

Ohio Department of Developmental Disabilities

Request for Proposal (RFP)

Training for Internal Compliance Programs

Proposals must be received no later than **April 3, 2015**

This RFP will be posted on **March 23, 2015** to:
<http://procure.ohio.gov/proc/searchProcOpps.asp>

(Miscellaneous Commodities and Services)

For additional information, please contact:
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Division of Legal and Oversight
(614) 752-4744
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OVERVIEW & MISSION

The Ohio Department of Developmental Disabilities (DODD) is responsible for overseeing a statewide system of services and supports for people with developmental disabilities and their families.

GUIDING PRINCIPLES

DODD will:

- Create less complex service delivery, with fair and logical payment systems that are federally compliant
- Continue to be good stewards of limited resources
- Provide quality outcomes through a combination of people and processes
- Design service delivery models in response to choices made by the people served, in alliance with community supports
- Develop a system-wide vision and long-range strategic plan by listening to our funding partners, constituents and stakeholders

I. BACKGROUND

In 2014, stakeholders recommended that the DODD require that agencies providing home and community-based services establish an internal compliance program. This requirement will appear in the Provider Certification rule which we anticipate will be issued by July 1, 2015. To help providers create and implement internal compliance, DODD is seeking a contractor to develop training and other educational resources for the following audiences:

- New providers of homemaker personal care services
- Small providers of homemaker personal care services
- Large providers of homemaker personal care services
- New providers of a day array service
- Small providers of a day array service
- Large providers of a day array service

II. OBJECTIVES

The creation and implementation of regional in-person training curriculum and on-line training to develop an understanding of effective internal compliance programs. The training should include techniques and specific examples of each element of a compliance program.

III. SCOPE OF WORK AND DELIVERABLES

Duties of Contractor

A. Contractor shall develop and implement content, materials and resources for in-person training.

1. Contractor shall provide in-person training sessions offered regionally throughout the state. Contractor should describe in the workplan how it proposes to meet the different learning needs of the audiences identified above. For example, would Contractor provide a separate session for each audience or would the sessions be combined in a particular way.

The training must include the following elements of a compliance program:

- a) Written policies, procedures and standards of conduct;
- b) Compliance program oversight;
- c) Training and education;
- d) Opening effective lines of communication;
- e) Auditing and monitoring;
- f) Consistent discipline; and
- g) Corrective actions.

These elements must be applied to the following obligations of providers:

- a) Correct billing for homemaker personal care services and day array services;
- b) Conducting background checks;
- c) Anti-kickback requirements;
- d) Requirements for delivery of service including but not limited to training requirements; and
- e) Accurate and complete documentation.

A draft of the curriculum and materials shall be available to DODD for its approval by June 1, 2015.

2. A bidder is not limited to the following elements only but the proposal should discuss :
 - a) Detailed learning objectives for in-person trainings.
 - b) Plans for any printed materials that will be made available to attendees (beyond a copy of the presentation) such as a sample policy, an example of an auditing protocol, or other learning aids. Samples of materials are appreciated.
 - c) Plans for in-person training activities opportunities for participant discussion or training exercises that support the learning objectives identified.
 - d) Plans to incorporate evaluation and feedback mechanisms to ensure that training efforts are on target.
3. It is anticipated that training will be conducted between July 1, 2015 and October 1, 2015.

B. Contractor shall develop specific on-line training.

1. The following topics must be addressed. It is anticipated that each topic would be a separate module but bidders may organize these trainings in a different sequence or combination with the approval of DODD.

- Elements of a compliance program
- Compliance program for billing for homemaker personal care services and day array services and anti-kickback provision
- Compliance program for background checks
- Compliance program for service and documentation requirements
- Obligations regarding overpayments
- How to recognize and report fraud

2. Drafts of the on-line trainings shall be made available to DODD for its approval beginning July 15, 2015 on a schedule to be agreed upon, with all on-line content to be completed by September 5, 2015. On-line modules will be offered from October 1, 2015 through January 30, 2016.

