

REQUEST FOR PROPOSALS

(RFP)

FOR

Wellness & Recovery Program

Issued By:

Calvert County Health Department
Core Service Agency
975 N. Solomon's Island Road
P.O. Box 980
Prince Frederick, MD 20678
Phone: 410-535-5400
Fax: 410-414-8092

April 15, 2019

WARNING: Prospective bidders who have received this document from a source other than the Issuing Office should immediately contact the Issuing Office and provide their name and mailing address in order that amendments to the RFP or other communications can be sent to them. Any prospective bidder who fails to notify the Issuing Office with this information assumes complete responsibility in the event that they do not receive communications from the Issuing Office prior to the closing date.

Minority businesses are encouraged to participate in this procurement process.

REQUEST FOR PROPOSALS

Wellness & Recovery Program

A. PURPOSE OF REQUEST FOR PROPOSALS (RFP)

The Calvert County Health Department, Core Service Agency (CCCSA) is requesting Proposals to acquire a vendor to implement and provide services for a Wellness & Recovery Program in Calvert County. The Wellness & Recovery Program is a voluntary program that aims to reach consumers with behavioral health concerns and ultimately deliver support and opportunities that permit the consumer to attend programs, various skill building sessions, and group services that are provided at a peer to peer level.

Wellness & Recovery Programs provide a welcoming environment for adults that are coping with mental illness and/or substance abuse in a location where they can receive support from their peers and ultimately will be able to flourish. The goal is to help consumers better understand their capabilities and/or possibilities regardless of a mental illness or substance use disorder.

The core elements of a Wellness & Recovery program will include, but are not limited to the following:

1. Provide Educational Forums,
2. Provide activities designed to promote the development of natural support networks in order to reduce isolation,
3. Provide educational forums involving outside speakers designed to promote recovery and wellness,
4. Publish and distribute a quarterly newsletter, and or a monthly calendar identifying upcoming events,
5. Maintain an updated library of local resources to assist individuals in identifying the process of applying for entitlements, housing, employment, individual rights, ect:

For purposes of the RFP, the Calvert County Health Department, Core Service Agency (CCCSA) shall be the grantor of record for the funding award from the Maryland, Behavior Health Administration.

B. ELIGIBILITY

Any public or private human service agency may apply for funding under this request for proposal.

C. TIMELINE

Notification of Funding will be awarded by June 1, 2019. Services are expected to begin on July 1, 2019.

D. FUNDING AVAILABILITY & TERM OF CONTRACT

CCCSA has received conditional funding approval for **\$179,600** annually for the Wellness & Recovery Program. CCCSA expects the program to be fully implemented throughout FY 2020. Offerors should submit a single budget covering the period from July 1, 2019 through June 30, 2020, including start-up costs. Offerers should plan to implement the program no later than 30 days after notification of grant award. The term of this agreement shall be for the period commencing on July 1, 2020 and ending on June 30, 2023. After the initial (Base Contract Term) of three (3) years, the Contract will be renewable for an additional two (2) years on a year-to-year basis for a total of five (5) Years, provided the contract deliverables are met and there is continued funding from DHMH.

E. PRE-PROPOSAL CONFERENCE

A Pre-Proposal conference will take place on May 10, 2019 at 11:00 a.m. in the Calvert County Health Department, main conference room, located at 975 N. Solomon's Island Road, Prince Frederick, Md., 20678.

F. ADDITIONAL INFORMATION

Inquiries concerning the procurement process, bid documents or technical questions should be directed, in writing only (via e-mail or fax) to:

Kristy Kidwell,
Admin Supervisor,
Core Service Agency,
Calvert County Health Department,
Phone #: (410) 535-5400, Ext. 377
E-mail: kristy.kidwell@maryland.gov

All questions must be received prior to the close of business May 11, 2019, 4:30 pm seven (7), calendar days prior to the deadline for submission of bids. A response to the inquiries will be provided within a minimum of three (3) calendar days prior to the submission deadline.

G. PROPOSAL SUBMISSION PROCEDURES

All proposals must be received before 4:30 P.M. on May 17, 2019.

