



COMMUNITY SERVICES

Request for Proposals (RFP) - #3007

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AUTHORITY

The Far Northern Regional Center (FNRC) is a private nonprofit organization under contract with the California Department of Developmental Services (DDS). FNRC is part of a stateside network of 21 Regional Centers responsible for the coordination and development of services to meet the needs of people with developmental disabilities in Shasta, Butte, Tehama, Siskiyou, Modoc, Trinity, Glenn, Lassen and Plumas Counties.

A Request for Proposal (RFP) is used when FNRC determines there is a need for specific services for individuals with developmental disabilities served by the Regional Center. The needed services are identified in the RFP project announcement of start-up funding availability. FNRC may elect to fund all, part, or none of the project depending upon funding availability as approved by the Department of Developmental Services (DDS), and the quality of proposals received; and pending the approval of the project as written.

Far Northern Regional Center shall give public notice of its intent to issue an RFP. Whenever a start-up grant is greater than \$50,000, a RFP must be issued. The notice will be issued by electronic posting on the FNRC website. In addition, Far Northern Regional Center shall notify the Area 2 Developmental Disabilities Board and the Service Providers Advisory Committee of the issuance of the Request for Proposals. Any other service provider/organization who submits a written request to receive a copy of the Request for Proposal will be notified by electronic mail.

Each RFP describes the service concept and start-up funding availability. The brief description is not intended to limit the types of proposals considered to serve the identified populations.

A RFP does not commit FNRC to award a contract, to pay any cost incurred in the preparation of the proposal, to contract in response to the RFP, or to procure or contract for services or supplies.

The values that FNRC uses to determine quality services should be connected to the RFP proposal in defining service expectations for the project. Innovative, person-centered service delivery models are encouraged.

Far Northern Regional Center Values and Expectations

FNRC has specific values and expectations for services to people with developmental disabilities. These values and expectations result in service expectations for all service providers. All RFP proposals should include information indicating how these service expectations are met.

What FNRC Values: *People have control over their lives, have a full range of choices and are actively involved in decision making to the greatest extent possible.*

What FNRC Expects From Service Providers:

1. Ensure people who use services have real choices in their daily lives.
2. Structure person-centered planning meetings so the person using the service is in charge of the meeting to the greatest extent possible.
3. Provide the information, training, and opportunity people need to make effective decisions in their lives.

What FNRC Values: *People's services are based on supporting them in a meaningful life.*

What FNRC Expects From Service Providers:

4. Learn who people are and what they want in their lives.
5. Work with the person, their circle of support, other providers, including FNRC, to document what the person wants in their life. Together, facilitate and support the person's goals.
6. Assist in setting up the services, supports, activities, learning opportunities, and daily routines that will work toward the person's preferred life. Service plans are:
 - Understandable to the person to the greatest extent possible;
 - Updated and changed as needed and agreed upon by the team;
 - Focus on strengths and talents, rather than deficits and problems;
 - Specific about commitments, assignments, timelines, etc.;
 - Acceptable to the person receiving the services.

What FNRC Values: *People are receiving the services and supports as promised in their plans and are making progress toward their preferred lives.*

What FNRC Expects From Service Providers:

7. Staff is knowledgeable about what is in the plan and the person's goals and objectives.

8. Activities and opportunities written in the plan are occurring.
9. People are making progress toward their goals as outlined in their plan. When progress is not being made, provider works to make changes that will better serve the person.

What FNRC Values: *People with disabilities have opportunities to have relationships like people without disabilities.*

What FNRC Expects From Service Providers:

10. Assist people to develop and maintain relationships that are important to them.
11. Assist people to resolve problems with others according to their needs and wishes.
12. Assist people build circles of support that include people who are not paid to be in their lives.

What FNRC Values: *People with disabilities have the opportunity to be a part of the community in a meaningful way.*

What FNRC Expects From Service Providers:

13. Assist people to use and be part of the community in an age appropriate manner.
14. Training and learning opportunities occur in natural settings.
15. Daily lives should approximate those of other people without disabilities.

What FNRC Values: *People who use services are treated with dignity and respect.*

What FNRC Expects From Service Providers:

16. Respect the rights of the people who use their services.
17. Respect and support people's cultural and religious preferences.
18. Staff is friendly and treats people in a respectful manner.
19. Support people in learning the skills and abilities for self-advocacy.
20. Protect people from abuse, exploitation, neglect or harm and safeguard people's possessions and money.
21. Allow people privacy and control of their possessions and environment.

