

Request for Applications



Benton County
Department of Human Services
Developmental Disabilities Employment
Program
509-737-3928

ADVERTISED DATE:

Request for Applications
(RFA) Title: Employment Services for Adults with Developmental Disabilities

RFA Number: DD-22-23

Due Date: Open

Buyer: Cathryn Tames, Cathryn.tames@co.benton.wa.us, 509-737-3928

Alternate Buyer: Deena Horton, deena.horton@co.benton.wa.us, 509-737-3953

There will be no pre-submittal conference for this RFA.

Request for Applications are hereby solicited and will only be received by:
Benton County Department of Human Services
Health Department Building, 2nd Floor
7102 W Okanogan Pl., Ste. 201
Kennewick, WA 99336
Office Hours: 8:00 a.m. - 12:00 a.m. and 1:00 p.m. – 5:00 p.m.
Monday - Friday

THE INTENT OF THIS REQUEST FOR APPLICATIONS (RFA) IS TO RECEIVE SUBMITTALS ON AN ONGOING BASIS FROM QUALIFIED AGENCIES SEEKING TO PROVIDE EMPLOYMENT SERVICES TO ELIGIBLE ADULTS WITH DEVELOPMENTAL DISABILITIES. SEE SECTION 4 FOR SCOPE OF WORK.

Company Name

Address

City/State /Postal Code

Signature

Print name and title

Email

Phone

Fax

Company Headquarters Located in State/Province of

SECTION 1 Instruction to Submitters

1.1 Signatures

Each response shall include a completed first page of this document, cover letter, and attachments, all signed by an authorized representative of the submitting firm.

1.2 Addenda

If at any time, the Counties change, revise, delete, clarify, increase, or otherwise modifies the RFA, the Counties will issue a written Addendum to the RFA.

1.3 Questions and Interpretation of the RFA

No oral interpretations of the RFA will be made to any Submitter.

Days, as referenced in this document, are calendar days unless otherwise specified.

Benton County agency staff are prohibited from speaking with Submitters regarding this RFA during the application process.

1.4 Examination of RFA Documents

The submission of a RFA shall constitute an acknowledgement upon which the Counties may rely that the Respondent has thoroughly examined and is familiar with the RFA, including any addenda and has reviewed and inspected all applicable statutes, regulations, ordinances and resolutions addressing or relating to the goods or services to be provided hereunder.

1.5 Modifications of Bid or Withdrawal of Bid Prior to Bid Due Date

At any time before the time and date set for submittal of bids, a Respondent may submit a modification of a response previously submitted to the Counties. All modifications shall be made in writing, executed and submitted in the same form and manner as the original response.

Responses may be withdrawn by written notice received prior to the exact hour and date specified for receipt of responses. A response also may be withdrawn in person by a Respondent or authorized representative provided their identity is made known and they sign a receipt for the response, but only if the withdrawal is made prior to the exact hour and date set for receipt of responses.

1.6 Withdrawal After Public Opening

Respondents may withdraw a response after the date and time established for submittals. Requests to withdraw a response must be submitted in writing to the listed Buyer or Project Manager.

1.7 Cost of Responses and Samples

The Counties are not liable for any costs incurred by Respondents in the preparation and evaluation of submittals. Samples shall be submitted with no expense to the Counties. If not destroyed by testing, samples may be returned at the respondent's request and expense.

1.8 Error and Administrative Corrections

The Counties reserves the rights to allow corrections or amendments to be made that are due to minor administrative errors or irregularities, such as errors in typing, transposition or similar administrative errors.

SECTION 2 Evaluation

2.1 Responsive and Responsible

Responsive

The Counties will consider all the material submitted by the Respondent, and other evidence it may obtain otherwise, to determine whether the Respondent is in compliance with the terms and conditions set forth in this RFA.

