

Pre-Proposal Conference
Developmental Disabilities Administration Solicits
Comprehensive Behavioral Respite and Mobile Crisis Intervention Services
DHMH-OPASS 17-17375
eMM# MDM0031030313
January 5, 2017

Conference began at 9:00 a.m.

Opening Remarks and Introductions were facilitated by Queen Davis, Procurement Officer for the Office of Procurement and Support Services (OPASS). Sign-in sheet was provided.

Attendance:

Queen Davis, Contract Officer, OPASS; Victoria Dunn, Chief of Procurement, DDA (Sitting in for Jim Sult, Lead Procurement Specialist); Cathy Marshall, Regional Director, DDA WMRO; Senthil Ramiah, Aileron Consulting; Chris Diehl, Benchmark Human Services; George Harris, Benchmark Human Services; Renee Quillen-Knox, Arc of Washington County; Dawn Tierney, Arc of Southern Maryland; Hartmuth Csaniadi-Schwartz, Arc of Southern Maryland; Michael Walbert, Arc of Southern Maryland; Dr. Jagan Arrawn-Raju, Maryland Behavior Health; Michele Denson, Chimes; Christine Bentley, Chimes; Cindy Truvitt, Humanim; Scott Deadrick, Humanim; Lori Somerville, Humanim; Terry Long, The Arc of Southern Maryland; Kay Jones, Somerset Community; Shai Willy-Spurrier, Ocea Fiat Counseling; Sandy Adkins, Somerset Community Services; Tony Wilson, Woodbourne Center; Denny Moody, Chimes; Jacob Rolon, Hope Health Systems; Kimberly Smith, Parker Psychiatric; Israel Ojo, CHS Baltimore Hajershrms; Dr. Michael Bluestone, DDA HQ; Patricia Sastoque, Deputy Director of Programs, DDA; Bernie Simons; Deputy Secretary, DDA

Minutes transcribed by Nicole C. Smith, Administrative Aide, DDA

Agenda:

Opening Remarks & Introductions-Queen Davis, Procurement Officer, DHMH-OPASS

Ms. Davis opened the pre-proposal with asking all attendees to introduce themselves. All attendees were told that if they have any questions about the Department of Health and Mental Hygiene (DHMH), Developmental Disabilities Administration (DDA) proposal or about discussion at this conference, they can forward their questions to Queen Davis, Procurement Officer of the Office of Procurement Support Services. Ms. Davis's contact information is on the key summary page of the RFP Proposal.

Overview of Procurement Process-Queen Davis, Procurement Officer, DHMH-OPASS

Department of Health and Mental Hygiene (DHMH)-Developmental Disabilities Administration (DDA) is seeking a contractor to provide comprehensive behavioral respite and mobile crisis intervention services. These services are for people identified by DDA as eligible for developmental disabilities services and to prevent the need for hospitalization. The Department intends to make one award per region as a result of this RFP. Bidders may bid on one or more of the regions up to all four regions

presented in this RFP. The bidder may only submit one bid per region. See RFP section 1.15 for more information.

Attendees were notified that a sign-in sheet was circulating and to please sign-in and input their contract information including email address. If there are any changes or additional information about the proposal, the sign in sheet will be used to make contact with bidders. Also attendees were asked if they have business cards to leave them on the table after the meeting.

The contract resulting from this solicitation will be three years for the base period with two one-year renewal options. Please review Section 1 on renewal options of the RFP for more information which starts on page 7 in Section 1.4. On all subsequent documentation this information will be posted on eMarylandMarketplace and the DHMH-OPASS Procurement website. The link to eMarylandMarketplace is in Section 1.8 of the RFP. Registration for eMarylandMarketplace is free. Vendors are required to register on eMarylandMarketplace in order to be awarded a contract for the State of Maryland. The email link to register is <https://emaryland.buyspeed.com/bsol/login.jsp>.

