

**REDWOOD COAST REGIONAL CENTER
Management and Operations Manual**

VEP-515
MOM

SUBJECT: Procurement of POS Services and Supports

WRITTEN BY: Director of Community Services

APPROVED BY: Management Team and RCDSC

DATE: 8/12/2026 (RCDS BOD Approved)

I. Authority

As mandated by California Department of Developmental Services (DDS) contract with Redwood Coast Regional Center (RCRC), and pursuant to California Welfare and Institutions Code - WIC § 4648.11, 4648(e)(1), 4513(d), a Request for Proposal (RFP) policy for procurement of services and supports has been established which is consistent with DDS published *Guidelines for Regional Centers Community Placement Plan/Community Resource Development Plan*.

II. Request For Proposal- Purpose

To address service needs in Redwood Coast Regional Center's (RCRC's) service area, a Request for Proposal (RFP) policy for procurement of purchase of service (POS) providers 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 anticipated to be less than \$400,000. The objectives of the RFP policy include:

- a. Fulfill unmet needs, as determined by RCRC needs assessment process, and find skilled qualified vendors to develop services to meet such needs.
- b. Increase client satisfaction through providing a high caliber of services and supports.
- c. Increase service choices and encourage cost effectiveness.
- d. Recruit clinical providers who use evidence-based practices based on current research.
- e. Create opportunities for equitable and consistent fair review of qualified applicants.
- f. Purchase services that reflect the agency's person-centered practices and philosophy.
- g. Recruit providers who reflect the unique cultural and linguistically diverse needs of clients who commonly experience barriers to utilizing services.

III. Proposal Development

RCRC's Community Services department will conduct needs assessments annually to determine RCRC's resource needs. Needs assessments will be conducted through surveys with RCRC's Client Services, Clinical Services staff, current service providers, clients and family members. RCRC's Community Services Department also conducts a thorough review of internal *Resource Request Forms* documenting unmet needs.

RCRC will hold a public meeting, prior to the release of the RFP cycle to present RFP priorities, receive feedback from stakeholders, to answer questions, and provide clarity regarding the proposed projects.

IV. Request for Proposals - Announcements

Redwood Coast Regional Center opens the RFP process at least once each fiscal year. The RFP will be announced on RCRC's website and posted in each RCRC office. RFP solicitations will provide the following information for prospective applicants:

- a. A description of the services/supports sought by RCRC.
- b. A description of project goals
- c. Qualifications sought for potential applicants.
- d. Explanation of the minimum requirements and associated scoring tool.
- e. The rate structure and funding mechanism for ongoing services
- f. A description of start-up funding availability and restrictions.
- g. RFP contract requirements.
- h. RFP submission requirements.

Adult Family Home Agency development requires a competitive procurement process and public notice as outlined in Title 17 § 56078. Transportation services may be developed either through competitive or noncompetitive procurement as outlined in Title 17 § 58530-58543. Competitive procurement of transportation services requires public notice as detailed in Title 17 § 58532.

Pursuant to WIC § 4648.11, all RFP announcements will require applicants to include a statement outlining the applicant's plan to serve diverse populations, including culturally and linguistically diverse populations; examples of the applicant's commitment to addressing the needs of those diverse populations; and any additional information that the applicant deems relevant to issues of equity and diversity.

V. Request for Proposal - Submission

RFP submissions will require at a minimum, the following information provided from each applicant for selection consideration:

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

VI. Criteria for Review of Accepted Proposals

RCRC will acknowledge receipt of proposals within 48 hours. To qualify for an interview, a proposal must provide evidence of the following:

- a. Applicant is qualified to provide services/supports as outlined in the RFP.
- b. Applicant is currently vendored with RCRC or meets the basic vendorization requirements outlined in Title 17 § 54310.
- c. If the applicant is a current vendored service, the applicant must be in compliance with WIC § 4652.5 and shall either be exempt or have a current financial review or independent audit on file with RCRC.
- d. 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.
- e. Applicant demonstrates an understanding of the needs of individuals to be served and how to provide quality services.
- f. Applicant exhibits understanding of current “best practices” for unlicensed services and Person-Centered thinking practices and has incorporated them into the proposal.
- g. Proposal goals are realistically attainable and can be expected to produce desired client outcomes.
- h. Applicant’s philosophy and values are consistent with RCRC’s vision and other operating principles.
- i. Applicant has a plan to serve culturally and linguistically diverse populations.
- j. Applicant has attested that they **are not** currently under a criminal investigation, Regional Center Plan of Corrective Action and have never had a vendorization closed for noncompliance under Title 17 § 54370.

VII. Proposal Review

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 Director of Community Services. 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. This notice will include appeal rights, if applicable.

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 stated criteria above cannot be met or based on the availability of State funding.

VIII. Appeal Procedures

Transportation services and Adult Family Home Agencies participating in competitive procurement have appeal rights under 17 CCR § 58531 and 17 CCR § 56081 respectively. Appeal procedures will be provided to applicants not selected. This procedure will state that the appellant may file a written appeal of the decision to the Executive Director of RCRC. The written appeal must be received within 10 working days of notification. The appeal must include the reason(s) for the disagreement and any documentation. The Executive Director or Executive Director's designee will render a decision regarding the appeal within 10 working days of receipt of the appeal. The person appealing will be notified in writing of the decision. A final contract award will not be made until the director of RCRC sends a decision to the appellant.

IX. Award Notification

Within 30 days of selecting transportation services and Adult Family Home Agencies through competitive procurement, RCRC will post a notice of intent to contract on the RCRC website.

Successful applicants will be required to develop a written Service Design, if required, 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.

When start-up funds are awarded, a contract will be executed between the RCRC and the service provider that includes measurable performance expectations and the use of funds. Each contract will indicate that start-up funds cannot be used for routine maintenance of a provider's plant or facility; for the purchase, lease, or maintenance of a provider's vehicle; nor, for construction, renovation, alteration, improvement, or repair of real property that is not of direct medical or remedial benefit to a client.

X. 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.

XI. Unsolicited Requests

If a prospective or current service provider seeks consideration for a new service, they will need to apply for vendorization online through the Provider Directory. Prospective vendors will submit the required information and documents for RCRC review.