

# REQUEST FOR PROPOSALS 1534-501

*Lifespan Respite Washington Host Agency Services*

**Estimated Contract Period:** September 1, 2015 through August 31, 2017.

Amendments extending the period of performance, if any, may be agreed to in writing if requested by DSHS.

**Proposal Due Date:** All Proposals must arrive by 3:00 p.m. Pacific Standard time on July 16, 2015.

**Submit Proposal To:** Helen Haynes RFP Coordinator  
Department of Social and Health Services  
Operations Support & Services Division  
Central Contracts and Legal Services

**Proposal Delivered by Mail:**  
P.O. BOX 45811  
Olympia, WA 98504-5811

**Proposal delivered by Express / Hand Delivery, Or Courier:**  
1115 S. Washington St.  
Olympia, WA 98504

**-OR-**

**Proposal delivered Electronically:**  
helen.haynes@dshs.wa.gov

**Note: This RFP and any amendments that are issued with respect to RFP shall be posted at:**

**WEBS:** <https://fortress.wa.gov/ga/webs/>  
**DSHS Procurement Website:** <http://www.dshs.wa.gov/CCS/>

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# SECTION A. SUMMARY OF PROJECT

## 1. Purpose of Request for Proposals

The State of Washington, Department of Social and Health Services (DSHS) on behalf of Aging and Long-Term Support Administration (DSHS), requests proposals from qualified non-profit agencies or governmental entities based within Washington State to administer and support the Lifespan Respite Washington Program (“LRW” or the “Program”). The LRW Program responds to the needs of family caregivers within Washington State. Respite care means care provided to a child or adult with a special need in order to provide temporary relief to the family caregiver of that child or adult.

LRW is currently funded by a federal Lifespan Respite grant from the U.S. Administration for Community Living which will continue through August 2017. DSHS is making limited additional funds available for use by the Program during the upcoming contract cycle. The Program has multiple components, including the provision of information and advocacy for the needs of unpaid caregivers, continuation of the LRW Coalition, and the administration of the Program including proposed fundraising to permit sustainability and support for the Program Coordinator; along with the provision of a limited number of respite vouchers to eligible caregivers.

The voucher system affords a flexible approach to providing needed respite for these caregivers. The caregivers who are eligible for respite services under the LRW program (“Eligible Caregivers”) provide unpaid care to individuals of all ages (across the lifespan) with special needs and are not provided these type services through other public programs. Vouchers may be used for respite services either provided in the home through contracted staff employed by home care or home health agencies or in the community by agencies providing activities such as a camp, adult day services program, a licensed residential facility or a specialized recreational program for an individual with special needs. (See the LRW website, [www.lifespanrespitewa.org](http://www.lifespanrespitewa.org) for a greater understanding of how the program is currently run for family caregivers and Respite Provider Agencies.)

DSHS seeks a contractor whose mission will allow it to provide continuity for the LRW Program infrastructure and to provide support for activities of the LRW Coordinator. The contractor should also be willing to help promote the Program and assist the Coordinator with fundraising activities to permit LRW to continue and if possible, to grow without federal grant assistance, thereby achieving one of the grant objectives to create an ongoing sustainable program.

## 2. Background

At least 930,000 unpaid family caregivers in our state provide care to adults living with chronic illnesses or conditions such as dementia. There are about 124,000 individuals challenged by traumatic brain injuries and more than 33,000 veterans over the age of 85. In addition parents and other caregivers care for an

estimated 35,000 children with special health care needs, and 45,000 grandparents are raising grandchildren often with a variety of special needs. Additionally, an estimated 85,000 individuals of all ages have intellectual or developmental disabilities and often rely on family members for their support. Caregivers are usually spouses or partners, adult children, parents, or relatives who provide annual care that exceeds more than 10.6 billion dollars per year.

Respite care is a critical and sought-after resource for caregivers of children, adults and elders. It is identified as the number one support requested by caregivers in several statewide caregiver surveys (one focused on developmental disabilities and two on family caregivers of adults). Though respite care services are available in our state, only a tiny percentage of caregivers receive these services.

The Lifespan Respite Care Act of 2006 amended the federal Public Health Act with the purpose of expanding and enhancing the availability of respite care services to family caregivers; improving the statewide dissemination and coordination of respite care; and providing, supplementing or improving access and quality of respite care services to family caregivers, thereby reducing family caregiver strain. The new law authorized the Secretary of Health and Human Services to award grants or cooperative agreements for these purposes to eligible State agencies. For more information on the Act, go to: [http://archrespite.org/images/docs/Lifespan\\_Respite\\_Act\\_2006.pdf](http://archrespite.org/images/docs/Lifespan_Respite_Act_2006.pdf)

AL TSA/DSHS, in collaboration with LRW (then called Respite and Crisis Care Coalition of Washington), was awarded its first two Lifespan Respite Grants in 2010 and 2013 from the Administration on Aging (AoA). These grants established the full-time LRW Coordinator position. Some of the primary accomplishments of this position included strengthening the statewide Lifespan Respite WA Coalition, which previously was made up of a group of six individuals, to include a very broad based representation of caregivers, advocates, provider agencies along with public and private organizations. These representatives came together to learn about community respite options and gaps in services, to share ideas for formal and informal respite options; to inform the public and policy makers about the need and value of respite for family caregivers. They also established the LRW website created in conjunction with the developer IlluminAge to help caregivers access these services more easily; established a toll free number to answer caregivers' questions; created printed public relations materials; and developed and implemented the LRW respite voucher system.