RFP should contain a detailed implementation timeline outlining dates DODD will receive the above components for each module. Contractor may choose to work on components of multiple modules at one time but should allow in their planning two weeks for DODD staff to review and approve each element.

Each module will require Contractor to submit the following to DODD for approval:

- Detailed outline of curriculum content due to DODD for each module
- Content map outlining each on-line training module from welcome screen to end screen, showing interactive elements and key design components for each module
- Final draft of content that includes all components users will see or interact with in the final product including scripts for narration
- Module available for testing
- Module available for on-line hosting
 - Target date for the first module to be ready for users is October 1, 2015

3. A bidder is not limited to the following elements only but the proposal should discuss:

The best methods of presenting this specific on-line content for a diverse audience of adult learners and based on adult learning design best practices.

What knowledge evaluation or other adult learning activity can be incorporated for each topic area and a diverse audience of adult learners.

On-line content must be compatible with DODD's on-line learning management system and e-learning content editing tool, Articulate Storyline.

- a. This includes content created using PowerPoint 2010 or later and Windows Media Files.
 - i. Content created in other e-learning platforms, such as Adobe Captivate, can be imported into Articulate as a web object, but will lack the capacity to track on-line interactions. Therefore, interactive elements of on-line trainings must be in PowerPoint or Articulate Storyline.

- C. The content and materials for all trainings shall become the property of DODD including photographs or video content created by the Contractor in support of this training content upon request, Contractor shall transfer content to DODD as electronic files. Content includes all presentations and handouts. Contractor must use DODD consent form for any pictures/video taken specifically for this material.
- D. A bidder may submit a partial bid on the in-person training (section III A) or the on-line training (III B) or both. If a bidder submits a partial bid, please describe how you will collaborate with the successful bidder on the other portion of this RFP.

Duties of DODD

- A. DODD shall publicize the available training to all constituencies.
- B. DODD shall secure training locations and coordinate registration and attendance for all sessions.
- C. DODD shall coordinate all on-line trainings which are anticipated to begin in October, 2015.
- D. DODD will make on-line content available and edit/maintain content.

Minimum Qualifications of Contractor

- A. Contractor must have experience in developing and implementing compliance programs related to government health care programs preferably Medicaid.
- B. Contractor must have experience in developing and delivering in-person training programs to a variety of adult learners.
- C. Contractor must have experience developing on-line training curriculum, content building and web hosting.

IV. TIMELINES

DODD’s proposed schedule for reviewing proposals and project work is indicated below. The Department, in all cases, will determine the ultimate timing of events related to this procurement. Timelines are subject to change, upon notice, at the sole discretion of the State.

Stage	Deadline
Public Notice	March 23, 2015
Requests for Clarification due to DODD	March 27, 2015
Clarification from DODD due	March 30, 2015
Proposals due to DODD	April 3, 2015
Notification of Award	April 24, 2015
Start work date	May 5, 2015
In-Person Curriculum deliverables due to DODD	June 1, 2015

V. BIDDER INFORMATION

- A. Requests for Clarification

Requests for clarification must be submitted electronically to Kathryn Haller at [Kathryn Haller at Kathryn Haller@dodd.ohio.gov](mailto:Kathryn.Haller@dodd.ohio.gov) by 4:00pm, March 27, 2015. DODD will electronically respond to requests by 4:00pm, March 30, 2015.

VI. OTHER REQUIREMENTS

A. Communications Prohibited

From the issuance date of this RFP, until a contract is awarded to a bidder, there may not be communications concerning the RFP between any bidder who expects to submit a proposal and any employee of DODD involved in the issuing of the RFP or other state employee who is in any way involved in DODD's design and implementation of the Behavioral Support Strategies Training.

The only exceptions to this prohibition are communications provided through the submission of written requests for clarification/interpretation in accordance with Section V of this RFP.

