**STATE OF MAINE**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*



**RFP# 202406113**

**Professional Training and Certification Services**

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| --- | --- | --- | --- | --- | --- |
| **RFP Coordinator** | | | **NAME:** | | Stacy Martin |
| **TITLE:** | | Procurement Manager |
| **EMAIL:** | | [Stacy.martin@maine.gov](mailto:Stacy.martin@maine.gov) |
| *All communication regarding the RFP must be made through the RFP Coordinator.* | | | | | |
| **Submitted Questions Due Date** | | October 16, 2024, no later than 11:59 p.m., local time | | | |
| *All questions must be received by the RFP Coordinator by the date and time listed above.* | | | | | |
| **Proposal Submission Deadline** | **DATE:** | | | November 25, 2024, no later than 11:59 p.m., local time. | |
| **TO:** | | | [Proposals@maine.gov](mailto:Proposals@maine.gov) | |
| *Proposals must be received electronically by the Office of State Procurement Services by the date and time listed above.* | | | | | |

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PUBLIC NOTICE

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**State of Maine**

**Department of Health and Human Services**

**RFP# 202406113**

**Professional Training and Certification Services**

The State of Maine is seeking proposals for Professional Training and Certification Services.

A copy of the RFP and all related documents can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the State of Maine Office of State Procurement Services, via e-mail, at: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on November 25, 2024. Proposals will be opened the following business day.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

The following terms and acronyms, as referenced in the RFP,

have the meanings indicated below:

| **Term/Acronym** | **Definition** |
| --- | --- |
| **Agency** | The employer of a Behavioral Health Professional (BHP) or Direct Support Professional (DSP). |
| **Behavioral Health Professional (BHP)** | A non-licensed individual who receives training and Certification, by the Department or its authorized agent, through BHP Pathways Training and Certificate Program (BHP Pathways), as having completed and maintained all Departmental requirements, to provide behavioral health direct services to qualifying Youth and their families for Agencies and schools who provide MaineCare covered services under 10-144 C.M.R. Chapter 101, Ch. II, Sections [28](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s028.docx) (Rehabilitative Home and Community-based Treatment Services including School-based Services), [65](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s065.docx) (65.05-9 Home and Community-based Treatment (HCT) Services and 65.05-13 Day Treatment Services), [97](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s097.docx) (97.01 Appendix D: Children’s Residential Care Facilities (CRCF)), and [107](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s107.docx) (Psychiatric Residential Treatment Facility (PRTF) Services. |
| **Behavioral Health Service** | Prevention, treatment, rehabilitation, and/or support for individuals with developmental disabilities/delays, intellectual disability, autism spectrum disorder, and mental health disorders. |
| **BHP Pathways Training and Certificate Program (BHP Pathways)** | A program offering a foundational education designed to provide uniform standards and ensure the development of high-quality skills and demonstrated competencies for any non-licensed individual. BHP Pathways is for an individual who may be employed in the behavioral health field working with Youth and families in the Youth’s home, community, and/or school (including [Child Development Services](https://www.maine.gov/doe/learning/cds)) and for individuals not currently employed in the behavioral health field. Learners are required to obtain a Provisional BHP Pathways Certification in order to attend the BHP Pathways trainings. |
| **BHP or DSP Pathways Certifications** | Specific training Modules resulting in specialty Certifications, including but not limited to: BHP Community, BHP Children’s Residential Care Facilities (BHP CRCF), BHP Psychiatric Residential Treatment Facility (BHP PRTF), or DSP Certifications. |
| **Blended Online Modality** | Online course in which most of the course activity is completed online and includes required one-on-one activities for knowledge and skills comprehension. |
| **Certification/ Recertifications** | The issuance/reissuance of a certificate to guarantee that a standard has been met. |
| **Certified BHP Pathways Instructor** | Individuals who are certified to deliver Core Pathways and BHP Pathways. |
| **Certified DSP Pathways Instructor** | Individuals who are certified to deliver Core Pathways and the DSP Pathways Training and Certificate Program (DSP Pathways). |
| **Confidentiality** | Preserving authorized restrictions on information access and disclosure, including means for protecting confidential or sensitive information. A loss of Confidentiality is the unauthorized disclosure of information. |
| **Core Pathways Curriculum (Core Pathways)** | A training designed to address the common training needs across multiple facets of the direct care/support workforce. Core Pathways creates a foundation of understanding and skill proficiency in areas common across different service types and is inclusive of Centers for Medicaid and Medicare core competencies. Core Pathways is a requirement in order for Learners to receive a Provisional BHP or DSP Pathways Certification. |
| **CPR** | Cardiopulmonary Resuscitation |
| **Data Classification** | The process of risk assessment of data. See **Appendix G** (Technical Assessment Form) for the Data Classification process (see also “PII Confidentiality Impact Level”). |
| **Department** | Maine’s Department of Health and Human Services |
| **Direct Support Professional (DSP)** | A non-licensed individual certified by the Department or its authorized agent, through the DSP Pathways, as having completed and maintained all Departmental requirements to provide direct support Waiver Services. |
| **DSP Pathways Training and Certificate Program (DSP Pathways)** | A program that offers foundational education designed to provide uniform standards and ensure the development of high-quality skills and demonstrated competencies for any non-licensed individual. The DSP Pathways is for an individual who is employed by an Agency to provide Waiver Services. Learners are required to obtain a Provisional DSP Pathways Certification in order to attend the DSP Pathways trainings. |
| **Learner** | Individual who participates in Core Pathways and BHP or DSP Pathways trainings in order to receive the respective Certification. |
| **Learning Management System (LMS)** | A software or web-based technology used to plan, implement, and assess a specific learning process. |
| **Live Day** | Training day that is delivered in person. |
| [**Maine DOE**](https://www.maine.gov/doe/about) | Maine Department of Education |
| [**MaineCare**](https://www.maine.gov/dhhs/oms/about-us) | Maine’s Medicaid program |
| [**MaineIT**](https://www.maine.gov/oit/about-us) | Maine’s Office of Information Technology |
| **Master Trainer** | Individuals certified to train individuals as BHP and DSP Pathways Instructors. |
| **Medically Necessary** | As defined in [10-144 C.M.R. Chapter 101, Ch. I, Section 1.02-4.D.](https://www.maine.gov/sos/cec/rules/10/144/ch101/c1s001.docx) |
| **Module(s)** | A core section of the training and specific pathway for Core Pathways and BHP or DSP Pathways Learners. The number of Module will be dependent on the level/number of Certifications issued. |
| [**OADS**](https://www.maine.gov/dhhs/oads/about-us) | The Department’s Office of Aging and Disability Services |
| [**OCFS**](https://www.maine.gov/dhhs/ocfs/about-us) | The Department’s Office of Child and Family Services |
| **OQMHP C-PNMI Certificate** | Certificate identifying an individual as a certified Other Qualified Mental Health Professional (OQMHP). |
| **OQMHP Certification Program** | A program that offers Certification which authorizes certified OQMHPs to provide Private Non-Medical Institution Services outlined in [10-144 C.M.R. Chapter 101, Ch. II, § 97](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s097.docx). |
| **OQMHP Private Non-Medical Institution Record Form** | Required documentation for individuals who are applying for OQMHP C-PNMI Certification outlined in [10-144 C.M.R. Chapter 101, Ch. II, § 97](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s097.docx). |
| [**Other Qualified Mental Health Professional (OQMHP)**](https://www.maine.gov/dhhs/ocfs/provider-resources/staff-development-training/oqmhp) | An individual certified, by the Department or its authorized agent, to deliver Private Non-Medical Institution Services outlined in [10-144 C.M.R. Chapter 101, Ch. II, § 97](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s097.docx). |
| **Personally Identifiable Information (PII)** | Data maintained by an agency that could potentially identify a specific individual and needs to be protected in accordance with State and/or federal law, including:   * any information that can be used to distinguish or trace an individual‘s identity, such as name, social security number, date and place of birth, mother‘s maiden name, or biometric records; and * any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information. |
| **Personal Support Specialist (PSS)** | A qualified, non-medical direct care worker who assists individuals with activities to go about their daily lives and remain living safely in the individual’s place of choosing. |
| **PII Confidentiality Impact Level** | Includes low, moderate, or high levels and indicates the potential harm that could result to the subject individuals and/or the organization if PII were inappropriately accessed, used, or disclosed. (NIST SP 800-122). See **Appendix G** (Technical Assessment Form). PII is evaluated to determine its Confidentiality impact levels, so that appropriate safeguards can be applied to the PII. |
| **Professionalism** | The skill, good judgment, and polite behavior that is expected from an individual who is trained to do a job well. |
| **Provisional BHP or DSP Pathways Certification** | Certification that symbolizes the completion and passage of the Core Pathways required for BHP or DSP Pathways trainings. |
| **RFP** | Request for Proposals |
| [**SCORM**](http://scorm.com/scorm-explained/) | A set of technical standards for e-learning software products. SCORM tells programmers how to write code, so it is compatible with other e-learning software. |
| **SQL** | Structured Query Language |
| **State** | State of Maine |
| **State Data** | Any information originating with the State, regardless of form or medium of disclosure (e.g., verbal, observed, hard copy, or electronic) or source of information. State Data includes any information:   * Concerning the State’s information technology infrastructure, systems and software and procedures; and * Originating with the State in the course of using and configuring the services provided.   State Data includes any sensitive information held by the State that may be protected from disclosure pursuant to a federal or State statutory or regulatory scheme intended to protect that information, or pursuant to an order, resolution or determination of a court or administrative board or other administrative body. |
| **Train-the-Trainer** | A course taught by Master Trainers for the purpose of certifying the participants as instructors in the identified course material as Certified BHP or DSP Pathways Instructors. |
| **Youth** | Individuals from birth up to their twenty-first (21st) birthday. |
| **Waiver Service(s)** | A service delivered to adults with intellectual or developmental disabilities, autism, brain injury, or other related conditions under a federal Medicaid waiver. Waiver Services include, but are not limited to, [10-144 C.M.R. Chapter 101](https://www.maine.gov/sos/cec/rules/10/ch101.htm), Ch. II, Sections [18](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s018.docx), [20](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s020.docx), [21](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s021.docx), and [29](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s029.docx). |

