



## Request for Qualifications (RFQ)

January 7, 2019

### **Section 1:**

#### **Introduction/Purpose:**

Due to a change in federal Medicaid policy, the Cuyahoga County Board of Developmental Disabilities (CCBDD) will no longer directly provide adult services. As a result, CCBDD will be transitioning its Adult Activities Centers (AACs) to a private provider or providers in early 2020. The AACs, owned by the County of Cuyahoga, are community-based facilities that are currently being utilized by CCBDD for the provision of Adult Day Supports (ADS) and Vocational Habilitation (VocHab) services.

CCBDD is seeking proposals from qualified, Ohio Department of Developmental Disabilities (DoDD)-certified agency providers who are interested in providing the following services in each of the eight AACs as assigned (on page 2) and described below.

Adult Day Supports are provided in a non-residential setting that enhance skills, community membership and independence, and personal choice in order to attain or maintain maximum potential. ADS must be provided in accordance with [DoDD Rule 5123:2-9-17](#) (*Home and community-based services waivers- adult day support under the individuals options, level one, and self-empowered life funding waivers*).

Vocational Habilitation services are time limited and provide opportunities to learn and gain new experiences, including volunteering, in order to develop general and transferrable employment-related skills. The outcome of vocational habilitation is competitive, integrated employment. VocHab services must be provided in accordance with [DoDD Rule 5123:2-9-14](#) (*Home and community-based services waivers- adult day support under the individuals options, level one, and self-empowered life funding waivers*).

Services shall be arranged and provided in accordance with all applicable federal and state laws/rules/guidance related to the services covered by this RFQ.

CCBDD is interested in identifying a quality provider or providers to assume operations of the AACs for the purpose of providing either ADS only **or** a combination of ADS and VocHab services to the individuals with developmental disabilities currently attending these centers. It is the expectation of CCBDD that the selected provider or providers will plan for and implement practices that reflect the following:

- Minimize disruptions in services so those individuals currently attending the AACs are able to continue to benefit from the same types (variety) of services and same days/hours of program operations;
- Maintain continuity of current CCBDD staff to the greatest extent possible in order to afford people attending the AACs consistency in relationships while developing new ones with the provider;
- Continually enhance the quality of services through participation in professional development opportunities and technical assistance;
- Assure all people who receive ADS services have adequate opportunities to spend time in the community and learn skills for independence; and
- Assure all people who receive VocHab services are supported along a pathway that leads to competitive employment, if that is the individual's desire.

There are eight (8) AAC facilities available under this RFQ. Services to be offered by the provider at each AAC are as follows: (No alterations will be permitted to services types offered at these locations.)

**Adult Days Supports Only**

Euclid AAC  
 1490 East 191st Street  
 Euclid, Ohio 44117-1380

Maple Heights AAC  
 14775 Broadway Avenue  
 Maple Heights, Ohio 44137-9998

Parma AAC  
 12660 Plaza Drive  
 Parma, Ohio 44130-1046

Southwest AAC  
 4720 Hinckley Industrial Parkway  
 Cleveland, Ohio 44109-6003

**Adult Day Supports & Vocational Habilitation**

Beachwood AAC  
 23750 Mercantile Road  
 Beachwood, Ohio 44122-5906

East Cleveland AAC  
 13231 Euclid Avenue  
 East Cleveland, Ohio 44112-3918

Brooklyn AAC  
 10991 Memphis Avenue  
 Brooklyn, Ohio 44144-2055

Rocky River AAC  
 20120 Detroit Road  
 Rocky River, Ohio 44116-2421

A Fact Sheet describing pertinent information for each center is available upon registration:

- Location of the AAC
- Current participant demographics (acuity levels, current enrollment, maximum enrollment capacity, average age, average attendance)
- Funding source for current participants
- Current CCBDD program staff (numbers and types of positions)
- CCBDD office space located in each center
- AAC diagram (noting required and optional space available)
- AAC amenities

Provider may apply to operate one or multiple centers. The center(s) in which the applicant is interested must be indicated on the RFQ Response form.

The selected provider(s) must continue ADS and/or VocHab services to all individuals currently receiving services in the applicable center, so long as the individual chooses to receive services from the provider. Note, however, that prior to transition of any services to a new provider, each individual will be given the opportunity to choose to receive services from any qualified and willing provider of Medicaid services, according to free choice of provider requirements.

