Request for Proposals
Representative Payee Services

RFP Issued
by
Network180

June 24, 2019
Section 1
Introduction

Authority

This Request for Proposals (RFP) is issued by Network180. Network180 is a governmental authority, with administrative offices located at 3310 Eagle Park Drive NE, Suite 100, Grand Rapids, Michigan 49525.

This RFP is consistent with Section 206 of the Michigan Mental Health Code, all contracts between the Michigan Department of Health and Human Services (MDHHS) and Network180 for Specialty Mental Health and Substance Abuse Services, Balanced Budget Act Requirements, and Federal Procurement guidelines.

Overview and Background

This is an RFP for Representative Payee services for individuals who receive behavioral health services and supports funded by Network180.

The Representative Payment Program is offered through the Social Security Administration (“SSA”). The SSA’s Representative Payment Program provides benefit payment management for beneficiaries who are incapable of managing their Social Security or Supplemental Security Income (SSI) payments. The SSA appoints a suitable Representative Payee who manages the payments on behalf of the beneficiaries. Generally, the SSA looks for family or friends to serve as payees. When friends or family members are not able to serve as payees, the SSA looks for qualified organizations. Details about the Representative Payment Program can be found on the SSA’s website at: https://www.ssa.gov/payee/index.htm.

Network180 seeks to fund and contract with organization(s) willing to serve as SSA-assigned Representative Payee for a limited number of Network180 consumers, which has historically been and is currently approximately 400 individuals who do not have a friend or family member able serve in this role.

Network180 will award up to two 2-year contracts to provide Representative Payee services pursuant to this RFP. Network180 estimates that Representative Payee needs for all Network180-funded consumers who need this type of support can be met with approximately 2.0 FTE staff. Bidder proposals must respond to all RFP questions and include an annual budget. Responses must indicate whether the bid is to provide Representative Payee services to all or half of the individuals funded by Network180 who need this service. Bids to support less than half of the Network180-funded individuals who need Representative Payee services (fewer than 200 individuals) will not be considered.
**Information about Network180**

Network180, operating as a Community Mental Health Authority, is responsible for the provision of mental health services for eligible adults with serious mental illness, children with serious emotional disturbance, and persons with developmental disabilities in Kent County, Michigan. Network180 is also responsible for substance abuse treatment and prevention services for eligible residents of Kent County. Network180 provides a full array of services to these populations through a hybrid approach of direct care and a coordinated system of contracts with provider organizations. Network180 administers contractual relationships with more than 25 providers who are responsible for managing operations within the terms of negotiated contracts for services. The Network180 website ([www.network180.org](http://www.network180.org)) includes information about Network180 that can be accessed to assist the bidder in preparing a proposal.

**RFP Timeline**

All questions about the RFP must be submitted in writing by email to: [Procurement@network180.org](mailto:Procurement@network180.org). Questions regarding the content and the intent of the RFP will not be addressed if submitted after 4:00 p.m. EST on Thursday, June 27, 2019. Written questions and associated responses to all questions will be posted on the Network180 website – [www.network180.org](http://www.network180.org).

Interested organizations must submit a completed proposal to this RFP by 12:00 p.m. EST (noon) on July 9, 2019. **Late submissions will not be accepted. There will be no exceptions to this requirement. Proof of time and date of submission may be requested by Network180.**

Completed proposals must be submitted to Network180 by email to: [Procurement@network180.org](mailto:Procurement@network180.org)

The contract term for this RFP will begin immediately after contract award but no later than August 1, 2019.

