



Personalized Recovery Oriented Services

Request for Proposals (RFP)

Staten Island

January 18, 2018

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I. INTRODUCTION AND BACKGROUND

1.1 PURPOSE OF THE REQUEST FOR PROPOSAL

Because of the demonstrated need for behavioral health services in Richmond county, the New York State Office of Mental Health (OMH) is issuing a Request for Proposal (RFP) to invite interested bidders to submit proposals to open a Personalized Recovery Oriented Services (PROS) program **on Staten Island**.

Established in 2006, PROS is a comprehensive model that integrates rehabilitation, treatment and support services. PROS is an OMH licensed program that promotes a culture of recovery for individuals with serious mental illness 18 years of age or older. The model is strength-based, person centered and offers a menu of services, including evidence-based practices, to assist the PROS participant in achieving a desired life role goal that may include employment, education, housing, relationships, health related outcomes, parenting, etc.

Consistent with efforts set forth through the Olmstead Act, this PROS will assist individuals who have moved or are moving out of Adult homes in the area to assimilate into their community. This will not preclude any individuals, associated with Adult Homes or not, from being eligible to participate in the new program.

Under this RFP OMH will seek to engage a qualified organization who will provide a site, staffing, and ability to offer all services included in three PROS components: Community Rehabilitation & Support (CRS), Intensive Rehabilitation (IR), and Ongoing Rehabilitation and Support (ORS). **This PROS will not have the Clinic Treatment (CT) component.**

The successful bidder will need to work with OMH to ensure the process and procedures implemented by the PROS meet the requirements of the state and federal Medicaid guidelines.

The remainder of this document provides additional information that will allow a service provider to understand the scope of the effort and develop a proposal in the format desired by The State of New York, Office of Mental Health.

1.2 AVAILABILITY OF THE RFP

The RFP will be available on the OMH website, posted on the Grants Gateway and advertised through the NYS Contract Reporter.

1.3 AVAILABILITY OF FUNDING

A total of \$1,210,960 for the 5 year contract is available. Section 3.3 provides additional details on the funding structure.

II. PROPOSAL SUBMISSION

2.1 ISSUING OFFICER /DESIGNATED CONTACT

In accordance with State Finance Law Section 139-j and 139-k, this RFP includes and imposes certain restrictions on communications between OMH personnel and an Applicant, or any representative, agent or consultant or other third party representing the Applicant during the procurement process. OMH has assigned an Issuing Officer for this project. The Issuing Officer or a designee shall be the sole point of contact regarding the RFP from the date of issuance of the RFP until the issuance of the Notice of Conditional Award. To avoid being deemed non-responsive, a bidder is restricted from making contact with any other personnel of OMH regarding the RFP. Certain findings of non-

responsiveness can result in rejection for a contract award. Contacts made to any other OMH or other State personnel regarding this procurement may disqualify the Applicant and affect future procurements with governmental entities in the State of New York.

The Issuing Officer is:

Carol Swiderski
Contract Management Specialist II
New York State Office of Mental Health
Adult Services, 7th Floor
44 Holland Avenue
Albany, New York 12229
carol.swiderski@omh.ny.gov

2.2 LETTER OF INTENT

In order to be considered, organizations interested in responding to the Request for Proposals **must** submit (via regular mail or email) a Letter of Intent to Bid to the OMH Designated Contact to be received by 02/01/2018. The Letter of Intent to Bid shall be non-binding.

Please send the Letter of Intent to:

Carol Swiderski
New York State Office of Mental Health
Contracts and Claim Unit, 7th Floor
Albany, NY 12229
carol.swiderski@omh.ny.gov
Attn: PROS RFP

2.3 MANDATORY BIDDERS' CONFERENCE

A mandatory bidders' conference will be held on February 8, 2018.

The bidders' conference will take place from 11am to 1pm at the New York City Field Office 330 Fifth Avenue, 9th floor, Manhattan.

2.4 DISPOSITIONS OF PROPOSALS

All proposals received by the due date become the property of OMH and shall not be returned. The successful proposals may be incorporated into the resulting contract and will be public record. Any proposals received after the due date will be returned to the bidder unopened.

