

Request for Proposal

Direct Support Professional Training

October 6, 2022

MACOMB COUNTY COMMUNITY MENTAL HEALTH
Guided by the values, strengths, and informed choices of the people we serve, Macomb County Community Mental Health provides an array of quality services which promote community participation, self-sufficiency, and independence

REQUEST FOR PROPOSALS

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I. OVERVIEW:

Macomb County Community Mental Health (MCCMH) announces a Request for Proposal (RFP) from qualified vendors to provide Direct Support Professional (DSP) Training to the contracted providers of MCCMH.

A. Deadline

The deadline for submission of this proposal is Thursday, November 3, 2022, by 12:00PM. Proposals received after this date and time will not be considered.

B. Disclosure

Bidders must acknowledge any relationship between the bidder's principal officers and Board members and any members of MCCMH (to include staff employees, board members, and principal directors). Disclosure must also be made regarding the bidder's relationship, if any, with any member of the Macomb County Board of Commissioners or any Macomb County Department Head.

C. Rejection of Proposals

MCCMH reserves the right to reject any and all proposals received as a result of the RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of MCCMH. This RFP is made for information and planning purposes only. MCCMH does not intend to award a contract solely on the basis of any response made to this request, or otherwise pay for the information solicited or obtained.

D. Incurring Costs

MCCMH is not liable for any cost incurred by contractors prior to issuance of a contract.

E. Disclosure of Pre-Proposal Contents: Freedom of Information Act

Please be advised that ALL information submitted in response to public Request for Proposals may be divulged under the provisions of the Freedom of Information Act (FOIA). Confidential or proprietary information cannot be shielded from disclosure under the FOIA requirements for a public bid process.

F. Acceptance of Proposal Content

The contents of the proposals of the successful bidder may become contractual obligations if a contract continues. Failure of the successful bidder to accept these obligations may result in cancellation of the contract.

G. Right to Re-Bid

MCCMH reserves the right to re-bid all or some components of this Request for Proposal (RFP) in the event of significant changes to Medicaid Policy.

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H. Contract Award Date

This will be a two (2) year engagement with an MCCMH option for renewal at MCCMH's discretion, dependent on performance, funding and system need.

I. Debarment and Suspension

Bidder agrees to comply with Federal regulation 42 CRF Part 180 and certifies they: 1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency; 2. Have not been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; 3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated above, and: 4. Have not had one or more public transactions (federal, state or local) terminated for cause or default.

II. SCOPE OF SERVICES:

MCCMH is seeking partnership with a Vendor to provide the trainings to contracted providers, increase access and capacity for DSP training, provide education to our system and manage compliance with training. MCCMH requires the Vendor to provide training that is current to the standards of the Statewide Training Guidelines. The Vendor must be compliant with 508 accommodations for persons with a disability.

- A. Autism Spectrum Disorder
- B. Building Natural Supports
- C. Crisis Planning
- D. Critical Thinking and Creative Problem Solving
- E. Documentation Skills
- F. Due Process/Exercising Rights/Grievance and Appeals
- G. Emergency Preparedness
- H. Food Safety and Nutrition
- I. Health and Wellness
- J. HIPPA and Confidentiality
- K. Human Relationships
- L. Immobility Positioning
- M. Infection Control and Standard Precautions
- N. Intro to Human Services
- O. Limited English Proficiency (LEP)
- P. Lifts and Transfers
- Q. Medications

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- R. Medication Refresher Training
- S. Person Centered Planning
- T. Philosophy and Current Trends
- U. Suicide Risk Assessment and Intervention
- V. Teaching New Skills
- W. Trauma Informed Services
- X. Additional Training may be required in Behavior Crisis Intervention, First Aid, CPR, and Bloodborne Pathogens

III. VENDOR REQUIREMENTS/EXPECTATIONS:

- A. The Vendor must be able to demonstrate a history of successfully providing services outlined in this RFP.

IV. PROGRAM GOALS:

- A. Service:

The Contractor will be required to provide and meet the General Requirements and Functional Requirements listed below:

1. DSP Training Contractor General Requirements:

- Ability to provide initial and bi-annual refresher training to current and future DSPs in MCCMHS contracted system, at the time of this proposal there are 1000 active Direct Support Professionals in homes contracted with MCCMH.
- Ensuring interactive training is readily available either in person or virtually with appropriate testing availability.
- Exceptional customer support and assistance to the 32 agencies that employ DSPs that are contracted with MCCMH with the possibility for more in the future.

2. DSP Training Contractor Functional Requirements:

- Course quizzes and evaluations managed by the contractor
- System for maintaining training records for individuals certified through the contractor
- System for tracking Data of pass/fail percentages for DSP students and be able to track data per DSP employer and training content area.
- 508 Compliant

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V. CONTRACTOR RESPONSIBILITIES

- A. The selected Vendor shall be able to demonstrate knowledge of the trainings as identified above.

VI. GENERAL CONTRACTUAL RESPONSIBILITIES

- A. The selected Vendor shall comply with all privacy and security standards as stipulated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
- B. The selected Vendor shall comply with all Federal and Michigan Laws, regulations and the Michigan Administrative Code, the Michigan Mental Health Code, and the Michigan Department of Health and Human Services (MDHHS) Contractual obligations.

