



Solicitation Information
8 Nov 2011

Request for Qualifications # 7449175

Title: Case Management Agency Certification

Submission Deadline: 5 Dec 11 @ 11:30 AM (Eastern Time)

Questions concerning this solicitation must be received by the Division of Purchases at questions@purchasing.ri.gov no later than **21 Nov 11 at 12:00 Noon (ET)**. 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
Assistant Director for Special Projects

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

Request for Qualifications

This solicitation is a Request for Qualifications (RFQ) issued by the State of Rhode Island, Department of Administration, Division of Purchases, on behalf of the Department of Human Services (DHS), Division of Elderly Affairs (DEA). DEA administers a Case Management Program (the "Program") which provides for the delivery of case management services for Rhode Island elders throughout the State, pursuant to, and in accordance with, the *Rules, Regulations and Standards for Certification of Case Management Agencies* as amended and promulgated in May 2007 (the "Regulations"). DEA provides grant funding for the provision of case management services under the Program to certain case management agencies that have been determined by DEA to meet the certification requirements of the Regulations and the requirements of the program most effectively.

The purpose of this RFQ is to establish a list of Case Management Agencies *qualified for certification* under the Regulations with whom DEA may contract for these case management services. DEA intends to issue a Request for Proposals (RFP) at a later date, as more specifically described below, for the awarding of grants to carry out the Program. Only those agencies that have been determined by DEA to be *qualified for certification* shall be eligible to compete for a grant award (i.e., all agencies/organizations who would like to be eligible for certification to provide these services *must* respond to this Request for Qualifications). A successful response to this RFQ *does not guarantee* that an agency/organization will be selected for a grant award to provide case management services; furthermore, only those agencies selected for a grant award, after application to the RFP, shall receive the accompanying certification pursuant to the Regulations.

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 will 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.

Submitters should be aware of the State's MBE requirements, which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the State MBE Administrator at (401) 574-8253 or dorinda.keene@doa.ri.gov Visit the website <http://www.mbe.ri.gov>

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 or via email raymond1@gw.doa.state.ri.us

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.

Statement of Qualifications

Respondents to this RFQ shall submit a written proposal (not to exceed fifteen (15) pages, double-spaced, *excluding* supporting documents) to demonstrate their experience and qualifications to provide case management services to elders in Rhode Island in accordance with the above mentioned Rules and Regulations, including but not limited to adherence to the following:

Corporate Structure and Governance

1. The agency must be a legal business entity, in good standing and authorized to conduct business in RI. It also must be authorized by law, as well as its own internal requirements, to apply for, and to operate a case management program as contemplated by DEA's regulations for certification of case management agencies.

Operational Capacity

2. The agency must demonstrate that it has the operational capacity to carry out and oversee the program (this can be shown through the agency's demonstration of its ability to manage and carry out its current operations and programs, ability to establish and maintain partnerships with other entities and programs, etc.).

3. The agency must demonstrate that it engages in sound financial management. To that end, the agency must provide its most recent audited financial statements as well as its most recent annual report, and the agency must have appropriate written fiscal policies and procedures in place.

4. The agency must demonstrate its ability to meet all computer system and data reporting requirements. The agency must be willing to procure, at its expense, all required Security License(s) to access the Harmony for Aging database (formerly known as SAMS), a senior assistance database management system. The agency also must be willing to obtain, at its expense, all computer software and hardware needed by the agency to meet program requirements. (Note: the Security Licenses can be obtained through DEA *only*).

5. The agency must show evidence of comprehensive insurance coverage, in commercially reasonable amounts, which includes general liability and malpractice coverage.

6. All required licenses (at the agency and individual employee level) to operate must be in full force and effect.

Personnel

7. The agency must demonstrate its ability to meet all required staffing credentials as set forth in the regulations, including that of the agency administrator, as well as the agency's ability to meet training requirements.

Experience in Service Delivery

8. The agency must demonstrate a high level of experience in the following areas: comprehensive assessment of clients; appropriate determination of client needs; development of comprehensive care plans; and effective care coordination.

The agency must also demonstrate an understanding of RI long term care services (including eligibility requirements), agencies and programs.

If the agency does not currently have a case management contract with DEA, the agency must provide a description of ongoing agency outreach, initiatives, or programs for elders that demonstrate an agency commitment to serving elders within the community.

Additional Information

Written documentation may include agency materials about organizational structure, staffing levels and credentials, operational capacity (and the ability to expand capacity with additional funding) and current programs related to case management and other elder services.

On-site Evaluation

In addition to the written Proposal, respondents will be required to have an on-site evaluation during the RFO posting / evaluation period conducted by DEA staff and members of the Evaluation Committee to determine the suitability of the physical plant for confidential record keeping and confidential client interviews, information systems capability, staffing capacity, and consumer accessibility.

Additional Evaluation Criteria

In addition to the required documentation described above, the following key criteria will be considered in the evaluation of proposals:

- Quality, thoroughness and clarity of response to the RFQ
- Applicant's knowledge of and experience with publicly funded programs and services for frail elders in Rhode Island communities
- Capacity to deliver high quality customer service in a setting that is appropriate and accessible for the elder client
- Demonstrated relationship with, or ability to enter into a relationship with, the RI Aging and Disability and Resource Center (THE POINT) and other key EOHHS long term care initiatives
- Demonstrated relationship with, or ability to enter into a relationship with, an established licensed (RI) health care entity or network for the purpose of future funding opportunities, either state or federal, related to care coordination of services for frail, at-risk elders

The evaluation criteria listed above are of equal importance.

Procurement Process

This RFQ is the first step in a multi-step process designed to identify a list of agencies *qualified* to apply for grant awards for case management services under contract with DHS and administered by DEA. This RFQ or notice of availability of this RFQ is published by the RI Department of Administration, Division of Purchases, in accordance with RI general laws. This RFQ details the requirements for response, deadlines and directions for submittal in another section of this document.

The DEA Director will establish an Evaluation Committee to review all responses submitted. Members of the Evaluation Committee will be drawn from appropriate staff of departments within the Rhode Island Executive Office of Health and Human Services and, if deemed necessary by the DEA Director, from impartial outside professionals with expertise in the field of case management and/or social work. No individual with an official or unofficial association (past or present)

with a potential respondent to the RFQ will serve on the Evaluation Committee.

After a review of all eligible responses to the RFQ and based on the criteria described in this document, the Committee will determine a list of qualified respondents. This list will be forwarded to the Division of Purchases for publication on the Division of Purchases website. This list of qualified respondents will serve as the resource for future DEA case management RFP solicitations for case management services under the terms and conditions of the regulations.

Process Elements

The following is a sequential list of key RFQ and Project Elements:

Request for Qualifications (RFQ) Issuance (Division of Purchases Website)
RFQ Proposals Due to State Division of Purchases
Estimated Date of Selection of Qualified Agencies for List
Estimated Date of RFP Solicitation to Qualified Agencies on List by Division of Elderly Affairs
Pre-bidders Conference for Respondents to RFP
RFP Proposals Due to Division of Elderly Affairs
Award of Grants and Certification for Successful RFP Applicants
Implementation of Case Management Grants

Pre-Proposal Questions and Proposal Submission

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Responses (an original plus five (5) copies) should be mailed or hand-delivered in a sealed envelope marked "RFQ #7449175: Case Management Agency Certification" 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.ri.gov
2. A *separate* Technical Proposal describing the qualifications and background of the applicant and experience with similar programs, and related information as instructed in this solicitation.
3. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at www.purchasing.ri.gov.
4. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom, Diskette, flash drive). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested. This CD or diskette should be included in the proposal marked "original".