The selected provider will have the opportunity to provide services to individuals currently in the centers who reside in an ICF/IID pending agreement with the ICF/IID provider.

CCBDD reserves the right to limit the size/growth of the program in each of the centers. The maximum number of individuals permitted to receive services at any AAC is identified on the AAC Fact Sheets. Any request by a provider to exceed such limit shall require mutual agreement and written approval by CCBDD.

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**Section 2:**

**Scope of Services:**

The transition of services must be completed in such a way as to minimize the disruption in the lives of the individuals currently served in the center(s) and receiving ADS and/or VocHab Services. An example would be to maintain current building hours of operation.

Selected provider(s) will provide services in accordance with OAC 5123, specifically: 5123: 2-9-14 Vocational Rehabilitation, 5123: 2-9-17 Adult Day Support and in compliance with 5123: 2-9-19 General Requirements, which establishes the general requirements governing the provision of and payment for services provided to individuals.

Providers interested in being selected for a center in which VocHab services are to be provided, must be able to furnish a current, valid 14 (c) Subminimum Wage Certificate from the U.S. Department of Labor regarding payment of sub-minimum wages and be able to maintain paid work options.

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**Section 3:**

**Lease/Contract Requirements:**

The selected provider(s) will be required to enter into a lease for the use of the centers with the County of Cuyahoga (on behalf of CCBDD) for the center(s). In addition, the selected provider(s) will be required to enter into a contract with CCBDD to address certain aspects of the program transition. The lease and contract documents will identify specific obligations of both parties. Sample draft lease and contract documents are available for review when responding to this RFQ. These documents will be finalized upon selection of the provider(s).

The selected provider will be permitted to use, at no cost, CCBDD-owned equipment and furnishings that remain within the leased space at each center at the onset of the lease. In addition, provider may opt to utilize CCBDD-owned vehicle(s) assigned to each center. Access to, and maintenance of vehicle(s) by the provider will be addressed contractually.

Note: The lease includes this important information:

**Parties** – Provider and Cuyahoga County (on behalf of the CCBDD)

**Cost:** Year 1 of contract \$8.00 per square foot per year of leased space  
Year 2 of contract \$8.00 per square foot per year of leased space  
Year 3 of contract \$10.00 per square foot per year of leased space

**Space:** Specified in Fact Sheet for each center

**Term:** January 1, 2020-December 31, 2022.

Note: The contract includes this important requirement:

**Direct Support Professional (DSP) Wage Advancement Program**

In an effort to maintain continuity of staffing in the center(s), the contract between CCBDD and the selected provider(s) will require the provider to participate in a Direct Support Professional (DSP) Wage Advancement program for the length of the contract. Under this program, the CCBDD will provide quarterly payments to the provider so that the provider is able to pay all carryover CCBDD employees a higher hourly wage than would typically be paid. Payments will be calculated by CCBDD, based on information provided by both parties. These higher hourly pay rates are predetermined by CCBDD based on each staff member’s years of service with CCBDD and are as follows:

- CCBDD carry-over staff with 0-5 years of CCBDD service at start date will be paid: \$14.00/hour
- CCBDD carry-over staff with 6-10 years of CCBDD service at start date will be paid: \$15.00/hour
- CCBDD carry-over staff with 11-15 years of CCBDD service at start date will be paid: \$16.00/hour
- CCBDD carry-over staff with 16+ years of CCBDD service at start date will be paid: \$17.00/hour

At the outset of the program, and on a quarterly basis, information regarding wage rates, longevity status and hours worked will be shared between CCBDD and the selected provider, which will be used to calculate the advance payment and to reconcile any overpayment for staff who may have separated and/or not worked the projected number of hours during a given quarter. More details can be found in the draft sample contract included as part of this RFQ.

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**Section 4:**

**General RFQ Considerations**

The contents of this RFQ and the commitments set forth in the provider’s response shall be incorporated by reference and considered contractual obligations, if a contract/lease ensues. Failure to accept these obligations may result in cancellation of the selection. All legally required terms and conditions shall be incorporated into final contract/lease documents with the selected provider(s).

Utilizing the proposal review process, CCBDD will select at its sole discretion, a provider of services from those who adequately demonstrate qualifications that meet the expectations of CCBDD. Neither this RFQ, nor any applications received in response to this RFQ, shall create any obligation on the part of CCBDD to enter into a lease or contract with any applicant. Entering into any lease or contract as a result of this RFQ shall be at the sole discretion of CCBDD. CCBDD may amend, modify, withdraw or terminate this RFQ and related submissions at any time.

