

REQUEST FOR PROPOSAL

RESPITE CARE ASSOCIATION OF WISCONSIN



Wisconsin Lifespan Respite Care

PROPOSALS MUST BE RECEIVED BY 3:00 PM CDT May 31, 2016

LATE PROPOSALS WILL BE REJECTED

FAXED PROPOSALS WILL NOT BE ACCEPTED

RCAW RESERVES RIGHT TO REJECT ANY AND ALL PROPOSALS

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1.0 GENERAL INFORMATION

Introduction and Background

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for the development and operation of a Regional Lifespan Respite Project serving the Northeast Region of WI including the following counties: Brown, Calumet, Door, Fond du Lac, Green Lake, Kewaunee, Manitowoc, Marinette, Marquette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara, and Winnebago. Respite Care Association of Wisconsin (RCAW) intends to use the results of this solicitation to award one (1) contract for \$25,000 that meets state requirements. The contract will be for the period ending 6/30/17. If funds are available, the contract may be renewed in the amount of \$25,000 per state fiscal year for subsequent years beginning 7/1/17.

Wisconsin Statutes 46.986 authorizes funding for the development and operation of Regional Lifespan Respite Care Projects that shall do all of the following:

1. Operate in a culturally competent manner and be sensitive to the unique needs and strengths of a person with special needs and his or her family or caregiver.
2. Identify, coordinate, and develop resources for respite care that are built, to the extent possible, on existing community support services.
3. Recruit and screen providers
4. Identify training resources and organize training programs for providers that address different populations in need of respite care.
5. Facilitate access by caregivers and families of persons with special needs to an array of respite care service options for which the person with special needs is eligible, that are responsive to caregiver and family needs and that are available before families and primary caregivers reach a crisis situation.
6. Assist caregivers and families of persons with special needs to identify and coordinate funds and resources available for respite care for which the person with special needs is eligible, and authorize and provide a variety of funds and resources to make available additional respite care services for persons with special needs, under eligibility criteria established by the project.

In addition, the Regional Lifespan Respite Project shall create an advisory committee that shall advise the project on how the project may best serve persons with special needs and their caregivers. Consumers of respite care services and caregivers shall comprise at least 51% of the advisory committee membership and shall be representative of the diversity of persons who receive services under the project. Other members shall include providers, representatives of local service agencies and members of the community.

The Regional Lifespan Respite Project shall contribute matching funds to the operation of the project in the following amounts:

Twenty percent of the amount of grant awarded by RCAW, as direct services, which shall be used by the grantee to fund payments from caregivers to providers, and fifteen percent of the amount of the grant awarded by RCAW, as in-kind services.

Any of the following are eligible for funding under this program:

1. A county department

2. A tribe or band
3. A community based private, non-profit entity
4. A community based private entity that is operated for profit

The solicitation is organized into the following sections plus attachments:

- Section I. General Information and Scope of Project
- Section II. Preparing and Submitting a Proposal
- Section III. Proposal Selection and Award Process
- Section IV. Mandatory Requirements
- Section V. Proposer Information
- Section VI. Technical Response
- Section VII. Project Budget and Workplan
- Section VIII. Required Forms

Appendices:

- A. Budget Template
- B. Performance Report Form
- C. Vendor Information Form
- D. Quality Benchmarks for Peer Run Recovery Organizations
- E. References

1.1 Scope of the Program

The purpose of this document is to solicit proposals from qualified applicants to develop and operate a Regional Lifespan Respite Project serving the Northeast Region of WI including the following counties: Brown, Calumet, Door, Fond du Lac, Green Lake, Kewaunee, Manitowoc, Marinette, Marquette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara, and Winnebago. The successful applicant will be expected to accomplish the following:

1. Operate in a culturally competent manner and be sensitive to the unique needs and strengths of a person with special needs and his or her family or caregiver.
2. Identify, coordinate, and develop resources for respite care that are built, to the extent possible, on existing community support services.
3. Recruit and screen providers
4. Identify training resources and organize training programs for providers that address different populations in need of respite care.
5. Facilitate access by caregivers and families of persons with special needs to an array of respite care service options for which the person with special needs is eligible, that are responsive to caregiver and family needs and that are available before families and primary caregivers reach a crisis situation.
6. Assist caregivers and families of persons with special needs to identify and coordinate funds and resources available for respite care for which the person with special needs is eligible, and authorize and provide a variety of funds and resources to make available additional respite care services for persons with special needs, under eligibility criteria established by the project.

