



REQUEST FOR PROPOSALS (RFP)
RFP NO. 2023HCA4

***NOTE:** If you download this RFP from any source other than the Washington Electronic Business Solution (WEBS), you are responsible for registering in WEBS for your organization to receive any RFP amendments, including Bidder questions/agency answers. HCA is not responsible for any failure of your organization to register in WEBS or any other repercussions that may result to your organization because of this failure.*

PROJECT TITLE: Certified Peer Counselor Training Services

PROPOSAL DUE DATE: May 19, 2023, by 4:00 p.m. Pacific Time, Olympia, Washington, USA.

Only e-mailed bids will be accepted.

ESTIMATED TIME PERIOD FOR CONTRACT: July 1, 2023, to June 30, 2024.

The Health Care Authority reserves the right to extend the contract for up to five (5) additional one (1) year periods at its sole discretion, dependent on mutual agreement of the contract terms by the parties and contingent on availability of funds.

BIDDER ELIGIBILITY: This solicitation is open to those Bidders that satisfy the minimum qualifications stated herein and that are available for work in Washington State.

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1. INTRODUCTION

1.1 DEFINITIONS

Definitions for the purposes of this RFP include:

Americans with Disabilities (ADA) – Person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activity. This includes people who have a record of such an impairment, even if they do not currently have a disability. It also includes individuals who do not have a disability but are regarded as having a disability. The ADA also makes it unlawful to discriminate against a person based on that person's association with a person with a disability.

Apparent Successful Bidder (ASB) – The Bidder selected as the entity to perform the anticipated services under this RFP, subject to completion of contract negotiations and execution of a written contract.

Bidder – Individual or company interested in the RFP that submits a proposal to attain a contract with the Health Care Authority.

Business Day – Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Time, except for holidays observed by the state of Washington, unless otherwise specified within the RFP.

Certified Peer Counselor or CPC - means an individual who has been trained to support those with mental health, psychological trauma, or substance use by completing the DBHR Certified Peer Counselor Training and passing the approved related tests.

Crisis Awareness and Communication in Peer Support (CACPS) – means the 40-hour continuing education crisis training for certified peer counselors working in crisis settings.

Curriculum - Description of actual course content, which may be in the form of handouts, PowerPoint presentations, lecture notes, etc., as opposed to a listing of course topics.

Division of Behavioral Health and Recovery or DBHR – Division within the Health Care Authority which is designated as the state mental health authority to administer the state and Medicaid funded mental health programs authorized by RCW chapters 71.05, 71.24, and 71.34.

Health Care Authority or HCA – An executive agency of the state of Washington that is issuing this RFP.

Peer – An individual who is receiving or who has received mental health services or a parent or legal guardian of a child who is receiving or who has received mental health services. *See SUD Peer for additional definition.

Peer Support Staff – HCA staff assigned to perform work related to certified peer counseling credentialing and workforce development and support initiatives.

Peer Run Organization – Services or activities that are planned, developed, administered, delivered, and evaluated by persons, a majority of whom have a direct lived experience of a mental health and/or substance use disorder.

Proposal – A formal offer submitted in response to this solicitation.

Regional Training – HCA training that prioritizes individuals living within the region of the training for enrollment. No lodging or meals, with the exception of lunch, are provided for the participants.

Request for Proposals (RFP) – Formal solicitation document in which a service or need is identified but no specific method to achieve it has been chosen. The purpose of an RFP is to permit the bidder community to suggest various approaches to meet the need at a given price.

Revised Code of Washington (RCW) – The laws of the state of Washington, as enacted by the Legislature. Any references to specific titles, chapters, or sections of the RCW include any substitute, successor, or replacement title, chapter, or section. Pertinent RCW chapters can be accessed at: <http://apps.leg.wa.gov/rcw/>.

Statewide Training – HCA training which includes participants from all areas of the state, prioritizing working peer counselors, and those living within the region where the training will be held. Statewide training provides lodging and meals for participants.

Substance Use Disorder or “SUD” - means a disorder that is present when the use of alcohol and/or drugs causes clinically and functionally significant impairment, such as health problems, disability, and failure to meet major responsibilities at work, school, or home.

Substance Use Disorder or “SUD” Peer – Facilitators, trainers, or peer participants with Substance Use Disorder (SUD) lived experiences.

Subcontractor – A person, partnership, or entity not in the employment of or owned by the Bidder, who would be performing all or part of the services under this RFP under a separate contract with or on behalf of the Bidder. The term “Subcontractor” means Subcontractors in any tier.

Training – 36-hour classroom training in Peer Counseling that has been approved by the state of Washington. Completion of this training is required for an individual to become certified by the state of Washington as a peer counselor.

Training Deliverables – Documentation that must be submitted to HCA by the Contractor after completing a training under this Contract and shall include copies of signed training certificates; copies of daily sign in sheets; an attendance report using an HCA formatted spreadsheet and copies of student evaluations. All training deliverables must be submitted prior to payment consideration.

Train the Trainer – Training intended to train new and existing trainers to deliver the Washington Peer Counselor Training.

Washington’s Electronic Business Solution or WEBS – An internet-based bid notification system HCA uses to post competitive solicitations. Individuals and firms interested in state contracting opportunities with the Department of Enterprise Services or any state agency should [register](#) for competitive solicitation notices on WEBS. *Note: There is no cost to register on WEBS.*

1.2 ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES

HCA Request for Proposals Released	April 17, 2023
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Bidder Questions Due	April 24, 2023 – 4:00 PM
HCA Responses to Bidder Questions*	April 26, 2023
Bidder Interested Subcontractor Responses Due	April 27, 2023 – 4:00 PM
HCA Posts Interested Subcontractor List*	April 28, 2023
Bidder Complaints Due (if applicable)	May 11, 2023 – 4:00 PM
Bidder Proposals Due	May 19, 2023 – 4:00 PM
HCA Evaluate Proposals*	May 20 – 26, 2023
HCA Announce “Apparent Successful Bidder(s)”	June 7, 2023
Bidder Debrief Request Deadline	June 12, 2023 – 4:00 PM
Bidder Debrief Conference Dates (<i>via Zoom or Microsoft Teams - TBD</i>)	June 13-14, 2023
Estimated Contract Start Date	July 1, 2023

*Dates are anticipated and subject to change without an official amendment.

HCA reserves the right in its sole discretion to revise the above schedule at any time.

1.3 PURPOSE AND OBJECTIVES

The Washington State Health Care Authority, (HCA), Division of Behavioral Health and Recovery (DBHR) is initiating this Request for Proposals (RFP) to solicit Proposals from individuals or organizations interested in services to provide Certified Peer Counselor (CPC) Trainings in order to meet the Washington State behavioral health workforce demands.

