

REQUEST FOR PROPOSAL

MHMR Services for the Concho Valley

"Working Together to Help People Help Themselves"



Financial Management

Software Services

March 24, 2017

1. Introduction

MHMR Services for the Concho Valley (“The Center”) is a community mental health intellectual developmental disabilities center located in San Angelo, TX. The Center was created in 1966 and is a government entity established by the Texas Health and Safety Code Title 7 Subtitle A Chapter 534 Subchapter A. A Board of Trustees, from the Center’s 7 county area governs the Center. The Center operates under rules and regulations promulgated by the Texas Department of Aging and Disability Services and the Texas Department of State Health Services for the purpose of providing medical, therapeutic, and residential services to persons with mental illness and those persons with intellectual developmental disabilities. The majority of the Center’s funding is provided by the State of Texas, Medicare, Medicaid reimbursements, third party insurance, and grants.

The Center’s Administrative office is located at 1501 West Beauregard, San Angelo, TX 76901.

Mission Statement: Our mission is to offer an array of services and supports which respond to the needs of people with mental illness, intellectual developmental disabilities and autism, enabling them to make choices that result in lives of dignity and increased independence.

2. General Information

The Center reserves the right to modify the general description and scope of services contained in the RFP by notifying potential contractors in writing of any modifications. The Center reserves the right to waive proposal irregularities and exceptions and to enter into a contract or other agreement pursuant to this RFP which, based upon costs and other considerations, maximizes the Center’s service delivery functions and best value.

The Center is wholly committed to equal opportunity for all potential respondents and does not discriminate in its award selection based on race, color, religion, national origin, handicap status, age, or gender.

All proposals become the property of the Center and will not be returned to the respondent.

The Center shall not reimburse potential contractors for any expenses in preparing proposals in response to this request.

Proposals will be opened in a manner that impedes disclosure of the contents to competing bidders and their contents will be kept confidential during the process of negotiation. Except for information that qualifies as confidential information under the Texas Open Records Act, all proposals will be available for public inspection after the awarded contract has been signed. Should any conflict arise between respondent confidentiality requirements and those of the Act, the Act shall govern.

Any information that the respondent deems to be proprietary or otherwise confidential in the text of the proposal should be marked with red brackets or otherwise clearly designated as such. However, respondents are advised that the Center may disclose such proprietary information to appropriate parties if required to do so by applicable Texas open meetings and public record statutes.

If any of the provisions in the RFP conflict with applicable laws, rules, regulations, and/or other codes of professional ethics, the latter shall prevail over the provisions of the RFP.

Unless otherwise specified by the Center, all proposals shall be considered effective for ninety (90) days from the date of receipt by the Center. Upon reception by the Center, all proposals become the property of the Center.

The Center reserves the right to reject all proposals.

The Center will not be responsible for any proposal that is lost in the mail or delivered to the Center by the stated deadline for any reason. No proposal will be accepted after the stated deadline.

All communication with applicants concerning the proposal and award process should be made in writing and sent to the address below or email to:

MHMR Services for the Concho Valley

Attn: John Wyatt

1501 West Beauregard

San Angelo, TX 79071

Email: jwyatt@mhmrcv.org

Respondents who allege that the Center has failed to follow applicable statutes and rules in the procurement process may file a formal written protest.

A protest is limited to the following matters:

- a. Alleged conflict of interests;
- b. Alleged failure of the Center to comply with statute or rule; and
- c. Alleged failure of the local authority to comply with its procurement procedures

A written protest must be received by the Center within ten (10) working days of receipt of written notification to protestor from the Center of the pending award to another Respondent. If the protest is not timely, it will not be considered.

A formal protest must contain:

- (1) A specific identification of the statutory or regulatory provision or procurement procedure that the protested action is alleged to have violated;
- (2) A specific description of each act alleged to have violated the statutory, regulatory, or procurement provision(s);

- (3) A precise statement of the relevant facts necessary for the Center to evaluate the validity of the protest;
- (4) An identification of these issues to be resolved;
- (5) The protestor's arguments in favor of setting aside the award; and
- (6) Any relevant supporting information.

The envelope containing all of the information which supports and explains the protest **MUST BE MARKED "PROTEST" and identify on its cover the protested RFP by its title.** The protest must be mailed or personal delivered to the Executive Director of the Center.

