

**NORTH BAY REGIONAL CENTER PROCEDURES MANUAL
PROCEDURE MEMO 3551
CLIENT SERVICES – PROGRAM DEVELOPMENT & MONITORING SECTION**

REQUEST FOR PROPOSAL

I. DEFINITION

A Request for Proposal (RFP) is a method of soliciting proposals from prospective providers of service. It is used when start-up funds are available for new or expanded programs, and/or when North Bay Regional Center (NBRC) is seeking additional programs to meet client needs.

II. RFP PROCESS

- A. NBRC Executive Team makes a decision to solicit proposals for a specific project(s) and assigns implementation of the RFP process to the Supervisor for Resource Development.
- B. The Supervisor for Resource Development in conjunction with staff assigns a contact person for the RFP. The contact person is directly responsible for the RFP development and facilitates at all Review Committee meetings about the RFP. The contact person will be the only one to provide technical assistance to prospective providers. Information shall be limited to information on the application and proposal preparation only.
- C. The contact person then:
 - 1. Develops the RFP written document.
 - 2. Establishes RFP Review Committee. The Committee shall consist of at least three persons who do not have conflicts of interest with the identified project. The committee shall always be composed of an odd number of persons (*e.g.*, 3, 5, 7). Members may be selected from NBRC staff, NBRC board, Area Board, primary consumers, secondary consumers, or interested persons from the community. The contact person shall facilitate the Review Committee meetings but shall not score proposals.
 - 3. Announces the RFP in local papers.
 - 4. Determines the mailing procedure for distribution as follows:
 - a. RFP mailing lists will be maintained by the Resource Development Unit and be specific to providers' stated interest by topic: residential,

day program, respite/infant development/day care, transportation, other. (NBRC vendored residential programs will not be kept on the residential list as they will always receive notice of such RFP, as stated below.) The mailing list will be utilized in mailing out the RFP.

- b. In addition to the identified RFP mailing list for residential programs which may include prospective providers from outside the North Bay area, an announcement of the RFP shall be sent to all vendored residential programs in the North Bay area. The announcement will include the types of facilities being sought, notice of start-up funds if any, the date of an orientation meeting about the RFP, closing date for applications, and a phone contact to request a complete copy of the RFP.
 - c. NBRC may add to the RFP lists at any time. Interested persons or agencies may request to be added to the RFP mailing lists by topic of interest.
5. Conducts an orientation meeting for prospective providers and then provides ongoing technical assistance as needed.
 6. Reviews all proposals to ensure they were received by the due date and that they are responding to the identified project solicited by the RFP.
 7. Contacts Review Team by phone if any proposals do not meet criteria stated in 6 above. For example, a respondent may have submitted a proposal for a residential program when the request was for an adult day program. All members of the Review Committee must agree in order to deny proposal at this point of the process.
 8. Contacts proposal respondents to schedule oral interviews.
 9. Acts as facilitator at the oral interviews with Review Committee and respondents. At the interviews, all respondents will be asked the same questions.
 10. Facilitates at final scoring, maintains master score sheets and informs the Executive Team of the selection decision made by the Review Committee.
 11. Sends notices to all applicants stating if they were selected to develop the project identified in the RFP.
 12. Coordinates negotiations with the person/agency selected to provide the service. This may include contract for start-up funds, vendorization or other negotiations as needed.

III. RFP FORMAT

The RFP shall include:

- A. A description of the needed service which shall include the type of program being requested, numbers of consumers to be served and any other information available which will assist prospective providers in understanding the need.
- B. A description of the scope of work. This may include specifically what will be needed to complete the project requested.
- C. A statement of the proposal format to be submitted by applicants. This shall include a description of all information being required for inclusion into the proposal.
- D. A statement clearly indicating the role of the contact person will be included in the RFP. It shall be stated that in order to avoid confusion, applicants shall communicate only with the contact person during the RFP process.
- E. An explanation of the selection criteria, sample score sheets with instructions on the applicants' responsibility to complete their section of the score sheet, a general identification of the Review Committee composition, and a statement that there is no appeal process.
- F. An outline of the process and time frames for completion of the RFP. This shall include a statement that licensing agencies or other entities with public information about the applicant will be contacted during the RFP process by the Committee. These contacts would be in addition to the references provided by the applicant.
- G. A statement of how many copies of the proposal to submit.
- H. The name and phone number of the contact person.

IV. PROPOSAL FORMAT

Applicant description:

- A. Name, address, and phone number.
- B. Documentation on experience in administration and/or program implementation with an emphasis on programs that serve persons with developmental disabilities. If none, there must be justification presented indicating how the

applicant can meet the need without such experience. Resumes if available should be included.

- C. Program description narrative including awareness of program need, objectives, assessment process and proposed program activities. Include staffing pattern and tentative program schedule. Describe any unique services that may be offered.
- D. Budget plan including sources of revenue for start-up, projected costs for facility, salaries by positions, ongoing program costs, and supplies. Submit a proposal for use of start-up funds if there are any being awarded through this RFP. Provide a description of fiscal stability.
- E. References with name, address, and phone number of at least one person/agency to verify fiscal stability and at least one person/agency to verify program/administrative experience.

V. AWARD SCORING PROCEDURE

- A. A scoring sheet must be developed for each RFP. A numeric scoring sheet is recommended and each area to be scored should have a minimum and a maximum score.
- B. Score sheets shall be sent with the RFP too so that prospective applicants have knowledge of what will be evaluated.
- C. Once proposals are submitted, the proposals and score sheets will be given to all Review Committee members for individual scoring. If the contact person has identified any proposals that did not meet the closing date for submission or do not relate to the proposed RFP project, the Review Committee will confer and make a decision as to whether the proposal will be scored for consideration on the project.
- D. Review Committee members will complete the written scoring individually prior to oral interviews.
- E. An additional oral interview score sheet will be developed by the Review Committee prior to the oral interviews. This will not be shared with applicants in advance.
- F. The Review Committee will meet after the oral interviews and reach agreement on each item from the written score sheets and the oral interview. Information from references will also be scored through agreement of the Review Committee.

- G. The award shall go to the proposal with the highest score unless the contact person submits written justification to the Director, Clients Services as to why the high scoring applicant should not receive the award. Valid reasons for not selecting the highest scoring applicant may include applicant bankruptcy, or existing serious licensing deficiencies. Awards will not be solely determined on the basis of highest score. Other factors which may be considered include: financial stability; prior licensing deficiencies; non-compliance with Title 17.
- H. Decisions of the RFP committee are not subject to the appeal process.
- I. In the event that no proposals are selected, NBRC may resolicit, withdraw the RFP, or negotiate with any potential providers NBRC identifies as being able to meet the need.

VI. PUBLIC INFORMATION STATUS OF RFP

The Request for Proposal procedure and process fall within the Public Information laws. Any information submitted by applicants and held by NBRC is public information and must be released upon request once a selection is made.

VII. EMERGENCIES

This procedure shall be amended in situations that require quick response due to potential loss of existing services. In such situations the RFP must be developed and mailed, a contact person identified, a Review Committee constituted, and a selection process completed.