By mail:
Kristy Kidwell
Admin Supervisor
Core Service Agency
Calvert County Health Department
P.O. Box 980
Prince Frederick, Maryland 20678
ATTN: RFP - Wellness & Recovery

Hand-delivery:
Kristy Kidwell
Admin Supervisor
Calvert County Health Department 975 N.
Solomon's Road
Prince Frederick, Maryland 20678
ATTN: RFP - Wellness & Recovery

To be considered, proposal must be received by the time/date above. Proposals postmarked by but not received by 4:30 P.M. on May 17, 2019 will not be considered.

One unbound original proposal bearing original signature(s) in ink by authorized principal(s) of the agency/organization and five (5) bound copies are to be submitted. Proposals failing to comply with this request will be rejected.

H. PUBLIC INFORMATION ACT NOTICE

Offerors shall identify those portions of their proposal which they deem to contain confidential and/or proprietary information. Such information must be individually and specifically noted, either at the location in the proposal, or in a separate listing contained within the proposal. Justification must also be provided, explaining why the material should not be subject to disclosure by the CCCSA upon request under the Maryland Public Information Act. Offerors may not declare their entire proposal to be confidential or proprietary. Failure to provide specific identification and justification may result in release of the information if CCCSA is requested to do so under the Maryland Public Information Act.

I. PROPOSAL/BID/AWARD PROTESTS

All protests made pursuant to this solicitation must be in writing and delivered to the CCCSA: (a) within ten (10) calendar days after the CCCSA has publicly posted the proposed contract award, if the bidder seeks as a remedy the award of the contract, or (b) before the submission date for bids, if the bidder seeks as a remedy the cancellation or amendment of the solicitation.

Only an offeror who is "aggrieved" is eligible to file a protest. Aggrieved means that the offeror who is filing the protest is susceptible for an award of the contract if the protest is sustained (e.g., a fourth ranked bidder is not aggrieved unless the grounds for a protest, if sustained, would disqualify the top three ranked offerors or would require that the solicitation be reissued). Each protest must contain the following: identification of the solicitation; the name, address and telephone number of the protesting offeror/bidder; a statement supporting that the offeror/bidder is aggrieved; and specification of all grounds for the protest, including submission of detailed facts and all relevant documents, citation to relevant language in the solicitation, regulations, or law relied upon; and, all other matters which the offeror/bidder contends supports the protest. The burden of production of all relevant evidence, data and documents, and the burden of persuasive argument to support the protest is on the offeror/bidder making the protest.

J. REJECTION OF BIDS

The CCCSA reserves the right to reject any or all bids.

K. AWARD OF CONTRACT

Award will be to the most qualified responsive and responsible offeror that complies with all provisions of the RFP, providing that it is in the best interest of the CCCSA to accept the proposal. The Contract entered into with the successful offeror shall meet all standard provisions required by the CCCSA and by any involved government agencies. Award of the Contract will be by formal contract. The Contract documents will consist of the Contract, RFP, the offeror's proposal, Maryland, Behavior Health Administration Conditions of Award, and any addenda or other modifications to the RFP.

L. TERMINATION OF CONTRACT FOR CONVENIENCE

The CCCSA may, by 90 day written notice to the Contractor, terminate this contract in whole or in part at any time, either for the CCCSA 's convenience or because of the failure of the Contractor to fulfill his/her obligations under this contract. Upon receipt of such notice, the Contractor shall:

- Immediately discontinue any part or all services as directed by the CCCSA 's authorized representative, and,
- Deliver to the CCCSA the originals of all data, records, reports, and such other information and materials as may have been accumulated by the Contractor in performing under this contract, whether completed or in process.

If the termination is for the convenience of the CCCSA, an equitable adjustment in the contract price shall be made but no amount shall be allowed for anticipated profit on unperformed services. If the termination is due to the failure of the Contractor to fulfill his obligations under this contract, the CCCSA may take over the work and prosecute the same to completion by contract or otherwise. In such case, the Contractor shall be liable to the CCCSA for any additional cost occasioned to the CCCSA.