During the first and second grant and for the first part of the third and current federal Lifespan Respite grant, LRW has been housed and supported by community organizations. The current host agency has committed to serve through August 31, 2015. This RFP seeks a contractor for host agency services for the remaining two years of the current three-year grant period.

### **3. Project Scope, Objectives, Deliverables and Outcome Goals**

#### **A. Scope:**

ALTSA/DSHS seeks to contract with one agency with knowledge of respite care and demonstrated ability to:

1. Administrative Oversight. Provide administrative oversight for the LRW Program, including the full-time employment of the LRW Coordinator,
2. Infrastructure for Voucher System. Provide the infrastructure to permit the LRW Coordinator to operate the user friendly LRW voucher system (with \$55,000 of the grant funds available for respite vouchers) by recruiting and contracting with new and/or ongoing respite provider agencies (32 in year one and an additional eight more in year two), monitoring their contracts, identifying Eligible Caregivers and authorizing and reimbursing providers for respite services. LRW will build upon its current respite voucher system to include focused marketing and services for caregivers from underserved populations. Additionally, referrals to respite care will be strengthened through partnerships with other organizations who provide information and referral services which collectively serve populations across the life span to help streamline information about and provide access to lifespan respite options,
3. Expertise to support LRW Activities. Lend its staff expertise to help support other LRW activities conducted by the LRW Coordinator, which include coordinating the LRW Coalition and offering respite-related information and referral services through the Lifespan Respite WA website, [www.lifespanrespitewa.org](http://www.lifespanrespitewa.org) contracted by DSHS to web developer, IlluminAge and through a toll free phone number which also has access to interpreter phone services when needed for limited English speaking callers. Contractor will be responsible for providing these phone and interpreter services, either through its existing resources or through arrangements that Contractor pays for from the administrative allocation provided from grant funds or from its match/in-kind contribution. Increase professional and constituent awareness and feedback about care through LRW Coalition activities,
4. Support for Evaluation Activities. Provide support for the LRW Coordinator to conduct program evaluations, satisfaction surveys, and otherwise receive and document customer feedback to improve services and supports,
5. Financial Sustainability Efforts. Support the mission of the LRW program and its financial sustainability efforts by promoting the LRW program and assisting with and engaging in fundraising to help expand and sustain the program following the completion of the federal grant. This could include efforts to secure additional grant dollars from other sources. Finally, Contractor will support more intensive long-term sustainability work to transition LRW to be a self-supported program.

**B. Objectives of LRW for the upcoming two years:**

1. Expand lifespan respite care through the user-friendly voucher system by focusing on underserved populations and key partnerships.
2. Connect LRW and other information and assistance/referral agencies (e.g., Sr. Information and Assistance, Aging and Disability Resource Centers (ADRC)

(known in Washington State as *Community Living Connections (CLC)*, and operated by some Area Agencies on Aging in our state), Parent Trust and Within Reach) with a No Wrong Door approach to enhance referral system for lifespan respite vouchers.

3. Increase capacity for respite services and resource offerings by strengthening sustainable business model to include efforts to secure additional public/private funding for the Program.

4. Increase professional and constituent awareness and feedback about care through LRW Coalition activities.

### **C. Contractor Deliverables:**

Contractor will collaborate with the LRW Program Coordinator and oversee efforts to produce the following tangible products during the Contract period:

1. A procedural manual, complete with lessons learned, for creating a statewide lifespan respite voucher system.

2. Enhanced website with capability to incorporate additional focus areas; e.g., military/veteran, faith-based, ethnic, disease-specific, children with special health care needs, mental health and developmental disabilities.

3. Updated printed outreach materials translated into at least eight languages to inform caregivers about respite options and voucher system.

### **D. Outcome Goals:**

1. Increase by 50% annually, caregivers who receive respite services/resources.

For example, in Year one, the Program will endeavor to increase the number of caregivers receiving respite services by 25 caregivers, for a total of 75 and in Year two, the pool of caregivers receiving respite services would increase by 37 caregivers, for a total of 112 caregivers.

2. Increase by 25% annually, respite service options available for caregivers.

For example, in Year one: there will be 32 respite provider agencies available to provide services under the Program and in Year two, this will increase to 40 respite provider agencies

3. Increase by 20% annually, the number of constituents/advocates who access LRW and ADRC websites to learn about respite options.

For example, in Year one, the Program will experience an average of 557 website visitors per month and in Year two, the Program will endeavor to increase this to an average of 669 website visitors per month

4. Increase public/private revenue in years one and two to strengthen LRW autonomy and financial sustainability.

For example, in Year one, the Program will endeavor to increase funding by a total of \$50,000 and in Year two, the Program will endeavor to increase funding by another \$50,000.

