

# REQUEST FOR PROPOSALS



**Advertised Date: 02/20/2022**

**Request for Proposal (RFP) Title: FAMILY CAREGIVER SUPPORT PROGRAM AND KINSHIP CAREGIVERS SUPPORT PROGRAM**

**Due Date: 04/04/2022 – No later than 4:00 p.m. local time**

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**Electronic Proposals are hereby solicited and will only be received via email:**

[SHS-SpecialProjects@co.snohomish.wa.us](mailto:SHS-SpecialProjects@co.snohomish.wa.us)

**Subject Line: RFP**

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**Request for Proposal Candidate Conference Call:**

RFP conference call will be held Thursday, March 3, 2022 from 2:00 p.m.-3:00 p.m. local time. The conference call will take place via Microsoft Teams Meeting. An Email with the Microsoft Teams Meeting invitation and link will be sent to all candidates who submit a mandatory Letter of Intent by Monday, February 28, 2022, 4:00 p.m. local time.

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## TABLE OF CONTENTS

1.	RFP SCHEDULE.....	1
2.	OVERVIEW.....	2
3.	FCSP SCOPE OF WORK TO BE PERFORMED.....	3
4.	QUALIFICATION REQUIREMENTS.....	4
5.	KCSP SCOPE OF WORK TO BE PERFORMED.....	6
6.	ADDITIONAL PROGRAM REQUIREMENTS.....	9
7.	PROPOSAL/SUBMITTAL PROCEDURE.....	12
8.	SAFEGUARD OF CLIENT INFORMATION.....	15
9.	REIMBURSEMENT.....	15
10.	GENERAL PROVISIONS.....	15
11.	PROPOSAL (SUBMITTAL) REQUIREMENTS.....	16
12.	EVALUATION CRITERIA.....	16
13.	RFP QUESTIONS/CLARIFICATIONS.....	17
14.	ADDENDA.....	18
15.	INSURANCE REQUIREMENTS AND INDEMNIFICATION.....	18
16.	TITLE VI FEDERAL NON-DISCRIMINATION.....	18
17.	COUNTY NON-DISCRIMINATION.....	18
18.	FEDERAL DEBARMENT AND SUSPENSION.....	19
19.	LIMITATION.....	19
20.	CANCELLATION OF AWARD.....	19
21.	PUBLIC DISCLOSURE.....	19

## REQUEST FOR PROPOSALS

### 1. RFP SCHEDULE

DATE	EVENT
2/20/2022	Release of RFP Application Packet
2/28/2022	<b>Mandatory Letter of Intent due by 4:00pm local time</b>
3/3/2022	<b>RFP Candidate Conference Call</b>  <b>Microsoft Teams Conference Call:</b> 2:00 p.m.-3:00 p.m. local time
3/10/2022	<b>RFP Written Questions Due to SHS-SpecialProjects E-mail</b>  <i>Questions shall be submitted to the County by email to <a href="mailto:SHS-SpecialProjects@co.snohomish.wa.us">SHS-SpecialProjects@co.snohomish.wa.us</a> no later than 4:00 p.m. local time.</i>
3/14/2022	<b>County Response to RFP Written Questions and Summary of RFP Candidate Conference Call</b>
4/4/2022	<b>RFP Proposals due by 4:00 p.m. local time</b>
Week of 4/11/2022	<b>Proposal Evaluation Committee (PEC) review and evaluation of proposals</b>
4/18/2022	<b>Estimated date of award notification to RFP candidate and contracting process initiated</b>

# REQUEST FOR PROPOSAL

## 2. OVERVIEW

### A. Issuing Agency

This Request for Proposal (RFP) is issued by the Snohomish County Department of Human Services, Long Term Care and Aging, (hereinafter referred to as the “County”).

### B. Purpose

The County is soliciting proposals from organizations to procure three (3) service providers to deliver **Family Caregiver Support Program (FCSP)** and one (1) **Kinship Caregivers Support Program (KCSP)** services to residents of Snohomish County. Service providers will deliver high quality, person-centered supportive services to unpaid family caregivers residing in Snohomish County.

