

LOUISIANA LTSS ACESS CONTRACTOR
PROPOSAL SUBMISSION
RFP # 3000012190

PROPOSER NAME:

THE PROPOSER MUST COMPLETE THIS FORM AND SUBMIT IT WITH THE PROPOSAL

In responding to this RFP, the Proposer should adhere to the specifications outlined in Section 7.0 of the RFP. The proposal should address all requirements listed in this attachment and should provide, in sequence, the information and documentation as required. The Proposer should complete only the first column of this form to provide an index referencing the location of your response to each item listed (page and section number). This completed form should be included as Appendix A of your proposal. The LDH Proposal Review Team will review the proposer's response to the RFP as outlined in this evaluation tool.

Any contract resulting from this RFP process shall incorporate by reference the respective proposal responses to all items as a part of said contract.

All Mandatory Requirements listed here must be included in the proposal. The LDH Division of Contracts and Procurement Support will review the proposal to determine if the Mandatory Requirement Items (below) are submitted and complete and mark each with included or not included.

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Page # of Response in Proposal	<p style="text-align: center;">PART I MANDATORY REQUIREMENTS</p> <p style="text-align: center; color: red;">Any proposal submitted without all mandatory requirements will be disqualified from the evaluation process immediately.</p>		Included	Not Included	Score
	1.	Provide the Proposal Certification Statement (Attachment I) completed and signed, in the space provided, by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The Proposer must sign the Proposal Certification Statement without exception or qualification.			N/A
	2.	Provide a statement signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract guaranteeing that there will be no conflict or violation of the Ethics Code if the Proposer is awarded a contract. Ethics issues are interpreted by the Louisiana Board of Ethics. (See Section 7.4 of the RFP.)			N/A
	3.	The Proposal shall include with its proposal copies of audited financial statements for the last two (2) years, including at least a balance sheet and profit and loss statement, or other appropriate documentation, which would demonstrate to LDH the Proposer's financial resources sufficient to conduct the project (See Section 7.8.3 of the RFP).			N/A

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Page # of Response in Proposal	PART II Corporate Experience	Recommended Page Limit	Points Allowed	Score
	<p>4. Describe your experience in managing long term care access services. Include how long you have been performing services required by this RFP, the contract location(s), populations served, number of participants, and contract scope (e.g., call center operations, telephonic screening for eligibility, assessments for program eligibility, care plan development and monitoring, and appeals).</p>	3	5	
	<p>5. Provide a listing of all of your organization's contracts for long term supports access services within the last five (5) years (including your parent organization, affiliates, and subsidiaries); or</p> <p>If your organization has not had any contracts for long term supports access services within the last five (5) years, identify the Proposer's ten (10) largest (as measured by number of participants served) contracts for other populations within the last five (5) years.</p> <p>The listing of contracts should be complete in the table format provided in Attachment VI. For each contract identified, provide each of the following items as a column in the table: the trade name, a brief description of the scope of work (including whether the Proposer was responsible for the provision of long term support services, etc.), the duration of the contract, the contact name, email and phone number for the contract monitor, the number of participants and the population types, and the role of major subcontractors, if any.</p> <p>LDH/OAAS may contact references and monitors for additional information that will be used in evaluating this proposal.</p>	See Attachment VI	4	

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Page # of Response in Proposal	PART II Corporate Experience (continued from Previous Page)		Recommended Page Limit	Points Allowed	Score
	6.	<p>For any of your organization’s contracts listed in response to Question 4, has the other contracting party notified the Proposer that it has found your organization to be noncompliant with and/or in breach of the terms of your contract? If yes: (1) provide a description of the events concerning the non-compliance and/or breach, specifically addressing the issue of whether or not it was due to factors beyond the Proposer’s control;(2) Was a corrective action plan (CAP) imposed? If so, describe the steps and timeframes in the CAP and whether the CAP was completed; (3) Was a sanction imposed? If so, describe the sanction, including the amount of any monetary sanction (e.g., penalty or liquidated damage); and (4) was the breach the subject of an administrative proceeding or litigation? If so, what was the result of the proceeding/litigation?</p> <p>Include your organization’s parent organization, affiliates, and subsidiaries in this response.</p>	Unlimited	5	
	7.	<p>Identify whether your organization has had any contract listed in response to Question 4 terminated or not renewed within the past five (5) years. If so, describe the reason(s) for the termination/nonrenewal, the parties involved, and the address and telephone number of the client; and</p> <p>If the contract was terminated/non-renewed, based on your organization’s performance, describe any action taken to prevent any future occurrence of the problem leading to the termination/non-renewal.</p> <p>Include your organization’s parent organization, affiliates, and subsidiaries in this response.</p>	Unlimited	5	

