



ATTACHMENT B

Table of Contents & Proposal Requirements

1. Proposal Title Page (Attachment A)

- a. Complete “Attachment A” and provide the name, address, and contact information of the applicant.
- b. If the applicant is a corporation, list the principle members of the corporation and include verification of incorporation in California.

2. Statement of Services

- a. Provide a statement of the services to be provided to consumers (“Participants”).

3. Financial Management Service Providers Experience & Qualifications

- a. Provide an overview of the applicant’s business, including an overview of services provided, business philosophy, business location(s), business hours, number of staff, mission statement, business history, etc.
- b. Describe your company’s experience providing fiscal management services.
- c. Provide a description of the technology your company will utilize to manage consumer benefits and transactions.
- d. Provide at least three (3) references. Include address, telephone numbers, contact information, and a statement from the references permitting that references may be verified by NLACRC. Applicants should be aware the RFV Evaluation Committee will contact references or other sources to corroborate any information provided in the proposal.



North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | www.nlacrc.org

- e. Attach an organizational chart that reports the supervisory hierarchy. The chart must include the names of any governing board members.
- f. Provide job descriptions of the staff that will be performing services
- g. Provide your process to recruit and retain quality staff to include, but not limited to, the following:
 - i. Discuss commitments you will make to ensure staff continuity, including your staff turnover experience in the last three years.
 - ii. Discuss how you will ensure that each employee utilized has not been convicted of a crime involving fraud or abuse within ten years immediately preceding and during employment.
- h. Provide information on continuing education and training provided to your staff, to include, but not limited to, the following:
 - i. Describe initial and ongoing training
 - ii. Provide information on your company's HIPAA security and privacy training program.
 - iii. Describe Special Incident Report ("SIR") training program, pursuant to Title 17, Section 54327
 - iv. Describe consumer grievance training pursuant to Title 17, Section 50608(e) and WIC, Section 4705.
 - v. Describe zero tolerance training, pursuant to Section 14.5, Zero Tolerance Policy, as required in the Agreement for Financial Management Services
 - vi. Describe any other training provided to your company's staff
- i. Provide a section on equity and diversity to include the following information, pursuant to WIC, Section 4648.11:
 - i. A statement outlining the applicant's plan to serve diverse populations, including, but not limited to, culturally and linguistically diverse populations.
 - ii. Examples of your company's commitment to addressing the needs of those diverse populations



North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | www.nlacrc.org

- iii. Provide any additional information that the applicant deems relevant to addressing issues of equity and diversity

4. Documentation Requirements

- a. Completed IRS, W-9 Form
- b. Completed, Vendor Application form Ds1980
- c. Completed HCBS Form
- d. Completed Notice of Exclusion form from CalPERS, if applicable
- e. Completed, Signed, Applicant/Vendor Disclosure Statement (Form DS1891)
- f. Provide three (3) references
- g. Provide a copy of your program design, pursuant to CCR, Title 17, Section 50608(a).
- h. Identify all consultants, subcontractors and community resources to be used as part of financial management services, if applicable.
- i. Provide a copy or sample of a Special Incident Report (“SIR”) to be used by your company pursuant to Title 17, Section 54327
- j. Provide a copy or sample of your company’s written procedure to resolve consumer grievances pursuant to Title 17, Section 50608(e) and WIC, Section 4705.
- k. Provide a copy of your company’s independent audit report or independent review report for the past two (2) years.
- l. Provide a copy of your company’s business license that demonstrates it is a financial management company
- m. Provide a copy of the company’s staff training schedule, including the types of training to be provided to staff on a regular basis.