In addition, the Regional Lifespan Respite Project shall create an advisory committee that shall advise the project on how the project may best serve persons with special needs and their caregivers. Consumers of respite care services and caregivers shall comprise at least 51% of the advisory committee membership and shall be representative of the diversity of persons who receive services under the project. Other members shall include providers, representatives of local service agencies and members of the community.

The Regional Lifespan Respite Project shall contribute matching funds to the operation of the project in the following amounts:

Twenty percent of the amount of grant awarded by RCAW, as direct services, which shall be used by the grantee to fund payments from caregivers to providers, and fifteen percent of the amount of the grant awarded by RCAW, as in-kind services.

1.2 Procuring and Contracting Agency

Respite Care Association of Wisconsin (RCAW) issued this Request for Proposal (RFP). RCAW will administer any contract(s) resulting from this RFP. The Contract Administrator will be:

Jim Schroeder
Executive Director
Respite Care Association of Wisconsin
6320 Monona Drive, Suite 407
Madison, WI 53716

1.3 Clarification and/or Revisions to the Specifications and Requirements

Any questions concerning this RFP must be submitted to: Jim Schroeder, RCAW Executive Director at jschroeder@respitewi.org.

Written questions must be submitted before 4:00 PM CDT on May 5, 2016. Questions should be submitted via email with the following subject line:

Subject: Question Lifespan Respite Care RFP Proposer Name

Telephone questions will not be accepted. Any oral responses, information, dates, and/or technical assistance received by a prospective Proposer from the RCAW or RCAW staff shall not, in any manner whatsoever whether before or after the release of this RFP, be binding on RCAW, unless followed-up and explicitly confirmed and stated in writing by RCAW.

Proposers are expected to raise any questions, exceptions, or additions they have concerning the RFP document at this point in the RFP process. If a Proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the Proposer should immediately notify the Contract Administrator of such error and request modification or clarification of the RFP.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions/amendments and or supplements will be provided by posting an amendment to the RFP on RCAW's Website at www.respitemcarewi.org. The solicitation may be accessed through the Website.

Contact with RCAW employees, board members and/or members of the review committee concerning this RFP is prohibited except as authorized by the Contract Administrator during the period from date of release of the RFP until the notice of intent to award is released.

1.4 Contract Quantities / New or Deleted Items

The procuring and contracting agency does not guarantee to purchase any specific quantity of services. Proposals that state that the purchasing agency must guarantee a specific quantity or dollar amount may be disqualified.

The contractor shall not have exclusive rights to provide all services covered under this contract during the term of the contract or any extension of the contract.

1.5 Reasonable Accommodations

RCAW will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If you think you need accommodations at any time during the RFP process, contact Jim Schroeder, RCAW Executive Director, at 608-222-2033 or jschroeder@respitcarewi.org.

1.6 Calendar of Events

The table below lists specific and estimated dates and times of actions related to this RFP. The actions with specific dates must be completed as indicated unless otherwise changed by RCAW. In the event that RCAW finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by notifying each applicant and by publication at www.respitcarewi.org

DATE	EVENT
April 29, 2016	RFP Posted to RCAW Website
May 6, 2016 at 10 AM CDT	Proposers Conference (Reference Section 1.7)
May 9, 2016 at 4 PM CDT	Deadline for Written Questions
May 11, 2016 by 4 PM CDT	All Questions and Answers Posted to RCAW Website
May 31, 2016 at 3:00 PM CDT	Proposals Due
June 10, 2016	Notification of Intent to Pursue Contract Negotiations
June 30, 2016	Contract Execution Date
July 1, 2016	Contract Start Date

1.7 Proposer Conference

RCAW will hold a Proposers Conference on May 6, 2016 from 10:00 AM-12:00 Noon. The conference will occur at 6320 Monona Drive, Suite 407, Madison, WI 53716. Teleconference access is available by calling the designated conference line at 712-775-7031, access # 969641.

