

STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF DEVELOPMENTAL DISABILITIES

REQUEST FOR PROPOSALS

**Online Training Management System
for DDD Provider Agencies**

February 1, 2016

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Division of Developmental Disabilities

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I. Purpose and Intent

This Request for Proposal (RFP) is issued by the New Jersey Department of Human Services (DHS), Division of Developmental Disabilities (DDD). The purpose of this RFP is to solicit proposals from qualified business entities that have the capacity and experience to develop, manage, and maintain a standardized on-line training system. The training system is intended to provide a standardized method for the educational and professional development of community provider agency direct support staff¹. The on-line training system will provide the availability of a better trained, more stable workforce which will thereby support a federal commitment to assure the health and safety of individuals with developmental disabilities² residing in the community.

Total annualized funding up to a maximum of \$500,000 per year is available subject to State appropriations. A separate cost is allowable for the implementation period. DDD anticipates awarding one contract with a three (3) year term with up to two (2) one (1) year extensions.

No funding match is required; however, bidders will need to identify any other sources of funding, both in-kind and monetary, that will be used. Bidders may not fund any costs incurred for the planning of or preparing a proposal in response to this RFP from current DHS/DDD contracts.

The following summarizes the RFP schedule:

February 1, 2016	Notice of Funding Availability
February 16, 2016	Technical Assistance Telephone Call
March 1, 2016	Deadline for receipt of proposals - no later than 4:00 p.m.
March 24, 2016	Preliminary award announcement
April 1, 2016	Appeal deadline
April 11, 2016	Final award announcement
July 1, 2016	Anticipated contract start date

II. Background and Population to be Served

The Division of Developmental Disabilities (DDD) has been providing and funding services for state residents with developmental disabilities since 1959. DDD was created in response to the need for better and more effective services for state residents with developmental disabilities. Advocates for those services included many parents and other family members who wanted community-based alternatives to the institutional care that had been their only option for many decades.

Today, DDD is responsible for overseeing a statewide system of services and supports for nearly 28,000 eligible adults age 21 and over with developmental disabilities. Most DDD-eligible individuals

¹ a paid support staff that provides individualized supervision and support to a person with a disability in order to ensure health and safety, complete activities of daily living, and reach their highest potential and quality of life, either as a self-directed employee or via a provider agency.

² a chronic physical and/or mental impairment that: manifests in the developmental years, before age 22; is lifelong; and substantially limits the person in at least three of these life activities: self-care; learning; mobility; communication; self-direction; economic self-sufficiency; and the ability to live independently.

live in the community, either with family or in a community residence such as a group home or supervised apartment or in a Community Care Residence with a family caregiver. Approximately 1,700 individuals reside in one of five (5) developmental centers administered by the Division.

DDD assures the opportunity for individuals with developmental disabilities to receive quality services and supports, participate meaningfully in their communities, and exercise their right to make choices.

This mission and Division goals are founded within these Core Principles:

- Ensure Health and Safety while Respecting the Rights of Individuals;
- Promote and Expand Community-Based Supports and Services to Avoid Institutional, Segregated, and Out-of-State Services;
- Promote Individual Choice, Natural Relationships, and Equity in the Provision of Supports and Services;
- Ensure Access to Needed Services From Other State and Local Agencies;
- Support Provider Agencies in Achieving Core Principles;
- Ensure that Services are High in Quality and Culturally Competent;
- Ensure Financial Accountability and Compliance with all Laws and Ethical Codes;
- Ensure Clear, Consistent Communication and Responsiveness to Stakeholders; and
- Promote Collaboration and Partnerships with Individuals, Families, Providers, and All Other Stakeholders.

DDD currently contracts for a standardized online learning management system, which is currently used to capture data for staff serving individuals on the Community Care Waiver (CCW). The CCW currently provides services to 10,823 individuals and DDD estimates that a total Federal revenue of \$425 million for Fiscal Year 2015 will be captured for funding of needed services. Additionally, the Division's newly launched Supports Program³ will also utilize this centralized tracking system to meet the Centers for Medicare and Medicaid Services (CMS) monitoring requirements, which will see continued growth over the next three years. Furthermore, DDD's Support Coordination is a mandated service provided to DDD's participants by a Medicaid-approved agency with DDD to assist a participant in developing his/her plan of care and monitoring the successful implementation/operation of the plan on an ongoing basis.

http://www.state.nj.us/humanservices/ddd/services/support_coordination.html

III. Who Can Apply?

To be eligible for consideration for this RFP, the bidder must satisfy the following requirements:

- The bidder must be a non-profit, for-profit or governmental entity;
- For a bidder that has a contract with DDD in place when this RFP is issued, that bidder must have all outstanding Plans of Correction (PoC) for deficiencies submitted to DDD for approval prior to submission;

³ a DDD program established through the New Jersey Comprehensive Medicaid Waiver, a new 1115(a) demonstration.

http://www.state.nj.us/humanservices/ddd/programs/supports_program.html

- The bidder must be fiscally viable based upon an assessment of the bidder's audited financial statements. If a bidder is determined, in DDD's sole discretion, to be insolvent or to present insolvency within the twelve (12) months after bid submission, DDD will deem the proposal ineligible for contract award;
- The bidder must not appear on the State of New Jersey Consolidated Debarment Report at <http://www.state.nj.us/treasury/revenue/debarment/debarch.html> or be suspended or debarred by any other State or Federal entity from receiving funds;
- The bidder shall not employ a member of the Board of Directors in a consultant capacity;
- Pursuant to N.J.S.A. 52:32-44, a for-profit bidder and each proposed subcontractor must have a valid Business Registration Certificate on file with the Division of Revenue, i.e., this statutory requirement does not apply to non-profit organizations, private colleges and universities, or state and municipal agencies.

