



## **Request for Application**

California Hub and Spoke System Services  
May 2017

Department of Health Care Services  
Substance Use Disorder Compliance Division  
MS 2600  
PO Box 997413  
1501 Capitol Ave, Sacramento, CA 95899-7414

## Table of Contents

A.	Purpose, Background and Description of Services.....	2
B.	Time Schedule .....	2
C.	Scope of Work.....	2
D.	Qualification Requirements .....	3
E.	Narrative Application Format and Content Requirements.....	3
F.	Proposed Budget .....	6
G.	Evaluation and Selection.....	6
H.	Narrative Application Rating Factors.....	9

**A. Purpose, Background and Description of Services**

**1. Purpose**

The Department of Health Care Services (DHCS), Substance Use Disorder Compliance Division solicits applications from entities that can provide California Hub and Spoke System (CA H&SS) services for DHCS. Applications must address all of the services described throughout this Request for Application (RFA) "Scope of Work" (SOW).

**2. Background**

DHCS received funds from the Substance Abuse and Mental Health Services Administration (SAMHSA) to improve access to services for Medication Assisted Treatment (MAT). DHCS is utilizing a portion of the SAMHSA funding to implement the CA H&SS throughout urban and rural areas across the state. Grant funding will create at least 15 CA H&SS.

California's system will be built off the strengths of the Narcotic Treatment Programs (NTPs) which act as the Hubs and the physicians who prescribe buprenorphine in office-based settings which function as the Spokes. Hubs serve as the regional consultants and subject matter experts on opioid dependence and treatment. Hubs dispense methadone and buprenorphine, provide care to the clinically complex buprenorphine patients, can manage buprenorphine inductions when needed, and provide support to the Spokes when they need clinical or programmatic advice. Spokes provide ongoing care for patients with milder addiction (managing both induction and maintenance). The Spoke is comprised of at least one prescriber and a MAT team to monitor adherence to treatment, coordinate access to recovery supports, and provide counseling. Patients can move between the Hub and Spoke based on clinical severity.

**B. Time Schedule**

Below is the tentative time schedule for this procurement. If DHCS finds a need to alter the timelines listed herein, either an addendum or correction notice will be issued announcing the alternate timelines.

<b>Event</b>	<b>Date</b>
RFA Released	05/15/17
Application Due Date	06/26/17
Projects Selected	07/07/17
Proposed Start Date of Agreement	TBD

**C. Scope of Work**

Refer to the CA H&SS Scope of Work contained as an attachment to the RFA. The SOW is referred to throughout the RFA and provides a more detailed description of the CA H&SS requirements.

## **D. Qualification Requirements**

Failure to meet the following requirements by the application submission deadline will be grounds for DHCS to deem an Applicant nonresponsive. In submitting an application, each Applicant must certify and prove that it possesses the following qualification requirements.

### **1. Applicant Requirements**

- a. In counties that have a DHCS licensed NTP or Medication Unit (MU), only the NTP or MU can submit an application.
- b. In counties without a NTP located geographically in the county, the Applicant may be an out-of-county NTP, Substance Use Disorder (SUD) provider, Federally Qualified Health Center (FQHC), or county.
- c. All Hub and Spokes must obtain or currently be enrolled in Drug Medi-Cal or Fee-for-Service Medi-Cal. The Medi-Cal certification must be current and remain in good standing throughout the contract period.

### **2. Corporations, Partnerships, Limited Liability Companies**

As required by California law, business entities must be in good standing and qualified to do business in California.

### **3. Past Business Practice**

Applicants must have a past record of sound business integrity and a history of being responsive to past contractual obligations.

## **E. Narrative Application Format and Content Requirements**

### **1. General instructions**

- a. Each entity may submit more than one application consistent with the requirements outlined in Section D. Applications consist of a narrative application with narrative content and a proposed budget section.
- b. In preparing an application response, all narrative portions should be straightforward, detailed and precise. DHCS will determine the responsiveness of an application by its quality, not its volume, packaging or displays. Be sure to keep to the page limitations as set forth. DHCS will not count any information contained on pages past the set limits.

