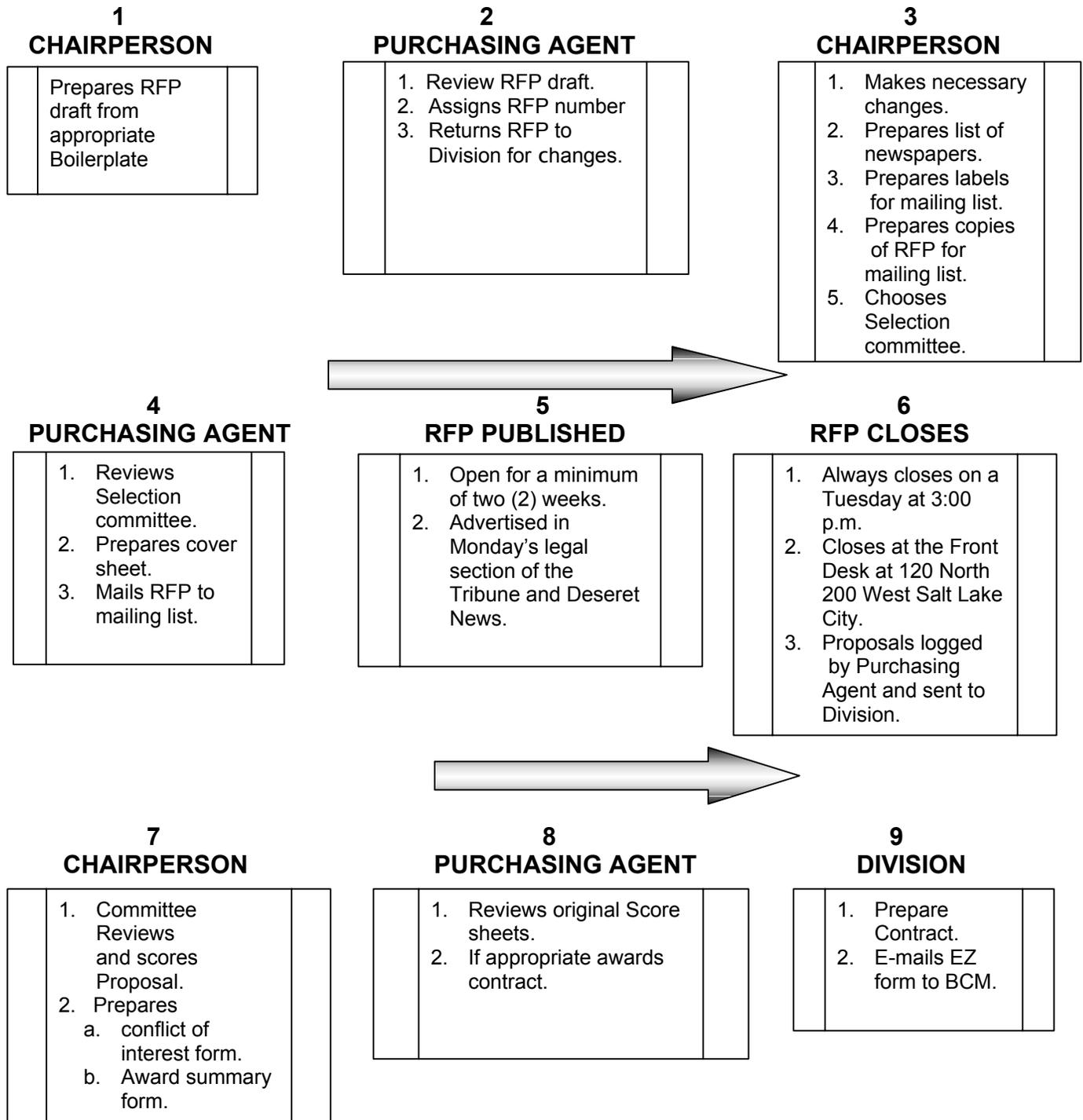


DEPARTMENT OF HUMAN SERVICES RFP PROCESS FOR CLIENT SERVICES



Instructions for Completing the RFP Boilerplate RFP PROCESS

The following instructions are for preparation of a Department of Humans Service (DHS) Request for Proposal. This follows the format of the RFP Boilerplate and each item is explained in the order it appears in the boilerplate.