If, after notice of termination for failure to fulfill obligations, it is determined that the Contractor had not so failed, the termination shall be deemed to have been effected for the convenience of the CCCSA. In such event, adjustment in the contract price shall be made as determined to be equitable by the CCCSA. The rights and remedies of the CCCSA provided in this clause are in addition to any other rights and remedies provided by law or under this contract.

M. TERMINATIONS FOR DEFAULT

If the Contractor refuses or fails to prosecute the work, or any separable part thereof, with such diligence as will insure its completion in accordance with the Contract, or any extension thereof, the CCCSA may, by written notice to the Contractor, terminate the Contract. In such event, the Contractor shall have the right to be compensated for work performed up until the time of termination. The CCCSA shall be the sole authority in determining the amount of equitable payment to the Contractor.

N. ACCEPTANCE OF PROPOSAL CONTENT

Applicants are strongly encouraged to review the feasibility of their proposals prior to submission. The content of this RFP and the proposal of the successful vendor/provider will be included in any resulting contract. Non-compliance with that contract (failure to provide services as contracted and/or achieve expected results) may lead to termination by the CCCSA.

O. POPULATION TO BE SERVED

Qualified participants for this program are consumers 18 and older that have been diagnosed with a behavioral health disorder and are a current resident of Calvert County. The consumers involved in a Wellness & Recovery Program are striving to achieve positive outcomes for their futures and for those around them through the variety of services that should be made available to this consumer base.

P. SCOPE OF SERVICES

- Sponsor a wide variety of educational and recreational activities,
- Provide a welcoming location that offers consumers a relief from isolation and alienation,
- Serve as a source of resourceful/practical information,
- Assist with regards to housing, entitlements, employment and volunteer opportunities,
- Encourage personal growth, implementing independence,
- Provide training, for the development of organizational skills; and
- Staff and volunteers who understand individual disability and will be available to assist with presented issues.

The contractor, at a minimum, must adhere to the following structure in delivering Wellness & Recovery Services:

- Ability to provide a welcoming environment to consumers who are in need of social interaction,
- Sponsor a variety of training and skill-building forums,
- Provide an environment that allows opportunities for consumers to associate with those who understand their disorder/disability,
- Provide information to consumers in regard to achieving and/or maintaining their current housing status, applying for benefits, employment as well as introducing volunteer opportunities,
- Provide outreach presentations for consumers, and,
- Provide assessments on performance for designated presentations for mental health consumers.

Program expectations in addition to above, the successful bidder must:

- Promote culturally competent services to meet the consumers' needs,
- Assure services are support focused, and build upon the person's strengths, and,
- Assure consumers participate in provided services in an effort to meet requirement goals as determined through the contracts Conditions of Award (COA).

Q. RESULTS TO BE ACHIEVED

- A site which allows consumers to meet at least 2,080 hours per year,
- One (1) full-time (1.00 FTE) Program Manager; two (2) part-time additional staff,
- One (1) part-time (.5 FTE) bookkeeper or independent bookkeeping services,
- Annual independent financial audit,
- Performance of an Education/Training needs assessment of mental health consumers in program:

Provision of:

- Six (6) education forums for members, addressing needs assessment outcomes,
- Ten (10) outreach sessions on mental health topics to consumers in hospitals, outpatient mental health centers, and other sites that provide mental health services,
- including three (3) sessions dedicated to educating the non-mental health community to reduce stigma,
- A minimum of six (6) activities designed to promote the development of natural support networks to help reduce isolation i.e. board games, grooming clinics, community meetings within program, ect.,
- A minimum of twelve (12) activities designed to promote wellness & recovery i.e. speakers for topics (American Lung Association, American Diabetes Association, ect.)
- Provision of 50 documented peer support sessions at a minimum of 15 minutes per session i.e. topics covered, scheduled place and time. Peer support sessions consist of either group or one-to-one contact with staff member and/or volunteer for needed assistance,
- Publication of a minimum of four (4) different newsletters and/or monthly calendars of events,
- Provision of support to an unduplicated count of 100 consumers per fiscal year,
- Maintain a library of resources to assist consumers with issues such as entitlements, fair housing, access to employment, advance directives, and patient rights,
- Provide ongoing consumer participation on any local Mental Health Advisory Board ensuring that two (2) adult consumers attend at least 50% of the meetings,
- WRAP (Wellness Recovery Action Plan), conduct two (2) WRAP classes per year. Conduct one (1) WRAP peer support group bi-monthly. Allocate 1.0% of budget to WRAP activities and supplies,