2.5 ELIGIBLE ORGANIZATIONS

In order to be eligible, organizations must meet the following mandatory criteria:

- Have demonstrated experience in working within the mental health system
- Have demonstrated experience with billing Medicaid
- Be an existing New York State registered non-profit cooperation

- Must be Prequalified in the Grants Gateway by the deadline submission for this RFP
- If unsure if your agency is an eligible applicant, contact the Issuing Officer identified in Section 2.1

2.6 KEY EVENTS/TIMELINE

Key Event	Anticipated Date
1. RFP Released	January 18, 2018
2. Letter of Intent Due	February 1, 2018
3. Mandatory Bidders' Conference	February 8, 2018
4. Questions Due	February 20, 2018
5. Questions and Answers Posted on Website	March 12, 2018
6. Proposals Due	April 13, 2018
7. Anticipated Award Notification	May 8, 2018
8. Anticipated Contract Start Date	September 1, 2018

2.7 RFP QUESTIONS AND CLARIFICATION

All questions or requests for clarification concerning the RFP shall be submitted in writing to the Issuing Officer by fax at (518) 402-2529 or by email to carol.swiderski@omh.ny.gov by 2/20/2018.

The questions and official answers will be posted on the OMH website by 3/12/2018 and will be limited to addressing only those questions submitted by the deadline. **No questions will be answered by telephone or in person.**

2.8 ADDENDA TO THE REQUEST FOR PROPOSALS RFP QUESTIONS AND CLARIFICATION

In the event that it becomes necessary to revise any part of the RFP or extend the deadline for submission, OMH will post this information on their website and the NYS Contract Reporter. **It is the responsibility of the potential bidder to periodically review the OMH website to learn of revisions or addendums to this RFP. No other notification will be given.**

2.9 DISQUALIFICATION FACTORS

Following the opening of bids, a preliminary review of all proposals will be conducted by the Issuing Officer or a designee to review each proposal's submission for completeness and verify that all eligibility criteria have been met. Proposals that do not meet basic participation standards will be disqualified, specifically:

- Proposals from applicants that do not meet the eligibility criteria as outlined in 2.5; or
- Proposals that do not comply with bid submission and/or required format instructions as specified in 2.11; or
- Proposals from eligible agencies with not-for-profit status who have not completed Vendor Prequalification, as described in 2.11, by proposal due date of 4:00 pm on April 13, 2018

2.10 GRANTS GATEWAY REQUIREMENT

Pursuant to the New York State Division of Budget Bulletin H-1032, dated June 7, 2013, New York State has instituted key reform initiatives to the grant contract process which require not-for-profits to register in the [Grants Gateway](#) and complete the Vendor Prequalification process in order for proposals to be evaluated and any resulting contracts to be executed. Information on these initiatives can be found at:
https://grantsgateway.ny.gov/IntelliGrants_NYSGG/module/nysgg/goportal.aspx

Proposals received from eligible non-for-profit applicants who are not Prequalified by the 4:00 pm deadline on April 15, 2018 cannot be evaluated; therefore, such proposals will be disqualified from further consideration.

2.11 INSTRUCTIONS FOR BID SUBMISSION AND REQUIRED FORMAT

Proposal Submission Process

All applicants must be registered with the New York State Grants Gateway System (GGS) and all Not-for-Profit agencies must be Prequalified prior to proposal submission.

If you are not already registered:

REGISTER WITH THE GRANTS GATEWAY

Registration forms are available at the GGS website:

<http://www.grantsreform.ny.gov>

- Include your SFS Vendor ID on the form; if you are a new vendor and do not have an SFS Vendor ID, include a Substitute for W-9 with your signed, notarized registration (also available from the website).
- All registrations must include an Organization Chart in order to be processed. When you receive your login information, log in and change your password.

If you are an applicant, and have problems complying with this provision, please contact the GGS help desk via email at grantsgateway@its.ny.gov OR by telephone at 518-474-5595.

How to Submit a Proposal

Proposals must be submitted online via the Grants Gateway by the date and time posted within the timeline of this RFP. Tutorials (training videos) for the use of the Grants Gateway are available at the following web address (and upon user log in):
<http://www.grantsreform.ny.gov/Grantees>

To apply, log into the Grants Gateway and click and click on the View Opportunities button under the View Available Opportunities. To get started, in the Search Criteria enter the Grant Opportunity name provided on the cover page of this RFP, select the Office of Mental Health as the Funding Agency and hit the Search button. Click on the name of the Grant Opportunity from the search results grid and then click on the APPLY FOR GRANT OPPORTUNITY button located at the bottom left of the Main page of the Grant Opportunity.

