

# **REQUEST FOR PROPOSALS**

**For**

**Diversity and Inclusion Training Services**

**issued by**

**COMMUNITY BEHAVIORAL HEALTH**

**Date of Issue:**

**February 18, 2020**

**Applications must be received no later than  
2:00 P.M. on March 6, 2020**

**All questions related to this RFP should be submitted via e-mail**

**to Hans Leach at [hans.leach@phila.gov](mailto:hans.leach@phila.gov)**

**EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER – WOMEN,  
MINORITY INDIVIDUALS AND PEOPLE WITH DISABILITIES ARE  
ENCOURAGED TO RESPOND**

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## **1. Project Overview**

### **1.1. Introduction/Statement of Purpose**

Community Behavioral Health (CBH) is issuing this Request for Proposals (RFP) to contract with a qualified, independent vendor who specializes in Diversity and Inclusion Training Services. It is the intent of this RFP to solicit proposals from all interested vendors possessing expertise in training agencies similar to CBH in matters of diversity, inclusion, and cultural competency in the workplace within the guidelines established in this RFP. The CBH Human Resources department will be managing the contract.

### **1.2. Project Background**

The purpose of this RFP is to solicit proposals from interested vendors with documented expertise in creating and conducting diversity and inclusion training services. All the requirements are specified in the scope of work section of this RFP (2.2., Services to be Provided/Required Tasks).

CBH is required by the Commonwealth of Pennsylvania HealthChoices Program to provide cultural competency training to all employees to help them better understand how culture plays a role in a person's behavior and interaction.

### **1.3. Request for Proposals**

CBH anticipates selecting one vendor to provide all the services specified in this RFP.

### **1.4. General Disclaimer**

This RFP does not commit CBH to award a contract. This RFP and the process it describes are proprietary and are for the sole and exclusive benefit of CBH. No other party, including any Applicant, is intended to be granted any rights hereunder. Any response, including written documents and verbal communication, by any Applicant to this RFP, shall become the property of CBH and may be subject to public disclosure by CBH.

## **2. Scope of Work**

### **2.1. Project Details**

The overall objective of this RFP is to identify a qualified vendor who can develop and administer the below-detailed cultural competency, diversity, and inclusion courses to CBH staff.

### **2.2. Services to be Provided/Required Tasks**

More specifically, CBH is seeking a vendor to provide the following services/project deliverables:

- Create a 3-hour training session to provide foundational information on the importance of understanding culture and how culture impacts a person's perspective on life and their

behavior (Cultural Competency). This Cultural Competency training should provide individuals who are from different backgrounds the tools to empathize with each other and will be the foundation to the program.

- Facilitate the 3-hour Cultural Competency session to new hire employees during six on-site sessions held three times during the year, roughly April/May 2020, July/August 2020, and October/November 2020
- Create a 3-hour session on the importance of Inclusion in the Workforce. This training should offer a second-level point-of-view to the cultural competency course. The focus should be on how differences in the workplace require a conscious effort to ensure that all are included in the day-to-day operations at work. The Inclusion course should provide the next level of understanding from a workplace and employee point of view
- Facilitate the Inclusion course through 6-12 sessions delivered on-site throughout the year, beginning in July of 2020.
- Further education, training, and analytical feedback:
  - Propose additional course topics that address the community's diversity and poverty issues
  - Facilitate the additional courses during various periods throughout the year.
  - Discuss your agency's ability to provide continuing education credits (CEUs), if possible, especially those required for clinical social workers and therapists
  - Provide data on testing results and knowledge transfer during the training sessions

### **2.3. Monitoring**

The CBH Human Resources Department will be managing the contract. An individual from that unit will be identified as the point person for the work to be conducted under the contract that is developed through this RFP and will monitor those activities for the duration of the contract.

### **2.4. Reporting Requirements**

Written progress reports will be required on a mutually agreed upon, periodic basis to document the progress of the work to be performed but will be no less frequent than bi-monthly. In addition, CBH may request additional reports over the course of the contract.

### **2.5. Compensation/Reimbursement**

A cost proposal must be provided based upon your best understanding of the scope of the project and the services to be delivered. This should be presented as the total cost, itemized by each phase of the project (i.e. expected project deliverables detailed in Section 2.2.), and further by a detailed list of charges for services, including hourly personnel rates for all staff assigned to this project, subcontractor fees, reimbursable expenses, and other miscellaneous costs and fees. Services for the proposed project will be reimbursed as they are incurred through submission of invoices to CBH.

While CBH may award a contract based on the initial offer, an Applicant should make its initial offer on the most favorable terms available. CBH reserves the right, however, to have discussions with those potential consultants falling within a competitive range and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

## **2.6. Organization and Personnel Requirements**

CBH is seeking a vendor with the requisite skills and abilities to perform the work being sought through this RFP. The selected vendor must have at least three years of experience creating and administering diversity and inclusion trainings of this type, or related work. Applicants should include any credentials from any certifying organization that attest to the capabilities of the organization or of any of the individuals employed by the organization that will be working on the proposed project.

