

Ohio Department of Developmental Disabilities

Request for Proposal (RFP)

Online Course Development for Direct Support Professionals

Proposals must be received no later than September 4, 2015

This RFP will be posted on August 3, 2015 to:
<http://procure.ohio.gov/proc/searchProcOpps.asp>

(Miscellaneous Commodities and Services)

For additional information, please contact:
Maryjo Mace Woodburn, Ohio Department of Developmental Disabilities
(614)728-0373
Maryjo.Macewoodburn@dodd.ohio.gov

OVERVIEW & MISSION

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

The mission of DODD is continuous improvement of the quality of life for Ohio's citizens with developmental disabilities and their families.

GUIDING PRINCIPLES

DODD will:

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

BACKGROUND

The Ohio Department of Developmental Disabilities administers four Medicaid-funded home and community based services (HCBS) waivers through which over 34,000 people receive supports. Medicaid-funded supports are provided by both independent providers and direct service staff of agency providers, collectively referred to as direct support professionals (DSPs). Ohio Administrative Code 5123:2-2-01 (attached), requires that direct support professionals have 8 hours of training in accordance with standards established by the Department as well as annual training.

I. STATEMENT OF NEED

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified training providers who have the capacity to take curriculum and develop competency-based, on-line modules to support the above training requirements.

II. SCOPE OF WORK AND DELIVERABLES

The contractor will develop a complete online training course. Each course module must include

- An interactive presentation of concepts using text, animations, audio narration, video clips, etc.
- Interactive examples, exercises and quizzes throughout the course for conceptual clarity
- A brief knowledge evaluation at the close of each module allowing users learners to demonstrate their knowledge acquisition and concept comprehension

Curriculum will be provided by DODD and will incorporate the following topics. The contractor may consolidate or reorganize content with the approval of DODD.

A. Initial Training (8 Hours)

1. Overview of serving individuals with DD including implementation of ISPs
2. Role and responsibilities of DSP with regard to services, including:
 - i. Person-centered planning
 - ii. Community integration
 - iii. Self-determination
 - iv. Self-advocacy
3. Universal precautions for infection control
4. Rights of individuals
5. Rule 5123:2-17-02 including Health and Welfare Alerts issued by the Department

B. Annual Training

1. Overview of serving individuals with DD including implementation of ISPs
2. Role and responsibilities of DSP with regard to services, including:
 - i. Person-centered planning
 - ii. Community integration
 - iii. Self-determination
 - iv. Self-advocacy
3. Rights of individuals
4. Rule 5123:2-17-02 including Health and Welfare Alerts issued by the Department in the last year.

Online content must be compatible with DODD's online learning management system and e-learning content editing tool, Articulate Storyline2.

The content and materials for all trainings shall become the property of DODD including photographs or video content created by the contractor in support of this training content. Contractor shall transfer content to DODD as electronic files. Contractor must use DODD consent form for any pictures/video taken specifically for this material.

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

- Content map demonstrating how content will be presented for each module, from welcome screen to end screen, including plans for showing interactive elements and key design components
- Final draft of content that includes all components users will see or interact with in the final product including scripts for narration
- Module available for DODD testing at least two weeks prior to posting
- Complete files of images, resource links, tools or other documents as part of the module, and program files for online hosting

Proposals should contain a detailed implementation timeline outlining dates DODD will receive the above components for each module. Contractor may choose to work on components of multiple

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modules at one time but should allow in their planning two weeks for DODD staff to review and approve each element.

III. MINIMUM QUALIFICATIONS OF CONTRACTOR

The contractor must have experience developing web-based training curriculum for personnel engaging in case management and/or Medicaid administration as well as demonstrable experience in online training content building and web hosting. Samples of previous work should be shared through screen shots or hyperlinks as part of their proposal and may include user reporting in order to share the scope of previous work.

IV. BID PROCESS

Bidders may submit their proposals electronically or via hardcopy through 4:00 pm on September 4, 2015.

Electronic proposals must be submitted in PDF format to Maryjo.Macewoodburn@dodd.ohio.gov

Hardcopy proposals may be delivered via mail service to:

Ohio Department of Developmental Disabilities
Attn: Maryjo Mace Woodburn
30 E. Broad St., 13th Floor
Columbus, Ohio 43215

Timelines

Subject to approval by the State Controlling Board, the contract period will begin no sooner than October 19, 2015 (actual date TBD), **and run through June 30, 2016.**

Stage	Deadline
Public Notice	August 3, 2015
Requests for Clarification due to DODD	August 17, 2015
Clarification from DODD due	August 24, 2015
Proposals due to DODD	September 4, 2015
Notification of Award	September 18, 2015
Start work date	October 19, 2015

Inquiries

To ensure an open bid process is maintained, all inquiries regarding this RFP must be provided in writing only via email to Maryjo.Macewoodburn@dodd.ohio.gov. Inquiries may be submitted through August 17, 2015. DODD will respond to inquiries electronically by August 24, 2015.