1.8 Contract Term and Available Funding

The contract shall be effective on the date indicated in the contract and shall run until June 30, 2017 with an option by mutual agreement of RCAW and contractor, to renew for an indefinite number of additional one year periods. The total amount of funds available through this RFP is \$25,000 for each approved full contract year. Renewal of the contract for the additional years will be based upon the Proposer's satisfactory performance, audit findings and the availability of funds.

1.9 Retention of Rights

Respite Care Association of Wisconsin retains the right to accept or reject any or all proposals if it is deemed to be in the best interest of RCAW and/or the State of Wisconsin.

All proposals become the property of RCAW upon receipt.

1.10 Who May Submit an Application

The following entities may submit an application:

A County department,

A tribe or band,

A community-based private, nonprofit entity, or

A community-based private entity that is operated for profit

2.0 PREPARING AND SUBMITTING A PROPOSAL

2.1 General Instructions

The selection of a contractor is based on the information submitted in the contractor's Proposal. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a Proposal.

Elaborate Proposals (e.g., expensive artwork), beyond what is sufficient to present a complete and effective Proposal, are not necessary or desired.

Respite Care Association of Wisconsin is not liable for any cost incurred by Proposers in replying to this RFP.

Proposers must submit Proposals in strict accordance with the requirements set forth in this section. All materials must be submitted to:

Jim Schroeder
Executive Director
Respite Care Association of Wisconsin
6320 Monona Drive, Suite 407
Madison, WI 53716
(608) 222-2033

All materials must be received in the prescribed formats by Tuesday May 31, 2016, 4:00 PM.

Proposals must be received in the above office by the specified date and time. No Proposals are allowed to be submitted by fax or email. All such Proposals will be rejected.

Paper (Hard Copy) Proposal

This component must contain the original and six (6) paper copies of the entire Technical Proposal (see Section 2.2 Proposal Organization and Format) including any proprietary information. Any restrictions on the use of information contained within a request must be clearly stated in the proposal itself. Proprietary information submitted in response to a request will be handled in accordance with Wisconsin public records law.

2.2 Proposal Organization and Format

Technical proposals must be organized into clearly delineated sections, as shown below. Each heading and subheading should be separated by tabs or otherwise clearly marked.

Tab 1. Cover Sheet

- a. Table of Contents
- b. Transmittal Letter

Tab 2. Goals, Objectives and Performance Expectations – Section 6.1

Tab 3. Program Design and Methodology – Section 6.2

Tab 4. Work Plan – Section 6.3

Tab 5. Organizational Experience and Capacity – Section 6.4

Tab 6. Budget – Section 7.0

Tab 7. Appendix – Letters of Support, Letters of Commitment, Memorandums of Understanding, Contracts, etc.

All materials must be received in the prescribed formats by May 31, 3:00 PM CDT

2.21 Transmittal Letter

A Transmittal Letter must accompany the RFP package. It must be on official business letterhead of the proposer submitting the Proposal, and must be signed in ink by an individual authorized to legally bind the vendor.

The Transmittal Letter must stipulate the following:

- The Proposer is the primary Vendor and is a corporation or other legal organization;
- Services that the Vendor intends to sub-contract to another entity;
- No attempt has been made or will be made by the Vendor to induce any other person or firm to submit or not to submit a Proposal;
- The vendor certifies they have neither directly nor indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint

of free competition; that this Proposal has been independently arrived at without collusion with any other Vendor, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other vendor or competitor.

- A Statement of Qualifications that the vendor is able to meet all the Mandatory Requirements and Special Terms and Conditions in Sections 4.0.
- The Proposal is valid for a minimum of 60 Days from the Proposal due date;
- The person signing this letter and all RFP documents is authorized to make decisions on behalf of the Proposing organization and that the person has not participated, and will not participate, in any action contrary to the this statement;
- Assurance that the vendor will agree to execute and fulfill a contract according to the conditions and terms specified in this RFP;
- That the Proposal is predicated upon the requirements, terms, and conditions of this RFP, the posted Questions and Answers, all its attachments, and any supplements or revisions thereof; and
- That an individual authorized to bind legally the vendor has signed this Transmittal Letter.

