



MILWAUKEE COUNTY

DEPARTMENT OF HEALTH AND HUMAN SERVICES

BEHAVIORAL HEALTH SERVICES

CCS Survey Collection

YEAR 2027

REQUEST FOR PROPOSAL

PURCHASE OF SERVICE GUIDELINES

Technical and Program Requirements

Issued July 27, 2026

Proposals due September 18, 2026, 4 p.m. CDT



July 27, 2026

To: Community Agencies, Organizations, and Interested Parties

The Milwaukee County Department of Health and Human Services (DHHS), Behavioral Health Services (BHS) invites community agencies, organizations and interested parties to participate in the RFP process by submitting proposals for CCS Survey Collection, to be tentatively provided from July 1, 2027, to December 31, 2027. The Department welcomes new prospective vendors including joint ventures and other innovative partnerships to participate in this RFP process. Existing agency currently providing this service must reapply to be considered for 2027 contract. **Entities currently contracted to provide CCS services to Milwaukee County BHS are not eligible.**

Proposal materials – Program Description and Technical and Program Requirements will be available for download in electronic format beginning **July 27, 2026** from [Milwaukee County Procurement Portal](#).

Two (2) Informational Sessions will be held to discuss the proposal guidelines.

All proposals for funding in response to this RFP must be received on the Procurement Portal by DHHS no later than 4:00 p.m. CDT on **September 18, 2026**.

All proposals must be fully and completely uploaded to the above site by the deadline. Should an extension or modification of any deadline occur, there will be a public notice issued on Milwaukee County Procurement Portal.

Thank you for your interest in the Milwaukee County Department of Health and Human Services RFP process.

Sincerely,

Dennis Buesing
Contract Administrator
Milwaukee County Department of Health and Human Services



MARCIA P. COGGS HEALTH & HUMAN SERVICES CENTER
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SECTION 1:
INTRODUCTION

INFORMATION SUMMARY SHEET

Request for Proposal Title	DHHS BHS RFP for CCS Survey Collection
Request for Proposal Number	<u>DHHS-BHS-POS-2701</u>
RFP Issuing Office	Milwaukee County – Department of Health and Human Services
RFP Release Date	July 27, 2026
Dates of Informational Sessions (Optional)	First Informational Session: August 11, 2026, 1:30pm-3:00pm Virtual Meeting via Microsoft Teams: Join the Meeting Now Second Informational Session: August 14, 2026, 9:00am-10:30am Virtual Meeting via Microsoft Teams: Join the Meeting Now
Submit all Questions	<u>Milwaukee County Procurement Portal</u>
Deadline for Receipt of Questions	August 18, 9:00am
Written Q&A Posted to Milwaukee County Procurement Portal	August 21, 2026
RFP Proposal Receipt Deadline	<u>September 18, 4:00pm</u>
Milwaukee County Procurement Portal	https://countymilwaukee.bonfirehub.com/portal/?tab=openOpportunities
Procurement Portal Technical Support	https://procurement-help.eunasolutions.com/hc/en-us or support.procurement@eunasolutions.com
For Questions about Technical Section Forms/Requirements	Laura Pittman, Contract Services Coordinator, Laura.Pittman@milwaukeecountywi.gov CC: dhhsprocurement@milwaukeecountywi.gov
For Questions about the Budget Spreadsheet and Fiscal Requirements	Sumanish Kalia, CPA, Contract Administration Sumanish.Kalia@milwaukeecountywi.gov CC: dhhsprocurement@milwaukeecountywi.gov
RFP Administrator	Rachna Kalia Director of Contract Sourcing and Execution DHHS Email: Rachna.Kalia@milwaukeecountywi.gov CC: dhhsprocurement@milwaukeecountywi.gov

*All times are in CDT

1. INTRODUCTION

Welcome to the Department of Health and Human Services (DHHS) Request for Proposal (RFP) process. The Technical Requirements set forth in these guidelines apply to proposals submitted for funding program(s) under DHHS Behavioral Health Services. The program(s) for purchase are described in the *Year 2027 Purchase of Service Guidelines: Program Description*.

The DHHS RFP process begins with the release of an “Interested Parties” notice. An “Interested Parties” notice will be emailed to entities registered to receive notice of DHHS RFPs on the City of Milwaukee’s E-notify website, registered for News Releases – Milwaukee County, Department of Health and Human Services, RFP Notices at: <https://itmdapps.milwaukee.gov/Portal/login.jsp?from=/Enotify/index.jsp>

This is the official email notification method for all Milwaukee County DHHS RFPs. If you already have an E-notify account, log in. If you need to create an account, click on the “Register” tab, and complete the requested information.

Once you have logged in successfully, you will need to click on the Subscriptions tab. Determine how you would like to be notified (Email, Location Based Notifications, Bid Subscriptions or Text Messaging). We recommend email due to the size of attachments and RFP downloads. This will bring up the entire list of items that you can select to be notified about. To be notified of DHHS RFP releases, scroll down to “News Releases – Milwaukee County” and select the checkbox for “Department of Health and Human Services RFP Notices”. Your selection will be entered as soon as you check the box. You can now log out of E-Notify.

In addition to email notification, you may also check for notices posted on the [Milwaukee County Procurement Portal](#)

As well as the publication of media announcements in the Daily Reporter newspaper, Black Book, Spanish Journal, and on Facebook, and Twitter.

Proposals will be accepted only for the program(s) described as accepting proposals in the separately published Year 2027 Purchase of Service Guidelines: Program Requirements/Descriptions. This RFP *Technical and Program Requirements* document is organized into four (4) sections plus appendices. Instructions and **required** forms are included in [SECTION 4, PART 1: AGENCY PROPOSAL INSTRUCTIONS and FORMS](#). In addition, there are forms including budget and other information in the separately published Program Requirements/Descriptions document, found on Milwaukee County Procurement Portal.

