

California Mental Health Services Authority (CalMHSA)

Request for Proposals (RFP)

Medi-Cal Peer Support Specialist 80-Hour Training Providers

Medi-Cal Peer Support Specialist Certification Program

Applications due by 5 p.m. (PST) on Dec. 11, 2024

Potential responders must submit proposals only through CalMHSA's e-Procurement Portal at <https://calmhsa.bonfirehub.com/>

The RFP does not constitute a contract or an offer. In addition, any contract awarded because of this RFP is subject to any additional restrictions, limitations, or conditions required by CalMHSA in any manner. CalMHSA reserves the right to make one award, multiple awards, or to reject all proposals, in whole or in part, submitted in response to this RFP.

CalMHSA reserves the right to amend this RFP via written addendum.



1. Request for Proposals (RFP) for Medi-Cal Peer Support Specialist 80-Hour Training Providers Summary

The California Mental Health Services Authority (CalMHSA) is a Joint Powers of Authority – an independent government entity – formed in 2009 by counties and cities throughout the state to focus on collaborative, multi-county projects that improve behavioral health care for all Californians. By pooling resources, forging partnerships, and leveraging technical expertise on behalf of counties, CalMHSA develops strategies and programs with an eye toward transforming community mental health; creates cross-county innovations; and is dedicated to addressing equity to better meet the needs of our most vulnerable populations.

The California Mental Health Services Authority invites **CalMHSA-approved Training Providers who are currently recognized for the 80-Hour Medi-Cal Peer Support Specialist Training** to submit a proposal approved 80-hour training via hybrid training programs in California in January and February 2025. The training will target a total of 1,050 participants. Training programs consists of 40 hours of in-person learning instruction over 5-consecutive days and 40 hours of learning instruction via a virtual platform. Each participant will attend the training free of charge, with training costs covered through a fixed budget.

We seek **CalMHSA-approved Training Providers who are currently recognized for the Medi-Cal Peer Support Specialist Training** with a proven track record of delivering high-quality training, experienced staff, and the capacity to manage multiple cohorts effectively. The selected provider(s) must demonstrate expertise in program design and delivery, strong logistical and technological capabilities, and a commitment to accessibility and equity.

This RFP outlines key requirements, including participant capacity, staffing, facilities, virtual platform use, and evaluation methods. Respondents will be evaluated on their ability to meet these criteria, with a focus on well-organized training plans, cost-effectiveness, sufficient staffing, and realistic timelines. Providers must ensure all training is completed within the required timeline to meet program goals.

This RFP does not commit CalMHSA to contract for any supply, product, or service whatsoever. In addition, contractors are advised that CalMHSA will not pay for any information or administrative costs incurred in response to this RFP; all costs associated with responding to this RFP will be solely at the contractor's expense. Not responding to this RFP does not preclude participation in any future RFP, if any is issued.

2. Project Scope of Work

The Contractor is responsible for delivering and managing the CalMHSA-approved Medi-Cal Peer Support Specialist 80-hour training. The contractor is responsible for the delivery of the 80-hour hybrid training program for participants. The program includes 40 hours of in-person instruction conducted over five consecutive days and 40 hours of virtual training, to be completed between January and February 2025. Training participants will be selected by CalMHSA. Each participant will attend the training free of charge. CalMHSA is seeking qualified vendors with the expertise and capacity to provide:

I. Objectives

1. Equip participants with the intended skills and knowledge for certification through a CalMHSA-approved Medi-Cal Peer Support Specialist 80-Hour Training course.

2. Ensure accessibility and engagement for all participants, regardless of location or demographic factors.
3. Successfully manage the logistics of training delivery, including in-person and virtual components.
4. Provide evaluation data to measure training effectiveness and support continuous improvement.

II. Key Responsibilities

1. Use the existing CalMHSA-approved Medi-Cal Peer Support Specialist 80-Hour Training course approved for your agency.
2. Design interactive and engaging materials for both in-person and virtual sessions.
3. Conduct in-person training sessions at approved locations across California, ensuring compliance with safety and accessibility standards.
4. Deliver virtual training sessions using a reliable and interactive platform.
5. Coordinate training schedules to ensure program completion within the January–February 2025 timeframe.
6. Manage participant registration, attendance tracking, and communication.
7. Ensure each training group is adequately supported, both in-person and online.
8. Provide timely responses to participant inquiries and resolve logistical or technical challenges.
9. Ensure trainers have relevant expertise and certifications, as required.
10. If the Contractor is utilizing their own training facilities, secure and manage training facilities for the in-person sessions.
11. Implement pre- and post-training assessments to measure learning outcomes.

