



**PROCUREMENT AND SUPPLY  
COMMONWEALTH HEALTHCARE CORPORATION  
REQUEST FOR PROPOSAL (RFP)**

**RFP21-CHCC/CGC-HT-SOC-002**

**SUBMISSION DEADLINE: AUGUST 23<sup>rd</sup>, 2021    TIME: 10:00AM (CHST)**

**” PROFESSIONAL SERVICES”**

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THE CHCC RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSAL AND TO WAIVE ANY IMPERFECTIONS IN ANY PROPOSAL, IF TO DO SO SHALL BE IN THE INTEREST OF THE CHCC. ALL PROPOSALS SHALL BECOME THE EXCLUSIVE PROPERTY OF THE COMMONWEALTH HEALTHCARE CORPORATION.

/S/ ESTHER L. MUNA  
CHCC CHIEF EXECUTIVE OFFICER

/S/ CORA P. ADA  
DIRECTOR OF PROCUREMENT & SUPPLY



**COMMONWEALTH HEALTHCARE CORPORATION**  
**Community Guidance Center**  
**Health Transitions (HT) & System of Care (SOC)**  
**REQUEST FOR QUALIFICATION**



**RFP21-CHCC/CGC-HT-SOC-002**  
**PROFESSIONAL SERVICES**

**I. BACKGROUND INFORMATION**

The Commonwealth of the Northern Mariana Islands (CNMI) is a small chain of 14 islands in the western pacific part of Micronesia. Majority of the population live in Saipan, Tinian and Rota. There are approximately 54,000 residents with about 48,220 residing on the island of Saipan. The CNMI is a U.S. territory, however, still has a widely diverse demographic population with Chamorro and Carolinian being the two indigenous cultural groups.

The Commonwealth Healthcare Corporation (CHCC), located in the Commonwealth of the Northern Mariana Islands, is soliciting proposals from qualified service providers that are interested in providing services for following project needs: wraparound supervision and coaching and continued wraparound training and technical assistance for the **Community Guidance Center-System of Care (SOC) and Healthy Transitions (HT) Programs**. This RFP package contains the necessary information and guidelines for interested service providers to develop and submit proposals.

**II. NATURE OF WORK**

During the period of the agreement, the prospective service provider is expected to work under the direction of CHCC CGC management and staff at the identified location as specified in Section III of this RFP. The prospective service provider is expected to deliver the services in an efficient, trustworthy, and professional manner.

The prospective service provider must have experience to qualify for the award of the contract and be able to show proof of adequate and/or sufficient manpower, equipment, and financial resources to complete the scope of work as specified in Section IV of this RFP.

The prospective service provider must adhere to the basic requirements listed below:

- A. Have experience implementing a wraparound model for a population size similar to the CNMI;
- B. Have experience providing coaching and supervision of the wraparound model;
- C. Demonstrate knowledge and at least five (5) years of experience in service-delivery development and implementation in the mental or behavioral health areas;
- D. Demonstrate experience in the assessment of quality and fidelity in the wraparound implementation process;

- E. Have experience providing training and technical assistance for wraparound implementation within the last ten (10) years for US Government grant programs in communities with demographic characteristics similar to the CNMI;
- F. Possess certification for wraparound training and coaching;
- G. Demonstrate experience in the development of the wraparound training materials and/or resources;
- H. Must be detail-oriented and demonstrate strong analytical skills;
- I. Must demonstrate excellent writing and oral communication skills;
- J. Must have good time management skills and be able to complete activities by established timelines;
- K. Must be able to perform the required face-to-face activities (meetings, review of hard copy program documents, presentations, etc.) on Saipan; For other tasks, must be able to meet with CGC staff remotely using vendor supported VoIP services such as, but not limited, to Zoom, Skype, Google Hangouts.
- L. Provide evidence of credibility of professional work relevant to the development of wraparound training materials and/or the facilitation of wraparound training;
- M. Have no adverse or ongoing legal actions regarding the alleged or proven negative performance of their services, be neither suspended or barred from contracting with the federal government, and shall not be in a probation status with other federal grant programs;
- N. Comply with all applicable Privacy Act requirements and individual confidentiality provisions;
- O. Comply with federal and non-federal entity disability and civil rights laws, requirements and provisions (including providing equal access and reasonable accommodations);
- P. Maintain privacy and confidentiality of all client records;

