

**DIVISION OF VOCATIONAL REHABILITATION
REQUEST FOR PROPOSALS (RFP)-FY 2014-2015
PROFESSIONAL SERVICES – VOCATIONAL REHABILITATION SERVICES
DIVISION OF VOCATIONAL REHABILITATION**

REQUIREMENTS FOR PROPOSAL DEVELOPMENT

**(Under the Laws of the State of Delaware, Title 29, Chapter 69, Subchapter VI of
the Delaware Code)**

I. OVERVIEW/STATEMENT OF NEED

The Division of Vocational Rehabilitation is requesting proposals for vocational rehabilitation services leading to employment for people with disabilities. This packet is designed to assist interested organizations that wish to submit proposals to provide vocational rehabilitation services or skill training services to DVR consumers with disabilities. The description(s) of services being requested are described in further detail in Appendix A of this document. This document and any subsequent attachments provide necessary information to prepare and submit proposals for consideration. Please read this document carefully and follow the instructions as suggested.

II. DETAILED REQUIREMENTS

1. Offerors who submit proposals for DVR purchase of service agreements are encouraged to be brief and clear in the presentation of ideas. Applicants are encouraged to follow the guidelines provided in this packet. Proposals shall be typewritten, single-spaced, numbered pages stapled together. Offers, in order to be approved, must meet the criteria set forth in the Request for Proposal. Please do not submit additional brochures, promotional materials or additional information that is not requested within the RFP.
2. Each proposal shall be submitted to DVR signed by the responsible party;
3. The proposal must be delivered in a sealed package or envelope;

Proposal Questions: Parties interested in submitting a proposal to the Division of Vocational Rehabilitation, may contact Daniel Madrid or Ed Tos at 302-761-8275 for guidance on the process.

Deadline for Submitting Proposals: The deadline for receipt of each sealed proposal is **August 9th, 2013 at 4:30 p.m.** at the Central Office of the Division of Vocational Rehabilitation, located on the third floor of the Department of Labor Fox Valley site, 4425 N. Market Street, P.O. Box 9969, Wilmington, DE 19809-0969 to the attention of Daniel Madrid, Vendor Specialist.

Indemnification: By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's its

agents and employees' performance work or services in connection with the contract, regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, whole or part, to the State, its employees or agents.

2. Proprietary Rights Indemnification

Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively "Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- (a) Procure the right for the State of Delaware to continue using the Product(s);
- (b) Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or
- (c) Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the State of Delaware agrees to and accepts in writing.

Office of Minority and Women Business Enterprise:

If you consider yourself a Minority and/or Women Business Owned Enterprise in the State of Delaware, we encourage you to apply to:

Enterprise Business Park
100 Enterprise Place, Suite 4
Dover, DE 19904
SLC: D100
302-857-4554

<http://gss.omb.delaware.gov/omwbe/index.shtml>

Opening of Proposals: Sealed proposals for services offered will be opened on **August 14th, 2013 at 9:00 a.m.** 3rd floor conference room, at the DVR Central Office located in Fox Valley, 4425 North Market Street, Wilmington, Delaware.

Evaluation Criteria and Selection of Proposals:

Responsibility of Offeror (30% Total)

Considerations (10% each):

- A. Offeror's financial condition, management, and physical facilities (if applicable) are adequate to provide the services identified in the proposal.
- B. Offeror has a demonstrated record of performance, or the capability to perform with integrity with respect to the services in the proposal.
- C. Offeror has identified qualified personnel and appropriate credentials/certifications necessary to provide the services identified in the proposal.

Description of Services (50% Total)

Considerations (25% each):

- A. Describes how services are provided in a manner consistent with maximizing a consumer's vocational potential to the greatest extent possible.
- B. Documentation provided meets RFP requirements.

Cost of Services (20% Total)

Considerations (10% each):

- A. Cost is aligned with DVR approved rates.
- B. Cost is reasonable with respect to prevailing market rates for the same or comparable service.