HCA is seeking multiple organizations or individuals that values recovery and understand the need to ensure fidelity of the CPC Training Program. Training will promote recovery and resiliency principles and teach the core competencies necessary to ensure peers are trained effectively. HCA is committed to individual, youth and family voice and choice in behavioral health services. The peer workforce is an effective resource promoting recovery and resiliency.

HCA seeks to make the best use of limited resources while providing the highest quality training experience. Bidders will provide an environment conducive to successful completion of a HCA approved CPC course with a thorough understanding of the peer role, opportunities to demonstrate peer skills, and are prepared to complete the Washington State exams.

Before DBHR merged with HCA, on July 1, 2018, under the Department of Social and Health Services (DSHS), DBHR has been committed to developing this project, which over the years has grown to meet the workforce demands. The initial project focused primarily on mental health peer counseling. In 2017, HCA/DBHR began pilot projects to include Substance Use Disorder (SUD) peer programs. In 2019, SUD peers services were added to the SUD Medicaid Washington State plan.

Peer counseling is a Medicaid service modality and agencies are robustly using peer support in a wide range of behavioral health programs, such as: mental health, substance use, youth, and family, supported housing, supportive employment, emergency rooms or bridging programs. Peer supports are powerful services proven to be successful in promoting wellness and recovery.

1.4 BACKGROUND

The Division of Behavioral Health and Recovery (DBHR) has been providing Certified Peer Counselor Trainings since 2005.

In 2007, under DBHR authority the Regional Support Networks (RSN) began to provide the CPC Trainings to meet the high demand for peer services. In 2013, DBHR began to competitively procure contracts with peer-run organizations.

All approved in-person CPC Trainings are facilitated by the Certified Peer Counselors (CPCs). HCA has three (3) approved curriculums, Standard, Youth & Family, and Bridge; each focusing on the same core competencies. The training curriculum adopted in 2005 underwent a few updates before being retired in 2016. It was replaced with a new curriculum which has undergone revisions to incorporate SUD peer services. On a parallel track, the Youth and Family training curriculum was developed in 2012 and put into use in 2013 (Youth & Family Trainings are facilitated through a separate HCA contract). In 2019, a “Bridge” Training was developed for Recovery Coaches who want to become CPCs. This Bridge Training builds on the Connecticut Community for Addiction Recovery (CCAR) Recovery Coach training to provide the CPC skills and information for Recovery Coaches who have lived experience to take the CPC Washington State Exam.

In 2022, HCA piloted a 40-hour continuing education training called Crisis Awareness and Communication in Peer Support (**CACPS**). This training is intended for CPCs who are working in crisis settings. All CPCs may take the training; however, priority will be given to CPCs who are working in crisis settings.

The current and expected future demand for more CPCs has increased the need for training and trainers with diversity of peer support and cultural experiences.

HCA is committed to maintaining the quality and integrity of CPC Trainings, especially during health systems changes and expansion of the workforce.

HCA intends to award up to five (5) contract(s) to provide the services described in this RFP.

1.5 SCOPE OF WORK

1. Certified Peer Counselors Training Events

- 1.2 During each annual period, the Contractor will coordinate and provide at least 18 CPC training events (with a mix of standard, statewide, and bridge training, and CACPS. All trainings must use approved HCA curriculums which focuses on providing core competencies for CPC Trainings.
- 1.3 Proposed dates and locations of these training events will be established by the HCA Peer Support Program with input from the Contractor. HCA and the Contractor will coordinate the dates, times, and locations of trainings based on regional need.

- 1.4 The Contractor will secure a training venue that is Americans Disability Act (ADA)- Accessible, convenient via public transportation, and that can accommodate at least 30 people in the main training room.
- 1.5 For the five (5)-day training courses, the Contractor will secure a space adequate for two (2) additional breakout sessions on the fourth and fifth day of the five (5)-day training events (three(3) spaces total. Each space must be able to hold up to 10-12 participants. The breakout rooms must be adequate for facilitating training on day four (4) and suitable for private oral panel testing on day five (5).
- 1.6 The Contractor will be responsible for securing all necessary training materials and equipment, including arrangements for audio visual equipment.
- 1.7 The Contractor will be responsible for providing lodging and meals to training participants as follows:
 - 1.7.1 For statewide training events, the Contractor will be responsible for the cost of providing three (3) meals a day and lodging for participants whose residence is 50 miles or more from the training site, with two (2) participants per hotel room.
 - 1.7.2 When a hotel is used as a training site and a substantial breakfast or breakfast bar is included in hotel room charges, the Contractor is not required to provide a full breakfast. Light snacks will be provided during breaks.
 - 1.7.3 The Contractor will ensure that there is at least one (1) person readily accessible for administrative matters on the premises 24 hours per day for all five (5) trainings.

2. Certified Peer Counselor Participant Registration

- 2.1 Training courses will consist of between 25 - 30 registered participants. HCA has the discretion to cancel a class if there are not at least 18 participants registered for an in person training or 13 for a virtual training three (3) business days before the start of the trainings. Lower enrollment for trainings may be approved by HCA under exceptional circumstances. Approval will be in an email confirmation.
- 2.2 The invitation and registration process for trainings is as follows:
 - 2.2.1 The Contractor will be responsible for inviting HCA-approved applicants to each of the training courses. Priority status will be determined by HCA.
 - 2.2.2 HCA will provide the Contractor with a list of qualified applicants at least six (6) weeks prior to each training date.
 - 2.2.3 The Contractor will request an additional list of applicants if there is insufficient registration.
 - 2.2.4 Invitations will be issued in the priority order sent by HCA. The HCA priority list will clearly show the order of priority, with Priority "1" having highest priority and Priority "5" the lowest priority. Priority for the CACPS training will be given to CPCs working in crisis settings.