#### **4. Minimum Qualifications**

The successful bidder must demonstrate at least three years of experience as a nonprofit or governmental agency with experience engaging in activities designed to provide support to individuals and/or families, along with fundraising for the continuation and expansion of the program. The successful bidder must also have sufficient financial resources and experiences to enter into and make payment under Lifespan Respite voucher contracts, comply with protecting confidential health information and manage funds in a secure manner consistent with federal sub-recipient audit requirements. In addition the bidder must be able to provide match in the form of in kind or cash equal to 10% of the contract allocation for year one and two.

The successful bidder must also be willing to employ the current LRW Program Coordinator to allow for program continuity and provide a work space arrangement in consideration of Lifespan Respite Coordinator's current place of residence, along with providing telephone/internet, postage, access to business machines and basic supplies to implement this project.

#### **5. Funding**

Funding for this Contract shall be consistent with the Grant Budget attached to this RFP as Attachment A to Exhibit B and shall include an administrative overhead payment to the Contractor in years one and two.

Anticipated funding total for 9/1/15 – 8/31/16 is \$138,607. Required match provided by the contractor, at this funding level, would be \$15,401.

Anticipated funding total for 9/1/16 – 8/31/17 is \$134,180. Required match provided by the contractor, at this funding level, would be \$14,909.

If the anticipated funding level for either year increases, required match will also increase. Contractor's match may be provided through in-kind services or non-federally funded contributions. Examples include, but are not limited to: volunteer hours worked on the project; donated goods, services, real or personal property; use of real or personal property (for example, use of facilities to host the Coordinator or to hold a meeting) or non-federal funds.

There are fixed costs including salaries and benefits for Lifespan Respite Coordinator, travel for Coordinator and funding for respite vouchers.

Salaries and benefits include \$59,988 in year one and \$60,588 in year two.

Travel for Coordinator in each year is \$1,120. Respite vouchers total \$55,000 in each year, excluding any additional funds that Contractor is able to secure.

Under "Other" expenses for year one, \$4042 of grant funds are available for stabilization and transition costs (might include office set-up, computer, etc.). Administrative costs total \$18,137 in year one and \$15,518 in year two and may be needed to support accounting services, phone (including 1-800 line, interpreter services), internet, supplies, printing), etc.

## **6. Auxiliary Aids and Services**

DSHS will provide access to this RFP document to individuals with disabilities. Please contact the RFP Coordinator to request auxiliary aids and services for this RFP. If an individual believes that the department has discriminated on the basis of a disability, please contact the DSHS Investigations Unit (IU) for the Nondiscrimination Policy Brochure and complaint process. The brochure can be found at

<http://www.dshs.wa.gov/sites/default/files/SESA/publications/documents/22-171.pdf>.

## **7. Minority & Women's Business Enterprises (MWBE) and Veteran-Owned Business Enterprises**

In accordance with the legislative findings and policies set forth in RCW 39.19, 43.60A.200, and 39.29.052, the State of Washington encourages participation by veteran-owned business enterprises and Minority- & Women-Owned Business Enterprises (MWBE), either self-identified or certified by, respectively, the Department of Veterans Affairs or the Office of Minority & Women's Business Enterprises (OMWBE). While the State does not give preferential treatment, it does seek equitable representation from the veterans, minority and women's business communities.

Participation by veteran-owned and MWBE contractors may be either on a direct basis in response to this RFP or as a subcontractor to a contractor. However, no preference will be given in the evaluation of Bids, no minimum level of MWBE or veteran-owned business participation shall be required, and Bids will not be evaluated, rejected, or considered non-responsive on that basis.

Bidders may contact the Office of Minority & Women's Business Enterprises (OMWBE) at <http://www.omwbe.wa.gov/index.shtml> and/or the Department of Veterans Affairs at <http://www.dva.wa.gov/BusinessRegistry/default.aspx> to obtain information on certified firms for potential sub-contracting arrangements or for information on how to become certified.

Nothing in this section is intended to prevent or discourage participation from non-MWBE firms or non-veteran-owned businesses.

## **8. Definitions.** The following terms which appear in this RFP have the meaning that is defined below for the purposes of this RFP: (ADD IN)

- a. Apparently Successful Bidder - A Bidder selected as having submitted a successful Proposal, based on the final determination of DSHS management

taking into consideration the Bidder's final Proposal score and which Proposal(s) best meet the needs of DSHS. The Bidder is considered an "Apparently" Successful Bidder until a contract is finalized and executed.