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, June 24, 2019</td>
<td>Request for Proposals issued</td>
</tr>
<tr>
<td>Thursday, June 27, 2019</td>
<td>Deadline for submitting written questions 4:00 p.m. EST</td>
</tr>
<tr>
<td><strong>Tuesday, July 9, 2019</strong></td>
<td><strong>Proposals due to Network180 by 12:00 p.m. EST (noon)</strong></td>
</tr>
<tr>
<td>Friday, July 12, 2019</td>
<td>Bidder notified of recommended award</td>
</tr>
<tr>
<td>No later than August 1, 2019</td>
<td>Contract negotiated and signed. Representative Payee contract services begin, including hiring or reassignment of staff, processing of changes in assigned Representative Payee through the Social Security Administration, and Representative Payee service delivery.</td>
</tr>
</tbody>
</table>

Request for Proposals: Representative Payee Services
Page 3 of 10
Section 2
General Information about the RFP Process

- All questions must be submitted in writing by e-mail to Procurement@network180.org. Questions regarding the content and the intent of the RFP will not be addressed if received after 4:00 p.m. EST on June 27, 2019. Written questions and associated responses to all questions will be posted on the Network180 website at www.network180.org.

- Network180 reserves the right to not award a contract as a result of this process.

- Network180 is not obligated to award a contract to the bidder with the lowest proposed cost. Proposals are evaluated on their potential to provide the best overall value by delivering a high quality, efficient and cost-effective service.

- Network180 reserves the right to consider modifications to the program at any time before an award is made, if such action is in the best interest of Network180.

- Network180 is not liable for any costs incurred by respondents to this RFP prior to the issuance of a contract.

- Any respondent to this RFP must disclose any personal or business relationship with employees or members of the Network180 Board. Any decision to grant a contract to a respondent having such a relationship will be dependent on consultation regarding conflict of interest.

- All information included in a bidder’s proposal is subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No 442) once the proposal is open for Network180 review.

- Bidders must submit a complete response to this RFP to Network180 by 12:00 p.m. EST (noon) on July 9, 2019 to be considered. Late submissions will not be accepted. There will be no exceptions to this requirement. Proof of time and date of submission may be requested by Network180. Completed proposals and all required supporting documentation must be submitted to Network180 via email to Procurement@network180.org. Network180 will acknowledge receipt of proposals.

- All proposals must be accompanied by an Attestation Statement signed by an official authorized to bind the bidder to the provisions contained in its response (see Attestation Statement provided in Section 4 of this RFP).

- A limited appeal process will be in place for organizations objecting to the procurement process. This appeal will be limited to alleged violations of the procurement process and shall not address the qualitative review by the review team. An organization protesting the procurement process must identify alleged violations and the basis for its objection in writing to the Network180 Board Chairperson by July 19, 2019.
Section 3
Instructions for Proposal Submission

1. Proposal applications must be submitted electronically to Network180 in PDF format to procurement@network180.org.
2. Sections must be clearly labeled using the sections in the RFP document.
3. A written response is required for each item unless otherwise indicated. Failure to answer any of the items will negatively impact the bidder’s score.
4. Font size must be 12 point throughout the response; margins must be .75” or greater.
5. Scoring for each section will be based solely on the information included within the stated page limit if there is a page limit designated.
6. Proposals received after the established deadline will not be considered.
7. Proposals must include a signed Attestation Statement, included in Section 4 of this RFP.

Proposals must be organized and labeled according to the following sections:

A. Signed Attestation Statement – See Section 4

B. Administrative Requirements Section (No page limit. Succinct responses are encouraged.)

Administrative requirements narrative including the following sections:
   1. Regulatory Issues
   2. Contract Termination History
   3. Affiliations or Subcontractual Relationships
   4. Conflict of Interest
   5. Accounting and Invoicing
   6. Attach the most recent Social Security Administration Audit of your Representative Payee program, if bidder has a history of serving as Representative Payee

C. Service Requirements Section (Page Limit for Entire Service Requirements Section is 3 Pages. Budget is not counted toward page limit. Recommended sub-section page limits are noted below. Succinct responses are encouraged.)

Service Requirements narrative including the following sections:
   1. Agency Experience with the Identified/Similar Population or Service (.5 page)
   2. Staffing (.5 page)
   3. Program Design (1.5 pages)
   4. Implementation Plan (.5 page)
   5. Proposed Budget (use provided budget format, no page limit for budget)
Section 4
Attestation Statement

Must be signed by an official authorized to bind the bidder to the provisions contained in its response and be submitted with proposal.