III. Deliverables

Deliverables for this scope of work include, but are not limited to, the following:

1. Training Curriculum and Materials: Use the existing Medi-Cal Peer Support Specialist 80-Hour Training course approved for your agency
2. Training Sessions: Delivery of all scheduled in-person and virtual training sessions within the timeline
3. Participant Management Reports: Detailed reports on registration, attendance, and cohort progress
4. Evaluation Reports: Summary of training outcomes, feedback analysis, and recommendations for future programs
5. Final Project Report: Comprehensive report summarizing the project, including successes, challenges, and participant outcomes

3. Requested Information

The following response components are required to be submitted with the application. CalMHSA is not responsible for costs associated with the development of responses nor delivery of the same. Budgets will be discussed with Contractors upon selection of RFP.

Please submit the following components as part of your response. (Not to Exceed 10 pages).

1. **Cover Sheet and Background Overview:**

- Organization name, address, and telephone number (main office and local office, if applicable)
 - Organization structure (what type of entity)
 - Is the organization a sole proprietorship? If so, list owner’s name, address, contact information.
 - Is the organization a 501 (c)(3) entity?
 - Number of employees
 - Lead representative (name, role, contact info.)
 - Key management staff (names, roles, and whether they will be a part of the services provided, if awarded a contract)
 - Organization’s website url
 - Length of time in business
2. **Training Delivery Approach.** Provide a detailed plan for delivering the Medi-Cal Peer Support Specialist Training (80 hours). Include:
- Methods and materials for the **consecutive five-day in-person training** (40 hours)
 - Approach to delivering the remaining **40 hours of virtual training**
 - Strategies for ensuring participant engagement and retention in both in-person and virtual settings
3. **Capacity and Participant Management**
- Maximum number of participants you can train in one cohort for each location. Each cohort is comprised of individuals participating in-person and virtual training.
 - Number of cohorts can you realistically train between January and February 2025
 - Strategies will you use to ensure equitable access for participants across California
4. **Staffing Plan.** Describe your staffing plan, including:
- Number and roles of trainers required for in-person and virtual components
 - Credentials, certifications, and relevant experience of staff involved in training delivery
 - Support staff (e.g., technical support for virtual training, logistics staff for in-person sessions)
5. **Facilities and Logistics for In-Person Training.** CalMHSA will make available facilities for training throughout California. CalMHSA will coordinate the scheduling and payment of a training facility based on availability of the facility. While not all locations may be available on the desired date/time, CalMHSA will make every effort to coordinate the request. A training provider may opt for the use of their own facility for training. For this option, the training provider is responsible for securing and planning the use of their facility. Training providers may opt to use either CalMHSA-issued training facilities, their own facilities, or a combination of both to deliver the 80-hour hybrid training program, ensuring the chosen locations meet the needs and accessibility requirements of participants.

Which facilities you plan to use for the **in-person training**?

- For CalMHSA selected facility- select the desired County location(s) (select one or more):
 - Contra Costa
 - Fresno
 - Humboldt
 - Imperial
 - Los Angeles (specify city)
 - Riverside
 - Sacramento
 - San Francisco
 - San Joaquin
 - San Luis Obispo
 - Shasta
 - Solano
 - Sonoma

- For using your own facility:
 - Location(s) and accessibility considerations for participants.
 - Capacity of the facility and its suitability for adult learning.
 - Location address.
 - How will you manage logistical arrangements for the in-person training sessions?
 - Please detail how you will meet ADA compliance requirements.

6. **Virtual Training Infrastructure.** Describe the technology platforms you will use to deliver virtual training. Include:

- Platform features to ensure interactivity, accessibility, and engagement
- Support mechanisms for participants facing technical challenges
- Strategies to evaluate participant progress in the virtual component

7. **Training Outcomes and Evaluation.** Outline your approach to measuring training effectiveness and participant outcomes. Include:

- Pre- and post-training assessments

- Feedback collection from participants.
 - Metrics for success (e.g., attendance, engagement, application of skills)
8. **Experience and Qualifications.** Provide examples of previous projects where you successfully delivered similar training programs. Include:
 - The number of participants trained
 - A brief description of the content delivered
 - What sets your organization apart as the best provider for this training initiative?
 9. **Accessibility and Equity.** What measures will you take to ensure the training is accessible to diverse populations, including individuals with disabilities and non-native English speakers?
 10. **Timeline and Project Management.** Provide a detailed timeline for planning, delivering, and completing the training within the given time frame. Describe how you will manage contingencies (e.g., unexpected participant withdrawals, technical issues).
 11. **Three signed letters of support,** including references from organizations with whom you have contractual or other business relationships who can substantiate your capacity to provide such services as described in the above scope of work.