- b. Agency – The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFP.
- c. Bidder - An individual, organization, public or private agency, or other entity submitting a Proposal in response to this RFP.
- d. Contractor – Individual or Company whose Proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- e. Issue - To mail, post, or otherwise release this RFP as a public document to interested parties.
- f. Key Personnel - Staff being proposed to do the work under this Proposal.
- g. Proposal - All material prepared and assembled by a Bidder, and which the Bidder submits in response to this RFP.
- h. Protest - An objection by the Bidder, in writing, protesting the results of this RFP, and which complies with all requirements of this RFP.
- i. RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- j. RFP- Request for Proposals; i.e., this RFP document.
- k. RFP Coordinator - The person named in this RFP as the RFP Coordinator, or the RFP Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFP for potential Bidders and other interested parties.
- l. Statement of Work - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.
- m. Submit - To deliver to the DSHS RFP Coordinator any of several documents described in this RFP and in the manner specified in this RFP.
- n. WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- o. WEBS – Washington’s Electronic Business Solution. DSHS encourages all bidders to register with WEBS at <https://fortress.wa.gov/ga/webs/>.

## SECTION B. PROCUREMENT PROCESS

### 9. Procurement Contact Information

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to DSHS staff or consultants, other than the RFP Coordinator, may result in disqualification.

Contact: Helen Haynes, RFP Coordinator  
Department of Social & Health Services  
Operations Support & Services Division  
Central Contract Services

Mailing Address: P.O. Box 45811  
*(Optional)* Olympia, WA 98504-5811

Physical Address: 1115 S. Washington Street  
*(Optional)* Olympia, WA 98504

Telephone: 360/664.6046

E-mail Address: helen.haynes@dshs.wa.gov

### 10. Acceptance of RFP Terms

The Bidder acknowledges that the submission of a Proposal which includes a signed Bidder Certification and Assurances Form, attached as part of Exhibit A, constitutes a binding offer.

### 11. Procurement Schedule

The Procurement Schedule outlines the tentative schedule for important action dates and times. All dates after the proposal submission due date are approximate and may be adjusted as conditions indicate, without amending this document. It is the Bidder's sole responsibility to periodically check the DSHS procurement website, and/or WEBS, for amendments to this document.

Figure 1. **PROCUREMENT SCHEDULE**

Item	Action	Date
1.	DSHS Issues RFP	June 17, 2015
2.	Bidder may submit written questions and comments until 3:00 p.m. Pacific Time	June 24, 2015
3.	DSHS will Issue responses.	July 2, 2015
4.	Bidders may submit written complaints by 3:00 p.m. Pacific Time.	July 7, 2015
5.	Bidder must submit Proposal by 3:00 p.m. Pacific Time	July 16, 2015
6.	DSHS evaluation of Proposals	July 20-21, 2015
7.	Bidder Oral Presentations if determined to be necessary by DSHS	July 27-28, 2015
8.	DSHS notifies Apparent Successful Bidder and begins contract negotiations	July 30, 2015
9.	DSHS notifies unsuccessful Bidders	July 30, 2015
10.	Bidders may request Debriefing until 3:00 p.m. Pacific Time	August 7, 2015
11.	DSHS holds debriefing conferences, if requested	August 10, 2015
12.	Unsuccessful Bidders may submit Protest(s) until 3 p.m. Pacific Time	August 14, 2015
13.	DSHS considers and responds to any Protests	August 20, 2015
14.	Contract Execution	August 25, 2015

**12. Contract**

DSHS intends to award **one contract** to provide the services described in this RFP.

The term of the Contract will be two (2) years, commencing upon the start date or execution date, whichever is later. Amendments extending the period of performance, if any, may be requested at the sole discretion of DSHS. The parties shall negotiate the terms of any such amendment, which may provide for up to two additional years of host agency services.

Additional services that are appropriate to the scope of this RFP, as determined by DSHS, may be added to the resulting contract by a written amendment mutually agreed to and executed by both parties.

**13. Ethics**

Specific restrictions apply to contracting with current or former state employees pursuant to RCW 42.52. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

In addition, as described in Section C.1, *Administrative Requirements*, below, Bidders must include, in their Letter of Submittal, a list identifying any current or former state employees who are employed or contracted by Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing the services under a contract resulting from this solicitation.

If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the Letter of Submittal should so state.

**14. Insurance**

The Apparently Successful Bidder must comply with the insurance requirements identified in the sample contract attached hereto as an exhibit.

**15. Proprietary information/public disclosure**

Materials submitted in response to this RFP shall become the property of DSHS and the proposals shall be deemed public records as defined by RCW 42.56.

The Bidder's Proposal must include a statement on the Letter of Submittal identifying the pages of its Proposal, if any, which contain information the Bidder considers proprietary. Each page claimed to be proprietary must be clearly marked by stating the word "Proprietary" on the lower right hand corner. Bidders must be reasonable in designating information as proprietary or confidential. **Bidders may not mark their entire Proposal proprietary. Doing so will not be honored and will disqualify your Proposal from further consideration.**

If DSHS receives a request to view or copy a Bidder's Proposal, DSHS will respond according to applicable law and DSHS's policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in a Proposal without giving the Bidder ten (10) days notice to seek relief in superior court per RCW 42.56.540.

**Do not include any DSHS client information in your proposal. Doing so will disqualify your proposal from further consideration.** If you wish to include examples of any forms or processes, use a blank form or ensure client information is redacted.