All questions presented at this meeting should be submitted to questions and answers website listed in Section 1.9 of this RFP. Please review this section for instructions and guidance for submitting your questions. Bidders have up to 5 days prior to actual proposal submission date to submit questions. This time frame gives the DHMH-OPASS Procurement Office and the DDA Program Unit time to research and formulate a response to be posted on the website. If questions are not submitted within the five day period and are not substantive to the RFP, the questions will not be answered.

Materials of this meeting and conference minutes will also be posted to the DHMH-OPASS Procurement website and on eMarylandMarketplace.

Bidders were asked to review Section 1.30 (Payment by Electronic Transfer) of the RFP, page 18. It states that any contractor submitting a proposal that is in excess of \$100,000 must be paid via electronic transfer.

Bidders were asked to review Section 1.33 (MBE Section), there is a 10% MBE Participation Goal established for this contract resulting from the RFP. This information can be found in Section 1.33. Bidders are asked to fill out the MBE Bidders Utilization and Affidavit MDOT Form-Attachment D. This attachment must be provided in a separately, sealed, envelope at the time of submission. The reason this form must be submitted separately is because it requires financial information which should not be included in the technical proposal. This proposal has four regions that are out for bid. Each region you bid for must meet the 10% MBE Participation Goal that has been set.

Minority Business Enterprise Overview-Janelle Robinson, DHMH/MBE Director

The MDOT, MBE Participation Utilization Affidavit-Attachment D, must be fully completed and submitted separately with our Bidder's proposal. Failure to do so will result in your proposal being deemed non-responsive. On the D-1 form, you must express your intention of your overall goal percentage for this solicitation. There are no sub-goals for this solicitation. The MBE Participation schedule should list all names of the minority business enterprises that you intend to use to meet the MBE goal along with their FEIN Number, MDOT MBE Certification Number and the list of certification categories. Only MDOT MBE Certification is acceptable. MBE Certification from another entity will not be accepted. Additionally, the percentage of the total contract value to be provided by the particular MBE

should be answered as well as a specific portion of the goal should be performed by the MBE. Side note: For the MBE Certification, the MBE must be certified at the time of submission of proposal. MBE Certification takes up to 90 days.

In the summary, you will break down the specific MBE status of the particular MBE. The break down should be equal to the MBE goal status. Within 10 working days of receiving notice that the bidder is the intended winner, the bidder must submit the Outreach Compliance Statement which is Attachment D-2 along with the Contract Affidavit-Attachment D-3. You may request a waiver for the MBE goal. Within 10 working days of receiving notice that the bidder is the intended awardee, the bidder must submit all waiver documentation in accordance with COMAR 21.11.03.10.

Please carefully review the Liquidated Damage Provision in the solicitation regarding compliance of the MBE goals and regulations. Per new regulations, MBE Prime Time contractors may count 50% towards the established sub-contracting goal. It is important that the Attachment D-1A (MBE Utilization and Fair Solicitation Affidavit & MBE Participation Schedule) is completed properly. The form is reviewed by the DHMH/MBE office along with your proposal. If this D-1 Attachment is not done correctly, the entire proposal will not be reviewed and will be disqualified.

Question posed: “The MBE must be certified?”

Response: “Yes, the MBE must be certified at the time of submission of the proposal. If the bidder(s) are not MBE certified, the proposal submission will be deemed non-responsive and will be disqualified. The MBE Participation Certification cannot be corrected.

Attendees at the meeting who were already MBE Certified were asked to acknowledge themselves to the rest of the group.

Overview of Procurement Process cont’d: Queen Davis, Procurement Officer-DHMH-OPASS

The procurement method for this solicitation is a competitive proposal. There are several steps in this method. So one’s attention to the solicitation process is crucial to the successful submission of the proposal.

Section 2.1 (Offeror Minimum Qualifications):

As noted, the Offeror must provide proof of the proposals’ minimum qualifications have been met. The minimum qualifications will be one of the first items the panel will review.

Section 3 (Scope of Work):

Subsection 3.1 (Background and Scope), gives an outline of the responsibilities of the contractor.

