**STATE OF MAINE**

**Department of Health and Human Services**

*Office of Aging and Disability Services*



**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and Independent Housing with Services Program (IHSP)**

|  |  |
| --- | --- |
| **RFP Coordinator** | *All communication regarding the RFP must be made through the RFP Coordinator identified below*.  **Name:** Brittany Hall **Title:** Procurement Administrator  **Contact Information:** [Brittany.hall@maine.gov](mailto:Brittany.hall@maine.gov) |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:*  **Date:** April 8, 2024, no later than 11:59 p.m., local time |
| **Proposal Submission Deadline** | *Proposals must be received by the Division of Procurement Services by:*  **Submission Deadline:** May 2, 2024, no later than 11:59 p.m., local time.  *Proposals must be submitted electronically to*:[Proposals@maine.gov](mailto:Proposals@maine.gov) |

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PUBLIC NOTICE

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**State of Maine**

**Department of Health and Human Services**

**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and**

**Independent Housing Services Program (IHSP)**

The State of Maine is seeking proposals for a financial review of Independent Support Services (ISS) and Independent Housing with Services Program (IHSP).

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to the RFP, can be obtained at: <https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps>

Proposals must be submitted to the State of Maine Division of Procurement Services, via e-mail, at: [Proposals@maine.gov](mailto:Proposals@maine.gov). Proposal submissions must be received no later than 11:59 p.m., local time, on May 2, 2024. Proposals will be opened the following business day. Proposals not submitted to the Division of Procurement Services’ aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

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**RFP TERMS/ACRONYMS with DEFINITIONS**

The following terms and acronyms, as referenced in the RFP, shall have the meanings indicated below:

| **Term/Acronym** | **Definition** |
| --- | --- |
| **Cost of Living Adjustment (COLA)** | A periodic payment adjustment for increases in wages and salaries that compensates for a loss in purchase power due to inflation. |
| **Department** | Department of Health and Human Services |
| **Independent Housing with Services Programs (IHSP)** | As defined in [10-149 CMR Ch. 5 Section 62](https://www.maine.gov/sos/cec/rules/10/149/149c5-62.doc). |
| **Independent Support Services (ISS)** | As defined by [10-149 CMR Ch. 5 Section 69](https://www.maine.gov/sos/cec/rules/10/149/149c5-69.doc). |
| **MaineCare** | Maine’s Medicaid Program |
| **Provider** | An agency that provides ISS and IHSP services to, or on behalf of, an individual. |
| **RFP** | Request for Proposal |
| **State** | State of Maine |

**State of Maine - Department of Health and Human Services**

*Office of Aging and Disability Services*

**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and**

**Independent Housing with Services Program (IHSP)**

**PART I INTRODUCTION**

1. **Purpose and Background**

The Department of Health and Human Services (Department) is seeking proposals to provide evaluation, analysis, and financial review of the state funded Independent Support Services (ISS) and Independent Housing with Services Program (IHSP) and to develop a plan for the creation of a comprehensive, streamlined, and coherent system including the assessment and development of rates as defined in this Request for Proposal (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the awarded Bidder will be selected, and the contractual terms which will govern the relationship between the State of Maine (State) and the awarded Bidder.

The Department is dedicated to promoting health, safety, resiliency, and opportunity to all Maine Residents. The Department’s Office of Aging and Disability Services (OADS) is responsible for the provision of services that promote the highest level of independence, health and safety of older citizens, vulnerable adults, and adults with disabilities.

Pursuant to [22 M.R.S.A. Subtitle 5](https://legislature.maine.gov/statutes/22/title22ch0sec0.html), the Department is required to manage several long term services and supports that assist elders and adults with disabilities to remain as independent as possible in their homes and communities, delaying or preventing more expensive care. ISS, also referred to as the “Homemaker” program, are a core function of the long term care services and support delivery system. ISS service components include homemaker services, chore services, home maintenance services, incidental assistance with personal hygiene and dressing and household management services.

ISS are State-funded and provide supportive services to individuals who meet financial and functional eligibility criteria with household tasks and incidental personal care activities that improve or maintain adequate well-being. Through ISS, individuals and/or their representative may utilize a [Self-Directed Option](https://www.maine.gov/dhhs/oads/get-support/adults-intellectual-disability-and-autism/self-direction). There are approximately two hundred seventy-nine (279) individuals using the Self-directed Option.

