



**Office of
Victim Services**

REQUEST FOR PROPOSALS
for
Train-the-Trainer Course Provider

**Trauma-Informed Care:
Improving Well-Being of Correction Professionals
(IWCP)**

Andrew M. Cuomo, Governor
Elizabeth Cronin, Director

RFP Release Date: May 26, 2021

Proposal Due Date: June 17, 2021 by End of Day

Designated Contact:

Blake Kush

(518) 485-2761

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***** LATE SUBMISSIONS WILL NOT BE ACCEPTED*****

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Attachment 1 – [RFP Submission Documents](#)

Attachment 2 – [Itemized Budget Sample](#)

Attachment 3 – [Work Plan Sample](#)

All attachments and additional RFP information is available online at:

www.ovs.ny.gov/soc

1. INTRODUCTION

1.1 Overview

The Office of Victim Services (OVS) is the administering agency for the State of New York for this procurement. OVS (1) provides compensation to innocent victims of crime in a timely, efficient, and compassionate manner; (2) funds direct services to crime victims via a network of community-based programs; and (3) advocates for the rights and benefits of all innocent victims of crime.

1.2 Designated Contact

Blake Kush, Director of Training & Outreach at NYS Office of Victim Services, has been designated as the contact for this procurement solicitation and may be reached by email or phone regarding this solicitation.

Blake Kush, Director of Training & Outreach NYS Office of Victim Services Alfred E. Smith Building, 2 nd Floor 80 S. Swan Street Albany, New York 12210 Voice: 1-518-485-2761 Email: blake.kush@ovs.ny.gov
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1.3 Key Events

The Table below outlines the tentative schedule for important action dates.

Action	Date
RFP Release Date:	May 26, 2021
Deadline for Submission of Questions:	June 2, 2021
Response to Questions:	June 9, 2021
Proposal Due Date:	June 17, 2021 by End of Day

1.4 Glossary of Terms

“**Administering Agency**” shall mean the NYS Office of Victim Services.

“**Bidder**” or “**Offerer**” shall mean any organization submitting a proposal to the State pursuant to this solicitation.

“**Director**” shall mean the Director of the NYS Office of Victim Services or duly authorized representative.

“**DOCCS**” shall mean the New York State Department of Corrections and Community Supervision

“**Evaluators**” shall mean the individual(s) who reviews proposals for NYS OVS funding.

“**IWCP**” shall mean Improving the Well Being of Correction Professionals Project.

“**OMH**” shall mean the New York State Office of Mental Health.

“**OVS**” shall mean the New York State Office of Victim Services.

“**Proposal**” shall mean any submission in response to this solicitation.

“**Request for Proposal**”, “**RFP**”, or “**Solicitation**” shall mean this document.

The “**State**” shall mean The People of the State of New York, which shall also mean the New York State Office of Victim Services.

2. SCOPE OF WORK

2.1 Introduction

Exposure to multiple types of concurrent stressors in a correctional setting can result in potential long-term health concerns for many correction professionals. Research shows that compassion fatigue and vicarious trauma exposure among correction professionals have been shown to contribute to a reduced sense of job effectiveness, an indifference or callousness towards offenders and fellow staff members, as well as an increase in the potential for negative personality changes, declining health measures,

The relationship between victimization and offending is also widely documented, and while crime victims do not always become offenders, many offenders have been victims and/or have been exposed to experiences that can produce negative physical, mental and behavioral outcomes. In many cases this may result in individuals committing crimes that lead to incarceration.

In an effort to reduce manifestations of fatigue and “burnout” and to foster an improved relationship between corrections staff and justice-involved individuals, The New York State Office of Victim Services (OVS) in partnership with the New York State Department of Corrections and Community Supervision (DOCCS) is seeking a vendor to develop and deliver a 40 hour, in-person, classroom style, train-the-trainer curriculum for up to 300 correction officers, civilian staff and administrators on trauma-informed care, the impact of vicarious trauma and concrete self-care practices and strategies.

Attendees of this training should be able to:

- Identify and define trauma, vicarious trauma, and trauma reactions with particular emphasis on the experiences unique to correction professionals;
- Recognize and understand concrete strategies and practices for mitigating the impact of primary and secondary trauma; and
- Understand basic presentation and facilitation skills and develop capacity to re-present materials in an engaging manner to scale.

This train-the-trainer project will help identify strengths as well as gaps in staff awareness of the impact job stressors can have on their lives, with the overall aim of this training to increase capacity for all correction professionals and limited New York State Office of Mental Health (OMH) staff to provide the highest quality services in DOCCS-run facilities.

A successful bidder will also be required to develop, make available (electronically) and print all curriculum materials, including appendices and resource handouts.