As updates and revisions to this RFP occur, they can be viewed at [Milwaukee County Procurement Portal](#)

This site should be checked frequently, as it is the responsibility of the Proposer to respond to all requirements as they appear in the posted revisions. In addition, **public notices advising of revisions will be sent to parties who downloaded this RFP on [Milwaukee County Procurement Portal](#)** and available on the Procurement Portal for the public.

ALL PROPOSALS WILL BE REVIEWED AND SCORED AS DESCRIBED IN [SECTION 4, PART 2: – Overview of Proposal review process and scoring criteria](#)

SECTION 2:

RFP INFORMATION

2. RFP INFORMATION

INQUIRIES, QUESTIONS AND RFP ADDENDA

For contacts for technical, program or budget questions, see the [Information Summary Sheet](#). Proposers shall submit written questions via Milwaukee County Procurement Portal, which will be discussed at the informational sessions and Q&A posted online at [Milwaukee County Procurement Portal](#)

All submitted questions must cite the relevant RFP section and page number, if applicable.

Questions will be answered and posted as detailed on the [Information Summary Sheet](#).

In the event that a Proposer attempts to contact, orally or in writing, any employee or representative of Milwaukee County other than RFP Administrator or other persons identified as contacts in the Information Summary Sheet on any matter related to the RFP or proposal, the proposer may be disqualified.

If a proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, they shall immediately notify the RFP Administrator at dhhsprocurement@milwaukeecountywi.gov of such error and request modification or clarification of the RFP document before the proposal due date listed on the Information Summary Sheet.

If a proposer fails to notify DHHS prior to the proposal due date of any condition stated above that reasonably should have been known to the proposer, and if a contract is awarded, the proposer shall not be entitled to additional time, compensation, or recourse, including right to protest, by reason of the error or its correction.

In addition, any proposer deviations, exceptions or objections to RFP Guidelines and requirements must be noted on the "Statement of Deviations and Exceptions" form (*Item SDE*) and must accompany the written proposal by the proposal due date. If a proposer fails to notify DHHS of any proposer deviations, exceptions or objections to RFP Guidelines and requirements prior to the proposal due date, and if a contract is awarded, the proposer shall not be entitled to deviations, exceptions or objections, or additional time, compensation, or recourse, including right to protest RFP requirements or intent to award contract. DHHS reserves the right to waive any or all proposer deviations and exceptions or reject proposed deviations and exceptions and deem the Proposer's proposal to be nonresponsive.

DHHS reserves the right to amend or supplement this RFP prior to the Proposal due date, extend the Proposal due date before or after the RFP has closed, cancel the RFP, amend and extend existing contracts of incumbent providers, or reissue the RFP at any time. Revisions to this proposal request will be made in the form of an official written addendum issued by Milwaukee County DHHS. If it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, addenda will be posted as detailed on the Information Summary Sheet. **Proposers should check their emails for posted addenda; they are encouraged to check daily.**

This RFP and submitted Proposals of the successful Proposer will become contractual obligations. Failure or refusal of the successful Proposer to accept these obligations in a contractual agreement may result in cancellation of the award. Cancellation of the RFP will result in cancellation of the notice of intent to award if any has been issued.

PROPOSER CONFERENCES

Two (2) Informational Sessions (Pre-proposal conferences) will be held to discuss the proposal guidelines, respond to written questions and to provide any additional instructions to proposers on submission of proposals. The meetings have been scheduled as listed on the Information Summary Sheet.

REASONABLE ACCOMMODATIONS

Upon request, DHHS will provide reasonable accommodations, including the provision of informational material in alternative format, for qualified individuals with disabilities. If the Proposer needs accommodations, please contact the RFP Administrator.

CONTRACT TERM AND FUNDING

The County as represented by DHHS intends to use the results of this Request for Proposal (RFP) to award Fee for Service Agreements, or POS Contracts, as listed in the separate Program Requirements/Descriptions documents of this RFP..

DHHS reserves the right to split the award allocation of any one program among multiple proposers depending on DHHS assessment of program capacity needs or modify the tentative program budget (contract funding) and allocation of funding among proposers recommended for award at any time up to and including contract award if deemed in the best interests of DHHS. All proposals from proposers deemed responsive and responsible by DHHS within a program area will receive consideration in the review of proposals and the award of contracts.

The contract cycle is estimated at 6 months (July 1, 2027 through December 31, 2027).

Continued funding for DHHS programs is contingent upon the availability of funds, acceptable program performance, achievement of any other contract goals, outcomes, benchmarks or deliverables by the applicable service area at the end of each contract period, and the respective service area administrator's discretion.

PREPARING AND SUBMITTING PROPOSALS

The evaluation and selection of contractors will be based on the information submitted in the proposal, references and if applicable additional factors. Proposers should respond clearly and completely to all requirements. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a proposal.

Elaborate proposals (e.g., expensive artwork), beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

All proposals for funding **must be received** by DHHS no later than the due date and time specified in the [Information Summary Sheet](#). Proposals are time-stamped in [Milwaukee County Procurement Portal](#) upon submission and **any requests to submit late proposals will not be considered**.

All proposals must be completed using the format and the forms present in the RFP Public files as posted on Milwaukee County Procurement Portal. Each requested item must be uploaded as a separate form or submission item. All required forms must be present to successfully complete submission of the proposal. Milwaukee County Procurement Portal will not allow partial or incomplete submission(s). It is the proposer's responsibility to read all instructions carefully and to submit the correct form that is completed in its entirety for each submission requirement. Incomplete forms may be rejected or impact the scoring of respective scoring criteria.