What FNRC Values: *People are as healthy and safe as possible.*

What FNRC Expects From Service Providers:

22. People have individual health and safety plans (as appropriate to the service). The plan details ways to reduce threats to a person's safety, the efforts to help people understand their own health and medical needs, and how they will participate as fully as possible in their own medical care.
23. Staff are trained in medications, routine health care requirements, emergency information, etc. as appropriate to the services provided.
24. Maintain up-to-date medical information on each person as well as important medical history.
25. Respond to health and safety emergencies, reports of potential abuse and other significant events including completing Special Incident Reports and appropriate investigation.
26. Assist people to determine reasonable risk in making decisions so they can protect themselves to the greatest extent possible without unnecessarily restricting their freedom.

What FNRC Values: *People communicate well with each other.*

What FNRC Expects From Service Providers:

27. Assist people to find and use the optimal means of communication for them.
28. Communicate using the individual's preferred means of communication (spoken language, sign language, communication devices, etc.).
29. Keep people informed about the services provided and coordinate with other service providers in the person's life.
30. Respond to telephone calls, pages, requests in a timely manner.

What FNRC Values: *People's service providers are accountable to them and to other people who care about them.*

What FNRC Expects From Service Providers:

31. Document progress on goals of the person-centered plan.
32. Complete and distribute paperwork and reports in a timely manner.

33. Evaluate what is working and what is not to make changes in service delivery (grievance procedure, surveys, team meetings, etc.).

What FNRC Values: People have services and supports they can rely to help them work toward their preferred life.

What FNRC Expects From Service Providers:

34. Provider has sufficient number of competent, trained staff to fulfill their commitments to people.
35. Access adequate resources to meet the needs of the people served or seek assistance if they are not able to do so.
36. Maintain all relevant certification, licensing or regulatory requirements specific to the service they provide.
37. Services are based on a set of values and a vision for people with disabilities that match the Lanterman Act.

Far Northern Regional Center Request for Proposal Instructions for Vendors

APPLICANT ELIGIBILITY

The applicant must have experience in providing services to persons with developmental disabilities. The following agencies or individuals are prohibited from submitting proposals:

- a. The State of California, its officers, or its employees;
- b. A regional center board member, its employees or their immediate family members;
- c. The area board members, its employees or their immediate family members.

SUBMISSION OF PROPOSALS

Please direct all proposals to:

Far Northern Regional Center
Diana Anderson, Associate Director, Community Services
1900 Churn Creek Road, Suite #319
Redding, CA 96002

Copies of proposals must be *received* at the above address no later than 4:00 p.m. on the last day that the RFP is open. *Proposals received after this deadline will not be considered.* Reliance on the postal service will not be an acceptable excuse for late proposals. Faxed copies of proposals will not be accepted.

PROPOSAL CONTENT AND SUBMISSION

Proposals must comply with the instructions, format and time lines described in the request. Proposals should be written in 12-point font, Times New Roman or Arial preferred. All pages in the proposal must be one-sided and numbered consecutively on 8 1/2" by 11" paper. The proposal, including the required forms and documents, may not be more than ten (10) pages long. Each applicant must submit five (5) copies. Only a single staple should bind the proposal and copies.

FORMAT AND APPLICATION REQUIREMENTS

Each proposal will contain the following:

1. Applicant/Agency Information

- a. The name, addresses and telephone number of the applicant/agency. If the applicant is a corporation or a partnership, list the principal members of the corporation or the partner. Indicate whether it is a profit or nonprofit corporation.
- b. The name of the project that the proposal is intended to address.
- c. The name of the author of the proposal. List any parties who participated in writing all or part of the proposal. Any proposal written for an applicant by a consultant or professional grant writer will demonstrate a commitment by the writer to provide ongoing technical assistance during the project implementation stage.
- d. The name and commitment of the individual with authority to submit the proposal and enter into a binding contract with FNRC.
- e. Summary of activities and services to persons with developmental disabilities similar to the proposal services which can be verified by FNRC.
- f. Specific past history of activities which have had a serious negative impact upon persons with developmental disabilities including, but not limited to: client abuse, exploitation, or serious citation under Title 17 and/or Title 22 of California Administrative Code, the Penal Code of the State of California, or regulations, or the laws of other states or the Federal Government. Any information withheld or omitted will result in disqualification of the proposal or termination of the contract.