Scheduling notes and logistics for vendors to consider when preparing a response to this RFP:

- A minimum of six train-the-trainer sessions (training up to 300 personnel in total) will occur in-person at three correctional facilities located in or near the cities of Buffalo, Albany, and Ossining.
- Each train-the-trainer session may include up to 50 attendees and last no more 40 hours over five consecutive days.
- Each train-the-trainer session must be co-facilitated by a minimum of two trainers with direct experience in training correction professionals.
- Limited availability for follow-up coaching and communication (email/phone/virtual meeting) with all attendees who successfully complete a session will be required.
- All train-the-trainer sessions and follow-up communication with attendees must be completed by September 30, 2022.

Each proposal for this funding must describe how an organization will meet the unique needs of correction professionals through the parameters and funding described in this RFP.

2.2 Funding & Project Period

OVS seeks proposals to provide services detailed herein for anticipated funding totaling no more than **\$300,000.00** for one contract with a term of **July 1, 2021 through September 30, 2022**. Funding is contingent on federal approvals and the contract is subject to approval by the Attorney General and State Comptroller.

2.3 Eligibility

Eligible bidders **must have documented experience providing trauma-informed care training to correction professionals**. To be selected as the IWCP Course Provider, bidders should demonstrate extensive knowledge of trauma-informed care, the impact of vicarious trauma, and self-care strategies, all with a particular sensitivity to the demands unique to correction professionals.

3. SUBMITTING YOUR PROPOSAL

3.1 Proposal Requirements

To be eligible, bidders are required to submit all completed required documents in conformance with the format and content requirements indicated in the following sections, *Organizational Capacity, Budget & Budget Narrative, Work Plan, Administrative Requirements* and *Standard Clauses*:

1. Organizational Capacity:
A clearly defined outline of experience as professional trainers, including **documented experience providing trauma-informed care training to correction professionals**. This section should clearly outline the bidder's organizational capacity to handle this 15-month project with clear methods for achieving the goals outlined in the Work Plan.
2. Budget & Budget Narrative:
A detailed budget (**not to exceed \$300,000.00**) itemizing the development, coordination, and delivery of the IWCP course. Bidders should ensure that sufficient details are provided and that the budget is reasonable, appropriate for the number of potential trainings offered and services rendered, and follows funding restrictions and limitations noted elsewhere in this RFP. The budget narrative, budget, and workplan should be tied together in such a way that the project proposal is supported by the workplan and justified through the narrative. See *Attachment 2 – Itemized Budget Sample* for guidance.
3. Work Plan:
A detailed and comprehensive proposal of services to be delivered as the course curriculum developers, trainers, co-facilitators, coaches and evaluation collectors for IWCP. Key required elements of this section include a **project narrative, timeline of key project goals** and a **detailed course description**. A successful bidder will highlight topics relevant to correction professionals. This section should also indicate how the selected organization will conduct and measure the effectiveness of the IWCP. See *Attachment 3 – Work Plan Sample* for guidance.
4. Mandatory Minimum Requirements
A signed attestation certifying the bidder's eligibility and service requirements detailed in the RFP have been met.

5. Administrative Requirements:
 Non-collusive Bidding Certification
 MacBride Fair Employment Principles
 Vendor Responsibility Questionnaire
 Offerer's Certification of Compliance with State Finance Law §139-k(5)
 Offerer's Disclosure of Prior Non-Responsibility Determinations
 Offerer's Affirmation of Understanding of an Agreement Pursuant to State Finance Law §139-j(3) and §139-j(6)(b)
 Proof of Workers Compensation & Disability Insurance*
 Substitute W-9 Form*
 ST-220TD & ST-220CA*

*Forms are only necessary in certain circumstances. See *RFP Submission Documents Coversheet* for more info.

6. Standard Clauses:
 Appendix A: Standard Clauses for New York State Contracts
 Appendix D: General Conditions
 Appendix E: Federal Award Letter Special Conditions
 Appendix F: MWBE Certification
 Appendix G: SDVOB Certification
 Appendix H: EO 177 Certification

3.2 Proposal Submission

Proposals must be submitted to the OVS mailing address or email address provided below by end of day on **June 17, 2021** to be considered eligible for the proposal process. Any receipt of proposals after the date, even if no fault of the bidder, shall be considered untimely and will be rejected.

<p>Mail Submissions: Blake Kush c/o IWCP Proposal Director of Training & Outreach NYS Office of Victim Services Alfred E. Smith Building, 2nd Floor 80 S. Swan Street Albany, New York 12210</p>	<p>Email Submissions: blake.kush@ovs.ny.gov & training@ovs.ny.gov Subject: "IWCP Proposal"</p>
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3.3 Request for Proposals Questions

All questions about the requirements contained in this RFP must be submitted via email by by end of day on June 2, 2021 to: blake.kush@ovs.ny.gov

A list of questions about the RFP which are received from potential bidders, answers to those questions, as well as any changes, additions, or deletions to the RFP, will be posted at www.ovs.ny.gov/soc under *Open Procurement* by end of day on June 9, 2021.