**16. Communications**

All communications concerning this RFP must be directed only to the RFP Coordinator. Any communication directed to DSHS staff or consultants, other than the RFP Coordinator, may result in disqualification. Proposals should be based on the material contained in this RFP, any related amendment(s), and any questions and answers directed through the RFP Coordinator.

**17. Questions and Answers**

Bidders may e-mail or mail written questions to the RFP Coordinator. Questions will be accepted until the date set forth in the Procurement Schedule. Early submission of questions is encouraged. Questions and answers will be posted on the DSHS Procurement website. Bidders may only rely on written statements Issued by the RFP Coordinator. Any oral communications are unofficial and are not binding on DSHS.

**18. Bidder Comments Invited**

Bidders are encouraged to review the mandatory requirements of this RFP carefully, and submit any comments and recommendations to the RFP Coordinator. Where mandatory requirements appear to prohibit or restrict participation by your organization or firm, an explanation of the issue with suggested alternative language should be submitted in writing to the RFP Coordinator by the deadline for Bidders Questions and Comments set forth in the *Procurement Schedule* (Section B.3).

**19. Bidder Complaints Regarding Requirements**

Bidders may submit any complaints they have concerning the RFP requirements up to 5 business days prior to the bid response deadline. Bidders may submit specific complaints to the RFP Coordinator if the Bidder believes the RFP unduly constrains competition or contains inadequate or improper criteria. The complaint must be made in writing to the RFP Coordinator before the Bidder Complaints due date set forth in the *Procurement Schedule* (Section B.3) and must clearly articulate the basis for the complaint as well as include a proposed remedy. The solicitation process may continue.

These complaints will **not** be handled through the protest procedures outlined in Section B.21 *Protest*; however, the RFP Coordinator will forward a copy of the complaint to the DSHS Contracts Administrator. Should a Bidder complaint identify a change that would be in the best interest of the DSHS to make, DSHS may modify this RFP accordingly. The DSHS decision is final; no further administrative appeal is available.

**20. RFP Amendments**

DSHS reserves the right, at any time before execution of a contract, to amend all, or a portion, of this RFP. Amendments will be posted on the DSHS Procurements Web site and on WEBS. If there is any conflict between amendments or between an amendment and this document, whichever document was issued last in time shall be controlling.

**21. Retraction of this RFP**

DSHS reserves the right to retract this RFP in whole, or in part, at any time without penalty.

**22. Submission and Contents of Proposals**

a. Submission of Proposal

Proposals must be prepared and submitted in their entirety no later than the proposal submission date and time specified in the Procurement Schedule. The Proposal must be sent to the RFP Coordinator electronically as an attachment to an email using the email address specified in Section B.1, Procurement Contact Information. Alternatively, you may mail or arrange for delivery of your Proposal by the date and time required. All hard copy proposals must include a CD containing an electronic copy of the documents submitted.

The email subject line must identify the email as "Response to RFP # 1534-501"

The "receive date/time" shown on the DSHS email system will be used as the official time stamp. This time may be earlier than the time the RFP is actually received by the Procurement Coordinator due to transmission speeds within DSHS information technology systems. However, bidders are cautioned not to wait until the last minute to submit bids electronically.

Bidders should allow sufficient time to ensure timely receipt by the RFP Coordinator. DSHS will disqualify any Proposal and withdraw it from consideration if it is received after the proposal submission due date and time.

DSHS assumes no responsibility for delays caused by Bidder's e-mail, network problems, or any other party.

All Proposals and any accompanying documentation and material become the property of DSHS and will not be returned.

**Acceptable Electronic Formats (Software) for Submission of Offers**

(1) Files must be formatted in Portable Document Format (Adobe Acrobat

PDF) or Microsoft Word, Excel, or PowerPoint.

- (2) **Spreadsheet documents must** be submitted in Microsoft Excel and in a live, **unprotected** file that includes all formulas, macros, and computations that are relied on or used to calculate any rates or values presented therein.
- (3) When scanning documents to be submitted in PDF format, scanner resolution should be set to at least 200 dots per inch.
- (4) Other electronic format. If you wish to submit an offer using any format other than described here, e-mail the RFP Coordinator who issued the solicitation. Please submit your request at least ten (10) calendar days before the scheduled closing date of the solicitation. Request a decision as to the format acceptability and make sure you receive approval of the alternate format **before** using it to send your proposal.
- (5) Please note that we cannot accept compressed or “.zip” files due to security concerns.

**NOTE: DSHS cannot receive emails that are larger than 30MB. To keep file sizes to a minimum, Bidders are cautioned not to use unnecessary graphics in their proposal. If your Proposal approaches or exceeds 30MB, you must break it up and send it by more than one email so that no single email exceeds 30MB.**

b. Format of Proposal

- (1) The Bidder must use a font size of 12 or larger.
- (2) Proposals must address the sections of this RFP in the same order as presented here, with the same headings.
  - (a) Table of Contents
  - (b) Section 1: Administrative Requirements
  - (c) Section 2: Technical Proposal
  - (d) Section 3: Management/Experience and Qualifications Proposal
  - (e) Section 4: Cost Proposal

**23. Non-responsive Proposals**

All Proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. DSHS may reject a Proposal at any time as nonresponsive for any of the following reasons:

- a. Incomplete Proposal
- b. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- c. Failure to comply with any part of this RFP or any exhibit to this RFP
- d. Submission of incorrect, misleading, or false information

**24. Minor Irregularities**

DSHS may waive minor administrative irregularities related to any Proposal.