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

**RFP# 202406113**

**Professional Training and Certification Services**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Health and Human Services (Department) is seeking Professional Training and Certification Services as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

The Department is dedicated to promoting health, safety, resiliency, and opportunity to all Maine Residents. The Department’s Office of Child and Family Services (OCFS) supports Maine's children and their families by providing Children's Development, Behavioral Health, and Child Welfare Services. The Department’s Office of Behavioral Health (OBH) supports individuals with mental health, substance use, and co-occurring disorders in living not only symptom free, but with dignity, hope, and meaning. The Department’s Office of Aging and Disability Services (OADS) is responsible for the provision of services that promote the highest level of independence, health, and safety of older citizens, vulnerable adults, and adults with disabilities.

The Department is required to provide quality services that meet the Statewide need for professional training and Certification of Behavioral Health Professionals (BHPs) and Direct Support Professionals (DSPs) and to provide the foundational education for individuals working in the Behavioral Health Service fields. Professional Training and Certification Services are designed to provide uniform standards aligned with competencies specified by the Centers for Medicare and Medicaid Services (CMS), Department standards, and to ensure development and demonstration of skills and core competencies for workers providing direct services to identified populations. The Department’s MaineCare regulations require specific Certification for BHPs, DSPs, and Other Qualified Mental Health Professionals (OQMHPs) who deliver specific MaineCare services as described in [10-144 C.M.R. Chapter 101](https://www.maine.gov/sos/cec/rules/10/ch101.htm), Ch. II, Sections [18](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s018.docx), [20](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s020.docx), [21](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s021.docx), [28](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s028.docx), [29](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s029.docx), [65](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s065.docx), [97](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s097.docx), and [107](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s107.docx).

Currently, OCFS delivers a [OQMHP Certification Program](https://www.maine.gov/dhhs/ocfs/provider-resources/staff-development-training/oqmhp) which processes applications, determines eligibility of applicants, performs record keeping, and issues OQMHP C-PNMI Certificates. At this time, only Therapeutic Foster Care providers are required to hold a OQMHP C-PNMI Certificate, refer to [10-144 C.M.R. Chapter 101](https://www.maine.gov/sos/cec/rules/10/ch101.htm), Ch. II § [97.07-2 (I) and 97.01-15 (Appendix D)](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s097.docx).

BHPs provide behavioral health services to youth under various MaineCare sections, including but not limited to, [10-144 C.M.R. Chapter 101](https://www.maine.gov/sos/cec/rules/10/ch101.htm), Ch. II, Sections [28](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s028.docx) and [65](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s065.docx). The Department is responsible for establishing training and certification for Behavioral Health Professionals, Certified BHP instructors and Other Qualified Mental Health Providers (OQMHP) AS REQUIRED BY MaineCare regulations.

DSPs provide supportive, habilitative services to individuals under various MaineCare sections and services, including, but not limited to, [10-144 C.M.R. Chapter 101](https://www.maine.gov/sos/cec/rules/10/ch101.htm), Ch. II, Sections [18](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s018.docx), [20](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s020.docx), [21](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s021.docx), and [29](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s029.docx), as well as per-diem supports, work supports, employment supports, and community supports. DSPs perform support services within the scope of their training and rule, in accordance with any plans and modifications the individual being served has in place, often with limited direct oversight, in locations such as the individual’s home, the community, and/or place of employment.

Through this RFP, the Department is seeking Statewide BHP or DSP Pathways Certifications, Learner administration, credential management, and training services to deliver the training and Certification of BHPs, DSPs, Master Trainers, Certified BHP or DSP Pathways Instructors, and OQMHPs for the purpose of executing the Department’s vision to support individuals as they transition through childhood and into adulthood. In addition, OCFS is seeking Workforce Development Services to support the development of a skilled, high-quality BHP workforce to provide direct Behavioral Health Services to eligible Youth and families.