This solicitation will result in awarding four (4) contracts with a start date of July 1, 2022 through June 30, 2023, with the ability to extend or negotiate a new contract on an annual basis for up to four years (through June 30, 2026), based on need, performance and funding availability.

### C. Availability of Funding

Programs	Estimate of Anticipated Funding
Family Caregiver Support Program and Kinship Caregivers Support Program	\$655,136

Contracts are renegotiated on an annual basis. The available \$655,136 is a one-year estimate under this RFP. The County expects to award up to four (4) contracts to serve all Snohomish County for up to \$655,136. One of the successful FCSP vendor candidate(s) will also be awarded the KCSP contract. The funding amount is subject to appropriation. There is no guarantee in funding. In the event that the allocation of funds to Snohomish County is less than the estimated award, the contract award will be decreased. If additional funding becomes available to Snohomish County from any related source between July 1, 2022 and June 30, 2023, and subsequent years of this procurement, those funds may be awarded to the successful bidders for services described in this RFP.

NOTE: Older Americans Act Family Caregiver (IIIE) funds require a 25 percent match of the cost of services. The State portion of the dollars available are an allowable match source.

### **3. FCSP SCOPE OF WORK TO BE PERFORMED**

#### **A. Program Description**

Snohomish County Long Term Care and Aging is seeking to allocate funding to provide Family Caregiver Support Program services and supports to unpaid caregivers in Snohomish County. If unpaid caregivers become unavailable, it's likely that adults would need to access more costly in-home and residential services. These caregivers need support to help prolong their ongoing caregiving activities as well as ensure their own mental and physical health while coping with related challenges. In order to better understand how an unpaid caregiver is feeling about their role, the evidence based Tailored Caregiver Assessment and Referral (TCARE) tool is required for the completion of screens and assessments in order to better tailor the support to each individual unpaid caregiver and their specific needs.

The two goals for FCSP are:

1. To provide information and support to unpaid family or other unpaid caregivers (whose care receivers are not involved with the Medicaid funded Long-Term Care service system), and
2. To postpone or prevent the need for more expensive forms of care for adults (care receivers) needing ongoing care or supervision.
3. Unpaid caregivers may receive one or more of the following services:
  - a. Information about long-term care and caregiver support services;
  - b. Assistance in gaining access to supportive services;
  - c. Evidence-based assessment of unpaid caregivers' needs and care planning;
  - d. Caregiver support groups;
  - e. Caregiver training, consultation and education (increasing skill building and self-care);
  - f. Counseling services to cope with challenges;
  - g. Respite care services (in and out-of home settings, e.g. Memory Care and Wellness Services) to provide breaks;

- h. Supplemental Services such as a housework and errands-type service, bath bars and incontinence supplies; and
- i. Health and wellness referrals to cope with depression and medical issues.

## **B. Eligibility Criteria**

1. Under the **State FCSP**, an eligible unpaid caregiver is an individual who is a spouse, relative or friend who has primary responsibility for the care of an adult with a functional disability\* and who does not receive financial compensation for the care provided. (RCW 74.41)

\*The term functional disability refers to any reduction in the adult's ability to perform essential activities of everyday life. These activities are necessary to maintain health, independence and quality in an adult's life.

2. Under the **National FCSP (Title III E – Older Americans Act)**, an eligible unpaid caregiver is an adult family member or other “informal” (unpaid) caregiver, age 18 and older, who is providing care to either an individual, 60 years of age and older or to an individual of any age with Alzheimer's disease and related disorders.

## **4. QUALIFICATION REQUIREMENTS**

### **A. Minimum Service and Outcome Requirements**

1. TCARE Assessor Certification:

The successful bidder is required to have at least one certified TCARE Assessor in order to be eligible for a FCSP contract in July 2022. TCARE Assessors must be trained by Master Trainers and certification is granted through TCARE, Inc., St. Louis, MO.

2. TCARE Assessor Qualifications:

The successful bidder will have a staffing plan in place to maintain qualified staff to perform TCARE assessments. These qualifications include the following minimum education and experience requirements (If the following requirements are not in place, the vendor must request a waiver from the County:

- a. A Master's degree in behavioral or health sciences and one year of paid on-the-job social service experience; or
- b. A Bachelor's degree in behavioral or health sciences and two years of paid on-the-job social service experience; or

- c. A Bachelor's degree and four years of paid on-the-job social service experience.