WITH RARE EXCEPTION, ALL SUBMISSION REQUIREMENTS APPLY TO ALL PROGRAMS. If there is any question about the applicability of a particular submission item, submit the question on Milwaukee County Procurement Portal and/or attend the scheduled Informational Sessions. A response will be provided as part of the written Q&A and if required corrections made to the RFP. Points will be deducted during the proposal scoring process for all omissions, and depending upon which items are missing, the entire proposal may be removed from consideration.

Documents should be in the formats of the submission documents as posted in Milwaukee County Procurement Portal. Excel spreadsheets should be in their native format. **All items are to be uploaded to [Milwaukee County Procurement Portal](#).**

All documents/spreadsheets must be uploaded for the proposal to be considered complete. DHHS reserves the right to request clarifications, documents, forms, or information from proposers after the RFP has closed if deemed in the best interest of DHHS.

MODIFICATION OF PROPOSAL

If there have been modifications, corrections or amendments to the RFP, Proposers will be provided with a chance to revise their Proposals, as Proposers may withdraw a Proposal at any time up to the Proposal due date and time. Once the RFP is closed, a Proposal is irrevocable until the Contract is awarded. All proposals become public records upon issuance of Intent to Award Contract notice.

To accomplish withdrawal of a Proposal, a written request must be signed by an authorized representative of the Proposer and submitted to the RFP Administrator. If a previously submitted Proposal is withdrawn before the Proposal due date and time, the Proposer may submit another at any time up to submission deadline, or deadline with extension.

PRE-DEVELOPMENT AND DEVELOPMENT COSTS

Neither Milwaukee County nor its Authorized Representatives are responsible for expenses incurred by a Proposer to develop and submit its Proposal. The Proposer is entirely responsible for any costs incurred during the RFP process, including site visits for discussions, face to face interviews, presentations, including drawings or plans, or negotiations of the Contract.

RENEWAL/DATES OF PERFORMANCE

Contractor shall begin work on or about July 1, 2027, or at such time as a contract has been entered into, subject to conclusion of successful contract negotiation and will terminate December 31, 2027, unless the Contract is otherwise renewed or extended, or it is indicated otherwise in the *Program/Technical Requirements/ Descriptions*.

Obligations of DHHS shall cease immediately and without penalty or further payment being required, if in any fiscal year, DHHS's local, state, or federal funding sources fail to appropriate or otherwise make available adequate funds for any contract resulting from this RFP, or DHHS fails to have adequate funds in the current budget to pay for the contract. For multi-year contracts that require County funding in future years, subsequent year's funding will be determined and approved through the annual budget process.

MISCELLANEOUS

The Contractor shall agree that the Contract and RFP shall be interpreted and enforced under the laws and jurisdiction of the State of Wisconsin and will be under Jurisdictions of Milwaukee Courts.

RFP Document: Proposals submitted by an agency become the property of Milwaukee County at the point of submission. For agencies awarded a contract, the proposal becomes part of the contract with DHHS. Prior to a written Notification of Intent to Award, a Contract, the Proposal is considered a "draft" and is not subject to the Open Records Law. Pertinent proposals will become available to any party only after the procurement Intent to Award Contract notice is issued. Only unsuccessful

Proposers shall be entitled to aggrieved status. After the issuance of Intent to Award Contract notice, proposals will become public information and will be subject to the Open Records law.

For agencies that are not awarded a contract, proposal material will be retained for the period as specified by Milwaukee County document retention policies.

PROPRIETARY INFORMATION:

Any restriction on the use of data contained within a request must be clearly stated in the Proposal itself. Proprietary information submitted in response to a request will be handled in accordance with applicable State of Wisconsin procurement regulations and the Wisconsin public records law. Proprietary restrictions normally are not accepted. However, when accepted, it is the proposer's responsibility to defend the determination and indemnify Milwaukee County in the event of an appeal or litigation challenging the proprietary restrictions.

Data contained in a proposal, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation and innovations become the property of the Milwaukee County Department of Health and Human Services.

Any materials submitted by the proposer in response to this RFP that the Proposer considers confidential and proprietary information, and which qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats, or material which can be kept confidential under the Wisconsin public record law, must be identified on "Item DCPI - Designation of Confidential and Proprietary Information" form found on [Milwaukee County Procurement Portal](#) under Public Files. Confidential information must be labeled as such. Costs (pricing) always becomes public information upon issuance of Intent to Award Contract notice, and therefore cannot be kept confidential. Any other requests for confidentiality MUST be justified in writing on the form provided and included in the Proposal submitted.

The Milwaukee County Department of Health and Human Services (DHHS) must be recognized as the program funding source in all print materials (i.e., brochures, flyer, posters, etc.), newsletters and press releases that are distributed by the Contractor as advertisement/announcement or other outreach efforts by Contractor for the program. The Milwaukee County logo may be used on any printed materials or media posting the Contractor releases or distributes without the prior review and approval of DHHS as long as DHHS is identified as funder.

SECTION 3:

PROPOSAL SELECTION AND AWARD PROCESS

3.1 PROPOSAL SCORING AND SELECTION PROCESS

All Proposals will first be reviewed for responsiveness, by the RFP Administrator and/or their representative to determine if 1) all "Technical Requirements" have been met; 2) the Proposals contain the required forms properly completed; and 3) submittal requirements are met.

Proposals that do not comply with instructions or are unable to comply with specifications contained in this RFP may be eliminated from evaluation and consideration by DHHS. The determination that a Proposal is unresponsive, materially incomplete, deficient, or technically unacceptable is at the sole discretion of the RFP Administrator and Proposer may not be given an opportunity to cure deficiencies in their proposal. Proposers are responsible for submitting a complete and adequately written proposal and run the risk that their proposals will be evaluated unfavorably where they fail to do so. Should a proposer be determined to be unresponsive they will be notified in writing immediately upon determination, as to unresponsiveness.