CCBDD reserves the right to occupy or utilize any space not designated for use by the provider within any/all centers for any noncompeting activities by other agencies/entities.

**Eligible Applicants:**

Applicants must:

- Be certified by DoDD as an agency provider for at least 3 years as of March 1, 2019
- Hold a current, active DoDD-certification for the following services:
  - ADS
  - ADS and VocHab (if applying to provide services at those applicable centers)

**Other General Information – Assurances:**

Applicant assures the following:

Terms, conditions and requirements:

The applicant acknowledges that by responding to this RFQ, the agency agrees to abide by all terms, conditions and requirements.

Contract/Lease:

The selected provider agrees to enter into a privatization contract with CCBDD, and a building lease with the County of Cuyahoga, on behalf of CCBDD.

Insurance:

The provider will provide, pay for and maintain, in full force and effect, the insurance requirements as described in the available sample draft contract and lease. Coverage shall not be less than the prescribed minimum limits of liability covering the provider's activities. Provider is required to submit evidence of coverage with RFQ response.

Proprietary Information:

All proposals submitted shall become the property of CCBDD. All information submitted by the applicant will be public information unless the applicant specifically demonstrates, in writing, which information it considers to be proprietary. 'Proprietary information' is information which, if made public, would put the applicant at a disadvantage in the market place/trade in which the applicant is involved. Therefore, any assertion of 'proprietary' information must be clearly identified as such and the basis of the assertion must be included. CCBDD will make the final decision as to whether information is 'public' or 'proprietary'.

Communications Prohibited:

From the issuance date of this RFQ until the selection process is complete, there may not be communications concerning the RFQ between any applicant who expects to submit a proposal and any employee of CCBDD involved in the issuing of the RFQ, the evaluation/decision-making process or involved in the design and implementation of the program. The only exception to this prohibition are communications provided through the submission of written requests for clarification as specified in the Inquiries paragraph below (within the Submission Process and Timelines Section).

Ethics and Conflict of Interest:

- The applicant is currently in compliance and will continue to comply with state and local ethics laws and ordinances, respectively, and to any subsequent legislation pertaining to such.
- No person or organization responding to this RFQ shall promise or give to any CCBDD employee any item of value that is of such character as to manifest a substantial and improper influence upon the employee with respect to his/her duties.
- No person or organization responding to this RFQ shall solicit any CCBDD employee to violate any of the conduct requirements for employees.
- The selected respondent shall refrain from activities that could result in violations of ethics and/or conflicts of interest. Any respondent or potential respondent who violates the requirements and prohibitions stated here or of ORC Sections 102.3 or 102.4 is subject to termination of the award or refusal by CCBDD to enter into a lease or contract.

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**Section 5:**

**Submission Process and Timelines**

Interested applicants must register to receive the required RFQ Response Form and related documents (i.e. sample contract, lease and Fact Sheets). To register, go to <http://www.cuyahogabdd.org/en-US/Legal-Notices.aspx> and click on the "RFQ registration" button. Upon registration, the applicant will receive the RFQ Response Form and related documents via the email address provided. Applicants must use the official PDF-fillable RFQ Response Form. Exceptions will only be permitted with written permission from CCBDD.

The RFQ Response Form and related materials/documentation must be submitted electronically to [RFQ@cuyahogabdd.org](mailto:RFQ@cuyahogabdd.org) no later than 5:00 PM Eastern Standard Time, March 1, 2019. All submissions will receive an email receipt by 5:00 PM the next business day. Providers who do not receive said receipt in this time frame should call the CCBDD Purchasing Manager (Kathy Caldwell), at 216-736-2669 to request verification of receipt. Any materials/documents not required by the RFQ will not be accepted/reviewed as a part of the RFQ review process. Any submission that arrives after the stated deadline, fails to meet eligibility requirements, or fails to follow submission instructions will not be considered.

