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BUDGET & MANAGEMENT

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**Amendment #6 to Request for Proposals (RFP)
DPSCS Inmate Mental Health Care Services
Solicitation No. Q001002014
March 9, 2012**

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who have responded to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (ex. **new language**) and language deleted has been marked with a strikeout (ex. ~~language deleted~~).

1. Revise Section 3.3.1.1.1 (**Billing**) and add Section **3.3.1.1.2**, as follows:

3.3.1.1.1 ~~By the 10th of each~~ **last day of the following** month the Contractor shall submit a report to the DPSCS Contract Manager in the form and format as required that summarizes the Mental Health Professional position hours required versus the actual Mental Health Professional position hours provided during the preceding month. (See § 3.6.1.2 and §3.11.1) This report will be used by the Department to calculate any liquidated damages due the Department for the preceding month.

3.3.1.1.2 **By the 10th of each month, the Contractor shall ensure its web-based staff scheduling software is updated to reflect all current required Mental Health Professional position vacancies (i.e., vacancies existing as of the first day of that month) for the Department's Director of Mental Health Services to review.**

2. Revise Section 3.6 (Contractor Staffing and Management) to add Section 3.6.5 and all subsections, as follows:

3.6.5 **Although it is recognized by DPSCS that the recruitment and retention of qualified staff helps the Contractor fulfill its obligations under the Contract, DPSCS and Inmates also benefit from the stability of the Contractor's workforce. Accordingly, the Contractor should take all reasonable actions to minimize both the number and duration of Staff vacancies. To this end the**

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Contractor should try to hold annual Staff turnover to less than 10% (See § 4.4 Tab D, #8[A]).

3.6.5.1 Among the important means to achieve a stable workforce is the payment of adequate salaries and wages, along with attractive employee benefits. To help assure the adequacy of wages, salaries and benefits, in § 4.4 Tab D, #6[E] and § 4.4 Tab D, #8, Offerors' are to identify minimum Staff payment rates (wages and salaries) and other means of recruiting and retaining Staff, which shall include the benefits available to its personnel. The payment rates and benefits listed in response to § 4.4 Tab D, #6[E] and § 4.4 Tab D, #8 will be among the factors evaluated among Offerors to help determine the Offeror selected for Contract award. However, in no instance may the minimum payment rate to Staff be less than permitted under the State's Living Wage law as described in § 1.29 and Attachment K.

3.6.5.2 No more than 30 days after the Go Live Date (See § 1.4.3) of the Contract the Contractor shall submit an affidavit to the DPSCS Contract Manager certifying that the wages and salaries being paid to all Staff are at least the level of the payment rates per position contained in its response to § 4.4 Tab D, #6[E] and § 4.4 Tab D, #8. In addition, also no more than 30 days after the Go Live Date, the Contractor shall submit to the DPSCS Contract Manager signed statements from no less than 10% of its Staff in each different type of employed position (e.g. Psychiatrist, Mental Health NP, Psychologist, Psychiatric Nurse, Psychiatric Physician Assistant, RN, LPN, Licensed Mental Health Counselor, clerks, etc.), including subcontractor Staff, that the Staff are receiving at least the payment rate for his/her position as was contained in the Contractor's response to § 4.4 Tab D, #6[E] and § 4.4 Tab D, #8. In instances when there are fewer than ten Staff occupying a given position, a signed statement shall be submitted for at least one person occupying that position.

3.6.5.2.1 These signed statements shall identify the:

- **Name Of The Person Making The Statement;**
- **Position Title Occupied By This Person;**
- **Person's Assigned Work Location;**
- **Minimum Payment Rate For The Position As Per The Response To § 4.4 Tab D, #6[E] and § 4.4 Tab D, #8;**
- **Signature Of The Person; And**
- **Date of the signature, which cannot be earlier than the Go Live Date, nor later then 30 days after the Go Live Date.**

3.6.5.3 No more than 30 days after the start of the 2nd, 3rd, 4th and 5th Contract years the same affidavit for all Staff and certifications of at least 10% of Staff as described in § 3.6.5.2 shall be submitted to the DPSCS Contract Manager. Each Contract year the submitted Staff certifications shall be from different persons than have been submitted previously, unless there are too few persons occupying a given position for this to occur, in which

case the certification may be submitted from a person who has previously submitted one.

3.6.5.4 If it is determined that any Contractor staff are receiving less than the payment rate contained in the Contractor's response to § 4.4 Tab D, #6[E] and § 4.4 Tab D, #8, the Contractor must immediately adjust the payment rate for such Staff to the rate contained in the Contractor's response to § 4.4 Tab D, #6[E] and § 4.4 Tab D, #8, and make restitution to each such Staff for the difference between the person's actual payment rate and the rate contained in the Contractor's response to § 4.4 Tab D, #6[E] and § 4.4 Tab D, #8, plus 5% of this difference as a liquidated damage.