The IHSP began in 1979, after the 109th Legislature appropriated funds to develop two (2) congregate housing demonstration projects. The purpose of these demonstration programs was to address both the housing and service needs for older adults who have long term care needs but do not require a nursing facility level of care. In a [1980 Final Report of the Governor’s Task Force on Long Term Care for Adults, *“Long Term Care Dilemmas: Perceptions and Recommendations,”*](https://lldc.mainelegislature.org/Open/Rpts/ra997_5_m2m3_1980.pdf) it was reported that increasing numbers of Maine’s older adults experienced hardships in living in their own homes and apartments. This was due to having chronic medical conditions (which prohibited their ability to carry out routine activities of daily living), and increased likelihood of social isolation. This was often combined with an inability to pay for housing related expenses, (i.e., repairs and routine maintenance). The theory was that a Congregate Housing Program would serve the needs of this population, since it provided both affordable housing, as well as supportive services which in turn increased opportunity for independence and freedom of choice.

In 2002, the Congregate Housing Program named was changed to IHSP. IHSP continues to provide supportive services such as personal care, homemaking, service coordination, meals, and transportation. There are approximately one hundred six (106) people participating in the IHSP program, and there are five (5) IHSP Providers.

To qualify for the IHSP program, participants must be at least eighteen (18) years of age and have demonstrated needs with instrumental and/or activities of daily living, as defined in [10-149 CMR Ch. 5 Section 62](https://www.maine.gov/sos/cec/rules/10/149/149c5-62.doc). Eligibility for IHSP is determined at the Provider level in that the Provider service coordinator completes the Department’s approved [Medical Eligibility Determination](https://www.maine.gov/dhhs/oads/providers/medical-eligibility-determination) assessment for long term care.

Through this RFP, a cost study will be performed for the Department’s ISS and IHSP programs offered in Maine with the following objectives:

1. Provide a comprehensive evaluation of ISS and IHSP rates and rate setting system in comparison to other rates and payment models employed nationally, focused on providing Instrumental Activities of Daily Living (IADL) (as defined in [10-144 Chapter 101 Ch. II Section 19.01-18](https://www.maine.gov/sos/cec/rules/10/144/ch101/c2s019.docx) of the [MaineCare Benefits Manual](https://www.maine.gov/sos/cec/rules/10/ch101.htm)) supporting best practice for models that are reimbursed with state funds and those reimbursed with Medicaid funds.
2. Determine whether the current Provider cost structure is financially feasible in providing both ISS and IHSP services.
3. Conduct a rate analysis and provide recommendations for rate structure and reimbursement levels reforms including a plan for the development of rates for specific services and programs and identify opportunities to maximize Medicaid reimbursement for both ISS and IHSP services.
4. **General Provisions**
   1. From the time the RFP is issued until award notification is made, all contact with the State regarding the RFP must be made through the RFP Coordinator. No other person/ State employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the State’s discretion.
   2. Issuance of the RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
   3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the “Proposal Submission Requirements” section of the RFP.
   4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
   5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
   6. The RFP and the awarded Bidder’s proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Department.
   7. Following announcement of an award decision, all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) ([1 M.R.S. § 401](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html) et seq.).
   8. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
   9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.
5. **Contract Term**

The Department is seeking a cost-efficient proposal to provide services, as defined in the RFP, for the anticipated contract period defined in the table below. Please note, the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Period of Performance | 7/1/2024 | 4/30/2025 |

1. **Number of Awards**

The Department anticipates making one (1) award as a result of the RFP process.