Responsible

In determining the responsibility of the respondent, the Counties may consider the ability, capacity and skill to perform the Contract or provide the service required (inspection of the respondent's facility may be required prior to award); the character, integrity, reputation, judgment and efficiency; financial resources to perform the Contract properly and within the times specified; the quality and timeliness of performance on previous contracts with the Counties and other agencies, including, but not limited to, the effort necessarily expended by the Counties and other agencies in securing satisfactory performance and resolving claims; compliance with federal, state and local laws and ordinances relating to public contracts; other information having a bearing on the decision to award the Contract. The Counties reserves the right to reject any or all submittals that are deemed not responsive to its needs.

Failure of a respondent to be deemed responsible or responsive may result in the rejection of a bid.

2.2 Forms Required Before Contract Award

The Respondent shall submit, within five (5) Days of notification from the Counties, the applicable documents, insurance, bonds, sworn statements, and other requirements prior to award. Failure by the Respondent to submit required documents may result in rejection of the bid.

- [Internal Revenue Service Form W-9*](#)
- **Certificate of Insurance and Endorsement** – Have Insurance Agent e-mail or Fax to Buyer evidence of insurance from insurer(s) satisfactory to the county certifying to the coverage of insurance set forth in this RFA.

2.3 Rejection of RFAs

The Counties reserves the right to reject any response for any reason or to waive informalities and irregularities in responses.

In consideration for the Counties' review and evaluation of its response, the Respondent waives and releases any claims against the Counties arising from any rejection of any or all responses, including any claim for costs incurred by Respondents in the preparation and presentation of response submitted in response to this RFA. In addition, Respondent waives the costs of providing additional information requested.

SECTION 3 RFA Submittal and Response

3.1 Submittal

Benton County require the Submitter to sign and return this entire Request for Application (RFA) document. The Submitter shall provide one (1) original, signed submittal response and signed attachments. In addition, the Submitter shall provide one electronic version, with either one (1) pdf version of the entire submittal or one (1) Microsoft Word version of the entire submittal or both to Cathryn.tames@co.benton.wa.us

3.2 SUBMITTAL CONTENTS

Respondents are encouraged to use recycled paper in the preparation of documents submitted with this RFA and use both sides of paper sheets where practicable.

To qualify submittals must contain the following

- A. Completed first page of this document. Must include company name, address, telephone number, email address, contact person, and signature of the authorized representative
- B. RFA label affixed to the lower left-hand corner of the submission envelope
- C. RFA Response
- D. RFA Attachments
- E. Vendor documentation of qualifications and relevant experience for each category in which to be considered, as requested
- F. Examples, if requested in Vendor Documentation of Qualifications

SECTION 4 BACKGROUND AND SCOPE OF WORK

The Benton County Department of Human Services (BCDHS) is seeking qualified agencies to provide employment services to eligible adults with developmental disabilities.

The Request for Applications (RFA) for supported employment services is for new applicants only. Organizations that currently hold an Employment Services contract with BCDHS do not need to respond to this RFA.

This RFA is designated as open and continuous, allowing new organizations to apply at any time. A schedule in this RFA details when applicants may expect their application to be reviewed and scored, and when a final decision on their application shall be made.

The RFA is a solicitation for qualifications only and shall not be construed as an offer, a guarantee, or a promise that the solicited qualifications will result in a contract for services with BCDHS.

PART A – BACKGROUND

Adults with developmental disabilities have historically experienced significant barriers to obtaining meaningful and gainful employment in their communities. The impact of these challenges, which include low expectations around employment, inadequate or unavailable supports, and a lack of inclusion in society, has resulted in this population experiencing lower employment outcomes and higher poverty rates when compared to individuals without developmental disabilities.

Employment, a typical and fundamental pursuit of adults, offers a path toward financial security, greater choice and independence, inclusion, and identity. When individuals with developmental disabilities are not afforded the same employment opportunities as their non-disabled peers, they risk living a life that is segregated, isolated, marginalized, and in poverty.