I believe that the information submitted in this proposal, including all attached documents, is true to the best of my knowledge. I fully understand that any misleading statement or omission in this proposal discovered at any time may constitute cause for immediate termination from the application process and/or from future contracts.

I further understand that if selected to be part of this Network180 funded service, I have a continuing duty to update, as necessary, the information submitted in this proposal. Such updates will be made within ten (10) calendar days of their occurrence. Network180 reserves the right to review all updates and make decisions regarding continuing a contract with a successful bidder.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td></td>
</tr>
<tr>
<td>Organization:</td>
<td></td>
</tr>
<tr>
<td>Signature:</td>
<td></td>
</tr>
</tbody>
</table>
Section 5
Administrative Requirements

The following items are the Administrative Requirements and standards the bidder must meet under a contract to provide Representative Payee services. They are rated as satisfactory/unsatisfactory according to the responses provided.

<table>
<thead>
<tr>
<th>Rating</th>
<th>1. Regulatory Issues</th>
<th>Satisfactory/Unsatisfactory</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Contract Termination History</td>
<td>Satisfactory/Unsatisfactory</td>
</tr>
<tr>
<td></td>
<td>3. Affiliations or Subcontractual Relationships</td>
<td>Satisfactory/Unsatisfactory</td>
</tr>
<tr>
<td></td>
<td>4. Conflict of Interest</td>
<td>Satisfactory/Unsatisfactory</td>
</tr>
<tr>
<td></td>
<td>5. Accounting and Invoicing</td>
<td>Satisfactory/Unsatisfactory</td>
</tr>
<tr>
<td></td>
<td>6. Most Recent SSA Audit Attached, if applicable</td>
<td>Satisfactory/Unsatisfactory</td>
</tr>
</tbody>
</table>

1. The bidder must provide Network180 with a synopsis report of the following Regulatory Issues having occurred within the past five years to the extent these events relate to services your organization provided: (a) litigation; (b) allegations of wrongdoing; (c) malpractice; (d) violations of codes of ethics, and (e) provisional license status. The bidder must also disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. Information to submit includes: (1) date, title, and case number, (2) outline contents of complaints filed, and (3) outcome or disposition.

2. The bidder must disclose any history of Contract Termination due to quality or performance issues prior to the natural expiration of the contract.

3. The bidder must disclose information about any Affiliations or Subcontractual Relationships, common ownership, overlapping Boards, pending or planned mergers or acquisitions which may affect the terms of potential contract. The bidder must name the specific organization(s) and the specific nature of the organizational relationship.

4. The proposal must include a statement that the bidder has no real or potential Conflict of Interest with Network180, or a statement describing the nature of the real or potential conflict and possible mitigation.

5. Network180 expects service providers to follow Generally Accepted Accounting Principles (GAAP).
   - Specifically, Network180 expects service providers to track expenses and submit financial status reports within 60 days of when the service was rendered. State Yes or No if you have an accounting system or staff that can accommodate the expectation.
   - Network180 expects providers to follow Social Security Administration Representative Payment Program guidelines. State Yes or no if you have a dedicated bank account, an accounting system or staff that can accommodate the expectation.

6. If the bidder has a history of serving as a Representative Payee, submit a copy of the organization’s most recent Social Security Administration Audit with your proposal.
Section 6
Service Requirements

Proposals will be evaluated according to the strength of the response and demonstrated experience and ability in all required areas. **There is a page limit of 3 total pages for the entire Service Requirements Section, with a recommended number of pages to allot for each subsection.** Respondents must include responses to the following:

1. **Agency Experience with the Identified/Similar Population or Service** - 1/2 Page

The proposal must include a description of the agency’s experience providing this service. If the organization does not currently provide this service, include a description of the agency’s experience providing a similar service to the identified/similar population. Include:

- The number of years providing this service or a similar service;
- List additional programs or initiatives involving the identified or similar population; and
- Any current or past contracts with other funders or organizations to provide this or a similar service.

