

## **Health Management Systems of America, Inc. (HMSA)**

### **Michigan Department of Corrections**

## **REQUEST FOR PROPOSAL (RFP)**

REFERENCE NO.:	RFP-2199
ISSUE DATE:	September 10, 2021
PROJECT:	Offenders Success for Reentry Services
DESCRIPTION:	HMSA is seeking qualified organizations to provide employment readiness, job development and residential stability services.
PROPOSAL QUESTION DEADLINE:	Thursday, September 16, 2021 Email questions to <a href="mailto:OSprocurement@hmsanet.com">OSprocurement@hmsanet.com</a> Answers will be provided via email by 5:00 pm, Tuesday, September 21, 2021
PROPOSAL DEADLINE:	Friday, September 24, 2021, by 5pm est
PROPOSAL DELIVERY ADDRESS:	All submittals must be emailed to <a href="mailto:OSprocurement@hmsanet.com">OSprocurement@hmsanet.com</a> Subject line: RFP-2199 response
ISSUING OFFICE:	Health Management Systems of America, Inc.-MDOC
CONTACT NAME:	Shawn Burch shawn.burch@hmsanet.com
ANTICIPATED CONTRACT BEGIN DATE:	Friday, October 1, 2021 Award announcement via email by Wednesday, September 29, 2021

## **Table of Contents**

	<b>Page</b>
<b>Overview and Goals.....</b>	<b>3</b>
<b>Background and Introduction.....</b>	<b>3</b>
<b>Anticipated Term of Contract and Funding Source.....</b>	<b>3</b>
<b>Description of Services to be Provided.....</b>	<b>4</b>
<b>Billing Standards.....</b>	<b>6</b>
<b>Staffing.....</b>	<b>6</b>
<b>Role of Health Management Systems of America.....</b>	<b>7</b>
<b>Communication and Monitoring.....</b>	<b>7</b>
<b>Proposal Content and Submission.....</b>	<b>7</b>
<b>Evaluations and Selection Process.....</b>	<b>9</b>

## **A. Overview and Goals**

Health Management Systems of America, Inc., (HMSA) is seeking qualified Subcontractors to provide: Employment Readiness & Job Development and Residential Stability services to parolees.

### **Goal**

The goal of the Offender Success Program is to provide quality services to individuals returning from incarceration as they integrate back into the community and seek life changing experiences. A successful program will meet the identified needs of returning offenders, thereby reducing their risk of recidivism, enhance employment opportunities and improve self-sufficiency.

## **B. Background and Introduction**

Health Management Systems of America, Inc., (HMSA), is the Administrative Agency for the Michigan Department of Corrections (MDOC) Offender Success Program. HMSA is directly responsible and accountable to the State of Michigan, Michigan Department of Corrections (MDOC) for the program administration of the Offender Success Program. Designated by the MDOC, HMSA serves as the fiscal and administrative entity that provides reentry services to returning citizens paroled to Oakland and Wayne Counties.

HMSA oversees contracts with qualified entities to provide the following reentry services to Michigan parolees:

- Residential Stability
- Health and Behavioral Health
- Social Support
- Employment & Job Readiness

Health Management Systems of America (HMSA) is seeking qualified Subcontractors to provide Employment Readiness & Job Development and Residential Stability services to State of Michigan parolees.

HMSA plans to award multiple one year contracts for requested services as detailed in this RFP.

## **C. Anticipated Term of Contract and Funding Source**

Contracts awarded as a result of this RFP, will be a one (1) year service-based contract. The period of performance will be twelve (12) months or eighteen (18) months with an anticipated start date of October 1, 2021.

Award amounts will be determined at HMSA's discretion after review and evaluation of the proposals. If more than one contract is awarded, the applicant acknowledges and understands

that contract award amounts may differ between Subcontractors and that the determination is made at HMSA's discretion.

Service contracts may be extended based on performance during the initial contract period and contingent upon the availability of funds. Any renewal options exercised under this contract are effective only after approval by the Michigan Department of Corrections.

HMSA's primary funding streams for the Offender Success Program include the Michigan Department of Corrections (MDOC) and other public and private funding.

## **D. Description of Services to Be Provided**

### **SCOPE OF WORK**

Health Management Systems of America contracts reentry services to a network of providers and institutions. HMSA is seeking qualified organizations to provide reentry services to Michigan parolees in the following areas:

#### **Residential Stability - 24/7 Structured Housing**

Includes room and board for housing that provides an alcohol and drug-free living environment to offenders. Must include the following:

- Security of the facility shall be maintained at all times.
- Agencies must conduct and document regular rounds. Copies should be made available upon request.
- Agencies must conduct and document regular counts to include head counts, visual inspections, and physical presence (verify exposed skin and a visual check for a physical indication of life).
- Agency staff shall monitor residents, visitors, and staff movement into and out of the facility. Parole staff shall be consulted prior to the allowance of visitors to ensure compliance of parole conditions.
- Agencies that house both male and female parolees, must house these populations in secure and segregated areas
- Residents shall be provided 3 meals a day, seven days a week, meeting nutritional requirements established as U.S. Required Daily Averages.
- Agencies shall monitor housing placements to ensure health and safety regulations are maintained.
- Agencies shall assure standards for quality housing consistent with local community standards.
- Agencies must conduct, at a minimum for each housing location, 90-day inspections. If suspected illegal contraband such as weapons, drugs, drug paraphernalia is observed, do not confiscate or handle, first leave and immediately contact local law enforcement to take over for possible new criminal charges and second, contact the supervising field agent on any further direction.
- Agencies shall comply with bed bug treatment procedures issued by the Michigan Department of Health and Human Services Manual for Prevention and Control of Bed Bugs (Shelters and Transitional Living). Agencies shall make all Pest Treatment and Prevention reports, invoices, and/or contracts available upon request.

- Agencies shall maintain and/or develop a roster of permanent housing resources and partnerships.
- Agencies shall maintain monthly housing case plans for each resident. Agencies shall work with participants to transition into permanent housing.
- Agencies shall immediately notify the supervising agent if residents fail to return to the facility, are being removed from the facility, or are non-compliant with parole conditions and/or facility rules.
- Agencies shall comply with the Americans with Disabilities Act (ADA) and Fair Housing Act and shall notify the designated HMSA Housing Coordinator within 24 hours for reasonable accommodation requests necessary for disabled offenders to use housing.
- Agencies shall have procedures in place to secure and dispense all medications for parolees.
- Staff performing monitoring activities such as bathroom, room checks, and body searches must be same sex as offenders housed. (males with males and females with females)

### **Residential Stability – Base Housing**

- Includes all landlord tenant agreements, hotel/motel options and congregate housing type services for a daily/weekly/monthly rate.
- Rates/Rents shall include utility costs and a working refrigerator and stove (Not required in hotel/motel arrangements).
- Agencies shall comply with the Americans with Disabilities Act (ADA) and Fair Housing Act and shall notify the designated HMSA Housing Coordinator within 24 hours for reasonable accommodation requests necessary for disabled offenders to use housing.
- Residents may be provided 3 meals a day, seven days a week, meeting nutritional requirements established as U.S. Required Daily Averages.
- Agency staff shall monitor residents, visitors, and staff movement into and out of the facility. Parole staff shall be consulted prior to the allowance of visitors to ensure compliance of parole conditions.
- Agencies that house both male and female parolees, must house these populations in secure and segregated areas.

### **Employment Readiness & Job Placement**

Offender Success Service Providers will be held to the following Key Performance Measures set forth by the Michigan Department of Corrections:

<b>Key Performance Measures</b>	<b>Minimum Required Percentage</b>
Job Placement Rate	42.3%
Job Retention Rate	65.9%

- The Subcontractor must provide employment readiness services that will facilitate and enhance the success of obtaining employment for offenders referred for employment assistance.
- Provide case coordination activities necessary in achieving the employment measurements including: enrollment into training programs, assessing needs and providing supportive

services, collaborating with others to address situational barriers, and using other community agencies for additional necessary services.

- Due to the changing nature of the employment environment, innovative approaches and services are necessary in training and matching offenders to market demand jobs based on their interests, acquired skills and motivation to seek and obtain lawful employment.
- The Subcontractor must provide job development services to recruit and retain employers to promote successful job placement and retention efforts.
- The Subcontractor must provide monthly updates, identifying those employers they've successfully worked with in job placement and retention efforts.

## **E. Billing Standards**

### **INVOICE AND PAYMENT**

The Subcontractor must submit a complete and accurate Data Collection Spreadsheet and Job Retention Log with the Monthly Billing Packet **no later than the 8<sup>th</sup> calendar day following the reporting period.** Late invoices are subject to a \$50 fine. The Data Collection Spreadsheet, provided by the MDOC, shall contain the following information:

1. Month
2. Site
3. County
4. Parolee's MDOC identification number
5. Parolee last name
6. Parolee first name
7. Service category – Employment Readiness
8. Service type – A description of the actual service provided
9. Subcontractor name
10. CFJ-140 referral date
11. Enrollment date
12. Number of days' that services were provided
13. Cost of service(s) provided
14. Discharge and Open Status Codes
15. Discharge Date

The Subcontractor will verify in advance of any services, the eligibility of participants. This eligibility will include the possession of necessary documents to proceed.

## **F. Staffing**

The Subcontractor is to provide pertinent contract activities according to their operating schedule. The Subcontractor is to provide contract activities during their business hours of operation.

The Subcontractor must maintain enough staff to provide the contract activities. The Subcontractor should have a Staffing Plan stating the job titles, roles, and functions of all employees providing services during work hours.

