



Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.

Fresno County Department of Behavioral Health (DBH) requires a Learning Management System (LMS) that

 - Includes a library that provides the full spectrum of online training and coursework including evidence-based and best practices; cultural competency; licensure requirements in law & ethics, minor consent, mandated reporting and clinical supervision; skills development and strategic practices in the clinical setting for behavioral health care providers, among others.
 - Also provides substantial coursework in skills development, core competencies and new-hire onboarding for administrative support staff in a behavioral health care setting.
 - Maintains a database capable of managing the Public Mental Health Plan and Drug Medi-Cal Organized Delivery System training program for Department-wide staff and staff of contracted providers who are located throughout Fresno County.
 - Has the ability to plan, coordinate, register, schedule, send reminders of, track attendance, and develop reports on all training efforts across all programs, divisions, units and organizations.
 - Has the functionality to upload, deliver, register and track department-specific training content through a number of filters, including by name, classification, program, training event, date, population served, or by any other unique identifier included in the database.
 - Provides Continuing Education credits for licensed and certificated staff.
 - Tracks licensure and certification requirements and automatically notifies end-users, supervisors and administrators of an upcoming renewal or expiration.
2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

Relias Learning LLC
Courtney Milam, Account Executive
1010 Sync Street, Suite 100
Morrisville, NC 27560
3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

The total annual subscription for a 36-month agreement is \$737,055.
The total for the optional two 12 month additional terms is \$491,370. Grand total \$1,228,425.
4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.

Relias is the only Learning Management System that offers 380 essential behavioral health courses. Courses are developed for clinical, non-clinical and administrative staff. Continuing education units are offered to all licensed and certified staff and there are 14 units identified as "Behavioral Health Clinical Supervision" for staff mentoring associate-level clinical staff and students. Additionally, Relias has over 1000 courses geared toward administrative professionals.
5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.
 - In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
 - When the contract is with a federal, state, or local governmental agency.
 - When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$5,000 whichever is more.
 - When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
 - When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
 - When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.
6. Explain why the unique qualities and/or capabilities described above are essential to your department.

As a function of the Department of Behavioral Health (DBH) mission to deliver the highest quality of care and to support the recovery and wellness of clients and staff, DBH has implemented a Staff Development Unit to hold responsibility over the training needs of the system of care. These responsibilities cover a number of training and development areas, including supporting the implementation of evidence-based practices (EBP), best practices and strategic practices in the clinical setting through a variety of training that requires robust planning, coordination and tracking over time. Additionally, this unit will be responsible for managing core competencies and skills development across all classifications, clinical and non-clinical staff alike, and developing and supporting the onboard training for

all new-hires across all classifications. In support of these responsibilities, DBH requires a robust and specifically focused Learning Management System (LMS) that allows for the efficient management of the training program to include all of the features described above, such as planning, coordinating, scheduling, tracking and measuring training efforts across divisions, programs, units, agencies and populations. These training efforts align with and are included in our Mental Health Services Act Three-year Plan, the Fresno County Mental Health Plan, The Cultural Competency Plan, and our Quality Improvement Work Plan. Furthermore, implementing the LMS will create significant efficiencies in the preparation of reviews and audits by allowing precise and centralized access to training data specific to EBPs and staff development.

RLMS is the only LMS that can provide all of the following:

Quality Management, Quality Assessment and Performance Work Plan

- Establish mechanism that will deliver and track annual surveys to employees and contractors while automatically following-up with a customized email encouraging those who have not participated.
- Collect data in a form of a report for evidence based practices and best practices.
- Pre and Pro assessments that benchmark staff competency

Compliance:

- Offers 31 courses on Compliance/Safety including 17 specific to Behavioral Health.
- Simplify the current protocol by automatically enrolling new employees and contractors in Compliance Training
- Create a mechanism to automatically schedule, deliver, and track annual Compliance trainings.
- Upload PPG and deliver to applicable staff for review. Can also upload live video to ensure comprehension.

Contracted Services:

- Deliver/track annual training in areas related to interpretation services and best practices.
- Provides contractors with the same learning opportunity as county staff

Staff Development:

- Establish tracking mechanism to ensure all staff and contractors complete staff development trainings.
- Track Cultural Competency training at different levels: administrative, management, specialty mental health services staff.
- Ensure interpreters are trained and monitored for language competence. Courses offered include "The Role of Behavioral Health Interpreter" and "Legal Procedures and Client Rights for Behavioral Health Interpreters."
- Offer courses to complement Staff Development face to face trainings: (1) Introduction to Trauma-Informed Care (2) Suicide Screen for Direct Care (3) Law, Ethics, Standards of Care in Behavioral Health (4) Dialectical Advanced Technique (5) Cognitive Behavioral Therapy (6) Customer Service

Personnel

7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.

Completed internet search for Learning Management System.

Contacted other California Counties (Contra Costa, Kern, and San Bernardino) that utilize Relias LMS to gauge their satisfaction with the services.

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Requested By:

Staff Analyst

Title

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I approve this request to suspend competition for the service(s) and/or product(s) identified herein.



Susan Holt (Jun 21, 2023 15:33 PDT)

Department Head Signature

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Purchasing Manager Signature

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