4. Minimum Requirements

Contractor must meet the requirements below; otherwise, they may be considered non-responsive, and the proposal may be rejected at CalMHSA's sole discretion.

1. Contractor must be a CalMHSA-approved Training Provider who is currently recognized for the 80-Hour Medi-Cal Peer Support Specialist Training. Contractor and contractor's staff must be located within the continental United States.
2. The selected vendor will work closely with CalMHSA to ensure adherence to the scope of work. Regular check-ins and progress updates will be required to address any challenges and ensure the program's success.
3. Adhere to all federal, state, and local regulations related to training delivery, including safety and accessibility standards.
4. Ensure compliance with CalMHSA's equity and inclusion policies.
5. Maintain confidentiality of participant information and ensure data security in all aspects of program management.
6. Contractor must not currently have a settlement agreement or claim against them with any of CalMHSA's member counties or any state agency. If there are current claims against the

contractor in excess of \$10,000 within the last five years, contractor must disclose claims information as part of their response submittal.

7. Financial Information: contractor is required to submit copies of contractor's most recent audited financial statements.
8. If requested, and prior to contract execution the contractor must provide the following items:
 - W9
 - Certificate of Insurance (meeting the contract template requirements available in the "Files" section of the RFP portal)
 - Relevant IT security related documents, if applicable
9. Contractor must be able to meet the expected project start date of **January 1, 2025**.

5. CalMHSA Rights and Responsibilities

CalMHSA is not responsible for representations made by any of its officers or employees prior to the execution of an agreement unless such understanding or representation is included in this RFP or any written addenda to this RFP.

CalMHSA has the right to amend the RFP by written addendum. CalMHSA is responsible only for that which is expressly stated in the solicitation document and any authorized written addendum thereto. Such addendum shall be made available to each person or organization which CalMHSA records indicate has received this RFP. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the contractor's proposal package not being considered, as determined in the sole discretion of CalMHSA. CalMHSA is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

6. CalMHSA Option to Reject Proposal Packages

CalMHSA, at its sole discretion, may reject any or all responsive proposal packages submitted in response to this solicitation. CalMHSA shall not be liable for any cost incurred by a contractor in connection with preparation and submittal of any proposal package.

7. Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal package shall be sufficient cause for rejection of the proposal package. The evaluation and determination in this area shall be at CalMHSA's sole judgment and its judgment shall be final.

8. Submission Instructions and Requirements

Proposal Timeline

EVENT	Key Dates
RFP Issued	Dec. 2, 2024
RFP Questions Due	Dec. 6, 2024, by 4:00 PM PST
RFP Questions Answered	Dec. 9, 2024, by 4:00 PM PST
Deadline for Proposals to be Submitted	Dec. 11, 2024, by 4:00 PM PST
Application Review	Dec. 12, 2024
Notice of Intent to Award	Dec. 13, 2024

Submission Address

All submissions must be made electronically using Bonfire, CalMHSA’s e-Procurement portal:

<https://calmhsa.bonfirehub.com/>

9. RFP Questions and Clarifications

All questions and requests must be submitted through CalMHSA’s e-Procurement portal at: <https://calmhsa.bonfirehub.com/>. The deadline to submit questions for this RFP is **Dec. 6, 2024**. The FAQ responding to the questions will be posted on **Dec. 9, 2024**, at <https://calmhsa.bonfirehub.com/> and on the CalMHSA website at <https://www.calmhsa.org/bids-contracting-opportunities/>.

To ensure all parties have access to the same information at the same time, except as stated below, CalMHSA will NOT respond to questions as they are received and will not accept questions by phone.

It is the sole responsibility of the contractor to refer to the FAQs, which will be posted on CalMHSA’s e-Procurement portal at <https://calmhsa.bonfirehub.com/>.

If contractor is unable to submit questions via the Bonfire e-Procurement portal, the contractor must provide CalMHSA with an email justification at info@calmhsa.org outlining why they are unable to do so.

If a question relates to a proprietary or trade secrets aspect of a proposal and the question would expose proprietary information if disclosed to competitors, the contractor must mark the question as "CONFIDENTIAL." With the question, the contractor must submit a statement explaining why the question is sensitive. If CalMHSA concurs that the disclosure of the question or answer would expose proprietary information, the question will be answered by email reply, and both the question and answer will be kept confidential. If CalMHSA does not concur regarding the proprietary nature of the question, the question will not be answered in this manner and the contractor will be notified and asked whether the contractor would like the question to receive a public response or no response at all.

10. Withdrawal/Proposal Amendment

Contractor may withdraw or amend its proposal, but only before the application submission deadline, directly on CalMHSA’s e-Procurement portal at <https://calmhsa.bonfirehub.com/>.