Page # of Response in Proposal	PART II Corporate Experience (continued from Previous Page)		Recommended Page Limit	Points Allowed	Score
	8.	Identify and describe any regulatory action, or sanction, including both monetary and non-monetary sanctions imposed by any federal or state regulatory entity against your organization within the last five (5) years. In addition, identify and describe any letter of deficiency issued as well as any corrective actions requested or required by and any federal or state regulatory entity within the last five (5) years that relate to Medicaid contracts. Include your organization's parent organization, affiliates, and subsidiaries in your response to question.	Unlimited	5	
	9.	State whether or not your organization is currently the subject, or has recently (within the past five (5) years) been the subject, of a criminal or civil investigation by a state or federal agency. If your organization has recently been the subject of such an investigation, provide an explanation with relevant details and the outcome. If the outcome is not in favor of your organization, provide the corrective action plan implemented to prevent such future offenses.	45	5	
			Total Possible Score for Part II		29
			Total Points Scored		

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Page # of Response in Proposal	PART III Organizational Structure		Recommended Page Limit	Points Allowed	Score
	10.	Describe your organization's number of employees and location of offices. Submit an organizational chart (marked as Chart A of your response) showing the structure and lines of responsibility and authority in your company. Include your organization's parent organization, affiliates, and subsidiaries that will support this contract. Include the structure of your organization's LTSS access operations, including how it relates to the broader organization.	5	6	
	11.	Provide a narrative description of the proposed project team, its participants, and organizational structure along with an organization chart for this contract (marked as Chart B) including but not limited to positions in Sections 3.1 and 3.2 of the RFP and executive management positions. Indicate the FTE for each position / role dedicated to this contract. Indicate which positions will be located in Louisiana.	4	9	
	12.	Provide resumes for any identified staff, or if no one has been identified, outline qualifications for key personnel. Include resumes for any relevant subcontractor staff. Resumes should include experience with proposer; previous experience in projects of similar scope and size; and educational background, certifications, licenses, special skills, etc.	Unlimited		

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Page # of Response in Proposal	PART III Organizational Structure (continued from Previous Page)		Recommended Page Limit	Points Allowed	Score
	13.	Provide the following information:	N/A	9	
	a.	A description of the relationship between your corporate headquarters and your state level operations. Discuss how corporate involvement, resources and oversight will help to assure successful implementation and operation in Louisiana. Give examples from other contracts.	3		
	b.	A statement of whether you intend to use major subcontractors (as defined in the RFP Glossary), and if so, provide the names and mailing addresses of the subcontractors and a description of the scope and portions of the work for each major subcontractor. Specify whether the subcontractor is currently providing services for you in other states and where the subcontractor is located.	Unlimited except that Scope of Work for Subcontractors is one (1) page each		
	c.	Clear identification, if known, of subcontractor personnel. Provide the same information requested for the proposer's personnel.	Unlimited		
	d.	A description of how you intend to monitor and evaluate subcontractor's performance.	2		
	e.	Identification of any legal or contractual compliance issues which may have occurred in other states related to any subcontractors your organization has used.	6		
			Total Possible Score for Part III	24	
			Total Points Scored		

Page # of Response in Proposal	PART IV Call Center Operations		Recommended Page Limit	Points Allowed	Score
	14.	Where will your call center be located?	1	6	
	15.	Describe your organization's experience in operating call centers. Include a description of all services offered in each call center. Cite specific contracts under which these services are/were provided. Provide the annual call volume each call center handled. Describe how this experience will help form your work in Louisiana and state what you might do differently for this contract.	4	9	
	16.	Describe in detail your experience in providing information and referral services and access to long term supports and services. What strategies would you use to formulate this work in Louisiana?	6	9	
	17.	Describe your experience in fulfilling the requirements of the National Voter Registration Act	2	3	
	18.	Describe the measures you have used in other contracts to assure the quality of your call center operations. Include any lessons learned and how you would adapt those to operations of a call center in Louisiana.	4	6	
			Total Possible Score for Part IV		33
			Total Points Scored		

Page # of Response in Proposal	PART V Telephonic Screening for Functional Eligibility		Recommended Page Limit	Points Allowed	Score
	19.	Describe your experience performing telephonic program screening. Specify if the screening is/was related to determining non-financial program eligibility. Cite specific contracts referenced for this answer. Indicate the annual volume of telephonic screening performed.	4	10	
	20.	Describe your organization's experience in use of an eligibility tool for functional eligibility screening. Include a description of the tool(s) use/used and the criteria used for screening. Cite specific contracts under which these services are/were provided. Describe how this experience will help form your work in Louisiana and state what you might do differently for this contract.	4	10	
	21.	Describe the measures you use/have used in other contracts to assure quality operations with telephonic screening of requestors of long term supports and services. Describe any sampling methods you use/used and the training you provide/have provided to the staff performing telephonic screening. Include the training methods, the frequency training is/was conducted, and any other pertinent details.	3	9	
			Total Possible Score for Part V		29
			Total Points Scored		