### **III. LOCATION OF WORK**

Service Location: **Saipan, Northern Mariana Islands.**

### **IV. DETAILED SCOPE OF WORK**

#### **Purpose of Project:**

The Commonwealth Healthcare Corporation: Community Guidance Center received funding from the Substance Abuse and Mental Health Services Administration to develop and implement the CNMI System of Care (SOC) Project and Healthy Transitions (HT) Program. The CNMI SOC Project focuses on improving mental health outcomes for children and youth (birth to age 21 years) who are experiencing or are at-risk of developing severe emotional challenges. The Healthy Transitions Program focuses on improving mental health outcomes for youth and young adults (16 to age 25 years) who are experiencing or at-risk of developing serious emotional disturbances, serious mental illness, and/or substance use disorders. The program goals include the following:

- Implementation of efficient and standardized policy, regulatory, and partnership improvements that are understood by all youth and family serving groups;
- Development of a system of care that allows for continuity of services throughout the continuum of need (inclusive of: at-risk, crisis, recovery, and maintenance of recovery);

- Consistent generation of funding sufficient to maintain adequate services throughout the continuum of need (inclusive of: at-risk, crisis, recovery, and maintenance of recovery);
- Provision of training, technical assistance, and coaching to strengthen SOC and HT understanding and delivery;
- Generation of community-wide support for the mental health service delivery system.

SOC has implemented the wraparound process as part of its direct service delivery. The HT program will also provide wraparound services for the youth and young adult population. An assessment was performed and an implementation design and plan were developed through the services of a consultant. This has led to significant changes in the wraparound process and a restructuring of the program's direct service delivery.

As the program is applying these revised processes, it is requiring continued professional services to provide supervision and coaching, and training and technical assistance to further strengthen the implementation of the wraparound model. The approach must align with infrastructure, enhance capacity in the CNMI, and be designed to improve outcomes for children and youth with serious behavioral health needs and their families. The approach must also be designed to include adaptations for young adults.

**Project Period:**

Upon the issuance of a Notice to Proceed (NTP), services may begin immediately and deliverables completed by March 30, 2022.

**Deliverables:**

Using the approved implementation plan developed from the assessment and wraparound design and plan, the service provider must conduct supervision and coaching to all program personnel who will have supervision responsibilities in the implementation of the wraparound process.

The service provider will utilize the implementation plan to inform the development and implementation of his/her coaching and supervision plan, to include the provision of consultation and training and technical assistance, that meets the needs of the workforce in order to successfully implement the wraparound model. All components of the plan must be approved by the SOC and HT program managers and CGC Director. The activities, tasks, and deliverables must be completed by the approved timeline.

**Wraparound Supervision and Coaching**

| <b>Activity 1: Development of Wraparound Supervision and Coaching plan</b> |  |                                   |   |
|--|--|-----------------------------------|---|
| <b>Task(s)</b>   | <b>Task Description</b>  | <b>Deliverable(s)</b>             | <b>Timeline</b>                             |
| a. Conduct review of current wraparound model implementation               | <p>Conduct at least one meeting either via face-to-face or zoom with SOC and HT Program Managers and direct service staff to assess/review and discuss the application of the approved wraparound implementation plan, progress and challenges.</p> <p>A meeting summary, including a list of any action items, must be submitted to the SOC and HT Program Managers within 5 business days after the meeting.</p>   | Meeting summary with action items | Within 1 week from the issuance of the NTP  |
| b. Develop a Supervision and Coaching plan                                 | <p>The supervision and coaching plan may be in a combination of a narrative and table format and must contain detailed descriptions of the following:</p> <ol style="list-style-type: none"> <li>(1) Project background (program goals/objectives)</li> <li>(2) Purpose and intended outcome of supervision and coaching plan</li> <li>(3) Technical approach</li> <li>(4) Supervision and coaching activities/tasks (linked to outcomes)</li> <li>(5) Consultation, training and technical assistance activities/tasks</li> <li>(6) Timeline for completion of tasks</li> </ol> | Supervision and Coaching plan     | Within 3 weeks from the issuance of the NTP |

