

COASTAL PLAINS COMMUNITY MHMR CENTER
200 Marriott Drive, P.O. Box 1336
Portland, TX 78374
(361) 777-3991

REQUEST FOR PROPOSAL
for
TEMPORARY SERVICES

Issue Date: February 5, 2010

Coastal Plains Community Mental Health Mental Retardation Center is seeking proposals for Temporary Services. Coastal Plains is seeking quotes from all Temporary Employment Agencies.

Copies of these specifications and further information may be obtained from Coastal Plains Community MHMR.

Mark Durand
Deputy Executive Director
200 Marriott Drive
Portland, TX 78374
Ph: 361-777-3991
Fax: 361-777-2940
Email: mdurand@cpmhmrc.org

Proposals shall be in strict accordance with this RFP. For the purpose of this RFP, the following documents are applicable:

- Instructions to Proposers
- Proposal Schedule
- Cover Letter
- Description of Proposer's company, affiliates, credentials and necessary certifications
- Cost Proposal to include a description of temporary services quoted

To be considered responsive proposers must submit a cover letter, a company description, and a cost proposal, to include proposed services, prior to the closing time and date of the RFP. Failure to provide this information within the required timeframes will deem the RFP as non-responsive. Sealed proposals will be received at Coastal Plains Community MHMR Center, Attn: Mark Durand, 200 Marriott Drive, Portland, TX 78374 until 3pm, Friday, February 19, 2010.

INSTRUCTIONS TO PROPOSERS

A. GENERAL INFORMATION

Coastal Plains Community MHMR Center provides mental health and mental retardation services to nine south Texas counties, which include Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak and San Patricio. The Center is a political subdivision of the State of Texas and is governed by a Board of Trustees that represent the nine counties in the service area. The Center complies with state procurement procedures, which stipulate the RFP procurement methodology. Additionally, all Center staffing, to include temporary associates, must conform with the following:

Proposers will agree to have the following Pre-Employment screens:

- Criminal History Check – CPMHMR responsibility
- Drug Substance Test – Proposers responsibility
- CANRS (Client Abuse and Neglect Reporting System) – CPMHMR responsibility
- Drivers License Check – Proposer responsibility
- Employee Misconduct – CPMHMR responsibility
- TB Test (Direct Care Staff) – Proposer responsibility

1. Introductions and Scope

Coastal Plains Community MHMR Center, hereinafter referred to as “CPMHMR”, is seeking proposals for Temporary Services.

The contents of the proposal shall include the following at a minimum:

- Cover letter / Introductory letter
- Informational literature
- Services proposed
- Cost / Bid information

2. Schedule

Proposals shall be governed by the following schedule:

Posting of Request for Proposal: February 5, 2010

Proposal Due Date: February 19, 2010 at 3:00 p.m.

3. Period of Performance

- a. CPMHMR would prefer a one-year agreement tentatively scheduled to begin on March 1, 2010 to the end of the fiscal year, August 31, 2010. CPMHMR reserves the

right to extend the agreement for an additional year, if there is no significant change in costs or services by the provider. Renewal will be at the sole discretion of the Contract Manager and Executive Director.

- b. A minimum of a ninety (90)-calendar day notice must be provided to CPMHMR concerning any subsequent adjustment of premium rates, fees, or benefits for review prior to acceptance by CPMHMR.

B. PROPOSAL CONTENTS AND FORMAT

To enhance comparability, proposal elements must be addressed in the informational sequence noted below. The proposal shall be brief and straightforward. Please submit one (1) signed original and two (2) copies in a sealed envelope.

1. Cover Letter / Introductory Letter

Include appropriate introductory and contact information, including the name of the firm's principal liaison and the account manager to be assigned to the Center's business. The individual to be named in the cover letter should be the person that can be most responsive to any information inquires made by the Center. This individual will also serve as contact person for the proposer, should clarification of the RFP be required.

2. Informational Literature

The Proposer shall provide informational literature, which gives an overview to company and services. Typically, prepackaged "slicks" which are provided at first contact to prospective clients, will suffice. At a minimum these documents must provide:

- Information regarding parent company and affiliates
- Information regarding ownership
- Information regarding local management
- Information regarding experience providing services requested
- Credentials and required insurance certifications
- References to include one current customer (with similarity to CPMHMR)

3. Cost Proposal

Proposer must submit one signed original of the attached cost proposal that will be submitted in a sealed envelope.

a. Temporary Staffing and Pooled Staff

Proposer will compensate temporary staff at an hourly rate, which is commensurate with the hourly rate provided to Center staff. The temporary employment agency will quote an administrative fee expressed as a percentage. This fee may vary for each position offered.