2. **Staffing** – 1/2 Page

The proposal must provide the following related to the staffing for the proposal.

- **Indicate whether your bid is for Representative Payee services for all or half of the approximately 400 Network180-funded individuals who need this service.**
- The anticipated staffing for the program, including the number of FTEs providing the service.
- The staffing information provided must identify minimum experience and educational qualifications for proposed position(s).

3. **Program Design** – 1 1/2 Pages

The proposal must provide the following related to proposed program services.

- Describe in detail the process by which individuals will access their funds, including the timeframe between request and receipt of funds, and any communications or travel required for individuals to access funds.
- Describe the hours during which the service will be available and methods of availability (in person, telephone, email, etc.) to individuals who are being served.
- Provide an overview of the accounting process by which you will manage beneficiary funds.
- Describe how your organization works with individuals to develop and manage budgets.
4. Implementation Plan – 1/2 Page

The proposal must provide details of the agency’s implementation plan for this service. The implementation plan should include:

- Timeframes for hiring of and initial/ongoing training of staff, if applicable, or the timeframes for assigning current staff to this role;
- A plan for working with individuals and existing Representative Payees to transition individuals from their current Representative Payee to Representative Payee services under your organization, as needed; and
- A description of the facilities to be used, including the ability to meet ADA requirements and any anticipated special accommodations for the individuals served.

5. Annual Budget – Use the format below, no page limit.

Using the format below, provide a budget that includes the total annual payment the bidder requires to operate the service. The contractor will invoice Network180 monthly for 1/12th of the total annual budget amount.

Network180 is not obligated to award a contract to the bidder with the lowest proposed cost. Proposals are evaluated on their potential to provide the best overall value by delivering a high quality, efficient and cost-effective service.

<table>
<thead>
<tr>
<th>Cost Description</th>
<th>Annual Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff</strong> (describe FTE &amp; educational minimums for each)</td>
<td></td>
</tr>
<tr>
<td>Salaries</td>
<td></td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td></td>
</tr>
<tr>
<td><strong>Other</strong> (please describe any other expenses in detail)</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL ANNUAL BUDGET**

Request for Proposals: Representative Payee Services
Page 9 of 10
Section 7
Proposal Evaluation

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly, and impartially. A team of reviewers will evaluate all proposals received. Each proposal will be evaluated according to the strength of the proposal and demonstrated experience and ability in all required areas. Following this review, Network180 staff will make a recommendation for award of the contract.

Scores will be determined as follows:

<table>
<thead>
<tr>
<th>Evaluation Categories</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attestation</td>
<td>Satisfactory/Unsatisfactory</td>
</tr>
</tbody>
</table>

**Administrative Requirements:**
- Regulatory Issues: Satisfactory/Unsatisfactory
- Contract Termination History: Satisfactory/Unsatisfactory
- Affiliations or Subcontractual Relationships: Satisfactory/Unsatisfactory
- Conflict of Interest: Satisfactory/Unsatisfactory
- Accounting and Invoicing: Satisfactory/Unsatisfactory
- Most Recent SSA Audit, if applicable: Satisfactory/Unsatisfactory

**Possible Points**

<table>
<thead>
<tr>
<th>Category</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Experience with the Identified/Similar Population or Service</td>
<td>10</td>
</tr>
<tr>
<td>Staffing</td>
<td>10</td>
</tr>
<tr>
<td>Program Design</td>
<td>20</td>
</tr>
<tr>
<td>Implementation Plan</td>
<td>10</td>
</tr>
<tr>
<td>Annual Budget</td>
<td>15</td>
</tr>
</tbody>
</table>

**Total Points = 65**

In the event there are no significant differences between the scores of providers, Network180 will make award recommendations based on the proposal with the highest number of points awarded for the Program Design section.