



Solicitation Information
17 Nov 06

RFQ # 7002689

TITLE: After Hours Emergency Response Program fore Elders in Crisis

Submission Deadline: 14 Dec 06 @ 2:20 PM (EST)

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **30 Nov 06 at 12:00 Noon (EST)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at
www.purchasing.ri.gov

Note to Vendors:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

AFTER HOURS EMERGENCY RESPONSE PROGRAM FOR ELDERS IN CRISIS

The Rhode Island Department of Administration, Office of Purchases, on behalf of the Department of Elderly Affairs of the State of Rhode Island, requests Letters of Interest from qualified individuals to provide an After Hours Emergency Response Program for Elders in Crisis, as per the terms and conditions expressed in this solicitation and the State's General Conditions of Purchase (available at www.purchasing.ri.gov).

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The "Official" time clock is in the reception area of the Division of Purchases.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This will be a requirement only of the successful bidder (s).
- Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted,

provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

- The State of Rhode Island has a goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, visit the web site www.rimbe.org. To speak with an M.B.E. Officer, call (401) 222-6253.
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI

Equal Employment Opportunity (RIGL 28-5.1)

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090

Scope of Work:

The Department of Elderly Affairs is seeking expert services covering a broad spectrum of assessment, clinical evaluation, care coordination, and referral services for an After Hours Emergency Response Program for Elders in Crisis. Individuals/ agencies that can demonstrate successful application of these interventions in a community setting are encouraged to submit Letters of Interest in response to this request.

Topic areas for services covered by this Request include, but are not limited to:

- * Receive telephone calls on a dedicated line between 4:00pm and 8:30am, Monday through Friday, and twenty-four hours a day on weekends and holidays
- * Train a telephone intake staff person to screen calls of an emergency nature and to determine the appropriate priority and disposition of calls
- * Maintain: 1) a current list of residential providers for the emergency placement of an elder and 2) a current list of home care providers who have the ability to provide emergency home care services on short notice (lists to be developed by DEA)
- * Coordinate care of elder with appropriate public safety personnel and hospital emergency department personnel
- * Maintain strong collaborative relationships with community public safety personnel and with hospital emergency department personnel
- * Maintain detailed records of all activity during contracted coverage
- * Serve as liaison to the Department of Elderly Affairs by forwarding a complete record of all activity during contracted coverage to RIDEA Protective Services staff at 8:30am on the following day of business.

- * Provide an on-call Clinician with skills in assessment and crisis intervention during periods of contracted coverage who would be available to assist public safety personnel in complex crises involving a vulnerable and/or an uncooperative elder who is at imminent risk.

The individual/agency selected to serve as contractor as a result of this Request must have demonstrated both clinical skills and expertise in the area of elder services and issues. The contractor must be able to provide a skilled telephone intake screener for all contracted coverage who is proficient in the areas of crisis intervention, elder services, and care coordination. The screener must be able to triage calls effectively and efficiently, make immediate judgments about situation priorities and instruct and/or counsel diverse emergency personnel about the disposition of the case. A significant component for the success of this program will be the ability to coordinate with diverse stakeholders: the Department of Elderly Affairs Protective Services staff; public safety personnel; hospital emergency department personnel; and a network of elder service providers. Also, essential to the success of the program is the ability to maintain detailed professional records to ensure appropriate follow-up with each case and to ensure the capability of the Department of Elderly Affairs to evaluate the program's effectiveness. The on-call Clinician must be available during the periods of contracted coverage to meet with public safety personnel in an emergency situation and to provide necessary assessment, counseling, and related intervention to alleviate the crisis and facilitate the elder being placed in a safe environment and/or receiving urgently needed services.

Contract Term and Available Funding:

A total of \$113,000 to fund this program is available for a period of twelve (12) months from the date of award, renewable at the exclusive option of the DEA, based on vendor performance and availability of funds. The contractor will provide services under this award for a specific period of coverage to include 4:00pm to 8:30am, Monday through Friday, and twenty-four (24) hours a day on weekends and state holidays. In addition, the contractor is responsible for the transfer of all records and reports to the Department of Elderly Affairs on the following day of business. The contract is expected to be awarded on or January 2007.

Any award resulting from this Request will be subject to the State's General Conditions of Purchase, which is available from the Internet at www.purchasing.state.ri.us, as well as the terms of this request.

Qualifications:

For Intake and Triage Function: Minimum: Bachelor's Level Staff person with clinical expertise, including ability to evaluate and triage cases in emergency situations and to coordinate care. Individual must have related training and/or experience in working with elders. For On-Call Clinician: Minimum: Master's Level in Social Work, Psychology, Counseling or related field with training and/or experience in working with elders.

Questions and Response Submission:

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than the date & time indicated on page one of this solicitation. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI / BID # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

Responses **(an original plus three (3) copies)** should be mailed or hand-delivered in a sealed envelope marked "RFQ # 7002689," After Hours Emergency Response Program for Elders in Crisis " to:

**RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855**

NOTE: Proposals received after the above-referenced due date and time may not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases

Proposals should include the following:

1. A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.state.ri.us.
2. A Cost Proposal / Budget Justification reflecting the hourly rate, or other fee structure, proposed for this scope of services.
3. A Technical Proposal describing the qualifications and background of the applicant and experience with similar programs, as well as the work plan or approach proposed for this requirement.

4. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at www.purchasing.ri.gov.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom or Diskette). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested.

EVALUATION CRITERIA

Responses will be evaluated using the following criteria:

Capability (background) and qualifications are clearly demonstrated [50%];

Experience in similar projects undertaken [20%];

A clear understanding of the State's Requirements and the results intended and desired under this contract demonstrated by the offeror [10 %];

Cost / Budget Justification [20%].

Notwithstanding the above, the State reserves the right to accept or reject any or all offerors, to award on the basis of cost alone, and to act in its best interest. The State also reserves the right to make one or more awards as a result of this solicitation and to act in its own best interest.

The Technical Review / Evaluation Committee will present written findings, including the results of all evaluations, to the State Purchasing Agent, or his designee, who will make the final award decision.