- 2.2.5 The Contractor will invite all people on the list of applicants for a training by USPS mail and email at least four (4) weeks before the training date. Ten (10) days from the date of the mailings, applicants that have not responded and are Priority “1” and Priority “2” will be contacted by phone by the Contractor at least twice before surrendering their seat to another participant. The Contractor will invite new applicants two (2) weeks after the initial invitation in order to fill any openings.
- 2.2.6 The Contractor will send an email confirmation to all confirmed participants (participants that have registered for the specific training in relation to their direct lived experience) no later than five (5) business days of receipt of their confirmation. The email confirmation will include the date, time, and location of the training with a reminder to review the online training.
- 2.2.7 The Contractor will be responsible for sending registered participants final confirmation information containing training logistics and other training materials no later than 14 calendar days prior to the training, or as expeditiously as possible for late enrollment (less than 14 days) by approved applicants.
- 2.2.8 In order for applicants to access appropriate training options and for HCA to keep the training list accurate, trainers must notify HCA of updated registration confirmation at the following minimum:
- 2.2.8.1 End of each business week for the three (3) weeks prior to training.
 - 2.2.8.2 Confirmation of class registration list by the end of first day of training.
 - 2.2.8.3 Confirmation of class attendees must also be sent to the HCA approved Testing Proctor at the end of the first day of training. Any changes to class enrollment must be sent to the DBHR Testing Proctor daily.
- 2.2.9 If the list of applicants is not sufficient to fill the available slots, the Contractor must contact the HCA Peer Support staff for more applicants to attempt to fill the remaining slots up to one week prior to training.
- 2.2.10 The Contractor will use the list of additional applicants to fill the remaining training slots after the initial registration deadline passes.
- 2.2.11 In the event the training does not appear to be filling at an expected rate to meet the minimum enrollment, the Contractor must notify HCA so that the class can be advertised more broadly or cancelled by HCA. These notifications will be provided weekly beginning three (3) weeks before the trainings.
- 2.2.12 As part of the registration process, the Contractor will inform the confirmed participants that a vegetarian option will be provided, and the participant is responsible for all other dietary needs.
- 2.2.13 As part of the registration process, the Contractor will ask participants if they require any ADA accommodations in order to attend the training.
- 2.2.14 The Contractor must not refuse an accommodation without HCA’s approval.

2.2.15 The Contractor is not required to provide costly accommodations that significantly increase the cost of the training.

2.2.16 Once the list of registered participants is finalized, the Contractor will send a copy of the list to HCA.

3. CPC Skills Checks and Testing

3.1 The Contractor will ensure that required skills are demonstrated according to the training criteria provided by HCA in order to receive a Completion Certificate.

3.2 Skills checks will be performed in an informal manner designed to minimize participant anxiety. Participants will have at least two (2) opportunities to demonstrate skills per HCA criteria.

3.3 Participants unable to demonstrate the skills required may be requested to leave the training class or may choose to complete the training without receiving a Completion Certificate.

3.4 Participants who complete the training without completing all skills checks and testing requirements will be given a Certificate of Participation.

3.5 Participants unable to demonstrate a required skills check may challenge the decision by submitting a request and demonstrating the skills to the HCA Program Manager.

3.6 The Contractor must send HCA the HCA form skills check noting that each skill was demonstrated by the participant.

3.7 The Contractor will be responsible for assisting with test logistics on the last day of each training. The Contractor will coordinate with the testing contractor to ensure an efficient test process for the participants.

3.8 The Contractor will provide HCA with a list of class participants eligible to take the test by Thursday of the training week.

3.9 The Contractor will ensure all rooms needed for testing are ready by 12:30 PM Friday of the training week. The Contractor will be responsible to have the one (1) large training space for the oral exams and secure two (2) additional small meeting rooms for the afternoon of Friday for the test panelists. In the case of large classes with over 30 participants, the Contractor must contact the HCA Testing Proctor to make arrangements for appropriate testing facilities. If appropriate time or space is not available, alternate testing dates may be arranged.

3.10 The CACPS training does not have required skills checks or testing requirements.

4. Post Training Deliverables

4.1 Within seven (7) business days of the completed training event, the Contractor will provide HCA with the following:

4.1.1 A copy of the daily attendance on a weekly attendance log (sign-in sheet) as specified by HCA.

- 4.1.2 A listing of registered participants including names of those who failed to complete the training, no-showed, cancelled, and those who no longer wish to participate in the training.
- 4.1.3 Copies of the signed HCA training Certificates of Completion (for those completing all requirements) or Certificates of Participation (for those completing the class without completing all requirements).
- 4.1.4 Copies of skills check outcomes for all participants must be provided as part of deliverables.

- 4.1.4.1 The CACPS training does not include skills checks.

- 4.2 Within 21 days of the completed training event, the Contractor must provide HCA with copies of all training evaluations on an HCA specified form.
- 4.3 The Contractor will schedule a conference call with the HCA Peer Support staff to debrief each training event within two (2) weeks of each training. The HCA Peer Support staff will be available throughout the Contract term to provide technical assistance and support to the Contractor. HCA Peer Support staff may monitor any and all training.

5. Train the Trainer Events

- 5.1 Each training event must have a minimum of two (2) trainers.
- 5.2 The Contractor will provide three (3) Train the Trainer events, one (1) in-person two (2) day statewide training event, two (2) in-person two (2) day regional training events, and host quarterly coaching calls for the HCA approved CPC trainers. This amount will cover facilitation and a post training consultation with the HCA Peer Support staff to be held after each training course. Each statewide event must follow all the Contract requirements for a statewide training, including lodging and meals for participants traveling over 50 miles.
- 5.3 The Contractor will provide the following events:
 - 5.3.1 Three (3) Train the Trainer events that focus on core competencies and facilitation of the updated CPC curriculums, including mental health, substance use disorder and youth & family trainers. Participants may include approved trainers and trainers in the mentoring process. The Contractor will invite at least 25 participants, and no more than 30 participants.
 - 5.3.2 Provide training stipends to the HCA approved eligible trainers.
 - 5.3.3 Host up to four (4) quarterly, one (1) hour conference calls for approved trainers that includes updates and coaching. Conference calls to be planned and coordinated with the HCA Peer Support staff.

1.6 MINIMUM QUALIFICATIONS

- 1.6.1 Bidders must be able to answer **YES** to all minimum qualifications listed below to be considered responsive to this RFP. See **Exhibit A, Bidder Forms and Certifications, Section 8, Minimum Qualifications.**

1.6.2 Bidder minimum qualification requirements as follows :

1. Licensed to do business in the state of Washington or provide a commitment that it will become licensed in Washington within 30 calendar days of being selected as the Apparent Successful Bidder.
2. Three (3) to five (5) years of experience providing peer or family-run peer programs and/or services for people who have lived experience with behavioral health services.
3. Three (3) to five (5) years of experience in training and curriculum delivery.
4. Experience with planning logistics for training events, including registration, accommodations, lodging and travel.
5. Experience providing Peer/Recovery Supports to a diverse population E.g., individuals who represent communities who may experience health disparities (including based on ethnic/racial identity, tribal, gender identity, sexual orientation, rural, urban, immigrant, and those living below the poverty line).

1.7 FUNDING

HCA has budgeted an amount not to exceed \$805,000.00 for this project. HCA intends to award up to five (5) contracts. Award amount per each Contractor will be determined from the Bidders overall total score and ranking via the evaluation results.

Any contract awarded as a result of this solicitation is contingent upon the availability of funding.