### **2. Format requirements**

Submit one application with cover page. Include the name of the Applicant entity along with contact information.

Format the narrative portion of the narrative application as follows:

- 1) Use one-inch margins at the top, bottom, and both sides.
- 2) Use a font size of not less than 11 points.
- 3) Sequentially paginate the pages in each section.

### 3. Content requirements

This section specifies the order and content of each application. Applications must conform to the page limitations. Assemble the materials in the following order:

#### a. Executive Summary Section

This section must not exceed **two pages** in length.

In preparing the Executive Summary, do not simply restate or paraphrase information in this RFA. Describe or demonstrate, in the Applicant's own words, the following information.

- 1) A brief overview of the project that demonstrates an understanding of California's needs and the importance of this project.
- 2) The patient and project outcomes that are expected and how they will be achieved.
- 3) Why the proposing entity should be chosen to undertake this work at this time.

#### b. Applicant's Capability Section

This section must not exceed **five pages** in length.

- 1) Provide an overview of the CA H&SS. Include the name and location of the Hub or the plan to establish the Hub. Include the names and locations of the Spokes and the plan, if any, to expand Spokes. Also include a description of how the Applicant will recruit and oversee the Spokes. Describe overall how the system will work.
- 2) Describe experience that qualifies the proposing entity to undertake this project. The Applicant must demonstrate an ability to perform the requirements to implement a CA H&SS.
- 3) Describe how the Applicant will enact the following five phases of implementation:

Service Preparation  
Initial Deployment of Hub Services  
Initial Deployment of Spoke Services  
Full Implementation of all Hub and Spoke Services  
Sustainability

#### c. Treatment Services Section

This section must not exceed **twenty pages** in length.

- 1) Describe the overall approach and/or methods that will be used to accomplish the SOW. Include a description for accomplishing the requirements in each of the six categories outlined in the SOW:
  - Outreach (SOW 7A)
  - Treatment Services (SOW 7B)
    - a. Assessment and Diagnosis of an Opioid Use Disorder (OUD)
    - b. Counseling
    - c. HIV and HCV testing
    - d. Case Management Services
    - e. Professional Medical, Social Work and Mental Health Services

- f. Recovery and/or Peer Support Services
- g. Local Access to Maternal Addiction Treatment

- Data Collection and Performance Measures (SOW 7C)
- Reports and Policies (SOW 7D)
- Evaluation (SOW 7E)
- Training (SOW 7F)

- 2) If applicable, explain any special population CA H&SS additional services including, re-entry services for clients leaving correctional facilities and/or neonatal abstinence syndrome treatment programs which will be provided as outlined in the SOW. Also include if the Applicant will utilize funds for infrastructure, patient transportation and/or telehealth services.

d. Management Plan Section

This section must not exceed **three pages** in length.

- 1) Describe how the Applicant will effectively coordinate, manage, and monitor the efforts of the assigned staff, including Subcontractors and/or Consultants, to ensure that all tasks, activities, and functions are completed effectively and in a timely manner.
- 2) Describe how the Applicant will ensure that grant funds do not supplant other funding.
- 3) Describe the fiscal accounting processes and budgetary controls that will be employed to ensure the responsible use and management of contract funds and accurate invoicing. Include at a minimum, a brief description of the proposing entity's fiscal reporting and monitoring capabilities to ensure contract funds are managed responsibly.

e. Attachments (Required Documents)

Place the following documentation as attachments in the order shown below.