The awarded Bidder in collaboration with the Department will develop the pathways for available trainings. Exhibit 1 provides the start of the Department vision for these pathway trainings.

|  |
| --- |
| Exhibit 1 |

Exhibit 2 provides a reference for the potential Certifications to be issued and ongoing training to be conducted based on past usage. The Department does not guarantee that future usage will reach or exceed the figures listed.

|  |  |
| --- | --- |
| **Exhibit 2** | |
| **Certification** | **Annual Average Certifications** |
| **New BHP Certifications**  **(including Provisional)** | 3,500 |
| **New DSP Certification** | 1,600 |
| **OQMHP** | 300 |
| **Ongoing Training** | **Annual Average Completed Trainings** |
| **DSP** | 9,000 |

***Potential for future expansion of Core Pathways Trainings***

*The Department anticipates Personal Support Specialist (PSS) curriculum and credentialing may be added to the Core Pathway Trainings as a result of this RFP. Exhibit 3 provides a reference for the potential number of PSS Certifications to be issued. The Department will work with the awarded Bidder in the event it decides to include PSS curriculum and credentialing in the resulting Core Pathways Trainings.*

|  |  |
| --- | --- |
| ***Exhibit 3*** | |
| ***Potential Future Certification*** | ***Annual Average Certifications*** |
| ***PSS*** | *Approx. 1,000* |

1. **General Provisions**
   1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
   2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
   3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
   4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
   5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
   6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
   7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
   8. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
   9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
2. **Eligibility to Submit a Bid**

Bidders must have at least five (5) years' experience in the last ten (10) years, training adult learners, learners from different cultural backgrounds, and individuals who provide direct support services in order to submit a bid under this RFP.

1. **Contract Term**

The Department is seeking cost-efficient proposals to provide services, as defined in the RFP, for the anticipated contract period defined in the table below. The dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for four (4) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance | 7/1/2025 | 6/30/2027 |
| Renewal Period #1 | 7/1/2027 | 6/30/2029 |
| Renewal Period #2 | 7/1/2029 | 6/30/2031 |
| Renewal Period #3 | 7/1/2031 | 6/30/2033 |
| Renewal Period #4 | 7/1/2033 | 6/30/2035 |

1. **Number of Awards**

The Department anticipates making one (1) award as a result of this RFP process.

**PART II SCOPE OF SERVICES TO BE PROVIDED**

**Specific instructions for the Bidder to provide a narrative response to the Scope of Services may be found in Part IV, Section III, Proposed Services.**

### Facility Standards and Requirements

1. Maintain an office location(s) capable of providing Statewide direct support workforce training and Certification services, including access to technology for Learners to access on-line content.
2. Provide administrative functions Monday through Friday, 8:00 a.m. to 5:00 p.m. (local time), excluding [State holidays](https://www.maine.gov/bhr/state-employees/holiday-schedule) and administrative closings.
   1. Provide training hours based on workforce needs, including nights and weekends.
3. Provide Learner administration including but not limited to:
   1. Determining eligibility of enrollees;
   2. Documenting completed trainings;
   3. Tracking Certifications and Recertifications;
   4. Reporting;
   5. Assignment of on-demand Modules; and
   6. Delivery of live training Modules.

### General Curriculum and Training Requirements

1. Offer trainings and Certifications to individual to become Behavioral Health Professionals (BHPs), Direct Support Professionals (DSPs), Master Trainers, Certified BHP or DSP Pathways Instructors, or Other Qualified Mental Health Professional (OQMHPs) in an online Learning Management System (LMS), in-person, virtually, and asynchronously throughout the State.
   1. Provide live, in-person and virtual interaction between the trainer and trainees.
   2. Provide quality content in the online format.
   3. Provide effective Blended Online Modality when delivering curriculum content in order to prepare Learners to provide direct care services.
2. Develop and implement a flexible training schedule which easily accommodates the unknown outcomes regarding staffing and training needs and the changes in demand for face-to-face training.
   1. Ensure the Department-approved fifty (50) hour DSP Pathways Training curriculum includes live classes.
      1. Refer to the Department’s [Maine College of Direct Support](https://www.maine.gov/dhhs/oads/providers/adults-with-intellectual-disability-and-autism/resources-training/college-of-direct-supports), [List of Required Lessons in the Maine College of Direct Support webpage](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/DSP_Required_Curriculum_Effective_10012022_Revised_03292023.pdf).
3. Develop, implement, revise, and update Core Pathways Curriculum (Core Pathways) and BHP and DSP Pathways curriculum, as needed and in collaboration with the Department.
   1. Receive approval from the Department prior to implementing revised/updated curriculum.
   2. Implement curriculum updates on a schedule agreed upon by the Department.
   3. Ensure the BHP Pathways training Modules include BHP-Crisis, BHP-Community, BHP-CRCF, etc.
      1. Final Modules will be developed between the Department and the awarded Bidder.
4. Develop and revise curriculum and training procedures as needed, and in collaboration with the Department, including but not limited to, incorporating any revisions and updates to related MaineCare or other State agency rules for BHP and/or DSP qualifications.
   1. Receive approval from the Department prior to implementing revised/updated curriculum or its procedures.

### Information Technology

### *MaineIT has launched an enterprise Learning Management System (LMS), based upon the Noverant product. Once the enterprise LMS is fully operational, all existing LMS-related functionality within, and for, the State’s Executive Branch, is expected to migrate to the enterprise LMS. In the meantime, all learning modules are expected to comply with the standard formats (SCORM, AICC, TinCan, Cmi5). Corresponding to each amendment and/or renewal period, MaineIT and the Department will jointly make the decision if the enterprise LMS is fully operational and can accommodate the migration.*