## **G. Role of Health Management Systems of America**

Health Management Systems of America will provide oversight and support to the selected Subcontractor to help ensure that the organization is able to achieve the stated goals throughout the contract period.

## **H. Communication and Monitoring**

Health Management Systems of America will actively and regularly work with the Subcontractor to track progress, flag challenges, and design course corrections to achieve the goals of this contract. During the regular meetings that occur throughout the term of the contract, it is anticipated that the following topics will be regularly discussed:

- Current status of performance metrics
- Topics of interest or concern to the Subcontractor
- Discussion and troubleshooting of challenges
- Update of work planned and area of focus for next 30 days
- Review of activities on the horizon
- Review of budget and spending year-to-date

## **I. Proposal Content and Submission**

### **RFP Questions and Responses to Questions**

Prospective subcontractors are advised to submit written questions about this RFP via email by 3:00 p.m. by Thursday, September 16, 2021, to [OSprocurement@hmsanet.com](mailto:OSprocurement@hmsanet.com). Responses to questions will be available by 5:00 p.m., Tuesday, September 21, 2021.

To ensure responses, the email subject line must include Questions for RFP-2199.

HMSA does not guarantee responses to questions submitted after the question deadline.

Proposals must be submitted electronically. Prospective Subcontractors shall submit their proposals in the following order and must contain the elements listed below 1-5. Please include Contractor Company Name and page number on your response. Failure to do so may result in the proposal being declared non-responsive and rejected.

### **RFP Submittal Information:**

#### **1. Cover Letter:**

Include a one-page cover letter that contains a general statement of the purpose for

submission, and the following detailed company information:

- a. Business Organization: State the full name and address of your organization, and if applicable, any branch office or other subordinate element that will perform or assist in performing the work. Indicate whether you operate as an individual, partnership or corporation; if a corporation, indicate the state in which you are incorporated. If appropriate, state whether you are licensed to operate in the State of Michigan.
- b. Authorized Negotiations: Include the names and phone numbers of personnel of your organization authorized to negotiate the proposed contract with the Issuing Office.

**2. Summary:**

Provide a two page summary of the proposal that outlines background and history of experience providing Residential Stability and/or Employment Readiness & Job Placement services.

**3. Qualifications/Performance History:**

Provide the following information that describes qualifications to successfully carry out activities described in the RFP.

- a. Describe and provide examples of the Scope of Work elements.
- b. Provide examples and descriptions of similar completed projects.
- c. List how many years of experience.

**4. Financial Fit/Capacity:**

Applicants shall provide one of the following to determine financial fit and capacity necessary to support HMSA throughout the term of the contract, if awarded as a result of this RFP.

- a) Income Statement for the most recent year completed and prior year
- or**
- b) Tax Returns for the most recent year completed and prior year or if not available
  - c) Provide a summary explanation

**5. Cost Proposal:**

Applicants are requested to submit a firm cost proposal to HMSA. If a contract is entered into as a result of this RFP, HMSA will not provide reimbursement for any activities outside of the agreed terms and conditions.

HMSA reserves the right to select proposals from the most responsible Subcontractor with the most reasonable costs.



## **J. Evaluation and Selection Process**

All proposals received shall be subject to an evaluation by the HMSA upon receipt.

HMSA will designate an evaluation committee to evaluate, score, and rank all proposals received on the criteria outlined below.

<b>Category</b>		<b>Maximum Points Possible</b>
<b>1.</b>	<b>Cover Letter</b>	<b>5</b>
<b>2.</b>	<b>Summary</b>	<b>10</b>
<b>3.</b>	<b>Qualifications/Performance History</b>	<b>20</b>
<b>4.</b>	<b>Financial Fit/Capacity</b>	<b>5</b>
<b>5.</b>	<b>Cost Proposal</b>	<b>10</b>
	<b>TOTAL Maximum Points Possible</b>	<b>50</b>

Based upon these evaluations, HMSA shall select the most qualified applicants. Following the selection, the award of the contract is subject to successful negotiation of the terms and conditions of an agreement.

HMSA will notify all applicants in writing about evaluation results and recommendation of contract award.

### **Pre-Award Termination of RFP Process**

HMSA in conjunction with MDOC reserves the right to cancel this RFP in part or in its entirety, to accept or reject any or all proposals received.

HMSA reserves the right to negotiate with all qualified entities. This RFP does not commit HMSA to award a contract, to pay any costs incurred in the preparation of a proposal under the request, or to procure or contract for services.

### **Negotiations/Stipulations**

This RFP is competitive. Each proposal should be submitted in the most favorable terms that the prospective Subcontractor can submit. The offers are subject to negotiation.

All prospective subcontractors must accept HMSA's contract boilerplate language or have a negotiated revision to said language on file with HMSA.

HMSA has the right to terminate the negotiation process, at any time for default, or for convenience, at the sole discretion of HMSA.