



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

## MEMORANDUM

TO: All RCRC Consumers, Families, Service Providers, and Interested Parties  
FROM: Clay Jones, Executive Director, RCRC  
DATE: January 21, 2011  
RE: Attached Procurement of Services and Supports Policy Statement

Attached to this memo you will find a copy of Redwood Coast Regional Center's new Procurement of Services and Supports Policy. This policy is required by the Department of Developmental Services (DDS) of all regional centers, beginning January 1, 2011.

The Procurement of Services and Supports policy explains how a person or business can learn about the development of new resources (services and supports) that are planned by the regional center. Redwood Coast Regional Center (RCRC) will list any new resource development projects on its web site twice a year. RCRC will list these resource needs in the form of Requests for Proposals (RFP's), along with requirements for completing a proposal, and the deadlines by which proposals are due.

The attached policy statement also describes the entire process by which RCRC will evaluate written proposals, select proposals, invite applicants for interviews, and make final selection of an applicant or applicants to begin the development of a new service. Applicants will receive notification from RCRC of their status at each step of the process.

Please take the time to read through the attached policy statement, and please call a member of the RCRC Community Services Department if you have questions regarding this policy. Community Services staff may be reached at the Eureka office (707) 445-0893, or the Ukiah office (707) 462-3832.

**Procurement of Services and Supports  
Redwood Coast Regional Center**

**Rationale**

To address service needs in Redwood Coast Regional Center’s (RCRC’s) service area, and as mandated by the California Department of Developmental Services, a Request for Proposal (RFP) procedure for procurement of services and supports has been established. In order to utilize RCRC’s resources most effectively, participation in the RFP process will not be required for services and supports whose annual POS expenditure is less than \$400,000.

**Procedure**

**1. Request for Proposal- Purpose**

- Fulfill unmet needs, as determined by RCRC needs assessment process, and find skilled qualified vendors to fulfill such needs.
- Increase consumer satisfaction through providing a high caliber of services and supports.
- Increase service choices and encourage cost effectiveness.
- Recruit providers who use evidence-based practices based on current research.
- Create opportunities for equitable and consistent fair review of qualified applicants.
- Purchase services that reflect the agency’s person centered practices and philosophy.

**2. Request for Proposals- Timeline**

Redwood Coast Regional Center opens the RFP process twice each fiscal year, Proposals must be received no later than 5 p.m. on the last day that the RFP phase is open. The RFP will be announced in September and March, on RCRC’s website and posted in each RCRC office.

*Sample Timelines*

<i>Activity</i>	<i>Deadline</i>	<i>Activity</i>	<i>Deadline</i>
RFP announced	September 1 <sup>st</sup>	RFP announced	March 1 <sup>st</sup>
Informational Meeting	September 15 <sup>th</sup>	Informational Meeting	March 15 <sup>th</sup>
RFP Due	October 15 <sup>th</sup>	RFP Due	April 15 <sup>th</sup>
First round selection	November 1 <sup>st</sup>	First round selection	May 1 <sup>st</sup>
Interviews	November 15 <sup>th</sup>	Interviews	May 15 <sup>th</sup>
Second round selections	November 20 <sup>th</sup>	Second round Selections	May 20 <sup>th</sup>
Applicants Notified	November 25 <sup>th</sup>	Applicants Notified	May 25 <sup>th</sup>

### **3. Request for Proposal-Submission**

RFP solicitations will provide the following information for prospective applicants:

- A description of the services/supports sought by RCRC
- Project goal
- Qualifications sought for potential applicants
- A copy of the review scoring sheet used to evaluate the proposals submitted for a specific RFP
- Rate structure
- Start-up funding availability
- RFP contact requirements
- RFP submission requirements

Electronic documents are required from RFP applicants at all stages of this process. RFP submissions will require at a minimum, the following information from each applicant for selection consideration:

- Completed RFP application
- Executive Summary describing the service, staff qualifications, county of service delivery, service implementation strategies, and other information as described in the RFP
- Brief Business Plan Outline; including a cost statement
- Proposals must comply with the instructions and timelines described in the request.