- 1) CA H&SS Proposed Budget
- 2) Implementation Timeline

DHCS is interested in applications that provide a phased implementation with deliverables in each phase. Include an implementation timeline which identifies the specific tasks/activities that will be performed in the order they are likely to occur. Specifically, the five implementation phases:

Service Preparation  
Initial Deployment of Hub Services  
Initial Deployment of Spoke Services  
Full Implementation of all Hub and Spoke Services  
Sustainability

- 3) Projected Patients Served

Include a chart with the number of projected unduplicated patients served for year one and year two of the contract. Projections should include patients served at the Hub and the Spoke.

4) An organization chart

Include an organization chart of the key staff at the Hub and Spoke locations. The organization chart must show the distinct lines of authority between and among the divisions that will perform the project work and the primary reporting relationships within the Applicant's organization. Show the relationships between management, key decision makers, supervisory personnel and Subcontractors and/or independent Consultants.

5) Subcontractor/Consultant letters of agreement

For each pre-identified Subcontractor or independent Consultant that will be used to perform services under the resulting contract, submit a letter of agreement to work on this project.

A letter of agreement must be signed by an official representative of each subcontracted entity or independent Consultant, acknowledging their intended participation/availability to work on this project and acknowledging they have read or been made aware of the terms and conditions of the SOW. Include an explanation if a letter of agreement cannot be obtained from each pre-identified Subcontractor and Consultant and indicate when a letter of agreement will be forthcoming.

**F. Proposed Budget**

1. All applications must submit a proposed budget for Year One and Year Two activities. Applications must use Attachment A titled "CA H&SS Proposed Budget". Applications can add categories to the budget form, if needed. Applications can only spend up the \$2.6M annual limit. Applications may project expenditures under the limitation; however, all applications will be capped at the limit projected in the proposed budget. Allowable funding categories are listed in the CA H&SS Proposed Budget. Applications do not need to expend funds under each category.
2. Applications must also submit a budget narrative describing the Proposed Budget. This Budget Narrative is limited to **four pages**.

**G. Evaluation and Selection**

A multiple stage evaluation process will be used to review and/or score narrative applications. DHCS will reject any application that is found to be nonresponsive at any stage of evaluation.

**1. Stage 1 – Narrative application evaluation/scoring**

Raters will individually and/or as a team review, evaluate and numerically score applications based on each application's adequacy, thoroughness, and the degree to which it complies with the RFA requirements.

DHCS will use the following scoring system to assign points. Section H outlines the considerations that raters may take into account when assigning individual points to a narrative application.

<b>Points</b>	<b>Interpretation</b>	<b>General basis for point assignment</b>
<b>0</b>	<b>Inadequate</b>	Applicant does not include a response and/or supporting information for the requirement(s) or does not commit to meet the RFA requirement(s).
<b>1</b>	<b>Barely Adequate</b>	Response and/or supporting information just meets the RFA requirement(s) and/or the information is unclear. Response provides very minimal descriptive information to support the Applicant's claim that they understand and intend to meet the requirement(s). Response is lacking information, lacking depth or breadth or lacking facts and/or details.
<b>2</b>	<b>Adequate</b>	Response and/or supporting information meets the basic RFA requirement(s) and demonstrates an understanding of, and the ability and intent to meet the requirement(s). There may be omission(s), flaw(s) and/or defect(s) but they are inconsequential and acceptable.
<b>3</b>	<b>More than Adequate</b>	Response and/or supporting information demonstrates a thorough, detailed and complete understanding of the requirement(s), demonstrates the ability and intent to meet the requirement(s), provides evidence of current ability to comply, and/or provides detailed plans or methodologies to further assure compliance with the requirement(s). The response is not considered excellent or outstanding but is above average and has no flaw(s), omission(s) or defect(s).
<b>4</b>	<b>Excellent or Outstanding</b>	Response and/or supporting information demonstrates a thorough, detailed and complete understanding of the requirement(s). Response demonstrates the ability and intent to exceed the requirement(s), provides evidence of current ability to comply, and proposes detailed plans or methodologies that further assure how the requirement(s) will be exceeded.