**PART II SCOPE OF SERVICES TO BE PROVIDED**

**Specific instructions for the Bidder to provide a narrative response to the Scope of Services may be found in Part IV, Section III, Services to be Provided.**

1. **Evaluation, Analysis, and Financial Review of Independent Support Services (ISS) and Independent Housing with Services Programs (IHSP)** 
   1. Facilitate a kick-off meeting with the Department to:
      1. Finalize the scope of work, approach, and timeline.
      2. Clarify an understanding of current service requirements.
      3. Review preliminary analyses of cost data relating to the Department’s ISS and IHSP programs.
   2. Facilitate kick-off meetings with respective advisory groups of Providers and other stakeholders identified by the Department to present:
      1. The approach to review costs and develop the rate structure process;
      2. The processes and timeline for this project;
      3. A draft of the Provider agency surveys to be conducted.
   3. Conduct data collection and other research to support the cost study including:
      1. Developing an Excel based Provider survey to support the cost study with accompanying instructions, which:
         1. Focuses on ISS and IHSP activities, including the costs associated with establishing and maintaining ISS and IHSP services, provide staff training, and ongoing administration of the program.
         2. Shall be emailed to Providers using a contact list provided by the Department.
         3. Includes the awarded Bidder’s contact information for Providers to request assistance as needed.
      2. Providing, recording, and posting online a technical assistance webinar throughout the survey period.
      3. Allowing Providers three-to-four (3-4) weeks to complete the surveys.
      4. Conducting individual reviews of surveys and follow-up with Providers regarding any incomplete information or issues that require clarification.
      5. Aggregating and summarizing data from the surveys to development of rate models.
         1. Summarized data shall be shared with the Department and be part of the documentation that will be shared publicly when proposed rate models are released.
      6. Conducting additional research in developing the rate models, including information regarding payment rates for similar programs offering long term services and supports in other state-funded and Medicaid-funded programs in other states.
   4. Develop a draft rate model.
      1. The draft rate model shall:
         1. Be based on specific assumptions related to:
            1. Wages, benefits, and billable time for staff providing recruitment, training, and supervision.
            2. Payments to the Providers.
            3. Administration and program support costs; and
            4. Any other relevant factors.
         2. Detail assumptions allowing for an informed understanding of what is included in the rate and for the Department to adjust the rate over time, as necessary.
      2. Present the draft rate models with supporting documentation and an estimated fiscal impact to the Department for review.
         1. Any changes to the models based shall be made before rates are presented publicly.
      3. Post the proposed rate models and supporting documentation online and present the results to Providers and other stakeholders, as identified by the Department.
      4. Establish a dedicated email account and allow interested parties three-to-four (3-4) weeks to submit written comments.
      5. Review and draft written responses to recommendations.
         1. Present responses to comments and provide recommendations for any changes to the rate models to the Department for consideration.
      6. Finalize and submit the recommended rates and supporting documentation to the Department.
2. **Website Requirements**
3. Ensure any website developed or used for services under this RFP, adhere to the State’s [MaineIT](https://www.maine.gov/oit/) [Digital Accessibility Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DigitalAccessibilityPolicy.pdf) and [Social Media for State Business Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/SocialMediaStateBusiness.pdf).
4. Ensure no data is released regarding the usage of any website without the written approval from the Department. This is regardless of whether the data would be given away, sold, bartered, or through any other arrangement.
5. Ensure any data collected, used, and reported on will be de- identified meeting the definition of TLP White as per the MaineIT [Data Classification Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/DataClassificationPolicy.pdf).
6. Ensure websites do not include the following technologies:
   1. TikTok, which describes the social networking service TikTok or any successor application or service developed or provided by ByteDance Limited or an entity owned by ByteDance Limited.
7. **Rate Review Process Plan**
8. Develop baseline rate review recommendations to simplify and streamline rate methodologies across sections**.**
9. Develop recommendations and a road map which meets the Department’s goal of rationalizing rates and payment methods for Providers, wherever possible and appropriate, including but not limited to:
10. Consideration of surveys of best practices from other state ISS and IHSP services or equivalent programs.
11. Implementation of consistent benchmarking of MaineCare eligibility (where possible and advisable).
12. Incorporating mechanisms for regular Cost of Living Adjustments (COLA) and inflation adjustments.
13. Incorporating adjustments for geographical regions, as appropriate.
14. Addressing structures to ensure consistency across methodological assumptions (e.g., wage levels by qualification of staff, productivity assumptions, etc.).
15. Work with the Department to develop a workplan and timeline in order for the Department to conduct future short- and longer-term rate reviews for ISS and IHSP services by priority order to ensure rates are sufficient to maintain services, including but not limited to:

Develop a prioritization list for ISS and IHSP rate reviews by each program.