2.3 Multiple Proposals

Submission of multiple Proposals from Proposers is not permissible.

2.4 Withdrawal of Proposals

Proposals shall be irrevocable until contract award unless the Proposal is withdrawn. Proposers may withdraw a Proposal in writing at any time up to the Proposal closing date and time or upon expiration of five (5) business days after the due date and time if received by Jim Schroeder. The written request must be signed by an authorized representative of the Proposer and submitted to Jim Schroeder at the address listed in Section 2.1 General Information. If a previously submitted Proposal is withdrawn before the Proposal due date and time, the Proposer may submit another Proposal at any time up to the Proposal closing date and time.

3.0 PROPOSAL SELECTION AND AWARD PROCESS

3.1 Preliminary Evaluation

The purpose of the preliminary evaluation is to determine if each Proposal is sufficiently responsive to the RFP to permit a complete evaluation. Proposals must comply with the instructions to Proposers contained in this RFP. Failure to comply with the instructions may cause the Proposal to be rejected without further consideration. RCAW reserves the right to waive any minor irregularities in the Proposal.

3.2 Proposal Scoring

Proposals accepted through the preliminary evaluation process are reviewed by an evaluation committee and scored against chosen criteria. A Proposer may not contact any member of an evaluation committee except with the Contract Administrator's written approval.

Proposal Evaluation Criteria

The proposal evaluation committee will review all proposals against stated criteria. Proposals from eligible applicants will be scored according to the following competitive criterion:

Maximum Points (100 Total)

PROPOSAL EVALUATION CRITERIA	MAXIMUM POINTS
• Goals, Objectives and Performance Expectations	20 points
• Program Design and Methodology	25 points
• Work Plan	20 points
• Organizational Experience and Capacity	20 points
• Budget	15 points
TOTAL	100 points

3.3 Notification of Intent to Pursue Contract Negotiations

All Proposers who respond to this RFP will be notified via email of RCAW's intent to pursue contract negotiations as a result of this RFP.

After notification of the intent is made and under the supervision of agency staff, copies of Proposals will be available by appointment for public inspection at Respite Care Association of Wisconsin, 6320 Monona Drive, Suite 407, Madison, Wisconsin. Vendors should schedule reviews with Jim Schroeder or Designee, at (608) 222-2033.

3.4 Right to Reject Proposals and Negotiate Agreement Term

RCAW reserves the right to reject any and all Proposals. RCAW may negotiate the terms of the contract, including the award amount, with the selected Proposers prior to entering into a contract. If contract negotiations cannot be concluded successfully with the recommended Proposer or upon unfavorable review of the Proposer's references, the Department may terminate contract negotiations.

The Contract Administrator or designee will review each RFP Response Package and Statement of Proposer Qualifications to verify the Proposer meets the requirements specified in this RFP based on a pass or fail protocol. This determination is the sole responsibility of RCAW.

3.5 Letters of Support (Optional)

Proposers are encouraged to submit letters of support. Letters may originate from peers, peer-run organizations, other stakeholder organizations, businesses, educational institutions, and/or other health and human service provider agencies. Letters of support should address the potential for successful operation of a Lifespan Respite Care Project. The evaluation committee will consider letters of support in review of the proposals.

4.0 MANDATORY REQUIREMENTS

To be eligible for further evaluation consideration Proposers must certify their ability to meet all MANDATORY REQUIREMENTS as specified. Additional requirements may apply upon contract execution specific to the services provided.

4.1 Proposal Format, Electronic Data Base/Spreadsheet reporting

Proposers are required to submit their proposal in single-sided, single-spaced, 12-point standard font (prefer Times New Roman), with a minimum of 1-inch margins. Please limit proposals to 20 pages, not including budget, appendices, and letters of support. Budgets are to be submitted on the required Excel spreadsheet specified in Appendix A. The work plan is required to be coordinated with the budget and the performance monitoring reporting tool specified in Appendix B. The Vendor Information Form is Appendix C.

4.2 Statutory requirements

This RFP is guided by Wisconsin statute, ch 46.986.