Below are the point values and weight values for each rating category that will be scored.

Applications, excluding the Budget Section, will be scored on a scale of 0 to 108 points, as follows:

<b>Narrative Rating Category</b>	<b>Total Points</b>
Executive Summary	12
Applicant's Capability	20
Planning and Implementation	64
Management Plan	12
Total Points Possible	108

## **2. Stage 2 – Proposed Budget Score**

DHCS will use the following scoring system to assign points. Section H outlines the considerations that raters may take into account when assigning individual points to a budget application.

<b>Points</b>	<b>Interpretation</b>	<b>General basis for point assignment</b>
<b>0</b>	<b>Inadequate</b>	Applicant does not include a response and/or supporting information for the requirement(s) or does not commit to meet the RFA requirement(s).
<b>5</b>	<b>Barely Adequate</b>	Response and/or supporting information just meets the RFA requirement(s) and/or the information is unclear. Response provides very minimal descriptive information to support the Applicant's claim that they understand and intend to meet the requirement(s). Response is lacking information, lacking depth or breadth or lacking facts and/or details.
<b>10</b>	<b>Adequate</b>	Response and/or supporting information meets the basic RFA requirement(s) and demonstrates an understanding of, and the ability and intent to meet the requirement(s). There may be omission(s), flaw(s) and/or defect(s) but they are inconsequential and acceptable.
<b>15</b>	<b>More than Adequate</b>	Response and/or supporting information demonstrates a thorough, detailed and complete understanding of the requirement(s), demonstrates the ability and intent to meet the requirement(s), provides evidence of current ability to comply, and/or provides detailed plans or methodologies to further assure compliance with the requirement(s). The response is not considered excellent or outstanding but is above average and has no flaw(s), omission(s) or defect(s).
<b>20</b>	<b>Excellent or Outstanding</b>	Response and/or supporting information demonstrates a thorough, detailed and complete understanding of the requirement(s). Response demonstrates the ability and intent to exceed the requirement(s), provides evidence of current ability to comply, and proposes detailed plans or methodologies that further assure how the requirement(s) will be exceeded.

### 3. Stage 3 – Adjustments to Score Calculations for Incentives

Points will be added to the narrative application score of an eligible Applicant. The CA H&SS overdose incentive adjustment will be a total of 10 additional points. To qualify for the incentive, applications establish a CA H&SS within one of the counties with the top ten overdose rates as of 2015. These top ten counties are as follows:

1. Plumas
2. Lake
3. Tuolumne
4. Humboldt
5. Siskiyou
6. Imperial
7. Calaveras
8. Mendocino
9. Santa Cruz
10. Del Norte

#### 4. Stage 4 – Final Score Calculation

DHCS will use the formula shown below to calculate final application scores and to determine the highest scored application.

Narrative Application Score + Proposed Budget + Incentive Score (if any) = Total Point Score

#### H. Narrative Application Rating Factors

Raters will use the following criteria to score the narrative applications.

##### Executive Summary

<b>Executive Summary Rating Factors</b>	
1. To what extent does the application provide a brief overview of the project that demonstrates an understanding of California's needs and the importance of this project?	
2. How well does the application describe the patient and project outcomes that are expected and how they will be achieved?	
3. How does application demonstrate that it is qualified and should be chosen to undertake this work?	
<b>Executive Summary Score</b>	<b>Possible Points - 12</b>

##### Applicant's Capability

<b>Applicant's Capability Rating Factors</b>	
1. To what extent does the Applicant describe how the overall system will work and how they will recruit and oversee Spokes?	
2. To what extent does the application demonstrate that the Applicant and selected contractors can perform all of the requirements as outlined in the SOW?	
3. To what extent does the application describe the Applicant's experience that qualifies the proposing entity to undertake this project?	
4. How well does the application describe the five stages of implementation?	
5. To what extent does the application describe a sustainability plan?	
<b>Applicant's Capability Score</b>	<b>Possible Points - 20</b>