## Timelines

January 7, 2019	RFQ published
January 22, 2019	Pre-qualifications conference

### Center Tours\*:

January 28, 2019	Beachwood AAC
January 29, 2019	Brooklyn AAC
January 30, 2019	Parma AAC
January 31, 2019	Maple Heights AAC
February 4, 2019	Euclid AAC
February 5, 2019	East Cleveland AAC
February 6, 2019	Rocky River AAC
February 7, 2019	Southwest AAC

\*Providers interested in attending a center tour must register. To register for a tour, go to <http://www.cuyahogabdd.org/en-US/Legal-Notices.aspx> and click on the AAC Tour sign-up options. Attendance is limited to two (2) persons per agency.

February 8, 2019 (5:00 PM)	Deadline for CCBDD to receive RFQ questions
February 15, 2019 (5:00 PM)	Deadline for CCBDD to issue answers
March 1, 2019 (5:00 PM)	Proposals due to CCBDD
June 27, 2019	Board meeting selection approval by CCBDD Board
August 31, 2019	Contract/Lease negotiations completed
September 1 – November 30, 2019	County review and approval of lease
January 6, 2020	Effective date of transition

### Pre-qualification Conference:

A pre-qualification conference will be held on Tuesday, January 22, 2019 at the Educational Service Center, Room D, 6393 Oak Tree Blvd, Independence, OH at 10:00 AM. Potential applicants will have the ability to ask clarifying questions regarding the RFQ. Attendance at this pre-qualification conference is optional.

### Tours of centers:

Tours will be available of each center as detailed above. This will allow interested parties to tour the center and ask center-specific questions. Tours will be optional but will be the only opportunity through which interested parties can observe the program and view the AAC. This will be a brief walk-thru of the building during program hours to observe current use of rooms, type and quantity of equipment, etc. Information about the RFQ process will not be discussed during center tours.

Inquiries:

To ensure an open process is maintained, other than the pre-qualification conference and center tours, all inquiries regarding this RFQ must be provided in writing only via email to [RFQ@cuyahogabdd.org](mailto:RFQ@cuyahogabdd.org). Inquiries may be submitted until Friday, February 8, 2019 at 5:00 PM. Responses to inquiries will be posted to the CCBDD website ([www.cuyahogabdd.org](http://www.cuyahogabdd.org)) by Friday, February 15, 2019 at 5:00 PM.

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**Section 6:**

**Proposal Content**

Provider Feasibility

- Section 1: Provide an organizational chart identifying departments and key personnel. Include specific information regarding current number of individuals served, number of settings, number of current direct care professionals/program staff, and services provided. List relevant experience of all key staff and how they will be involved in this transition.
- Section 2: Describe your agency’s history and experience providing ADS and/or VocHab services to people with DD. Include information regarding your agency mission and core values (guiding principles).
- Section 3: References: List the names and contact information for five people/family members of those you currently provide ADS and/or VocHab services. These people may be contacted by the RFQ Review Committee to provide reference information regarding the services currently provided by your agency.
- Section 4: Describe your agency’s capacity to serve people with a wide range of developmental disabilities, including those that need complex behavioral and medical supports. Provide specific examples and/or circumstances which demonstrate capacity/ability.
- Section 5: Describe your agency’s plan to work with family members regarding communication strategies and family involvement in your settings. Provide a summary of past efforts to collaborate between your agency and family members of people served your agency.

Program Feasibility

- Section 1: Describe your agency’s process to ensure sufficient staffing levels to meet the needs of individuals receiving ADS and/or VocHab services as described in their individual service plans. Your response must include information regarding your agency’s current: pay structure/hourly rates of pay, employee benefit options, full or part time status, staff turnover information , recruitment/retention strategies and any other compensation factors that will be available to staff.
- Section 2: Describe your timeline to complete the transition of services in a manner which minimizes disruption to the individuals attending the center(s), and a description of the steps involved. This description must address, but is not limited to the following:
  - Communication plan
  - Information technology systems



