iMPACT! Compassion Center Tri-Cities
 - Aging and Long-Term Care
 - Pasco Fire Department
 - Richland Fire & Emergency Services
 - Benton County Fire District #4

d. RATES –10%

All respondents shall include with their proposal a comprehensive rate schedule.

SECTION IV - SCOPE OF SERVICES

The Network Manager will be the recipient of the funding and primary organizer of the project. A main focus of the Network Manager will be facilitating patients to medication assisted treatment and stabilization whether the treatment is provided through the sponsoring organization, an affiliate organization or the PCMH. Additionally, the Network Manager will identify, collaborate, and formalize agreements with Providers in the GCACH region to provide integrated MAT care regardless of how patients enter the system. The Network Manager will work all different kinds of providers within the GCACH (Benton, Franklin, and Walla Walla regions) (e.g. Substance Use Disorder Providers, Mental Health Providers, Primary Care Providers, Pharmacists, Emergency Services, Employment and Housing agencies, health home agencies, and Hospitals) to provide wrap-around services as determined by the Network for high-risk, high-utilizing patients.

The Network Manager has the responsibility of project oversight, and ensuring all network organizations are working in coordination with the terms of the project, contract, and project deliverables. The application from each Network Manager will need to identify and provide letters of intention from network partners. The goal is to serve a minimum of **100** unique individuals in the Benton, Franklin, and Walla Walla counties within a one (1) year time frame.

GCACH encourages the Network Manager to offer creative solutions and ideas in building out the network of resources. Understanding the needs of the OUD patient population will help shape the services and support systems unique to our area.

Guiding Principles for the Network Manager of the Opioid Resource Network – (Tri-Cities and Walla Walla)

- The Network Manager must be a MAT Prescriber or have a collaborative agreement with a MAT Prescriber.
- The purpose of the network is to provide Case Management for high risk, high utilizers that have opioid use disorder (OUD).
- The Network Manager will develop and maintain strong relationships across Benton, Franklin, and Walla Walla counties with network provider organizations.
- The Network Manager must establish Collaborative agreements with a network of Primary Care, Behavioral Health, SUD Providers, and other partners to create wrap-around services for individuals with OUD. Preference will be given to those providers that are in GCACH's existing network (e.g. have submitted an LOI, CSA, or have a contract with GCACH).
 - TCCH
 - YVFWC (Benton and Walla Walla)
 - Lourdes
 - Kadlec
 - PMH Medical Center
 - St. Mary's
 - Student Health
 - Ideal Balance
 - Comprehensive
 - Lutheran Community Services
 - Catholic Charities
 - Somerset Counseling
 - First Step Counseling
 - Blue Mountain Counseling
 - Serenity Point Counseling

- Merit Resources
 - Blue Mountain Heart to Heart
 - Walla Walla Department of community health
 - Benton-Franklin Health Department
 - Housing agencies
 - Chaplaincy Health Care
 - Aging and Long-Term Care
 - Consistent Care Services
 - Benton Franklin Community Action Committee dba Community Action Connections
 - iMPACT! Compassion Center Tri-Cities
 - Pasco Fire Department
 - Richland Fire & Emergency Services
 - Benton County Fire District #4
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- The Network Manager will have monthly meetings with GCACH to report progress.
 - The Network Manager must comply with the GCACH pay-for-reporting requirements relating to opioid use disorder.
 - The Network Manager will serve as a bridge for one year to help transition PCMH organizations that are not ready to provide case management services to OUD patients.
 - The Network Manager will offer education and training to providers to help them learn care management skills.

Opioid Resources Network Diagram

The Network Manager will serve as a bridge to help transition PCMH organizations that are not ready to provide case management services to OUD patients, and offer education and training to PCMH providers to help them learn care management skills.

