

**STATE OF CONNECTICUT  
DEPARTMENT OF DEVELOPMENTAL SERVICES**

**Procedure No.:** I.G.PR. 004  
**Subject:** RFP for Selecting Qualified Providers for  
Individual Supports  
**Section:** Contracted Services

**Issue Date:** August 1, 2008  
**Effective Date:** Upon Release

**Approved:** /s/Peter H. O'Meara/KdP

**A. Purpose**

This procedure is designed to ensure a fair and objective process for selecting qualified providers for the award of funding to develop supports for individuals served by the Department of Developmental Services (DDS).

**B. Applicability**

This procedure applies to all master contracts associated with new development and with the transfer of existing provider programs. Contracts awarded for specific individuals which are based on personal preference and/or direct payment to the individual through a Fiscal Intermediary are not governed by this procedure. In addition, this procedure is not intended to apply to emergency situations and may be waived at the discretion of the Commissioner.

**C. Definitions**

None

**D. Implementation**

On an as needed basis, the Commissioner or designee will issue a Request for Proposal (RFP) on the Department of Administrative Services (DAS) Website for new supports to individuals served by the DDS and/or whenever the transfer of existing provider service(s) becomes necessary.

Prior to the issuance of an RFP, a Purchase of Service (POS) contract request must be approved by the Office of Policy and Management (OPM). A *Request for POS* must be submitted on line through the POS Request Website for all competitive POS contracts in accordance with the OPM guidelines. Prior to five days before the closing date, DDS must post a Notice of Procurement Opportunities in a major newspaper within the State of Connecticut.

Each Region will issue a formal RFP which describes the program, specifies the requirements for the proposals, itemizes the qualifications required of the provider, identifies the responsible Region and lists the personnel to contact for more information. A Proposal Evaluation Checklist that describes the relative weightings assigned to each evaluation criteria and a Notification to Bidders form as part of the Commission on Human Rights and Opportunities Contract Compliance Regulations will be included with the RFP. At any time prior to or after the due date, the Department may cancel the RFP or reject all proposals if the DDS deems it to be necessary, appropriate or otherwise in the best interest of the State.

At the discretion of the Department and/or the Region(s), one or more Information Sessions may be scheduled to clarify and answer questions regarding the RFP. In those instances where the Department and/or Region(s) have decided not to schedule an Information Session, a contact person(s) will be designated by the Department and/or Region(s) to answer questions regarding the specifics of the RFP. The contact person will record all questions and answers during a

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posted time period. All questions and answers from the Information Session or from the Question and Answer Period will be documented and posted on the DAS website as an amendment to the original RFP. Questions regarding individual consumers will be directed to the case manager and will not be posted on the DAS website due to HIPAA compliance

Proposals submitted in response to the RFP that meet the stated qualifications will be reviewed by a formal selection committee. A **BIDDER CONTRACT COMPLIANCE MONITORING REPORT** must be completed in full, signed, and submitted with the packet in order for the bid to be acceptable. DDS will consider the following factors when reviewing the bidder's qualifications under the contract compliance requirements:

- (a) the bidder's success in implementing an affirmative action plan;
- (b) the bidder's success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
- (c) the bidder's promise to develop and implement a successful affirmative action plan;
- (d) the bidder's submission of employment statistics contained in the "Employment Information Form", indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and
- (e) the bidder's promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

The formal selection committee will be composed of Regional personnel and consumer representatives (e.g. consumer, family members, guardians, Advisory and Planning Council representative, etc.). Regional staff members of the Selection Committee must sign a Selection Committee Affidavit. The Department and/or the Region(s) shall assign a staff member to chair the Selection Committee.

The following process will be utilized by the Selection Committee to develop their recommendations for awarding the contract(s):

**QUALIFYING PROCESS:**

- The Selection Committee will obtain references from the responsible state agency for all proposals from providers who are not currently operating programs in Connecticut.
- The Selection Committee will obtain the last two Quality Service Reviews and/or the Semi-Annual Mid Year Regional Review for those providers providing services in Connecticut.
- At the discretion of the Committee, a site visit to a representative program operated by one or all of the bidders may be conducted.
- The results of the site visit and all reference information will be considered by the Committee during the evaluation process.