- Participate in a minimum of three (3) management/fiscal trainings for Director and Board President (or designee) on operation of a non-profit provided by On Our Own of Maryland and/or Behavioral Health Administrations ' Office of Consumer Affairs,
- Maintain a "warm line" for telephone support and referral during normal business hours, (Document number of calls and topics discussed),
- Sponsor three (3) Board members and up to two (2) community members to attend the On Our Own of Maryland Summer Conference if funds are not available from the 000-MD Scholarship fund itself and other conference sponsors,
- Participate in quarterly teleconference calls with the Coordinator of Special Programs in the Office of Consumer Affairs.

R. DELIVERABLES

The offeror must submit a monthly report to the CSA by the 15th of the month with the following information:

- A detailed narrative describing the program's achievements and challenges over the previous month,
- A fiscal report of the previous quarter prepared on budget Maryland Behavior Health Administration forms 437 and 438,
- Data chart describing the program's status in completing program requirements over the previous month,

The offeror will be expected to meet with the CCCSA for two monitoring visits per fiscal year, and at a minimum provide the following information:

- Appropriate, detailed, documentation in reference to the current topics of Natural Support activities, Educational Forums, and Outreach presentations to consumer base,
- Attendance/sign-in sheet for program and all program activities,
- Documentation of peer support sessions,
- Documentation of Education/Training needs assessment of mental health consumers in program,
- Documentation of participation of the Director and Board President (or designee) in a minimum of three (3) management/fiscal trainings on operation of a non-profit provided by Own Our Own of Maryland and/or Mental Hygiene Administration's Office of Consumer Affairs,

- Documentation of "warm line" for telephone support and referral during normal business hours including number of calls and topics discussed,
- Documentation of participation for three (3) Board members and up to two (2) community members to attend the On Our Own of Maryland Summer Conference,
- An Annual Report summarizing the project, including highlights and challenges, performance measures and fiscal information is due to the Core Service Agency by each July 15th, and,
- A copy of an independent audit shall be submitted annually no later than 6 months after the start of the fiscal year for complete financial transactions from the previous fiscal year ended.

S. STAFFING REQUIREMENTS

The provider shall ensure the availability of qualified personnel to carry out the duties required of this program. Personnel assigned to work in this program shall have the necessary professional qualifications to perform the work required as delineated in the above Scope of Services.

Proposal submissions shall include a statement describing recruitment, training, and supervision of personnel proposed to work in this program. All employment practices shall be in compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act.

T. PROPOSAL CONTENT

Proposal narratives submitted in response to this request shall not exceed 10 typed, single-sided, single-spaced pages and should address the criteria specified below. Use 12-point font and 1-inch margins. Budget pages Maryland Behavioral Health Administration Forms 432A thru 432H and attachments, such as letters of reference, are not included in the 10-page maximum. It shall contain a one page executive summary.

At a minimum, each proposal shall include the following items in the stated order; all pages shall be numbered, and all the listed components must be included. Proposals which do not include all components will be considered non-responsive and therefore not reviewed or considered for funding.

1. Transmission letter:

Formal letter stating your intent to provide the services you are proposing and that you have the authority to do so. Provide name or organization, address, and all contact information, including primary contact person.

2. Approval of Governing Body:

Letter or memo which states that you have the approval and support of your governing body to submit such proposal.

3. Program Budget:

Use Maryland Behavioral Health Administration Forms 432A thru 432H, (Appendix A -Is published as a separate document). The budget should specify costs including salaries and fringe, rent, supplies, mileage, etc.