|  |  |   |   |
|--|--|---|---|
| c. Develop or select data collection instruments | Assess available data instruments and sources; develop or select any additional data collection instruments (surveys, interview questions, spreadsheets, etc.) necessary to adequately meet intended supervision and coaching, consultation and T/TA outcomes, measure the impact and outcomes of wraparound training (performance evaluation tools to be utilized by supervisors); measure the impact of the coaching and supervision training, i.e., increase and application of skills learned; count the number of adaptations made, if any, and their outcomes; obtain written approval from the SOC and HT Program Managers prior to implementation of data collection instruments | Data collection instruments                     | Within 3 weeks from the issuance of the NTP |
| d. Present supervision and coaching plan         | Conduct at least one face-to-face or zoom meeting with SOC and HT Program Managers and staff to provide a presentation of the supervision and coaching plan<br><br>The SOC and HT Program Managers may request for revisions in order to adequately and completely meet the delineated required components.  | Supervision and Coaching plan and/or PowerPoint | Within 4 weeks from the issuance of the NTP |
| e. Submit supervision                            | Submit electronic and  | Supervision and                                 | Within 4 weeks from                         |

|                                |  |  |                         |
|--------------------------------|--|--|-------------------------|
| and coaching plan for approval | <p>hard copies of the assessment plan to the SOC and HT Program Managers for approval</p> <p>The supervision and coaching plan must be signed by the SOC and HT Program Managers and CGC Director prior to implementation.</p> | Coaching plan (signed by SOC and HT Program Managers and CGC Director) | the issuance of the NTP |
|--------------------------------|--|--|-------------------------|

| <b>Activity 2: Implementation of supervision and coaching plan</b> |  |                               |  |
|--|--|-------------------------------|--|
| <b>Task(s)</b>   | <b>Task Description</b>  | <b>Deliverable(s)</b>         | <b>Timeline</b>  |
| a. Implement supervision and coaching plan                         | Implement all components of the coaching and supervision plan consistent with the approved timeline  | Supervision and coaching plan | Upon approval of supervision and coaching plan, Continuous (until March 1, 2022) |
| b. Progress reporting  | <p>Submit electronic and hard copies of written progress reports and conduct oral presentation of the progress report to the SOC and HT Program Manager every four weeks upon the commencement of the supervision and coaching; written progress reports should clearly state the following:</p> <p>(1) Activities/tasks completed/progress made<br/> (2) Challenges encountered<br/> (3) Activities/tasks pending<br/> (4) Any request for changes in the supervision and coaching plan</p> | Progress reports              | Every 4 weeks from approval of supervision and coaching plan                     |

**Activity 3: Submission of formal supervision and coaching close-out report**

| Task(s)   | Task Description  | Deliverable(s)                                    | Timeline          |
|---|---|---|-------------------|
| a. Develop and submit a formal written close-out report | <p>Develop and submit a formal written report of the supervision and coaching to include, but not be limited to, the following required components:</p> <ul style="list-style-type: none"> <li>(1) Cover Page (to include a signature from an authorized representative from the service provider organization)</li> <li>(2) Table of Contents</li> <li>(3) Executive Summary</li> <li>(4) Method (and tools) of Data Collection</li> <li>(5) Method (and tools) of Data Analysis</li> <li>(6) Findings (including progress/challenges/limitations)</li> <li>(7) Recommendations</li> <li>(8) Conclusion</li> </ul> <p>Electronic and hard copy versions of the formal written report must be submitted to the SOC and HT Program Managers.</p> | Written supervision and coaching close-out report | By March 30, 2022 |
| d. Debriefing meeting                                   | Conduct a face-to-face or zoom meeting with SOC and HT Program Managers, staff, and other identified individuals to discuss contents of the close-out report  | Meeting notes                                     | By March 30, 2022 |