3. FCSP State Data Reporting Requirements:

- a. The successful bidder will obtain adequate Washington State Community Living Connections (CLC) GetCare reporting system licenses and internal training for their staff to meet the data reporting required by the state for the FCSP. The required data elements for FCSP will be recorded in the CLC GetCare Information System by the 10<sup>th</sup> of each month for the prior month. The County will provide initial training and system licenses to successful bidder staff with the expectation that the successful bidder will eventually become responsible for training its own staff.
- b. The successful bidder will collect and input on a monthly basis the minimum data set for all new unduplicated clients into the CLC Information System. Client Profile Demographics include Birthdate, At or Below 100% Federal Poverty Level, Sex/Gender, Urban/Rural, Household Composition, Ethnicity and Race. In addition, the Agency will record the number of service units per client provided under this Contract.
- c. The County may withhold payment if client and service data are not input into the information system in accordance with the CLC requirements.
- d. Other reports may be required in order to assure accountability to clients, and funding sources, and or to supply data for community planning efforts.

4. FCSP Network:

The successful bidder will have in place a plan to proactively collaborate with other FCSP agencies (FCSP Network) and allocate staff time for participation in the FCSP quarterly meetings.

5. Service Capacity:

The capacity to dedicate the time required to deliver the FCSP Service Provision including Steps 1, 2 & 3 and to do so in compliance with all FCSP- related Management Bulletins and State Policy.

Maintain and actively manage a minimum case load size of unduplicated unpaid caregiver FCSP Clients throughout the Contract year.

Provide on-going support that engages the unpaid caregiver in the TCARE screening, assessment, consultation and care planning process for a sustained period of time.



The successful bidder will complete a TCARE screening every six months for Step 2 unpaid family caregivers and will provide a TCARE screen and an annual assessment for Step 3 unpaid caregivers for a caseload of unduplicated unpaid caregivers. All TCARE assessments will include a home visit.

Document in CLC GetCare Progress Notes that Client received choice of FCSP supports and services available to make well informed choices that meet their needs.

Provide community outreach to community stakeholders to promote awareness of the FCSP.

Maintain timesheet records of FCSP employee and record time in accordance with FCSP service provision bar codes: Information Services – Outreach Activities (79.1), Access Assistance – Case Coordination (79.2a.1), Access Assistance – Information and Assistance (79.2a.2), Support Services – Counseling, Support Groups, Trainings (79.2b).

## **5. KCSP SCOPE OF WORK TO BE PREFORMED**

### **A. Program Description**

Snohomish County Long Term Care and Aging is seeking to allocate funding for the service provision of the Kinship Caregiver Support Program (KCSP). The KCSP supports kinship caregivers in Snohomish County who are at great risk of being unable to maintain the caregiving role without financial support at the time a child(ren) come to live with their relatives, as well as after the initial period.

### **B. Eligibility Criteria**

Persons eligible to receive funding from KCSP include a grandparent (or step grandparent) or adult relative who is:

1. Raising a child(ren), age 18 or younger child; and
2. Related by blood or marriage to the child(ren); and
3. Living with the child(ren) in Washington State; and
4. The primary caregiver of the child(ren) because the biological or adoptive parents are unable or unwilling to serve as the primary caregiver of the child(ren); and
5. The parent(s) is consistently absent from the home; and

6. Raising the child(ren) either with a legal relationship; such as legal custody, adoption (if to receiving Adoption Support through Department of Social and Health Services (DSHS) Children's Administration) or informally; and
7. At risk of not being able to continue kinship caregiving without additional financial support services.