VII. VENDOR REQUIREMENTS

- A. The selected Vendor should have a minimum of two (2) years' experience in identified areas outlined in this RFP.
- B. The selected Vendor must have the organizational capacity to provide the services described in this RFP.
- C. The selected Vendor must be able to begin services in 2023. If the selected Vendor cannot begin providing services outlined in this RFP as required, they should submit a timeline for a plan for full implementation.

VIII. CONTENT OF PROPOSAL

- A. Title Page
- B. Please identify the RFP subject, name of your organization, address, and lead contact individual at your organization along with their contact information.
- C. Table of Contents
- D. Include a clear identification of the material by section and page number.
- E. Description of Scope of Work
- F. The proposal should describe a work plan outlining how the Vendor will provide the services outlined in the RFP. The bidder should describe the philosophy that will be utilized, along with the interest and capacity to meet the needs of our system of care.

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G. Organization's Qualifications and Experience

Overview of the bidder's organization, the number and nature of the staff to be employed and credentialed to provide the services and serve in leadership roles in the organization.

H. The bidder should describe any qualifications and/or experience and/or demonstrated competency specifically related to services outlined in this RFP.

I. Identification of Anticipated Problems

The proposal should identify and describe any anticipated or potential problems, the approach to resolving these problems and any special assistance that will be requested from MCCMH.

J. Selected Vendor's Assurances

The selected Vendor(s) will be required to assume responsibility for all services offered in their proposal. The Vendor must agree not to discriminate against employees or applicants for employment on the basis of race, religion, color, national origin or handicap.

K. Reference

The Vendor must provide at least one (1) letter of reference as well as evidence of contracting with another Pre-Paid Inpatient Health Plan (PIHP) and/or Community Mental Health (CMH) system.

Submission of a proposal indicates acceptance by a Firm of the conditions contained in this RFP unless stated otherwise in the proposal.

Proposals shall be limited to fifty (50) pages not including the table of contents, single-page resume of the President/CEO, and key project staff selected for the project, certifications, and other required forms.

Proposals should provide the requested information in an electronic PDF format that is concise, well-organized, and follow the format as outlined below.

A. Letter of Introduction

A signed Letter of Introduction, on company letterhead, introducing and summarizing the Firm's qualifications. It should clearly state the Firm's understanding of the requirements under this RFP and highlight any unique qualifications, designated contact person, and contact information regarding who can receive distributed RFP information.

B. Table of Contents

Include a Table of Contents displaying the organization of the proposal being submitted.

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C. Vendor Qualifications

1. Provide a general history of your company, including working with the product line, similar-sized projects, and programming enhancements that have been implemented throughout the product's lifespan.
2. Provide three (3) examples of projects performed that demonstrate the qualifications and competence for each of the disciplines/requested areas of expertise.
3. Provide information about how your company supports customer service needs in the successful implementation of your product and achieve the desired functionality.
4. All subcontractors utilized to fulfill the scope of work will need to be identified in the RFP
5. Provide two (2) client references.

D. Vendor Support

1. Provide a description of the support during and after implementation, including follow-up response times for any service needs.
2. Provide a current copy of the Firm's quality control, testing, and support plan.

E. Methods to meet the Scope of Services

The proposal should set forth a full description of the approach to provide the scope of services outlined above in Section I.

Provide an attachment of the proposed course curriculum identifying the following, at a minimum:

- Course name
- Topics
- Outcomes of the class that will enable the participant to utilize his/her learning in the workplace
- Mode(s) of instruction
- The minimum duration of each course (hours)
- Number of sessions per course

F. Rates and Fees

Provide detailed information outlining all fees and costs associated with the proposed project, inclusive of the testing, registration, teaching, materials needed to train and educate the DSP.

1. Provide a fixed cost for the completion of all deliverables
2. Break out costs based on the scope of the project, including itemized one-time setup costs, implementation costs, and ongoing hourly rates/fees, if applicable.

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III. Selection Criteria

MCCMHS will review all submitted proposals for adherence to the request's requirements and capabilities to identify the proposal providing the best value based on the following criteria:

- Experience with similar products
- Project understanding and key requirement functionality
- Rates and Fees identified within the proposal

MCCMHS will notify the bidder within 24 hours or next business day of the receipt of the proposals.

IX. PROPOSAL EVALUATION

Submitted proposals will be evaluated in the following areas by the MCCMHS' Procurement Review Committee.

- A. The Vendor's experience and performance in the provision of related services.
- B. The Vendor's professional personnel and management personnel that will be assigned to work with Macomb persons
- C. Adequacy of proposed staffing plans as related to training providers and assuring that training is timely and delivered in accordance with indicated guidelines.
- D. Finance and cost
- E. Quality/thoroughness of Proposal

In addition, the MCCMH's Procurement Review Committee will also review the following:

- The number and scope of conditions, if any, attached to the bid
- Whether the bidder is presently in default to MCCMH for any reason

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