



## **REQUEST FOR PROPOSALS**

### **STATE GOVERNMENT HEALTH AND HUMAN SERVICES**

### **AGENCIES**

### **TRAINING AND LEADERSHIP DEVELOPMENT**

#### **PURPOSE**

The New England States Consortium Systems Organization (NESCSO) seeks proposals from individuals and organizations for our Health and Human Services (HHS) Training and Leadership Development effort for State Government HHS agencies in New England.

#### **NESCSO**

NESCSO is a not-for profit organization directed by the six New England States (Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, and Maine) and the University of Massachusetts Medical School. Our mission is to support member agencies' efforts to ensure health and human services are delivered in a cost-effective, person-centered manner. NESCSO supports State HHS agencies through the pursuit of initiatives that promote the:

- § Continuous development of State employees through training and resources needed to meet the challenges of their jobs;
- § Effective and efficient procurement and application of information technology;
- § Attainment of cost-savings and other efficiencies through multi-state procurements of goods and services.

The underlying goal of these initiatives is to improve the effectiveness and operations of HHS agencies so that they are better able to meet the needs of the people they serve.

#### **BACKGROUND**

Since 2016, NESCSO has offered its Member States an HHS/Medicaid Academy. The Academies include 6 sessions of Medicaid training and 2 sessions of leadership development. Some Member States have held Academies for three years, while others have opted for the leadership development sessions alone. NESCSO is

issuing this Request for Proposals in order to explore additional options and meet our Member States' need for flexibility and customization.

## **APPROACH**

This solicitation seeks individuals and organizations to participate as pre-qualified training and development vendors. NESCSO will maintain the pre-qualified list for three years from September 2019 to August 2022. During that time, NESCSO and any of its Member States may seek services from any of the pre-qualified vendors. Selection as a pre-qualified vendor does not obligate NESCSO to contract with a vendor. Vendors can remove themselves from the list at any time.

## **SELECTION AND NOTIFICATION PROCESS**

A Committee of representatives from each Member State will select the pre-qualified vendors. Applications will be accepted on a rolling basis. We will also conduct the selection process on a rolling basis. The purpose of the rolling basis is to accommodate the training schedules of the member States and allow for a broad response to this solicitation. Please note that one State is interested in hosting training this fall, but the majority of States are interested in training in the spring or summer of 2020.

### 2019 Round 1 Reviews:

September 15, 2019	Responses received by this date will be reviewed by the State Selection Committee
October 7, 2019	Selected vendors notified

### 2019 Round 2 Reviews:

December 2, 2019	Responses received by this date will be reviewed by the State Selection Committee
January 13, 2020	Selected vendors notified

### 2020 Reviews:

July 13, 2020	The RFP will be re-posted. If a vendor has already been selected, there is no need to re-apply.
September 7, 2020	Responses received by this date will be reviewed by the State Selection Committee
October 5, 2020	Selected vendors notified

All Selected Vendors will remain on the pre-qualified list until August 31, 2022. After the 2020 Reviews are conducted, the Member States will determine if additional Proposals will be accepted.

### **CONTRACTING PROCESS**

Once selected as a pre-qualified vendor, NESCSO will facilitate discussions between any Member State and vendor to customize the training that the State needs. If the Member State decides to use the training offered by the vendor, NESCSO will enter into a contract with that vendor.

### **SCOPE OF WORK**

See Attachment A for the full Scope of Work.

### **APPLICATION PROCESS**

To be considered, interested individuals and organizations should submit an Application to Participate. Please send the application and supporting documents to [info@nescso.org](mailto:info@nescso.org). Attachment B reflects the contents of the Application.