1. **PURPOSE:** The RFP needs to start with a statement of intent or purpose to acquaint the provider with the general purpose of the proposal. It lets the provider know immediately whether they are qualified to provide the service. This section needs to include a general statement of the population to be served, services to be provided, and the geographic area to be covered.

2. **GENERAL INFORMATION:**
 - a. Submission of Proposals:
 - 1) Close-ended proposals always close on a Tuesday at 3 p.m.
 - 2) The RFP is required to be open at least 10 working days from the date the RFP is advertised in the newspaper.
 - 3) The State of Utah advertises in Monday's legal section of the Salt Lake Tribune and Desert News.
 - 4) Divisions can request other newspapers within the State for advertisement.

 - b. Amendments to Proposals: Amendments are accepted prior to the closing date and time set in the RFP. At 3:00 p.m. of the closing date, addendum or changes in the proposal will not be accepted. Open-ended proposals may allow addendum as described in the RFP.

 - c. Contract Length:
 - 1) The Contract cannot start before the RFP proposal date of award.
 - 2) Contracts are written for 1 year with 2 years for renewal or for a total of 3 years. The date can be extended if the grant from the Federal Government or Legislature is for a longer period of time.

 - d. Eligibility: The Division can be specific as to who can bid on this proposal. Describe the provider or organization that would be qualified to bid on the proposal.

 - e. Contact Person: This needs to be the committee chairperson who is

responsible for writing the RFP and completing the RFP process. They need to be available to answer questions during the time that the RFP is open.

- f. **Receipt and Registration of Proposals:** The RFP closes at the **front desk in the DHS Administration building at 120 N. 200 W. SLC**. The names of all providers who bid on the service become public information. Faxed RFP's will can be accepted.
 - g. **Evaluation of Proposals:** This section describes the type of individuals who will be evaluating and scoring the proposals, usually DHS professional staff. If additional types of individuals are needed, as required by a grant, they must be added to this section.
 - h. **Award:**
 - 1) This section gives the providers information on how the proposal will be evaluated and awarded.
 - 2) Providers are advised that a contract written as a result of an open-ended RFP does not guarantee they will receive clients.
3. **PROGRAM DESCRIPTION/SCOPE OF WORK:** The Division/Office/Unit prepares this section. The following information is included in the boilerplate to assist in the preparation of the RFP. If the information in this list is not relevant do not include it. If there are other necessary requirements for the RFP, add them to the list.
- a. **Description of Services, Supports or Projects:** The RFP needs to include a narrative describing the need for the service, the problem that the RFP addresses, the general geographic area, and the extent of need. The Division needs to state in detail what the provider must do to successfully provide the services required by the RFP.
 - b. **General Description of Services:** The RFP needs to describe the services, supports or projects and what they are intended to do or accomplish. Include the following but remember to omit those items that are not applicable and include any other subjects as needed.
 - 1) **Program Objectives:** The RFP needs to identify the Provider's long-term and short-term performance requirements. Define the process objectives and the outcome objectives for the program. "Process Objectives" identify the inputs or components needed for a successful program. "Outcome objectives" identify the final results or impact of a program. The RFP needs to describe the indicators that will be used to determine whether the provider has complied with the

- program objectives. Specify the data source the provider will use to collect the required data.
- 2) Description of the Population to be served by the Provider: The RFP needs to describe the characteristics, age, number to be served and the eligibility of the client, which will be served by the provider.
 - 3) Assessment Requirements for Treatment Plans: The RFP needs to identify all requirements the provider must meet in assessing and developing treatment plans for clients. The assessment and treatment plans should include;
 - (a) the amount of time the provider has to complete them;
 - (b) how they are to be completed and by whom (qualified professional, etc);
 - (c) the integrated program of therapy and activities and experiences required to meet the client's treatment objectives.
 - 4) Treatment or Service Requirements: These are the process steps that the provider must implement to meet the requirements of the RFP. The provider must identify the resources needed to adequately deliver the services.
 - 5) Location: The RFP needs to state what geographic areas are to be served and what the physical plant requirements are.
 - 6) Special Record-Keeping Requirements: The RFP needs to define what the "Record-keeping responsibilities" are. They may include documentation of individual client records, maintenance and storage of client records, and documentation required by Medicaid enhancement or other federal entitlements, etc.
 - 7) Required Staff-to-Client Ratio: The RFP needs to specify the number of clients per staff member that the provider may not exceed during operating hours.
 - 8) Staffing Requirements: The RFP must specify the type of staff (e.g.: administrative, clinical and non-clinical, etc.) needed to provide the services required in the RFP.
 - 9) Staff Training Requirements: The RFP needs to specify all training requirements that the provider's staff must meet to provide the required services.
 - 10) Provider's Qualifications: The RFP needs to identify the types of licenses, including DHS licenses that the provider must have to provide the services required by the RFP (e.g., Residential Treatment, Residential Support, Therapist, etc.). This includes required licenses, background checks, etc.
 - 11) Funding Parameters. The Division/Office may elect not to include this in the RFP or it may give the Offeror a "ball park" figure of the funding available by service, location, or other important factors.
 - 12) How Services Will be Priced: The RFP needs to state whether the contract will be paid by unit/rate of service or by cost reimbursement