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Page # of Response in Proposal	PART VI Perform Face-to-Face Assessments for Program Eligibility and Service Planning		Recommended Page Limit	Points Allowed	Score
	22.	Describe your organization's experience in conducting face to face assessments for the populations you served. Cite specific contracts under which these services are/were provided. Provide the annual volume of face to face assessments your organization performed. Describe how this experience will equip you for work in Louisiana and state what you might do differently for this contract.	5	9	
	23.	Describe your approach in maintaining the timeliness of face to face assessments for those persons in special situations, such as those who are protective service clients and those who are in nursing facilities at the time the request for services is made. How successful are/were you in maintenance of timeliness for these assessments? Cite specific contracts in which these measures are/were used. How would you modify your processes for Louisiana?	4	9	
	24.	Describe your experience in the use of the interRAI HC assessment. Include how you use/used the tool, and for what purpose(s). Cite specific contracts in which you use/used the interRAI HC assessment. How would you adapt your assessment processes to fulfill the requirements of this contract? If your company has no experience with the interRAI HC (assessment, state what tool(s) you use/used to determine program eligibility and service planning and describe your assessment process. How you would adapt those processes in Louisiana?	5	9	
	25.	Describe your experience with determinations of functional eligibility for long term care programs. Specify under which contracts you perform/performed these determinations. How will you adapt your functions to meet the requirements of this contract?	5	9	

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Page # of Response in Proposal	PART VI Perform Face-to-Face Assessments for Program Eligibility and Service Planning (Continued from Previous Page)		Recommended Page Limit	Points Allowed	Score
	26.	Describe the measures you use/have used in other contracts to assure quality operations with performance of face to face assessments and the determination of program eligibility. Describe any sampling methods you use/used and the training you provide/provided to the staff performing face to face assessments. Include the training methods, the frequency training is/was conducted, and other pertinent details.	5	9	
			Total Possible Score for Part VI		45

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Page # of Response in Proposal	PART VII Performing Care Planning		Recommended Page Limit	Points Allowed	Score
	27.	Describe your organization's experience in development of plans of care for individuals using community-based long term supports and services. Cite specific contracts under which care planning is/was provided. Specify if this experience is/was with the elderly and/or individuals with adult onset disabilities. Describe how this experience will help form your work in Louisiana and state what you might do differently for this contract.	4	9	
	28.	Provide a detailed description of the structure of the care plans developed during other contracts. Include the focus of the care plans and the methods of information gathering which are/were used in addition to the assessment tool. Cite the specific contracts under which these methods are/were used.	4	8	
	29.	Describe the measures you use/have used in other contracts to assure quality operations with care planning for the populations you served. Indicate any sampling measures you use/used to audit your staff's performance with care planning. Also describe the training you provide/provided to the staff performing this function. Include the training methods, the frequency training is/was conducted and other pertinent details.	4	9	
			Total Possible Score for Part VII		26

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Page # of Response in Proposal	PART VIII Monitoring Care Planning		Recommended Page Limit	Points Allowed	Score
	30.	Describe your organization's experience in monitoring service delivery to individuals receiving long term supports and services. Include a description of the methods you use/used to complete this function and your success with it. Include the frequency which you contact/contacted individuals receiving services and the specific information sought during these contacts. Cite specific contracts under which these services are/were provided. Describe how this experience will help form your work in Louisiana and state what you might do differently for this contract.	4	9	
	31.	What is/was your approach when it is/was determined that an individual is/was not receiving the services as required by the plan of care? Indicate the steps taken to remedy the situation. How would you adapt your processes to meet those required by this contract?	3	8	
	32.	Describe the measures you use/have used in other contracts to assure quality operations with participant and service monitoring for the populations you serve/served. Indicate any sampling measures you use/used to audit your staff's performance with participant and service monitoring. Also describe the training you provide/provided to the staff performing this function. Include the training methods, the frequency training is/was conducted, and other pertinent details.	4	9	
			Total Possible Score for Part VIII		26
			Total Points Scored		