## **2.7. Technological Capabilities**

Applicants must have the technological capabilities required to perform the proposed activities in this RFP.

## **3. Proposal Format, Content, and Submission Requirements; Selection Process**

### **3.1. A. Required Proposal Format**

#### **3.1.1. Format Structure**

##### **3.1.1.1. Proposal Cover Sheet**

The cover sheet (see Attachment A) should be completed with the Applicant's information and included as the first page of the proposal.

##### **3.1.1.2. Table of Contents**

A table of contents should be included as the second page of the proposal with each section of the proposal included and with a page number for the first page of each section.

##### **3.1.1.3. Format Requirements**

Proposals must be prepared simply and economically, providing a straightforward, concise description of the Applicant's ability to meet the requirements of the RFP. Each proposal must provide all the information detailed in this RFP using the format described below. The narrative portion of the proposal must be presented in print size of 12, using Times New Roman font, single spaced on 8.5" by 11" sheets of paper with minimum margins of 1". For each section where it is required, the Applicant must fully answer all of the listed questions in the outline form in which they are presented in the RFP. Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFP. Failure to number and letter the questions or to respond to all questions may result in the proposal's being considered non-responsive. Each attachment, appendix, or addendum must reference the corresponding section or subsection number.

Applicants are required to limit their narrative responses to five single-spaced pages. This page limit includes sections 3.1.2.1. to 3.1.2.5. below. There are no limitations for the cost

proposal and organizational requirements, sections 3.1.2.6 and 3.1.2.7. If you have responded to a requirement in another part of your proposal, make reference to that section and do not repeat your response. Applicants whose narrative exceeds five single-spaced pages may have their proposals considered non-responsive and be disqualified.

### **3.1.2. Proposal Content**

The proposal should follow the format below. Information should be complete and demonstrate that the consultant can perform the required work in a professional manner.

#### **3.1.2.1. Applicant Profile/Statement of Qualification/Relevant Experience**

Provide company contact information, including how long you have been in business and the specific services you provide. Please provide a brief narrative description of the purpose, corporate status (profit or non-profit), and organizational structure of the company. Organizational charts may be used to support appropriate aspects of this narrative and may be included as an attachment to your proposal. Identify and briefly describe related work completed in the last three years. Describe only work related to the proposed effort and include any examples of similar work in governmental, non-profit, or human services related organizations. Include evidence of satisfactory and timely completion of similar work performed for past projects.

#### **3.1.2.2. Project Understanding and Proposed Scope of Work**

Prepare a brief introduction including a general demonstration of your understanding of the scope and complexity of the required work. Provide a description of how the proposed services will be provided. Please include a description of each item identified in the scope of work section (Section 2.2.) and describe creative solutions and alternative approaches where feasible. Please describe how you would prefer work be developed, shared, mutually agreed upon, and assessed by CBH.

#### **3.1.2.3. Personnel**

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. Provide copies of certifications of any individual whose job description requires a certification. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor will assist in fulfilling the goals for inclusion of minority, woman, or disabled owned businesses.

#### **3.1.2.4. References**

Please include references with contact information from at least three organizations that have used your organization's services in the past three years and have been customers for a minimum of 12 months.

#### **3.1.2.5. Project Plan and Timeline**

Provide a description of the project plan and timeline for providing diversity and inclusion training development and delivery, and related services being sought through this RFP. Please note that the desired training timeframes are discussed in Section 2.2. Services to be Provided/Required Tasks.

#### **3.1.2.6. Cost Proposal**

Please provide a cost proposal based upon your best understanding of the scope of the project and the services to be delivered. This cost proposal should include the total estimated cost for this project, itemized by the expected project deliverables detailed in section 2.2. This cost proposal should also include the provision of a detailed list of charges for services. The list of services should include, but not be limited to:

- a. Hourly personnel rates for all staff assigned to this project
- b. Fees for subcontractors
- c. Reimbursable rates for expenses such as printing, copies, etc.
- d. Other miscellaneous costs and fees

Final rates will be determined in negotiations with the qualified Applicant after the proposal submissions have been reviewed and contract negotiations have begun. Although CBH may begin contract negotiations based on the submitted proposal, CBH reserves the right to have discussions with those Applicant(s) falling within a competitive range and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

#### **3.1.2.7. Operational Documentation and Requirements**

Please make sure to include completed and signed (where applicable) attachments with your submission:

- Attachment A: CBH Administrative RFP Response Cover Sheet
- Attachment B: City of Philadelphia Tax and Regulatory Status and Clearance Statement
- Attachment C: City of Philadelphia Disclosure Forms (forms attached separately as a .pdf)
- Attachment D: City of Philadelphia Disclosure of Litigation form
- Attachment E: Acknowledgement of CBH Administrative Procurement Terms and Conditions

Additionally, in this section, please include the following information, either within the section itself or by reference to an attachment to your proposal. If not applicable, please indicate “N/A”:

- Tax Identification Number
- Letter attesting that all required federal, state and local taxes (including payroll taxes) for the past 12 months have been paid
- In the case of for-profit organizations, group or individual practices, disclosure of any person or entity holding any shared ownership or controlling interest of 5% or more.
- MBE/WBE/DSBE Status – For-profit Applicants

### **3.2. Selection Process**

An application review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that are best able to meet the goals of the RFP.