In order to access the online proposal and other required documents such as the attachments, you **MUST** be registered and logged into the NYS Grants Gateway system in **the user role of either a “Grantee” or a “Grantee Contract Signatory”**.

For further information on how to apply, please access the Grantee Quick Start Guide under the Pre-Submission Upload Properties for this opportunity.

Reference materials and videos are available for Grantees applying to funding opportunities in the NYS Grants Gateway. Please visit the Grants Reform website at the following web address: <http://www.grantsreform.ny.gov/Grantees> and select the “Grantee Quick Start Guide” from the menu.

There is a more detailed “Grantee User Guide” available on this page as well. Late proposals will not be accepted. Proposals will not be accepted via fax, email, hard copy or hand delivery.

In order to apply, you need to be logged in as a Grantee, Grantee Contract Signatory or Grantee System Administrator. The Grantee Delegated Administrator cannot start an application.

Helpful Links

Some helpful links for questions of a technical nature are below:

[Grantees Grants Reform Videos](#) (includes a document vault tutorial and an application tutorial) on YouTube: <http://www.youtube.com/channel/UCYnWskVc7B3ajjOVfOHL6UA>

Agate Technical Support Help Desk Phone: 1-800-820-1890
Hours: Monday thru Friday 8am to 8pm
Email: helpdesk@agatesoftware.com
(Technical questions)

Grants Team: (Proposal Completion, Policy, and Registration questions)
<http://www.grantsreform.ny.gov/>

2.12 PROPOSALS EXECUTIVE ORDER #38

Executive Order #38

Pursuant to Executive Order #38, dated [January 18, 2012](#), OMH promulgated regulations regarding limits on administrative costs of and executive compensation. See 14 NYCRR Part 513. Any contract awarded through this RFA will be subject to such restrictions and to related requirements. See Section VI, Appendix C of this RFA for a link to OMH Master Contract Forms and Instructions, Attachment A-1, Section A.12 (Mental Health Regulations). See also the [Executive Order #38](#).

III. ADMINISTRATIVE INFORMATION

3.1 METHOD OF AWARD

One award will be made to the proposal with the highest final evaluation score. In the case of a tie in the scoring process, the agency that scores highest in the Staff Competency and Relevant Experience section will receive the award.

The award will be made conditional upon the submission and approval of plan to meet licensing requirements including space, staff, policies and procedures, etc. If the awardee does not receive approval of this plan, the award will move on to the next highest scoring applicant. See section 5.3 for more detail.

3.2 TERM OF CONTRACT

The contract awarded in response to this RFP will be for five years. The anticipated start date is September 1, 2018. Selected applicants awarded a contract under this RFP will be required to adhere to all terms and conditions in OMH's Master Grant Contract. OMH reserves the right to change the contract term for the first year so that it is more or less than 12 months in order to align the contract dates with OMH's New York City contract cycle (July 1 through June 30).

3.2.1 Minority and Women Owned Business Enterprises

OMH recognizes its obligation to promote opportunities for maximum feasible participation of certified minority and women-owned business enterprises ("MWBEs") and the employment of minority group members and women in the performance of OMH contracts. In accordance with New York State Executive Law Article 15-A, OMH hereby establishes a 16% goal for Minority-owned Business Enterprise ("MBE") participation, a 14% goal for Women-owned Business Enterprise ("WBE") participation, and a 6% goal for Service-Disabled Veteran-owned Business Enterprises ("SDVOB") participation on any award resulting from this solicitation in excess of \$25,000 for commodities and services or \$100,000 for construction.

With respect to MWBEs, each award recipient must document its good faith efforts to provide meaningful opportunities for participation by MWBEs as subcontractors and suppliers in the performance of the project to be described in each grant disbursement agreement, and must agree that OMH may withhold payment pending receipt of the required MWBE documentation. The directory of MWBEs can be viewed at: <https://ny.newnycontracts.com>. For guidance on how OMH will determine a Contractor's "good faith efforts," refer to 5 NYCRR § 142.8.

In accordance with 5 NYCRR § 142.13, each award recipient acknowledges that if it is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth herein and in its grant disbursement agreement, such finding constitutes a breach of contract and OMH may withhold payment from the award recipient as liquidated damages.