MHMR Services for the Concho Valley
Attn: Gregory J. Rowe
1501 West Beauregard
San Angelo, TX 79071

3. Eligibility Requirements

Preliminary Requirements

The following are preliminary eligibility requirements that the proposing entity must meet in order to be considered as a potential provider of the products or services requested through this RFP. ***Copies of all of the Preliminary Requirements must be included with your proposal response.***

Professional and educational qualifications as required by the State of Texas for professional licensing of all employees and subcontractors of respondent's entity who will render the proposed services.

All licensures, permits, and certifications, as required by the State of Texas, for the responding entity and all employees and subcontractors who will render the proposed services.

Certificates of insurances to include:

- **general liability** insurance in an amount not less than One Million Dollars (\$1,000,000) and **employers' liability** insurance in an amount not less than Five Hundred Thousand Dollars (\$500,000).
- All such insurance shall be secured and maintained with an insurance company, or companies, satisfactory to the Authority and shall **name the Authority as an additional insured.**

W-9 Request for Taxpayer Identification Number and Certification.

Capacity to deliver requested services in a professional and timely manner.

No Conflict of Interest. A respondent, its officers and employees, aspiring to enter into a contractual agreement with the Center by developing and responding to an RFP may not be related within the second degree of consanguinity or affinity to a Center employee or officer participating in the contract management for the contract for which the respondent is submitting a response.

The respondent is not currently held in abeyance or barred from the award of a federal or state contract.

The respondent is not delinquent in a tax owed the state under Chapter 171, Tax Code, pursuant to the Texas Business Corporation Act, Texas Civil Statutes, Article 2.45.

General Requirements

Respondent shall not provide gifts or anything of value nor have any business arrangement with any employee, official, or agent of the Center that might constitute a conflict of interest according to the State and Local Government Codes, as well as Center policies and procedures.

The respondent agrees that any individual or group selected to provide designated services, including any and all of its employees, is subject to approval by the Center. Proposing entity will hold Center harmless from any claim or liability arising from the neglectful acts, or any other acts, of the selected individuals the respondent delegates or assigns service provisions under contract.

If selected as contractor, respondent agrees to provide services in accordance with all current and future federal, State, and Center laws, rules, regulations, and procedures, including:

Title VI of the Civil Rights Act of 1964;

Section 504 of the Rehabilitation Act of 1973;

the Americans with Disabilities Act of 1990 (ADA); and

the Age Discrimination in Employment Act of 1967;

Respondent agrees to obtain at its own expense, and prior to the commencement of services, such permits and/or licenses that are required by local or State laws and regulations.

All work and materials pursuant to this RFP must be performed in a professional manner consistent with or exceeding the industry's usual and customary standards of quality. Such standards shall apply to the dress, language, and behavior of respondent's jobsite personnel.

The Center reserves the right to inspect the progress and quality of the respondent's facilities where contracted services are provided, and associated performance standards to identify any defects in performance. Such defects, when brought to the attention of respondent, shall be cured by respondent to the Center's satisfaction.

Respondent further agrees to perform services with decorum and in a manner designed to assist the Center in the efficient management of its resources.

Respondent agrees to interact with Center staff in a cooperative manner.

4. Required Content and Format of Proposals

Note: All requirements may not be included in this section. **The respondent is cautioned to read the RFP in its entirety to determine all requirements.** The Center reserves the right to reject a proposal that does not contain all information required by this RFP.

Identification. Each proposal page must contain the name of the proposing entity.

Cover Page. This page must state the RFP subject – **RFP Non-Profit Financial Management System**, business name and type of business, the respondent's name, title, address, telephone number, fax number and the date of the proposal submission. If the contact person responsible for answering technical and contractual questions in respect to this proposal is different than the respondent, then include this individual's name, title, telephone number and fax number.

Letter. Submit a signed letter briefly addressing the respondent's understanding of the work to be done, the commitment to do the work requested in the RFP, and a statement explaining why the respondent believes it is best qualified to provide the requested service.

Detailed Proposal. The detailed proposal must address respondent's ability to provide the equipment and services specified in or otherwise required to comply with RFP specifications. Proposals must **address each and every specification** contained in the RFP.

Bid Summary Sheet. Attach a Bid Summary Sheet to include the Total Bid Price for the provision of services. (All of respondent's costs associated with the provision of equipment and services must be included in the Total Bid Price. Be sure to include: Modules included, Recurring fees, One-time costs [inclusive of license, implementation, migration, and training], Training, Support, Connectivity.)