### **C. Minimum Service and Outcome Requirements**

#### **1. Service Capacity**

- a. The capacity to dedicate the time required to deliver the KCSP Service Provision to an unduplicated caseload and to do so in compliance with all KCSP-related Management Bulletins and State Policy.
- b. Conduct eligibility screens of completed applications for delivery of goods and services under the KCSP. The provision of service delivery (goods and services) under KCSP is the priority of this Contract.
- c. Provide on-going support that engages the KCSP client to participate in the three month service provision and while remaining a source of accessing Long Term Care Support Services (LTSS) and information for Snohomish County.
- d. Support and serve a minimum case load size of unduplicated unpaid KCSP clients to include referrals or fund use for goods and services during the Contract period.
- e. Maintain timesheet records of KCSP employee and record time in accordance with KCSP service provision bar codes: Information Services – Outreach Activities (79.5a), Access Assistance – Case Coordination (79.5b.1), Access Assistance – Information and Assistance (79.5b.2), Support Services – Counseling, Support Groups and Training (79.5c).
- f. Provide community outreach to community stakeholders to promote awareness of the KCSP.

#### **2. State KCSP Data Reporting Requirements**

- a. The successful bidder will obtain adequate Washington State Community Living Connections (CLC) GetCare reporting system licenses and internal training for their staff to meet the data reporting required by the state for the KCSP. The required data elements for KCSP will be recorded in the CLC GetCare Information System by the 10<sup>th</sup> of each month for the prior month. The County will provide initial training and system licenses to successful

bidder staff with the expectation that the successful bidder will eventually become responsible for training its own staff.

- b. The successful bidder will collect and input on a monthly basis the minimum data set for all new unduplicated clients into the CLC Information System. Client Profile Demographics include Birthdate, At or Below 100% Federal Poverty Level, Sex/Gender, Urban/Rural, Household Composition, Ethnicity and Race. KCSP clients with a completed eligibility screen and application shall have the screen and application stored in the electronic file cabinet of CLC GetCare. In addition, the Agency will record the number of service units per client provided under this Contract.
  - c. The County may withhold payment if client and service data are not input into the information system in accordance with the CLC requirements.
  - d. Other reports may be required in order to assure accountability to clients, and funding sources, and or to supply data for community planning efforts.
3. Narrative Reporting

The KCSP vendor candidate will provide two case examples describing the circumstances and the needs of the participating kinship caregiver, what assistance was provided to the kinship caregiver through the KCSP, and the impact the intervention had on the kinship caregiver and turn into County by September 30<sup>th</sup> each year.

KCSP vendor candidate will provide copies of any public relations material(s) developed for the KCSP (including brochures, newspaper articles, flyers, etc.)

4. KCSP Network

Proactively collaborate with other FCSP-contracted Agencies and KCSP Professionals throughout the state.

5. TCARE Assessor Qualification

The KCSP Contractor will have a staffing plan in place to maintain qualified staff to perform TCARE assessments for FCSP. These qualifications include the following minimum education and experience requirements (If the following requirements are not in place, the Contractor must request a waiver from the County:

- a. A Master's degree in behavioral or health sciences and one year of paid on-the-job social service experience; or

- b. A Bachelor's degree in behavioral or health sciences and two years of paid on-the-job social service experience; or
- c. A Bachelor's degree and four years of paid on-the-job social service experience.

To maintain TCARE assessor credential, KCSP contractor must have staff complete five (5) assessments yearly for FCSP to provide support to FCSP colleagues. Documentation of assessments must be recorded in TCARE application and in CLC GetCare data base in accordance with Minimum Data Set.

## **6. ADDITIONAL PROGRAM REQUIREMENTS**

### **A. County-Wide Service Providers**

The County has determined the interests of its elder citizens are best served if duplicative administrative costs are kept to a minimum, thereby creating the maximum benefit in services from available federal and state funds. The County, therefore, is entertaining proposals only from organizations offering to deliver this service to all eligible persons living in Snohomish County.

### **B. Training**

The successful bidder shall establish a written training plan for all employees and volunteers performing services under this contract. The plan shall include orientation of new employees and volunteers and ongoing in-service training for continuing employees and volunteers. The plan should describe the content of orientation and the subject matter expected to be covered during in-service training. The training must be provided by qualified persons and will include either formal training sessions or on-the-job training. The dates and topics of training received shall be documented in a central file or in the personnel files of all employees who have received the training.