**25. Cost to Prepare Proposal**

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting, or presenting a Proposal for this RFP.

**26. Joint Proposals**

If Bidders submitted a joint Proposal, with one or more other Bidders, the Bidders must designate the prime Bidder. The prime Bidder will be DSHS sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

**27. Exhibits**

Exhibits to this RFP are:

- Exhibit A – Sample Submittal Letter, including Bidder Certification and Assurances Form
- Exhibit B - Sample Contract, including Glossary of Terms and Attachment A, Lifespan Respite Grant Budget Summary
- Exhibit C - Map for Delivery of Proposals
- Exhibit D - Contractor Intake Form

Bidders should download a complete copy of this RFP and all attached exhibits, as listed above. The procurement documents can be accessed at <http://www.dshs.wa.gov/fsa/central-contract-services/procurements-and-contracting> or WEBS at <https://fortress.wa.gov/ga/webs>. Bidders who experience difficulty downloading the documents should contact the RFP Coordinator.

**28. Withdrawal of Proposals**

After a Proposal has been submitted, a Bidder may withdraw its Proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request to withdraw the Proposal, signed by an authorized representative of the Bidder, must be submitted to the RFP Coordinator. After withdrawing a Proposal, the Bidder may submit another Proposal at any time up to the proposal submission date and time.

**29. Notify Bidders**

DSHS will notify the Apparently Successful Bidder in writing of its selection on or about the date and time specified in the Procurement Schedule, via mail or e-mail. DSHS will also notify unsuccessful Bidders on or about the date and time

specified in the Procurement Schedule.

### **30. Bidder Debriefing Conference**

All Bidders may request a debriefing conference by submitting a request in writing to the RFP Coordinator by mail or email by the date and time specified in the Procurement Schedule.

Debriefing conferences will be held in accordance with the Procurement Schedule. A debriefing conference may, at DSHS's option, be conducted either in person or by telephone and is limited to a maximum of one hour in length.

Discussion at the debriefing conference will be limited to the following:

- Critique of Proposal based on evaluators' comments; and
- Review of final score in comparison with other Bidders' final scores without identifying the other Bidders.

DSHS will not identify the other Bidders or allow review of their Proposals or evaluations during debriefing.

### **31. Protest**

In order to Submit a Protest under this RFP, a Bidder must have submitted a Proposal for this RFP, and must have requested and participated in a debriefing conference.

This protest process is the sole administrative remedy available within DSHS. The following is the process for filing a Protest:

- a. Grounds for Protest. A Protest may be made based on these grounds only:
  - (1) Mathematical errors were made by DSHS in computing the score;
  - (2) DSHS failed to follow the procedures established in this RFP document, or to follow applicable State or federal laws or regulations; or
  - (3) Bias, discrimination, or conflict of interest on the part of an evaluator.
- b. Protest Form and Content

A Protest must state all of the facts and arguments upon which the Protest is based, and the grounds for the Protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the Protest must include:

  - (1) The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the Protest;
  - (2) The RFP number and title;

- (3) A detailed and complete statement of the specific action(s) by DSHS under protest;
- (4) The grounds for the Protest;
- (5) Description of the relief or corrective action requested.

Bidders may attach to their Protest any documentation they have to offer in support.

c. Submitting a Protest

Protests must be in writing and must be signed. Bidders must mail or hand-deliver their Protest to the RFP Coordinator. Protests may not be submitted by fax or email. DSHS must receive the written Protest within five (5) business days after the debriefing conference.

d. Protest Process

The RFP Coordinator will forward the Protest to the DSHS designated Protest Coordinator with copies of the following:

- (1) this RFP and any amendments,
- (2) the protesting Bidder's Proposal,
- (3) the evaluators' scoring sheets, and
- (4) any other documents showing evaluation and scoring of the Proposal in question.

DSHS will follow these procedures in reviewing a Protest:

- (1) DSHS will conduct an objective review of the Protest, based on the contents of the written Protest and the above materials provided by the RFP Coordinator.
- (2) DSHS will send the Protestor a written decision within five (5) business days after DSHS receives the Protest, unless more time is required to review the Protest and make a determination. The protesting Bidder will be notified by the RFP Coordinator if additional time is necessary.

DSHS will make a final determination of the Protest and will either:

- (1) Find that the Protest lacks merit and uphold DSHS's actions;
- (2) Find that any errors in the RFP process or in DSHS' conduct did not influence the outcome of the RFP, and uphold DSHS's actions; or
- (3) Find merit in the Protest and provide options for corrective action by DSHS which may include:

- (a) That DSHS correct any errors and re-evaluate all Proposals affected by its determination of the Protest;
- (b) That DSHS reissue the RFP document; or
- (c) That DSHS make other findings and take such other action as may be appropriate.

