

Request for Qualifications – Case Management Services

This Request for Qualifications is issued by the State of Rhode Island, 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 2017 (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. 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 RFQ 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.

Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Qualifications will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws.

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.

Organizations that are currently under contract with and hold active Case Management Certifications for the DEA Case Management program ***will be automatically deemed a qualified*** for purposes of this Request for Qualifications and do not need to respond to this request.

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. OR any future and similar data base procured by the RIDEA. 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 RFQ 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 and administered by DEA.

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 of qualified respondents, and currently certified DEA case management providers, will serve as the resource for future DEA case management RFP solicitations for case management services under the terms and conditions of the regulations.

Submission Deadline and Instructions

Questions concerning this Request for Qualifications must be received by DEA at Mackenzie.thiessen@dea.ri.gov no later than **Jun 15 at 12:00 Noon (ET)**.

All interested parties wishing to submit a proposal for consideration of qualifications under this Program must deliver **one (1)** copy of their proposal and any supporting documents electronically or in-person by **4:00 PM Eastern Standard Time 07/06/2018**.

Electronic or in-person submissions should be made to the attention of:

Mackenzie Thiessen
RI Division of Elderly Affairs
57 Howard Avenue
Cranston, RI 02920
Mackenzie.Thiessen@dea.ri.gov

NOTE: Proposals received after the above-referenced due date and time may not be considered.