### **C. Target Populations and Vulnerability Criteria**

1. The Agency shall conduct outreach efforts that will identify individuals eligible for assistance under the Older Americans Act (P.L. 106-501, 106th Congress, codified at 42 U.S.C. § 3001 et seq. and any subsequent amendments or replacement statutes thereto) with special emphasis on:
  - a. Rural elderly;
  - b. Older individuals who have the greatest economic need (with particular attention to low-income minority individuals);

- c. Older individuals who have the greatest social need (with particular attention to low-income minority individuals);
  - d. Older individuals with severe disabilities;
  - e. Older individuals with no or limited English-speaking ability; and
  - f. Older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and their caregivers).
2. Although services must be targeted to those in greatest economic need, a decision to deny service to an eligible person may not be based solely on income considerations.
  3. The Agency shall provide services to minority and limited English-speaking elderly in at least the same proportion as the population of minority and limited English-speaking elderly bear to the population of older individuals in Snohomish County. The Agency shall attempt to provide services to eligible low-income, minority older individuals in at least the same proportion as the population of low-income minority older individuals bears to the population of older individuals in Snohomish County.

#### **D. Interagency Coordination**

The successful bidder shall identify the primary agencies with whom they have regular relationships and whose activities bear a substantial impact upon the delivery of services under this contract. The successful bidder shall negotiate and execute working agreements with other FCSP Contractor Agencies (FCSP Network) and other agencies to assure coordinated services. Working agreements shall address at least the following:

1. Program description;
2. Referral procedures and timelines;
3. Release of information procedures;
4. Follow-up procedures;
5. Procedures for exchanging information concerning program changes and unavailability of services; and
6. Procedures for problem solving between the two agencies.

## **E. Client Grievance Procedure**

The successful bidder must have a written grievance procedure which is given to all clients. The successful bidder shall record and maintain in writing all complaints, and the action taken to resolve the complaint. The successful bidder must respond to each complaint within one working day of the complaint's receipt.

## **F. Quality Control**

It is the responsibility of the successful bidder to comply with the Program Standards and the contract, and to take other appropriate measures to assure the quality of services provided. The successful bidder shall have in place internal controls for monitoring Program Standards and contract compliance and the quality of services delivered.

## **G. Donations/Contributions**

1. The successful bidder shall assure that older adults who receive services described in this contract have the opportunity to contribute to all or part of the costs of the services provided under this contract. No person may be denied a service because of a decision not to contribute for the service.
2. The successful bidder shall assure that appropriate procedures are implemented in order to handle donations and contributions from individuals in such a manner so as not to differentiate publicly among individuals.
3. All program income derived from the provision of services or derived or generated through program fund-raising activities shall remain with the program and shall be used to provide increased levels of service or improved quality of service to the target population.

## **H. Matching Resources**

When Federal Older Americans Act funds finance part or all of the Contractor' budget, the contribution provided by the Contractor shall comply with the provisions of 45 CFR Part 74 and Office of Management and Budget circulars A 110, Cost Sharing and Matching (Administration of Grants for Non-Profits) and A 122, General Principles (Cost Principles for Non-profit organizations). Older Americans Act Family Caregiver (IIIE) funds require a 25 percent match of the cost of services.

## **I. Emergency Procedures**

1. The successful bidder shall establish written procedures to be followed in the event a client becomes ill or is injured while at the Agency's office or if staff is at the client's home. The plan must be thoroughly explained to staff and volunteers.

2. The successful bidder shall have a plan for serving currently authorized clients during periods when normal services may be disrupted. Disruption to normal services may include earthquakes, floods, snowstorms, and other natural disasters. Particular attention should be paid to those clients who are most at risk.
  - a. When services are delivered at the successful bidder's workplace, the plan will include contact information for high-risk clients, a list of emergency services, and stores of emergency provisions.
  - b. When services are delivered offsite, the plan will include contact information for high-risk clients.

#### **J. Subcontracts**

If the proposer intends to subcontract any part of the anticipated contract, a description of the services to be subcontracted must be provided and a copy of the proposed subcontract format must be attached to the proposal.

#### **K. Reimbursement**

The anticipated contract shall be a cost reimbursement contract. An approved, negotiated line-item budget is used as the basis for reporting and reimbursement.

#### **L. Terms of Anticipated Contract**

The anticipated contract will be awarded for one year with a start date of July 1, 2022 through June 30, 2023. The County reserves the right to extend or negotiate a new contract on an annual basis for up to four years (through June 30, 2026), based on need, performance and funding availability.