1.8 PERIOD OF PERFORMANCE

The period of performance of any contract(s) resulting from this RFP is tentatively scheduled to begin on or about **July 1, 2023**, and to end on **June 30, 2024**. Amendments extending the period of performance, if any, will be at the sole discretion of HCA.

HCA reserves the right to extend the contract for five (5) one (1) year periods.

1.9 CONTRACTING WITH CURRENT OR FORMER STATE EMPLOYEES

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a proposal that includes current or former state employees.

1.10 ADA

HCA complies with the Americans with Disabilities Act (ADA). Bidders may contact the RFP Coordinator to receive written information in another format (e.g., large print, audio, accessible electronic formats, and other formats).

2. GENERAL INFORMATION FOR BIDDERS

2.1 RFP COORDINATOR

The RFP Coordinator is the sole point of contact in HCA for this solicitation. All communication between the Bidder and HCA upon release of this RFP must be with the RFP Coordinator, as follows:

Name	Holly Jones
E-Mail Address	HCAProcurements@hca.wa.gov

Any other communication will be considered unofficial and non-binding on HCA. Bidders are to rely on written statements issued by the RFP Coordinator. Communication directed to parties other than the RFP Coordinator may result in disqualification of the Bidder.

2.2 BIDDER QUESTIONS PERIOD

- 2.2.1 Bidders are provided an opportunity to ask questions during the bidder question period which starts on the date of the release of the RFP posting and concludes on the *Questions Due* date specified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).
- 2.2.2 Questions regarding the RFP will only be accepted in writing via email to the RFP Coordinator. The Bidder must use the following email subject line when submitting questions: “**RFP #2023HCA4 Question(s) – [Bidder Name]**” to ensure timely receipt.
- 2.2.3 HCA anticipates it will post answers to Bidders questions in WEBS as an RFP amendment on the *Answers Posted* date specified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).
- 2.2.4 HCA is under no obligation to respond to any questions received after the *Questions Due date* but may do so at its discretion.

2.3 SUBMISSION OF PROPOSALS

Proposals must be received by the RFP Coordinator no later than the *Proposal Due* deadline in Section 1.2, (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES). Proposals must be submitted electronically as an attachment to an e-mail to the RFP Coordinator at the e-mail address listed in Section 2.1, and meet the following requirements:

- 2.3.1 Attachments to e-mail must be in Microsoft Word format or PDF.
- 2.3.2 Zipped files cannot be received by HCA and cannot be used for submission of proposals.
- 2.3.3 The following forms and certifications must have a signature of the individual within the organization authorized to bind the Bidder to the offer:
- 2.3.3.1 Exhibit A, Section A - Bidder Profile & Submittal Form;
- 2.3.3.2 Exhibit A, Section C - Proclamation 21-14 – COVID-19 Vaccination Certification; and

2.3.3.3 Exhibit A, Section D - Executive Order 18-03 Worker's Rights.

- 2.3.4 HCA does not assume responsibility for problems with Bidder's e-mail. If HCA e-mail is not working, appropriate allowances will be made.
- 2.3.5 Bidders should allow sufficient time to ensure timely receipt of the proposal by the RFP Coordinator. Late proposals may not be accepted and will be automatically disqualified from further consideration, unless HCA's e-mail is found to be at fault or HCA deems a grace period is in the best interest of the State. All proposals and any accompanying documentation become the property of HCA and will not be returned.

2.4 PROPRIETARY INFORMATION / PUBLIC DISCLOSURE

- 2.4.1 Proposals submitted in response to this RFP will become the property of HCA. All proposals received will remain confidential until the Apparent Successful Bidder is announced; thereafter, the proposals will be deemed public records as defined in chapter 42.56 of the Revised Code of Washington (RCW).
- 2.4.2 Any information in the proposal that the Bidder desires to claim as proprietary and exempt from disclosure under chapter 42.56 RCW, or other state or federal law that provides for the nondisclosure of a document, must be clearly designated. Each page claimed to be exempt from disclosure must be clearly identified and must reference either: (1) the specific basis claimed under 42.56 RCW, or (2) a statement of why the information is designated propriety. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words "Proprietary Information" printed on the lower right-hand corner of the page. Marking the entire proposal exempt from disclosure or as Proprietary Information will not be honored.
- 2.4.3 If a public records request is made for the information that the Bidder has marked as "Proprietary Information," HCA will notify the Bidder of the request and of the date that the records will be released to the requester unless the Bidder obtains a court order enjoining that disclosure. If the Bidder fails to obtain the court order enjoining disclosure, HCA will release the requested information on the date specified. If a Bidder obtains a court order from a court of competent jurisdiction enjoining disclosure pursuant to chapter 42.56 RCW, or other state or federal law that provides for nondisclosure, HCA will maintain the confidentiality of the Bidder's information per the court order.
- 2.4.4 A charge will be made for copying and shipping, as outlined in RCW 42.56. No fee will be charged for inspection of contract files, but 24 hours' notice to the RFP Coordinator is required. All requests for information should be directed to the RFP Coordinator.
- 2.4.5 The submission of any public records request to HCA pertaining in any way to this RFP will not affect the solicitation schedule, as outlined in Section 1.2, unless HCA, in its sole discretion, determines that altering the schedule would be in HCA's best interests.

2.5 REVISIONS TO THE RFP

- 2.5.1 If HCA determines in its sole discretion that it is necessary to revise any part of this RFP, then HCA will publish addenda on WEBS. For this purpose, the published questions and answers

and any other pertinent information will be provided as an addendum to the RFP and will be published on WEBS.

- 2.5.2 HCA also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

2.6 COMPLAINT PROCESS

- 2.6.1 The complaint process allows potential Bidders to focus on the solicitation requirements and evaluation process and raise issues early enough in the process to allow HCA to correct a problem before proposals are submitted. The complaint period starts on the date of the RFP posting and concludes on the *Complaints Due* date identified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).

- 2.6.2 Potential Bidders may submit a complaint to HCA based on any of the following:

- 2.6.2.1 The RFP unnecessarily restricts competition;
- 2.6.2.2 The RFP evaluation or scoring process is unfair or unclear; or
- 2.6.2.3 The RFP requirements are inadequate or insufficient to prepare a response.

- 2.6.3 For a complaint to be considered, it must be received by HCA by 5:00 pm PT on the *Complaints Due* date identified in Section 1.2. The complaint must:

- 2.6.3.1 Be in writing;
- 2.6.3.2 Be sent to the RFP Coordinator, or designee;
- 2.6.3.3 Clearly articulate the basis for the complaint; and
- 2.6.3.4 Include a proposed remedy.