The County considers any of the following to constitute non-Responsibility or non-Responsiveness and submission may result in elimination from evaluation or consideration:

1. Submission of incomplete or Alternative Proposals.
2. Submission of any Proposal that requires the County to contract directly with a third party other than the Offeror.
3. Disqualification or disbarment from participating in competitive solicitation by any other state, local, or federal government entity.
4. Failure to demonstrate the required experience.
5. Failure to provide any requested evidence of financial solvency.

Milwaukee County DHHS reserves the right to:

- a. Waive minor irregularities in Proposals.
- b. Waive any requirements that are not material.
- c. Delete or modify any part of the Scope of Work ("SOW") at any time during the RFP process.
- d. Make an award under the RFP in whole or in part and change any scheduled dates.
- e. Use ideas presented in reply to this RFP, notwithstanding selection or rejection of Proposals.
- f. Make changes to, withdraw, cancel, or re-publish this RFP at any time.
- g. Reject any Proposal received, or reject all Proposals received, if it deems appropriate and in the best interests of DHHS.
- h. Negotiate the terms and conditions of any awarded Contract with any selected Offeror, at its option; and
- i. Proceed with Contract negotiations with other Responsive, Responsible, high-scoring Offerors, should contract negotiations with the winning Offeror be unsuccessful.

If only one responsive Proposal is received, DHHS may either extend the RFP due date, re-issue RFP, or move forward with evaluation and award.

The DHHS Director may reject proposals from organization whose practices DHHS deem not to be aligned with the mission, vision, and values of DHHS, or not deemed to be in the public interest or best interest of DHHS. The determination that a Proposer is not a responsible organization is at the discretion of the DHHS Director and is not appealable.

DHHS shall be the sole judge as to compliance with the instructions contained in this RFP.

REQUEST FOR PROPOSAL REVIEW AND SCORING AND FINAL EVALUATION:

Technical Proposal Scoring:

Technical scoring by mathematical formulas is done by a Contract Administration Contract Services Coordinator (CSC) based on data submitted by Proposers or data in the possession of DHHS and is not subject to limitations on the number of DHHS employees that may participate in the scoring process.

Additionally, some Technical Proposal scoring (scoring other than by mathematical formulas) may be done by Review Panel members based on the judgment of panel members on how closely the Proposer's response meets the scoring criteria as outlined in Section 4, Part 3.

Programmatic Proposal Scoring:

Accepted Proposals will be reviewed and scored by the respective DHHS Service area(s) or Programs that will empanel a Review Panel. The Review Panel shall conduct its evaluation of the programmatic merit of all proposers' responsive proposals. The process involves applying the evaluation criteria and the associated weighting as outlined in the RFP to assess each vendor's proposal. The criteria that will be used by the Review Panel for the programmatic evaluation of this RFP are outlined in Section 4, Part 3. Scores of Review Panel members that materially departed from scoring instructions, scoring that is in error, scoring or comments that indicate scorer bias or scores that are material outliers from the scores of other panel members may be excluded from the total score by the RFP Administrator and is not subject to appeal. The panel, which may include community experts, consumers, other governmental employees, and DHHS staff, will be empaneled to verify that the proposals meet all specified requirements. This verification **may include** requesting reports on the Proposer's financial stability, conducting demonstrations of Proposer's proposed products and/or services, touring Proposer's facilities, requesting and contacting references, and reviewing results of past awards, to the Proposer by Milwaukee County or other funders, including, but not limited to achievement of Contract goals and performance outcomes, performance measures, performance benchmarks or other contract requirements or deliverables.

Cost and Budget Proposals Scoring:

Cost Proposal scoring is part of Technical scoring by mathematical formulas. Cost is one of the evaluation categories listed and will be a defined percentage of the total RFP evaluation. Calculation of points to be awarded to the lowest and each subsequent proposal will use the lowest dollar proposed amount for total contract budget or lowest dollar proposed amount per unit of service as a constant numerator and the dollar amount of the proposer being scored as the denominator. The result is then multiplied by the total number of points provided in the cost section of the RFP. The lowest budget for total contract or the lowest cost per unit proposal will receive the maximum number of points available for the cost category other cost proposals will receive prorated scores based on the proportion that the costs of the proposals vary from the lowest cost proposal. In order to perform a valid comparison of costs, i.e., to establish a common unit of cost per unit of service provided, it may be necessary for the RFP Administrator to communicate a common unit of cost, and/or request revised cost budgets.

Scoring of cost is based on proposer's submitted data which includes number of clients to be served per year, hours and days of operation, number of days operating per year, and number of clients and/or sessions per day and provider's daily or weekly capacity. Providers may request historical data for the program, if available, during the period for submitting written questions, but should not substitute historical data for provider's judgement on number of units of service to be provided. Provider submitted costs and related data, if within a reasonable range, shall not be challenged and is not subject to protest. In evaluating proposed contract costs, it is the objective of DHHS to receive the greatest number of units of high-quality services in the most cost effective and efficient manner. Provider's proposal including cost proposal and budget is incorporated into the contract by reference as if physically attached thereto.

The Review Panel's scoring will be tabulated, and proposals ranked based on the total numerical scores, comprising the sum of programmatic, technical including cost scoring.

Additionally, the Administrator may request a Best and Final Cost Offer from finalists comprised of the top scoring (programmatic and technical criteria and original costs) proposals. The number of finalists will be considered based on the capacity of proposing agencies and the number of provider agencies deemed optimal and in the best interest of Milwaukee County DHHS.

A Proposer may not contact any member of the review panel or DHHS staff except at the RFP Administrator's direction, e.g. for technical assistance with submission requirements or submission of proposals, or assistance in

completing forms and cost budgets, A Proposer's unauthorized contact of a panel member or DHHS staff other than for the above reasons, or at the RFP administrator's direction, shall be grounds for immediate disqualification of the Proposer's Proposal.