### **7. PROPOSAL/SUBMITTAL PROCEDURE**

#### **A. Letters of Intent**

RFP candidates intending to submit a proposal must submit a Letter of Intent to propose by Monday, February 28, 2022, no later than 4:00 p.m., local time.

The Letter of Intent shall be submitted to:  
[SHS-SpecialProjects@co.snohomish.wa.us](mailto:SHS-SpecialProjects@co.snohomish.wa.us)

Organizations that do not submit a Letter of Intent by Monday, February 28, 2022 no later than 4:00 p.m., local time will forfeit their right to propose.

#### **B. Notice of Solicitation**

Failure of the County to notify any party or parties directly regarding the availability of this RFP shall not void the proposal process.

### **C. Deadline for Submittal**

To be considered, proposals must be received by Monday, April 4, 2022, no later than 4:00 p.m., local time.

**Electronic Proposals are hereby solicited and will only be received via email:**  
[SHS-SpecialProjects@co.snohomish.wa.us](mailto:SHS-SpecialProjects@co.snohomish.wa.us)

Late proposals are ineligible and will not be considered.

### **D. Modification of Proposal**

In the event that a RFP candidate desires to change any part(s) of a previously submitted proposal, the entire proposal must be resubmitted prior to the closing date and time indicated in the Schedule on page 1. After the closing date, no modification(s), including partial modifications submitted will be considered. Only the original proposal submitted shall be considered.

### **E. Addendum to RFP**

At any point in time it becomes necessary for the County to revise any part of the RFP, an addendum will be provided to all organizations who have submitted a Letter of Intent. Failure of the County to notify any party directly regarding addenda to this RFP shall not void the process.

### **F. Authorship**

Proposals developed with the assistance of organizations or individuals outside the proposer's own organization (including paid consultants) should be identified. No contingent fees for such assistance will be allowed to be paid under any contract or grant resulting from this RFP.

### **G. Proposal Costs**

RFP candidates shall be fully responsible for any and all costs incurred in the preparation and submittal of their proposals.

### **H. Acceptance of Terms**

By submitting a proposal in response to this RFP, the RFP candidate accepts all terms and conditions of this RFP, as well as all County, state and federal regulations and requirements pertaining to the operation of the solicited services. If selected, the successful bidder agrees to be bound by the proposal and the RFP incorporated in an agreement with the County unless the County agrees that specific parts of either the RFP or the proposal are not part of the agreement. The County reserves the



right to introduce additional terms and/or conditions during final contract negotiations.

All contracts administered by Snohomish County Department of Human Services require execution of the Basic Terms and Conditions (Attachment 6) and Business Associate Agreement (Attachment 7) to which the successful RFP candidate must agree as a part of and a requirement of this RFP.

#### **I. Right to Reject, Negotiate and/or Cancel**

The County reserves the right to reject any or all proposals if such a rejection is in the County's best interest. This RFP is a solicitation for offers and is not to be construed as an offer, guarantee or a promise that the solicited services will be purchased by the County. The County may withdraw this request for proposals at any time and for any reason without liability for damages including, but not limited to, bid preparation costs.

Additionally, the County reserves the right to negotiate with the successful bidder and may request additional information or modification from the successful bidder. When deemed advisable, and before any contract is let, the County reserves the right to arrange an on-site pre-award review to determine the successful bidder's ability to meet the terms and conditions of the RFP.

#### **J. Evaluation Process**

A Proposal Evaluation Committee will be formed of members who have no fiduciary interest or conflict of interest, perceived or real, in bidding for this program. Evaluation Committee members will review and score proposals according to the criteria and assign points specified in Section 12, Evaluation Criteria and will make recommendations to the Snohomish County Human Services Department director.

#### **K. Contract Award**

The contract award will not be final until Snohomish County and the successful bidder have executed a contract. Snohomish County is not responsible for any cost incurred prior to the effective date of the contract. Snohomish County reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted final form from a budgetary, technical and programmatic standpoint.