Under subsection 3.1.5, a chart is indicated showing the number of consumers receiving services funded by DDA for Fiscal Year 2015. The Developmental Disabilities Administration (DDA) Program Support Unit will give an overview and specifics on this section.

Subsection 3.2 (Scope of the Work-Requirements)

This section is the focal point of this solicitation. This subsection will give a clear outline of what the Department expects of the acceptable Offeror and the provisions of these services.

Section 4 (Proposal Format)

This section explains of the proposal. There are two parts: Volume 1 which is the Technical Proposal and Volume 2 which is the Financial Proposal. Each volume should be submitted separately in sealed envelopes. No financial information should be indicated in the Technical proposal.

For each proposal submission format, there are required ways to submit each proposal. They are:

- 1) One unbound hard copy
- 2) Four unbound hard copies
- 3) One electronic copy on CD, DVD or Microsoft Word
- 4) One electronic copy in searchable PDF Format. Side note: The copy in searchable PDF format is required per the Public Information Act (PIA). This format should have all personal information redacted, meaning all personal and proprietary information should be removed.

To simplify the submission in Subsection 4.4, page 47 it describes what should be included in the Technical proposal. This format described makes it easier for the evaluation committee to review.

Within 5 business days of being notified for the recommendations for award, the Offeror must submit the Contract Affidavit for award which is set forth in Attachment C. If there is a question of who is your Resident Agent, please call the State Corporate Charter Division Office at 410-767-1330. Their office is located at 301 W. Preston Street, Baltimore, Maryland 21201. This information inputted in Attachment C must match the information submitted to the Maryland Department of Assessments and Taxation. The reason is that prior to the contract being approved by the Attorney General; the information will be vetted against the file at the Maryland Department of Assessments and Taxation.

Please note that this contract will not go into effect until DHMH-OPASS receives the completed and signed Contract Affidavit. Once received, the affidavit will be regarded as certified.

Section 4.5 (Volume II-Financial Proposal)

Under separate sealed cover from the Technical Proposal and clearly identified in the format identified in Section 4.2 "Proposals," the Offeror shall submit an original unbound copy, four (4) copies, and an electronic version in Microsoft Word or Microsoft Excel of the Financial Proposal. The Financial Proposal shall contain all price information in the format specified in Attachment F (Financial Proposal Instructions). The Offeror shall complete the Financial Proposal Form following the Financial Proposal Instructions.

The Bidder is asked to pay close attention to the following instructions.

- 1) There are separate prices for each region
- 2) The Financial Proposal Form is used to calculate the Offeror's TOTAL PROPOSAL PRICE.
- 3) Offerors may complete the financial proposal form for one region or multiple regions. When determining the award, each region is evaluated separately.
- 4) The Financial Proposal Form will be a separate Microsoft Excel Spreadsheet.
- 5) If the Bidder is submitting proposals for more than one region, the Bidder can propose discounted prices for the regions being considered.

Section 5 (Evaluation Committee, Evaluation Criteria and Selection Process)

Evaluation of Proposals will be performed in accordance with COMAR 21.05.03 by a committee established for that purpose and based on the evaluation criteria set forth below. The Evaluation Committee will review Proposals, participate in Offeror oral presentations and discussions, and provide

input to the Procurement Officer. The Department reserves the right to utilize the services of individuals outside of the established Evaluation Committee for advice and assistance, as deemed appropriate. The criteria to be used to evaluate each Technical Proposal are listed below in descending order of importance.

Subsection 5.2 (Technical Proposal Evaluation Criteria)

The criteria to be used to evaluate each Technical Proposal are listed below in descending order of importance.