1. Develop, implement, maintain, and provide continuous updates to the LMS.
   1. Ensure the LMS is SCORM compliant.
   2. Ensure all changes and/or updates to the LMS are approved by the Department and MaineIT prior to implementation.
2. Develop and maintain a website which provides information related to the Core Pathways trainings, BHP Pathways Training and Certificate Program (BHP Pathways), and DSP Pathways Training and Certificate Program (DSP Pathway) including, but not limited to:
   1. Curriculum materials;
   2. Training calendars, including daily training calendar maintenance; and
   3. Submission of online registration forms including the ability to print online registration forms for manual submission.
3. Provide technical support and assistance to Learners related to accessing and operating remote or asynchronous training content.
4. Comply with the entire suite of [MaineIT Policies and Standards](https://www.maine.gov/oit/policies-standards) with special attention paid to:
   * + - 1. [General Architecture Principles](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fgeneral-architecture-principles_1.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ycL9Yof5Kmbim6WUQQjiu2wI%2FIfC2cASpHXXfo5ZvSM%3D&reserved=0)
         2. [System and Services Acquisition Policy and Procedures (SA-1)](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fsystem-services-acquisition-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=bhUGdb2R2Q24KmGN8C%2Bo13aZDDuYFF3tifSWRPiwrCg%3D&reserved=0)
         3. [Application Deployment Certification Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fapplication-deployment-certification_0.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=7Jwxf3JmZ7gM4UsDgXdhsy4DzF6HmF1ttIUYXvBU0zU%3D&reserved=0)
         4. [Digital Accessibility and Usability Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fdigital-accessibility-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=5Az6%2FEkcx%2FmfFifw6x6Vgoi%2BKWVJa9tbDpK%2BQUcXLH0%3D&reserved=0)
         5. [Remote Hosting Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fremote-hosting-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=cNsufWq0rY%2BkXR4wAFBg%2B4abX%2FIkyyCriXIv6zEf5oY%3D&reserved=0)
         6. [Data Exchange Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fdata-exchange-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=GLoI3IlDGfAIUrTI202Fx2bm2d72B2ST%2BYn%2Fmudj8xs%3D&reserved=0)
         7. [Information Security Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Finformation-security-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=%2BLGROV3CLOMUhY7WYnQp4zvwp3GzkuxUQFAp7SUD1zc%3D&reserved=0)
         8. [Access Control Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ID3dOgm6sFGulecZ59wvadan3qDLxcsDSweFr6hBi5Q%3D&reserved=0)
         9. [Access Control Procedures for Users](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Faccess-control-procedures-for-users.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=H4GD5bzPwToGAnl%2FyoDbo%2BELMiemO6Ab3TkqKHmH2OA%3D&reserved=0)
         10. [Risk Assessment Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Frisk-assessment-policy-procedure.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=eNv7bv9BHy5PIZLuqAwhN2janATYqBk%2BoEm37jxQgVY%3D&reserved=0)
         11. [Vulnerability Scanning Procedure](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fvulnerablity-scanning-procedure.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=q2EreWpmpAOOs2xCon4CzIW9rmyC7M4tok%2BdK%2BlH0Cc%3D&reserved=0)
         12. [Security Assessment and Authorization Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2FSecurityAssessmentAuthorizationPolicy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=E0LLVERrRlDTjFR3kkYFhCS68HoHqfniu6lCB9rdbpg%3D&reserved=0)
         13. [System and Information Integrity Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fsystem-information-integrity-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ws6berFnC8a1QFA9k3EgPincGU3riRG5lxi7ITveixU%3D&reserved=0)
         14. [Configuration Management Policy](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.maine.gov%2Foit%2Fsites%2Fmaine.gov.oit%2Ffiles%2Finline-files%2Fconfiguration-management-policy.pdf&data=05%7C01%7CPeter.Lewis%40maine.gov%7C6512345a645b4b2238a808db3527678c%7C413fa8ab207d4b629bcdea1a8f2f864e%7C0%7C0%7C638162215577065240%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=fmy4ctvc3L549Brae0%2FZYtFk2gaIGwCqxN%2FBpKQVlxM%3D&reserved=0)
         15. [Business Continuity and Disaster Recovery Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/BusinessContinuityDisasterRecoveryPolicy.pdf)
         16. [COTS-Cloud Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/COTSCloudPolicy.pdf)
       1. Achieve the NIST 800-53 Rev 5 for the remaining security and privacy control families to a security baseline appropriate to the impact level of the data as determined by the Department.
          1. Physical and Environmental Protection;
          2. Awareness and Training;
          3. Planning;
          4. Audit and Accountability;
          5. Assessment, Authorization, and Monitoring;
          6. Personnel Security;
          7. PII Processing and Transparency;
          8. Contingency Planning;
          9. Identification and Authentication;
          10. Incident Response;
          11. System and Communications Protection;
          12. Maintenance;
          13. Media Protection; and
          14. Supply Chain Risk Management to a security baseline appropriate to the impact level of the data as determined by the Department.
5. Submit any required or requested information to the Department and/or MaineIT to demonstrate compliance with the required policies.
6. Operate and manage information in a SQL server databases and spreadsheets, including historical data.
7. Maintain all files in a secure environment, including establishing policies and procedures for access security and permissions.
8. Utilize an authentication method that ensures only authorized individuals have access to appropriate materials.
   1. Final role-based security permissions must be Department-approved.
9. All data shall remain the property of the Department and shall be provided to the Department at the end of the contract resulting from this RFP or when requested at no additional cost.
10. Conduct a full SSAE-18 SOC 2 Type 2 Annual Audit, which shall include testing the Five (5) Trust Services Criteria (Security, Availability, Processing Integrity, Confidentiality, and Privacy).
    1. Provide a copy of the completed audit to the Department and MaineIT.
11. Restore data completely to their status at the time of the last backup.
    1. Ensure data is backed up, at minimum, every twenty-four (24) hours.
    2. Ensure Recovery Point Objective (RPO) is twenty-four (24) hours, meaning maximum data loss cannot exceed twenty-four (24) hours.
    3. Recover from a disaster and be back online no later than twenty-four (24) hours after a disaster, providing a twenty- four (24) hour Recovery Time Objective (RTO).
12. Ensure response time for reported issues, includes:
13. Critical (i.e., application down/unavailable): within thirty (30) minutes;
14. High, Level 1 (i.e., defect significantly impacting production operations): as quickly as possible, but in no more than eight (8) standard business hours;
15. Medium, Level 2 (i.e., defect impacts business operation; however, there is a workaround available): within the next scheduled upgrade; and
16. Low, Level 3 (i.e., defect does not significantly impact network): in a future upgrade, as determined and agreed upon by the awarded Bidder and the Department.

Limit the number of planned outages (system availability) during the business week to one (1) time per month.

Downtime for routine maintenance must be pre-approved by the Department in writing.

### Core Pathways

* 1. Provide Core Pathways to individuals, self-advocates, natural supports, and family members seeking a BHP or DSP Pathway Certifications.
  2. Ensure Core Pathways address areas common to all Learners, despite the specific Certification path being pursued.
  3. Ensure individuals have completed Core Pathways prior to receiving the BHP or DSP Pathways training.

### BHP Pathways Training and Certificate Program

1. **Enrollment**
   1. Ensure individuals enrolled in the BHP Pathways:

Are at least eighteen (18) years of age;

* + 1. Are enrolled in a high school program, have a high school diploma or its equivalent, or other educational standards as required by the applicable MaineCare Benefits Manual and State Licensing requirements; and
    2. Have completed Core Pathways.
    3. Have received CPR, Blood Borne Pathogen, and First Aid Certifications applicable to the population and ages of Youth for which the BHP will be providing services.

**BHP Trainee Requirements**

Ensure trainees complete the:

BHP Pathways Modules curriculum required for working with children as outlined in [10-144 C.M.R. Chapter 101](https://www.maine.gov/sos/cec/rules/10/ch101.htm), Ch. II, Sections [28](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s028.docx), [65](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s065.docx), [97](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s097.docx), and [107](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s107.docx).

Provisional BHP Pathways Certification within thirty (30) calendar days of hire and the relevant BHP Pathways training within one (1) year of hire, or as otherwise stipulated in applicable MaineCare and State licensing rules and regulations.

* + - * 1. Create and utilize Department-approved forms for distribution of a paper-copy BHP Pathways certificate once trainees complete all required training and modules.

### Certified BHP Pathways Instructor Training

* + - * 1. Retain a sufficient number of Master Trainers to provide training to Certified BHP Pathways Instructors who deliver the Core Pathways and BHP Pathways training to BHPs.
        2. Ensure Certified BHP Pathways Instructors have:

A bachelor’s degree in a human service or related field with at minimum two (2) years direct experience providing services to Youth and families; or

An associate degree in a human service or related field with at minimum four (4) years direct experience providing services to Youth and families;

A minimum of two (2) years of experience training adult learners; and

At least two (2) BHP Pathways Certifications.

### OQHMP Certification

Offer a OQMHP Certification Program by:

* + 1. Collecting and processing applications within three (3) business days by verifying:

A complete [OQMHP-PNMI Training Record](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/documents/ocfs/cbhs/provider/forms/OQMHP-PNMI%20Training%20Record%20Certification%204-18Form.pdf) is received and signed by the Agency and applicant; and

If applicable, a letter of recognition of qualifications is received, which includes:

1. Applicant’s name;
2. Applicable degree and institute where the degree was received;
3. Date applicant is approved by the Agency;
4. Signature and date of applicant;
5. Approval signature and date of applicant’s supervisor; and
6. Signature and date of awarded Bidder.
7. Issuing OQHMP C-PNMI Certificates, within five (5) business days of receipt of the application, for OQMHPs who satisfy the requirements for OQHMP Certification.

