

**Title:** **Solicitation of Interest (SOI) # 1130 Community Credible Messenger Initiative (CCMI) Training and Support**

**Agency:** Children & Family Services, NYS Office of Bureau of Contract Management

**Project term:** 12/1/2023 - 11/30/2028

**Date of issue:** **5/31/2023**

**Due date/time:** **6/28/2023 by 4:00 PM Eastern Time**

**Location:** Statewide in six NYS regions: Buffalo, Rochester, Mid-Hudson, Long Island, Capital Region, and Central New York

### **Background**

The New York State Office of Children & Family Services (OCFS) announces a Solicitation of Interest (SOI) for qualified entities that OCFS wishes to pursue a promising and transformative community-based mentoring and intervention program for youth returning from out-of-home placement to their communities. OCFS is responsible for the well-being of the at-risk youth placed in its care. As part of this responsibility, OCFS is required to provide necessary programming to reduce recidivism by helping these at-risk youth become productive citizens upon return to their communities.

OCFS is seeking an organization to provide training and technical assistance (TA) to the grassroots organizations that provide Community Credible Messenger services in four (4) New York State regions: Buffalo, Rochester, Mid-Hudson, and Long Island. This organization would also provide nominal and direct support to two (2) other regions, Capital Region and Central New York, who have Credible Messenger programs that provide services to OCFS-placed youth. Please see the **Eligibility Criteria** section for additional information.

This advertisement is public notice that OCFS is seeking to contract with an organization to:

- Maintain and operate a web-based data tracking system they develop that allows multiple stakeholders to track their work with young people who are placed with OCFS.
- Provide basic technical assistance statewide to both OCFS and CCMI personnel connected to the CCMI contracts. The technical assistance will address the needs and concerns related to the initiative.
- Provide expert technical assistance statewide to both OCFS and CCMI personnel connected to the CCMI contracts. This technical assistance will require travel and in-person aggressive response times to address emergent issues related to the initiative.
- Conduct a 4-Day Credible Messenger Boot Camp for system and community partners. The Boot Camp will provide a comprehensive pre-service training for

Credible Messengers to prepare them to engage young people and families in transformative mentoring process.

Please see the **Scope of Work** section for additional information.

The purpose of this SOI is to invite any eligible and interested entities that believe they can satisfy this program's needs to inform OCFS by a Letter of Interest (LOI). To be considered responsive, your organization's LOI should be received no later than the deadline specified on the first page of this announcement. Please see the **How to Respond** section for additional information and submission requirements.

Through this announcement, OCFS is exploring the availability of vendors who have the expertise to provide the services required by OCFS. The results of this announcement are intended to determine if this opportunity will be competitively bid. If too few responses are received, OCFS may pursue other procurement options for this project.

## **Scope of Work**

### **CCMI Database**

Each regional collaborative will receive access to a CCMI web-based data tracking system that will allow multiple stakeholders to track their work with young people in the juvenile justice system. The database will be designed to facilitate collaboration between the juvenile justice system and multiple community stakeholders. The platform will allow multiple staff from multiple organizations to log their contact with youth, manage referrals, and share data.

The chosen organization will provide training and support to the CCMI regional collaboratives on using the platform, managing data, and using the metrics to inform program development. The database must ensure proper privacy protections for juveniles involved in the CCMI initiative. The organization will consult with OCFS and local juvenile justice stakeholders to ensure that database users will be able to see data on the youth they serve directly but will not have access to data on youth in other programs and other cities. The database must have the ability to incorporate the data amassed over the past five program years. Transferring data will allow for a better information transition.

### **Basic and Expert Technical Assistance**

The chosen organization will provide up to 100 hours of basic technical assistance annually to OCFS and all participating regions to address needs related to the initiative. Technical assistance will take the form of meetings with key OCFS and CMSO staff and community partners as related to the initiative, additional community meetings, webinars, video conferencing, phone support, and other activities that will help to support implementation in the regions. Technical assistance will occur either by request and/or through consultation with OCFS. The chosen program will document all hours related to the provision of technical assistance offered and describe the work performed.

The chosen organization will provide up to 100 hours of expert technical assistance annually to OCFS and all participating regions to address needs related to the initiative.

Technical assistance will include meetings with key OCFS and CMSO staff and community partners as related to the initiative, additional community meetings, webinars, video conferencing, phone support, and other activities that will help to support implementation in the regions. In addition, the chosen organization must be ready to conduct timely, in-person trainings and mediations to partners in the CCMI regions as the need arises. Expert technical assistance may also include contracting with national and state experts on credible messenger programs to provide further education and training to OCFS and CCMI staff. Expert technical assistance will occur either by request and/or through consultation with OCFS. The chosen program will document all hours related to the provision of expert technical assistance offered and describe the work performed.