IV. Contract Scope of Work

IV.1 Contract Implementation Period

The contractor shall have at least a 60 day contract implementation period, commencing after the official contract award. During this time, the contractor shall perform, but not be limited to, the tasks as set forth in this RFP scope of work section to be fully operational and deployed on July 1, 2016.

IV.1.1 Orientation & Training on the LMS

During the contract implementation period, the contractor shall provide an orientation and training to DDD staff or designee(s) as determined by DDD as well as provide 2-3 in-person and online trainings followed up by phone calls as needed to demonstrate the system to administrators of the learning management system (LMS). A Train-the-Trainer model may be developed by the contractor to ready the administrators of the system, with the expectation that these Trainers in the DDD system will provide ongoing technical support and training for the DDD service system users.

On-site meetings at DDD's location of choice will be required for implementation of the LMS and training and meeting of the DDD and his/her designees.

These meetings will not be an additional cost and must be included as part of the contract and implementation strategy.

IV.2 Learning Management System Requirements

DDD is seeking to procure a contract for an online learning management system as it will provide a standardized method for the educational and professional development of Direct Support Professionals (DSPs) state-wide. The availability of a better trained, more stable workforce will thereby support a federal commitment to assure the health and safety of individuals residing in the community and ensure the Division maintains compliance with federal waiver requirements for staff training and oversight by the state entity. We are in need of an online training system which will be utilized for the provision of standardized online

training as a method to provide mandated training as well as continuing education opportunities and monitor compliance with training for the Division's waiver assurances.

The online learning management system will be utilized by approved providers in the DDD system for their staff training as well as by state staff for oversight and monitoring purposes, including tracking of completed mandated training by provider staff using the system.

The online learning management system should include a secure web-based platform which:

- enables providers to assign and track the progress of each staff person as they take courses. Courses should include Pre/Post Testing to measure learner knowledge;
- houses a learner management system with the capacity to track hire dates, online learning, classroom learning, and certification dates thereby enabling DDD to review and remediate training statistics, as required by the Centers for Medicare and Medicaid Services (CMS) in order to capture the 50% Federal match for Community Care Waiver and Supports Program services;
- provides a training resource and tracking system for staff who work with the increasing number of people who are choosing to self-direct their services and hire their own individual support staff, referred to as self-directed employees⁴ (currently, approximately 1,200). Self-directed employees do not currently have access to consistent or regular training;
- provides already-developed training that can be accessed by learners that utilizes best practice and current curriculum designed to support and develop the skills of DSPs who work in the field of intellectual/developmental disabilities and is reviewed and revised regularly. Curriculum content designed for frontline supervisors in the field would be an advantage to a system and is recommended, but not required, for this contract. A list of all courses provided, summary of content, and length of the training should be included as part of this proposal;
- at a minimum, provides specific course content in preventing abuse/neglect/exploitation of individuals with developmental disabilities, medication administration, diversity, communicating with individuals with developmental disabilities; and an overview of developmental disabilities. Additional course content that is relevant to supporting adults with intellectual/developmental disabilities should be provided and made available;
- supports the customization/development of training content for educational objectives unique to DDD's needs, including the ability to host webinars and/or other DDD content that needs to be accessed by LMS users for mandated or optional training, including the ability to host webinars and/or other DDD content that needs to be accessed by LMS users for mandated or optional training. While not required, courses available in Spanish or alternate language translation if available would be a plus. Accessibility of courses by people with disabilities, such as availability of closed captioning on videos or other accommodations should be noted;

⁴ also known as a self-hire, Self-Directed Employees (SDE) are people who are recruited and offered employment directly by the individual using the service or the individual's authorized representative. In essence, the SDE is a staff person of the individual and is hired to perform waiver services such as accounting, legal etc. for which SDEs are qualified.

- Curriculum should align with DDD's mandatory training and professional development requirements as per the Supports Program Policies and Procedures Manual (draft) and forthcoming Community Care Waiver Policies and Procedures Manual (relevant references below)

http://www.state.nj.us/humanservices/ddd/documents/supports_program_policy_manual.pdf

http://www.state.nj.us/humanservices/ddd/documents/quick_reference_guide_to_mandatory_staff_training.pdf; and

- shall be accessible and functional twenty-four hours (24) a day seven (7) days a week, subject to limited temporary service interruption for scheduled maintenance that shall be conducted at off-peak hours or for emergency maintenance that shall provide written notice via email to DDD with respect to any scheduled down-time for the services and will use commercially reasonable efforts to notify DDD with respect to any non-scheduled down-times for the services. Continuous service is expected, with an average of at least 98% up-time during each year.

IV.2.1 License to Utilize LMS

The contractor will provide DDD with a license to use the contractor's LMS, as applicable. The license included in the budgeted annual amount will allow for the state to grant access to the provider agencies who will be allowed to utilize the system. The license must allow for access by 20,000 staff in the service system and include appropriate consideration of 20% to 25% staff turnover. DDD will grant provider access via login issued by a DDD assigned administrator of the LMS. Each provider agency will in turn have at least one LMS administrator to manage the system at the agency level and provide support to agency staff. The DDD administrator will be the liaison between the contractor and the provider agencies in its service system.

IV.2.2 Web Hosting

The contractor will develop and maintain a secure access-controlled website that is used by the learner and administrators of the LMS. The website must include a secure login consisting of usernames/passwords ensuring that only authorized users⁵ can access the system. DDD maintains the authority to grant/control access to the LMS. The contractor will also provide DDD super user access rights to the LMS enabling DDD to review training statistics on an individual and systemic level. The LMS must be configured for DDD by the contractor as of the contract start date of July 1, 2016.