4.3 Patient's/Client's Rights Policy

Each Proposer shall have a written policy stating that the service will comply with client's rights requirements as specified in DHS 94, Wisconsin Administrative Code.

4.4 Security of Electronic Data

Procedures must be implemented to ensure privacy and confidentiality, including by whom and how data will be collected, procedures for administration of data collection instruments, where data will be stored, who will/will not have access to information, and how the identity of participants will be safeguarded (e.g., through the use of a coding system on data records; limiting access to records; storing identifiers separately from data).

4.5 Tobacco Smoke Free Environment

Public Law 103-227, also known as the Pro-Children Act of 2001, prohibits tobacco smoke in any portion of a facility owned, leased, or contracted for by an entity that receives federal funds, either directly or through the State, for the purpose of providing services to children under the age of 18.

5.0 PROPOSER INFORMATIONAL SECTION

Section 5.0 contains information for Proposers regarding the responsibilities, deliverables and outcomes the contractor is responsible for providing as part of this project.

The following requirements are the minimum specifications and responsibilities. If no Proposers are able to comply with any given specification, condition of proposal or provide a specific item, RCAW reserves the right to delete that specification, condition of proposal or item.

5.1 Goals, Objectives and Performance Expectations

The Proposer should have clear, achievable goals and objectives for this project. The Proposer's goals and objectives should be consistent with RCAW's goals for this grant stated in Section 1.1. Proposers are to frame their objectives as "SMART" deliverables, that is, each objective should be: Specific, Measurable, Attainable, Relevant, and Time-Bound.

Identify each goal, objective, related activities, timelines, measures and performance and person(s) responsible for the objectives. Objectives should be agreed-upon, concrete, observable measures to know what was accomplished.

5.2 Work Plan

A work plan is an organizational tool that identifies significant goals, objectives, activities, measures, timelines, and responsible parties for a project. Each Proposer, through their work plan and budget detail, should provide sufficient justification for proposed staffing and other resources funded through the project.

RCAW is looking for a Proposer that has the capacity to implement the expectations of the RFP and the Proposer's objectives and work plan. The Proposer is expected to have a thoughtful plan for assuring adequate staff or contractor resources are in place in a timely way to complete objectives according to the proposed work plan.

5.3 Organizational Experience and Capacity

- 5.3.1 Incorporation as a County, a tribe or band, a community based private, non-profit entity, or a community based entity that is operated for profit.
- 5.3.2 Capacity to recruit, train, and retain qualified staff and/or volunteers, to support peers in leadership roles, and to maintain responsiveness to participants.
- 5.3.3 Financial stability and identification of qualified individuals responsible for financial management and accounting functions.
- 5.3.4 Experience providing respite care services
- 5.3.5 Previous successful contracting experience, including data collection and reporting.
- 5.3.6 Established community relationships and explanation of the capacity for community education and establishment of linkages to community.

6.0 TECHNICAL RESPONSE SECTION

Listed below are the technical proposal response requirements. The section(s) referenced within the response requirement provide detail concerning the required and/or desired objectives, work requirements, and standards to meet the needs of this program. This detail represents the minimum level of service requirements and objectives sought in this procurement. Many of the sections in this RFP are

interrelated and may contain overlapping information. Proposers should incorporate the goals, objectives, work requirements, and standards stated throughout this RFP into their proposal.

Proposers must respond to each of these requirements with a descriptive narrative (appropriately labeled in accordance with the numbering scheme below) that includes methodology to the level of detail deemed appropriate by the Proposer.

6.1 Goals, Objectives and Performance Expectations

Describe your agency's goals, objectives and performance expectations for each year of the grant, and fulfill the requirements described in Section 1.1. This response should include but is not limited to:

1. A statement of the Proposer's goals and objectives for the proposed project.
 - a. The Proposer clearly states how grant funds will be utilized for the development and operation of the Lifespan Respite Care Project. The strategies described are logical and appropriate responses to the description of the stated goals and expectations in Section 1.1.
 - b. The Proposers will describe how they will achieve outcomes and performance expectations. The Proposer will discuss how they will address and overcome potential obstacles\barriers.
 - c. The Proposer will describe the criteria used to measure the success of the project.