## DSP Pathways Training and Certification Program

## DSP Pathway Certification

* 1. Provide training for individuals seeking DSP Pathways Certification who have worked with an Agency within the previous six (6) months.
     1. Training may be provided to self-advocates, natural supports, and related professionals, as approved by the Department.
  2. Collect a signed application on a Department-approved form developed by the awarded Bidder.
  3. Ensure applicants complete Core Pathways and meet the requirements outlined in [10-144 C.M.R. Chapter 101](https://www.maine.gov/sos/cec/rules/10/ch101.htm), Ch. II, Sections [18](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s018.docx), [20](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s020.docx), [21](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s021.docx), and [29](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s029.docx) and the [Maine College of Direct Support](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/DSP_Required_Curriculum_Effective_10012022_Revised_03292023.pdf).
  4. Issue a DSP Pathways Certification to trainees who:
     1. Complete the DSP Pathways training and work with adults under a Waiver Service.

A Provisional DSP Pathway Certification may be issued following completion of Core Pathways.

* + 1. Pass a healthcare worker background check via the [Maine Background Check Center](https://backgroundcheck.maine.gov/DHHS/MBC/) pursuant to [22 M.R.S. Chapter 1691](https://legislature.maine.gov/legis/statutes/22/title22ch1691.pdf) and [10-144 C.M.R. Ch. 60](https://www1.maine.gov/sos/cec/rules/10/144/144c060.docx).
  1. Create and utilize Department-approved forms for distribution of the paper-copy DSP Pathways Certificate.
  2. Deny applications when the applicant:

1. Refuses a background check;
2. Has exclusionary offenses;
3. Has an incomplete application;
4. Has an application containing false or inaccurate information.
   1. Report applications with false/inaccurate information to the Office of Aging and Disability Services (OADS).
   2. Maintain a record of any such reports.

#### **Continuing Education for DSPs**

* 1. Provide continuing education for certified DSPs, including annual and triannual Recertification as outlined in the [Maine College of Direct Support](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/DSP_Required_Curriculum_Effective_10012022_Revised_03292023.pdf).
     1. Ensure individuals requesting Recertification are employed by an Agency within the previous six (6) months.
  2. Monitor DSP certification for compliance with Recertifications.
     1. DSPs who do not complete Recertification within thirty (30) calendar days after the Certification expiration date, are considered to have a “lapsed certification” and are out of compliance.
        1. Shared Living DSPs with a lapsed Certification are not eligible for reimbursement of medical Certification expenses.
     2. DSPs with a lapsed Certification must complete Recertification no later than six (6) months after the Certification expiration date.
        1. DSPs who do not complete Recertification requirements and/or have not worked for an Agency within six (6) months of the Certification expiration date will be considered to have an “inactive Certification.”. DSP may regain an active Certification when they begin work with an Agency, complete missing Recertification requirements, and complete all modules required by [10-144 C.M.R. Chapter 101, Ch. II, Section 21 (21.10-1)](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s021.docx) and as outlined on page 2 of the [Maine College of Direct Support](https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/DSP_Required_Curriculum_Effective_10012022_Revised_03292023.pdf), within six (6) months after the Certification expiration.
        2. DSPs who do not complete Recertification requirements and/or have not worked for an Agency within twelve (12) months of the Certification expiration date, will be considered to have a “fully expired Certification.” DSPs with a fully expired Certification must complete the full DSP Pathways Certification requirements as a new hire.

#### **Master Trainer and Certified DSP Pathways Instructor Training**

* 1. Provide initial and ongoing training to Master Trainers and Certified DSP Pathways Instructors who deliver the DSP Pathways training to DSPs.
  2. Ensure Master Trainers:

Hold a current DSP Pathways Certification and meet all Recertification requirements; and

Have at least two (2) years of experience training adult learners as a Certified DSP Pathways Instructor.

* 1. Ensure Certified DSP Pathways Instructors:
     + 1. Hold a current DSP Pathways Certification with all Recertification requirements; and
       2. Have at least two (2) years of experience training adult learners.
       3. **Other DSP Training Requirements**
          1. Ensure staff/subcontractors working with applicant background checks:

Comply with all confidentiality requirements; and

Are trained in the use and requirements of the background check system in accordance with applicable rules and statutes.

* + - * 1. Record information related to the applications for Certification in the LMS, including:

Date of application;

Date of certificate issue; and/or

Date and reason for denial.

1. Maintain Learner records of Provisional DSP Pathways Certificates for individuals who have completed Core Pathways and meet Certification requirements.
2. Maintain records of DSP Pathways Certificates for individuals who have completed the full DSP Pathways training.

## BHP and DSP Pathways Manuals

### Create and maintain, Department approved, separate BHP and DSP Pathways trainings operations manuals within sixty (60) calendar days of the start of the contract resulting from this RFP.

### Each operations manual shall include standards, policies, and procedures related to the awarded Bidder’s expectations for customer service;

### Keep each manual up-to-date as approved by the Department;

### Distribute updated manuals to appropriate personnel, instructors, and Agencies; and

### Maintain each manual’s policies and procedures to ensure effectiveness and efficiency of the Statewide delivery of the trainings provided, and the process for issuing related certificates.

## Customer Service

1. Develop, implement, and report on a Department-approved:
   1. Satisfaction survey for training participants;
   2. Post-training knowledge and skills assessment to assess preparedness of non-licensed staff for delivering direct services;
   3. Certificate holder preparedness survey to be issued at six (6) and twelve (12) months after Certification.
2. Develop and implement standards, trainings, policies, and guidelines related to customer service, including:
   1. A procedure and practice model related to employee Professionalism.
3. Establish and maintain collaborative relationships with various State departments, including the Office of Child and Family Services (OCFS), OADS, State funded LMS, schools, Agencies, and State contracted providers/vendors.

## Additional Support

1. Respond to all after-hours inquiries from potential or current training participants by the end of the next business day.
2. Provide ongoing technical support to all Certified BHP and DSP Pathways Instructors and their respective Agencies.
3. Provide outreach and support to Agencies that do not have a Certified BHP or DSP Pathways Instructor on staff, ensuring the Agency’s ability to comply with Certification deadlines.
4. Process inquiries and requests for proof and verification of prior Certification from Agencies or individuals who changed employers or are re-entering the Behavioral Health Services field within fifteen (15) calendar days of receipt.

## Quality Assurance

1. Develop and maintain a quality assurance program which includes:
   1. Quality assurance policies and procedures used to develop, maintain, and continually improve Core Pathways and BHP and DSP Pathways training delivery, and addresses:
      1. Issues related to accessibility and timeliness of training;
      2. Retention of individuals enrolled in the training throughout each of the Pathway Modules;
      3. Training satisfaction; and
      4. Evaluation of the effectiveness of the Core Training, and BHP and DSP Pathways trainings.
   2. Access and use of current research to modify and strengthen the BHP and DSP Pathways training programs.
2. Design and execute training or consultation that supports the Core Pathways, and BHP and DSP Pathways training programs in response to identified system needs.

