

RFP HSS-12-047

CLIENT CARE PROCESSES AND OUTCOMES MANAGER

DELAWARE HEALTH AND SOCIAL SERVICES

DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH

The Division of Substance Abuse and Mental Health (DSAMH) is seeking to contract with one or more individuals to serve as the Client Care Processes and Outcomes Manager. The Client Care Processes and Outcomes Manager will work out of the DSAMH Director of Community Services Office and will be responsible for managing and coordinating Division-wide efforts to improve Client Care outcomes using information driven focus that sets priorities for improvements aligned to ongoing strategic imperatives. Activities include interviewing clients to assess needs, monitoring satisfaction with services, and determining if those services are adequate and/or effective. This will include both clients in inpatient and community settings. A high level of understanding about what helps and what hinders recovery is required.

All interested parties must have a minimum of a BA degree from an accredited college or university in a Human Services, Social Services, or a related field. A minimum of five years experience is required, in the business and operational practices listed above. The successful contractor needs to be very knowledgeable on the SAMHSA Consensus Statement on Recovery; the USDOJ Settlement Agreement, The IOM Report in 2006 on "Improving the Quality of Health Care for Mental and Substance Use Conditions" and basic literature on recovery and trauma informed care practices. People with lived experience of mental illness who meet the other qualifications are encouraged to apply.

Determination of qualified applicants will be based on a review of credentials (50%), and experience (50%). An example of credentials may include but is not limited to Level of Education (Undergraduate, Graduate and Post Graduate degree), Field(s) of Study, additional certifications/training, and letters of recommendation. An example of experience may include but is not limited to the number of years working in the related field(s) and the highest level of responsibility held in the related field(s). Selection of applicant(s) will be made by the Director of Community Mental Health and Addiction Services and the Division Director for Substance Abuse and Mental Health following the interview of one or more qualified applicants.

Any evidence of agreement or collusion among Vendor(s) and prospective Vendor(s) acting to illegally restrain freedom from competition by agreement to offer a fixed price, or otherwise, will render the offers of such Vendor(s) void.

By responding, the Vendor shall be deemed to have represented and warranted that its proposal is not made in connection with any competing Vendor submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the Vendor did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior

to its issuance; and that no employee or official of the State of Delaware participated directly or indirectly in the Vendor's proposal preparation.

Advance knowledge of information which gives any particular Vendor advantages over any other interested Vendor(s), in advance of the opening of proposals, whether in response to advertising or an employee or representative thereof, will potentially void that particular proposal.

Resumes must be sent under cover of a brief letter of interest specifying availability and proposed annual salary. **Both the Letter of Interest and the outer mailing envelope must reference RFP HSS-12-047.** Any submission without the required information will not be reviewed. Applications will be accepted only from individual applicants. Actual service location, hours and rate of compensation is subject to negotiation. Two (2) copies of resumes and letters of interest are to be submitted to:

Mr. Kieran Mohammed
Department of Health and Social Services
Division of Management Services, Procurement Branch
Herman M. Holloway Sr. Health and Social Services Campus
1901 N. DuPont Highway
Administration Building, 2nd Floor, Rm 257
New Castle, DE 19720

Deadline for submission is **11:00AM on Friday, January 18, 2013.** Any proposal received after the specified date and time shall not be considered. Delivery is the sole responsibility of the proposer. Tentative vendor selection date is **January 18, 2013.** All questions regarding this request should be directed to Mr. Ceasar McClain via email at dsamhbussinesoperations@state.de.us or Mr. Kieran Mohammed at Kieran.mohammed@state.de.us

If a bidder wishes to request a debriefing, he must submit a formal letter to the Procurement Administrator, Herman M. Holloway Campus, Delaware Health and Social Services Main Building, 2nd Floor, Room 257, 1901 N. DuPont Highway, New Castle, Delaware 19720 within 10 days after receipt of Notice of Award. The letter must specify reasons for the request. The debriefing will not be conducted until the Request for Proposal process is completed. Freedom of Information requests should be directed to Mr. Jay Lynch, jay.lynch@state.de.us.

The Division of Substance Abuse & Mental Health adheres to Department of Health & Social Services Policy Memorandum #13 Non-Discrimination.