11. Review of Applications

CalMHSA will review all applications for completeness and adherence to the RFP rules stated in this document. Following the initial review, all qualified applications will be reviewed and scored by a review panel. The evaluation panel will conduct a fair and impartial evaluation of proposals received in response to this RFP.

CalMHSA may select one or more contractors to provide all or part of the services sought in this procurement. Selection of a proposal will not be based exclusively on price. Other factors will be considered including, but not limited to, contractor's experience, proposed implementation timeline and demonstrated ability to meet necessary deadlines. CalMHSA will negotiate with one or more contractors who, in the opinion of the review panel, have submitted the best proposal(s) when all factors are considered. If no agreement is reached, CalMHSA may negotiate with other contractors or may choose to extend the proposal period and invite additional proposals. After initial review of all proposals, CalMHSA reserves the right to meet with selected contractors to gather additional information. Additional information may include, but is not limited to, a demonstration of skills or services described in the proposal.

12. Protest Procedures

Protests must be received **no later than five (5) business days after the Notice of Intent to Award is posted on the CalMHSA website**. The sole bases for protest are that the award was (1) in violation of law, (2) in violation of the provisions of this RFP, or (3) in violation of CalMHSA's procurement process. All protests must be in writing and (1) state in detail each and every ground asserted for the protest, citing to the law, RFP provision, or particular provision of the procurement policy on which the protest is based; (2) explain why the error prevented the aggrieved organization from being awarded the contract; and (3) identify the remedy sought.

Written protests can be sent to the following:

Via Email:

info@calmhsa.org

Via Certified Mail:

CalMHSA
Attn: Senior Corporate Counsel
1610 Arden Way, Suite 175
Sacramento, CA 95815

Within 14 days of receipt of any protest, CalMHSA's Executive Director will provide a written decision which shall be final upon transmission to the protesting party. If the Executive Director determines that the error identified by the protesting party has deprived that party from receiving the contract, the Executive Director may act to rectify the error, including but not limited to: cancellation of the RFP or proposed contract, correction or other revision of the awarded contract, termination of an improperly

awarded contract, or affirmation of an existing contract if the discovered defect is immaterial or the Executive Director determines that affirmation is in the best interest of CalMHSA.

13. Notice Regarding Public Records Act Requests

CalMHSA is subject to the Ralph M. Brown Act and the California Public Records Act. All proposals received for this RFP are ultimately subject to public review; however, during the competitive bid process, all proposals will be kept confidential. Upon award and execution of the contract by awardee(s), all proposals and supplemental information will be subject to public review, with the exception of those elements of a proposal which contain elements that are clearly marked as confidential or trade secrets. Any such designation should be accompanied by a brief explanation of the reason the information is non-public and protected from disclosure under California law. CalMHSA reserves the right to disregard such designations if they have been applied indiscriminately to non-protected information, and in no event shall CalMHSA, its agents, representatives, consultants, Directors, or Officers be liable to a responding party for the intentional or inadvertent disclosure of all or a portion of a proposal submitted under this RFP, regardless of whether it was marked as confidential or trade secret.

Although the California Public Records Act allows certain confidential or trade secret information to be protected from disclosure, CalMHSA may not be in a position to establish that the information submitted is protected. If CalMHSA receives a request for public disclosure of all or any portion of a proposal that has been designated as exempt from disclosure, CalMHSA will use reasonable efforts to notify the responding party of the request and give such party an opportunity to assert, at its own expense, a claimed exception under the California Public Records Act or other applicable law within the time period specified in the notice issued by CalMHSA and allowed under the California Public Records Act.

14. CalMHSA Contract

The selected contractor (or contractors for multiple awards) must be able to execute a services contract with CalMHSA based on CalMHSA's paper and terms prior to the project start date (or as otherwise specified by CalMHSA). A Certificate of Insurance in alignment with CalMHSA's contract terms will be required prior to contract execution.

15. Format of Proposals

Proposals must be submitted through CalMHSA's e-Procurement portal at: <https://calmhsa.bonfirehub.com/>. Submissions by other methods will not be accepted. Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox are recommended. JavaScript must be enabled.

Browser cookies must be enabled. Contractors should contact Bonfire at Support@GoBonfire.com for technical questions related to submissions or visit Bonfire's help forum at: <https://bonfirehub.zendesk.com/hc>.

Submission materials should be prepared in the file formats listed under Requested Information for this opportunity in the Bonfire Portal. All PDFs documents must be formatted in Times New Roman, 12 pt. font, double spaced, unless otherwise indicated in the Requested Information. The maximum upload file size is 1000 MB. Documents should not be embedded within uploaded files, as the embedded files will not be accessible or evaluated.