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- Members will individually review each qualified proposal. An agency that has been placed on Enhanced Monitoring may be disqualified in accordance with the Enhanced Monitoring Policy.
- Members will share initial assessments in a group discussion format and review past and current performance of the agency.
- Members will collectively score each proposal. A single score for each criteria will be derived by the committee. The chairperson will attempt to reach a consensus among the committee members. If consensus is unattainable, the majority opinion of the committee will prevail. Upon completion of all scoring, the committee may reexamine each of the proposals and adjust scores, if so desired. The collective score for each proposal will determine its relative rank.
- The top candidates, as determined by the scoring of the Selection Committee, will be interviewed.

**QUALIFYING SCORING PROCEDURE:**

Committee members will utilize the Proposal Evaluation Checklist (Attachment A) to score all proposals in the qualifying process. Each of the criteria will be assigned a relative weight (total = 100%) based upon the type of program, special circumstances and unique priorities for the project. Absent any unique circumstances, the weighting will be as follows:

- Organization: 15%
- Agency Performance: 15%
- Support Strategies: 15%
- Preferences & Relationships: 15%
- Proposed Time Frames: 10%
- Staffing Patterns: 15%
- Budget/Cost effectiveness: 15%

The total score can not exceed 100%. Specific instructions and guidelines for completing the Proposal Evaluation Checklist are attached (Attachment B). If none of the proposals exceed a score of 60%, the committee has the option to either solicit proposals from providers listed as qualified providers by the Department on the Qualified Providers List or repost the RFP.

**INTERVIEW PROCESS:**

- The Chairperson of the committee will set up a time to interview with the top candidates.
- The committee will develop clarifying questions specific to the individual provider proposals prior to the interview. Committee members may ask follow-up questions of the candidates.
- Candidates will be scored on Support Strategies, Preferences and Relationships, Staffing Patterns and Budget/Cost Effectiveness. Members will collectively score each category. A single score for each category will be derived by the committee. The chairperson will attempt to reach a consensus among the committee members. If consensus is unattainable, the majority opinion of the committee will prevail. Upon completion of all scoring, the committee may go back and adjust scores, if so desired.

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- Following the interviews, the Selection Committee will discuss findings and prepare a recommendation for awarding the contract.

A copy of the qualifying scores, selection scores, cost comparison data and any other information considered by the committee material to its recommendation should be provided to the Regional Director for review. The Regional Director may meet with the Committee to discuss their findings.

**INTERVIEW SCORING PROCEDURE:**

Committee members will utilize the Interview Evaluation Checklist (Attachment C) to score all qualified proposals in the Interview Process. Each of the criteria will be assigned a relative weight (total = 100%) based upon the type of program, special circumstances and unique priorities for the project. Absent any unique circumstances, the weighting will be as follows:

- |                                |     |
|--------------------------------|-----|
| ▪ Support Strategies:          | 25% |
| ▪ Preferences & Relationships: | 25% |
| ▪ Staffing Patterns:           | 25% |
| ▪ Budget/ Cost effectiveness:  | 25% |

The total score can not exceed 100%. Specific instructions and guidelines for completing the Interview Evaluation Checklist are attached.

**SELECTION & AWARD:**

Actual selection of the provider to receive the contract award is made by the Regional Director. The Region will notify the provider which has been selected to operate the program. The Region and provider will negotiate the final terms and conditions of the contract. Providers which have not been selected will be notified in writing no later than 7 business days after the award has been made and accepted.

**PROVIDER REVIEW:**

Any provider submitting a proposal may request to meet with the Region to review their qualifying score. This review is not intended to operate as an appeal process.

**E. Reference:**

Section 17a-212-5 of the Regulations of Connecticut State Agencies

**F. Attachments**

I.G.PR.004 Attachment A Qualifying Proposal Evaluation Checklist

I.G.PR.004 Attachment B Guidelines for Qualifying Proposal Evaluation Checklist

I.G.PR.004 Attachment C Interview Evaluation Checklist