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to MWBEs had the award recipient achieved the contractual MWBE goals; and (2) all sums actually paid to MWBEs for work performed or materials supplied under the grant disbursement agreement.

By submitting an application, an Applicant agrees to demonstrate its good faith efforts to achieve its goals for the utilization of MWBEs by submitting evidence thereof in such form as OMH shall require.

Additionally, an Applicant may be required to submit the following documents and information as evidence of compliance with the foregoing:

A. An MWBE Utilization Plan, which shall be submitted in conjunction with the execution of the grant disbursement agreement except as otherwise authorized by OMH. Any modifications or changes to the MWBE Utilization Plan after the execution of the grant disbursement

agreement must be reported on a revised MWBE Utilization Plan and submitted to OMH.

OMH will review the submitted MWBE Utilization Plan and advise the award recipient of OMH acceptance or issue a notice of deficiency within 30 days of receipt.

B. If a notice of deficiency is issued, the award recipient will be required to respond to the notice of deficiency within seven (7) business days of receipt by submitting to OMH, a written remedy in response to the notice of deficiency. If the written remedy that is submitted is not timely or is found by OMH to be inadequate, OMH shall notify the award recipient and direct the award recipient to submit, within five (5) business days, a request for a partial or total waiver of MWBE participation goals. Failure to file the waiver form in a timely manner may be grounds for disqualification of the bid or proposal.

OMH may refuse to enter into a grant disbursement agreement, or terminate an existing grant disbursement agreement resulting from this solicitation, under the following circumstances:

- a) If an award recipient fails to submit a MWBE Utilization Plan;
- b) If an award recipient fails to submit a written remedy to a notice of deficiency;
- c) If an award recipient fails to submit a request for a waiver; or
- d) If OMH determines that the award recipient has failed to document good faith efforts.

The award recipient will be required to attempt to utilize, in good faith, any MBE or WBE identified within its MWBE Utilization Plan, during the performance of the project. Requests for a partial or total waiver of established goal requirements may be made at any time during the term of the project, but must be made no later than prior to the submission of a request for final payment under the grant disbursement agreement.

Each award recipient will be required to submit a Quarterly M/WBE Contractor Compliance & Payment Report to OMH over the term of the project, in such form and at such time as OMH shall require, documenting the progress made toward achievement of the MWBE goals established for the project.

With respect to SDVOBs, information about SDVOB certification and set asides for SDVOB participation in public procurement can be found at: <http://www.ogs.ny.gov/Core/SDVOBA.asp>, which provides information about SDVOB certification and guidance for State agencies in making determinations and administering set asides for procurements from SDVOBs.

Contractor agrees, to the maximum extent practical and consistent with legal requirements of the State Finance Law, the Executive Law and any implementing regulations, to use NYS certified Service-Disabled Veteran-Owned Business Enterprises (SDVOBs) in purchasing and utilizing commodities, services and technology that are of equal quality and functionality to those that may be obtained from non-SDVOBs. Contractor acknowledges being subject to the provisions of Executive Law Article 17-B and the applicable regulations (9 NYCRR Part 252), and that the directory of NYS certified SDVOBs is located at: http://ogs.ny.gov/Core/docs/CertifiedNYS_SDVOB.pdf. Contractor acknowledges that the SDVOB utilization goal for this Agreement is 6%. Contractor further acknowledges that this requirement is separate and

distinct from the similar requirement to utilize small, and minority and women-owned businesses (M/WBEs), consistent with current State law (Executive Law, Article 15-A).

3.2.2 Equal Opportunity Employment

By submission of a bid or proposal in response to this solicitation, the Bidder/Contractor agrees with all of the terms and conditions of Appendix A – Standard Clauses for All New York State Contracts including Clause 12 - Equal Employment Opportunities for Minorities and Women. The Contractor is required to ensure that it and any subcontractors awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon (the "Work"), except where the Work is for the beneficial use of the Contractor, undertake or continue programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation. This requirement does not apply to: (i) work, goods, or services unrelated to the Contract; or (ii) employment outside New York State.

