

North Los Angeles County Regional Center
Board of Trustees

Request for Proposals (RFP) Policy

I. Purpose:

The North Los Angeles County Regional Center (Center) strives to provide a comprehensive network of services to meet the current and emerging needs of the consumers it serves. As such, a formal policy is required to procure new services and supports that are person centered, of high quality, innovative, cost effective, outcome driven, and comply with statute as well as applicable regulations. This RFP policy is designed to meet all of the aforementioned and to ensure that current and potential service providers have an open and clear process to vie for the Center's RFPs.

II. Rationale:

The Center's contract with the Department of Developmental Services (DDS) requires that the Center institute a Board-approved policy specifying the circumstances under which the regional center will issue RFPs to address service and support needs and to post such Board-approved policy on the Center's website. Further, the Center is contractually required to establish in its policy the applicable dollar thresholds for requiring the utilization of the RFP process, the RFP notification process, and how submitted proposals will be evaluated and the applicant selected. Additionally, the Center is statutorily required under Welfare & Institutions Code (WIC), Section 4648.11 to require that all such RFPs prepared by the Center for services and supports include a section on issues of equity and diversity.

In that the Center has a need for transparency on processes relating to vendorization and contracting, a Board-approved policy is needed to ensure consistency and fair practice. Furthermore, under WIC, Section 4648(e), when necessary to expand the availability of needed services of good quality, the regional center may take actions that include but are not limited to the following:

- A. Soliciting an individual or agency by request for proposals or other means to provide needed services or supports not presently available.
- B. Requesting funds from the program development fund pursuant to WIC, Section 4677 or Community Placement Plan (CPP) funds designated from the funds to reimburse the start-up cost needed to initiate a new program of services and supports.
- C. Using creative and innovative service delivery models including but not limited to natural supports.

III. Policy:

- A. The Center may issue RFPs, as needed, during the fiscal year to address a service or supports need for consumers served in the Center's catchment area.
- B. The Center will utilize the RFP process for all CPP projects provided with start-up funds regardless of the dollar amount.
- C. The Center will utilize the RFP process for any non-CPP project that provides for start-up funding regardless of the dollar amount.
- D. The Center will utilize the RFP process for any other service that requires an RFP process as required by statute or regulation, such as the competitive procurement process for transportation services pursuant to California Code of Regulations (CCR), Title 17, Sections 58530 through 58534.
- E. The Center will utilize the RFP process to develop resources that have been identified as a priority need regardless of any available start-up funds.

IV. RFP Notification Process:

- A. The Center will give public notice of its intent to issue a RFP by posting such RFP on the Center's website and/or newspaper of general circulation in the area for which service is to be provided.
- B. The Center will give notice to all vendored service providers via the E-billing system notifying them when RFPs have been posted.
- C. The Center will use a subscription link on its website to notify interested service providers, individuals, entities, or the general public of newly posted RFP(s).
- D. The Center's RFP notification will include the following information:
 - 1. RFP announcement
 - 2. Proposal writing guidelines
 - 3. Place, date, and time of applicant's conference, if scheduled
 - 4. Deadline for RFP submissions to the Center
- E. The Center will offer an orientation to interested service providers and other applicants, after the RFP notification, in order to answer questions and further clarify the project(s), as applicable depending upon the nature of services.

V. Contents of RFP

- A. The RFP will be prefaced by information on the Center's website providing the following:
1. Services provided by the regional center
 2. Consumers to be served or consumer population to be served
- B. The RFP will include format and submission requirements including:
1. Standard format in which the RFPs shall be submitted
 2. Instructions on how and where to submit RFPs
 3. Deadline for submission of RFPs
 4. Place, date, and time of applicant's conference
 5. DS 1890 (7/3011), Vendor Application Form
 6. DS 1891 (7/2011), Vendor Ownership Disclosure Statement
- C. The RFP will include the scope of services needed.
- D. The RFP will include the resources and technical expertise required.
- E. The RFP shall include a section on issues of equity and diversity pursuant to WIC, Section 4648.11, including:
1. A statement outlining the applicant's plan to serve diverse populations including, but not limited to, culturally and linguistically diverse populations.
 2. Examples of the applicant's commitment to addressing the needs of those diverse populations.
 3. Any additional information that the applicant deems relevant to issues of equity and diversity.
- F. The RFP will include any specific specifications or requirements including:
1. Any applicable requirements for performance bonds or letters of credit
 2. Liability insurance requirements
 3. Conditions under which subcontracting may be allowed
 4. Basis for payment
 5. A sample contract

- G. The RFP will include the evaluation criteria for use by the Center's RFP Evaluation Committee, including:
1. Submitted by stated deadline
 2. Applicant has followed writing guidelines and submitted all applicable documents
 3. Applicant has demonstrated evidence of fiscal responsibility
 4. Applicant has proposed services and rate structure in accordance with maximum rates available as indicated in the posted RFP
 5. Cost-effectiveness of service that meet all applicable quality of service standards
 6. Applicant meets all licensure, certification, education and experience requirements required for applicable service
 7. Applicant's proposal provides a summary of qualifications including background and experience providing quality services to both the population of consumers identified in each RFP and for each type of service
 8. Depending on the type of service, applicant's proposal may include a service description or executive summary of program design
 9. Evidence that the applicant understands the needs of the individuals to be served and the issues involved in providing quality services
 10. Evidence that applicant has an understanding of "best practices" and has incorporated them into the proposal or executive summary of program design
 11. Applicant's outcomes are realistically attainable and can be expected to produce desired outcomes and a higher quality of life for consumers receiving the service
 12. The applicant's philosophy and values are consistent with the Center's mission, values, and operating principles.

VI. RFP Evaluation and Selection Process:

- A. All RFPs will be reviewed by the Center's RFP Evaluation Committee. Supplemental information may be requested from service providers and/or applicants and service providers and/or applicants may be asked to participate in an interview with the Center's RFP Evaluation Committee.
- B. The Center has the right to reject any RFP that is incomplete, false, misleading, or deviates from the specifications provided in the RFP.
- C. The Center has the right, at its sole discretion, to reject any or all proposals and to cancel the RFP process, at any time during the process. In the event the Center cancels the RFP process, the Center reserves the right to re-post the RFP.

- D. The Center will provide written notice to the service provider or applicant selected by the Center.
- E. The Center will provide written notice to all service providers or applicants who were not selected or rejected by the Center.
- F. For applicants not selected for a given RFP, the Center shall provide a written notice of deferral to applicants (applying for non-CPP projects) regarding an open period of resource development where their revised proposal may be considered for development should it meet title 17 requirements.
- G. The Center shall provide a written notice of non-selection for all applicants who submit proposals for CPP and competitive procurement process RFPs.