1. Provide rationale for the priority order.
2. Ensure the prioritization reflects the awarded Bidder’s recommendation for how the Department should organize and implement a comprehensive assessment of rates and payment models for all ISS and IHSP services.
3. Ensure the prioritization of rate reviews by both ISS and IHSP policy sections are based on, but not limited to:

Results of benchmarking and outlier analyses for rates and Payment Methods.

Time elapsed since last rate review/ adjustment for service.

Absence of existing known methodology.

Presence/absence of COLA or inflation adjustments.

Input from stakeholders.

Anticipated scope of impact on Members’ access to critical services, informed by:

* + 1. Current access to services.
    2. Financial health of Providers of services.

1. Develop a workplan for a short- and longer-term rate review process.
   * 1. Prepare a recommended workplan for conducting the short- and longer-term rate reviews resulting from the work outlined in this RFP. The workplan shall include such issues as timeline, work being done in-house vs by outside vendors, procurement groupings of Providers and services, etc.
2. **Presentation of the ISS and IHSP Cost Study models.**
   1. Compile and present reports related to the cost study and comprehensive rate assessment process.
      1. Prepare a report that includes a description of the approach taken as well as any caveats or limitations of the analysis:
         1. Develop baseline recommendations to simplify and streamline rate methodologies.
         2. Develop a process and structure for ongoing rate review and rebasing.
         3. Develop a priority list and workplan for short- and longer-term rate reviews; and
         4. Provide estimates for necessary Department investment.
      2. Prepare an executive summary of the highlights within the report for distribution to the stakeholders, and general public.
   2. Provide an in-person presentation of the information, findings, and recommendations of the evaluations and analysis of the ISS and IHSP service models and a draft report by January 15, 2025.
3. **Consultation After Final Report**
4. Provide up to three (3) additional consultation, virtually or in-person, after submission of the final report and upon Department request, to implement the recommendations contained within the final report, including participation in:
   1. Departmental and stakeholder meetings; and
   2. The Department’s rulemaking process.

# **Reports**

* 1. Track and record all data/information necessary to complete the required reports listed in **Table 1**:

|  |  |  |
| --- | --- | --- |
| **Table 1 – Required Reports** | | |
| **Name of Report** | | **Description** |
| **a.** | Draft Report | Summarized, preliminary report on the findings of the evaluation and analysis of the Department’s ISS and IHSP service models. |
| **b.** | Final Report | Final, comprehensive report, including recommendations.   * Provide a draft to the Department for consideration and feedback.  Provide an in-person presentation of the final report. |

# Submit all the required reports to the Department in accordance with the timelines established in **Table 2**:

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 2 – Required Reports Timelines** | | | |
| **Name of Report** | | **Period Captured by Report** | **Due Date** |
| **a.** | Draft Report | Entire Period | January 15, 2025 |
| **b.** | Final Report | Entire Period | April 1, 2025 |

**PART III KEY RFP EVENTS**

1. **Questions**
   1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
      1. Bidders and other interested parties should use **Appendix H** (Submitted Questions Form) for submission of questions. The form is to be submitted as a WORD document.
      2. The Submitted Questions Form must be submitted, by e-mail, and received by the RFP Coordinator, identified on the cover page of the RFP, as soon as possible but no later than the date and time specified on the RFP cover page.
      3. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
   2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.
2. **Amendments**

All amendments released in regard to the RFP will also be posted on the following website: [Division of Procurement Services RFP Page](https://www.maine.gov/dafs/bbm/procurementservices/vendors/rfps). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

1. **Submitting the Proposal**
   1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of the RFP.
      1. Any e-mails containing original proposal submissions or any additional or revised proposal files, received after the 11:59 p.m. deadline, will be rejected without exception.
   2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to the State of Maine Division of Procurement Services at [Proposals@maine.gov](mailto:Proposals@maine.gov).
      1. Only proposal submissions received by e-mail will be considered. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
         1. Proposal submission e-mails that are successfully received by the [proposals@maine.gov](mailto:proposals@maine.gov) inbox will receive an automatic reply stating as such.
      2. E-mails containing links to file sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
      3. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization’s Information Technology team to ensure that your security settings will not encrypt your proposal submission.
      4. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.
      5. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# 202402025 Proposal Submission – [Bidder’s Name]”**
      6. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

* **File 1 [Bidder’s Name] – Preliminary Information:**

*PDF format preferred*

**Appendix A** (Proposal Cover Page)

**Appendix B** (Debarment, Performance and Non-Collusion Certification)

All required documentation stated in PART IV, Section I.