IV.2.3 Reporting Requirements

The contractor will be able to provide, preferably within the LMS, a reporting feature that allows the users and administrators of the system to view and print reports by employee, supervisor, department, or other groups identified. The reports must include at minimum completed training, due dates for training, learners who have due dates coming up, and learners who are overdue for assigned training.

⁵ provider employees, board members, and/or self-directed employees enrolled in one of the DDD Programs residing in New Jersey who are authorized by DDD to access the Learning Management Service in accordance with service procedures, including authorized user designated for administrative purposes.

IV.3 Technical Support

The contractor will provide at a minimum the following technical support:

- telephone support and support desk accessible via email for the administrators of the system both during implementation and after project launch to provide assistance in learning and using the features of the system;
- toll-free telephone assistance as well as a support desk accessible via email must be provided for ongoing customer service support to LMS administrators;
- single point of contact to provide technical support and service to DDD's designated administrator(s) during normal working hours; and
- on-site assistance after project launch can be identified as a separate cost in the proposal for this RFP.

IV.4 Project Staff

The contractor shall provide personnel for the project, who are knowledgeable and experienced in his/her respective roles. At minimum, an Account Manager shall be identified as the key personnel to act as the main liaison with DDD and clearly designated as part of this proposal. If this person is to be hired for purposes of this project, the hiring plan should be detailed and the qualifications noted.

The Account Manager must attend the project implementation meetings and serve to oversee this project for the duration of the contract. The contractor must advise DDD with 30 days' notice of any changes to the Account Manager and submit the resume and qualifications of this person prior to assigning or changing the person in the position. The Account Manager shall either be part of the contractor's management team or have easy accessibility to and have the authority to address concerns or issues with any day-to-day operations or performance of the project.

IV.5 Growth in Usage of LMS

It is estimated that DDD-approved providers employ more than 20,000 DSPs per year in New Jersey. All newly hired DSPs employed by community agencies are required to complete seven (7) mandated pre-service trainings within 120 days of hire. These trainings include: Overview of the DDD service system; Preventing Abuse, Neglect, & Exploitation; Danielle's Law & Identifying Life-Threatening Emergencies; Medication Administration (for those staff who need to administer medications); First Aid; and CPR. DDD requires staff complete twelve (12) hours of continuing education annually and the LMS non-mandated courses would be used for meeting this.

Over the last year (FY 2015), trainings on Medication Administration; Preventing Abuse, Neglect, & Exploitation; Overview of Developmental Disabilities; and the state-designed Danielle's Law & Identifying Life-Threatening Emergencies were acceptable if completed via the use of the current online learning management system. In the case of Medication Administration, an on-site competency assessment was developed that is required for all staff before certification is considered valid. CPR and First Aid continue to be in-person classroom trainings with required hands-on testing components.

While classroom training was available and continued to be recognized for the mandated topics identified, as a result of this change to accepting online standardized training for four (4) of the state’s mandated trainings, usage of the current learning management system in place rose quickly (see below “Online Training Utilization” table). This usage is expected to grow even further in FY 2016 and beyond as we open the system to additional providers in our Medicaid fee-for-service system as well as require mandated training to move to the standardized online platform across the service system, expected to begin in March, 2016. Below is a snapshot of growth between the first and last quarters of FY 2015 as an example.

Online Training Utilization	Q1-FY15 (7/1/14 - 9/30/14)	Q4- FY15 (4/1/15 - 6/30/15)
Agency Usage	63	152
Unduplicated Learner/Staff Counts	460	1,497
Completed Lessons/Courses	5,028	16,711
Completed Mandated Trainings	220	2,898

V. General Contracting Information

Bidders must currently meet or be able to meet the terms and conditions of the Department of Human Services (DHS) contracting policies and procedures as set forth in the Standard Language Document (SLD), the Contract Reimbursement Manual (CRM), and the Contract Policy and Information Manual (CPIM). These documents are available on the DHS website at:

<http://www.state.nj.us/humanservices/ocpm/home/resources/manuals/index.html>.

Bidders are required to comply with the Affirmative Action Requirements of Public Law 1975, c. 124 (N.J.A.C. 17:27) and the requirements of the Americans with Disabilities Act of 1991 (P.L. 101-336).

Budgets should be reasonable and reflect the scope of responsibilities in order to accomplish the goals of this project.

All bidders will be notified in writing of the State’s intent to award a contract. All proposals are considered public information and will be made available for a defined period after announcement of the contract award and prior to final award, as well as through the State Open Public Records Act process at the conclusion of the RFP process.

The contract awarded as a result of this RFP may be renewable for up to two (2) years at DDD’s sole discretion and with the agreement of the awardee. Funds may only be used to support services that are specific to this award; hence, this funding may not be used to supplant or duplicate existing funding streams. Actual funding levels will depend on the availability of funds and satisfactory performance.

Should service provision be delayed through no fault of the provider, funding continuation will be considered on a case-by-case basis based upon the circumstances creating the delay. In no case shall DDD continue funding when service commencement commitments are not met, and in no case shall funding be provided for a period of non-service provision in excess of three (3) months. In the event that the timeframe will be longer than three (3) months, DDD must be notified so the circumstances resulting in the anticipated delay may be reviewed and addressed. Should services not be rendered, funds provided pursuant to this agreement shall be returned to DDD.