Page # of Response in Proposal	PART IX Appeals		Recommended Page Limit	Points Allowed	Score
	33.	Describe your organization's experience in preparing for and conducting appeals for participants who fail to meet program requirements. State the annual volume of appeals handled and the percentage of appeals decisions that were upheld. Include a description of the entire process from the receipt of notice of the appeal through the actual appeal hearing and issuance of any required decisions/notifications thereafter. Cite specific contracts under which these services are/were provided. Describe how you will adapt this experience to Louisiana.	4	10	
	34.	What measures do you or have you used in other contracts to assure quality operations in appeals functions? If sampling of cases is/was used, indicate the sampling methods you use/used in the audit process. Cite specific contracts under which these measures are/were used for appeals quality assurance.	3	9	
			Total Possible Score for Part IX		19
			Total Points Scored		

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Page # of Response in Proposal	PART X Integrated Software Systems		Recommended Page Limit	Points Allowed	Score
	35.	For questions 34a and 34b, you will be asked to discuss integrated software systems and to provide specifics relating to many aspects of integrated software systems.	N/A	N/A	N/A
	35a.	The contractor will use the LDH approved system(s), listed in Section 4.4. These systems contain information relating to the participant’s demographics, phone screenings, assessments, authorized services, billing and appeals. As a contractor, you will need to have a system that addresses functions and requirements not addressed by these systems. Describe any additional system(s) and their functionality that would be used in the performance of this contract. Describe how these systems will integrate with the LDH systems referenced. Include network, hardware and application infrastructure.	10	6	
	35b.	Describe any previous experience where the contractor utilized both state and internal IT systems. Indicate challenges faced with respect to integration. List and describe any issues experienced with production and/or performance of the contractor’s system.	5		
			Total Possible Score for Part X		6
			Total Points Scored		

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Page # of Response in Proposal	PART XI Example Scenarios		Recommended Page Limit	Points Allowed	Score
	36.	<p>The following are examples describing potential or existing participants. Describe the process you would implement for each participant. Address each of the following elements:</p> <ul style="list-style-type: none"> • Referral to community resources; • Required information to be disseminated during an initial call; • Telephonic level of care screening; • Comprehensive assessment; • Evaluation of the quality and accuracy of the assessment; • Development and maintenance of the plan of care; • Monitoring of the plan of care regarding accuracy, quality and needed services; • Maintenance of the participant's demographic information in data systems; • Resolution of conflict and crisis situations. 	N/A	N/A	N/A
	36a.	<p>Example 1</p> <p>Larry is a 45 year old man who has been diagnosed with bi-polar disorder and paranoid schizophrenia. He is supposed to see his psychiatrist every 3 months and is supposed to attend a partial mental health program 3 times per week, to which he is refusing. He currently receives LT-PCS services. At the time of the call it appears he has not been taking his medications. He has changed providers multiple times in the past, with the most recent change last month. He is now calling to file a complaint on the current provider agency and to swap agencies again.</p>	4	6	

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Page # of Response in Proposal	PART XI Example Scenarios (Continuation from Previous Page)		Recommended Page Limit	Points Allowed	Score
	36b.	<p>Example 2</p> <p>Jacob is a 21 year man old who fell off of a ladder 5 months ago. He has just been discharged from a nursing home and lives with paraplegia. Prior to his accident, he was a basketball player for the local community college. He is a friendly person with a positive outlook on life. He currently lives with his family and is calling to request services in the home where he is residing. His family would like for him to participate in activities outside of the home, such as shopping, visiting with family, attending local basketballs games, attending physical therapy and attending church.</p>	4	6	
	36c.	<p>Example 3</p> <p>Josie is an 87 year old female who has been diagnosed with early stage dementia. Josie recently had a stroke and lives at home alone. She has a 75 year old sister who acts as her primary caregiver. Josie's sister's health has declined and she is no longer able to help. Josie not currently receiving formal services but is currently on the Community Choices wait list. Josie's sister is calling in to request assistance.</p>	4	6	
	36d.	<p>Example 4</p> <p>Rachael is a 76 year old female who currently lives with her family. She is an LT-PCS recipient receiving 32 hours of services per week. She lives with diabetes and has a large open sore on her foot, which is not healing. She is seeing her doctor every 2 weeks for medical monitoring. Home Health completes wound care in the home daily. She is on a diabetic diet but does not always like to follow proper eating habits. She also has hypertension, which requires daily medications, as well as, blood pressure readings 3 times per week. Three weeks ago, she had a stroke and requires total assistance with all ADL's. The family is calling and reports Rachael needs additional hours.</p>	4	6	
	36e.	<p>During a face-to-face monitoring visit, Ms. Smith informs your staff that a month ago she thinks the DSW stole money from her. Ms. Smith tells you she has \$75.00 missing from her dresser. When Ms. Smith confronted the DSW about the stolen money, the DSW became</p>	4	6	