The Bidder will be required to submit a Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement, Form # 4, to the State Contracting Agency with their bid or proposal. To ensure compliance with this Section, the Bidder will be required to submit with the bid or proposal an Equal Employment Opportunity Staffing Plan (Form # to be supplied during contracting process) identifying the anticipated work force to be utilized on the Contract. If awarded a Contract, Contractor shall submit a Workforce Utilization Report and shall require each of its Subcontractors to submit a Workforce Utilization Report, in such format as shall be required by the Contracting State Agency on a monthly or quarterly basis during the term of the contract. Further, pursuant to Article 15 of the Executive Law (the "Human Rights Law"), all other State and Federal statutory and constitutional non- discrimination provisions, the Contractor and sub-contractors will not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non- discrimination on the basis of prior criminal conviction and prior arrest. Please Note: Failure to comply with the foregoing requirements may result in a finding of non- responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.

3.3 FINANCIAL

OMH will conduct a review of your agency's fiscal information over the past three years to assess fiscal viability. This review will be incorporated into the final ranking of the proposals. In addition, if your agency is the recipient of funds from the NYS Office of

Mental Hygiene, Office of Persons with Developmental Disabilities, or Office of Alcohol and Substance Abuse Services and required to file a Consolidated Fiscal Report (CFR), OMH will review the timeliness of your submissions to ensure compliance with reporting requirements.

- State Aid funding will be available for programs based on a projected number of 150 to 200 people to be served for the following purposes per the Spending Plan Guidelines for Personalized Recovery Oriented Services (PROS) FSC 037P (*please see attachment*)
- **Residual State Aid:** will be provided at the current rate of \$45,991/annual/per 100 persons enrolled in the PROS. This annual amount is subject to change. This funding is to assist in the payment of services which are either not eligible for Medicaid reimbursement or provided to non-Medicaid eligible clients.
- **PROS Vocational Initiative:** will be provided at the current rate of \$43,603/annual/per 100 persons enrolled in the PROS. This annual amount is subject to change. This funding provides reimbursement to PROS programs to support the provision of employment services that are not eligible for Medicaid reimbursement. These funds could also be used to support individuals who are seeking to upgrade their current employment status.
- **Cash Flow:** funding will be provided to assist providers in paying for expenses incurred during the two-month lag in Medicaid reimbursement, during the first two months of PROS operation. Upon closure of a PROS program the provider will have 30 days from the date of license termination to remit a check, payable to the New York State (NYS) Office of Mental Health, for the value of the two months of cash flow assistance provided. Failure to submit payment will result in either a withholding of future State Aid payments to the provider, or referral to the Attorney General's office for collection.
- **Start-up:** funding will be provided to assist in offsetting one-time costs of preparing for the implementation of PROS (i.e. hiring of new staff, purchasing or upgrading record keeping and/or billing software, and staff training), and temporary decreases in revenue which may occur during implementation.

Allocation of Funds:

- Per the Spending Plan Guidelines for PROS FSC 037P (*please see attachment*)
 - In period one (9/1/18-6/30/19) the program will receive \$135,000 for start-up and \$180,000 for cash flow, as well as \$76,653 for Residual State Aid and \$72,673 for PROS Vocational Initiative.
 - In period two (7/1/19-6/30/20) the program will receive \$91,984 for Residual State Aid and \$87,208 for PROS Vocational Initiative.
 - In period three (7/1/20-6/30/21) the amount of State Aid an agency is eligible for will be rebased equal to the average number of people actually served per month during the three month period (October, November & December 2019) based on Child and Adult Integrated Reporting System (CAIRS) data, divided by 100 and multiplied by the PROS State Aid factor.
 - In period four (7/1/21-6/30/22) and year five (7/1/22-6/30/23) the amount of State Aid an agency is eligible for is equal to the average number of people actually served per month during the latest twelve month period (January to

December of the previous year) based on CAIRS data, divided by 100 and multiplied by the PROS State Aid factor.

- After the satisfactory completion of the contract period, as the program continues to operate, it will continue to be rebased per the formula noted above for year four and year five as well as identified in the Spending Plan Guidelines.
- In the event that the estimated revenue falls short of estimated projections, it is understood that the agency, as the PROS provider, retains responsibility to compensate for any losses that are incurred.