- 2.6.4 HCA will address any complaint as follows:

- 2.6.4.1 The RFP Coordinator, or designee will respond to the complaint in writing.
- 2.6.4.2 The response to the complaint and any changes to the RFP will be posted on WEBS.
- 2.6.4.3 The Director of HCA will be notified of all complaints and will be provided a copy of HCA's response.

- 2.6.5 Complaints may not be raised again during a protest and HCA's action or inaction in response to a complaint will be final. There is no appeal process.

2.7 BEST AND FINAL OFFER (BAFO)

HCA reserves the right to use a Best and Final Offer (BAFO) before awarding any contract to further assist in determining the ASB(s).

2.8 SUBSTANTIALLY EQUIVALENT SCORES

- 2.8.1 Substantially Equivalent Scores are scores separated by two percent or less in total points. If multiple proposals receive a Substantially Equivalent Score, HCA may leave the matter as scored, or select as the ASB the one proposal that is deemed by HCA, in its sole discretion,

to be in HCA's best interest relative to the overall purpose and objective as stated in Section 1.3 of this RFP.

- 2.8.2 If applicable, HCA's best interest will be determined by HCA staff, who have sole discretion over this determination. The basis for such determination will be communicated in writing to all Bidders with Substantially Equivalent Scores.

2.9 NOTIFICATION TO BIDDERS

HCA will announce the ASB to all Bidders via the WEBS notification system.

2.10 DEBRIEFING OF UNSUCCESSFUL BIDDERS

- 2.10.1 Any Bidder who has submitted a proposal and been notified it was not selected for contract award may request a debriefing conference. The request for a debriefing conference must be received by the RFP Coordinator no later than 5:00 p.m., Pacific Time, within three (3) Business Days after the Unsuccessful Bidder Notification is e-mailed to the Bidder. The debriefing will be held within three (3) Business Days of the request, or as schedules allow.
- 2.10.2 Discussion at the debriefing conference will be limited to the following:
- 2.10.2.1 Evaluation and scoring of the Bidder's Proposal;
 - 2.10.2.2 Critique of the Proposal based on the evaluation; and
 - 2.10.2.3 Review of the Bidder's final score in comparison with other final scores without identifying the other Bidders.
- 2.10.3 Topics a Bidder could have raised as part of the COMPLAINT PROCESS (Section 2.9) cannot be discussed as part of the debriefing conference, even if the Bidder did not submit a complaint.
- 2.10.4 Comparisons between proposals, or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of thirty (30) minutes.

2.11 PROTEST PROCEDURE

- 2.11.1 A protest may be made only by Bidders who submitted a response to this RFP and who have participated in a debriefing conference. Upon completing the debriefing conference, the Bidder is allowed five (5) Business Days to file a protest. Protests must be received by the Contracts Administrator no later than 4:30 p.m., Pacific Time, on the fifth Business Day following the Bidder's debriefing. Protests must be submitted by e-mail to ensure timely receipt.
- 2.11.2 Consistent with RCW 39.26.030, proposal submissions and proposal evaluations will be available for public inspection following the announcement of ASB(s). If requested by a Bidder who received a debriefing pursuant to Section 4.6, the protest period will not conclude before the requestor has been provided with the applicable proposal submissions and proposal evaluations and provided five (5) Business Days to review the same. Bidder is responsible for notifying the RFP Coordinator of any such public disclosure requests so the timeline can be adjusted accordingly.

2.11.3 Bidders protesting this RFP must follow the procedures described below. Protests that do not follow these procedures will not be considered. This protest procedure constitutes the sole administrative remedy available to Bidders under this RFP.

2.11.3.1 All protests must be in writing, addressed to the Contracts Administrator, and signed by the protesting party or an authorized agent. The protest must state (1) the RFP number, (2) the grounds for the protest with specific facts, (3) complete statements of the action(s) being protested, and (4) the relief or corrective action being requested. Protests must be emailed to contracts@hca.wa.gov with the following subject line: "RFP # Protest – [Bidder Name]"

2.11.3.2 Only protests alleging an issue of fact concerning the following subjects will be considered:

2.11.3.2.1 A matter of bias, discrimination, or conflict of interest on the part of an evaluator;

2.11.3.2.2 Errors in computing the score; or

2.11.3.2.3 Non-compliance with procedures described in the RFP, HCA's protest process, or Department of Enterprise Services (DES) policy requirements (POL-DES-170-00).

2.11.3.3 Protests based on anything other than those items listed above will not be considered. Protests will be rejected as without merit to the extent they address issues such as: 1) an evaluator's professional judgment on the quality of a proposal; or 2) HCA's assessment of its own needs or requirements.

2.11.4 Upon receipt of a protest, HCA will undertake a protest review. The HCA Director, or an HCA employee delegated by the HCA Director who is a neutral party with no involvement in the evaluation and award process (Protest Officer), will review and respond to the protest. If the HCA Director delegates the protest review to an HCA employee, the Director nonetheless reserves the right to make the final agency decision on the protest. The Protest Officer will have the right to seek additional information regarding the solicitation from sources they deem appropriate in order to fully consider the protest.

2.11.5 If HCA determines in its sole discretion that a protest from one Bidder may affect the interests of another Bidder, then HCA may invite such Bidder to submit its views and any relevant information on the protest to the Protest Officer. In such a situation, the protest materials submitted by each Bidder will be made available to all other Bidders upon request.

2.11.6 The Protest Officer will issue a written protest response no more than ten (10) Business Days after receipt of the protest, unless additional time is needed, in which case HCA will notify the protesting Bidder in writing. The Protest Officer's decision is final unless the HCA Director exercises their right to make the final agency decision on the protest. There will be no appeal process.

2.11.7 The final determination of the protest will:

2.11.8 Find the protest lacking in merit and uphold HCA's action; or

- 2.11.8.1 Find only technical or harmless errors in HCA's acquisition process and determine HCA to be in substantial compliance and reject the protest; or
- 2.11.8.2 Find merit in the protest and provide options to the HCA Director, which may include:
 - 2.11.8.2.1 Correct the errors and re-evaluate all proposals; or
 - 2.11.8.2.2 Issue a new solicitation document and begin a new process; or
 - 2.11.8.2.3 Make other findings and determine other courses of action as appropriate.
- 2.11.9 If the protest is not successful, HCA will enter into a contract with the ASB(s), assuming the parties reach agreement on the contract's terms.

2.12 RESPONSIVENESS

- 2.12.1 The RFP Coordinator will review all proposals to determine compliance with administrative requirements and instructions specified in this RFP. A Bidder's failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.
- 2.12.2 HCA also reserves the right at its sole discretion to waive minor administrative irregularities.