- with the detailed costs described in the attached budget forms. It also needs to provide a definition of what a unit of service is and whether or not third party reimbursements are to be considered.
- 13) Time-Line or Special Phases: If the RFP requires the work to be accomplished within set time lines it needs to include this information.
 - 14) Notations of any Reference Materials: Does the RFP need to refer to any special reference material? If so, their applicability, where they can be obtained, i.e., contract standard specs, regulations, legal requirements, etc. must be included.
 - 15) Contractor-Division/Office Relationships: Are there requirements of how often the provider needs to meet with division staff and what type of information must be provided to division or department staff? If so, include this information in the RFP.
 - 16) Research Proposal: Include this section in the RFP, only if the proposals involve research, which is to be conducted on employees, or individuals receiving services whether direct or contracted from the Department of Human Services:
 - (a) The RFP must include a requirement that the successful offeror must submit a research proposal, including methodology as it relates to the protection of human rights, to the DHS Protection of Human Subjects Review Committee.
 - (b) Approval of the proposal must be received from the DHS Protection of Human Subjects Review Committee Prior to the initiation of any research. Funding of the project shall be conditional upon approval of the committee.
- c. EVALUATION CRITERIA: Evaluation Criteria are the factors that are used to determine which of several competing proposals will best meet the needs of the Department. Open-ended contracts may award the contract to multiple providers who meet the minimum requirements of the RFP. The list included in the boilerplate contains suggested ideas to be considered when preparing the evaluation criteria. Carefully review the information required from the provider that is necessary to determine if the proposal will meet the needs of the RFP.
- 1) The criteria is individually tailored to each RFP.
 - 2) The criteria states what factors will be evaluated and the importance of the information.
 - 3) If the information is required in the RFP, it needs to be reviewed.
 - 4) Once the evaluation criteria are issued, the Division must adhere to the evaluation plan.

4. **PROPOSAL OUTLINE:** Request that the provider's proposal be organized with the cover letter first followed by the technical proposal. This assists the scoring committee in locating the required documents.
- a. **Cover Letter:** The following list from the RFP boilerplate requires the provider give the Division the necessary information, as required for the contract:
- 1) The name of the person(s) who is authorized to negotiate and sign the contract.
 - 2) Proof of their legal ability to provide the required services.
 - 3) The address of the business office and additional addresses where services will be provided.
 - 4) The other items listed are additional contract requirements.
- b. **Technical Proposal:** This section describes how you want the proposal organized. The division/office can set a limit on the number of pages in the technical proposal and attachments.
- 1) In the technical proposal, the information should be organized as described in this section.
 - 2) The list identifies items the division needs to consider. Review the list and decide if it is relevant and should be included in the response from the provider.
- c. **Cost Proposal:**
- 1) Cost reimbursement RFP's require the Department's Budget Forms are attached.
 - 2) The Budget Forms require the provider give us the necessary financial information needed to review their costs and compare expenditures with the other bidders.
5. **SCORE SHEETS:**
- a. The score sheet is weighted according to the importance of the items evaluated.
 - b. To assist the committee understand what score is appropriate for the section the scores are broken down. For Example: Based on a scale of zero to five, with five being the highest possible and zero being non-responsive.
 - c. The Cover Letter check off sheet needs to be included, this insures that the information needed to write a contract is included in the RFP.

- d. The score summary sheet gathers all the scores together so it is easy to see who was awarded the proposal.
- e. All members of the committee must review all sections of the competing proposals.