The evaluation of proposals may occur in a **two-stage process**. After the Technical Reviewer's and Review Panel's scoring of the proposals, DHHS administration may assemble DHHS administration, program, and fiscal staff for Stage II of the evaluation and selection process. If DHHS elects to use a two-stage selection process, the Review Panel's scores from stage one of the process will be used to compile a list of finalist Proposers for stage two of the evaluation process. The number of finalists will be determined by the number of providers DHHS deems optimal and in the best interest of Milwaukee County DHHS. In Stage II, a DHHS staff evaluation committee, or the original Review Panel, may review references, request oral presentations and demonstrations, ask questions, or request further information or clarification from Proposers and use the information in their final recommendation of awards. **Scoring of proposals of finalist selected for Stage II of the evaluation process will be based solely on proposers' responses to the questions and requested information identified by DHHS and provided to proposers prior to proposer's submission or presentation of Stage II proposals. If a two-stage evaluation process is used, Proposers' scores in Stage I of the evaluation process will have no bearing on Proposers recommended for award in Stage II of the process. However, DHHS reserves the right to make a final selection of Proposers based solely on review and scoring of the written proposals by the Technical Reviewer and Review Panel should it elect to do so and not use a two-stage process.** The decision of DHHS, or the Review Panel, on whether to conduct Stage II evaluation, including oral presentations is solely with the prerogative of DHHS and **is not appealable** and shall be final and conclusive.

Following conclusion of Stage II of the evaluation process, the Committee will again rank all Proposers based solely on the evaluation criteria set forth for stage two of the process. The Committee may conclude the evaluation process at this point, and make a recommendation for award, or it may request Best and Final Cost Offers from Proposers. DHHS may accept the Proposal(s) or negotiate the terms and conditions of agreements/contracts with the highest ranked proposer or proposers, which shall be deemed to be in the best interest of DHHS. DHHS may recommend award without soliciting Best and Final Offers, so Proposers should include their best Cost Proposal with their initial submission.

Scoring Review Panel results, and/or Stage II, final DHHS committee evaluations are recommended to service area administrator(s), who may, or may not seek authorization for the recommended proposer(s) from the Milwaukee County Board of Supervisors, or Milwaukee County Mental Health Board (MCMHB) if Board approval is required by state statute. Proposals without material differences in scores may be selected at the service area administrator's discretion when deemed to be in the best interest of DHHS.

The review and scoring panel may be the sole determiner of the points to be assigned, or if a two-stage evaluation process, Stage II Evaluators may make a final recommendation to respective service area administrators. The determination whether any proposal by a Proposer does or does not conform to the conditions and specifications of this RFP is the sole responsibility of the RFP Administrator.

The Proposer is responsible for any Proposal inaccuracies, including errors in the budget and any best and final offer (if applicable). DHHS has no obligation to detect or advise proposers of inaccuracies, errors, exceptions, or other deviations from RFP requirements. DHHS reserves the right to waive RFP requirements or gain clarification from a Proposer, or request additional information from a Proposer, if it is in the best interest of DHHS to do so. DHHS may allow proposers to modify, or remove any deviations and exceptions, correct any errors, or submit any missing information, or gain clarification from a Proposer, which may include requests for revised budgets, or a Best and Final Offer after the proposal due date if deemed to be in the best interest of DHHS, or DHHS may reject proposals with deviations and exceptions, or omissions and deem the Proposer's proposal to be nonresponsive.

DHHS reserves the right to contact any or all Proposers to request additional information for purposes of clarification of RFP responses.

3.2 SCORING CRITERIA AND PROCEDURES

Proposals submitted in response to this RFP will be scored per the process and criteria detailed in [Part 2 – Overview of Proposal review process and scoring criteria](#)

3.3 RIGHT TO REJECT PROPOSALS

DHHS reserves the right to reject any and all Proposals. This RFP does not commit DHHS to award a contract, or contracts, either before or after proposals have been scored. Scoring panel results or recommendation of a Proposer for contract does not commit DHHS to award a contract or enter into a contract after the “Intent to Award Contract” notice is issued. The “Intent to Award Contract” notice may be rescinded by DHHS and this RFP may be canceled by DHHS at any time, either prior to or after making a contract award recommendation, and prior to or after Milwaukee County Board of Supervisors, or Milwaukee County Mental Health Board authorization.

3.4 NOTICE OF INTENT TO AWARD

All Proposers who respond to this RFP will be notified in writing of DHHS’s intent to award a contract as a result of this RFP. **A Notification of Intent to Award a contract does not constitute a contract, nor does it confer any contractual right or rights to enter into a contract with DHHS.**

Interested parties may make a public records request for identified records, which records may, if practical, be emailed to the requestor.

3.5. NEGOTIATE CONTRACT TERMS

DHHS reserves the right to request “Best and Final Offers” from finalists, or negotiate the terms of the contract, including the amount of the award or unit rates (which rate may be modified at any point during the contract at the discretion of DHHS) for payment, Scope of Work, contract performance measures, evaluation processes, outcomes, performance benchmarks, authorized budget items, and specific programmatic goals, with the selected proposer(s) prior to entering into a contract. If contract negotiations cannot be concluded successfully with the selected proposer(s), the department may negotiate a contract with another proposer (normally next highest scorer(s)) at the respective service area administrator’s discretion. The award of the contract, if made, shall be as defined in the negotiation process above. DHHS reserves the right to reject any and all proposals received if it deems appropriate and may modify, extend the due date for submission of proposals at any time before or after the RFP closes, cancel or re-publish the RFP at any time prior to a contract being entered into up to and through final action of the County Board of Supervisors and the County Executive, or the Milwaukee County Mental Health Board.