3.4 RESERVED RIGHTS

The Office of Mental Health reserves the right to:

- Reject any or all proposals received in response to the RFP that are deemed non-responsive or do not meet the minimum requirements or are determined to be otherwise unacceptable, in the agency's sole discretion;
- Withdraw the RFP at any time, at the agency's sole discretion;
- Make an award under the RFP in whole or in part;
- Disqualify a bidder whose conduct and/or proposal fails to conform to the requirements of the RFP;
- Seek clarifications and revisions of proposals for the purposes of assuring a full understanding of the responsiveness to the solicitation requirements;
- Use proposal information obtained through the state's investigation of a bidder's qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the agency's request for clarifying information in the course of evaluation and/or selection under the RFP; Prior to the bid opening, amend the RFP specifications to correct errors or oversight, supply additional information, or extend any of the scheduled dates or requirements and provide notification to potential bidders via the OMH website, the Grants Gateway and the NYS Contract Reporter;
- Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
- Change any of the scheduled dates via the OMH website and the NYS Contract Reporter;
- Eliminate any mandatory, non-material specifications that cannot be complied with by all of the prospective bidders;
- Waive any requirements that are not material;
- Negotiate any aspect of the proposal with the successful bidder in order to ensure that the final agreement meets OMH objectives and is in the best interests of the State;
- Conduct contract negotiations with the next responsible bidder, should the agency be unsuccessful in negotiating with the selected bidder;
- Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of an offerer's proposal and/or to determine an offerer's compliance with the requirements of the solicitation; and,
- Cancel or modify contracts due to the insufficiency of appropriations, cause, convenience, mutual consent, non-responsibility, or a "force majeure".

3.5 DEBRIEFING

The Office of Mental Health will issue award and non-award notifications to all bidders. Both awarded and non-awarded bidders may request a debriefing requesting feedback on their own proposal, regardless if it was selected for an award, or disqualified, within fifteen (15) business days of the OMH dated letter. OMH will not offer ranking, statistical or cost information of other proposals until after the NYS Office of the State Comptroller has approved all awards under this RFP. Written debriefing requests may be sent to the Designated Contact, as defined in Section 2.1 of this RFP.

3.6 PROTESTS RELATED TO THE SOLICITATION PROCESS

Protests based on errors or omissions in the solicitation process, which are or should have been apparent prior to the deadline for receipt of all written questions for this RFP, must be filed prior to the deadline for questions. In the event a bidder files a timely protest based on error or omission in the solicitation process, the Commissioner of OMH or their designee will review such protest and may, as appropriate, issue a written response or addendum to the RFP to be posted on the OMH Website in the RFP section. Protests of an award decision must be filed within fifteen (15) business days after the notice of conditional award or five (5) business days from the date of the debriefing. The Commissioner or their designee will review the matter and issue a written decision within twenty (20) business days of receipt of protest.

All protests must be in writing and must clearly and fully state the legal and factual grounds for the protest and include all relevant documentation. The written documentation should clearly state reference to the RFP title and due date. Such protests must be submitted to:

NYS Office of Mental Health
Commissioner Ann Marie T. Sullivan, M.D.
44 Holland Avenue
Albany, NY 12229

IV. EVALUATION FACTORS FOR AWARDS

4.1 CRITERIA

- **Comprehensive Evaluation of Technical and Cost Submissions**

All proposals will be rated and ranked in order of highest score based on an evaluation of each bidder's written submission in conjunction with OMH internal reviews.

Proposals that meet the eligible organization criteria will be reviewed comprehensively to assess the agency's commitment and ability to accomplish the objectives outlined in this RFP. If a proposal is not complete or does not meet the basic eligibility and participation standards as outlined in Sections 2.5 and 2.9, the proposal will be eliminated from further review. The agency will be notified of the rejection of its proposal within 10 business days.

Evaluation of proposals will be conducted in two parts-Technical Evaluation and Cost Evaluation. OMH's Technical evaluation committee, consisting of at least three evaluators, will review the Technical portion of each proposal and compute a partial score. Evaluators of the Technical Evaluation component may then meet to

discuss the basis of those ratings. Following the discussion, evaluators may independently revise their original score in any section. Each evaluator's Technical score will be added together and averaged for a final Technical score.

The Cost/Budget Evaluation will be based upon the reasonableness and completeness of the budget documents provided and OMH's viability analysis.

The final Technical score and Cost scores are added together resulting in a total score. The proposal receiving the highest score will be awarded a contract. In the case of a tie in the scoring process, the proposal with the highest score on the Staff Competency and Relevant Experience will be ranked higher.