For over 35 years, Washington State and its counties have recognized and worked to address this problem of inequity by developing values-based trainings, innovative practices, guidelines, and policies to ensure that individuals with developmental disabilities have equal opportunity and support necessary to pursue and obtain competitive employment. Writings and polices that drive employment services and opportunities for individuals with developmental disabilities include the following:

1. In 1992, the Washington State Department of Social and Health Services (DSHS), Division of Developmental Disabilities (DDD; now the Developmental Disabilities Administration, or DDA) published the County Guidelines (now the [Guiding Values](#)) - a framework of values and policies for the counties which addresses the segregation of individuals with developmental disabilities, describes the essential benefits of community life for all people, and identifies employment as a path toward improved choice, inclusion in community, and independence from service systems.

2. In 2006, DSHS/DDA fully enacted [Policy 4.11, County Services for Working Age Adults](#), which states that, “all individuals, regardless of the challenge of their disability, will be afforded an opportunity to pursue competitive employment.” This “Working Age Adult Policy” identifies employment as a first choice for adults of working age and establishes employment supports in Washington State as the primary use of day service funds.

In Washington State, the implementation of these policies occurs on a state and local level. The Department of Social and Health Services/DDA (DSHS/DDA) contracts directly with BCDHS and other counties to effectively manage the funds for employment services and to subcontract with employment support agencies to provide direct, quality employment support to adults with developmental disabilities, ages twenty-one (21) and over. Through this County Program Agreement, counties are directed to ensure that the employment service system follows the intent of the Guiding Values and policies put forth by DSHS/DDA, and to monitor subcontracted employment service providers to ensure contract compliance and best practices.

Through this RFA, BCDHS is seeking to identify qualified agencies that will further develop equitable employment opportunities for adults with developmental disabilities, including meeting and improving upon the current employment rate for this population.

PART B – STATEMENT OF WORK

Successful applicants will be qualified to contract with BCDHS to deliver supported employment services to eligible Benton County residents with developmental disabilities. Supported employment services include direct and indirect assistance to individuals with developmental disabilities to help them pursue, obtain, and maintain integrated, community-based employment. Employment services value choice and an individualized approach, assisting each person through employment to obtain greater self-sufficiency and independence.

The following supported employment services are currently being funded through the Employment Services contract with BCDHS:

Individual Employment (IE). Individual Employment services are a part of an individual’s pathway to employment and are tailored to individual needs, interests, and abilities. These individualized services help persons with developmental disabilities obtain and continue employment at or above the state’s minimum wage in the general workforce and in typical, integrated settings where individuals with and without disabilities are employed and share equal opportunities. Individual Employment services may include intake, discovery, assessment, job preparation, job marketing, job supports, record keeping, career development, and support to maintain a job. Successful applicants of this RFA who enter contract with BCDHS will be contractually obligated to provide IE services.

Some individuals with developmental disabilities seeking IE services may also be in the **Community Protection Program (CPP)**. A CPP participant is designated as being a safety risk to himself/herself and others and receives specialized supports and supervision, as defined by a treatment plan, to work successfully in the community. Providing services to individuals in the CPP is voluntary and is not a requirement of contracted providers. Prior to providing services to individuals in the CPP, a contracted employment service provider must comply with additional service conditions, as outlined in in [DDA policy 15.03, Community Protection Standards for Employment Program Services](#).

Group Supported Employment (GSE). Group Supported Employment services are a part of an individual's pathway to integrated jobs in typical community employment. These services are intended to be short term and offer ongoing supervised employment for groups of no more than eight (8) workers with disabilities in the same setting. The service outcome is sustained paid employment leading to further career development in integrated employment at or above minimum wage. Examples include enclaves, mobile crews, and other business models employing small groups of workers with disabilities in integrated employment in community settings.

Community Inclusion (CI) Community Inclusion services are individualized services provided in typical integrated community settings for individuals in retirement. Services will promote individualized skill development, independent living and community integration for persons to learn how to actively and independently engage in their local community. Activities will provide opportunities to develop relationships and to learn, practice and apply skills that result in greater independence and community inclusion. These services may be authorized in addition to employment support (IE, GSE services) for working age individuals who have received nine months of employment support, have not found a job and decide not to continue looking for work.