V. OTHER REQUIREMENTS

A. Communications Prohibited

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

The only exceptions to this prohibition are communications provided through the submission of written requests for clarification/interpretation as specified in Section IV.

B. Fee Schedule

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

C. State Contracts

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

D. Interview

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

E. Proposal Costs

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

F. Proprietary Information

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

G. Contractual Requirements

1. Any contracts resulting from the issuance of this RFP are subject to the terms and conditions as provided in the personal services contract. The information contained in the RFP and in the proposal submitted by the selected bidder shall be considered part of the enclosed contract.
2. Payments for any and all services provided pursuant to the contract are contingent upon the availability of state and federal funds.
3. All aspects of the contract apply equally to work performed by any and all subcontractors.

4. The contractor, and any subcontractor(s), will not use or disclose any information made available to them for any purpose other than to fulfill the contractual duties specified in the RFP. The contractor, and any subcontractor(s), agrees to be bound by the same standards of confidentiality, including federal and state statutory and regulatory requirements that apply to the employees of DODD and the State of Ohio.

H. Travel Reimbursement

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

I. Ethical and Conflict of Interest Requirements

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

VI. PROPOSAL FORMAT AND SUBMISSION

A. Proposal Submission

1. The proposal must be prepared in accordance with instructions in this section.
2. The proposal is to be prepared in a manner that clearly outlines how each of the deliverables in Section II will be completed within the time frames specified in that same section.
3. Proposals must either be emailed or mailed to the following individual by September 4, 2015:

Maryjo Mace Woodburn
Maryjo.Macewoodburn@dodd.ohio.gov
Ohio Department of Developmental Disabilities
30 E Broad St, 13th Floor
Columbus, Ohio 43215

B. Proposal Format

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

1. Technical Proposal

- a. Transmittal Letter. The Technical Proposal must include:
 - i. A transmittal letter that identifies the bidder;
 - ii. The name, title, address, and telephone number of the bidder's contact person with authority to answer questions concerning the RFP; and
 - iii. The name, title, address, and telephone number and e-mail address of the bidder's contact person with authority to address contractual issues, including a person with the authority to execute a contract on behalf of the bidder.

- b. Organizational Experience. The bidder must include:
 - i. Information on the background of the firm or individual, including background information of any subcontractor(s);
 - ii. Any prior experience relevant to this RFP (including current contact names and phone numbers for these references), and a list of similar projects currently underway by the firm, individual or by any subcontractor(s) as well as all completed over the past five (5) years. The Evaluation/Selection Review committee will consider these additional references and may contact each of these sources.

- c. Technical Approach and Work Plan. The Technical Proposal must indicate how the bidder plans to address the purpose, objectives and deliverables, within the timeframes as stated in this RFP. The proposal must outline the following in detail:
 - i. Development of the curriculum (in-person and on-line) including sources of expertise, methods of obtaining immediate feedback, and instructional objectives;
 - ii. Samples of previous online training content, including screenshots.
 - iii. The project staffing, including any subcontractors;
 - iv. A Table of Organization for the project;
 - v. A chart indicating the names of staff and staff hours or activities/tasks linked to the responsibility of each of those individuals involved in each deliverable of the project;
 - vi. A procedure for reporting the status of the project, including work completed;
 - vii. A proposal for how coordination will occur and how information will be shared with DODD; and
 - viii. A proposed procedure to address and resolve unanticipated problems during the course of the project, specifying that the procedure will not adversely affect the timelines associated with the project.

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

2. Cost Proposal

The Cost Proposal must indicate the total cost for the project for state fiscal year 16 and the following elements:

- i. Cost of developing on-line training; and
- ii. Cost to participate in on-line training.

VII. CRITERIA FOR PROPOSAL EVALUATION AND SELECTION

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

VIII. EVALUATION OF PROPOSAL – POINT SYSTEM

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

40	The bidder’s proposal clearly outlines the method and timelines for achieving each of the deliverables
10	The costs associated with this proposal are reasonable and commensurate with the services provided.
10	The bidder’s proposal includes procedures for: communication throughout the contract period; resolving unanticipated problems; and status updates to the DODD (format and mode) as stated in the RFP.
10	The bidder’s proposal reflects the project staffing and demonstrates the competence, knowledge, and qualifications of employees and subcontractors as outlined in the RFP related to case management and/or Medicaid administration.
30	The bidder’s proposal reflects the project staffing and demonstrates the competence, knowledge and qualifications of employees and subcontractors as outlined in the RFP related to development and delivery of web-based training.