- Understanding of the needs and services provided to each individual at the center
- Ensure no lost days of service to individuals
- Maintain current number of program hours at the center
- Section 3: Indicate your agency's process and timeframe for the consideration/hiring of CCBDD staff who are currently employed at the centers and are interested in employment with your agency post transition.
- Section 4: Describe your agency's methods to provide initial and on-going training of staff members including professional development. How does your agency monitor adherence to requirements? What specific training do you provide that exceeds waiver requirements?
- Section 5: Describe your agency's plan to provide sufficient nursing services to meet the needs of individuals as described in their individual service plans, including how you plan to ensure for the health and safety for all individuals. CCBDD intends to provide CCBDD Nursing staff to work at no cost to the provider for up to 30 days to help ensure a smooth transition for individuals in the centers.
- Section 6: Describe your agency's model and strategies for community integration including the ability to provide transportation throughout the community.
- Section 7: If applicable, describe your agency's model and strategies for Vocational Habilitation including the ability to support paid work/piece work commensurate with the 14 (c) Subminimum Wage Certificate from the U.S. Department of Labor. Describe your agency's strategies to help people advance along the pathway to employment.
- Section 8: Describe your agency's indicators of quality services and strategies that are in place to monitor such services. To demonstrate this, include the last two (2) DoDD compliance reviews and inspections by appropriate regulatory bodies, such as the Commission on Accreditation of Rehabilitation Facilities (CARF) if applicable.
- Section 9: Describe your agency's experience in addressing health and safety issues such as quality improvement plans or plans of correction related to MUI/UI trends and patterns, and/or general health and safety improvements.
- Section 10: Identify and describe partnerships between your agency and CCBDD, DoDD, or other providers.
- Section 11: Describe how your agency has used CCBDD behavioral health supports, technical supports, and/or other therapy services.

#### Financial Feasibility

- Section 1: Provide a copy of the most recent two (2) years audited/reviewed agency financial records. Also provide proof of access to a line-of-credit in the name of the applying agency, if needed, to bridge delays in cash flow or other unexpected disruptions in payment for services. If no agency line-of-credit is provided, explain how payment delays will be managed.
- Section 2: Provide evidence of your agency's current insurance coverage and limits.

Additional Information:

Describe what makes your agency uniquely qualified to be selected as the provider for this center(s).

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**Section 7:**

**Review and evaluation process and timelines:**

Proposals will be reviewed to determine the respondent’s demonstration of qualifications, based on responses to required questions and stated requirements. A multi-stage review process is as follows:

Stage 1 Review:

CCBDD will complete an initial screening of all submissions, and reserves the right to immediately reject proposals which are determined to be incomplete, proposals received after the deadline, or for any other requirement identified in the RFQ that is not met.

Costs incurred in the preparation of the submitted proposal and any subsequent award/approval are the responsibility of the applicant.

Stage 2 Review:

All proposals that pass the initial screening will be reviewed by a CCBDD Proposal Review Committee, comprised of individuals served by CCBDD, family members, and CCBDD staff.

Stage 3 Review:

The proposals with the highest scores will be forwarded to the Interview Committee for consideration of an in-person interview. This is the final step of the RFQ process and the applicant shall bear the cost of travel to any scheduled interview.

Timeline:

Proposal due to CCBDD:	March 1, 2019
Initial screening completed:	March 22, 2019
Notice of rejection based on initial screening:	March 25, 2019
Examination by Review Committee:	March 25 – May 3, 2019
Interview Period (upon invitation):	May 6 – May 31, 2019
Communication of recommendation/non-select:	Upon completion of scoring
Recommendation made to CCBDD Board:	June 27, 2019 Board meeting*

\*Agencies not selected will be notified by phone/letter prior to this Board meeting.

## **Proposal Submission Checklist**

Respondent must ensure that all items below have been included in its submission. Each of these items must be an attachment included with the agency's electronic submission to [RFQ@cuyahogabdd.org](mailto:RFQ@cuyahogabdd.org). Any submission that arrives after the stated deadline, fails to meet eligibility requirements or fails to follow submission instructions will not be considered.

Additional attachments outside the scope of the RFQ will not be reviewed or considered.

- RFQ Response form (Includes narrative responses listed under the "Proposal Content" section- Provider Feasibility, Program Feasibility and Financial Feasibility)
- Current organizational chart (Provider Feasibility, Section 1)
- Last two DoDD compliance reviews (required); and inspections by appropriate regulatory bodies, such as CARF (if applicable) (Program Feasibility, Section 8)
- Copies of the most recent two years audited/reviewed agency financial records (Financial Feasibility, Section 1)
- Proof of access to a line of credit in the name of the applying agency, if needed (Financial Feasibility, Section 1)
- Evidence of current insurance coverage and limits (Financial Feasibility, Section 2)

**Submission deadline is 5:00 PM Eastern Standard Time on March 1, 2019.  
Submit all items electronically to: [RFQ@cuyahogabdd.org](mailto:RFQ@cuyahogabdd.org)**