



**PBH Request for Proposal (RFP) Announcement**  
**Development of Residential Treatment Level III for Girls (1-4 beds)**

**Introduction**

PBH is a Local Management Entity (LME) created pursuant to Chapter 122 C of the North Carolina General Statutes, and is the entity responsible for managing Mental Health, Developmental Disability, and Substance Abuse services for residents of Cabarrus, Davidson, Rowan, Stanly, and Union counties located in the piedmont region north and east of Charlotte. PBH serves a geographical area that is both rural and urban, and which also has a rapid population growth. We are the largest multi-county entity in North Carolina, having a population exceeding 644,000.

PBH’s role is to manage financial resources and direct services to people in need of mental health, developmental disability and substance abuse care. These services are provided through a Network of Provider Agencies and Licensed Practitioners that are located across the five counties and which are under contract with PBH. Our goal is to develop a consumer and family driven system that is capable of making continual adjustments to meet the changing needs and choices of our citizens in need of services and supports. The values of Recovery, Empowerment, Self-Determination, Person Centered Planning and Consumer and Family driven services are the foundation of the system that is being reengineered at PBH, as part of North Carolina’s Mental Health System Reform Initiative.

**PBH Residential Treatment Level III for Girls Initiative RFP/RFP**

PBH has identified the need at this time for one additional Residential Treatment Level III home (1-4 beds) for girls within the PBH catchment area.

The service requested in the RFP is targeted to girls under age 21 which offers a highly structured and supervised environment in a program setting only, excluding room and board. This service is responsive to the need for intensive, active therapeutic intervention, which requires a staff secure treatment setting in order to be successfully implemented. This setting has a higher level of consultative and direct service from psychologists, psychiatrists, medical professionals, etc. Staff are awake during sleep hours and supervision is continuous. This service is to support the youth in gaining the skills necessary to step down to a lower level of care.

## **RFP Timeline and Process**

### ***RFP Announcement***

Residential Treatment Level III RFP application shall be posted on [www.pbhcare.org](http://www.pbhcare.org) on **7/25/08**.

### ***Letter of Intent***

Prospective Providers must submit in writing a letter of intent to file including their ability to meet all requirements in the RFP announcement by no later than the **close of business (5:00 P.M.) on 7/31/08, 2008**. The PBH Provider must submit to:

Jill Stephenson  
Provider Relations Manager  
PBH Network Operations Department  
245 LePhillip Court NE  
Concord, NC 28025

### ***Mandatory Bidders Conference***

Mandatory Bidders Conference to allow all interested providers the opportunity to ask questions relevant to the RFP for Residential Treatment Level III:

**Mandatory Bidders Conference will be held on:**

**August 5, 2008**  
**1:30 pm – 3:30 pm**  
**Copperfield Training Room**

### ***RFP – Proposal Submission***

Proposal shall be due to PBH by no later than the **close of business (5:00 PM) on September 12, 2008**. Late proposals will not be accepted. Submit hard copies (printed) of your proposals only, proposals submitted electronically will not be accepted. Three copies of the proposal shall be submitted in writing to:

Jill Stephenson  
Provider Relations Manager  
PBH Network Operations Department  
245 LePhillip Court NE  
Concord, NC 28025

### ***Selection Process***

The Provider Relations and Quality Management Departments will review the applications on **September 15, 2008** and notify the final candidates with the highest review scores of their selection for the interview process. All Prospective Providers should provide a phone number they can be contacted at **September 15, 2008** for the purpose of notification of their selection for the interview process.

Interviews for the finalists will be conducted on:

Date: **September 17, 2008** Time: **10:00AM** Location: **PBH Area Office (245 LePhillip Ct)**

All finalists will be asked to provide a phone number they can be contacted at no later than 5:00pm on **September 19, 2008** for the purpose of notification of the award for this RFP.