**Basic TA hours will primarily consist of collateral contacts such as individual emails, phone calls, and periodic web-based communications.**

**Expert TA hours will primarily consist of in person group interventions and activities, web-based instruction and webinars, mediation activities and conflict resolution.**

**Travel expenses must be included in the TA hours. There will be no separate reimbursement for travel.**

### **Credible Messenger Boot Camp**

The chosen organization will conduct 4-Day Credible Messenger Boot Camps for system and community partners. Each Credible Messenger Boot Camp should accommodate up to 25 participants, including Credible Messenger Mentors, Parent Peer Coaches, Youth Peer Mentors, program supervisors, and system allies (when space permits). Boot Camps will be conducted once a year in a centralized location with participation from all regions.

The Boot Camps convened over the course of the contract will require the awardee to develop and provide a comprehensive pre-service training for Credible Messengers to prepare them to engage with young people and families in a transformative mentoring process. The awardee will provide a venue for the training and breakfast, lunch and snacks for all participants during the training activities.

The 4-day training will include:

- A comprehensive overview of the Credible Messenger movement, including transformative mentoring, parent peer coaching, and youth peer mentoring.
- Modules on self-awareness, staying healthy in the work, keeping the team healthy, and healthy relationships with youth.
- Modules on positive youth justice, restorative justice, and cognitive-behavioral techniques to explore the theory of how young people grow, develop, and change.
- The process of curriculum design for transformative mentoring groups for young people.

### **Topic Specific Webinars**

The chosen organization will conduct webinars which will cover the basics of family engagement, with a special focus on individual support for the parents of system-involved youth, as well as guidance on developing group-based support for parents/caregivers.

### **Eligibility Criteria**

Interested parties who meet the following criteria are eligible to respond:

- Agree to provide the services requested by this SOI in the **Scope of Work** section.
- Describe a brief plan to meet the program requirements/deliverables.
- Be eligible to do business with New York State.
- Operate as a non-profit entity.
- Have five years' experience providing training to grassroots organizations on how to implement credible messenger practices.
- Provide a brief description of your experience training state or other government-level employees in credible messenger practices.
- Provide a brief description of your experience implementing a training curriculum on a large-scale multi-county or multi-city basis.

### **Funding Details**

This is anticipated to be a 5 (five) year project at \$190,000 per year. All services will be billed based upon the deliverable services noted below:

- Basic TA Hours – 100 @ \$275 = \$27,500 (travel costs included in TA hours)
- Expert TA Hours – 100 @ \$500 = \$50,000 (travel costs included in TA hours)
- Credible Messenger Boot Camp (4 days) – 1 @ \$50,000
- CCMI Database Subscription (access for 75 to 100 individuals) – 4 @ \$12,500 = \$50,000
- Topic Specific Webinars (Parent Engagement) – 3 @ \$4,166 = \$12,500

Funding for this project is contingent upon the availability of funds in the state and/or federal budgets and the number of interested and eligible parties that respond to this solicitation.

### **Reporting/Auditing Requirements:**

- Submit Annual Report
- Submission of quarterly claims
- Submit attendance roster for all training sessions conducted
- Attend bi-weekly conference call with OCFS
- Provide all curricula to OCFS prior to conducting training sessions

**Term of Contract**

Not applicable.

**How to Respond**

To be considered responsive, interested parties should complete and submit all required documents in conformance with the format and content requirements as explained. A response that does not provide all the information requested may be subject to rejection. The response should contain sufficient information to assure OCFS of its accuracy. The information provided should, wherever possible, verify that your organization meets the requirements in the **Eligibility Criteria** section of this solicitation.

**Responses must be emailed to [RFP@ocfs.ny.gov](mailto:RFP@ocfs.ny.gov) and should be received by the due date and time specified on the first page of this announcement.**

**Interested parties should complete and provide the following documents:**

- **Attachment 1 – Letter of Interest**
- **Attachment 2 – Submission Checklist**

The subject line of the email submission of your response should include the following information: **SOI # 1130 CCMI Training and Support**. Additionally, please clearly identify the vendor’s name in the body of the email and in the filenames of attached documents to ensure your submission is processed efficiently. **Early submissions are encouraged as late responses may be subject to rejection.**

Please limit your Letter of Interest to a maximum of four (4) page(s), Arial 12-point font, single line spacing and one-inch margins. Please see the **Attachment 1 –Letter of Interest** provided for your reference.

OCFS will provide a confirmation email that the submission has been received. OCFS will not be liable for any costs incurred by interested parties in the preparation of documents submitted in response to this solicitation. Vendors may modify, in writing, or withdraw the content of any submission at any time prior to the due date and time.