The bidder must comply with all rules and regulations for any DDD program element of service proposed by the bidder. Additionally, please take note of the Division of Developmental Disabilities Organizational Rules, N.J.A.C. 10:40, which apply to all contracted developmental disabilities services. These regulations can be accessed at <http://www.state.nj.us/humanservices/providers/rulefees/regs/>.

VI. Required Proposal Content

All bidders must submit a written narrative proposal that addresses the following topics, and adheres to all instructions and includes required supporting documentation noted below:

Funding Proposal Cover Sheet (RFP Attachment A)

Bidder's Organization, History and Experience (20 points)

Provide a brief and concise summary of the bidder's background and experience in implementing this or related types of services and explain how the bidder is qualified to fulfill the obligations of the RFP. The written narrative should:

1. Describe the agency's history, mission, purpose, current licenses and modalities, and record of accomplishments. Explain the work with the target population and the number of years' experience working with the target population.
2. Describe the bidder's background and experience in implementing this or related types of services. Describe why the bidder is the most appropriate and best qualified to implement this program in the target service area.
3. Summarize the bidder's administrative and organizational capacity to establish and implement sound administrative practices and successfully carry out the proposed program.
4. Describe the bidder's current status and history relative to debarment by any State, Federal or local government agency. If there is debarment activity, it must be explained with supporting documentation as an appendix to the bidder's proposal.
5. Provide a description of all active litigation in which the bidder is involved, including pending litigation of which the bidder has received notice.
6. Include a description of the bidder's ability to provide culturally competent services.
7. Describe the bidder's plan to bring the initiative to a conclusion at the end of the contract.
8. Describe the bidder's current status and compliance with contract commitments in regard to programmatic performance and level of service, if applicable.

Project Description (50 points)

In this section, the bidder is to provide an overview of how the services detailed in the scope of work will be implemented and the timeframes involved, specifically addressing the following:

1. Contract Implementation Period

Describe how the bidder will:

- a. meet the 60 day contract implementation period commencing on the contract's award date;
- b. identify a timeline for becoming completely operational, and fully assuming all of the tasks in the entire Scope of Work by July 1, 2016

2. Orientation & Training on the LMS

Indicate how the bidder will conduct and manage:

- a. provider orientation and training on the Learning Management System;
- b. orientation and training to DDD staff or designee as determined by DDD;
- c. In-person and online trainings to demonstrate the system to administrators and providers of the learning management system (LMS);
- d. a Train-the-Trainer model, if applicable, to be developed by the contractor to ready the administrators of the system, with the expectation that these Trainers in the DDD system will provide ongoing technical support and training for the DDD service system users;
- e. on-site meetings at DDD's location of choice as required for implementation of the LMS and training and meeting of DDD staff and his/her designees. These meetings will not be an additional cost and must be included as part of the contract and implementation strategy.

3. Learning Management System Requirements

Indicate how the online learning management system can be utilized by approved providers in the DDD system for their staff training as well as by state staff for oversight and monitoring purposes, including tracking of completed mandated training by provider staff using the system. The proposal shall further indicate how the online learning management system will utilize a secure web-based platform which at minimum:

- a. enables providers to assign and track the progress of each staff person as they take courses. Courses should include Pre/Post Testing to measure learner knowledge;
- b. houses a learner management system with the capacity to track hire dates, online learning, classroom learning, and certification dates thereby enabling DDD to review and remediate training statistics, as required by the Centers for Medicare and Medicaid Services (CMS) in order to capture the 50% Federal match for Community Care Waiver and Supports Program services;
- c. provides a training resource and tracking system for staff who work with the increasing number of people who are choosing to self-direct their services and hire their own individual support staff, referred to as self-directed employees (currently, approximately 1,200);

- d. provides already-developed training that can be accessed by learners that utilizes best practice and current curriculum designed to support and develop the skills of DSPs who work in the intellectual/developmental disabilities field and is reviewed and revised regularly. If curriculum content designed for frontline supervisors in the field is available in the LMS, this should be detailed. A list of all courses provided, summary of content, and length of the training should be included as part of this proposal;
- e. provides specific course content in preventing abuse/neglect/exploitation of individuals with developmental disabilities, medication administration, diversity, communicating with individuals with developmental disabilities; and an overview of developmental disabilities. Additional course content is relevant to supporting adults with intellectual/developmental disabilities.
- f. supports the customization/development of training content for educational objectives unique to DDD's needs, including the ability to host webinars and/or other DDD content that needs to be accessed by LMS users for mandated or optional training. Courses available in Spanish or alternate language translation if available should be noted. Accessibility of courses by people with disabilities, such as availability of closed captioning on videos or other accommodations should be noted.
- g. includes curriculum that aligns with DDD's mandatory training and professional development requirements as per the Supports Program Policies and Procedures Manual and forthcoming Community Care Waiver Policies and Procedures Manual.
- h. shall be accessible and functional during twenty-four (24) hours per day, seven (7) days a week, subject to temporary service interruption for scheduled maintenance that shall be conducted at off-peak hours or for emergency maintenance that shall provide written notice via email to DDD with respect to any scheduled down-time for the services and will use commercially reasonable effort to notify DDD with respect to any non-scheduled down-times for the services. Continuous service is expected, with an average of at least 98% up-time during each year.

4. License to Utilize LMS

Indicate how the bidder will provide DDD with license to use the contractor's LMS, as applicable. The bidder will identify the amount of learners who can access the system to ensure the budgeted annual amount will allow for the state to grant access to the provider agencies who will be allowed to utilize the system. The license must allow for access by thousands of staff in the service system including accounting for staff turnover. DDD will grant provider access via login issued by an administrator of the LMS. Each provider agency will in turn have at least one LMS administrator to manage the system at the agency level and provide support to agency staff. DDD will liaison between the contractor and the provider agencies in its service system.