EXAMPLE: \$10.00 per hour for secretary at proposer's rate of 1.5 percent = \$15.00 per hour per employee charged to the Center.

b. Temp-to-Hire

Proposer will bid a cost for temp-to-hire services, which includes recruitment, advertisement, etc. This fee may be expressed as a flat rate, hourly percent (as in the above example) or satisfaction of a minimum number of hours worked as associate.

c. Scope of Bid

Respondents may bid on all or part of this proposal depending on the particular expertise of the bidder's agency.

EXAMPLE: Respondent may bid on support staff, such as clerical and accounting staff without providing bid for direct care providers.

FAILURE TO COMPLETE AND RETURN ITEMS ABOVE MAY BE CAUSE FOR REJECTION OF THIS PROPOSAL AS NON-RESPONSIVE.

C. TO OBTAIN A REQUEST FOR PROPOSAL (RFP)

The RFP may be obtained by contacting Mark Durand at Coastal Plains Community MHMR at the following location beginning February 5, 2010, between the hours of 8:30 a.m. and 4:30 p.m. An electronic version (Email) may be obtained by request at (mdurand@cpmhmr.org).

Coastal Plains Community MHMR
Attn: Mark Durand
200 Marriott Drive
Portland, TX 78374
(361) 777-3991

a. Late Submissions

All proposals are due by the posting end date, which is February 19, 2010 at 3:00 p.m. Proposals received after the proposal due date will be deemed as non-responsive and will be returned unopened.

b. Proposal Preparation

Only signed, written proposals specifically accepting responsibility for meeting the objectives and requirements specified in this RFP will be considered.

The cover letter must bear the signature of a person duly authorized to legally commit for the Proposer.

All costs for proposal preparation will be borne by the Proposer.

c. Proposal Withdrawal

Proposals may be withdrawn either personally or by written request prior to the closing time for receipt of proposals. Thereafter, all proposals shall remain open and valid for a period of ninety- (90) calendar days.

• **CPMHMR Reservation of Rights**

- a. CPMHMR reserves the right to reject any or all proposals, or any part thereof, received by reason of this request. In any event, no contract is implied merely by submission of a proposal.
- b. CPMHMR reserves the right to retain all proposals submitted. The selection or rejection of a proposal does not affect this right.
- c. CPMHMR reserves the right to negotiate a contract with the Proposer having the best proposal as determined by CPMHMR. CPMHMR additionally reserves the right to suspend negotiations with the first Proposer should it not progress in a manner satisfactory to CPMHMR and commence negotiations with the next best-rated Proposer.
- d. CPMHMR reserves the right to select one or more offerer to provide full coverage of staffing needs.
- e. CPMHMR reserves the rights to select a provider based on determination of best value. While cost / bid are significant factors, other issues (i.e. experience, scope of bid, etc.) will also be considered.

• **Release of Information**

Information submitted in response to this RFP shall not be released by CPMHMR during the proposal evaluation process. Proposers are advised that CPMHMR may be required to release proposal information, other than trade secrets, after contract award.

• **Request for Additional Information**

Proposers may request additional information to assist in the preparation of the Request for Proposal up to ten working days prior to the proposal due date. Information will be provided within state guidelines to all proposals. Proposers are responsible for obtaining this information at the same address and hours listed in c.1.

D. COMPETENCY OF PROPOSERS

Pre-award inspection of the Proposer's facility may be made prior to the award of the contract. Proposals will be considered only from firms that are regularly engaged and licensed in the business of providing the goods and/or services described in this RFP for at

least three years; and have sufficient financial support, equipment, and organization to ensure that they can satisfactorily execute the services if awarded a contract under the terms and conditions herein stated. The term's "equipment" and "organization" as used herein shall be construed to mean a fully equipped and well-established company in line with the best business practices in the industry as determined by CPMHMR. In making the award, CPMHMR may consider any evidence available to it of the financial, technical, and other qualifications and abilities of a Proposer, including past performance (experience) with CPMHMR and other similar customers. A record of nonperformance or poor performance may disqualify a Proposer from the award.