2. Proposed Methodology

In no more than five (5) pages the applicant should provide information about the proposed project, which should include the following:

- a. The applicant's philosophy and values related to the proposed project and related to how services to persons with developmental disabilities should be delivered. FNRC's service values and expectations from service providers are attached to each RFP project.
- b. The outcome objectives that will be achieved at the completion of the proposed project, and the methods by which those outcomes will be documented. This should include the applicant's work plan for the proposed project with corresponding timelines identifying how and when each outcome objective will be met.
- c. A description of the needs of the consumers will be served by the project.

- d. The applicant's proposed use of personnel, including the selection, management and training of staff. The types of licensed consultants who will have on-going contracts with the service provider should be clearly identified. If the applicant's mailing address is outside of FNRC's catchment area, the name and qualifications of the person who will physically located in one of the nine counties served by FNRC and responsible for managing the proposed project should be included. The names and qualifications of any additional consulting/professional staff (if known) associated with the project should be identified.
- e. A description of the proposed environment in which services would be provided including a description of any special adaptations that may be made to that environment.

3. Budget and Financial Information Form

The Financial Statement (Form #250), Start-up Cost Statement with instructions (Form #251), Project Ongoing Operations Cost Statement (Form #253), included with the RFP project, *must* be used and included with the proposal to provide information concerning the applicant's finances and the proposed budgets for this project.

An estimate of the projects monthly on-going operations funding per consumer will be required to maintain the services developed. FNRC anticipates the ongoing monthly cost to be funded by Regional Center will be no more than the statewide median rate set by DDS or the Regional Center median rate for the service, whichever is lower. The median rate is a funding cap and FNRC cannot negotiate a rate more than that median rate. The final determination of the on going funding provided to the selected project contractors will be based on the applicant's ability to provide the services developed at or below the median rate.

REPORTING REQUIREMENTS

Each selected project contractor will be required to complete a full program design as well as monthly summaries describing the progress made toward meeting project objectives to FNRC by the third of each month. The contractor will submit a final report upon completion of the project. The format for the monthly summaries and invoices will be included in each awardees contract.

PROPOSAL SELECTION PROCESS

Any proposal may be rejected if it is incomplete or deviates from the specifications in the RFP. FNRC reserves the right to reject any or all proposals and to the cancel the RFP process at its discretion.

An RFP Selection Committee will evaluate each proposal, which is an interdisciplinary team of three to five members. Committee members will review, score, rank and prioritize each proposal individually before coming together as a team to thoroughly review and discuss each proposal and interview applicants, if applicable, and agreeing on a final score for each proposal. Applicant's proposal may be rejected for inconsistency with state and federal guidelines, failure to follow directions, incomplete documents, and failure to submit required documents.

A Proposal Review/Selection Criteria worksheet (Form #254) will be used to evaluate the proposal. A minimum score of 70% is required for the proposal to be considered. Proposals will be evaluated in 5 areas: Agency Description, Project Description, Work Plan/Timelines, Budget/Finances and Proposal responsiveness. The evaluation will be based on connections to FNRC's values and service expectations, previous performance (including the ability to complete projects, ability to work cooperatively with the Regional Center and track record in the area of development) innovations and merit of the proposal, and demonstrated applicant financial responsibility. The proposal review/selection criteria worksheet is included with the RFP. Additional information may be required from selected applicants with regard to the proposal submitted prior to the awarding of a contract. References will be contacted and interviews may be conducted, particularly if two or more proposals are closely scored and/or more information is needed. The interview panel will include at least two individuals from the RFP selection committee, using the same questions, and each interviewer will score the responses using the same scoring scale for each.

FUNDS FOR RFP PROJECTS

Project descriptions indicate the total amount of funds available for each project. Actual amount of funds awarded will be contingent upon the budget submitted by DDS. Any project contractor who fails to develop services specified would be required to return to FNRC any funding received for start-up expenses. All funds must be expended by the date indicated in the RFP project.

RFP QUESTIONS

Any questions regarding the requirements of a RFP project should be directed to:

Far Northern Regional Center
 Diana Anderson, Associate Director, Community Services
 1900 Churn Creek Road, Suite #319
 Redding, CA 96002
 530-221-9553

APPROVED BY FNRC BOD 09/24/10