1. Negotiations may be conducted with all offerors who submit proposals that are determined by DVR as "likely to be accepted" by the DVR RFP Committee.
2. After negotiations, a request for best and final offer will be requested from some offerors that submitted proposals determined "likely to be accepted" with a deadline for revised proposals to be delivered.

Awarding of Purchase of Service Agreements:

DVR will enter into Purchase of Service Agreements with all offerors whose proposals are approved no later than **September 30, 2013**. The term of the agreements will be from **October 1, 2013 until September 30, 2015**. The agreement will not specify the quantity of services to be purchased; referrals will be made on an as needed basis by DVR. It is the intention of the Division of Vocational Rehabilitation to award contracts to more than one offeror.

Required Documents:

1. One copy of each of the following documents demonstrating responsibility of offeror:
 - a) Copy of most recent financial audit and report, including any findings.
 - b) Copy of business license or 501C3 designation.
 - c) Provide evidence of professional liability insurance in the amount of \$1,000,000.00/\$3,000,000.00

- d) Proof of appropriate staff credentials/certifications to provide services in proposal (if applicable).
- e) Proof of applicable organizational certifications and accreditations (i.e. CARF).
- f) Completed and signed proposal information summary form indicating offeror is not barred from doing business with the State of Delaware.
- g) Completed and signed assurances form.
- h) Completed annual budget summary form (job skill training program proposals only – one copy per training program required).
- i) If you are submitting a proposal for job skill training, we require copy of your registration with the Delaware Department of Education, as a Private Business and Trade School.

2. Seven copies of the description of services which must address the elements listed in item 4 as stated below.

III. DESCRIPTION OF THE APPLICATION ITEMS (The items below shall be completed as follows: Items 1 – 3 must be completed using DVR forms; Item 4 is to be typewritten by the offeror and submitted describing each service submitted in response to the RFP along with the required elements “a.” through “f.”)

1. **Proposal Information Summary (DVR Form):** Use the “Proposal Information Summary” for the cover sheet of the application. Have the “Proposal Information Summary” signed by a duly authorized representative of the organization. Complete all parts of this form.
2. **Annual Budget Summary Form (DVR Form – Job Skill Training Program Proposals Only):** These procedures are intended to guide potential providers in developing a job skill training program budget that fairly represents the reasonable and necessary costs they incur in serving in operating a training program. All applicants are requested to submit the budget in the provided budget format.
3. **Community Rehabilitation Provider Assurances Form (DVR Form):** Provides an agreement of compliance that all DVR contracted community rehabilitation providers meet specific standards for providing services to persons with disabilities. Have the “Assurances Form” signed by a duly authorized representative of the organization.
4. **Description of Services:** Describe the core features of the program, addressing the elements of the description of services contained in Appendix A. Identify the number of hours, days, weeks the service will be provided, the substance of the service, and other core features specific to the service as listed below:

- a. **Consumer/Client Description:** Describe the clients (population) selected for this program; the number of individuals the program can serve during the term of the PSA; and the geographic area to be served.
- b. **Outcome Statement:** Prepare a narrative description describing the overall goals, objectives and outcomes that the program intends ultimately to achieve by providing its services. Program steps and milestones will contribute to the outcome the program. Outcomes are goals of the program that are achieved by the accomplishing the program steps and milestones. Include measurable objectives in your description.
- c. **Milestones and Verification (Evaluation):** Describe the milestones, which the program intends to achieve. A milestone is a critical point that clients must reach to ensure that a program is on the way to achieving its outcomes. Describe how the milestones will be verified.
- d. **Experience or Capability to Perform Proposed Services:** Describe your past performance history as related to each of the services in the proposal and/or your organization's capability to perform well in delivering proposed services. Include the population served and desired outcomes.
- e. **Staff:** Describe staff members who are responsible for delivering program services, managing the program, and reaching the program outcomes. Identify the persons experience, education, training, and appropriate certifications.
- f. **Labor Market Need (Job Skill Training Program Proposals Only):** Provide a minimum of two sample job descriptions from the Delaware labor market in the county where your program will be located illustrating how your training curriculum will lead to jobs relevant to the requirements proposed by employers in that same county.