5. Web Hosting

Indicate how the bidder will:

- a. develop and maintain a secure access-controlled web site that is used by the learner and administrators of the LMS;
- b. include a secure login consisting of usernames/passwords ensuring that only authorized users have access to the system;

- c. enable DDD maintains the authority to grant/control access to the LMS;
- d. provide DDD super user access rights to the LMS information allowing DDD to review training statistics on an individual and systemic level; and
- e. describe how the LMS will be configured as of the launch date of July 1, 2016.

6. Reporting Requirements

Outline the reporting features, preferably within the LMS, that allows the users and administrators of the system to view and print reports by employee, supervisor, department, or other groups identified. The reports must include at minimum completed training, due dates for training, users who have due dates coming up, and users who are overdue for assigned training.

7. Technical Support

Describe how the bidder will provide at a minimum the following technical support:

- telephone support and support desk accessible via email for the administrators of the system both during implementation and after project launch to provide assistance in learning and using the features of the system;
- toll-free telephone assistance as well as a support desk accessible via email to provide for ongoing customer service support to LMS administrators;
- Single point of contact to provide technical support and service to DDD's designated administrator(s);
- On-site assistance after project launch can be identified as an additional cost in the pricing schedule for this RFP.

8. Demonstration of Work

Provide a temporary login for the RFP review team to demonstrate the online learning system and on-site review during the evaluation period upon request. The review team should be able to see all course content and be provided with examples specific to the course content and a reporting function as required in this RFP.

9. Implementation Schedule

Outline the implementation schedule for the contract, including a detailed monthly timeline of activities, commencing with the date of award, through service initiation, to timely contract closure.

Staffing (10 points)

Bidders must determine staff structure to satisfy the contract requirements. Bidders should describe the proposed staffing structure and identify how many staff will be hired to meet the needs of the program.

1. Describe the composition and skill set of the proposed program team, including staff qualifications.
2. Provide details of the Full Time Equivalent (FTE) staffing required to satisfy the contract scope of work. Describe proposed staff qualifications, including professional licensing and related experience. Details should include currently on-board or to be hired staff, with details of the recruitment effort. Identify bilingual staff.

3. Provide copies of job descriptions or resumes as an appendix – limited to two (2) pages each – for all proposed staff.
4. Identify the number of work hours per week that constitute each FTE in the bidder's proposal. If applicable, define the Part Time Equivalent (PTE) work hours.
5. Description of the proposed organizational structure, including the submission of an organizational chart as an appendix to the bidder's proposal.
6. The bidder's hiring policies, including background and credential checks, as well as handling of prior criminal convictions.
7. A list of the bidder's board members and current term, including each member's professional licensure and organizational affiliation(s). The bidder's proposal must identify each board member who is also an employee of the bidder or an affiliate of the bidder. The proposal shall indicate if the Board of Directors vote on contract-related matters.
8. A list of names of consultants the bidder intends to utilize for the contract resulting from this RFP, including each consultant's professional licensure and organizational affiliation(s). Each consultant must be further described as to whether they are also a board member and, if so, whether they are a voting member. The bidder must identify all reimbursement the consultant received as a board member over the last twelve (12) months.
9. Indicate how the bidder will provide personnel for the project, who are knowledgeable and experienced in his/her respective roles.
 - a. At minimum, an Account Manager shall be identified as the key personnel to act as the main liaison with DDD and clearly designated as part of this proposal. If this person is to be hired for purposes of this project, the hiring plan should be detailed and the qualifications noted.
 - b. The Account Manager must attend the project implementation meetings and serve to oversee this project for the duration of the contract. The contractor must advise DDD of any changes to the Account Manager and submit the resume and qualifications of this person prior to assigning or changing the person in the position. The Account Manager shall either be part of the contractor's management team or have easy accessibility to and have the authority to address concerns or issues with any day-to-day operations or performance of the project.

Budget (20 points)

DDD will consider the cost efficiency of the proposed budget as it relates to the scope of work. Therefore, bidders must clearly indicate how this funding will be used to meet the program goals and/or requirements. In addition to the required Budget forms, bidders are asked to provide budget notes.

The budget should be reasonable and reflect the scope of responsibilities required to accomplish the goals of this project. All costs associated with the completion of the project must be delineated and the budget notes must clearly articulate the details of all proposed budget items including a description of miscellaneous expenses and other costs.

1. The standard budget categories for expenses include: A. Personnel, B. Consultants and Professionals, C. Materials & Supplies, D. Facility Costs, E. Specific Assistance to Clients, F. implementation costs and G. Other. Supporting schedules for Revenue and General and Administrative Costs Allocation are also required. The Excel budget template is available on the

DDD website. <http://www.state.nj.us/humanservices/ddd/providers/contractingwithddd.html> The budget must include three (3) separate, clearly labeled columns:

- a. Column 1 – Full annualized operating costs to satisfy the scope of work detailed in the RFP and revenues excluding one-time costs; and
 - b. Column 2 - Proposed one-time costs.
 - c. Column 3 – Implementation costs
2. Budget Notes that detail and explain the proposed budget methodology and estimates and assumptions made for expenses and the calculations/computations to support the proposed budget. The State's proposal reviewers need to fully understand the bidder's budget projections from the information presented in its proposal. Failure to provide adequate information could result in lower ranking of the proposal. Budget Notes, to the extent possible, should be displayed on the Excel template itself.
 3. The name and address of each organization – other than third-party payers – providing support and/or money to help fund the program for which the proposal is being submitted.
 4. For all proposed personnel, the template should identify the staff position titles and staff names for current staff and total hours per workweek.
 5. Identify the number of hours per clinical consultant.
 6. Staff fringe benefit expenses, which may be presented as a percentage factor of total salary costs, should be consistent with the bidder's current fringe benefit package.
 7. If applicable, General & Administrative (G&A) expenses, otherwise known as indirect or overhead costs, should be included if attributable and allocable to the proposed program. Since administrative costs for existing DDD programs reallocated to a new program do not require new DDD resources, a bidder that currently contracts with DDD should limit its G&A expense projection to “new” G&A only by showing the full amount of G&A as an expense and the off-set savings from other programs’ G&A in the revenue section.
 8. Written assurance that if the bidder receives an award pursuant to this RFP, it will pursue all available sources of revenue and support upon award and in future contracts.