* **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**

*PDF format preferred*

**Appendix C** (Organization Qualifications and Experience Form)

**Appendix D** (Subcontractors Form), if applicable

**Appendix E** (Litigation Form)

All required information and attachments stated in PART IV, Section II.

* **File 3 [Bidder’s Name] – Proposed Services:**

*PDF format preferred*

**Appendix F** (Response to Proposed Services Form)

All required information and attachments stated in PART IV, Section III.

* **File 4 [Bidder’s Name] – Cost Proposal:**

*Excel format preferred*

**Appendix G** (Cost Proposal Form)

All required information and attachments stated in PART IV, Section IV.

**PART IV PROPOSAL SUBMISSION REQUIREMENTS**

This section contains instructions for Bidders to use in preparing their proposals. The Department seeks detailed yet succinct responses that demonstrate the Bidder’s qualifications, experience, and ability to perform the requirements specified throughout the RFP.

The Bidder’s proposal must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department, and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

**Proposal Format and Contents**

**Section I Preliminary Information** (File #1)

* 1. **Proposal Cover Page**

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

* 1. **Debarment, Performance and Non-Collusion Certification**

Bidders must complete **Appendix B** (Debarment, Performance and Non-Collusion Certification Form). The Debarment, Performance and Non-Collusion Certification Form must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

**Section II Organization Qualifications and Experience** (File #2)

* 1. **Overview of the Organization**

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three (3) examples of projects within the last five (5) years, demonstrating their experience and expertise in performing these services, as well as highlighting the Bidder’s stated qualifications and skills.

* 1. **Subcontractors**

If subcontractors are to be used, including consultants, Bidders must complete **Appendix D** (Subcontractors Form) by providing a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors’ organizational capacity and qualifications.

* 1. **Organizational Chart**

Bidders must provide an enterprise-wide organization chart showing officers, major organization components, and the project team proposed to meet the requirements of this RFP. This chart must indicate to whom the project team reports. Note: individual project team positions are to be identified in the job description and staffing plan requirements of **Appendix F** (Response to Proposed Services).

* 1. **Litigation**

Bidders must complete **Appendix E** (Litigation Form) providing a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome. If no litigation has occurred, write “none” on **Appendix E** (Litigation Form).

* 1. **Financial Viability**

Bidders must provide the three (3) most recent years of Financial Statements audited or reviewed by a Certified Public Accountant.

* 1. **Certificate of Insurance**

Bidders must provide a valid certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

|  |  |
| --- | --- |
| **Required Attachments Related to Organization Qualifications and Experience** | |
| **Attachment #:** | **Attachment Name:** |
| One (1) | Qualifications and Experience Form |
| Two (2) | Subcontractors Form |
| Three (3) | Organizational Chart |
| Four (4) | Litigation |
| Five (5) | Financial Viability |
| Six (6) | Certificate of Insurance |

Attachments 1 – 6, must be included in numerical order, as part of File 2, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 1 – 6 will be reviewed and evaluated by the Department’s evaluation team under the Organization Qualifications and Experience section of this RFP.

**Section III Proposed Services** (File #3)

Bidder must complete **Appendix F** (Response to Proposed Services Form) by providing a detailed response to the requirements outlined in this RFP.

|  |  |
| --- | --- |
| **Required Attachments Related to Proposed Services** | |
| **Attachment #:** | **Attachment Name:** |
| Seven (7) | Job Descriptions |
| Eight (8) | Staffing Plan |
| Nine (9) | Implementation - Work Plan |

Attachments 7 – 9, must be included in numerical order, as part of File 3, as outlined in PART III “Submitting the Proposal” of this RFP. Attachments 7– 9 will be reviewed and evaluated by the Department’s evaluation team under the Proposed Services section of this RFP.