**Activity 4: Provide continued training and technical assistance for Wraparound staff on the implementation of the Wraparound process**

| Task(s)  | Task Description  | Deliverable(s)  | Timeline  |
|--|---|---|---|
| a. Develop a training plan for Wraparound staff for continued professional development | <p>Develop a Wraparound training plan that includes the following:</p> <ul style="list-style-type: none"> <li>(1) Training name/area of focus</li> <li>(2) Technical assistance for fidelity of implementation</li> <li>(3) Intended outcome of training</li> <li>(4) Duration of training</li> <li>(5) Mode of training</li> <li>(6) Target audience</li> </ul> <p>Submit electronic and hard copies of the assessment plan to the SOC and HT Program Managers for approval.</p> <p>The Wraparound training plan must be signed by the SOC and HT Program Managers and CGC Director prior to implementation.</p> | Wraparound training plan  | Within 6 weeks from the issuance of the NTP                                 |
| b. Implement the Wraparound training plan  | Implement all components of the coaching and supervision plan consistent with the approved timeline; utilize data collection instruments to measure outcomes (Refer to 1c)  | <p>Wraparound training plan</p> <p>Performance evaluations of wraparound coordinators implementing services</p> | Upon approval of Wraparound training plan, Continuous (until March 1, 2022) |
| c. Progress reporting  | Submit electronic and hard copies of written progress reports and conduct oral presentation of the progress report to the SOC and HT Program Manager every four   | Progress reports  | Every 4 weeks from approval of supervision and coaching plan                |

|                       |  |               |                   |
|-----------------------|--|---------------|-------------------|
|                       | <p>weeks upon the commencement of the Wraparound training; written progress reports should clearly state the following:</p> <ol style="list-style-type: none"> <li>(1) Activities/tasks completed/progress made</li> <li>(2) Challenges encountered</li> <li>(3) Activities/tasks pending</li> <li>(4) Any request for changes in the supervision and coaching plan</li> </ol> |               |                   |
| d. Debriefing meeting | <p>Conduct a face-to-face or zoom meeting with SOC and HT Program Managers, staff, and other identified individuals to discuss contents of the close-out report</p>  | Meeting notes | By March 30, 2022 |

Any changes or revisions to any part of approved documents must be clearly noted on a separate revised version of the original documents (Revision #2, etc.). Any changes or revisions to any part of approved documents must be approved in writing by the SOC and HT Program Managers and the CGC Director.

The service provider must clearly delineate the costs for each of the respective project phases. All costs for any required travel and service-delivery related expenses must be included in the budget.

The components utilized or produced from the assessment will remain the sole property of CHCC. CHCC reserves the right to publish or utilize the written report or any other component of the assessment for the benefit of the corporation's programs and services. The service provider may not utilize any components of the assessment process and results without the written approval of the CHCC Chief Executive Officer.

**Government Furnished Products:**

The CHCC-CGC SOC and HT programs will provide access to electronic and hard copy data collection instruments and reports, program service delivery documents, grant proposal and award documents, and other documents necessary to adequately respond to the required assessment and wraparound model design development areas. The CHCC-CGC SOC and HT programs will assist with the coordination of necessary interviews and/or meetings with appropriate staff and stakeholders. In order to adhere to CHCC/CGC client confidentiality policies and procedures, the service provider will be required to sign all relevant confidentiality forms and agreements and agree to abide by all federal and local confidentiality policies and procedures.

## **V. INFORMATION AND FORMAT REQUIRED IN THE PROPOSAL**

All proposals must be submitted to the CHCC Procurement Office and must include all items listed below. Incomplete proposals may not be considered.

Brief history and description of the company (including the date the company was founded and date of operation)

1. Overall service plan and approach to project, including estimated timeline for completion, and itemized furnishing costs
2. Proposed fee for the scope of work (refer to Section IV)
3. List of a minimum of three (3) references (arrange references from most recent projects)
4. The name of the authorized personnel to negotiate the proposal and contract (should also be the contact personnel).
5. Copy of current business license valid in the CNMI, 50 United States, or other US territories
6. Proof of professional liability insurance of at least \$100,000.00
7. Copy of Valid Business License and Tax Identification # (W-9) Form **upon award of the contract**
8. Copy of Company's Financial Statement
9. Other information that may be helpful to the evaluation team

CHCC reserves the right to request for additional information or documents that it may consider necessary and relevant to assist it in evaluating a proposal.

