



REQUEST FOR PROPOSAL

Wonderful House Transitional Housing Program

RFP # 100-2026R

September 18, 2026

NOTE:

Alliance reserves the right to modify this RFP to correct any errors or to clarify requirements. Any changes will be posted on our website <http://www.Alliancehealthplan.org/>

Copies of all postings will be emailed directly to anyone who registers with Alliance. To register, please send an email to AllianceRFP@Alliancehealthplan.org with your name and contact information.

Purpose:

Alliance Health (Alliance) is a Local Management Entity/Managed Care Organization (LME/MCO) responsible for the delivery of publicly funded mental health, intellectual/development disabilities and substance abuse services for people living in Durham, Wake, Johnston, Orange, Mecklenburg, Cumberland and Harnett counties, the 'Catchment Area'.

Alliance has identified the following transitional housing needs in Orange County and seeks the following services:

Alliance is seeking a provider to operate a short-term transitional housing program (known as Wonderful House Bridge Housing) for people who are exiting homelessness, incarceration or other institutional settings diagnosed with a behavioral health condition. Bridge housing programs are designed to prepare a person for more independent living, ideally permanent supportive housing, and to assist in their recovery journey. Bridge housing utilizes intensive case management and peer support services to provide onsite daily support but is not 24/7.

Wonderful House Bridge Program

Wonderful House is conveniently located on Homestead Rd in Chapel Hill, NC. This is a 6 bed, single site house serving adult males only. Orange County and Alliance jointly fund this transitional program designed to reduce homelessness and provide a structured and therapeutic setting. Lengths of stay may vary depending on need, but the goal is permanent supportive housing or independent housing.

Minimum Qualifications:

Submissions for this RFP will be accepted and considered from entities not enrolled in NC Medicaid. However, for Medicaid-enrolled providers, only organizations that meet the following minimum qualifications will be considered for this RFP:

Meet the Network Expansion and Provider Service Procurement criteria, as described below:

1. Alliance shall not contract with Providers excluded from participation in federal health care programs under either Section 1128 or Section 1128A of the Social Security Act.
2. Applicants must be enrolled with the North Carolina Department of Health and Human Services (the Department) as North Carolina Medicaid providers and/or State-funded services providers and must comply with the provider disclosure, screening and enrollment requirements of 42 C.F.R. Part 455 Subparts B and E.
3. Applicants must not be under any of the following open actions/sanctions or similar actions with one or more North Carolina Medicaid LME/MCOs and/or North Carolina Medicaid:
 - a. Suspension of admissions/referrals
 - b. Payment suspension
 - c. Probation
 - d. Moratorium on site/service expansion
4. Applicants must have no history of the following actions or sanctions with one or more NC Medicaid health plans and/or NC Medicaid:

- a. Termination of contract
 - b. Exclusion from participation
 - c. Suspension
5. Applicants must not have unresolved actions/sanctions by any applicable Boards of Licensure.
6. Applicants must not have any of the following unresolved NC DHHS Division of Health Service Regulation (DHSR) actions or sanctions:
 - a. Suspension of admissions
 - b. Summary suspension
 - c. Intent to revoke
 - d. Notice of revocation
 - e. Revocation in effect
7. Applicants are required to disclose any pending or final sanctions under any Medicare or Medicaid programs including paybacks, lawsuits, insurance claims or payouts, and disciplinary actions of the applicable licensure boards or adverse actions by regulatory agencies within the past five years or now pending. The applicant's owner(s) and managing employee(s) may not previously have been the owners or managing employees of a provider which had its participation in any State's Medicaid program or the Medicare program involuntarily terminated for any reason or that owes an outstanding overpayment to an LME/MCO or an outstanding final overpayment to The Department.
8. **For purposes of this RFP process, Alliance considers an action of The Department, including its divisions and health plans to be final upon notification to the provider, unless such action is under appeal.** For actions by The Department or LME/MCO under appeal, Alliance may, in its discretion, pend its award or enrollment for up to 90 days to allow for a final resolution or final decision by the NC OAH.