4. Proposed Program :

- a) **Population to be served:** Describe your understanding of the needs of consumers who are actively involved in Wellness & Recovery Programs/Services. Discuss your experience and expertise working with such populations and what you consider the primary issues for these consumers.
- b) **Capacity:** Describe your organization's experience providing any similar services and the results those services have achieved.
- c) **Program Plan:** Describe the services you intend to provide. What constellation of services will you provide? Who will provide the services? What are their qualifications? In what setting will the services take place?
- d) **Evaluation:** Describe your quality assurance processes. Cite any results of consumer satisfaction surveys or program evaluations if they are available.
- e) **Staffing:** What are the qualifications of staff involved in the program? What experience do they have? What will their roles be? How frequently will supervision occur? What are the qualifications of the staff responsible for collecting and submitting data to the CCCSA in a timely fashion? Describe cultural competency of the staff.
- f) **Professional Collaboration:** If provider intends to use other qualified professionals outside of their organization, who would they be? What are the roles and qualifications of proposed collaborators?
- g) **Other Collaborative Relationships:** Describe your history of providing services in Calvert County and any collaborative relationships you have established. How will you market this program to referral sources and participants?
- h) **Timeline for Implementation:** Please include a timeline showing when you will accomplish all of the major tasks associated with program start-up and implementation, including hiring, marketing, training, supervision, evaluation, etc.

5. Organizational Capacity Statement: If incorporated, attach a copy of the most current articles of incorporation. Additionally, submit a roster of all members of the organization's board of directors, including addresses and telephone numbers. Indicate consumer/family representation.

- a) Attach an organizational chart, illustrating the relationship of the Wellness & Recovery Program services to the other programs in the agency,

- b) If the provider is licensed by the Maryland, Behavioral Health Administration, provide the date of the applicant's last licensing visit and briefly describe the findings and recommendations. This should include program approval status and any program improvement plans,
- c) Attach copies of most recent financial audit and any other reports which demonstrate the organization's fiscal soundness,
- d) Include a statement describing recruitment (in compliance with the Equal Employment Opportunity (EEO) guidelines and the Americans with Disabilities Act (ADA), training, and supervision of personnel to work in this program.

6. Licenses and Certification: Copies of all current licenses and certifications held by the offeror related to the services required by this RFP.

7. Insurance: The provider is an independent contractor and shall submit documentation to the CSA that it maintains adequate general and professional liability insurance coverage for all of its personnel, as well as, appropriate fire, casualty, premise and workers' compensation insurance coverage.

8. Letters of Support: Please include at least two letters of reference. References and descriptions of previous similar engagements should be provided (all references should include a contact person familiar with the offeror's work and the appropriate telephone number) as well as demonstrate the ability of the offeror to successfully provide sufficient qualified backup staff.

U. Evaluation Criteria:

1. Understanding of the population: The applicant has experience working with the identified population. The applicant demonstrates knowledge of the population to be served and an understanding of the benefits and challenges of a Wellness & Recovery Program.
(10 points)

2. Plan/Services to be provided: The applicant has experience in providing similar services. The applicant demonstrates up-to-date knowledge of best practices in the areas of services and applies this knowledge to the proposed program. The applicant integrates the scope of services (section P) into the program description and adequately addresses all requirements.
(35 points)

3. Organizational Capacity/Staffing: The applicant demonstrates the capacity to employ staff knowledgeable in the implementation of new programs. The organization has the appropriate infrastructure to administer services. Clinical staffing is appropriate for the service.
(20 points)

4. Quality Assurance/Results: The program described is likely to achieve the results listed in Section Q, Results to be achieved. Methods of outcome assessment and quality assurance procedures are evident.

(15 points)

5. Budget: The budget corresponds to the program description and reflects reasonable costs. Maryland, Behavioral Health Administration Forms 432A thru 432H (Appendix A) are utilized and completed. The applicant describes sound fiscal practices, demonstrates fiscal accountability and includes the most recent annual financial audit report to affirm the organization's fiscal ability to adequately support the program.

(20 points)

"APPENDIX A" IS PUBLISHED AS A SEPARATE DOCUMENT