Appendices

The following items must be included as appendices with the bidder's proposal, limiting appendices to a total of 20 pages:

1. Bidder mission statement;
2. Organizational chart;
3. Job descriptions of key personnel;
4. Resumes of proposed personnel if on staff, limited to two (2) pages each;
5. A description of all pending and in-process audits identifying the requestor, the firm’s name and telephone number, and the type and scope of the audit;
6. List of the board of directors, officers and terms;
7. Copy of documentation of the bidder’s charitable registration status;
8. Original and/or copies of letters of commitment/support;
9. Department of Human Services Statement of Assurances (RFP Attachment C);
10. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions (RFP Attachment D);
11. Disclosure of Investment in Iran (www.nj.gov/treasury/purchase/forms.shtml); and
12. Statement of Bidder/Vendor Ownership Disclosure (www.nj.gov/treasury/purchase/forms.shtml).

The documents listed below are also required with the proposal, unless the bidder has a current contract with DDD and these documents are current and on file with DDD.

1. Most recent single audit report (A133) or certified statements (submit only two [2] copies); and
2. Any other audits performed in the last two (2) years (submit only two [2] copies).

VII. Technical Assistance

All applicants intending to submit a proposal in response to this RFP are invited to participate in a scheduled voluntary technical assistance conference call on February 16, 2016. Email ddd.rfphelpdesk@dhs.state.nj.us by 4:00 P.M. on February 10, 2016 to register for this session and submit your questions. All registered attendees will be provided with the conference call phone number and access code.

VIII. Submission of Proposal Requirements

DDD assumes no responsibility and bears no liability for costs incurred by the bidder in the preparation and submittal of a proposal in response to this RFP. The narrative portion of the proposal should not exceed 25 pages, be single-spaced with one (1") inch margins, and no smaller than twelve (12) point Arial, Courier or Times New Roman font.

The budget notes and appendix items do not count towards the narrative page limit. Proposals must be submitted no later than 4:00 p.m. Eastern Standard Time on **March 1, 2016**. All bidders are required to submit one (1) original and five (5) copies of the proposal narrative, budget and appendices (six [6] total proposal packages) to the following address:

For U.S. Postal Service delivery:

Kerry Filor
Administrative Assistant
Division of Developmental Disabilities
PO Box 726
Trenton, NJ 08625-0726

OR

For private delivery vendor such as UPS or FedEx:

Kerry Filor
Administrative Assistant
Division of Developmental Disabilities
195 Gateway Center
5 Commerce Way, Suite 100
Hamilton, NJ 08691

The bidder may mail or hand deliver its proposal, however, DDD is not responsible for items mailed but not received by the due date. Note that U.S. Postal Service two-day priority mail delivery to the post office box listed above may result in the bidder's proposal not arriving timely and, therefore, being deemed ineligible for RFP evaluation. The bidder will not be notified that its proposal has been received. The State will not accept facsimile transmission of proposals.

In addition to the required hard copies, the bidder must also submit its proposal (including budget, budget notes, and appendices) in a PDF formatted file via email to RFP.submissions@dhs.state.nj.us. The email "subject" should include the bidder's name and the proposal name. The bidder must also submit the completed budget template file as an excel attachment to RFP.submissions@dhs.state.nj.us.

IX. Review of Proposals

There will be a review process for all timely submitted proposals. DDD will convene a review committee of public employees to conduct a review of each proposal accepted for review. The bidder must obtain a minimum score of 70 points out of 100 points for the proposal narrative and budget sections in order to be considered eligible for funding.

DDD will award up to 20 points for fiscal viability, using a standardized scoring rubric based on the audit, which will be added to the average score given to the proposal from the review committee. Thus, the maximum points any proposal can receive is 120 points, which includes the combined score from the proposal narrative and budget as well as fiscal viability.

In addition, if a bidder is determined, in DDD's sole discretion, to be insolvent or to present insolvency within the twelve (12) months after bid submission, DDD will deem the proposal ineligible for contract award.

Contract award recommendations will be based on such factors as the proposal scope, quality and appropriateness, bidder history and experience, as well as budget reasonableness. The review committee will look for evidence of cultural competence in each section of the narrative. The review committee may choose to visit a bidder's existing program(s), invite a bidder for interview, and/or review any programmatic or fiscal documents in the possession of DDD. The bidder is advised that the contract award may be conditional upon final contract and budget negotiation.

DDD reserves the right to reject any and all proposals when circumstances indicate that it is in its best interest to do so. DDD's best interests in this context include, but are not limited to, loss of funding, inability of the bidder(s) to provide adequate services, an indication of misrepresentation of information and/or non-compliance with State and federal laws and regulations, existing DHS contracts, and procedures set forth in DHS Policy Circular P1.04 (<http://www.state.nj.us/humanservices/ocpm/home/resources/manuals/index.html>).