Billable activities for IE and CI services can be found on the DSHS/DDA webpage:

[Employment Phases and Billable Activities](#).

[Community Inclusion Billable Activities](#)

Agencies contracted with BCDHS are qualified to serve eligible individuals residing in all geographical areas throughout the counties.

Benton County DDA strongly prefers that agencies help individuals find jobs in the community, as opposed to securing a job within the agency itself. The most successful applicants to this RFA will demonstrate experience supporting individuals outside of their organization and in the community. If an agency is the employer of record for any individual that it currently supports, another service provider must provide the support for those individuals within six months of the start of supported

employment, unless the County issues prior written approval for the agency to continue to provide long-term supports.

PART C – PROGRAM QUALIFICATIONS

All qualified applicants must meet the requirements detailed in [DSHS/DDA Policy 6.13 Provider Qualifications for Employment and Day Program Services](#) prior to entering contract. All required documents and specifications detailed in this policy will be requested in this RFA.

Applicants are strongly encouraged to read the following documents and policies, as they provide helpful information for responding to this RFA, offer guidance for providing quality services, and describe requirements for holding a contract with BCDHS.

1. [DSHS/DDA Guiding Values](#)
2. [DSHS/DDA Policy 4.11, County Services for Working Age Adults](#)
3. [DSHS/DDA Criteria for Evaluation](#)

If an applicant becomes contracted with BCDHS, the organization shall also demonstrate an understanding of the following policies:

1. [Washington Administrative Codes \(WACs\)](#)
 - a. 388-06 Background Checks
 - b. 388-845 Washington State DSHS/DDA Home and Community Based Waivers
2. [Washington State Department of Social and Health Services, Developmental Disabilities Administration Policies](#)
 - a. 3.01 Service Plans
 - b. 5.01 Background Authorizations
 - c. 5.02 Necessary Supplemental Accommodation
 - d. 5.03 Client Complaints
 - e. 5.05 Limited English Proficiency Clients
 - f. 5.06 Client Rights
 - g. 5.13 Protection from Abuse: Mandatory Reporting
 - h. 5.14 Positive Behavior Support Principles
 - i. 5.15 Restrictive Procedures: Community
 - j. 5.17 Physical Intervention Techniques
 - k. 6.08 Incident Management and Reporting Requirements for County and County-Contracted Providers
 - l. 6.21 Provider Qualifications for Individualized Technical Assistance
 - m. 9.07 Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome
 - n. 13.04 Disability Rights Washington Access to Client Records Maintained by DSHS/DDA

- o. 15.03 Community Protection Standards for Employment Programs, as applicable

3. [Disability Rights Washington Access Agreement](#)

PART D – INSURANCE REQUIREMENTS

Prior to entering contract, applicants shall meet insurance requirements established by Benton & County.

Professional Legal Liability: contractor’s policy shall be no less than one million dollars (\$1,000,000) per occurrence, loss or person. If the policy contains a general aggregate or policy limit, it shall be at least two times the incident, loss or person limit.

Workers Compensation: contractor shall comply with all State of Washington workers compensation statutes and regulations.

Commercial General Liability and Employers Liability Insurance: contractor’s policy shall maintain coverage (policy form CG0001 or equivalent) for wrongful death, bodily injury, personal injury and property damage, subject to limits of not less than one million dollars (\$1,000,000) per occurrence. The general aggregate limit shall apply separately to the agreement and be no less than two million dollars (\$2,000,000).

Agencies serving Community Protection Clients must maintain Commercial General Liability insurance of at least one million (\$1,000,000) per occurrence and three million (\$3,000,000) in the aggregate.