E. POSITIONS TO STAFF

Proposers will submit a proposal for the provision of temporary associate staffing in one or more of the following areas:

1. Direct Service Providers (HST, LVN, CMA)

- a. **Human Service Tech** – These individuals are non-degreed staff who works directly with clients to provide training and supervision of daily living activities. Generally, these persons work in a specific Program or Strategy of services, which dictates their assigned duties. Brief descriptions follow:
 - **Summer Program Staff** – The Center operates summer programs for both MR and MS clients (funding permitting). Staff working in these programs transports consumers from home to the program site. More detailed descriptions of each program are provided as **Attachment #1 MH Summer Program** and **Attachment #2 MR Summer Program**.
 - **Respite Services** – The Center operates a respite home in Kingsville, which provides clients, and families in the MR program opportunity for brief residential placements. Clients schedule respite in advance to provide families opportunities to conduct personal business. Staff supervise the consumer at the house provide caregiver services (cooking, supervision, etc.). The average length of stay is approximately four (4) days. The Center currently utilizes contracted workers for this service, but would like to convert these individuals to a pool of PRN staff provided by the temporary agency. Staff may also provide respite at the client's home when requested.
- b. **LVN** – Are designed to ensure the effective and efficient delivery of nursing services to consumers of Coastal Plains Community MHMR Services. LVN is responsible for completing health assessments, providing nursing care and treatment, and monitoring the health of consumers.
- f. **CMA** – Task range from organizing medical records and directly measuring vital signs and patient status. Working directly with nurses and doctors, they will often

collect specimens for laboratory research, as well as ensuring proper condition of medical materials. Another capacity of medical assistants is in interfacing with patients to discuss prescriptions as well as dietary restrictions.

2. Clerical/Administrative Support

- b. **Receptionist** – Work involves placing, answering, and transferring local and long distance calls, crisis calls, taking messages and performing related dispatch duties and/or clerical/secretarial task.
- c. **Secretary II** – Performs routine secretarial tasks with limited latitude for decision making in carrying out routine phases of work, which includes receptionist/phone coverage, tabulating reports, editing and typing various types of documents.
- d. **Medical Records Clerk** – Provides services to the Center and support for the Service Coordinator/Professional Staff. Duties include but are not limited to secretarial duties, establishing and maintaining records, providing assistance to service coordinators for coordination of ISP/PDP, typing, filing, copying and assistance with organizing and scheduling needed activities.

3. Accounting Personnel

- a. **Accounts Payable** – Performs all processes related to accounts payable including but not limited to invoicing for payment, account reconciliation, general ledger entries, payment research and tracking, payment mailing and data entry functions. Also responsible for receiving of mail in regard to cash receipts for the facility, entering in cash journal, and preparing deposits.
 - b. **Timekeeper/Payroll Specialist** – Prepares and inputs payroll information to include processing of employee timesheets. Ensures employee time data is accurately tracked and reflected on timesheets. Generates paychecks, maintains payroll files, generates payroll reports and responds to requests for payroll information. Prepares documentation of payroll related expenses including payroll deductions. Analyzes payroll accounts.
- 4. Case Managers** – Responsible for providing rehabilitation and support services, to consumers. Nature of work requires frequent in-person, long-term contact with individuals, family members, and service providers. Job requires an automobile, extensive travel, and flexible hours to provide services. Case Managers must have a Bachelors degree from an accredited college or university with a major in social, behavioral health or human services.

QUALIFICTIONS/GENERAL INFORMATION

1. Provide the following information for the marketing/service representative who will be your primary liaison with CPMHMR (attach resume).

Name: _____

Title: _____

Address: _____

Phone Number: _____

2. Identify the account executive that will handle the CPMHMR account. (Attach resume).

Name: _____

Title: _____

3. How will billing and payment reconciliations be handled (and where)?

Name _____

Title _____

4. Provide a statement regarding ability to recruit at all CPMHMR locations.
5. Provide a list of other customers to include a contact for reference.
6. Please provide any other information which would affect the decision of best value.

SUBSIDIARIES

Coastal Plains Community MHMR Center
200 Marriott Drive
PO Box 1336
Portland, TX 78374
(361) 777-3991

Alice MHMR Clinic
614 W. Front Street
Alice, TX 78332
(361) 664-9587

Beeville MHMR Clinic
2808 Industrial Loop
Beeville, TX 78102
(361) 358-8000

Falfurrias MHMR Clinic
101 W. Potts
Falfurrias, TX 78355
(361) 325-9776

Aransas Pass MR Center
1010 S. Commercial
Aransas Pass, TX 78336
(361) 758-4043

Kingsville MR Center
924 ½ E. Fordyce
Kingsville, TX 78364
(361) 516-1067

Kingsville MH Clinic
914 E. Fordyce
Kingsville, TX 78364
(361) 592-6481

Rockport MH Clinic
620 E. Concho
Rockport, TX 78382
(361) 727-0988

Taft MHMR Clinic
201 Roots Avenue
Taft, TX 78390
(361) 528-4516