## Workforce Development Activities

1. Increase educational partnerships for BHP Pathways trainings.
   1. Recruit, hire, and train a BHP Workforce Developer to develop and maintain workforce development partnerships with the State’s education systems.
   2. Provide outreach and recruitment of targeted sites for BHP expansion at:
      1. Maine Universities and Community Colleges;
      2. Maine Adult Education system; and
      3. High school/secondary vocational programs.
   3. Develop an implementation work plan and associated outcome measures with educational partners.
   4. Execute memorandums of understanding (MOUs) with educational partners, as appropriate.
   5. Revise the BHP Pathways training Live Day curriculum to include:
      1. Enhanced Live Day specific to the needs of the participants from the educational partners; and
      2. Train-the-Trainer for the vocational instructors
   6. Develop a training schedule for the educational partners including at identified sites for:
      1. Maine Universities and Community Colleges;
      2. Maine Adult Education system; and
      3. Targeted high school vocational programs.
   7. Enroll the participants from the educational partners, as applicable, in:
      1. Enhanced Live Days and boundaries Module;
      2. CPR/first aid and bloodborne pathogens trainings;
      3. Vocational instructor Train-the-Trainer; and
      4. Core Training and BHP Pathways training Train-the-Trainer
   8. Deliver the vocational instructor’s Train-the-Trainer to appropriate educational partners.
   9. Ensure all training and Certification is provided to the participants of the educational partners.
   10. Maintain contact with the educational partners to provide support and address any challenges.
   11. Develop and administer stakeholder surveys on satisfaction and training evaluation:
       1. Analyze survey results and report outcomes to the Department on a quarterly basis.
   12. Collect and compile aggregate results on training participation, completion, and other areas as needed for the educational systems.
2. Deliver and maintain a marketing campaign and enhance BHP recruitment efforts.
   * + - 1. Develop and update as needed BHP awareness campaign branding and materials to include materials formatted for a website and social media.
         2. Design and update as needed to build, improve, and maintain the independently held BHP awareness website that may include, but is not limited to:
3. What is the BHP role, what Pathways are available, and what positions do BHPs qualify for;
4. Profiles and success stories of people employed as BHP’s;
5. Links to marketing materials (including but not limited to rack cards, flyers, infographics, etc.);
6. The possible ways the Core Training and BHP Pathways training can be obtained through the awarded Bidder, educational institutions, and adult education programs, etc.; and
7. Links to affiliate websites.
   * + - 1. Design, capture, and update as needed video content relevant to the BHP positions for website and social media campaigns.
         2. Release and maintain a multi-media marketing campaign to include:
8. Targeted digital advertising; and
9. Sponsored social media advertising.
   * + - 1. Implement and maintain Statewide multi-media marketing campaigns that target identified demographic groups, specifically:
10. Students and post-secondary learners;
11. Adult learners;
12. New residents to the State;
13. Seniors, retirees, and semi-retirees; and
14. Other demographic groups as identified by the awarded Bidder and the Department.
    * + - 1. Monitor marketing efforts, with the support and guidance of the media marketing company(ies) that were sub-contracted.
          2. Maintain oversight of all subcontractors under the contract resulting from this RFP.
          3. Maintain oversight and responsibility of the website maintenance and content.
15. Conduct a formal evaluation and assessment of marketing efforts utilizing data analytics collected through the website, social media site, and media marketing company(ies).
16. Produce an annual report summarizing evaluation and assessment findings, to include but are not limited to the following topics:
17. Discussion of key learning, successes, and challenges with marketing campaign; and
18. Recommendations on needed improvements on the marketing campaign, design.

## Staffing and Staff Qualification

1. Ensure staffing for BHP and DSP Pathways training services include 5 years’ experience in all of the areas and specialty topics covered by:
   1. BHP - Behavioral Health Services for Youth; and/or
   2. DSP - Disability services, brain injury, and other related conditions services for adults.
2. Ensure DSP Pathways Trainers have a DSP Pathway Certification as required by MaineCare.
3. Ensure staff who are required to hold a professional license in the State, maintain licensure in good standing with the appropriate licensing board or entity.
4. Ensure staff have all appropriate background checks and are not excluded from federal participation.

## Records and Reporting

* + - 1. Provide training and certification reports from the LMS database and quality assurance program.
      2. Maintain records of all Core Training, BHP and DSP Pathways trainings, and OQMHP records for all individual Learners (self-advocates, natural supports, family members, trainees, attendees) and certified BHPs, OQMHPs, and DSPs.
      3. Ensure the Department has access to the Certification database.

1. **Performance Measures**
2. Perform all services proposed in response to this RFP by achieving all Performance Measures listed in **Table 1**.
   1. Submit data to support the performance measure utilizing **Appendix K -** Performance Measure Report or via a third-party data source, as indicated within the performance measure data source column of **Table 1**.
   2. Provide additional supportive documentation as indicated in **Table 1**, for Department validation of the summary data submitted in the Performance Measures Report as requested by the Department.

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 1**  **Mandatory Performance Measures** | | | |
|
| **Performance Measure** | | **Assessment Cycle** | **Supportive Documentation and Performance Measure Data Source** |
| *Office Goal/Initiative: Provide timely training to the workforce.* | | | |
|  | Ninety percent (90%) of individuals enrolled in training start training within four (4) weeks of enrollment. | Quarterly | **Appendix K** |
|  | Ninety percent (90%) of enrolled trainees who do not start training within four (4) weeks, begin training within seven (7) weeks. | Quarterly | **Appendix K** |
| *Office Goal/Initiative: Provide high quality training to the workforce.* | | | |
|  | Eighty-five percent (85%) of certified individuals report being well prepared for the work. | Quarterly | Satisfaction Survey |
| *Office Goal/Initiative: Provide easily accessible training to the workforce.* | | | |
|  | Ninety percent (90%) of individuals participating in training report little to no problems accessing and working in the LMS. | Quarterly | Satisfaction Survey |

# **Reports**

* 1. Track and record all data/information necessary to complete the required reports listed in **Table 2**:

|  |  |  |
| --- | --- | --- |
| **Table 2 – Required Reports** | | |
| **Name of Report** | | **Description or Appendix #** |
| **a.** | Performance Measure Report | **Appendix K** |
| **b.** | Quarterly Progress Report | Provides updates specific to each deliverable listed in the scope of services, including but not limited to feedback obtained from the use of the:  1. Curriculum satisfaction survey; and 2. Post-training satisfaction assessment. |

# Submit all the required reports to the Department in accordance with the timelines established in **Table 3**:

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 3 – Required Reports Timelines** | | | |
| **Name of Report** | | **Period Captured by Report** | **Due Date** |
| **a.** | Performance Measure Report | Each quarter | Thirty (30) calendar days after the end of each quarter |
| **b.** | Quarterly Progress Report | Each quarter | Thirty (30) calendar days after the end of each quarter |

**PART III KEY RFP EVENTS**

1. **Questions**
   1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
      1. Bidders and other interested parties should use **Appendix L** (Submitted Questions Form) for submission of questions. If used, the form is to be submitted as a WORD document.
      2. Questions must be submitted, by e-mail, and received by the RFP Coordinator, identified on the cover page of the RFP, as soon as possible but no later than the date and time specified on the RFP cover page.
      3. The RFP Number and Title must be included in the subject line of the e-mail containing the submitted questions. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
   2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.
2. **Amendments**

All amendments released in regard to the RFP will also be posted on the following website: [Office of State Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

1. **Proposal Submission**
   1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
      1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
   2. **Delivery Instructions:** E-mail proposal submissions must be submitted to the Office of State Procurement Services at [Proposals@maine.gov](mailto:Proposals@maine.gov).
      1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.