### **QUESTIONS**

Please direct any questions you have to David Huffman at [David.Huffman@nescso.org](mailto:David.Huffman@nescso.org)

## **ATTACHMENT A SCOPE OF WORK**

### **DESCRIPTION OF SERVICES**

NESCSO wants to provide its Member States resources that increase the organizational capacity of their HHS agencies. Through this RFP we seek individuals and organizations that can provide training in the following areas:

#### **Scope of Work 1: Health and Human Service Delivery Transformation**

#### **Scope of Work 2: Knowledge and Skills Building**

#### **Scope of Work 3: Employee Development**

The following guidelines should be used in the development of the proposals:

- Training provided on-site, via webinar, or conference call will be considered;
- Assume a maximum of 40 people-for in-person training, although proposals should indicate the optimal number of participants.
- Assume NESCSO will be responsible for location and logistics of any in-person training, including AV and meals for participants.

## Scope of Work 1: State Government Health and Human Service Delivery Transformation

The general premise for this training is based on the question, “As State government begins to incentivize the provider and social services community to strengthen the connection between the delivery of healthcare and the delivery of services that address Social Determinants, what are the changes that need to be made within State government? What new ways of conducting business need to be considered so that a holistic approach is reflected in the way State HHS agencies conduct their work?

Proposals in this category should contribute to transforming the approach State government uses to deliver HHS from a program-specific orientation to one that is person-centered. Person-centered HHS delivery is responsive to the needs of individuals and families served, not solely compliant with specific program requirements. Person-centered HHS delivery can be reflected in business processes that reduce administrative burden on consumers, integrated funding, interoperable information technology, and effective data sharing. This training should focus on practical tools and approaches that highlight interoperability within and across State HHS agencies or programs including but not limited to Medicaid, Child Welfare, Public Health, Behavioral Health, Programs for Individuals with Disabilities or Special Needs; SNAP, TANF, Housing, Child Care, etc.

Examples of training areas or topics are:

- how business processes in one program might be better coordinated with a sister program that serves the same individuals or families.
- how a State HHS agency can use data and the power of data sharing and effective data analytics to connect different HHS programs and provide a person-centric view
- how to integrate financing, for example, including Medicaid financing with other funding streams so that services are delivered holistically and more cost-effectively
- how information technology and its funding can be powerful strategic tools to build and support sustainable cross-program business processes

This training should support State HHS efforts to integrate business processes, information technology, and/or financial resources across the Health and Human or Social services domains, including programs that deliver services addressing social determinants of health.

## Scope of Work 2: Knowledge and Skills Building

Proposals in this category focus on increasing knowledge and information about specific programs or business processes that will help State government employees perform their current jobs better.

For this SOW, we are looking for training that could be applied to any HHS Programs. Examples include: *How to Conduct Program Evaluations; How to Negotiate and Oversee Vendor Contracts; How to Monitor Quality; and specific training related to Information Technology.*

We will also consider training that is specific to the Medicaid program. Examples include but are not limited to *Medicaid Program overviews; Value-based Purchasing; Medicaid Financial Management; How to set rates for Medicaid-funded services; Increased Coordination between Medicaid and State-based Health Exchanges*

In addition to the two areas listed above, NESCSO is also interested in reviewing proposals to provide training for the Learning Communities we manage. The learning communities include representatives from the New England States and provide a forum to discuss and learn about issues of common interest. NESCSO provides administrative support in scheduling and hosting meetings and conference calls and providing resources such as guest speakers. NESCSO's current learning communities include:

### *Medicaid Enterprise Systems*

This community is open to States that want to discuss systems implementation and improvements. Examples of joint projects include a coordinated procurement for MITA 3.0 SSA services and a Regional Vendor Demonstration. Areas of potential interest include Cloud-based services and general IT training for staff.

### *Long-term Services and Supports*

An LTSS Advisory Group made up of two representatives from each Member State directs the activities of this learning community. Recent activities include a webinar on Assessments and a two-day in-person LTSS Academy.

### *Medicaid Health Information Technology*

This community focuses on topics related to health information exchange, including identifying and working through interstate data sharing barriers; aligning HIT financing sustainability planning; and aligning policies to serve New England states' populations and health priorities.

### *Medicaid Quality*

This community focuses on the measures State Medicaid agencies use to determine the quality of care provided through Medicaid and the effectiveness of program initiatives.