3. Revise Section 3.6.3.1 (Contractor Staffing and Management), as follows:

3.6.3.1 The Contractor shall have a Statewide Mental Health Director and Statewide DON, which shall be separate and distinct from the Contractor's Contract Manager (See 1.2.19). **The Statewide Mental Health Director must be a physician (MD) licensed in Maryland and be Board certified in Psychiatry. The Statewide DON must be a master's level Nurse (RN) registered and licensed in Maryland.** Facility Mental Health staff, including Mental Health Professionals, shall report to a Contractor Regional Mental Health Director who in turn shall report to the Contractor Statewide Mental Health Director. Mental Health nurses shall report to a Contractor Statewide DON. Similarly, Healthcare Professionals and other Staff, clerks and schedulers, necessary to perform daily functions of Inmate mental health care and mental health problem prevention, shall report to the Contractor's Regional Mental Health Director and/or Regional DON, or nursing supervisor, as appropriate, who in turn shall report to the Contractor Statewide Mental Health Director for all clinical related activities. The management structure indicated on the organization chart shall constitute a critical component of the staffing pattern for which the Contractor is obligated. (See Attachment O).

4. Revise Section 3.7 (Contractor Higher Level Staff Hiring Process) to add Section 3.7.1.2, as follows:

3.7.1.2 As per § 3.6.3.1, any person offered as the Statewide Mental Health Director, must be a physician (MD) licensed in Maryland and the Statewide Nursing Director must have at least a Master's Degree. Any person offered as a Regional Mental Health Director must be a Psychologist (Ph.D) or higher. Any Regional Nursing Director must have at least a Bachelor's Degree. However, individuals meeting these required educational levels still may not be accepted for a given offered position.

5. Revise Section 4.4 Tab D (Volume I – Technical Proposal/Offeror Technical Response to RFP Requirements) Items #6 (E) and #8, as follows:

Item #6 (E): In addition to the staffing plan the Offeror shall also identify all other personnel to be employed on a full or part time basis under this Contract, but located Off-site. For any Off-site position, it shall be described whether the position will primarily

or exclusively work at a specific work-site, and/or shift, or whether the position will have a Department wide focus. **As required by § 3.6.5, the minimum hourly pay rate shall be included. In no instance may the minimum payment rate to Staff be less than permitted under the State's Living Wage law as described in § 1.29 and Attachment K.**

Item #8: Provide a written plan of active and ongoing recruitment and retention of personnel at all levels, **including, as required by § 3.6.5, the minimum** hourly rate expected to be paid by position as entered in the staffing plan chart required in § 4.4 Tab D 6 B that shall be prepared in the same format as Attachment O, any incentives provided for this purpose and any other strategies for recruitment and retention (Sections 3.6 & 3.7).

A. Staff payment rates, **employee benefits**, incentives and any and all other means for recruitment and retention of qualified Staff shall be undertaken by the Offeror to achieve a less than 10% annual composite Staff turnover rate.

B. Acknowledge the Department's role in the hiring process of Higher Level Staff. (See § 3.7)

C. In no instance may the minimum payment rate to Staff described above in §4.4, Tab D, #8 be less than permitted under the State's Living Wage law, as described in §1.29 and Attachment K.

6. Revise Section 3.24.2

All new admissions within twenty four (24) hours of entering any DPSCS facility from the community or another correctional system, whether as a new admission, a parole/probation violator or an escapee, shall receive a suicide/homicide risk assessment screening by a Mental Health Professional. ~~The assessment screening shall also be entered into the Inmate's EHR within twenty four (24) hours after an assessment is completed.~~ **The Assessment must Immediately be entered into the Inmate's EHR.**

7. Revise Section 3.24.3

A Mental Health Seven (7) Day Intake Exam shall be conducted by a Mental Health Professional for all Inmates, including parole violators and escapees, within seven (7) days of the Inmate's entrance into any DPSCS facility from any source. ~~The Seven (7) Day Intake Exam shall be entered into the Inmate's EHR within twenty four (24) hours after the Intake Exam is completed.~~ **The Seven (7) Day Intake Exam must Immediately be entered into the Inmate's EHR.**

8. Revise Section 3.2 (General Provisions and Other Requirements) to add Section 3.2.16, as follows:

3.2.16 The Contractor shall at all times perform under the Contract in full compliance with the requirements of State and DPSCS guidelines concerning the security of DPSCS information technology (IT) hardware, software, mid-ware, systems, databases, etc. State IT security guidelines can be found on the website <http://doit.maryland.gov/policies/Pages/default.aspx>.

Offerors are to acknowledge receipt of this amendment by providing a signed document to the Procurement Officer at the address provided in RFP Section 1.5 by March 16, 2012 by 2:00PM, stating that this Amendment # 6 has been received and reviewed by the Offeror. Failure to acknowledge receipt of an amendment does not relieve the Offeror from complying with all terms of any such amendment.

Issued and authorized by

<signed>
Patti Tracey
Procurement Officer