APPENDIX A DESCRIPTION OF SERVICES

(Under the Laws of the State of Delaware, Title 29, Chapter 69, Subchapter VI of the Delaware Code)

The following is a description of specific services covered under the Request for Proposals.

General elements applicable to all vocational rehabilitation services:

- A. Vendor shall use methods and practices that are in accordance with professional standards in the rehabilitation industry and with the standards of the Commission on Accreditation of Rehabilitation Facilities.
- B. Vendor will collect program performance data, including outcome measures, and shall conduct consumer satisfaction surveys. Vendor will share program data and consumer satisfaction information with DVR as requested.
- C. Vendor will use qualified personnel to provide services who meet appropriate certification and professional standards.
- D. Vendor shall provide written feedback to DVR on the progress of the customer at least monthly, and consult with VR Counselor to discuss any substantive issues that arise during the time customer is served.
- E. DVR documentation standards and forms will be utilized and adhered to for all services provided unless otherwise noted.
- F. Vendors are subject to annual quality assurance reviews (QAR) conducted by Vocational Rehabilitation to assure that quality standards are met.
- G. Direct service staff is required to attend DVR sponsored in-service training program each contract year.
- H. Vendor's facility and program shall meet program accessibility requirements, as applicable, of the Architectural Barriers Act of 1968, the Americans with Disabilities Act of 1990, section 504 of the Act, and the regulations implementing these laws.
- I. Vendor will not deny referrals from DVR on the basis of national origin, race, sexual orientation, gender, disability, age, or socioeconomic status. Vendor may only deny services to a DVR customer based on an objective, individualized assessment of the consumer in which the vendor submits a formalized report with an appropriate statement related to their inability to serve the individual to the DVR counselor of that consumer within two weeks of receipt of referral.

1. JOB DEVELOPMENT, JOB PLACEMENT AND RETENTION SERVICES

The vendor shall provide job development, placement and retention services to individuals referred by DVR so that person can achieve an employment outcome consistent with his/her individualized employment plan and job placement agreement.

The employment outcome shall be consistent with the individual's interests and abilities, and shall reflect his/her preference. Job development, job placement and job retention services shall include:

1. Development of job-seeking skills (develop a resumé or employment proposal, assist with dress and/or hygiene, develop job-interviewing skills, develop job-seeking skills).
2. Review of customer's personal employment network (family, friends, and acquaintances).
3. Customer-specific job development (contact employers, coordinate customer job interviews).
4. Job analyses (assess for accommodation needs, identify essential job functions, develop a job training plan).
5. Direct intervention with employer (assist customer with interview, orient customer to the job, orient customer to work schedule, develop initial natural supports, assist with job accommodations, follow up with employer during the first 90 days of employment).
6. Transportation coordination/training (develop transportation arrangements).
7. Coordination of financial issues (assist with coordination of financial support services, SSA benefits counseling, and other public and private sources).

Job development, placement and retention services will require that:

- A. Vendor shall ensure that the individual trainer will provide services, as required and agreed upon by the VR counselor and consumer, and/or will provide follow up services for a period of time agreed upon by the DVR counselor, vendor and the consumer.
- B. Job development services must include in person (face to face) contact at least 25% of the time while working with the consumer. An additional 25% of the time shall be spent in direct contact with employers. Job placement specialists shall have face-to-face contact with the consumer at least 1 week before starting a job, weekly for the first month of the job, and at least every other week for the following 2 months after starting a job.
- C. Job placement agreements must be signed by the consumer and counselor. Prior to placement, monthly progress reports will be submitted to the VR counselor utilizing DVR documentation standards. Once a consumer is placed in a job, a DVR placement report will be provided within two weeks (14 days) of placement.
- D. Vendor shall provide written summary and evaluation of the individual's progress on a monthly basis and report them to the DVR counselor utilizing DVR documentation standards within two weeks (14 days) of their due dates.