PART E – BACKGROUND CLEARANCE AND DATA SECURITY

1. Background Clearance

Each employee of a Contractor who provides direct services to individuals shall also have proof of criminal history background clearance in accordance with [RCW 43.43.830-845](#), [RCW 74.15.030](#), [Chapter 388-806 WAC](#), and [DSHS/DDA Policy 5.01, Background Checks](#). The completion of background checks will be facilitated by the agency and thereafter be the agency’s responsibility for timely completion of background checks.

2. Data Security

Data security is critical when storing and communicating information about individuals. Applicants must be able to meet specific Data Security Requirements prior to entering contract.

PART F – APPLICATION PROCESS

1. Application Directions

The application must use standard font type, such as Times New Roman or Arial, and a font size of no less than 11 points. The application must use an 8.5” x 11” format with 1-inch margins. Single spacing is allowed.

Applications must be prepared simply and economically, providing straightforward, concise, complete, and detailed descriptions of the applicant’s ability to meet the requirements outlined in this document.

2. Timeframe

This Employment Services RFA is designated as open and continuous, allowing organizations to apply at any time.

Evaluation

An Application Evaluation Committee (AEC) will be comprised of individuals who are knowledgeable about the employment service system in Benton County, the role of Committee is as follows:

- a. Independently review and evaluate eligible applications;
- b. Independently score each application;
- c. Compile scores, review, and enter discussion to come to a consensus;
- d. Conduct interviews of the applicants, as necessary;
- e. Perform additional inquiries, as necessary;
- f. Make recommendations to BCDHS.

The AEC may contact applicants at any time to request additional documentation and information, including agency policies, procedures, satisfaction surveys, records, and background checks, or to schedule interviews. The AEC may also gather information from other sources, such as the organization’s website.

Following recommendations from the AEC, applicants will be notified by BCDHS of the outcome of their application. The Benton County Department of Human Services holds the final authority for deciding the award. Successful applicants may enter a one (1) year provisional contract with BCDHS to provide IE, GSE, and CI services, at the discretion of BCDHS. Prior to entering into contract, the agency shall have at least one (1) preliminary meeting with BCDHS to verify that the agency is able to meet specific contract requirements.

3. Scoring

The application requires the agency's submission of information, documentation, and narrative responses. Specific subject areas will be evaluated and scored by the AEC according to an evaluation worksheet. Organizations must score a minimum of 75% on scoring evaluations to qualify as a contractor of employment services. Failure to provide any documentation requested through this RFA may result in the application being denied.

RFA Scoring	
Cover Letter	Required. No assigned scoring
Documentation	Required. No assigned scoring
Fiscal	Minimum 75% score required
Training	Minimum 75% score required
Policy 6.13	Minimum 75% score required
Equity and Social Justice	Minimum 75% score required
Guiding Values	Minimum 75% score required
Outcomes	Minimum 75% score required
Data Security Requirements	Required. No assigned scoring
Community Protection Program, Employment Services Qualifications	Required. No assigned scoring

PART G – APPLICATION

Cover Letter No more than two (2) pages
<p>Applicants shall submit a Cover Letter which includes the following information:</p> <ol style="list-style-type: none"> 1. RFA # and title 2. Date 3. Organization name and mission 4. How long the organization has been in existence 5. In which counties the organization presently provides services

6. Organization experience relevant to this RFA
7. How many people are currently served by the organization, and how many of these individuals are employed
8. Why the organization is interested in applying for this RFA
9. Statement that all information submitted in the RFA application is accurate
10. Signature from Director of organization

Documentation

Applicants shall submit the following documentation:

1. Organization information
 - Legal name
 - Full address (street, city, state, zip code)
 - Business phone number
 - Web address, if applicable
 - Fax number, if applicable
 - RFA contact person
2. Organizational chart;
3. Job descriptions;
4. Copy of business license;
5. Statement that the organization is not presently debarred from participating in transactions with any Federal department or agency;
6. All contract compliance audits conducted by entities within three (3) years from the date of this application for services related to employment services. If there were no contract monitoring visits conducted, include a statement declaring that there were none. Findings and results from contract compliance audits may impact an applicant's ability to secure a contract with Benton County.
7. Contact information of three professional references.