**32. Execution of the Contract**

The Apparently Successful Bidder is expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit B.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of the winning Proposal.

If the Apparently Successful Bidder fails or refuses to sign the contract or any subsequent amendment within ten (10) business days of delivery, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

## SECTION C. PROPOSAL CONTENTS

The Bidder must answer all questions and must include all items requested in the order requested for the Proposal to be considered responsive. The Bidder must address every section of the RFP, even though certain items may not be scored.

### 1. **Administrative Requirements (Section 1 of Proposal)**

The Bidder must respond to each item in the same order in which they appear.

#### a. Letter of Submittal

Bidders must include a signed Letter of Submittal on Bidder's official business letterhead stationery as the first page of Section 1. Signing the Letter of Submittal indicates that the Bidder accepts the terms and conditions of this RFP. A sample Letter of Submittal is attached to this RFP as Exhibit A.

The Bidder's Letter of Submittal must include the following:

- (1) Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- (2) The name of the contact person for this RFP;
- (3) A detailed list of all materials and enclosures included in the Proposal;
- (4) A list of all RFP amendments downloaded by the Bidder from the DSHS Procurements Web site and/or WEBS, if applicable, and listed in order by amendment number and date. If there are no RFP amendments, the Bidder must include a statement to that effect;
- (5) A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- (6) Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential", if any;
- (7) A list identifying any current or former state employees who are employed by, or subcontracted with, Bidder. The list must include the name of the employee or subcontractor, the individual's employment history with the State of Washington, and a statement of the individual's involvement with the response to, or their proposed role in providing services under a contract resulting from this solicitation. If the Bidder has no employees or subcontractors that are current or former employees of the state of Washington, then the Letter of Submittal must so state; and
- (8) Any statements describing variations between the Bidder's Proposal and the requirements of this RFP.

(9) Prior Contract Performance

Bidders must submit full details of all Terminations for Default that have been experienced by the Bidder in the past five (5) years, including the other party's name, address, and telephone number.

"Termination for Default" is defined as notice to Bidder to stop performance due to the Bidder's non-performance or poor performance and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Bidder to be in default.

Bidders must describe the deficiencies in performance, and describe whether and how the deficiencies were remedied. Bidders must present any other information pertinent to its position on the matter. Bidders must present any such information in its completion of the Bidder's Letter of Submittal.

DSHS will evaluate the information and may, at its sole discretion, reject the Bidder's proposal if the information indicates that completion of a Contract or Work Order resulting from this RFP may be jeopardized by selection of the Bidder. If the Bidder has experienced no such Terminations for Default in the past five years, the Bidder must so declare in the Bidder's Letter of Submittal.

b. Bidder Certification and Assurances Form

Bidders must submit a completed Bidder Certification and Assurances Form, attached as part of Exhibit A. Please sign and include any attachments that are necessary.

c. Exceptions and/or Proposed Revisions Section

Bidders are required to include any and all exceptions and/or revisions to the sample contract language as part of their response. DSHS reserves the right to negotiate the final contract terms and will not be required to accept such exceptions or revisions just because they are included within a proposal that is being considered. DSHS will not consider changes to contract language or negotiate any new language that is submitted after the Bidder's response.

d. Reference Section

The Bidder must provide a list of at least three (3) references of entities for which the Bidder has performed similar services. The references should include the names, telephone numbers, dates of services, and a brief description of the similar services the Bidder provided them in the past. References will only be contacted for finalist(s).

**2. Management, Experience and Qualifications Proposal (Section 2 of Proposal)**

General Requirements: In this section of the proposal, the Bidder is to discuss project organization and the knowledge, skills, abilities, and experience of the proposed team members. The contract resulting from this procurement will require that any change in key staff (as identified in Bidder's response to this procurement) will be subject to prior DSHS acceptance. **The contract will also provide that the DSHS may request that Bidder remove selected staff on one (1) days' notice and provide replacement staff without impacting the schedule.**

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

**The total number of available points is 50.**

- a. Describe the organization's history and expertise in providing one or more social or health related services to support individuals and/or their families. Include a brief description and the related results of the types of services provided. (7)
- b. Discuss how your organization's mission is consistent with the goal of the current Lifespan Respite Grant. (7)
- c. Discuss how your organization will provide oversight and administration including: accounting services and overseeing contracts with respite voucher agencies, and supervising and supporting the LRW Coordinator to promote accountability for carrying out program functions and responsiveness to timelines. (7)
- d. Include an organization chart that identifies clear lines of authority and shows where overall supervision and responsibility for the LRW program will lie if your organization becomes the winning bidder. Provide a detailed listing of the key personnel or team you propose for this project, including the titles of staff, team roles (if applicable), and a current resume of each person proposed. (7)
- e. Please attach a list of 3 references of persons able to comment on your organization's capability to perform the services specified in this RFP. The contact person must be an individual familiar with the organization and its

day-to-day performance. Include the name, email and telephone number for the references. (7)