- 1) 5.2.1 Offeror's Technical Response to RFP Requirements and Work Plan (See RFP § 4.4.2.6):
The State prefers an Offeror's response to work requirements in the RFP that illustrates a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be done. Proposals which include limited responses to work requirements such as "concur" or "will comply" will receive a lower ranking than those Proposals that demonstrate an understanding of the work requirements and include plans to meet or exceed them.
- 2) 5.2.2 Experience and Qualifications of Proposed Staff (See RFP § 4.4.2.7)
- 3) 5.2.3 Offeror Qualifications and Capabilities, including proposed Subcontractors
(See RFP § 4.4.2.8 – 4.4.2.14)
- 4) 5.2.4 Economic Benefit to State of Maryland (See RFP § 4.4.2.15)

Subsection 5.3 (Financial Proposal Evaluation Criteria)

All Qualified Offerors (see Section 5.5.2.4) will be ranked from the lowest (most advantageous) to the highest (least advantageous) price based on the Total Proposal Price within the stated guidelines set forth in this RFP and as submitted on Attachment F - Financial Proposal Form.

Subsection 5.5 (Selection Procedures)

The Contract will be awarded in accordance with the Competitive Sealed Proposals (CSP) method found at COMAR 21.05.03. The Competitive Sealed Proposals method allows for the conducting of discussions and the revision of Proposals during these discussions. Therefore, the State may conduct discussions with all Offerors that have submitted Proposals that are determined to be reasonably susceptible of being selected for contract award or potentially so. However, the State reserves the right to make an award without holding discussions.

In either case (i.e., with or without discussions), the State may determine an Offeror to be not responsible and/or an Offeror's Proposal to be not reasonably susceptible of being selected for award at any time after the initial closing date for receipt of Proposals and prior to Contract award. If the State finds an Offeror to be not responsible and/or an Offeror's Technical Proposal to be not reasonably susceptible of being selected for award, that Offeror's Financial Proposal will subsequently be returned if the Financial Proposal is unopened at the time of the determination.

Subsection 5.6 (Documents Required Upon Notice of Recommendation for Contract Award)

Upon receipt of a Notification of Recommendation for Contract Award, the following documents shall be completed, signed if applicable with original signatures, and submitted by the recommended awardee within five (5) Business Days, unless noted otherwise. Submit three (3) copies of each of the following documents:

- a. Contract (Attachment A),

- b. Contract Affidavit (Attachment C),
- c. MBE Attachments D-2 and D-3A/B, within ten (10) Business Days, if applicable; *see Section 1.33,
- d. MBE Waiver Justification within ten (10) Business Days (see MBE Waiver Guidance and forms in Attachments D-1B and D-1C), if a waiver has been requested (if applicable; *see Section 1.33),
- e. Non-Disclosure Agreement (Attachment J), if applicable; *see Section 1.37,
- f. HIPAA Business Associate Agreement (Attachment K), if applicable; *see Section 1.38,
- g. VSBE Attachment M-2, if applicable *see Section 1.41,
- h. DHR Hiring Agreement, Attachment O, if applicable *see Section 1.43, and
- i. Copy of a current Certificate of Insurance with the prescribed limits set forth in Section 3.4 “Insurance Requirements,” listing the State as an additional insured, if applicable; *see Section 3.4.

Other than submitting the proposals in the proper formats, it is crucial to submit both proposals on the due date. This information can be found in the Key Summary Page. DHMH-OPASS is not responsible for proposals being sent to the incorrect address.

Section 4.3 (Delivery)

Offerors may either mail or hand-deliver Proposals.

Subsection 4.3.1:

For U.S. Postal Service deliveries, any Proposal that has been received at the appropriate mailroom, or typical place of mail receipt, for the respective procuring unit by the time and date listed in the RFP will be deemed to be timely. If an Offeror chooses to use the U.S. Postal Service for delivery, the Department recommends that it use Express Mail, Priority Mail, or Certified Mail only as these are the only forms for which both the date and time of receipt can be verified by the Department. It could take several days for an item sent by first class mail to make its way by normal internal mail to the procuring unit and an Offeror using first class mail will not be able to prove a timely delivery at the mailroom.

Subsection 4.3.2:

Hand-delivery includes delivery by commercial carrier acting as agent for the Offeror. For any type of direct (non-mail) delivery, an Offeror is advised to secure a dated, signed, and time-stamped (or otherwise indicated) receipt of delivery.