DDD will notify all bidders of contract awards, contingent upon the satisfactory final negotiation of a contract, by March 25, 2016.

X. Appeal of Award Decisions

An appeal of any award decision may be made only by a respondent to this RFP. All appeals must be made in writing and be received by DDD at the address below no later than 4:00 p.m. Eastern Standard Time on April 1, 2016. The written appeal must clearly set forth the basis for the appeal.

Appeal correspondence should be addressed to:

Elizabeth Shea
Assistant Commissioner
Division of Developmental Disabilities
PO Box 726
Trenton, NJ 08625-0726

Please note that all costs incurred in connection with appeals of DDD decisions are considered unallowable cost for the purpose of DDD contract funding.

DDD will review all appeals and render a final decision by April 11, 2016. Contract award(s) will not be considered final until all timely filed appeals have been reviewed and final decisions rendered.

XI. Post Award Required Documentation

Upon final contract award announcement, the successful bidder(s) must be prepared to submit (if not already on file), one (1) original signed document for those requiring a signature or copy of the following documentation (unless noted otherwise) in order to process the contract in a timely manner, as well as any other contract documents required by DHS/DDD.

1. Most recent IRS Form 990 or IRS Form 1120, and Pension Form 5500 (if applicable) (submit two [2] copies);
2. Copy of the Annual Report-Charitable Organization (for information visit: http://www.state.nj.us/treasury/revenue/dcr/programs/ann_rpt.shtml);
3. A list of all current contracts and grants as well as those for which the bidder has applied for from any Federal, state, local government or private agency during the contract term proposed herein, including awarding agency name, amount, period of performance, and purpose of the contract/grant, as well as a contact name for each award and the phone number;
4. Proof of insurance naming the State of New Jersey, Department of Human Services, Division of Developmental Disabilities, PO Box 726, Trenton, NJ 08625-0726 as an additional insured;
5. Board Resolution identifying the authorized staff and signatories for contract actions on behalf of the bidder;
6. Current Agency By-laws;
7. Current Personnel Manual or Employee Handbook;
8. Copy of Lease or Mortgage;
9. Certificate of Incorporation;
10. Co-occurring policies and procedures;

11. Policies regarding the use of medications, if applicable;
12. Policies regarding Recovery Support, specifically peer support services;
13. Conflict of Interest Policy;
14. Affirmative Action Policy;
15. Affirmative Action Certificate of Employee Information Report, newly completed AA 302 form, or a copy of Federal Letter of Approval verifying operation under a federally approved or sanctioned Affirmative Action program. (AA Certificate must be submitted within 60 days of submitting completed AA302 form to Office of Contract Compliance);
16. A copy of all applicable licenses;
17. Local Certificates of Occupancy;
18. Current State of New Jersey Business Registration;
19. Procurement Policy;
20. Current equipment inventory of items purchased with DHS funds (Note: the inventory shall include: a description of the item [make, model], a State identifying number or code, original date of purchase, purchase price, date of receipt, location at the Provider Agency, person(s) assigned to the equipment, etc.);
21. All subcontracts or consultant agreements, related to the DHS contract, signed and dated by both parties;
22. Business Associate Agreement (BAA) for Health Insurance Portability Accountability Act of 1996 compliance, if applicable, signed and dated;
23. Updated single audit report (A133) or certified statements, if differs from one submitted with proposal;
24. Business Registration (online inquiry to obtain copy at https://www1.state.nj.us/TYTR_BRC/jsp/BRCLoginJsp.jsp; for an entity doing business with the State for the first time, it may register at <http://www.nj.gov/treasury/revenue>);
25. Source Disclosure (EO129) (www.nj.gov/treasury/purchase/forms.shtml); and
26. Chapter 51 Pay-to-Play Certification (www.nj.gov/treasury/purchase/forms.shtml).

XII. Attachments

Attachment A – Proposal Cover Sheet

_____ Date Received

**STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES**
Division of Developmental Disabilities
Proposal Cover Sheet

Name of RFP Online Training Management System for DDD Provider Agencies _____

Incorporated Name of Bidder: _____

Type: Public _____ Profit _____ Non-Profit _____ Hospital-Based _____

Federal ID Number: _____ Charities Reg. Number (if applicable) _____

Address of Bidder: _____

Contact Person Name and Title: _____

Phone No.: _____ Email Address: _____

Total dollar amount requested: _____ Fiscal Year End: _____

Funding Period: From _____ to _____

Total number of unduplicated consumers to be served: _____

County in which services are to be provided: _____ Statewide

Brief description of services by program name and level of service to be provided:

Authorization: Chief Executive Officer (printed name): _____

Signature: _____ Date: _____

Attachment B – Addendum to RFP for Social Service and Training Contracts

STATE OF NEW JERSEY DEPARTMENT OF HUMAN SERVICES

ADDENDUM TO REQUEST FOR PROPOSAL FOR SOCIAL SERVICE AND TRAINING CONTRACTS

Executive Order No. 189 establishes the expected standard of responsibility for all parties that enter into a contract with the State of New Jersey. All such parties must meet a standard of responsibility that assures the State and its citizens that such parties will compete and perform honestly in their dealings with the State and avoid conflicts of interest.

As used in this document, "provider agency" or "provider" means any person, firm, corporation, or other entity or representative or employee thereof that offers or proposes to provide goods or services to or performs any contract for the Department of Human Services.