**Section IV Cost Proposal** (File #4)

* 1. **General Instructions**
     1. Bidders must submit a cost proposal that covers the entire period of performance starting 7/1/2024 and ending on 4/30/2024.
     2. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
     3. No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the Department, may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.
  2. **Cost Proposal Form Instructions**

Bidders must fill out **Appendix G** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Department.

**PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals will be accomplished as follows:

1. **Evaluation Process – General Information**
   1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
   2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the State of Maine.
   3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and, therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.
2. **Scoring Weights and Process**
   1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

**Section I. Preliminary Information (No Points)**

Includes all elements addressed above in Part IV, Section I.

**Section II. Organization Qualifications and Experience (30 points)**

Includes all elements addressed above in Part IV, Section II.

**Section III. Proposed Services (40 points)**

Includes all elements addressed above in Part IV, Section III.

**Section IV. Cost Proposal (30 points)**

Includes all elements addressed above in Part IV, Section IV.

* 1. **Scoring Process:** The evaluation team will use a consensus approach to evaluate and score Sections II & III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Section IV, the Cost Proposal, will be scored as described below.
  2. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions specified in the RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 30 points. Proposals with higher bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 30 = pro-rated score

No Best and Final Offers: The State of Maine will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are to provide their best value pricing with the submission of their proposal.

* 1. **Negotiations:** The Department reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department’s Request for Proposal to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

1. **Selection and Award**
   1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Procurement Review Committee.
   2. Notification of conditional award selection or non-selection will be made in writing by the Department.
   3. Issuance of the RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
   4. The Department reserves the right to reject any and all proposals or to make multiple awards.
2. **Appeal of Contract Awards**

Any person aggrieved by the award decision that results from the RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in [5 M.R.S.A. § 1825-E](http://www.mainelegislature.org/legis/statutes/5/title5sec1825-E.html) and [18-554 Code of Maine Rules Chapter 120](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-120).  The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of conditional contract award.

**PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

1. **Contract Document**
   1. The awarded Bidder will be required to execute a State Service Contract with appropriate riders as determined by the issuing department.

Forms and contract documents commonly used by the Department can be found on the Department’s [Division of Contract Management website](https://www.maine.gov/dhhs/about/financial-management/contract-management).

* 1. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Procurement Review Committee. Contracts are not considered fully executed and valid until approved by the State Procurement Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, [Chapter 110, § 3(B)(i)](https://www.maine.gov/dafs/bbm/procurementservices/policies-procedures/chapter-110).)

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

* 1. The State recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Procurement Review Committee. Any appeals to the Department’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in the RFP may need to be adjusted, if necessary, to comply with mandated requirements.
  2. In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the State of Maine.

1. **Standard State Contract Provisions**
   1. Contract Administration

Following the award, a Contract Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

* 1. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

**PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

**Appendix A** – Proposal Cover Page

**Appendix B** – Debarment, Performance, and Non-Collusion Certification

**Appendix C** – Qualifications and Experience Form

**Appendix D** – Subcontractors Form

**Appendix E** – Litigation Form

**Appendix F** – Response to Proposed Services Form

**Appendix G** – Cost Proposal Form

**Appendix H** – Submitted Questions Form

**APPENDIX A**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**PROPOSAL COVER PAGE**

**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and**

**Independent Housing with Services Program (IHSP)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Bidder’s Organization Name:** | |  | | | | |
| **Vendor Customer Code**  (for current State of Maine vendors)**:** | | | | | VC | |
| **Chief Executive - Name/Title:** | |  | | | | |
| **Tel:** |  | | | **E-mail:** | |  |
| **Headquarters Street Address:** | |  | | | | |
| **Headquarters City/State/Zip:** | |  | | | | |
| ***(Provide information requested below if different from above)*** | | | | | | |
| **Lead Point of Contact for Proposal - Name/Title:** | | |  | | | |
| **Tel:** |  | | | **E-mail:** | |  |
| **Street Address:** | |  | | | | |
| **City/State/Zip:** | |  | | | | |

* This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
* No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting contract with the Department if they are awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION**