**Questions**

Questions should be submitted via e-mail to [RFP@ocfs.ny.gov](mailto:RFP@ocfs.ny.gov) prior to the due date and time specified on the first page of this announcement. The subject line should include the following information: **SOI # 1130 CCMI Training and Support**. Please submit your question(s) with adequate time for response. OCFS recommends allowing at least five (5) business days. **Late questions may not be addressed.**

**Evaluation Process**

An internal review by OCFS will confirm eligibility. This solicitation is not a guarantee or promise of funding. The number of interested and eligible entities that respond to this

solicitation will determine how OCFS chooses to proceed in the procurement of these services.

OCFS may require additional information from an organization before deciding whether the interested organization is eligible and can supply the requested commodities or services. If OCFS requests additional information, it should be provided within five (5) business days from request or as otherwise directed in the request.

### **OCFS Reserved Rights**

OCFS reserves the right to withdraw, amend or postpone this solicitation, without notice, and without liability, to any applicant, or other party, and may exercise these rights at any time. In addition, OCFS reserves the right to:

- place a monetary cap on the funding amount made in each contract award;
- change any of the schedule dates stated in the solicitation;
- make an award under this solicitation in whole or in part;
- disqualify any applicant whose conduct and/or LOI fails to conform to the requirements of this solicitation;
- reject any LOI if, in the sole discretion of OCFS, it determines the applicant is not a responsible vendor;
- request all applicants who submitted LOIs to present supplemental information clarifying their proposals either in writing or by formal presentation;
- direct all organizations who submitted LOIs to prepare modifications addressing solicitation amendments;
- make funding decisions that maximize compliance with and address the outcomes identified in this solicitation;
- fund only one portion, or selected activities, of the selected applicant's LOI and/or adopt all or part of the selected applicant's LOI based on federal and state requirements;
- eliminate any solicitation requirements unmet by all applicants, upon notice to all parties that submitted LOIs;
- waive procedural technicalities, or modify minor irregularities, in LOI received, after notification to the applicant involved;
- correct any arithmetic errors in any proposal, or make typographical corrections to LOIs, with the concurrence of the applicant;
- negotiate with the eligible applicant(s) prior to contract award;
- require that all LOIs be held valid for a minimum of 180 days from the closing date for receipt of applications, unless otherwise expressly provided for in writing;
- fund any or all of the LOIs received in response to this solicitation. However, issuance of this solicitation does not commit OCFS to fund any proposals. OCFS can reject any proposals submitted;
- use the LOI submitted in response to this solicitation as part of an approved contract. At the time of contract development, awardees may be asked to provide additional budget and program information for the final contract;
- utilize any and all ideas submitted in the LOI received where an award is ultimately made;

- make inquiries of third parties, including but not limited to applicant's references, regarding the applicant's experience or other matters deemed relevant by OCFS. By submitting an LOI in response to this solicitation, the applicant gives its consent to any inquiry made by OCFS;
- where applicable, require contractors to participate in a formal evaluation of the program to be developed by OCFS. Contractors may be required to collect data for these purposes. The evaluation design will maintain participants' confidentiality and recognize practical constraints of collecting this kind of information;
- when applicable, consider statewide distribution and regional distribution within New York City, including borough distribution methodology, in evaluating proposals; and
- reject any extraneous terms, alternate activities/work to be performed, added conditions, or exceptions stated by applicants within their LOI. This includes, but is not limited to, proposed changes to the standard terms and conditions of the resulting contract(s).

### **Contract Documents**

Not applicable.

### **Diversity**

OCFS is committed to identifying, addressing, and reducing disproportionality and to eliminating racial and ethnic disparities in our systems of care and custody. Authentic partnerships and joint decision-making with families and communities promote social justice and race equity to address disproportionality and disparities in the provision of services to children and families. OCFS strongly encourages qualified minority-owned, women-owned, and veteran-owned businesses to submit a letter of interest in response to this announcement.

### **Contact Information**

#### **Primary contact:**

Director of Contracts  
NYS Office of Children & Family Services  
52 Washington Street  
Room 202S – Procurement Unit  
Rensselaer, NY 12144  
[RFP@ocfs.ny.gov](mailto:RFP@ocfs.ny.gov)

#### **Submit to contact:**

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Office of Children & Family Services  
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Room 202S – Procurement Unit  
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**Attachments**

Please see the following attachments to this announcement, which are available on the New York State Contract Reporter website at <https://www.nyscr.ny.gov> or the OCFS website at <https://ocfs.ny.gov/main/contracts/funding/>.

- **Attachment 1 – Letter of Interest\***
- **Attachment 2 – Submission Checklist\***
- **Attachment 3 – Regional Community Multi-Services Offices**

\* Attachments marked with an asterisk **must** be completed and included with your response submission.