Applicant agrees that Alliance will have the sole discretion to make network contracting decisions consistent with these criteria.

All Providers identified or selected as a result of this process must meet Alliance contract requirements. For selected Applicant(s), Alliance will execute a contract as required by federal law before any Medicaid services can be authorized or paid. Alliance is also required by state regulation to enter into contracts with providers of State-funded services before any State-funded services can be authorized or paid. Network Providers are required to have a fully executed Alliance contract that identifies all approved services and sites prior to the delivery of services to an Alliance member regardless of the funding source.

Alliance specifically reserves the right to reject any Applicant at any time that does not meet contracting and selection criteria as determined by Alliance in adherence to the State's Uniform Credentialing Policy.

<https://medicaid.ncdhhs.gov/provider-enrollment>

Timeline:

Event	Date/Time
Public Notice of RFP	Thursday, September 3, 2026
Pre-proposal conference	Wednesday, September 9, 2026 1:00-1:30 Microsoft Teams meeting Join: https://teams.microsoft.com/meet/262343992636107?p=xzo2qrxAVD5nfgJvme Meeting ID: 262 343 992 636 107 Passcode: wh7iQ3mt
RFP Questions submitted	Wednesday, September 16, 2026
RFP Questions due back to providers	Wednesday, September 23, 2026
PROPOSALS DUE BY 5:00 PM	Wednesday, September 30, 2026

Availability of Funds:

The awarding of contracts is subject to allocations and available funding. The funding for the services solicited hereunder is available from Alliance Health and Orange County Government. The total budget for this program cannot exceed \$270,000 that includes fixed property costs which will require a sublease agreement between the landlord and provider.

Scope of Proposal

Alliance is recruiting one provider with expertise in operating short-term transitional housing ideally that includes Peer Support Specialist staffing, experience serving those living in homelessness or exiting incarceration with behavioral health conditions and connecting individuals to community wraparound services. These services include, but are not limited to, long-term housing supports, behavioral health treatment and employment, other sustainable income options or meets the new requirements of HR1. The ability to engage people using a recovery-oriented, trauma-informed approach will be essential.

Special Conditions:

Provider must be willing and able to contract with the existing property manager.

Submission Instructions:

- Indicate the Applicant name and RFP number in the subject line of electronic submission.
- Include the RFP and page numbers on the bottom of each page of your proposal.
- Proposals must be submitted according to the below described Eligible Applicant Proposal Format.

- Proposals must address the questions and items set out on the following pages and must be typewritten and signed in ink by the official authorized to bind the applicant to the provisions contained within the proposal.
- Trade secrets or similar proprietary data which the organization or organization does not wish disclosed to other than personnel involved in the evaluation will be kept confidential to the extent permitted by state law and rule if identified as follows: Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL." Any section of the proposal that is to remain confidential shall also be so marked in boldface on the title page of that section.
- **One electronic version of the response sent via email to AllianceRFP@Alliancehealthplan.org . The signed (original signature scanned) proposal must be delivered prior to 5pm. Provider may request submission instructions for hard copy by emailing AllianceRFP@Alliancehealthplan.org**
- Alliance will not be held responsible for the failure of any mail or delivery service to deliver a proposal response prior to the stated proposal due date and time.
- No fax responses will be accepted or considered.

All proposals must be received by Alliance on or before **5:00 p.m. on [DATE]**. **Late proposals will not be accepted.**

All proposals submitted by the deadline become the property of Alliance Health.

Proposals shall be electronically mailed to AllianceRFP@Alliancehealthplan.org

Subject line: ATTN: Project Manager-Innovation & Strategy RE: RFP# 100-2026

PROPOSALS WILL NOT BE ACCEPTED AFTER THE DUE DATE/TIME AND WILL BE RETURNED TO THE PROVIDER.