Any proposal not meeting a minimum score of 75 will be eliminated from consideration.

- **Scoring**

The Evaluation will apply points in the following categories as defined in Sections 5.5-5.10:

1. Functional PROS Program Description	20
2. Staff Competency and Relevant Experience	20
3. Integration of PROS Components	20
4. Evidence-Based Practices	20
5. Employment	20
6. Budget	25
Total Points	125

4.2 AGENCY – RECOMMENDED AWARD AND NOTIFICATION

Upon completion of the evaluation process, notification of award or non-award will be sent to all successful and non-successful bidders. The award is subject to approval of a contract by the New York State Attorney General's Office and the New York State Office of State Comptroller.

OMH reserves the right to negotiate special terms and conditions with individual bidders when making awards. The bidder must accept such terms and conditions for the award to take effect.

OMH reserves the right to conduct a readiness review of the selected bidder prior to the execution of the contract. The purpose of this review is to verify that the bidder is able to comply with all participation standards and meets the conditions detailed in its proposal.

4.3 CONTRACT TERMINATION AND REASSIGNMENT

There are a number of factors that may result in the reassignment of the contract after award. This includes, but is not limited to, meeting the requirements outlined in Section 5. A contractor will be provided notification if there is need for reassignment.

V. SCOPE OF WORK

5.1 INTRODUCTION

Personalized Recovery Oriented Services (PROS) evolved from the need for a program that partners with individuals in their recovery from mental illness through the delivery of integrated rehabilitation, treatment, and support services. While moving away from the medical model and into a recovery model, PROS offers an array of personalized and integrated recovery-oriented services. Services are delivered within a site-based program as well as off-site in the communities where people live, learn, work, and socialize.

There are four components of a PROS program: Community Rehabilitation and Support (CRS), Intensive Rehabilitation (IR), Ongoing Rehabilitation and Support (ORS), and Clinic Treatment. **For the purposes of this RFP, Clinic Treatment will not be included.**

The CRS component includes services designed to engage and assist individuals in managing their illness and restoring those skills and supports necessary for living successfully in the community. Services included are:

- Assessment
- Basic Living Skills Training
- Benefits and Financial Management
- Cognitive Remediation
- Community Living Exploration
- Crisis Intervention
- Engagement
- Individual Recovery planning
- Information and Education Regarding Self Help
- Structured Skill Development and Support
- Wellness Self-Management (WSM)
- WSM Coping Skills Training
- WSM Disability Education
- WSM Dual Disorder Education
- WSM Medication Education & Self-Management
- WSM Problem Solving Skills Training
- WSM Relapse Prevention Planning

5.2 OBJECTIVES AND RESPONSIBILITIES

Through this initiative, the Office of Mental Health intends to expand PROS into Staten Island where there is a demonstrated need for the comprehensive services PROS can offer.

By adding a PROS to Staten Island, more mental health and substance use services will be available to individuals to complement existing clinic services.

5.3 OPERATIONAL PRINCIPLES

Please consider the following principles when responding to section 5.5:

- There should be objective evidence / indicators in the application that the applicant organization understands the cultural aspects of the community that will contribute to the program's success and which will avoid pitfalls.
- The applicant should document expertise in operating programs which provide services to individuals in the mental health system including state level certification processes.
- The applicant should maximize the use of existing resources including the transition of the existing board, tools and process from the current vendor.
- The applicant should ensure that all staff meet requirements according to Part 512.
- The applicant should ensure the board membership is maintained in accordance with OMH approved requirements.
- Staff must be available to meet and participate in OMH planning and other support sessions as required.
- Applicant should have a documented history of positive programmatic involvement with the community to be served.
- **Upon award, chosen applicant must be able to secure appropriate space for the program and develop an approved Staffing Plan that meets minimum requirements, including 40% professional staff, by the target contract date.**

5.4 DELIVERABLES

Contractors will be required to:

- Maintain census records and data in the Child and Adult Integrated reporting system (CAIRS) and utilize the New York Employment Services System (NYESS) for employment supports
- Operate in a manner consistent with the OMH-issued license and part 512 PROS Regulations
- Have the capability to make all CRS, IR, and ORS services available
- Implement documentation practices consistent with Part 512

5.5 FUNCTIONAL PROS PROGRAM DESCRIPTION

Please address the following areas:

- Describe the organization's existing practice or vision to promote rehabilitation and recovery.
- Describe the lines of authority from the governing body to the PROS program or include an organization chart. Indicate the relationship of the program to other programs operated by your agency.
- Describe the core goals of your PROS program and indicate how you expect to achieve these goals.
- Describe the organization's experience working within the behavioral health system.