Proposal submission e-mails that are successfully received by the [proposals@maine.gov](mailto:proposals@maine.gov) inbox will receive an automatic reply stating as such.

* + 1. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
    2. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Bidders should work with their Information Technology team to ensure that the proposal submission will not be encrypted due to any security settings.
    3. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
  1. **Submission Format:**
     1. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202406113 Proposal Submission – [Bidder’s Name]”**
     2. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:
* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Responsible Bidder Certification)

**Appendix C** (Eligibility to Submit a Bid)

All required eligibility documentation stated in PART IV, Section I.

* **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**

*PDF format preferred*

**Appendix D** (Organization Qualifications and Experience Form)

**Appendix E** (Subcontractor Form), if applicable

**Appendix F** (Litigation Form)

All required information and attachments stated in PART IV, Section II.

* **File 3 [Bidder’s Name] – Technical Assessment and Proposed Services:**

*PDF format preferred*

**Appendix G** (Technical Assessment Form)

**Appendix H** (Response to Proposed Services)

All required information and attachments stated in PART IV, Section III.

* **File 4 [Bidder’s Name] – Cost Proposal:**

*Excel format preferred*

**Appendix I** (Cost Proposal)

All required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s qualifications, experience, and ability to perform the requirements specified throughout the RFP.

Bidder proposals must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Bidders must include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

**Section I Preliminary Information** (File #1)

* 1. **Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Responsible Bidder Certification**

Bidders must complete **Appendix B** (Responsible Bidder Certification). The Responsible Bidder Certification must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Eligibility Requirements**

Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, C. of the RFP. This documentation includes:

1. **Appendix C** (Eligibility to Submit a Bid)

**Section II Organization Qualifications and Experience** (File #2)

* 1. **Overview of the Organization**

Bidders must complete **Appendix D** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three (3) examples of projects within the last five (5) years, which demonstrate their experience and expertise in performing these services, as well as highlighting the Bidder’s stated qualifications and skills.

1. In addition, demonstrate the Bidder’s subject matter expertise in delivering services and trainings related to the behavioral health and disabilities communities, and experience conducting online and virtual BHPs and/or DSPs trainings.
   1. **Subcontractor**

If subcontractors are to be used, including consultants, Bidders must complete **Appendix E** (Subcontractor Form) by providing a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an enterprise-wide organization chart showing officers, major organization components, and the project team proposed to meet the requirements of this RFP. This chart must indicate to whom the project team reports. Note: individual project team positions are to be identified in the job description and staffing plan requirements of **Appendix H** (Response to Proposed Services).

* 1. **Litigation**

Bidders must complete **Appendix F** (Litigation Form) providing a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome. If no litigation has occurred, write “none” on **Appendix F** (Litigation Form).

* 1. **Financial Viability**

Bidders must provide the three (3) most recent years of Financial Statements audited or reviewed by a Certified Public Accountant.

* 1. **Certificate of Insurance**

Bidders must provide a valid certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

The awarded Bidders certificate of insurance shall include applicable liability to support compliance of the Department’s [Rider B-IT](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/BP54_IT%20Revised%2006222022.pdf).

|  |  |
| --- | --- |
| **Required Attachments Related to Organization Qualifications and Experience** | |
| **Attachment #:** | **Attachment Name:** |
| One (1) | Qualifications and Experience Form |
| Two (2) | Subcontractor Form |
| Three (3) | Organizational Chart |
| Four (4) | Litigation Form |
| Five (5) | Financial Viability |
| Six (6) | Certificate of Insurance |

Attachments 1 – 6 must be included in numerical order, as part of File 2, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 1 – 6 will be reviewed and evaluated by the Department’s evaluation team under the Organization Qualifications and Experience section of this RFP.

**Section III Technical Assessment and Proposed Services** (File #3)

1. Bidder must complete **Appendix G** (Technical Assessment Form) to describe the Bidder’s capability to meet the stated requirements and policies identified in this RFP.
2. Bidder must complete **Appendix H** (Response to Proposed Services) by providing a detailed response to the requirements outlined in this RFP.

|  |  |
| --- | --- |
| **Required Attachments Related to Proposed Services** | |
| **Attachment #:** | **Attachment Name:** |
| Seven (7) | Training Schedule |
| Eight (8) | Job Descriptions |
| Nine (9) | Staffing Plan |
| Ten (10) | Implementation - Work Plan |
| Eleven (11) | LMS – Workplan and Timeline |

Attachments 7 – 11 must be included in numerical order, as part of File 3, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 7 – 11 will be reviewed and evaluated by the Department’s evaluation team under the Proposed Services section of this RFP.

**Section IV Cost Proposal** (File #4)

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the period, starting 7/1/2025 and ending on 6/30/2035.
     2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
     3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
  2. **Cost Proposal Form Instructions**

Bidders must fill out **Appendix I** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in disqualification or reduction in scoring of the cost proposal, at the discretion of the Department.

Bidders **are not** to include any cost for the potential future expansion of Personal Support Specialist as part of the Core Pathways Trainings.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **Evaluation Process** **– General Information**
   1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
   2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
   3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations.
   4. Changes to proposals, including updating or adding information, will not be permitted during any portion of the evaluation process. Therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.
2. **Scoring Weights and Process**
   1. **Scoring Weights:** The Proposal scores will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria:

|  |  |  |
| --- | --- | --- |
| **Section I.** | **Preliminary Information**  Proposal materials to be evaluated in this section: all elements addressed in Part IV, Section I of the RFP. | **No Points – Eligibility Requirements** |
| **Section II.** | **Organization Qualifications and Experience** Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section II of the RFP. | **35 points** |
| **Section III.** | **Technical Assessment and Proposed Services**  Proposal materials to be evaluated in this section: all elements addressed above in Part IV, Section III of the RFP. | **40 points** |
| **Section IV.** | **Cost Proposal**  Proposal materials to be evaluated in this section:all elements addressed above in Part IV, Section IV of the RFP. | **25 points** |

* 1. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, the evaluation team will use a consensus approach to evaluate and score Sections II & III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Section IV, the Cost Proposal, will be scored as described below.
  2. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 25 points. Proposals with higher bid values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 25 = pro-rated score

No Best and Final Offers: The State of Maine will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

1. **Selection and Award**
   1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
   2. Notification of conditional award selection or non-selection will be made in writing by the Department.
   3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
   4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

Any person aggrieved by the award decision that results from the RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in [5 M.R.S.A. § 1825-E](http://www.mainelegislature.org/legis/statutes/5/title5sec1825-E.html) and [18-554 Code of Maine Rules Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120).  The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of conditional contract award.

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
   1. The awarded Bidder will be required to execute a State [IT Service Contract (IT-SC)](https://www.maine.gov/dafs/bbm/procurementservices/sites/maine.gov.dafs.bbm.procurementservices/files/inline-files/IT%20Service%20Contract%20%28IT-SC%29%20Template_1.12.24_0.pdf) with appropriate riders as determined by the issuing department. Bidders shall carefully review the IT-SC. The IT-SC includes **Appendix J** (Confidentiality and Non-Disclosure Agreement).