## **VI. GENERAL AND ADMINISTRATIVE INFORMATION**

### **a. Budget Planning Guide**

Approved travel expenses will be reimbursed at the local CNMI government rates:

- \$175.00 per diem inclusive of taxes, accommodations, and meals
- \$70.00 a day for car rental
- \$3,000.00 flight cost ceiling to and from the CNMI
- \$90.00 flight cost ceiling between Saipan and Tinian

### **b. Posting of Proposal**

Interested parties can download this *Request for Proposal RFP21-CHCC/CGC-HIT-SOC-002-PROFESSIONAL SERVICES* from the CHCC website [[www.chcc.gov.mp](http://www.chcc.gov.mp)]. Once at the site, navigate to **Request for Proposals (RFP)** tab on the left navigation bar/ Click on the URL for

this RFP. You will be required to enter data to allow us to track all requests for this opportunity.

#### **c. General Provision**

Until the selection process is completed, the content of this proposal will be held in strictest confidence and no details of any proposal will be discussed outside the Evaluation Team created by the Corporation. This RFP does not constitute an offer and does not obligate the Corporation in any way. The Corporation reserves the right to reject any or all proposals for any reason and waive any defect in said proposals, negotiate with any qualified offers, or cancel in part or its entirety of this RFP, if it is in the best interest of the Corporation.

CHCC will enter a contract(s) with the successful service vendor(s) pursuant to the terms of the standard government independent contract. Additional terms and conditions will be attached as exhibits to the standard independent contract.

#### **d. Place, Date, and Time of Submission**

Please email your proposal and all supporting documents to Corazon P. Ada, Director of Procurement and Supply, CHCC Division of Procurement and Supply, at [cora.ada@chcc.health](mailto:cora.ada@chcc.health) , no later than: **10:00AM Chamorro Standard Time (CHST) on August 23<sup>rd</sup>, 2021.**

Proposers may opt to submit out (4) hard copies in addition to the original proposal (5 in total) to the CHCC Division of Procurement and Supply, Lower Base, Saipan.

#### **Please note submission instructions:**

- All submissions must include RFP# and Project title in the email subject.
- All documents must be submitted in Adobe PDF format.
- All pages of your proposal must include the RFP # and Project title in the header, plus, page numbers in the footer.

Failure to follow these instructions will be considered unresponsive and your proposal will not be included for technical evaluation.

#### **e. Cost of Preparation**

All costs incurred by the vendor in preparing a response to this IDIQ and subsequent inquiries shall be borne by the vendor. All proposals and accompanying documentation will become property of CHCC and will not be returned. The Commonwealth Healthcare Corporation

reserves the right to reject any or all bids for any reason and to waive any defects said in bid, if in its sole opinion, to do so would be in the best interest of CHCC.

**f. Questions, clarifications, or inquiries**

Any questions or requests for clarification must be made in writing through email. All emails **MUST** contain the RFP# and Project title in the email subject. Submit questions

➤ **Corazon P. Ada**

**Director, CHCC Division of Procurement and Medical Supply Office**

**Email: cora.ada@chcc.health**

**VII. EVALUATION CRITERIA**

**a. Technical Criteria**

1. Experience in similar or related projects (15%) [refer to items in Section II A through L]
2. Demonstrate understanding and ability to meet requirements under the nature of work (15%)
3. Approach to the project

- Proposal clearly indicates a thorough plan to complete all required activities and tasks under the scope of work (Activity 1: 15%, Activity 2: 15%, Activity 3: 15%, and Activity 4: 15%)
- Proposal demonstrates plan and ability to complete all required activities and tasks under the scope of work in a timely manner (10%)

**b. Cost Criteria**

Price is also a factor for consideration and price will be evaluated in comparison with the overall merit of the proposals. Technical merit is more important than price and the Corporation reserves the right to award the contract other than the lowest priced proposal. As proposals become more equal in technical merit, the importance of price will increase.

**VIII. SUCCESSFUL VENDOR NOTIFICATION PROCESS**

Upon selection, the successful vendor(s) will be advised to negotiate the contract with CHCC. Should the negotiations fail to result in an agreement, CHCC reserves the right to cancel the negotiation and select the next recommended vendor, which in CHCC's opinion, is the most qualified proposer. If the contract is not agreed to with any of the vendors, the RFP will be cancelled and re-advertised.

Approved By: Esther L. Muna Date: 07/19/21

Esther L. Muna  
Chief Executive Officer

Approved By: Corazon P. Ada Date: 7/19/21

Corazon P. Ada  
Director of Procurement & Supply