Subsection 4.3.3

After receipt, a Register of Proposals will be prepared that identifies each Offeror. The Register of Proposals will be open to inspection only after the Procurement Officer makes a determination recommending the award of the Contract.

In Summary of the Procurement Process:

- 1) All questions from this pre-proposal conference meeting should be submitted to Mrs. Queen Davis, DHMH-OPASS Procurement Officer, in written format or email format. If the questions are substantive Responses to questions will be given, five days after the meeting.
- 2) Proposal Due (Closing) Date and Time: Monday, January 30, 2017 at 2:00 pm Local Time
- 3) The proposal will be in two parts: Technical and Financial. No financial information should be indicated in the Technical Proposal. Please ensure that all pertinent attachments are accompanied with the proposals. Please also ensure that each proposal is in a separate, sealed envelope.

Question: "When will this contract be awarded?"

Response: "It will be a quick turnaround. Hope to have the contract awarded by April 1, 2017."

Discussion: Section 3 (Background, Purpose and Scope of Work)

Subsection 3.1.1

The State is issuing this solicitation for the purposes of procuring Comprehensive Behavioral Respite and Mobile Crisis Intervention Services. These services are for people identified by the Developmental Disabilities Administration (DDA) as eligible for DDA services and to prevent the need for hospitalization.

Subsection 3.1.2

The DDA provides a coordinated service delivery system so that individuals with developmental disabilities receive appropriate services oriented toward the goal of integration into the community. These services are provided through a wide array of community based services delivered primarily through a network of non-profit providers, as well as state residential centers (providing services to individuals with intellectual/developmental disabilities). DDA's mission is to partner with people with developmental disabilities to provide them leadership and resources to live fulfilling lives.

Subsection 3.1.3

The DDA has four (4) regional offices that oversee services through one contract that currently subcontracts in the Southern, Western and Eastern regions. The new RFP will have four separate contracts. The DDA regions are as follows:

- a) Central Maryland Region (CMR - includes Baltimore City and Anne Arundel, Baltimore, Harford and Howard Counties.
- b) Eastern Shore Region (ESR) - includes Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico and Worcester Counties.
- c) Southern Maryland Region (SMR) - includes Calvert, Charles, Montgomery, Prince George's and St. Mary's Counties.
- d) Western Maryland Region (WMR) - includes Allegany, Carroll, Frederick, Garrett, and Washington Counties.

3.2.1 Behavioral Respite Services

3.2.1.1 Behavioral Respite Services (BRS)

It is the temporary relief of services, provided to the family or caregiver of an individual who exhibits challenging behaviors that are preventing the individual from living in a less restrictive environment. The Contractor shall provide Behavioral Respite, which involves transferring an individual from the current living environment to a more highly structured and positive environment provided by the Contractor within the contracted region for a time-limited period where problem behavior(s) can be managed in a safer and more effective manner. Changing the individual's environment is part of the therapeutic intervention needed to improve the situation. These services must be authorized by the DDA as part of a planned, coordinated, step-wise approach to address Challenging Behavior and return the individual to less restrictive community living arrangements.

3.2.2 Mobile Crisis Intervention Services (MCIS)

3.2.2.1 Mobile Crisis Intervention Services

It should be used in response to a behavioral, acute psychiatric or situational emergency that may result or has resulted in a harmful or potentially harmful outcome to a person who has been found eligible for DDA services and is currently receiving DDA services, unless otherwise authorized by the DDA. The Contractor's MCIS Staff/Consultants shall address urgent requests from community caregivers, community providers, or other community settings by providing crisis intervention services by telephone and/or on-site assessment in an attempt to de-escalate presenting behaviors or provide clinical input to guide community placement decisions from a hospital or facility. The goal for these services is to reduce harm to self or others, minimize emergency hospital admissions, limit potential police/legal involvement, and/or facilitate placement at the appropriate level of care.

Question: "What is the process to transition someone out of Respite Services to a new provider? Even though the new provider may not have the internal capable facility."