*All exceptions will be negotiated between the awarded Bidder(s) and the State. The State will not accept any proposed exceptions as part of this RFP process. The State is not obligated to accept, negotiate, or compromise of any proposed exceptions.*

The complete set of standard State of Maine Service Contract documents, along with other forms and contract documents commonly used by the State, may be found on the [Office of State Procurement Services Forms](https://www.maine.gov/dafs/bbm/procurementservices/forms) page

Forms and contract documents commonly used by the Department can be found on the Department’s [Division of Contract Management website](https://www.maine.gov/dhhs/about/financial-management/contract-management).

* 1. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, [Chapter 110, § 3(B)(i)](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-110).)

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

* 1. The State recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in the RFP may need to be adjusted, if necessary, to comply with mandated requirements.
  2. In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the State of Maine.

1. **Standard State Contract Provisions**
   1. Contract Administration

Following the award, a Contract Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

* 1. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

**PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

**Appendix B** – Responsible Bidder Certification

**Appendix C** – Eligibility to Submit a Bid

**Appendix D** – Qualifications and Experience Form

**Appendix E** – Subcontractor Form

**Appendix F** – Litigation Form

**Appendix G** – Technical Assessment Form

**Appendix H** – Response to Proposed Services

**Appendix I** – Cost Proposal

**Appendix J** – Confidentiality and Non-Disclosure Agreement

**Appendix K** – Performance Measure Report Template

**Appendix L** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

**PROPOSAL COVER PAGE**

**RFP# 202406113**

**Professional Training and Certification Services**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Bidder’s Organization Name:** | |  | | | | |
| **Vendor Customer Code**  (for current State of Maine vendors)**:** | | | | | VC | |
| **Chief Executive - Name/Title:** | |  | | | | |
| **Tel:** |  | | | **E-mail:** | |  |
| **Headquarters Street Address:** | |  | | | | |
| **Headquarters City/State/Zip:** | |  | | | | |
| ***(Provide information requested below if different from above)*** | | | | | | |
| **Lead Point of Contact for Proposal - Name/Title:** | | |  | | | |
| **Tel:** |  | | | **E-mail:** | |  |
| **Street Address:** | |  | | | | |
| **City/State/Zip:** | |  | | | | |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting contract with the Department if they are awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

**RESPONSIBLE BIDDER CERTIFICATION**

**RFP# 202406113**

**Professional Training and Certification Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
   1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
   2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
4. *Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default*.
5. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*
6. *Is not a foreign adversary business entity (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*).*
7. *Is not on the list of prohibited companies (*[*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies)*) or does not obtain or purchase any information or communications technology or services included on the list of prohibited information and communications technology and services* [*https://www.maine.gov/oit/prohibited-technologies*](https://www.maine.gov/oit/prohibited-technologies) *(Title 5 §2030-B).*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX C**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

## ELIGIBILITY TO SUBMIT A BID

**RFP# 202406113**

**Professional Training and Certification Services**

|  |  |  |  |
| --- | --- | --- | --- |
| **Bidder’s Organization Name:** | |  | |
| **Eligibility Certification** | | | |
|  | Does the Bidder have at least five (5) years' experience in the last ten (10) years, training adult learners, learners from different cultural backgrounds, and individuals who provide direct support services? | | ☐ Yes or ☐ No |
| If the Bidder experience is outlined in **Appendix D** under the Project descriptions, identify which Project(s) demonstrate meeting the requirement. Otherwise, provide a detailed description of the Bidder’s experience below. | | Project One  Project Two  Project Three |
|  | | | |

**APPENDIX D**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202406113**

**Professional Training and Certification Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Present a brief statement of qualifications and describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.** |
|  |

|  |
| --- |
| **Provide a description of three (3) projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Contract history with the State of Maine, whether positive or negative, may be considered in evaluating proposals even if not provided by the Bidder.** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project One** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Two** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Three** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

**APPENDIX E**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

## SUBCONTRACTOR FORM

**RFP# 202406113**

**Professional Training and Certification Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **If subcontractors, including consultants, are to be used, provide each individual subcontractor’s business or consultant’s name, contact person, address, phone number, and a brief description of the subcontractor’s organizational or consultant’s capacity and qualifications. Bidders may add additional Subcontractors/Consultants as needed.** |

|  |  |
| --- | --- |
| **Subcontractor/Consultant** | |
| **Subcontractor Business or Consultant’s Name:** |  |
| **Contact Person:** |  |
| **Address:** |  |
| **Phone Number:** |  |
| **E-Mail:** |  |
| **Subcontractor/consultant organizational capacity and qualifications** | |
|  | |

|  |  |
| --- | --- |
| **Subcontractor/Consultant** | |
| **Subcontractor Business or Consultant’s Name:** |  |
| **Contact Person:** |  |
| **Address:** |  |
| **Phone Number:** |  |
| **E-Mail:** |  |
| **Subcontractor/consultant organizational capacity and qualifications** | |
|  | |

**APPENDIX F**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

## LITIGATION FORM

**RFP# 202406113**

**Professional Training and Certification Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Provide a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree. For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome. If no litigation has occurred, write “none.”** |

|  |  |
| --- | --- |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |

**APPENDIX G**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

**TECHNICAL ASSESSMENT FORM**

**RFP# 202406113**

**Professional Training and Certification Services**

**Bidder must complete the Technical Assessment Form. The Technical Assessment Form may be obtained in an Excel (.xlsx) format by double clicking on the document icon below.**

****

**APPENDIX H**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

## RESPONSE TO PROPOSED SERVICES FORM

**RFP# 202406113**

**Professional Training and Certification Services**

**The response to proposed services form may be obtained in a Word (.docx) format by double clicking on the document icon below.**



**APPENDIX I**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

**COST PROPOSAL FORM**

**RFP# 202406113**

**Professional Training and Certification Services**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Proposed Cost:** | **$** |

Bidders must submit a cost proposal that includes the cost necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements. The proposed cost must be presented as an itemized list of cost associated with the services outline in the RFP.

The Total Expense will be used to score the cost proposal as defined in Part V, B.3. of the RFP.

**The Cost Proposal form may be obtained in an Excel (.xlsx) format by double clicking on the document icon below.**

****

**APPENDIX J**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

**CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

**RFP# 202406113**

**Professional Training and Certification Services**

**The Confidentiality and Non-Disclosure Agreement may be obtained in a Word (.docx) format by double clicking on the document icon below.**

****

**APPENDIX K**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

**PERFORMANCE MEASURE REPORT TEMPLATE**

**RFP# 202406113**

**Professional Training and Certification Services**

**The performance measure report template may be obtained in an Excel (.xlsx) format by double clicking on the document icon below.**



**APPENDIX L**

**State of Maine**

**Department of Health and Human Services**

*Office of Child and Family Services*

*Office of Aging and Disability Services*

**SUBMITTED QUESTIONS FORM**

**RFP# 202406113**

**Professional Training and Certification Services**

This form should be used by Bidders when submitting written questions to the RFP Coordinator as defined in Part III of the RFP.

If a question is not related to any section of the RFP, enter “N/A” under the RFP Section & Page Number. Add additional rows as necessary.

|  |  |
| --- | --- |
| **Organization Name:** |  |

|  |  |
| --- | --- |
| **RFP Section & Page Number** | **Question** |
|  |  |
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