#### **L. Protests of Contract Awards**

RFP candidates who have submitted a proposal may protest the award of the contract. The process for protesting the award is as follows:

1. Protests must be filed in writing by email to Jon Waters at [jonathan.waters@snoco.org](mailto:jonathan.waters@snoco.org) within seven (7) business days of the notification to proposers. All protests are public information after the protest period ends.
2. All protests must state the basis for the protest in clear terms and provide an alternative the protester finds acceptable. The basis of the protest must be a violation of a state or federal contracting law, rule or regulation applicable to the contracting process.
3. The County will review protests that meet the above conditions.
4. During any part of the review or consideration, the protester may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated by the County. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this RFP.
5. The Snohomish County Human Services Director or the Aging and Disability Division Manager will review the protest and issue a written response that is intended as a complete and final answer to the protest. The answer will be issued no later than ten (10) business days after the submittal of the protest.

## **8. SAFEGUARD OF CLIENT INFORMATION**

- A.** The major goal of the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), is to assure that an individual's health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being. Effective April 14, 2003, the Privacy Rule limits the ways in which Protected Health Information about individuals can be used or disclosed. Where use of disclosure is permitted, a written agreement that contains the required privacy language detailing the limits of the use or disclosure is required.
- B.** In addition to the Privacy Rule of HIPAA, contractors are prohibited from permitting the disclosure of the contents of any records, files, papers, software, or other communications connected with the administration of its programs for purposes not connected with official business. Official business shall include purposes connected with the administration of County programs.

## **9. REIMBURSEMENT**

The successful bidder shall submit monthly billings of service activities carried out under the contract. The billings are due to the County no later than ten (10) days following the end of each calendar month and proof of the services rendered will be provided to the County during the annual monitoring of the contract.

## 10. GENERAL PROVISIONS

- A. The County reserves the right to reject any and all responses received and to issue no contracts as the result of this RFP.
- B. Proposals that do not address all areas stipulated in this RFP may be deemed non-responsive and not be considered further for any contract awarded as a result of this RFP.
- C. The provisions of this RFP, the responses to this RFP, and any additional contract clauses or provisions required by state law or regulation in effect at the time of execution of the contract will be incorporated into the resulting contract by reference or by operation of a law.
- D. The County reserves the right to make an award without any further discussion with the RFP candidates regarding the responses received.

## 11. PROPOSAL (SUBMITTAL) REQUIREMENTS

Proposals (submittals), at a minimum, shall include the following:

- A. **Proposal Face Sheet:** The proposal face sheet must be completed, signed or electronically signed by the person authorized to enter into contractual agreements on behalf of the RFP applicant and if required, the RFP applicant's Board chairperson. Please complete the electronic form- Attachment 1.
- B. **Technical Section:** The Technical section of the proposal shall define and indicate the methodology for delivery of the services. Please complete the electronic form- Attachment 2. Be as concise as possible.
- C. **Management Section:** The Management Section of the proposal shall describe how the program will be managed and by whom. Please complete the electronic form- Attachment 3. Be specific and complete.
- D. **Budget Section:** Complete Proposal Budget Worksheet in congruence with dollar amount of proposal. Please complete the electronic form- Attachment 4.
- E. **Attachments:**

- Attachment 1: Request for Proposal Face Sheet
- Attachment 2: Technical Section
- Attachment 3: Management Section
- Attachment 4: Budget Section, including worksheet and match requirement
- Attachment 5: Request for Proposal Checklist
- Attachment 6: Basic Terms and Conditions
- Attachment 7: Business Associate Agreement

## 12. EVALUATION CRITERIA

Proposal evaluations will be based on the RFP candidate responses as follows: Technical Section; Management Section; and Budget Section. Proposals should be submitted in measurable, realistic terms from a budgetary, technical and programmatic standpoint. The Committee will employ a proposal rating system which assigns scores to each proposal.