- There is a demonstrated need for substance use services in Staten Island. Describe how you plan to address this need using the integrated PROS model.
- Describe how PROS services will be provided by staff of the PROS program. Include on-site and off-site services. Provide a brief description of a typical day within the PROS program. Note: If Cognitive Remediation Therapy (CRT) will be offered, specify how and by whom the service will be rendered. Explain how staff will be trained to provide CRT.
- Describe how the organization would collaborate and communicate with other behavioral health organizations; what obstacles you would envision; and how your organization would address these obstacles in the implementation of this initiative.
- Describe how recipients are involved in the ongoing program design and evaluation.
- Describe how program participants will be included in recovery planning and how they will be involved in their case record documentation process.
- Describe plans for utilization review and incident management within the PROS program.

5.6 STAFF COMPETENCY AND RELEVANT EXPERIENCE

- Describe how the program will ensure staff competency in providing services in all PROS components.
- Describe plans to provide staff training and supervision, including initial training and orientation, and on-going training and development, to maintain and improve staff competence.
- Describe the organization's practice to train, observe and approve group facilitation.
- Describe plans to train staff in cultural competence, awareness and sensitivity, and to provide culturally relevant services. Training and technical support including assessment tools, are available.
- Describe the agency's experience with person-centered practices.

5.7 INTEGRATION OF PROS COMPONENTS

- Describe how services will be integrated and coordinated within the PROS program. Describe how the Individualized Recovery Plan (IRP) will be utilized in this process.
- Describe the agency's plan to assure knowledge of, and coordination of services for, recipients who access treatment services of other behavioral health providers/programs including clinic services.

5.8 EVIDENCE-BASED PRACTICES

- Describe the agency's plans for providing, and for assuring staff competencies in, the following evidence-based practices: Family Psychoeducation, Wellness Self-Management, Integrated Treatment for Dual Disorders (IDDT), and Individual Placement and Supports (IPS).
- Describe plans for regular and consistent education for staff in providing evidence-based practices, use of supervision to reinforce staff competency, and integration of evidence-based practices performance expectations into staff evaluations.

5.9 EMPLOYMENT

- Describe the agency's understanding of integrated, competitive employment and the program's philosophy regarding employment as it relates to recovery.
- Describe the plan to address the employment needs of participants, including how staff will be trained to handle this critical area.
- Describe how employment-related services will be integrated within the PROS program, including how those services will assist participants to obtain integrated, competitive employment.
- Describe how the agency has used the Individual Placement and Supports (IPS) model.

5.10 BUDGET

Program fiscal viability will be evaluated based on completing and submitting the PROS Fiscal Tool and Two Year Budget.

Fiscal Tool:

The PROS Fiscal Tool is a Microsoft Excel spreadsheet that includes previously embedded reimbursement rates and formulas. The Fiscal Tool also includes the projected number served and projected utilization of services as well as components, some of which provide an add-on reimbursement. The projected range of individuals served for this proposal is 150-200. **Please use 150 as the projected number served in the Fiscal Tool. Please note, the percentage of Medicaid recipients for the purpose of completing the tool is 90%.** The Fiscal Tool will generate revenue based on reimbursement and state aid formulas and will be compared to your program's estimated operational expenses (facility costs, staff, administration & overhead, etc.).

Two Year Budget

Evaluating short and long term fiscal viability is critical to awarding this program. **A two year budget (Appendix B) is required with this submission to demonstrate your agency's ability to project growth, identify challenges/opportunities, etc. in coming years.** We recognize that most or all costs are estimates.

A budget narrative (Appendix B-1) is also required.

The Budget Narrative (Appendix B-1) must include the following:

- detailed expense components that make up the total operating expenses
- the calculation or logic that supports the budgeted value of each category

5.11 RESOURCES

- For more information visit omh.ny.gov/omhweb/pros/
- Part 512 PROS Regulations are available at <https://govt.westlaw.com/>