B. Time Frame

1. Subject to approval by the State Controlling Board, the initial FY2015 contract period will begin no sooner than May 5, 2015 (actual date TBD), and run through June 30, 2015.
2. Subject to approval by the State Controlling Board, a second contract period for FY2016 will begin July 1, 2015 through April 1, 2016.
3. Services for each fiscal year shall not begin until DODD receives an OBM approved purchase order.
4. Agency may renew this agreement with mutual written agreement by both parties.
5. This project is expected to be completed according to the major milestones and deliverables outlined in Section III. Satisfactory completion of the deliverables will be determined by DODD.

C. Fee Schedule

The Contractor shall be compensated based on deliverables as outlined in Section III. The personal services contract between DODD and the selected bidder will further specify the timelines for completion of each deliverable & payment structure.

D. State Contracts

Proposals must list any current contracts the bidder has with State of Ohio agencies, boards or commissions. The list must indicate the purpose of the contract, the amount of the contract, the time period covered by the contract, and the percent of the project completed.

E. Interview

Firms or individuals submitting bids may be requested to participate in an interview as part of the evaluation process. DODD reserves the right to select from responding bidders for interviews and may not interview all bidders submitting proposals. The bidder shall bear the cost of travel to any scheduled interview.

F. Proposal Costs

Costs incurred in the preparation of this proposal and any subsequent contracts are to be borne by the bidder. DODD will not contribute in any way to the costs of preparation. Any costs associated with proposal review interviews will not be DODD's responsibility.

G. Proprietary Information

All proposals submitted shall become the property of DODD. All information submitted by the bidder will be considered to be public information unless the bidder specifically demonstrates, in writing, which information it considers to be proprietary. "Proprietary information" is information which, if made public, would put the bidder at a disadvantage in the market place and trade in which the bidder is a part. Consequently, any assertion of "proprietary" information must be clearly identified and the basis of the assertion must be included. It is not adequate for the bidder to simply state that disclosure of the information will put it at a disadvantage in the market place. DODD will make the final decision as to whether information is "public" or "proprietary."

H. Contractual Requirements

1. Any contracts resulting from the issuance of this RFP are subject to the terms and conditions as provided in the personal services contract. The information contained in the RFP and in the proposal submitted by the selected bidder shall be considered part of the enclosed contract.
2. Payments for any and all services provided pursuant to the contract are contingent upon the availability of state and federal funds.
3. All aspects of the contract apply equally to work performed by any and all subcontractors.
4. The Contractor, and any subcontractor(s), will not use or disclose any information made available to them for any purpose other than to fulfill the contractual duties specified in the RFP. The Contractor, and any subcontractor(s), agrees to be bound by the same standards of confidentiality, including federal and state statutory and regulatory requirements that apply to the employees of DODD and the State of Ohio.

I. Travel Reimbursement

Travel cost should be encompassed within the cost of the deliverables. Travel is not to be listed separately. For purposes of this RFP, travel includes all modes of transportation (airfare, taxi, car rentals, etc.), lodging expenses, cost of communications by phone, mail, e-mail or fax and meals.

J. Ethical and Conflict of Interest Requirements

1. No contractor or individual, company or organization seeking a contract shall promise or give to any DODD employee any item of value that is of such character as to manifest a substantial and improper influence upon the employee with respect to his or her duties.
2. No contractor or individual, company, or organization seeking a contract shall solicit any DODD employee to violate any of the conduct requirements for employees.
3. Any contractor acting on behalf of DODD shall refrain from activities that could result in violations of ethics and/or conflicts of interest. Any contractor or potential contractor who violates the requirements and prohibitions defined here or of Section 102.03 or of Section 102.04 of the Ohio Revised Code is subject to termination of the contract or refusal by DODD to enter into a contract.

VII. PROPOSAL FORMAT AND SUBMISSION

A. Proposal Submission

1. The proposal must be prepared in accordance with instructions in this section.
2. The proposal is to be prepared in a manner that clearly outlines how each of the deliverables in Section III will be completed within the time frames specified in that same section.
3. Proposals must be received by email or mail by the following individual by April 3, 2015:

Kathryn Haller
Division of Legal and Oversight
Ohio Department of Developmental Disabilities
30 E Broad St, 12th Floor
Columbus, Ohio 43215
(614) 752-4744
Kathryn.Haller@dodd.ohio.gov

4. Late proposals will not be accepted.

B. Proposal Format

To be accepted, a proposal must include: a Technical Proposal and a Cost Proposal as described in this section, contain all the information specified for each of the categories listed in this section, and meet the requirements of this section.