2.13 MOST FAVORABLE TERMS

- 2.13.1 HCA reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Bidder can propose. HCA reserves the right to contact a Bidder for clarification of its proposal.
- 2.13.2 The ASB should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. The contract resulting from this RFP will incorporate some, or all, of the Bidder's proposal. The proposal will become a part of the official solicitation file on this matter without obligation to HCA.

2.14 RECEIPT OF INSUFFICIENT NUMBER OF PROPOSALS

If HCA receives only one responsive proposal as a result of this RFP, HCA reserves the right to either: 1) directly negotiate and contract with the Bidder; or 2) not award any contract at all. HCA may continue to have the bidder complete the entire RFP. HCA is under no obligation to tell the Bidder if it is the only Bidder.

2.15 NO OBLIGATION TO CONTRACT

This RFP does not obligate HCA to enter into any contract for services specified herein.

2.16 REJECTION OF PROPOSALS

HCA reserves the right, at its sole discretion, to reject any and all proposals received without penalty and not to issue any contract as a result of this RFP.

3. PROPOSAL CONTENTS AND REQUIREMENTS

3.1 PROPOSAL CONTENTS OVERVIEW

Proposals must be submitted per the instructions in Sections 2.6 (SUBMISSION OF PROPOSALS) and 3.2 (PROPOSAL REQUIREMENTS AND GUIDELINES) in the order noted below.

3.1.1 **Exhibit A - Bidder Forms and Certifications** documents as follows:

3.1.1.1 *Section A - Bidder Profile & Submittal Form** (RFP Reference Section 3.2.4).

3.1.1.2 *Section B - Diverse Business Inclusion Plan* (RFP Reference Section 3.2.5).

3.1.1.3 *Section C - Proclamation 21-14 – COVID-19 Vaccination Certification** (RFP Reference Section 3.2.6).

3.1.1.4 *Section D - Executive Order 18-03 Worker's Rights** (RFP Reference Section 3.7).

3.1.2 **Exhibit B, Draft Contract** (RFP Reference Section 3.8).

3.1.3 **Exhibit C, Written Proposal** (RFP Reference Section 3.9).

3.1.4 **Exhibit D, Cost Proposal** (RFP Reference Section 3.10).

3.1.5 **Exhibit E, Interested Subcontractors List - OPTIONAL** (RFP Reference Section 2.2).

**Authorized signature required*

3.2 PROPOSAL REQUIREMENTS AND GUIDELINES

Proposals must comply with the requirements or restrictions listed below. Failure to do so may result in the disqualification of the Bidder's Proposal:

3.2.1 Proposals contents headings and titles to be provided in the same order as presented in Section 3.1 (PROPOSAL CONTENTS OVERVIEW).

3.2.2 All items listed in Section 3.1 (PROPOSAL CONTENTS OVERVIEW) must be included as part of the Proposal for the Proposal to be considered responsive.

3.2.3 Bidders are liable for all errors or omissions contained in their Proposals. Bidders will not be allowed to alter Proposal documents after the deadline for Proposal submission. HCA is not liable for any errors in Proposals. HCA is under no obligation to consider any supplemental materials submitted that were not requested.

3.3 MANDATORY AND SCORED PROPOSAL FORMS

3.2.4 **Exhibit A - Section A - Bidder Profile & Submittal Form** – (MANDATORY)

Must be completed in its entirety and signed and dated by a person authorized to legally bind the Bidder to a contractual relationship (e.g., the President or Executive Director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship).

3.2.5 **Exhibit A - Section B - Diverse Business Inclusion Plan** - (MANDATORY)

3.2.5.1 Must be completed in its entirety. In accordance with legislative findings and policies set forth in RCW 39.19 the state of Washington encourages participation in all contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE), set forth in RCW 43.60A.200 for firms certified by the Washington State Department of Veterans Affairs, and set forth in RCW 39.26.005 for firms that are Washington Small Businesses.

3.2.5.2 Participation may be either on a direct basis or on a Subcontractor basis. However, no preference on the basis of participation is included in the evaluation of Diverse Business Inclusion Plans submitted, and no minimum level of minority- and women-owned business enterprise, Washington Small Business, or Washington State certified Veteran Business participation is required as a condition for receiving an award. Any affirmative action requirements set forth in any federal governmental regulations included or referenced in the contract documents will apply.

3.2.6 **Exhibit A - Section C - Proclamation 21-14 – COVID-19 Vaccination Certification - (MANDATORY)**

Bidder must review and complete Exhibit A, Bidder Forms and Certifications, Section C, COVID-19 Vaccination Certification to respond as to whether or not the Bidder complies with Proclamation 21-14.1 – COVID-19 Vaccination Requirement. Bidder must sign and return this certification as part of its Proposal.

Note: Compliance with the Proclamation is mandatory. For more information, please visit <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/505-160-VaccinationRequirementFAQs.pdf>.

3.2.7 **Exhibit A - Section D - Executive Order 18-03 Worker's Rights – (SCORED – 0 or 5 Points)**

3.2.8 Bidder must review and respond as to whether the Bidder requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses and class or collective action waivers. **Exhibit B - Draft Contract - Bidder is not required to submit Exhibit B if no revisions are made.**

3.2.8.1 Bidder is to return Exhibit B, Draft Contract **only** if any proposed revisions are made via redline. The ASB will be expected to enter into a contract which is substantially the same as the Draft Contract and its general terms and conditions attached as Exhibit B.

3.2.8.2 HCA will not accept any draft contracts prepared by any Bidder. The Bidder must be prepared to agree to all terms of the attached Exhibit B, Draft Contract, as presented or the Proposal may be rejected. If Bidder has exceptions to the terms and conditions, they must include with their Proposal a copy of the Draft Contract with redline edits/comments documenting the changes they propose to be made if selected as ASB. If the Bidder fails to identify an objection to any particular term or condition, the term or condition will be deemed agreed to by the Bidder. HCA will review requested exceptions and accept or reject the same at its sole discretion.

3.2.8.3 If, after the announcement of the ASB, and after a reasonable period of time, the ASB and HCA cannot reach agreement on acceptable terms for the Contract, the HCA may cancel the selection and Award the Contract to the next most qualified Bidder.

3.2.9 **Exhibit C - Written Proposal - (SCORED up to 45 points)**

Must be completed in its entirety. Bidder to respond using Exhibit C as its template to ensure compliance with the formatting requirements outlined in Section 3.2.

3.2.10 **Exhibit D - Cost Proposal - (SCORED up to 10 points)**

The cost evaluation process is designed to award this solicitation not necessarily to the Bidder of least cost, but rather to the Bidder whose proposal best meets the requirements of this RFP. However, Bidders are encouraged to submit proposals which are consistent with state government efforts to conserve state resources.