Signature. The proposal must be signed by a person or officer who is authorized to submit such proposal on behalf of the responding entity.

Balance Sheet. Respondent's submitted proposal must include evidence of financial solvency by way of a current Balance Sheet for the respondent's business entity.

Documentation Compliance. Respondent must submit, with its proposal, proof of insurance in the form of a Certificate of Insurance or letter from respondent's insurance provider (not policies), tax document(s) and copies of credentials as specified in the Eligibility Requirements section.

5. Procedures for Submission of Proposals

All of the requirements set forth in this RFP must be addressed fully and completely in order for the proposal to be considered.

Unless otherwise specified, neither telegraphic, facsimile, nor telephone proposals will be accepted. Proposals may be mailed via US mail service, or hand delivered by a respondent's representative or paid courier to the Front Lobby Receptionist at the address in below.

Proposals must be submitted in a sealed envelope clearly marked on the outside **"Sealed Proposal for Financial Management Software Services -- DO NOT OPEN."**

Any changes to a proposal must be made by the respondent in writing and must be received by the Center prior to the original due date and time of the proposal.

SCHEDULE OF EVENTS:

- A. Issuance of RFP.....March 24, 2017
- B. Deadline for Questions.....12pm on April 3, 2017
- C. Deadline for Final Response to Questions.....2pm on April 14, 2017
- D. **Deadline for Proposal**.....2pm on April 28, 2017
- E. Product Demonstrations/Contract Negotiations..... May 8-26, 2017
- F. Recommendation and Acceptance by BODJune 22, 2017
- G. Anticipated Contract Begin Date.....July 3, 2017

DEADLINE. To be considered, an original and four (4) copies of the proposal must be received by the Center at the address below by **2:00 p.m. on March 10, 2017.**

MHMR Services for the Concho Valley

Attn: John Wyatt

1501 West Beauregard

San Angelo, TX 79071

6. Scoring and Evaluation

Contracts are awarded based on *best value* considerations, which includes all aspects and areas of service delivery and cost, but award will not necessarily be based on the lowest bidder.

All proposals received by the RFP submission deadline will be evaluated and scored by an RFP committee according to criteria cited, and each aspect of service delivery as presented by the respondent.

The Center may validate any information in a proposal by using outside sources or materials.

Proposals that best meet RFP requirements and scoring criteria may be invited to interview with the RFP committee for further evaluation.

The proposing entity who will be awarded the contract will be contacted either by phone or US mail, e-mail, or all three.

Each respondent who is not selected will be given such written notice within thirty (30) days of the evaluation process.

7. Description of Requested Services

7.1 Executive Summary

Include an executive summary with your understanding of the project and an overview of your solution.

7.2 Vendor Questionnaire

Supply an audited copy of your Financial Statement and/or Annual Report for the most recent two years.

Supply a brief statement of your company's background, organizational structure, size, evolution of product line and scope of services.

Supply any comments concerning features which you feel distinguish your system from that of other vendors.

Define in detail, the availability and cost of on-going support for your system, once installed.

- How many technical support employees does the vendor have?
- What are the hours of support (spanning time zones from EST to western Alaska)
- Is telephone support provided?
- Is on-line support provided?
- Is a web site available?
- Define pricing structure for customer support

How frequently are enhancements and fixes distributed?

Is there a user group for this package?

7.3 Technical Questionnaire

Describe the hardware requirements for your software package.

Describe the solution software platform (Oracle, SQL, other...).

Describe your system integration capabilities

Does the system come with a report writer?

Describe system controls used to insure data integrity.

Describe the type of audit trails used by the system.

Describe the system access security.

7.4 Software Questionnaire

Complete the software questionnaire provided in section 8.

7.5 Implementation Approach

Provide a description of your implementation approach.

7.6 Training

Provide a description of your training offerings, including class listing and description, course schedules, and locations.

7.7 Maintenance and Support

Describe your maintenance and support plans.

7.8 Cost Questionnaire

Identify duration of cost, e.g. one-time, monthly or annual. Complete cost itemizations, and subtotals and totals for each category, must be provided for all hardware, software, and ancillary services, including but not limited to:

- Software
- Implementation
- Conversion
- Documentation
- Training
- Annual Operating Expense
- Additional Support Services