Fiscal

Applicants shall demonstrate the ability to safeguard public funds by providing the following:

1. Documentation of accounting policies and procedures that demonstrates internal fiscal control;
2. Most recent financial audit or financial statement review. If the applicant has not obtained a financial audit or financial statement review, the applicant shall submit a financial statement for the most recently closed fiscal year. Documentation shall demonstrate the agency's ability to account for and manage public funds in compliance with Generally Accepted Accounting

Principles (GAAP). Findings from financial audits or reviews may impact an applicant's ability to secure a contract with King County;

3. Documentation of cash reserves or a current line of credit to provide employment services for no less than two (2) months; and
4. Projected budget for at least one (1) year of employment services.

Training

No more than two (2) pages total

1. How does training bring value to your organization and its services?
2. What topics or subjects do you currently require your staff to be trained on? How do you know if staff are using this information to deliver or improve the quality of services?

DSHS/DDA Policy 6.13

No more than two (2) pages total

1. Describe your agency's ability to successfully develop and implement a plan for providing employment services that are based on individual needs and that include the following:
 - a. Method for gathering information;
 - b. How needs are assessed;
 - c. Plan implementation; and
 - d. Plan outcomes.
2. Record management: Describe your agency's system for collecting current information, and retaining records and reports related to clients, staff and business operations (i.e. organization structure, tax records, and performance data).
3. Applicants shall have at least one (1) manager with two (2) years of experience providing IE services. (An "Employment Professional" certificate from Highline Community College will substitute for one [1] year of experience with the DDA Assistant Secretary's approval.) Describe this person's experience, including length of time, with developing, obtaining, and maintaining successful placements in paid employment at minimum wage or better with the wages paid by a community-based business.

Equity and Social Justice

No more than two (2) pages

1. Describe how your agency examines and addresses equity and culturally competent practices, including access to your services, the services your agency delivers, and service outcomes.
2. Describe the steps your organization would take to support families whose home language is not English.

Guiding Values

No more than two (2) pages

The Guiding Values from DSHS/DDA identifies six (6) basic benefits of a quality life:

1. Inclusion
2. Status and Contribution
3. Relationships
4. Power and Choice
5. Health and Safety
6. Competence

Describe how your organization currently integrates these values into its work.

Employment Outcomes

No more than two (2) pages

1. Of the individuals that you serve, what percentage is current working (in the month of your application date) in competitive, integrated jobs and earning minimum wage or better?
2. List up to twenty (20) businesses that employ people that your agency supported to obtain the job.
3. Describe your agency's ability and strategy to increase the overall percentage of Benton County residents with developmental disabilities in IE services who are working.

Community Protection Program, Employment Services Qualifications

Applicants shall complete and sign the attached document titled "Community Protections Program, Employment Service Qualifications" and submit it with the application.

Data Security Requirements
Applicants shall complete and sign the attached document titled “Data Security Requirements” and submit it with the application.

PART H SUBMITTAL CHECKLIST

- 1. One (1) signed original of entire RFA package (pages 1-22)
- 2. One (1) signed original of each attachment.
- 3. One electronic submission, with either one (1) pdf version of the entire submittal or one (1) Microsoft Word version of the entire submittal, or both to Cathryn.tames@co.benton.wa.us
- 4. Complete the Bid Identification Label below (or reasonable facsimile) and attach it to a prominent place on the exterior of the submission envelope, box, etc.

SECTION 5 Opening Label

Complete the form below (or a reasonable facsimile thereof) and affix to the exterior lower left hand corner of the submission package.

URGENT – SEALED SUBMITTAL ENCLOSED
Do Not Delay – Deliver Immediately



Benton County Department of Human Services

Health Department Building, 2nd Floor
7102 W Okanogan Pl., Ste. 201
Kennewick, WA 99336

RFA No.: DD-22-23

**RFA Title: Employment Services for Adults with
Developmental Disabilities**

Due Date: Open

Vendor:

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