Submissions will be reviewed based upon the merits of the written response to the RFP.

Specific scoring criteria upon which the review will be based include:

#### **3.2.1. Threshold Requirements**

Threshold requirements provide a baseline for all proposals, which means they provide basic information that all Applicants must meet. Failure to meet all of these requirements may disqualify an Applicant from consideration through this RFP. Threshold requirements include timely submission of a complete application with all sections outlined in Section 3.1. completed. Threshold requirements include having the requisite experience and qualifications to implement the program and being a vendor in good standing with the City and CBH.

Threshold requirements also include consideration of the Applicant’s financial status, including any potential delinquencies to the City and CBH. Proposals may be rejected, if, in CBH’s judgment, the Applicant has failed to provide all information required by this RFP; has been delinquent or unfaithful in the performance of any contract with CBH or others; is delinquent and has not made arrangements satisfactory to CBH with respect to the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City or other taxing authorities; is not in compliance with regulatory codes applicable to Applicant; is financially or technically incapable; or is otherwise not a responsible Applicant.

***CBH reserves the right to conduct investigations with respect to financial, technical, and other qualifications, and references without notice to the Applicant.***



### 3.2.2. Scoring by Review Committee

Applicants that do not meet all the threshold requirements may have their proposals disqualified. For Applicants meeting the threshold requirements, the scoring criteria for this RFP upon which the review will be based are as follows:

- Demonstrated qualifications and relevant experience **(25 pts.)**
- Demonstrated understanding of the project as indicated by a description of each item in the scope of work section **(25 pts.)**
- Appropriateness of project approach and effectiveness of proposed project plan and timetable **(25 pts.)**
- Appropriateness of staffing to complete the project **(10 pts.)**
- As stated in the cost proposal section, likelihood that the proposal will provide the best value compared to other submitted proposals **(15 pts.)**

### 3.2.3. MBE-/WBE-/DSBE-owned and Local Businesses

Special consideration will be given for the following:

- Businesses owned and controlled by minorities, women, and disabled persons
- Philadelphia based Applicants

## 4. Proposal Administration

### 4.1. Procurement Schedule

The anticipated procurement schedule is as follows:

<b>RFP Event</b>	<b>Deadline Date</b>
RFP Issued	February 18, 2020
Deadline to Submit Questions	February 25, 2020
Answers to Questions on Website	February 28, 2020
<b>Application Submission Deadline</b>	<b>March 6, 2020 by 2:00 PM</b>
Applicants Identified for Contract Negotiations	March 20, 2020

CBH reserves the right to modify the schedule as circumstances warrant.

This RFP is issued on February 18, 2020. In order to be considered for selection, all applications must be delivered to the address below no later than 2:00 PM on March 6, 2020.

Community Behavioral Health  
801 Market Street  
7<sup>th</sup> Floor  
Philadelphia, PA 19107

ATTN: Hans Leach

- Application packages should be marked “**Diversity and Inclusion Training Services RFP.**” Applications submitted by any means other than mailing, courier, or hand delivery will not be accepted.
- Applicants must submit: **1)** an electronic version of the application prepared as a PDF document placed onto a compact disc or flash drive; **2)** one clearly marked, signed, original hard copy of the application; and **3)** five hard copies of the application.
- Applications submitted after the deadline date and time will be returned unopened.
- The individual Applicant or an official of the submitting agency, authorized to bind the agency to all provisions noted in the application, must sign the cover sheet of the application (See Attachment A).

#### **4.2. Questions Relating to the RFP**

All questions concerning this RFP must be submitted in writing via email to Hans Leach at [hans.leach@phila.gov](mailto:hans.leach@phila.gov) by February 25, 2020. CBH will respond to questions it considers appropriate to the RFP and of interest to all Applicants, but reserves the right, in its discretion, not to respond to any question. Responses will be posted on the CBH website by February 28, 2020. Responses posted on this website become part of the RFP upon posting. CBH reserves the right, in its discretion, to revise responses to questions after posting by posting the modified response. No oral response to any Applicant question by any CBH employee or agent shall be binding on CBH or in any way considered to be a commitment by CBH. *Contact regarding this RFP with CBH or related staff other than the individual named above is not permitted and failure to comply with this restriction could result in disqualification.*

#### **4.3. Interviews/Presentations**

Applicants may be required to make an oral presentation concerning various aspects of their application to CBH. Such presentations provide an opportunity for Applicants to clarify their application to ensure a thorough and mutual understanding. CBH will schedule such presentations on an as-needed basis.