Page # of Response in Proposal	PART XII Contract Transitions		Recommended Page Limit	Points Allowed	Score
	As noted in questions 36 and 37, describe in detail transitions that you have participated in, as either incoming or outgoing contractor. Cite specific contracts and specify whether you were the incoming or outgoing contractor.		N/A	N/A	
37.	<p>As an incoming contractor, include the following:</p> <ul style="list-style-type: none"> • Strategies used to absorb the workload which was handled by an outgoing contractor. • How you handled training staff and preparing them with resources needed to fully operate under a new contract. • Specify whether a call center was required in the transition process. Include detail on how you initiated the call center operations and whether it was fully functional at the begin date of the new contract. • How would you adapt these processes to Louisiana? 	5	9	9	
38.	<p>As an outgoing contractor, include the following:</p> <ul style="list-style-type: none"> • Strategies used to allow the oncoming contractor access to workloads during transition. • How you accomplished data transfer to the oncoming contractor. • If you coordinated with the oncoming contractor's staff in training, state what methods were used and when the training process began relative to the go-live date of the oncoming contract. • How would you adapt the transition processes to Louisiana? 	5	6	6	
			Total Possible Score for Part XII	15	
			Total Points Scored		

Page # of Response in Proposal	PART XIII Contract Transitions		Recommended Page Limit	Maximum Possible Score
	39.	<p>Using Attachment VII, provide your cost of the provision of the services delineated in this RFP.</p> <p>All administrative costs shall be stated as monthly costs, including:</p> <ul style="list-style-type: none"> • Call Center Operations <ul style="list-style-type: none"> ○ Information and Referral ○ Level of Care Screening and Eligibility Determinations • Appeals • Quality Management • General administrative expenses not included in the categories above <p>Cost for assessments, plans of care and participant case monitoring shall be stated as per unit costs.</p>	Unlimited	<p>112</p> <p>See RFP Section 7.19 for details of point calculation</p>
			Total Possible Score for Part XIII	112
			Total Points Scored	

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Page # of Response in Proposal	PART XIV Veteran and Hudson Initiatives	Recommended Page Limit	Maximum Possible Score
	<p>40. If applicable, provide documentation that the proposer (including parent organization, affiliates, and subsidiaries) and/or its subcontractor has been certified by the Louisiana Department of Economic Development as a:</p> <ul style="list-style-type: none"> • Veteran-Owned and, • Service-Connected Disabled Veteran-Owned small entrepreneurship (LaVet), or • Louisiana Initiative for Small Entrepreneurships (Hudson initiative) <p>1.1.1.1. If the Proposer is a certified Veterans Initiative small entrepreneurship, the Proposer shall receive points equal to twelve percent (12%) of the total evaluation points in this RFP.</p> <p>1.1.1.2. If the Proposer is a certified Hudson Initiative small entrepreneurship, the Proposer shall receive points equal to ten percent (10%) of the total evaluation points in this RFP.</p> <p>1.1.1.3. If the Proposer demonstrates its intent to use certified small entrepreneurship(s) in the performance of contract work resulting from this solicitation, the Proposer shall receive points equal to the net percentage of contract work which is projected to be performed by or through certified small entrepreneurship Subcontractors, multiplied by the appropriate number of evaluation points.</p> <p>1.1.1.4. The total number of points awarded pursuant to this Section shall not exceed twelve percent (12%) of the total number of evaluation points in this RFP</p> <p>1.1.1.4.1. If the Proposer is a certified Veterans Initiative or Hudson Initiative small entrepreneurship, the Proposer must note this in its proposal in order to receive the full amount of applicable reserved points.</p> <p>1.1.1.4.2. If the Proposer is not a certified small entrepreneurship, but has engaged one (1) or more Veterans Initiative or Hudson Initiative certified small entrepreneurship(s) to participate as Subcontractors, the Proposer shall provide the following information for each certified small entrepreneurship Subcontractor in order to obtain any applicable Veterans Initiative or Hudson Initiative points:</p>	Unlimited	54

	<p>1.1.1.4.2.1. Subcontractor's name;</p> <p>1.1.1.4.2.2. Subcontractor's Veterans Initiative and/or the Hudson Initiative certification;</p> <p>1.1.1.4.2.3. A detailed description of the work to be performed; and</p> <p>1.1.1.4.2.4. The anticipated dollar value of the subcontract for the three-year contract term.</p>		
		Total Possible Score for Part XIII	54
		Total Points Scored	

Total Score for Proposal (maximum is 448)	
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