Response: "Within the DDA Waiver Service Definitions, it clearly states the services we provide including Respite. DDA is looking for a contractor with proven skills and the capacity to handle the influx of clients that will be transitioning."

Question: "When a person transitions out of the Respite, the billing for the provider offering the Respite service would bill on the day the person is discharged from the facility. So trainings and communication would have to happen prior to the individuals transitioning out of Respite."

Response: "Yes, all trainings and communications with the new provider coming in will have to be done prior to the transition. There are two ways to do the trainings: 1) Contracting Out and 2) Hire your own people."

Question: "In Subsection 3.1.6, it reads "Respite service is available for eligible non-residents of the State Residential Centers when parents and guardians need relief from the care of the individual. Respite services help families meet emergency needs and/or fulfill vacation plans. Responsible, temporary care is provided at the Centers to meet these requests up to 28 consecutive days limited to 45 total days in each calendar year."

Question: "Will the criteria for Behavioral Respite for the caregiver even when on vacation with the family, be the same as the criteria described in the service definitions for Respite?"

Response: "No, Behavior respite is not respite for families on vacation – that is regular respite."

Question: "How would this referral meet this particular need described in the RFP?"

Response: "DDA is reviewing the service definitions for Respite that speak to vacation planning. DDA is working with regional offices on reviewing this process."

Question: "Is Respite services available to those in family homes?"

Response: "No"

Question: “Is Respite services available to those individuals who are under 21 and identified as DD eligible or only those who are over 21?”

Response: “For right now we are only looking at those who would be considered eligible for DD services regardless of age.”

Question: In Subsection 3.2.1.2.3, it reads “The Contractor shall have a State of Maryland licensed health occupation professional (Licensed Psychologist, Psychology Associate registered with the MD Board of Examiners working under the supervision of a Licensed Psychologist, Licensed Behavior Analyst, Licensed or Certified Professional Counselor, Licensed Certified Social Worker, Licensed Physician) all of whom must have training and experience in applied behavior analysis, to perform a face-to-face on-site evaluation of the individual in their current environment (residential, home, hospital) and certify in writing that the individual meets criteria a. or criteria b. (above) or both. A Crisis Behavioral Assessment or Behavioral Assessment must be completed for an individual prior to referral to Behavioral Respite, unless otherwise authorized by the DDA.”

Question: “How does the Behavioral Respite and Needs Assessment bill?”

Response: “Tell us how you would bill?”

Response: “We would bill under Behavior Consultation Services”

Response: “It would be the same process and use the same billing codes.”

Response: Need clarification

Response: The way Subsection 3.2.1.2.3 reads it does not explain how the contractor would bill under Behavioral Respite Services (BRS).

Response: DDA will have to review the billing process

Question: Tiered Standards?

Response: Based on the needs assessment of the individual and the supports only services needed, will determine the tier levels.

Question: Subsection 3.2.1.33, it reads “The State maintains contracts for foreign language and sign language interpretation. If the Contractor chooses to provide for its own services, it will be at its own cost. If the Contractor chooses to utilize the State Contract for services, telephonic language interpretation services are provided by the regional office through conference calling procedures. On-site interpretation services require twenty-four hour notice to the Contract Monitor and/or regional office and are subject to availability.” Question: “Does the state provide translation of documents services to providers and outside entities?” There have been many cases in which the parents, who are non-English speaking, are not able to read documents that are written in English.

Response: The State does not provide this type of service.

Question: Rate Setting for Respite and Needs Assessment Services

Response: DDA will need to review

In summary of the questions and answers, there are several concerns that have arisen from discussion about this RFP that DDA will have to review and comment. An amendment to this RFP will be done.

Issues that need to be addressed are:

-Subsection 3.1.6 in regards to vacation planning

-Subsection 3.2.1.2.3 in regards to billing for Needs Assessment and Behavioral Respite

-Clarification on the tiered standards

-Rate Setting for Respite and Needs Assessment Services

Meeting adjourned