Bidders are urged to check the [OVS State Operations Contacts Webpage](#) frequently during this bid submission period for notices of any changes, additions, deletions or updates regarding the RFP.

4. EVALUATION AND SELECTION PROCESS

4.1 Proposal Evaluation

Proposals will be first evaluated for completeness and conformance with OVS requirements for proposal submission (all required submission documents are included and bidder has documented experience providing trauma-informed care training to correction professionals). Proposals will then be evaluated and scored based upon the criteria set forth in this Section. All proposals will be evaluated for best value to the State.

4.2 Evaluation Categories

1. Organizational Capacity (40%):
Provide a description of the organization, explaining the organization's experience in providing trauma-informed care training to correction professionals (**documented experience required**). Bidders should demonstrate their record of providing training to civilian staff, officers, and administrators within the corrections profession and clearly indicate their knowledge and experience with course content related to trauma, vicarious trauma, and self-care. Stronger bidders will include a resume/CV for each trainer and will indicate their capacity to handle this 15-month project and clear methods for achieving the goals outlined in the project Work Plan.
2. Budget & Budget Narrative (30%):
A detailed budget (**not to exceed \$300,000.00**) for the entire project period must be complete and provide sufficient detail, be reasonable and appropriate for the services proposed, and must be clearly tied to the project Work Plan. This RFP will support, at a minimum, project director/coordinator salary expenses, expenses related to the development and delivery of training, the use of support staff, reasonable supplies and materials expenses as well as appropriate travel costs. Any additional line item must be fully justified and support the overall project goals as detailed in the Work Plan.
3. Work Plan (30%):
Bidder should describe the services and activities to be undertaken during the life of the project. This section will clearly state how these services and activities will address the challenges outlined in the RFP Introduction and how the bidder will meet the unique needs correction professionals through the parameters and funding described in this RFP. **Required elements include a project narrative, a timeline outlining the key project goals, and a detailed course description.** As noted earlier, OVS anticipates this train-the-trainer project to train up to 300 correction professionals. Stronger bidders will provide a clear outline indicating how sensitive subject matter will be taught along with the development of facilitation skills for each attendee.

4.3 Tie Breaker

In the event of a tied score, the proposal with the higher score for the "Organizational Capacity" criteria will prevail. If a tie still persists, the Director shall make the final determination.

4.4 Notification of Award

After the evaluation, all Bidders will be notified of the selected bidder and OVS will enter into contract negotiations with the successful bidder. Public announcements or news releases pertaining to any contract resulting from this solicitation shall not be made without prior written approval from the administering agency.

5. General Conditions & Contract Requirements

5.1 Administering Agency

OVS is the administering agency for the State of New York for this procurement.

5.2 Method of Award

This is a single award solicitation.

Each response will be evaluated based on the information submitted by the bidder connected to the categories referenced in section 4.2.

Upon determination of the best value bidder, a State Operations Contract Agreement will be completed. This contract will be executed and forwarded for all necessary signatures and State approvals. Upon final approval, a fully executed copy will be mailed to the successful bidder.

5.3 Term of Contract

This contract will be effective July 1, 2021 through September 30, 2022.

5.4 Non-Collusive Bidding

Each bidder shall submit, as part of the proposal, a completed copy of the Non-Collusive Bidding Certification. This will certify that, to the best of the bidder's knowledge and belief:

- The prices in the bid have been arrived at independently, without collusion, consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices, with any other bidder or with any competitor;
- Unless otherwise required by law, the prices which have been quoted in the bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder, directly or indirectly, to any other bidder or to any competitor prior to completion of the selection process; and
- No attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

A bid shall not be considered for award nor shall any award be made where the above conditions have not been complied with; provided, however, that if in any case the bidder cannot make the foregoing certification, the bidder shall so state and shall furnish with the bid a signed statement which sets forth in detail the reasons therefore. Where the above conditions have not been complied with, the bid shall not be considered for award nor shall any award be made unless the head of the purchasing unit of the State, public department or agency to which the bid is made, or his designee, determine that such disclosure was not made for the purpose of restricting competition. (Section 139-d of the State Finance Law).

The fact that a bidder has published price lists, rates, or tariffs covering items or services being procured, has informed prospective customers of proposed or pending publication of new or revised price lists for such items, or has sold the same items to other customers at the same prices being bid, does not constitute a disclosure within the meaning stated above.

5.5 RFP Documents

OVS will make no allowance or concession to bidder for any alleged misunderstanding or deception because of quantity, character or other conditions. The proposed budget is to cover the cost of furnishing all of the services specified in the RFP specifications to the satisfaction of OVS and the performance of all work set forth in specifications.