The Milwaukee County Board of Supervisors, or the Milwaukee County Mental Health Board may reject the department’s request for authorization to enter into a contract. If the award is under appeal or protest to the pertinent County Board standing committee, or the Behavioral Health Services Administrator, they may uphold or overturn the original determination, or ask for additional review and scoring, i.e., re-scoring of proposal(s). The County Executive may veto, in part or in whole, the action of the Milwaukee County Board of Supervisors.

The following provisions only apply to non-BHS contracts:

Any contract with a value of at least \$100,000, but not more than \$300,000, to which the County is a party and which satisfies any other statutory requirements, may take effect only if the standing Committee on Finance does not vote to reject the contract within 14 days after the contract is signed or countersigned by the Milwaukee County Executive.

If the Board’s Committee on Finance votes to reject a contract described above, the contract may take effect only if the contract is approved by a vote of the County Board within 30 days after the Committee on Finance votes to reject the contract.

Any single contract, or group of contracts between the same parties which generally relate to the same transaction, with a value or aggregate value of more than \$300,000, to which the County is a party, and which satisfies any other statutory requirements, may take effect only if it is approved by a vote of the County Board.

3.6 PROTEST AND APPEALS PROCESS

Protests and appeals related to this RFP are subject to the provisions of Procurement Procedure Administrative Manual, Milwaukee County Behavioral Health Services, Legal and Contractual Remedies or the Milwaukee County Code of General Ordinances, Chapter 110 as applicable.

For non-Behavioral Health Services, Appeal process information is available at:

http://www.municode.com/Library/WI/Milwaukee_County.

For Behavioral Health Services, Appeal process information is available at:

https://milwaukeecountydhhs.policystat.com/policy/token_access/9c0fc40e-b5c0-4462-b618-8aa9e188b4d3/

The exact details of the appeal process for a specific service area and/or the policies mentioned above will be provided as part of the Intent to Award letter.

While an appeal process is in progress, DHHS may proceed to contract with other Proposer(s) selected, if one or more other proposers are selected, or more than one contract is proposed for the same program or service, or may **amend and extend existing contracts** with providers, even if an appeal is still pending if it is in the best interest of DHHS to do so.

SECTION 4:

TECHNICAL REQUIREMENTS

4. TECHNICAL REQUIREMENTS

These requirements are for submitting a proposal to DHHS. DHHS reserves the right to add terms and conditions to the RFP as necessary.

This section contains mandatory requirements that Proposer(s) are required to provide or agree to at NO cost to DHHS. Proposers who cannot, or will not, meet all of these requirements may be disqualified on the grounds of noncompliance.

CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

By signing and submitting a proposal, the Proposer certifies, and in the case of a joint Proposal, each party thereto certifies as to its own organization, that in connection with this RFP:

The prices/costs in this Proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other Proposer or with any competitor.

Unless otherwise required by law, the prices/costs which have been quoted in this Proposal have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer prior to opening in the case of an advertised RFP or prior to award in the case of a negotiated procurement, directly or indirectly to any other Proposer or to any competitor; and

No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a Proposal for the purpose of restricting competition.

DEVIATIONS AND EXCEPTIONS

Submission of a proposal shall be deemed as certification of compliance with all terms, conditions, and specifications outlined in the RFP unless clearly stated otherwise on Item SDE (Statement of Deviations and Exceptions) – found on [Milwaukee County Procurement Portal](#) under Public Files. Any deviations, exceptions or objections to RFP Guidelines and requirements **must be** noted on Item SDE and accompany the written proposal by the proposal due date. DHHS reserves the right to waive any or all deviations and exceptions or reject proposed deviations and exceptions and deem the Proposer's proposal to be nonresponsive. The determination that a Proposal is materially incomplete or nonresponsive is at the sole discretion of the RFP Administrator and is not subject to challenge or appeal, and unless deemed in the best interest of Milwaukee County, Proposer may not be given an opportunity to cure the deficiency. Proposals deemed incomplete or nonresponsive may be rejected and may not be scored at the RFP Administrator's discretion.

SECTION 4, PART 1: AGENCY PROPOSAL

INSTRUCTIONS and FORMS

PROPOSAL CONTENTS

I. REQUIRED SUBMISSION

All items listed below are to be included in agency's proposal in response to the RFP. This proposal contents sheet is for your reference to ensure all items have been updated and submitted. **Please refer to the separately published Program Description document before responding to these items.**

Item #	Item Description
1	Cover Letter
5	Board of Directors, Owners, Stockholders and Administrative Leadership - Directors/Administrators Demographics Summary
5A	Agency-wide Employee Demographics Summary
11	Conflict of Interest & Prohibited Practices Certification
15	Certification Statement Regarding Debarment and Suspension
16	Additional Disclosures
19	Electronic version of: Linked Budget Forms Spreadsheet
26A	Agency & Site Info Spreadsheet
DCPI	Designation of Confidential and Proprietary Information
SDE	Statement of Deviations and Exceptions
SN	Service Narrative
TBE	Targeted Business Enterprise Certification

All the above items are available as downloadable forms at [Milwaukee County Procurement Portal](#).

Required Submissions:

Proposals with required submissions must be uploaded to [Milwaukee County Procurement Portal](#) as specified on the [Information Summary Sheet](#). DHHS may allow proposers to modify, correct or remove any deviations and exceptions after the proposal due date if deemed to be in the best interest of DHHS, or may reject any proposed deviations, exceptions, or objections and deem the proposal to be nonresponsive.

After completion of the proposal review, and upon receiving notice of a contract award, awarded agencies are required to submit additional items. A specimen contract is provided in Milwaukee County Procurement Portal under Item SC: Specimen Contract. Please note that the specimen contract is subject to change and actual contract will be shared with the successful proposer(s) for review and negotiation.