Questions concerning the specifications in this RFP will be received until **September 30, 2026 at 5:00PM**. Please submit all questions in writing by e-mail to AllianceRFP@Alliancehealthplan.org. A summary of all questions and answers will be posted on the Alliance Health website at: Alliancehealthplan.org and emailed to responding providers.

Alliance reserves the right to:

- Reject any and all offers and discontinue this RFP process in the sole discretion of Alliance without obligation or liability.
- Award more than one contract.

Eligible Applicants Proposal Format

Proposals shall conform substantially to the following format using tabs to designate sections:

Section A. Introduction (3 page max)

1. Describe why you believe that your organization, from a business, professional, clinical, administrative, financial and technical perspective, should be awarded a contract for the services requested. Describe any distinguishing features Alliance and Orange County should know about your services and company as well as an overview of your proposal.
2. Describe generally what you are proposing to do under the scope of services.
3. Describe any diversified funding you receive to operate transitional housing programs.
4. Disclose if your agency has any proposed/pending merger with another entity. Please note that an award of a contract to the organization making the proposal will not be assigned automatically to a new agency resulting from a merger or acquisition.
5. Disclose if your agency is affiliated by contract or otherwise, with any other provider (defined as any individual or entity providing behavioral health services).

Section B. Organizational Background and Expertise (10 pages max)

Providers shall demonstrate experience and competency in the requested service(s). Stability of past operations is important. This section is intended to assess the organization's past record of services, compliance with applicable laws, standards and regulations, the qualifications and competency of its staff, the satisfaction of consumers and family members served, systems of oversight, adequacy of staffing infrastructure, use of best practices, and quality management systems as they relate to this RFP.

For this RFP describe your organization's background and expertise in the following:

1. Provide a brief history of your organization, indicating how long your organization has been in business. Identify your current service location(s) with the physical address and services offered at each site. Also identify the types of funding you utilize (fee-for-service, non-UCR, IPRS, Medicaid, grant funding, etc.)
2. Include your program description and policies and procedures covering the service.
3. Describe your experience serving people with significant behavioral health issues involved with multiple systems (i.e. justice involved; homelessness, etc...)
4. Describe how mental health/substance use recovery education would be offered.
5. Describe the independent living skills interventions you would offer.
6. Describe how you would collaborate with a wide range of stakeholders and community resources to ensure linkage to services and supports.
7. Describe how you would engage persons who have experienced longer-term homelessness with the program
8. Understanding this is a short-term transitional housing program, what would you consider a reasonable length of stay and what factors would influence an extension of time?
9. What supportive services are included and what is your staffing model?
10. Describe your philosophical approach for bridge housing as part of the continuum to permanent housing (i.e. creating low barrier access; recovery approach, etc.)
11. Describe how you would respond to emergencies at Wonderful House.
12. Describe your processes to transition persons to permanent supportive housing? How would you engage with stakeholders for employment, subsidy options, addressing social isolation, etc.

13. Describe data and outcomes you currently use and how you communicate outcomes to key stakeholders.
14. Describe your level of understanding with Medicaid and other social benefits eligibility requirements and processes including the new work requirements with HR1.

Section C. Management / Administrative Capability (5 pages max)-may or may not apply

1. Describe in detail your organization's strategy to financially sustain the program. Disclose any past, pending or proposed bankruptcy proceedings filed by the organization or any of its affiliates or subsidiaries. Describe experience billing Medicaid, applying for HUD or other grants that would diversify funding and revenue potential.
2. Identify whether the organization has any outstanding debt or overpayment in relation to any State or Federally funded healthcare program (including but not limited to DMA and other LME-MCOs).
3. For this RFP, describe how your organization will utilize the data generated by the performance indicators, outcomes, survey results, and stakeholder feedback to improve the quality of care.
4. Provide information about your strategies for recruitment, retention and support of qualified staffing, including your average time to fill staff positions over the last 12 months.
5. Describe how you evaluate consumer outcomes and how you determine whether your consumers are benefiting from your services.
6. Submit your proposed start up budget and a separate 12-month operational budget using the attached Budget Request Form. Please include your anticipated expenditures. Expenditures should include full-time equivalent positions both clinical and administrative, credentials or licenses if applicable, and operating expenses. Maximum budget cannot exceed **\$270,000**.