ADDITIONAL RFP INFORMATION

1. **SUBMITTING RFP'S:** When RFP's are submitted to the DHS/BCM Purchasing Agent in BCM to be published, they must include:
 - a. List of Potential Offerors and mailing labels for each offeror.
 - b. Enough copies of the RFP for the mailing list plus 10 extra copies for phone requests.
 - c. What newspapers it needs to be advertised in.
 - d. Selection Committee: names and job title of the members of the selection committee.
 - e. Committee Chairperson: name and telephone number.
2. **PRE-PROPOSAL CONFERENCES:** Complex procurements can require a pre-proposal conference as determined by the Division.
 - a. Mandatory or optional attendance. The purpose of a pre-proposal conference is to answer questions from the potential providers.
 - b. The conference should be recorded and available for review for all offerors.
 - c. The conference is held after the RFP release and prior to the closing date.
 - d. The Department Purchasing Agent must attend all pre-proposal conferences.
 - e. The Committee Chairperson must put any additional information resulting from this meeting in writing.
 - f. The Department Purchasing Agent will mail copies of this information to all offerors.
 - g. The Department Purchasing Agent will maintain the list of attendees.
3. **AWARD JUSTIFICATION FORM:**
 - a. The committee chairperson completes the form and attaches the conflict of interest forms and the original score sheets from the scoring committee.
 - b. The justification form must include information why the proposal scored the

highest.

- c. It must include the dollar amount of the award if appropriate.
 - d. This is a public document. Do not put the scores or the names of the members of the review committee on this form.
 - e. When completed it is submitted to the BCM Purchasing Agent.
3. **CONFLICT OF INTEREST FORM:** Must be completed and signed by all members of the review committee scoring the proposals.
4. **ORAL PRESENTATIONS:** Oral Presentations are held when the Division determines that there is insufficient information in the proposals to make an award.
- a. All members of the evaluation committee must be present during oral presentations.
 - b. All offers must be afforded equal opportunity to respond in an oral interview.
 - c. Time limits for oral presentations will be equal in length.
 - d. The same clarifying questions must be asked of each offeror.
 - e. The offeror's original proposal may not be changed in any aspect at the oral presentation. The presentation is only to allow offerors to clarify portions of their proposals.
 - f. Interviews are to be conducted and controlled by the RFP committee chairperson.
 - g. No offeror will be given information pertaining to another offeror's proposal, or their present standing in the evaluation process.
 - h. The BCM Purchasing Agent must attend all Oral Presentations.
 - i. Score sheets for the Oral Presentation must be included in the final score sheet tabulation and submitted to the Department Purchasing Agent.
5. **BEST AND FINAL OFFERS:**
- a. If the Division determines that additional information is needed to make a decision, each acceptable or potentially acceptable proposal must be given the same opportunity to submit a best and final offer.

- b. The offerors may not submit a new proposal but may respond only to the information requested by the Division.
 - c. All Providers are given the same guidelines (number of pages etc.) and questions to respond to.
 - d. To initiate Best and Final Offers:
 - 1) The Division will notify the BCM Purchasing Agent that the offerors are to be given the opportunity to submit Best and Final offers and the areas in which more information is needed.
 - 2) The BCM Purchasing Agent will send each offeror a letter stating the areas to be covered in the Best and Final Offer and the date and time in which Best and Final Offers must be returned.
 - 3) If offerors do not submit a Best and Final Offer, their previous submissions will be considered their Best and Final.
6. **THE RFP COMMITTEE CHAIRPERSON'S RESPONSIBILITIES:** The contract specialist who coordinates the project through completion is the identified committee chairperson and will:
- a. Have in depth knowledge of the services needed and shall determine the RFP specifications.
 - b. Select the RFP evaluation committee members.
 - c. Ensure that the Conflict of Interest form is completed and signed by every committee member.
 - d. Provide clarification for the RFP while it's open and be available to answer any technical questions.
 - e. Negotiate and develop the contract.

SOLE SOURCE INFORMATION

1. **CONTRACTS USING A SOLE SOURCE:** A memo must be attached to every sole source contract with the following justification and information:
 - a. Describe the services required for client(s).
 - b. How and why the situation is unique.
 - c. Why is only one source is available.
 - d. What individuals or organizations you have contacted in researching this service.
 - e. How much money is involved? Hourly Rate?
- * **All Sole Source Contracts are reviewed annually and may require an annual sole source justification statement.**