<b>A. Technical Section – 50%</b>	
1. Services to be Provided	10 points
2. Conducting In-Home Assessments	10 points
3. Outreach Events	5 points
4. Quality Assurance	5 points
5. Emergencies	5 points
6. Orientation and Training	5 points
7. Interagency Coordination	5 points
8. Client Grievances	5 points
<b>B. Management Section – 30%</b>	
1. Governance	3 points
2. Organizational Structure	3 points
3. Qualified Personnel	6 points
4. Data Collection	6 points
5. Experience	6 points
6. Program Capacity	6 points
<b>C. Budget Section – 20%</b>	
1. Proposal Budget Worksheet	20 points

## 13. RFP QUESTIONS/CLARIFICATIONS

Questions shall be submitted to the Snohomish County Long Term Care and Aging by email to [SHS-SpecialProjects@co.snohomish.wa.us](mailto:SHS-SpecialProjects@co.snohomish.wa.us) no later than Thursday, March 10, 2022, 4:00 p.m. local time.

Silent Period. A Silent Period is established between the time the County develops the RFP and the time that the County recommends funding award(s) of the RFP. The Silent Period includes the issuance, submittal receipt and evaluation of the RFP. All

proposers, consultants or individuals acting on their behalf are hereby prohibited from contacting or lobbying any County employee, official or representative regarding this RFP during the Silent Period. All communications regarding this RFP should be addressed during the RFP Candidate Conference Call and/or submitted in writing via email as stated in the RFP Schedule. Failure to observe to the Silent Period may disqualify the proposer and/or delay or void the RFP.

#### **14. ADDENDA**

If at any time the County changes, revises, deletes, clarifies, or otherwise modifies the RFP, the County will issue a written addendum to the RFP and post it on the County Website.

#### **15. INSURANCE REQUIREMENTS AND INDEMNIFICATION**

See Attachment 6, Basic Terms and Conditions, Section XXXVI, Insurance and Section XXXVII, Indemnification for insurance and indemnification requirements.

#### **16. TITLE VI FEDERAL NON-DISCRIMINATION**

Snohomish County assures that no person shall on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, as amended, and the Civil Rights Restoration Act 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any County sponsored program or activity. Snohomish County further assures every effort will be made to ensure nondiscrimination in all its programs and activities, whether those programs and activities are federally funded or not.

#### **17. COUNTY NON-DISCRIMINATION**

By signing and submitting a response to this RFP, the proposer (firm or individual) certifies that, in the event it is awarded a contract under this competitive solicitation (i.e., becomes the “successful bidder”), and as of the date of contract award, it shall comply with the “Non-Discrimination Clause” provided below:

Non-discrimination. It is the policy of the County to reject discrimination which denies equal treatment to any individual because of his or her race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability as provided in Washington’s Law against Discrimination, Chapter 49.60 RCW, and the Snohomish County Human Rights Ordinance, Chapter 2.460 SCC. These laws protect against specific forms of discrimination in employment, credit transactions, public accommodation, housing, county facilities and services, and county contracts.

The contractor shall comply with the substantive requirements of Chapter 2.460 SCC, which are incorporated herein by this reference. Execution of a contract constitutes a certification by the contractor of the contractor's compliance with the requirements of Chapter 2.460 SCC. If the contractor is found to have violated this provision, or to have furnished false or misleading information in an investigation or proceeding conducted pursuant to this Agreement or Chapter 2.460 SCC, the contract may be subject to a declaration of default and termination at the County's discretion. This provision shall not affect the contractor's obligations under other federal, state, or local laws against discrimination.

## **18. FEDERAL DEBARMENT AND SUSPENSION**

Federal Executive Order 12549 prohibits federal, state and local public agencies receiving grant funding from contracting with individuals, organizations, or companies who have been excluded from participating in federal contracts or grants.

The successful bidder must certify that they are not debarred or suspended or otherwise excluded from or are ineligible for the participation in Federal Assistance programs under Office of Management and Budget 2 CFR parts 180 and 215. The successful bidder must also certify that it will not contract with a subcontractor that is debarred or suspended.

## **19. LIMITATION**

The RFP does not commit Snohomish County to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies. Snohomish County reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with all qualified sources, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Snohomish County to do so.

## **20. CANCELLATION OF AWARD**

Snohomish County reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new federal or state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities is necessary, Snohomish County reserves the right to limit the period of negotiation to 60 business days after which time funds may be de-obligated.

## **21. PUBLIC DISCLOSURE**

Submittals received by Snohomish County in response to this solicitation become public records and are subject to Chapter 42.56 RCW, the Public Records Act.