In compliance with Paragraph 3 of Executive Order No. 189, no provider agency shall pay, offer to pay, or agree to pay, either directly or indirectly, any fee, commission, compensation, gift, gratuity, or other thing of value of any kind to any State officer or employee or special State officer or employee, as defined by N.J.S.A. 52:13D-13b and e, in the Department of the Treasury or any other agency with which such provider agency transacts or offers or proposes to transact business, or to any member of the immediate family, as defined by N.J.S.A. 52:13D-13i, of any such officer or employee, or any partnership, firm, or corporation with which they are employed or associated, or in which such officer or employee has an interest within the meaning of N.J.S.A. 52:13D-13g.

The solicitation of any fee, commission, compensation, gift, gratuity or other thing of value by any State officer or employee or special State officer or employee from any provider agency shall be reported in writing forthwith by the provider agency to the Attorney General and the Executive Commission on Ethical Standards.

No provider agency may, directly or indirectly, undertake any private business, commercial or entrepreneurial relationship with, whether or not pursuant to employment, contract or other agreement, express or implied, or sell any interest in such provider agency to, any State officer or employee or special State officer or employee having any duties or responsibilities in connection with the purchase, acquisition or sale of any property or services by or to any State agency or any instrumentality thereof, or with any person, firm or entity with which he is employed or associated or in which he has an interest within the meaning of N.J.S.A. 52:13D-13g. Any relationships subject to this provision shall be reported in writing forthwith to the Executive Commission on Ethical Standards, which may grant a waiver of this restriction upon application of the State officer or employee or special State officer or employee upon a finding that the present or proposed relationship does not present the potential, actuality or appearance of a conflict of interest.

No provider agency shall influence, or attempt to influence or cause to be influenced, any State officer or employee or special State officer or employee in his official capacity in any manner which might tend to impair the objectivity or independence of judgment of said officer or employee.

No provider agency shall cause or influence, or attempt to cause or influence, any State officer or employee or special State officer or employee to use, or attempt to use, his official position to secure unwarranted privileges or advantages for the provider agency or any other person.

The provisions cited above shall not be construed to prohibit a State officer or employee or special State officer or employee from receiving gifts from or contracting with provider agencies under the same terms and conditions as are offered or made available to members of the general public subject to any guidelines the Executive Commission on Ethical Standards may promulgate.

Attachment C – Statement of Assurances

Department of Human Services Statement of Assurances

As the duly authorized Chief Executive Officer/Administrator, I am aware that submission to the Department of Human Services of the accompanying application constitutes the creation of a public document that may be made available upon request at the completion of the RFP process. This may include the application, budget, and list of applicants (bidder's list). In addition, I certify that the applicant:

- Has legal authority to apply for the funds made available under the requirements of the RFP, and has the institutional, managerial and financial capacity (including funds sufficient to pay the non-Federal/State share of project costs, as appropriate) to ensure proper planning, management and completion of the project described in this application.
- Will give the New Jersey Department of Human Services, or its authorized representatives, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with Generally Accepted Accounting Principles (GAAP). Will give proper notice to the independent auditor that DHS will rely upon the fiscal year end audit report to demonstrate compliance with the terms of the contract.
- Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain. This means that the applicant did not have any involvement in the preparation of the RFI, including development of specifications, requirements, statement of works, or the evaluation of the RFI applications/bids.
- Will comply with all federal and State statutes and regulations relating to non-discrimination. These include but are not limited to: 1) Title VI of the Civil Rights Act of 1964 (P.L. 88-352;34 CFR Part 100) which prohibits discrimination based on race, color or national origin; 2) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794; 34 CFR Part 104), which prohibits discrimination based on handicaps and the Americans with Disabilities Act (ADA), 42 U.S.C. 12101 et seq.; 3) Age Discrimination Act of 1975, as amended (42 U.S.C. 6101 et. seq.; 45 CFR part 90), which prohibits discrimination on the basis of age; 4) P.L. 2975, Chapter 127, of the State of New Jersey (N.J.S.A. 10:5-31 et. seq.) and associated executive orders pertaining to affirmative action and non-discrimination on public contracts; 5) federal Equal Employment Opportunities Act; and 6) Affirmative Action Requirements of PL 1975 c. 127 (NJAC 17:27).
- Will comply with all applicable federal and State laws and regulations.
- Will comply with the Davis-Bacon Act, 40 U.S.C. 276a-276a-5 (29 CFR 5.5) and the New Jersey Prevailing Wage Act, N.J.S.A. 34:11-56.27 et seq. and all regulations pertaining thereto.
- Is in compliance, for all contracts in excess of \$100,000, with the Byrd Anti-Lobbying amendment, incorporated at Title 31 U.S.C. 1352. This certification extends to all lower tier subcontracts as well.
- Has included a statement of explanation regarding any and all involvement in any litigation, criminal or civil.

- Has signed the certification in compliance with federal Executive Orders 12549 and 12689 and State Executive Order 34 and is not presently debarred, proposed for debarment, declared ineligible, or voluntarily excluded. The applicant will have signed certifications on file for all subcontracted funds.
- Understands that this provider agency is an independent, private employer with all the rights and obligations of such, and is not a political subdivision of the Department of Human Services.
- Understands that unresolved monies owed the Department and/or the State of New Jersey may preclude the receipt of this award.

Applicant Organization

Signature: CEO or equivalent

Date

Typed Name and Title

6/97

Attachment D - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions

READ THE ATTACHED INSTRUCTIONS BEFORE SIGNING THIS CERTIFICATION. THE INSTRUCTIONS ARE AN INTEGRAL PART OF THE CERTIFICATION.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by an Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name and Title of Authorized Representative

Signature

Date

This certification is required by the regulations implementing Executive order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510.

**Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions**

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of facts upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Non-Procurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.