## Additional Information

- Letter of Intent must include Agency Name, CEO Name/Title, Contact info, Address, Phone, email address and stated intent to bid for service(s)
- Mandatory Bidders Conference is a venue to address questions, concerns, and obtain other details regarding Residential Treatment Level III and this RFP process.
- Provider Requirements...
  - To be considered for the RFP a Provider must meet the following requirements as noted in the RFP;
  - Be a contracted PBH provider in good standing with PBH or have the current capacity to meet eligibility requirements to become an endorsed provider with PBH and be able to provide services to all eligible individuals in the PBH catchment area; and
  - Not have any type A or pending sanctions with DMH/DD/SA; and
  - Not have a current investigation of Medicaid fraud or judgment involving Medicaid fraud within the past five (5) years that would constitute grounds for disqualification from the process
- Exclusionary Criteria...
  - PBH reserves the right to refuse award of contract in the event that none of the applicants demonstrate adequate assurance of their ability to successfully implement and maintain the service(s) provisions
- Format of proposal...
  - All proposals/applications shall be submitted no later than the due date to PBH in the following format:
    - **Three (3) separate copies of completed applications, each bound in a separate, tabbed, appropriately sized standard hard-cover three-ring binder**
    - **Tabbed and ordered following PBH application outline**
    - **Include a Table of Contents**
    - **Include any referenced Appendices (same or additional binder, formatted and tabbed)**
    - **No electronic submissions accepted**
    - **Any missing or omitted information may delay or exclude an agency from further selection**
- Disposition of proposal...
  - Proposals shall be reviewed and scored by a multi-departmental team consisting of at minimum, both Network Operations and Quality Management
  - Other community stakeholders or entities may be included in this process as deemed necessary
  - Conflict of Interest will be avoided when determining the review team composition
  - PBH's Network Operations Cross Functional Team shall review the results of the scoring and recommendations of the Review and Interview teams and make the final determination of the award of the RFP.
  - All applicants will be notified regarding disposition, by phone or mail
- Review process...
  - Any missing or omitted information may delay or exclude an agency from further selection
  - Proposal review and scoring process will result in determining an Agency's selection and invitation to the Community Review Interview

- Preparation expense...
    - Any and all costs incurred by applicants in preparing or submitting proposals are the sole responsibility of the applicant
  - Disclaimer...
    - All the information contained within this RFP/RFP and its attachments reflect the best and most accurate information available to PBH at the time of preparation.
    - No inaccuracies in such information shall constitute a basis for legal recovery of damages, either real or punitive.
    - If it becomes necessary to revise any part of this RFP, a supplement or revised document will be issued.
  - Freedom of Information...
    - All information contained within an applicant's proposal is subject to the provisions of the Freedom of Information Act.
    - Applicants who claim a statutory exception to the Act must place all confidential documents in a sealed envelope clearly marked "CONFIDENTIAL", and must indicate that confidential materials are included in the general application package.
    - Applicant must reference which statutory provision of confidentiality applies.
    - PBH reserves the right to make final determinations regarding confidentiality.
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**For more information or general inquiries contact:  
Jill Stephenson @ 704-721-7106 or via email at [jillst@pamh.com](mailto:jillst@pamh.com)**

**PBH Request for Intent Application**  
**Residential Treatment Level III for Girls**

Name of Agency:		Date:
Street Address:	Mailing Address:	Email address:
City:	State:      Zip:	Business Telephone/ FAX Number (    ) (    )
County:		
Contact Person and Contact Information:		CEO/Owner:

Please describe in detail, your Agency’s plan and activities to implement the Residential Treatment Level III home for girls. It is important that providers base their response on financial feasibility, knowledge of community resources, and experiences with Residential Treatment Level III.

Answers should be specific and detailed. The answers should outline your Agency’s plan to implement the service. Information to be documented includes but is not limited to:

1. Specifically describe the residential services that your agency currently provides to include your agencies experience with population and/or service area.
2. Submit outlined steps to operationalize/implement this service.
3. Provide timeline for implementation of service.
4. Submit Program Budget Proposal
5. Is your agency currently being investigated for Medicaid fraud or have a judgment against it involving Medicaid fraud during the past five (5) years? If yes, please explain.
6. Please include existing or proposed job descriptions of the staff that will be providing this service.
7. Include information related to your Agency’s incorporation of person centered, strength based and evidence based approaches to service delivery and recovery philosophies within your program. Please include specific examples of how this is demonstrated on a day-to-day basis.
8. Please provide your Agency Cultural Competency Plan, if exists. If not, provide information about Agency’s stage of development and target date of plan completion and training implementation.
9. Please submit your agency’s QA/QI plan (globally and specific to this program) to include provisions for consumer satisfaction surveys and utilization of services.