3.2.11 **Exhibit E - Interested Subcontractor List - (OPTIONAL)**

HCA supports and encourages contracts and subcontracts with small, diverse, and veteran-owned businesses. To support participation in this process, the RFP Coordinator will add a list of Interested Subcontractors to the RFP. The RFP Coordinator will prepare the List based on the timely and complete submission of specific information requested in this section. The purpose of the List is to communicate to prime bidders the capabilities of interested subcontractors who can perform components of this RFP's Scope of Work.

4. EVALUATION AND CONTRACT AWARD

4.1 EVALUATION PROCEDURE

- 4.1.1 Responsive Proposals will be evaluated strictly in accordance with the requirements stated in this RFP and any amendments issued. The evaluation of proposals will be accomplished by an evaluation team, to be designated by HCA, which will determine the ranking of the Proposals. Evaluation teams could be comprised of internal (HCA) and external individuals. Evaluations will only be based upon information provided in the Bidder's Proposal.
- 4.1.2 All Proposals received by the stated deadline in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES) will be reviewed by the RFP Coordinator to ensure that they contain all of the required information requested in the RFP. Only responsive proposals that meet the requirements will be evaluated by the evaluation team. Any Bidder who does not meet the stated qualifications or any proposal that does not contain all the required information will be rejected as non-responsive.
- 4.1.3 HCA may, at its sole discretion, waive minor administrative irregularities.
- 4.1.4 The RFP Coordinator may, at their sole discretion, contact the Bidder for clarification of any portion of the Bidder's Proposal. Bidders should take every precaution to ensure that all answers are clear, complete, and directly address the specific requirement.
- 4.1.5 Responsive Written Proposals and Cost Proposal will be reviewed and scored by an evaluation team assigning points described in Section 4.2 (EVALUATION AND SCORING). Written Proposals will be evaluated strictly in accordance with the requirements set forth in this RFP and any amendments issued.
- 4.1.6 The evaluation of Executive Order 18-03 will be completed by the RFP Coordinator.
- 4.1.7 HCA reserves the right to award the contract to the Bidder whose proposal is deemed to be in the best interest of HCA and the state of Washington.

4.2 EVALUATION SCORING

Bidders' final scores will be based on the following scored items: ***Executive Order 18-03, Written Proposal, and Cost Proposal.***

Evaluation Table – All Scored Items		
Exhibit	Title	Maximum Points
Exhibit A, <i>Section E</i>	Executive Order 18-03	5
Exhibit C	Written Proposal	45
Exhibit D	Cost Proposal	10
Total Maximum Points		60

- 4.2.1 **Executive Order 18-03** (*0 or 5 points*)

Pursuant to RCW 39.26.160(3) and consistent with Executive Order 18-03 – Supporting Workers’ Rights to Effectively Address Workplace Violations (dated June 12, 2018), HCA will evaluate proposals for best value and provide a preference in the amount of **5 points** to any Bidder who certifies, pursuant to the certification included in, that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver. Bidders that do require their employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver will not be disqualified from evaluation of this RFP, however, will receive 0 points for this section.

4.2.2 Exhibit C, Written Proposal (Up to 45 points)

Each question in Exhibit C, Written Proposal has been assigned points using the Scoring Rubric table in section 4.2.4 below. .

Exhibit C, Written Proposal Evaluation Table		
#	Section Title	Maximum Points
1.	Project Approach/Methodology	10
2.	Deliverables	6
3.	Work Plan	6
4.	Project Schedule	2
5.	Project Management	8
6.	Bidder Experience	8
7.	Outcomes and Performance Management	3
8.	Risks	2
Written Proposal Maximum Points		45

4.2.3 Exhibit D - Cost Proposal Scoring (Up to 10 points)

The score for the Cost Proposal will be computed by dividing the lowest cost bid received by the Bidder’s total cost. Then the resultant number will be multiplied by the maximum possible points for the cost section.

4.2.4 Scoring Rubric for Written Response

Evaluators will score the sections outlined in the Evaluation Table above using the following (0-10) scoring rubric:

Scoring Rubric		
Score	Description	Scoring Criteria
10	Far Exceeds Requirements	The Bidder has provided an innovative, detailed, and thorough response to the requirement, and clearly demonstrates a high level of experience with, or understanding of the requirement.
7	Exceeds Requirements	The Bidder has demonstrated an above-average capability, approach, or solution and has provided a complete description of the capability, approach, or solution.

5	Meets Requirements	The Bidder has an acceptable capability of solution to meet this criterion and has described its approach in sufficient detail to be considered “as substantially meeting the requirements”.
3	Below Requirements	The Bidder has established some capability to perform the requirement but descriptions regarding their approach are not sufficient to demonstrate the Bidder will be fully able to meet the requirements.
1	Substantially Below Requirements	The Bidder has not established the capability to perform the requirement, has marginally described its approach, or has simply restated the requirement.
0	No Value	The Bidder does not address any component of the requirement, or no information was provided.

5. RFP EXHIBITS

Exhibit A	Bidder Forms and Certifications (<i>included as a separate attachment</i>)
Exhibit B	Draft Contract (<i>included as a separate attachment</i>)
Exhibit C	Written Proposal
Exhibit D	Cost Proposal
Exhibit E	Interested Subcontractor List

EXHIBIT A – BIDDER FORMS AND CERTIFICATIONS

Exhibit A is included as a separate document.

EXHIBIT B – DRAFT CONTRACT

Exhibit B is included as a separate document.

EXHIBIT C – WRITTEN PROPOSAL

Maximum Points for Written Proposal: 45

1. **Project Approach/Methodology** *(Maximum available points: 10)*

1.1 The Bidder must enter the number of total trainings for each CPC Training that they have the capacity to do for the following:

- Table 1 - (In Person) Projected CPC Training
- Table 1 - (Virtual) Projected CPC Training

Table 1: Projected CPC Training (In Person)		
CPC TRAININGS	Estimated Cost Per Training	Bidder to enter the number of total trainings they have the capacity for:
Crisis Awareness and Communication in Peer Support	\$20,000	
Regional	\$25,000	
Statewide	\$40,000	
Bridge	\$15,000	
Table 2: Projected Train the Trainer Events		
TRAIN THE TRAINER	Estimated Cost Per Training	Total Trainings
Statewide <i>(two (2) day)</i>	\$25,000	2
Regional <i>(two (2) day)</i>	\$13,500	2
Table 1: Projected CPC Trainings (Virtual)		
CPC TRAININGS	Estimated Cost Per Training	Bidder to enter the number of total trainings they have the capacity for:
Regional	\$15,000	
Bridge	\$10,000	

1.2 Include a complete description of the Bidder’s proposed approach to provide the number of trainings and type of trainings in the table below as well as the methodology for the project. This section should convey Bidder’s understanding of the proposed project.