**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and**

**Independent Housing with Services Program (IHSP)**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
   1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state, or local government transaction or contract.*
   2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.*
3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
4. *Have not within a three (3) year period preceding this proposal had one or more federal, state, or local government transactions terminated for cause or default*.
5. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX C**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

## QUALIFICATIONS and EXPERIENCE FORM

**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and**

**Independent Housing with Services Program (IHSP)**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Present a brief statement of qualifications, including any applicable licensure and/or certification. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.** |
|  |

|  |
| --- |
| **Provide a description of projects that occurred within the past five (5) years which reflect experience and expertise needed in performing the functions described in Part II – Scope of Services to be Provided of the RFP. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project One** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

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| --- | --- | --- | --- | --- |
| **Project Two** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
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| --- | --- | --- | --- | --- |
| **Project Three** | | | | |
| **Business Reference Name:** | |  | | |
| **Reference Contact Person:** | |  | | |
| **Telephone:** | |  | | |
| **E-Mail:** | |  | | |
| **Description of Project** | | | | |
| **Project Start Date** |  | | **Project End Date** |  |
|  | | | | |

**APPENDIX D**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

## SUBCONTRACTORS FORM

**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and**

**Independent Housing with Services Program (IHSP)**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **If subcontractors, including consultants, are to be used, provide each individual subcontractor’s business or consultant’s name, contact person, address, phone number, and a brief description of the subcontractor’s organizational or consultant’s capacity and qualifications. Bidders may add additional Subcontractors/Consultants as needed.** |

|  |  |
| --- | --- |
| **Subcontractor/Consultant** | |
| **Subcontractor Business or Consultant’s Name:** |  |
| **Contact Person:** |  |
| **Address:** |  |
| **Phone Number:** |  |
| **E-Mail:** |  |
| **Subcontractor/consultant organizational capacity and qualifications** | |
|  | |

|  |  |
| --- | --- |
| **Subcontractor/Consultant** | |
| **Subcontractor Business or Consultant’s Name:** |  |
| **Contact Person:** |  |
| **Address:** |  |
| **Phone Number:** |  |
| **E-Mail:** |  |
| **Subcontractor/consultant organizational capacity and qualifications** | |
|  | |

**APPENDIX E**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

## LITIGATION FORM

**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and**

**Independent Housing with Services Program (IHSP)**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

|  |
| --- |
| **Provide a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree. For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome. If no litigation has occurred, write “none.”** |

|  |  |
| --- | --- |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |
|  | |
| **Case #** |  |
| **Entity Filing Suit:** |  |
| **Complaint/Accusation:** |  |
| **Amount:** |  |
| **Outcome** |  |

**APPENDIX F**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

## RESPONSE TO PROPOSED SERVICES FORM

**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and**

**Independent Housing with Services Program (IHSP)**

**The response to proposed services form may be obtained in a Word (.docx) format by double clicking on the document icon below.**



**APPENDIX G**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**COST PROPOSAL FORM**

**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and**

**Independent Housing with Services Program (IHSP)**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Proposed Cost:** | **$** |

**Instructions:** The Bidder must complete and submit budget forms providing a detailed breakdown of expenses in performing the services for the entire period of performance as described in this RFP and in the Bidder’s proposal. The total expenses amount is the proposed cost to be used in the scoring cost formula for evaluation purposes.

**The Budget Form may be obtained in an Excel (.xlsx) format by double clicking on the document icon below.**

****

**APPENDIX H**

**State of Maine**

**Department of Health and Human Services**

*Office of Aging and Disability Services*

**SUBMITTED QUESTIONS FORM**

**RFP# 202402025**

**Financial Review of Independent Support Services (ISS) and**

**Independent Housing with Services Program (IHSP)**

This form should be used by Bidders when submitting written questions to the RFP Coordinator as defined in Part III of the RFP.

If a question is not related to any section of the RFP, enter “N/A” under the RFP Section & Page Number. Add additional rows as necessary. Submit this document in WORD format, not PDF.

|  |  |
| --- | --- |
| **Organization Name:** |  |

|  |  |
| --- | --- |
| **RFP Section & Page Number** | **Question** |
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