- f. Explain how many and what type of contracts this organization manages over a typical one year period? How many respite provider agency contracts is the bidder able to administer over the two year grant period? (5)
- g. Please describe your organization's experience regarding fund raising and grant writing and indicate how you would engage in fund raising including seeking grant funds in order to increase the availability of funds for respite services and the sustainability of the LRW Program? (10)

### **3. Technical Proposal (Section 3 of Proposal)**

General Requirements: In this section of the Proposal, the Bidder is to provide a description of the Proposal which is consistent with the goal and objectives of the project and demonstrates the Bidder's understanding of the skills and resources required to successfully accomplish the objectives of the project and assure timely completion of deliverables.

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

**The total number of available points is 35.**

- a. Describe prior knowledge / work with Lifespan Respite Washington. (6)
- b. Explain how the bidder can help the LRW Coordinator locate respite provider agencies interested in providing respite voucher services which collectively can serve caregivers residing throughout all counties in our state? (6)
- c. Describe how the bidder's organization can assist the LRW Coordinator in getting the word out to caregivers about available respite services and resources? (6)
- d. Describe the bidder's experience in developing a plan for a sustainable business model. Discuss how the bidder might propose a plan for sustainability for the LRW. (10)
- e. What values or procedures of your organization would be instrumental in operating the LRW respite voucher system? Describe changes you would recommend to the program in the future, if any. (7)

#### 4. **Cost Proposal (Section 4 of Proposal)**

General Requirements: In this section of the proposal, the Bidder is to identify all costs including expenses to be charged for performing the tasks necessary to accomplish the objectives of the contract for each phase. The cost proposal must be based on the deliverables and scope of work. It must reflect all costs associated with meeting the requirements and services listed in the RFP and being offered by the Bidder as part of the Bidder's response. Evaluation of the cost proposal will be based upon the total fee for the project in accordance with the scoring section. Prices quoted shall remain fixed for the duration of the contract executed as a result of this RFP. Bidders are required to collect and pay Washington State sales tax, if applicable

Numbering of Responses. Please number each response so that it corresponds to the question number. The response must begin with a restatement of the question followed by the Bidder's response to the question. A reference to another section will not suffice, each answer must stand alone.

Attachments. Attachments must be labeled and tabbed and the question number to which it responds must be indicated.

Points Awarded for Responses. The number in parentheses after each question or requirement represents the maximum number of points that may be awarded for the Bidder's response to that question or requirement.

**The total number of available points is 15 points.**

- a. Provide a narrative regarding the manner in which you would administer the Project Budget shown as Attachment A to Exhibit B. The narrative must also include any anticipated or expected subcontracting costs. (5)
- b. Provide a breakdown, to the fullest extent possible, of the administrative, costs you will incur in administering the Project and the extent to which you are willing and able to pay for these costs through your required "match". (5)
- c. Explain whether your cost proposal includes funds for start-up costs, and if so, describe all such start-up costs and the amounts thereof in the cost proposal. (5)

## SECTION D. EVALUATION

### 1. Evaluation Procedure

DSHS shall designate an evaluation team to review, evaluate, and score Bidder Proposals. DSHS, at its sole discretion, will select finalists for an oral presentation, if oral presentations are held. Evaluators will evaluate and score the oral presentations of Bidders selected as finalists.

### 2. Proposal Evaluation

DSHS will initially screen each Proposal to determine if the Bidder has complied with the stated Administrative Requirements and Submittal Instructions. If a Proposal does not meet all Administrative Requirements for this RFP, DSHS may consider the Proposal non-responsive and may withdraw it from consideration at any time. If a Proposal meets all Administrative Requirements, evaluators will score and award points up to the maximum points available for each question.

### 3. Scoring of Proposals

The maximum number of evaluation points available is 100. The Administrative Requirements are evaluated on a pass/fail basis. The following weighting and points will be assigned to the Proposal for evaluation purposes:

#### **WRITTEN PROPOSAL**

Technical Proposal – 35%	35 Points
Experience and Qualifications- 50%	50 Points
Cost Proposal - 15%	15 Points

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Oral Presentations [if requested by DSHS] points	Up to 25 additional points
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<b>TOTAL Points</b>	<b>100-125</b>
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#### **4. Evaluation of Oral Presentations**

DSHS may, after evaluating the written Proposals, elect to schedule oral presentations. The RFP Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations based on their qualifications, experience, and background relevant to this RFP. These evaluators may include evaluators who reviewed the written Proposals or DSHS staff who will work with the successful Bidder(s). Evaluators will score the oral presentations in accordance with RFP evaluation requirements and evaluation criteria.

#### **5. Final Determination of Apparently Successful Bidder(s)**

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

DSHS management shall make the final determination as to which Bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s).

Program staff and DSHS management shall determine which Proposals reviewed during this final selection process will best meet the needs of DSHS.

Any Bidder who would be an Apparently Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided, upon request, the reasons why DSHS selected a Bidder with a lower final score.