1. Technical Proposal

- a. Transmittal Letter. The Technical Proposal must include:
 - i. A transmittal letter that identifies the bidder;
 - ii. The name, title, address, and telephone number of the bidder's contact person with authority to answer questions concerning the RFP; and
 - iii. The name, title, address, and telephone number and e-mail address of the bidder's contact person with authority to address contractual issues, including a person with the authority to execute a contract on behalf of the bidder.
- b. Organizational Experience. The bidder must include:
 - i. Information on the background of the firm or individual, including background information of any subcontractor(s);
 - ii. Any prior experience relevant to this RFP (including current contact names and phone numbers for these references), and a list of similar projects currently underway by the firm, individual or by any subcontractor(s) as well as completed over the past three (3) years. The Evaluation/Selection Review committee will consider these additional references and may contact each of these sources.

- c. Technical Approach and Work Plan. The Technical Proposal must indicate how the bidder plans to address the purpose, objectives and deliverables, within the timeframes as stated in this RFP. The proposal must outline the following in detail:
 - i. Development of the curriculum (in-person and on-line) including sources of expertise, methods of obtaining immediate feedback, and instructional objectives;
 - ii. How the bidder plans to address each of the audiences identified in Section I and number of hours for each in-person training session;
 - iii. Samples of previous on-line training content, including screenshots.
 - iv. Sample tools or handouts distributed during in-person trainings
 - v. The project staffing, including any subcontractors;
 - vi. A chart indicating the names of staff and staff hours or activities/tasks linked to the responsibility of each of those individuals involved in each deliverable of the project;
 - vii. A procedure for reporting the status of the project, including work completed; and
 - viii. A proposal for how coordination will occur and how information will be shared with DODD.

- d. Personnel Qualifications
 - i. The Technical Proposal must include the names, resumes, education, and experience of personnel listed in the Table of Organization/personnel chart for this project (including any subcontractors), and fully explain how their education and experience is relevant to the areas described in Sections I, II and III of this RFP.
 - ii. DODD shall require a clause in the resulting contract regarding key personnel that any person identified as critical to the success of the project may not be removed without reasonable notice to DODD.
 - iii. One Project Manager shall be named on behalf of the bidder. All correspondence shall be directed through this named individual.

2. Cost Proposal

The Cost Proposal must indicate the total cost for the entire project and a separate cost breakdown for state fiscal year 2015 for the following elements:

- Cost of developing in-person curriculum;
- Cost of delivering one (1) session of the in-person curriculum;
- Cost of developing on-line training; and
- Cost to participate in on-line training.

VIII. CRITERIA FOR PROPOSAL EVALUATION AND SELECTION

All proposals will be reviewed and scored by a Proposal Review Committee, comprised of staff from DODD. The Proposal Review Committee shall include a representative from at least two Divisions of DODD. Any proposals not meeting the requirements contained in this RFP will not be scored.

A maximum of 100 points will be awarded for the Proposal, as outlined in this section.

IX. EVALUATION OF PROPOSAL – POINT SYSTEM

35	The bidder's proposal clearly outlines the method and timelines for achieving each of the deliverables, including methods of achieving learning objectives with each audience.
15	The costs associated with this proposal are reasonable and commensurate with the services provided.
10	The bidder's proposal includes procedures for: communication throughout the contract period; resolving unanticipated problems; and status updates to the DODD (format and mode) as stated in the RFP.
20	The bidder's proposal reflects the project staffing and demonstrates the competence, knowledge, and qualifications of employees and subcontractors as outlined in the RFP related to developing and implementing compliance programs.
20	The bidder's proposal reflects the project staffing and demonstrates the competence, knowledge and qualifications of employees and subcontractors as outlined in the RFP related to development and delivery of in-person and on-line training.