6.2 Work Plan

The work plan described in the proposal relates directly to the goals listed in Section 1.1, facilitates program accomplishments, and is sequentially reasonable. Activities in the work plan are assigned to specific personnel. Provide a work plan that is consistent with the objectives and can be accomplished in stated timeframes and proposed budget. Provide timeframes for tasks and activities in the work plan that is appropriate to ensure that sufficient effort is planned. This response should include, but is not limited to:

- A detailed description of significant tasks, activities and strategies to be used to achieve the goals in a logical progression
- The assignment of responsibility for work plan tasks to specific personnel and the timetable for significant tasks or activities to be started and to be completed

6.3 Organizational Experience and Capacity

Submit a response that describes your organization's experience, demonstrated abilities, and technical expertise to develop and operate a Respite Care Program. This response includes but is not limited to:

- 6.3.1 Evidence of incorporation as a County, a tribe or band, a community-based private, non-profit entity, or a community based entity that is operated for profit.
- 6.3.2 Description of capacity to recruit, train, and retain qualified staff and/or volunteers, to support peers in leadership roles, and to maintain responsiveness to participants.

- 6.3.3 Demonstration of financial stability and identification of qualified individuals responsible for financial management and accounting functions.
- 6.3.4 Demonstration of experience respite care services.
- 6.3.5 Description of previous successful contracting experience, including data collection and reporting.
- 6.3.6 Evidence of established community relationships and explanation of the capacity for community education and establishment of linkages to community.

7.0 PROJECT BUDGET AND WORKPLAN

RCAW provides a budget template (Appendix A) to be used for submitting the project budget. Use of this budget template is required.

All budget costs must comply with the Wisconsin DHS Allowable Cost Policy Manual. The Allowable Cost Policy Manual can be found on the DHS web site at:
<http://www.dhs.wisconsin.gov/grants/Administration/AllowableCost/ACPM.htm>

RCAW also provides a workplan template (Appendix B) to be used for submitted the project workplan.

8.0 REQUIRED FORMS

The following pages contain the ancillary forms required to be submitted as part of the Proposal packet. Please reference Section 2.2 for information related to the proper order of these forms in the Proposal packet.

APPENDIX A
 Budget Template

APPENDIX B
 Workplan

Appendix A Budget Template

Budget Category	Grant Award	Cash Match	In-Kind Match	Total
Personnel				
Fringe Benefits				
Travel/Training				

Stipends to Families				
Supplies				
Equipment				
Postage and Printing				
Occupancy				
Telephone and Internet				
Other (specify)				
(Other (specify)				
TOTAL				

**Appendix B
Workplan**

OUTCOME/GOAL I

The project operates in a culturally competent manner and is sensitive to the unique needs and strengths of a person with special needs and his or her family caregiver.

Objectives	Activities	Time Frame	Who's involved

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OUTCOME/GOAL II

The project identifies, coordinates and develops resources for respite care that are built, to the extent possible, on existing community support services.

Objectives	Activities	Time Frame	Who's involved

OUTCOME/GOAL III

The project recruits and screens providers.

Objectives	Activities	Time Frame	Who's involved

OUTCOME/GOAL IV

The project identifies training resources and organizes training programs for providers that address different populations in need of respite care.

Objectives	Activities	Time Frame	Who's involved

OUTCOME/GOAL V

The project facilitates access by caregivers and families of persons with special needs to an array of respite care service options for which the person with special needs is eligible, that are responsive to caregiver and family needs and that are available before families and primary caregivers reach a crisis situation.

Objectives	Activities	Time Frame	Who's involved

OUTCOME/GOAL VI

The project assists caregivers and families of persons with special needs to identify and coordinate funds and resources available for respite care for which the person with special needs is eligible, and authorize and provide a variety of funds and resources to make available additional respite care services for persons with special needs, under eligibility criteria established by the project.

Objectives	Activities	Time Frame	Who's involved

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DELIVERABLES FOR LIFESPAN RESPITE GRANT

Please list the quantifiable products or services that will be provided by the project. These products or services typically result from meeting the objectives stated above.

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