SECTION 4, PART 2: OVERVIEW OF PROPOSAL REVIEW PROCESS AND SCORING CRITERIA

MILWAUKEE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES
REQUEST FOR PROPOSAL REVIEW PROCESS

I. Proposal Review Panel Selection and Representation

Proposals to provide services under a professional/purchase contract for the Department of Health and Human Services (DHHS) shall be evaluated by panel members with familiarity and/or experience in the field of social/human services or other professional expertise, e.g., accounting, finance, administration, human resources, etc. Panel members and their immediate families (spouse, parent, child, sibling or partner) may not have any familial, official, board member, employment, fiduciary or contractual relationships with organizations currently funded by Milwaukee County in the program area for which the Proposer has applied, or hold any ownership, contractual or employment interests in the Proposer or its subsidiaries under consideration. At the discretion of DHHS service area administrators, respective program, quality assurance, Contract Administration staff or other DHHS subject matter experts will serve on scoring review panels. Outside panel members will be selected from various sources, or a standing pool of scoring panel members including the following:

- community volunteers and representatives;
- representatives of professional and educational organizations;
- representatives of community councils and advocacy organizations.
- employees of other county or state departments

Using the established review criteria, representatives participating on a review panel will score each proposal independently on a preliminary basis prior to the meeting of a consensus scoring panel. Post-consensus scoring panel meeting results will be reported as an average final score of all panel members.

Review Panel representation for more than one proposal submitted to provide the same program or service for DHHS will include a minimum of **five (5)** members. The panel shall be comprised of as broad a base of community, minority and culturally diverse, stakeholders and/or consumer/service recipient representation as practical. Based on the discretion of service area administrative staff, or on program factors, number of proposals submitted, and minority and culturally diverse representation, etc., panels may be comprised of more than five members including service area program or quality assurance staff, and/or DHHS Contract Administration staff.

Panel representation when only one proposal (non-incumbent) is submitted to provide a particular program or service may be reviewed and scored by three members – including 1 DHHS staff and 2 Community Members.

Panel representation when only one proposal (incumbent) is submitted to provide a particular program or service may be reviewed and scored by one DHHS staff person.

II. General Guidelines

The role of the technical reviewer and the review panel is to rate proposals against the published scoring criteria. These ratings are forwarded to service area administrators who may accept or dispute them. If a service area administrator disputes a review and scoring panel's scoring, the panel shall be apprised of the item(s) in dispute, the related criterion and the basis for the dispute and the scoring panel may be reconvened to discuss and evaluate the basis for the dispute and make a determination to uphold or modify their original scoring based on any new information presented.

Alternately, the scoring panel or the service area administrator may elect to have proposals evaluated under a two-stage process. Subsequent to the panel's scoring of the proposals, the scoring panel or the DHHS/BHS administrator may reconvene the scoring panel, or assemble DHHS administration, program and fiscal staff (Stage II evaluators) for a second phase of the evaluation and selection process. Stage II evaluation may include reviewing references, requesting oral presentations and demonstrations, tours of Proposer's facilities, asking questions, or requesting further information or clarification from Proposers and using the information in evaluator's final recommendation for awards. However, DHHS/BHS reserves the right to make a final selection of Proposers based solely on review and scoring of the written proposals by the scoring panel should it elect to do so. The decision of DHHS, or the scoring panel, on whether to conduct Stage II evaluation, including oral presentations, is not appealable and shall be final and conclusive.

The primary measure of the quality of the Proposer's proposal will be specific examples of successful previous experience which relates to the various items in the proposal. Successful previous experience will be measured and scored based on the current and recent County contract performance of Proposers, or, for new Proposers, current and recent non-County contract performance, or, for newly formed organizations without contracting history, the current and recent experience of senior leadership and senior staff at Proposer's agency.

The review process may include verification of assertions made by the Proposer in the proposal, including but not limited to site visits, record review and interviews and reference checking. The County reserves the right to contact any or all Proposers, purchasers of previous contracts, former employers, and references to request additional information for purposes of clarification or confirmation of RFP responses.

Reviewers will score proposals against the published criteria and submitted proposal content and will not consider non-published criteria or information outside the proposal other than data retained by or in the custody of DHHS. Scores of Review Panel members that materially depart from scoring instructions, scoring that is in error, or scores that are material outliers from the scores of other panel members may be precluded from the total score, and the panel member may be excluded by the RFP Administrator and proposals may be scored by panel members with or without replacement of the excluded member.

Criteria to be considered in evaluating proposals include the Proposer's ability to provide the proposed program in compliance with the Program Description and/or the program Statement of Work (SOW), the Proposer's proposed program relative to that proposed by other Proposers, and the Proposer's proposed cost to provide the program or service compared to the cost proposed by other qualified Proposers.

For omissions of requested items, Proposers will have scores reduced to 0 for any corresponding review line item, or for requested items which do not have an associated review line item, will receive a reduced score under the "Administrative Ability" section. However, omission of certain requested items may result in proposals not receiving any further consideration.

Service area Administrators may consider factors other than scoring in making contract recommendations.

III. Proposal Review and Scoring Criteria and Allocation of Available Points

Preliminary Evaluation

The RFP Administrator/Technical Reviewer will review all Proposals to determine if mandatory submission requirements and minimum qualifications are met. Preliminary Evaluation is made on a pass-fail basis. The Proposer assumes responsibility for meeting submission requirements and addressing all necessary financial, technical, and operational issues to meet the objectives of the RFP.

Basis for a determination of "Pass":

Proposals that are in compliance with all mandatory submission requirements, including the submission of all requested documents in the form and format requested, and which evidence that the Proposer meets all minimum qualifications identified below will receive a score of “Pass” and will go on to be scored by a Review Panel.