2 **Deliverables** *(Maximum available points: 6)*

Fully describe deliverables to be submitted under the proposed contract. Deliverables must support the requirements set forth in Section 1.5, Scope of Work. HCA reserves the right to utilize process measures to evaluate that all deliverables are met.

3 Work Plan (*Maximum available points: 6*)

Include all project requirements and the proposed tasks, services, activities, etc. necessary to accomplish the scope of the project defined in this RFP. Describe the plan to utilize the HCA approved curriculum at <https://www.hca.wa.gov/billers-providers-partners/program-information-providers/peer-support>, training lists, and coordination with HCA Peer Support staff on training lists, approved applications, approved trainers, and others as appropriate.

In addition, describe the plan to coordinate the three (3) Train the Trainer events utilizing HCA approved trainers and trainers in the mentoring of the program. These trainings will focus on core competencies and facilitation of the curriculum, including SUD. This section must contain sufficient detail to convey to members of the evaluation team the Bidder's knowledge of the subjects and skills necessary to successfully complete the project. Include any required involvement of the HCA Peer Support staff. The Bidder may also present any creative approaches that might be appropriate and may provide any pertinent supporting documentation.

4 Project Schedule (*Maximum available points: 2*)

Include a Project Schedule for the type of training, location of the training event indicating when the elements of the work will be completed. Project Schedule must ensure that any deliverables requested are met. The training type and location may be adjusted by the HCA Peer Support staff according to regional demand.

5 Project Management (*Maximum available points: 8*)

5.1 Project Team Structure/Internal Controls (*Maximum available points: 4*)

Provide a description of the proposed project team structure and internal controls to be used during the course of the project, including any subcontractors. Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level of management. Include who within the firm will have prime responsibility and final authority for the work.

5.2 Staff Qualifications/Experience (*Maximum available points: 4*)

Identify staff, including subcontractors, who will be assigned to the potential contract(s), indicating the responsibilities and qualifications of such personnel, and include the amount of time each will be assigned to the project. Provide resumes for the named staff, which include information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. The Bidder must commit that staff identified in its proposal will actually perform the assigned work. Any staff substitution must have the prior approval of HCA Peer Support staff.

6 Bidder Experience (*Maximum available points: 8*)

6.1 Indicate the experience the Bidder and any subcontractors have in the following areas associated with:

- 6.1.1 Administration and coordinating training events.
- 6.1.2 Identifying and contracting with approved trainers who are experts in the curriculum they will be training on; and
- 6.1.3 Coordinating with the HCA Contractor.
- 6.1.4 Administration and coordinating training events.
- 6.1.5 Identifying and contracting with approved trainers who are experts in the curriculum they will be training on; and
- 6.1.6 Coordinating with the HCA Contractor.

6.2 Indicate other relevant experience that indicates the qualifications of the Bidder, and any subcontractors, for the performance of the potential Contract(s).

6.3 Include a list of contracts the Bidder has had during the last five (5) years with HCA that relate to the Bidder's ability to perform the services needed under this RFP. List contract reference numbers, contract period of performance, contact persons, telephone numbers, and fax numbers/e-mail addresses.

7 Outcomes and Performance Measurement *(Maximum available points: 3)*

Describe the impacts/outcomes the Bidder proposes to achieve as a result of the delivery of these services including how these outcomes would be monitored, measured, and reported to HCA.

8 Risks *(Maximum available points: 2)*

The Bidder must identify potential risks that are considered significant to the success of the project. Include how the Bidder would propose to effectively monitor and manage these risks, including reporting risks to the HCA Contract Manager.

EXHIBIT D – COST PROPOSAL

Maximum Cost Proposal Points - 10

1. Identification of Costs

- 1.1 Identify all costs in U.S. dollars including expenses to be charged for performing the services necessary to accomplish the objectives of the contract. The Bidder is to submit a fully detailed budget including staff costs, estimates for any applicable sales and use taxes (see below), and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract. Costs for subcontractors are to be broken out separately. Please note if any subcontractors are certified by the Office of Minority and Women's Business Enterprises.
- 1.2 Bidders must identify any expenses to which Washington State sales and use taxes apply in the Cost Proposal and include an estimated amount for such taxes (based on the current tax rate(s)). ASB(s) will be required to collect Washington state sales and use taxes from HCA, as applicable, and for remittance of payment to the Washington State Department of Revenue (DOR). HCA understands these amounts may fluctuate as tax rates fluctuate. If a tax isn't specifically identified, HCA will assume it is included in the costs identified.

EXHIBIT E - INTERESTED SUBCONTRACTOR LIST (OPTIONAL)

1. Interested Subcontractor Instructions:

- 1.2 Failure to follow the instructions in this Section may prevent your information from being included in the List.
- 1.3 An interested party must complete the below table to submit their firm name, contact information, and the summary of their capabilities as they relate to this RFP’s Scope of Work. Submissions are limited to what is requested in the table below and capability summaries must be two paragraphs or less.
- 1.4 The RFP Coordinator will only include the information requested below. Do not submit marketing materials.
- 1.5 Submissions must be emailed to the RFP Coordinator, with the subject line “**RFP #2023HCA4 Interested Subcontractor List – [Interested Subcontractor Name]**” by the date specified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).
- 1.6 All material submitted for the Interested Subcontractor List becomes a public record.
- 1.7 If any Subcontractor is Office of Minority and Women’s Business Enterprises (OMWBE) or veteran owned, or disadvantaged business, include the percentage and dollar amount of their participation.
- 1.8 The substitution of one Subcontractor for another may be made only at the discretion and prior written approval of HCA. The contractor is liable and responsible for all Subcontractor work.

Interested Subcontract Name	Contact Name	Contact Address, Phone Number, and Email Address	Summary of your capabilities as it relates to the Scope of Work	Percentage and dollar amount of participation if OMWBE, Veteran or Disadvantaged Business Owned.

2. Posting Date

Complete and timely submissions will be compiled and posted in alphabetical order by interested subcontractor name. HCA anticipates the List will be posted as an RFP amendment on the *Interested Subcontractor List Posted* date identified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES). Late submissions will not be posted.

3. Information Provided As-Is

The Interested Subcontractor List is provided as an opportunity to support participation in this RFP. HCA provides this information as a courtesy with no warranties or representations as to any party and no guarantee of a subcontract. The Interested Subcontractor List shall not be construed as an endorsement by the state of Washington or HCA. The interested party is responsible for the completeness and accuracy of their submission.