5.6 Save Harmless Clause

The selected bidder agrees and stipulates that it will assume all risks of liability in the performance of services to be provided under this proposal and that it will be solely responsible and liable for damages resulting from all accidents and injuries to person(s) or property. The selected bidder agrees to indemnify, keep and hold harmless the State of New York, its officers and employees for any and all claims for injury or damage to persons or property, arising out of the service to be performed under this proposal, including negligence, active or passive, or wrongful or improper conduct of the selected bidder, its agents or employees.

5.7 Liability

OVS shall not be held liable for any costs incurred by any party for work performed in the preparation of and production of any proposal or for any work performed prior to the formal execution of a contract.

5.8 Reserved Rights

OVS reserves the right to:

1. Reject any or all proposals received in response to this RFP and to reissue a modified version of this RFP.
2. Amend RFP specifications to correct errors or oversights, or to supply additional information as it becomes available.
3. Direct the bidder to submit proposal modifications addressing subsequent RFP amendments issued as per #2 above.
4. Make typographical corrections to proposals, with the concurrence of the bidder.
5. Correct computational errors with the written concurrence of the bidder.
6. Change any of the scheduled dates stated herein.
7. Eliminate any mandatory specification that cannot be complied with by any of the prospective bidders.
8. Waive or modify minor irregularities in proposals received.
9. Request additional information as deemed necessary to more fully evaluate a proposal.

5.9 Mandatory Contract Provisions

OVS requires the following:

1. The bidder will read Appendix A (Standard Clauses for New York State Contracts), which will be incorporated as part of the contract without revision.
2. All outstanding tax liabilities, if any, against the bidder in favor of the State of New York must be satisfied prior to contract execution or a payment schedule for their speedy

satisfaction.

3. The bidder must maintain adequate records as prescribed by OVS to substantiate all claims for payment and must make those records available in New York State for examination and copying.
4. The first step of dispute resolution will be through conference between OVS and the Contractor. Unresolved disputes will be decided by the Director of OVS, or his or her designee, before either party pursues any legal remedy. If the Contractor pursues any legal or equitable remedy outside OVS, the Contractor will continue to perform work in accordance with the direction of OVS until such proceedings may be concluded and will continue to be paid, less an amount attributable to the disputed work.
5. Contract disputes that go to litigation must be pursued in a court of competent jurisdiction of the State of New York. New York law will govern the dispute and venue must be laid in Albany County, New York.
6. The contract will not be effective until it is approved by the Office of the State Comptroller.
7. The provisions of this RFP and of all attachments, and the Contractor's Response, will be made a part of the contract, as though separately and fully stated therein.
8. Article XI-A of the State Finance Law ("prompt payment" legislation) regulates the procedures for making contract payments.
9. The laws of the State of New York shall be the law which shall govern the interpretation or application of any of the terms or conditions of this proposal or subsequent contract.
10. The State of New York retains the right to cancel this contract without reason, provided that the contractor is given sixty (60) days' notice of its intent to cancel. This provision should not be understood as waiving the State's right to terminate the contract to stop work immediately for unsatisfactory work but is supplementary to that provision.

The New York State Office of Victims Services reserves the right to terminate this contract in the event it is found that the certification filed by the Bidder in accordance with New York State Finance Law §139-k was intentionally false or intentionally incomplete. Upon such finding, the New York State Office of Victims Services may exercise its termination right by providing written notification to the Bidder in accordance with the written notification terms of this contract.

The Office of Victim Services **cannot** pay cancellation charges.

5.10 Special Conditions

By accepting an award from OVS under this RFP, the recipient agrees to comply with all of the special conditions outlined in appendices.

5.11 Freedom of Information

All proposals submitted and all related Agreements and reports may be subject to disclosure under the Freedom of Information Law.

5.12 Debriefing Procedures

Pursuant to section 163(9) (c) of the State Finance Law, any non-awarded bidder may request a debriefing regarding the reasons that the proposal submitted by the bidder was not selected for award. Requests for a debriefing must be made within fifteen (15) calendar days of written notification by OVS that the proposal submitted by the bidder was not selected for award.

Requests for a debrief must be submitted to blake.kush@ovs.ny.gov.

5.13 Protest Procedures

Bidders who receive a notice of non-award may protest the award decision by filing a protest with OVS. All protests must be filed within ten (10) business days of receipt of a debriefing, or ten (10) business days of receipt of the notice of non-award, whichever is later. The protest letter must be submitted to blake.kush@ovs.ny.gov. Please include the title of this solicitation in your correspondence.

OVS will review and consider the merits of the protest and will decide whether the protest is approved or denied. The bidder will be provided with written notification of the review decision within seven (7) business days of receipt of the protest. The original protest and decision will be filed with the Office of the State Comptroller (OSC) when the contract procurement record is submitted for approval and OVS will advise OSC that a protest was filed.