Section D. Other Attachments (if relevant)

If available, attach a sample of consumer outcome data for the requested service for the most recent two years.

Proposal Evaluation:

Award of a contract resulting from this RFP will be based upon the application(s) best aligned with the cost, service objectives, and other factors as specified herein.

Providers shall demonstrate experience and competency in the requested service(s). Stability of past operations is important.

RFP Proposals will be evaluated using a standardized evaluation sheet for the elements from the RFP outline. Applications will be pre-screened by Provider Network Management to ensure the organization (i) meets the minimum qualifications (ii) has completed all material sections of the RFP, and (iii) is responsive to the questions. Any applicants that are rejected for failing to meet the pre-screen criteria shall be notified in writing along with the reasons why the application was rejected.

Once an application passes the pre-screen process, it will be reviewed by a Selection Committee designated by Alliance which may include Alliance staff, Area Board members, and other stakeholders deemed needed. Reviewers will utilize the Evaluation Tool attached and scores will be calculated from all the reviewers. An interview process may be utilized to gain additional information and pose questions of providers. The evaluation will include the extent to which the Applicant's proposal meets the stated requirements as set out in this RFP as well as the Applicants' stability, experience, and record of past performance in delivering such services.

All applicants will receive written notification of the results of the evaluation of their application.

Contract Award:

The successful applicant(s) chosen by Alliance will be required to execute a contract or contract amendment that includes a Scope of Work outlining the requirements of this RFP.

Providers shall have a "no-reject policy" for referrals within the capacity and the parameters of their competencies. Providers shall agree to accept all referrals meeting criteria for services they provide when there is available capacity; a Provider's competency to meet individual referral needs will be negotiated between Alliance and the Provider.

The initial term of any contract awarded hereunder will be through **June 30, 2027**, with the option to continue utilizing the required Alliance contract. Any service continuation shall be based on satisfactory performance by the Provider during the previous years for the services provided.

Cancellation of Contract: Alliance reserves the right to cancel and terminate any resulting contract(s), in part or in whole, without penalty, upon thirty (30) days written notice to the Provider. Any contract cancellation shall not relieve the Provider of the obligation to deliver and/or perform outstanding prior to the effective date of cancellation and transition Members and Members' records.

Other General Information:

The following outlines additional information related to the submission of proposals:

- Alliance reserves the right to reject any and all proposals for any reason, including but not limited to false information contained in the proposal and discovered by Alliance.
- Any cost incurred by an organization in preparing or submitting a proposal is the bidder's sole responsibility. Alliance will not reimburse any bidder for any pre-award costs

incurred. All materials submitted to Alliance will become the property of Alliance and will not be returned.

- All proposals are subject to the terms and conditions outlined herein. All responses will be controlled by such terms and conditions. The attachment of other terms and condition by any organization may be grounds for rejection of that organization's proposal.
- In submitting its proposal, organizations agree not to use the results therefrom or as part of any news release or commercial advertising without prior written approval of Alliance.
- All responses, inquiries, or correspondence relating to or in reference to the RFP, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the organization or organization will become the property of Alliance when received.
- The signer of any proposal submitted in response to this RFP certifies that this proposal has not been arrived at collusively or otherwise in violation of either Federal or North Carolina antitrust laws.



Authorization to Submit Proposal

To the best of my knowledge, my organization is able to meet all requirements necessary to apply for the services solicited in RFP #100-2026. I am submitting the attached proposal, which, to my knowledge is a true and complete representation of the requested materials.

Authorized Signature

Printed Name

Title

Date