### *Pharmacy*

This community meets quarterly to discuss pharmacy issues related to benefit coverage, drug affordability, and compliance with federal regulations. Examples of recent activities include a forum on *Benefit Design and Coverage of Gene and Cell Therapies*, a multi-state survey of pharmacy dispensing fees, and a regional analysis of hepatitis C medication uptake.

### *Healthcare Market Reform*

Four workgroups have formed to explore the various tools available to State agencies to respond to changes in healthcare markets. For example, how can States react to increased hospital and other market consolidations and ensure that access, cost, and quality are not negatively impacted? The four work-groups focus on issues related to: Market Oversight; Increasing the Relevance of Community Benefit Plans; the Building Blocks of Primary Care Investments; and Data Needs to support these initiatives. These groups meet either monthly or quarterly.

### **Scope of Work 3. Employee Development**

Under this category, we are seeking proposals that will enhance employees' leadership skills and overall professional development. The proposals should focus on leadership in the public sector, specifically in HHS. The training can be targeted to new employees, but we are primarily interested in training that applies to mid-career employees. The training should provide participants with leadership skills, regardless of where a person sits in the organization.

Examples of the skills participants should have at the end of the training include the ability to apply leadership concepts to advance both organizational and personal growth; to build effective teams; to successfully manage change; to resolve conflict constructively; and to communicate well.

## **ATTACHMENT B**

### **APPLICATION TO PARTICIPATE**

Proposals must contain:

Section 1. Point of Contact Information

Section 2. Capability statement (page limit: two pages) that demonstrates you/your organization's ability to deliver the requested services.

Section 3. Curriculum Vitae (CV) or Resume(s) for individuals providing the training (page limit: 2 pages per individual)

Section 4. Description of Training Offered. Indicate which Category of Training is proposed:

Scope of Work 1: Health and Human Service Delivery Transformation (page limit: 15)

Scope of Work 2: Knowledge and Skills Building (page limit: 10)

Scope of Work 3: Employee Development (page limit: 10)

Responses may include more than one category. Please include the length of training sessions (for example: 1 hour; full day sessions, etc.) and the format in which the training will be delivered (on-site, webinar, on-line, etc.). Informational materials such as brochures may be included as attachments.

Section 5. Budget: Please provide the cost of training. We will accept ranges of costs. Costs can be structured on a per hour basis or on a training session basis. Costs should be inclusive of trainers' travel and lodging, if applicable, as well as any fringe, overhead and/or general and administrative expense. Provide a budget justification with the rates. The justification should include the number of trainers participating. Trainings will occur in the New England area. NESCSO will provide facilities for the trainings. We recognize that final costs will be negotiated with interested States and may vary due to customization required by each State.

Section 6. A signed statement attesting to the accuracy of the proposal is required:

**ATTESTATION**

By my signature below, I hereby certify that this Proposal reflects my best estimate of the capability of organization and the true and necessary costs for the project, and the information provided herein is accurate, complete and current as of the date of my signature below.

You agree that your electronic signature is the legal equivalent of your manual signature on this application. By typing your name below you certify that the information provided in the application is true and accurate.

Print Name:

Signature:

Title:

Organization:

Date:

## ATTACHMENT C EVALUATION CRITERIA

Proposals will be evaluated using the criteria below. Incomplete proposals will not be considered.

<b>Rating Factor</b>	<b>Criteria</b>	<b>Points</b>
Capability Statement	Capability statement demonstrates your/your organization's knowledge of and experience working with the public sector, specifically HHS agencies.	15
Experience	Resumes/CV clearly show professional experience and/or education that reflect knowledge and ability in content expertise and training.	20
Quality of Training Description	Clearly conveys the learning objectives that will be met as a result of the training. Reflects understanding of the purpose and needs described in the Scope of Work section.	40
Price proposal	Reasonableness of average per session/daily/hourly rate. "Reasonableness" is assessed based on market or industry standards and in consideration of the not-for-profit status of NESCSO	25
Total	Reviewer Comments /Recommendation	100