### **4. Criteria for Review of Accepted Proposals**

It is requested that proposals be submitted electronically in Microsoft Word or PDF format; any hand delivered or mailed submission will be returned to the sender without review. RCRC will acknowledge receipt of proposals by return email within one business day. If you do not receive an email confirming receipt of a submitted proposal within one business day, please notify the RCRC contact person specified in the RFP immediately. Proposals selected for further consideration must, at a minimum, provide evidence of the following:

- Applicant is qualified to provide services/supports as outlined in the RFP.
- Applicant demonstrates an understanding of the proposed service and regulatory requirements as delineated in Title 17, Title 22, the Lanterman Act, and any other applicable laws and/or regulations.
- Applicant demonstrates an understanding of the needs of individuals to be served and how to provide quality services.
- Applicant exhibits understanding of current “best practices” and Person Centered thinking practices and has incorporated them into the proposal.

- Proposal outcomes are realistically attainable and can be expected to produce desired outcomes and a higher quality of life for individuals receiving services.
- Applicant's philosophy and values are consistent with RCRC's vision and other operating principles.
- Applicant is not currently under a criminal investigation or a Regional Center Plan of Corrective Action.

## **5. Proposal Review Procedure**

RCRC's Community Services department will conduct needs assessments semi-annually to determine RCRC's resource needs. Needs assessments will be conducted through interviews with RCRC's Consumer Services and Clinical Services staff, as well as through a review of internal Resource Request forms documenting unmet needs.

A team of evaluators selected by RCRC will review submitted proposals utilizing a binary (yes/no) and numerical scoring system to objectively measure the quality of submissions and their responsiveness to the RFP descriptions. A proposal may be rejected if it is incomplete, or does not meet the minimum required scores on the review scoring sheet for the RFP for which the proposal is written.

Applicants who meet the proposal criteria will be invited to participate in an interview process. The interview panel will consist of an interdepartmental team, selected by RCRC. Applicants who receive an interview will be notified in writing by Community Services staff within 3 weeks of their interview regarding the outcome. Applicants not selected for this level of the process will also be notified in writing.

Successful applicants will be required to develop a written Service Design, pursuant to California State regulations as delineated in Title 17, the Lanterman Act, and Title 22 as applicable. Both regional center approval of the Service Design, as well as successful negotiation of a contract for services (including all applicable rates), shall be a condition of vendorization.

RCRC reserves the right to withdraw a Request for Proposals (RFP) at any time without prior notice. It is possible that no proposal submitted will be awarded a contract for services, if all of the stated criteria cannot be met.

## **6. Notification**

RFP information is available to all current and prospective service providers on the RCRC website, as well as posted in each RCRC office. RFP announcements will be posted in September and March of each fiscal year.

## **7. Assistance**

RCRC will hold an informational meeting, as needed, after the opening of each RFP to answer questions and provide clarity in regards to the proposed projects. Additionally, a list of frequently asked questions in regards to RCRC's RFP process will be available on RCRC's website.

## **8. Service Vendorization**

Upon completion of the RFP selection process, service design creation and rate negotiation, RCRC Community Services Managers and the successful applicant(s) will begin the contract and vendorization process. Information relevant to these activities is provided in separate RCRC procedures. Referrals to any service are not guaranteed.

## **9. Unsolicited Requests**

If a prospective or current service provider seeks consideration for a service on an immediate basis, according to Title 17 guidelines, RCRC may request a Letter of Interest (LOI) to RCRC Community Services Department in Humboldt or Mendocino County. As with the above RFP process, all LOI's must be submitted electronically in Microsoft Word format; hand delivered or mailed letters will be returned to the sender without review.

The following information is required to be included in the Letter of Interest:

- Type of Service Provided
- Qualifications of Applicant
- Specific population and age group to be served
- Geographic location of service
- Proposed start date of service
- Mission and intent of service
- Brief statement explaining desire to serve to persons with developmental disabilities
- Business plan outline, including cost statement
- Complete contact information of applicant

Applicants meeting regulatory requirements will be reviewed for vendorization. As mentioned above, referrals to any service are not guaranteed.