##### Treatment Services

<b>Treatment Services Rating Factors</b>	
1. To what extent does the Applicant identify specific outreach methods including preparing an outreach plan, engaging patients, stakeholder engagement and participating in local opioid coalitions?	
2. To what extent does the Applicant describe its approach to conducting assessment and diagnosis of an OUD at the Hub and Spokes?	
3. To what extent does the Applicant describe what medications will be offered at the Hub and the MAT available at the Spoke?	
4. To what extent did the Applicant describe its provision of individual and/ or group counseling to patients at the Hub and Spokes? Is it clear in the application that counseling services are a mandatory component of the service delivery system?	
5. To what extent does the Applicant identify how HIV and HCV testing will be performed and how the results will be utilized for all patients?	

6. To what extent does the Applicant's general approach to naloxone distribution and training demonstrate a comprehensive approach?
7. To what extent does the Applicant describe how comprehensive their case management services will be?
8. To what extent does the Applicant describe how professional medical, social work and mental health services, will be offered to patients on-site or by referral?
9. To what extent does the Applicant address how recovery and/or peer support services will be provided to all patients?
10. To what extent does the Applicant address the local access to maternal addiction treatment will be available?
11. To what extent does the Applicant describe how they will collect all data and report to DHCS: <ul style="list-style-type: none"> <li>○ Number of people who receive OUD treatment.</li> <li>○ Number of people who receive OUD recovery services.</li> <li>○ Number of providers implementing MAT.</li> <li>○ Number of OUD prevention and treatment providers trained.</li> <li>○ Data regarding naloxone: number of prescriptions provided to patients, utilized by patients and overdose reversals.</li> </ul>
12. To what extent does the Applicant describe how they will identify and track additional metrics aimed at quality improvement?
13. To what extent does the Applicant describe how the Hub and Spokes meet the licensing and Medi-Cal qualification requirements?
14. To what extent does the Applicant describe how the Hub will implement all the requirements: <ul style="list-style-type: none"> <li>○ Utilize the OBOT Stability Model.</li> <li>○ Utilize the Treatment Need Questionnaire tool.</li> <li>○ Prescribe and dispense methadone.</li> <li>○ Prescribe and dispense buprenorphine for the clinically complex patients.</li> <li>○ Ensure patients have a prescription and training for naloxone.</li> <li>○ Provide all treatment services outlined in SOW.</li> <li>○ Provide support to the Spokes when they need buprenorphine inductions, and clinical or programmatic advice.</li> </ul>
15. To what extent does the application describe how the Spokes will: <ul style="list-style-type: none"> <li>○ Monitor adherence to treatment, conduct drug screenings, and coordinate access to recovery supports.</li> <li>○ Collect minimal data elements outlined by the Contractor, such as numbers of patients in care and retention in treatment.</li> <li>○ Provide or refer patients to counseling services.</li> <li>○ Check the prescription drug monitoring program database (CURES).</li> <li>○ Prescribe buprenorphine.</li> <li>○ Ensure patients have a prescription for naloxone.</li> </ul>
16. To what extent does the Applicant describe how they will participate in and oversee the required training as outlined in the SOW?
<b>Treatment Services Score</b>
<b>Possible Points 64</b>

## Management Plan

<b>Management Plan Rating Factors</b>	
1. To what extent does the Applicant describe how they will effectively coordinate, manage, and monitor the efforts of the assigned staff, including Subcontractors and/or Consultants, to ensure that all tasks, activities, and functions are completed effectively and in a timely manner?	
2. How well does the application ensure that grant funds will not be supplanted?	
3. To what extent does the Applicant describe the fiscal accounting processes and budgetary controls that will be employed to ensure the responsible use and management of contract funds and accurate invoicing?	
<b>Management Plan Score</b>	<b>Possible Points 12</b>