Minimum Qualifications

1. Budget Proposed (Item 19)
 - Budget is completed correctly and proposed Total Budget DHHS Request is less than or equal to the allocated amount referred in Year 2027 Program Description document.
2. Additional Disclosures
 - **Failure to fully and accurately disclose all required information on Item 16 will result in your proposal being removed from consideration and will disqualify it from further evaluation.**

Basis for a determination of “Fail”:

Proposals that do not comply with all mandatory submission requirements above, will receive a score of “Fail” and will NOT go on to be scored by a Review Panel

ELIMINATION OF PROPOSALS IS AT THE SOLE DISCRETION OF THE RFP ADMINISTRATOR AND IS NOT APPEALABLE.

The proposals meeting minimum qualifications will be reviewed by a Review Panel and scored against the criteria outlined in this RFP.

The Review Panel shall conduct its evaluation of the merit of all proposers’ responsive proposals. The process involves applying the evaluation criteria and the associated weighting as outlined in the RFP to assess each Proposer’s proposal. Subjective interpretations by Review Panel members and reviewers’ judgements are not subject to protest or appeal. The criteria that will be used by the Review Panel for the evaluation of this RFP are outlined below.

Organizational Experience and Qualifications (250 points)

SN 1. Describe your organization's experience conducting survey administration, data collection, and analysis for behavioral health, human services, Medicaid-funded programs, or similar populations. Include:

- Years of organizational experience
- Types of surveys administered
- Average and maximum population sizes served
- Examples of at least three comparable projects completed within the past five years
- References or outcomes demonstrating project success

Staffing Plan and Project Management (200 points)

SN 2. Describe the staffing model that will be used to complete this project. Include:

- Organizational chart
- Key personnel and qualifications
- Roles and responsibilities
- Supervision structure
- Staffing contingency plans

- Expected staff availability throughout the contract period

Survey Administration and Implementation Approach (250 points)

SN 3. Describe your proposed methodology for administering the survey described in this RFP. Include:

- Participant outreach methods
- Survey administration process
- Interviewer recruitment and training
- Quality assurance procedures
- Methods for maximizing response rates
- Confidentiality and HIPAA compliance (if applicable)
- Timeline for implementation

Data Management, Reporting, and Quality Assurance (150 points)

SN 4. Describe your organization's approach to:

- Data collection
- Data validation
- Secure data storage
- Statistical analysis
- Reporting
- Performance monitoring
- Continuous quality improvement

Include examples of reports or dashboards produced for similar projects.

Organizational Capacity and Administrative Performance (75 points)

SN 5. Describe your organization's administrative capacity to manage this contract, including:

- Contract management experience
- Reporting systems
- Financial management
- Experience with government-funded contracts
- Ability to meet required deadlines and deliverables

Proposals will also be evaluated on audit findings, forfeitures, citations, Statements of Deficiencies, corrective action plans, compliance violations/deficiencies, sanctions, or other notices of non-compliance by virtue of review or audit by independent auditor, or issued by any local, county, state, or federal oversight or regulatory agency, including any past or current contracts with Milwaukee County Department of Health and Human Services. (*Item 16 - Additional Disclosures 4*).

Budget and Cost Proposal (75 points)

Cost Proposal scoring is one of the evaluation categories scored outside of the technical scoring and will be a defined percentage of the total RFP evaluation. Calculation of points to be awarded to lowest and each subsequent proposal will use the lowest dollar proposed amount, or lowest dollar unit rate, as a constant numerator and the dollar amount of the proposer being scored as the denominator. The result then is multiplied by the total number of points provided in the cost section of the RFP. The lowest cost proposal will receive the maximum number of points available for the cost category other cost proposals will receive prorated scores based on the proportion that the costs of the proposals vary from the lowest cost proposal. (*Item 19 Budget.*)

TOTAL POSSIBLE SCORE = 1000 POINTS

SECTION 5:

APPENDICES



MILWAUKEE COUNTY GOVERNMENT

H O T L I N E

Ph: (414) 93-FRAUD – Email: hotline@4securemail.com
(933-7283)

Website: county.milwaukee.gov/EN/Comptroller/Fraud-Waste-Abuse

Write: Fraud Hotline – 600 N. Plankinton Avenue, Suite 600, Milwaukee, WI 53203



Milwaukee County Comptroller's Office Audit Services Division

For Reporting:

- Incidents of fraud, waste or abuse in County government
- Concerns over inefficient Milwaukee County government operations

CALLERS NOT REQUIRED TO GIVE THEIR NAMES

----- Other Numbers -----

Milwaukee County:		Sheriff's Office –	
Aging - Elder Abuse Helpline	414-289-6874	Community Against Pushers (Anonymous Drug Reporting)	414-273-2020
Child Support –		Guns Hotline	414-278-4867
Customer Service	414-615-2593	Internal Affairs	414-278-5399
District Attorney –		State of Wisconsin:	
Consumer Fraud Unit	414-278-4585	Child Abuse or Neglect Referrals	414-220-7233
Public Integrity Unit	414-278-4645	DOJ Consumer Protection Unit	1-800-998-0700
Mental Health		Wisconsin W-2 Fraud Hotline	1-877-865-3432
Crisis Hotline	414-257-7222	Wisconsin Child Care Fraud	1-877-302-3728
Crisis Hotline (TTY/TDD)	414-257-6300	Legislative Audit Bureau Hotline	1-877-372-8317
Employee Relations	414-278-2000	Federal:	
City of Milwaukee:		Medicare Fraud	1-800-447-8477
Fraud Hotline	414-286-3440	Social Security Fraud	1-800-269-0271
		Federal Funds Fraud (FraudNet)	1-800-424-5454

(02/17/26)