Unit of Service: Outcome Based Per DVR Fee Schedule Rate. (Development = \$382.50 – Placement = \$1275.00 – Retention = \$892.50)

2. EMPLOYMENT PREPARATION EXPERIENCES

The vendor shall provide employment preparation experiences to a consumer referred by DVR consistent with current standards of the rehabilitation industry. These services are intended for consumers where it has been established and documented by the VR counselor, consumer and vendor that job placement and coaching services are insufficient in meeting the consumer's needs adequately, and that the individual requires additional employment preparation experiences to build their resume and develop soft skills prior to entering job development, placement, and retention services.

Vendor shall use curriculum which includes relevant learning objectives and methodologies, and address clients educational and accommodation needs.

1. Working with the consumer to ameliorate problematic workplace and life skill behaviors. After agreeing upon the behaviors to be worked on with the consumer and VR counselor, the vendor will work with the consumer to address problematic behaviors. This service is required to be taught in community based settings for a minimum of 50% of the overall training hours, preferably in internship and volunteer settings. Curriculum content must include some include components from at least five of the below categories:
 - Time Management
 - Goal Setting
 - Proactive and Responsive Communication Skills
 - Personal Wellness Management (diet, exercise, sleep, recreation and relaxation techniques)
 - Changing Unproductive Patterns of Behavior, Thinking and Feeling
 - Problem Solving
 - Active Listening
 - Assertiveness Training
 - Conflict Resolution
 - Financial Management
 - Family Education
2. Proposals for employment readiness training are not to exceed 8 weeks and will be documented according to DVR standards.

Unit of Service: Negotiable Weekly Rate.

3. COMMUNITY BASED WORK ASSESSMENT:

The vendor shall provide community based assessments to consumers referred by DVR in order to assess for employability in specific jobs in the community as determined by that individual. Community Based Work Assessment is a flexible tool that allows a

provider to assess for individualized consumer needs based on that individual's inherent strengths. Providers must demonstrate the capability to assess for the level of support an individual may require in order to become successfully employed in a competitive work environment with consideration of accommodations, natural supports, assistive technology, therapeutic interventions, job coaching supports, customized and supported employment needs. Assessments will occur in a combination of home, community, business, recreational, employment, volunteer, and internship settings.

At a minimum, community based assessment must address the following:

- a. Review of customer's personal employment network (family, friends, and acquaintances).
- b. An adequate assessment of the full supports required to assist the individual in obtaining competitive employment.
- c. A minimum of 2 community based work assessments, which may occur in the context of a business, volunteer, intern, home, or recreational setting for that individual.

Unit of Service: Daily per DVR Fee Schedule Rate. (\$425.00 Per Day)

4. JOB COACHING SERVICES

The vendor shall provide job coaching services to individuals referred by DVR so that persons can maintain an employment outcome consistent with his/her individualized employment plan and job coaching agreement. Job coaching services shall include:

1. Employment-related skills training (train customer on specific work behaviors to the satisfaction of the employer, work schedule time management training, workplace communication skills training).
2. Maintenance of appropriate work and interpersonal behaviors (develop and implement fading plan, maintain appropriate behaviors to the satisfaction of the employer, support to relearn job tasks, short-term training follow-up with customer).
3. Other training needs as agreed upon by the VR counselor and consumer. May include some of the following (elementary money management, SSA benefits counseling, coordinate job accommodations and natural supports, recommend assistive technology evaluation, training in the use of public transportation).

Unit of Service: Hourly per DVR Fee Schedule Rate. (\$54.00 Per Hour)

5. APPLIED BEHAVIOR ANALYSIS AND BEHAVIOR SUPPORT SERVICES

The vendor shall provide behavior support services to consumers referred by DVR consistent with the current standards of industry and accreditation organizations (Behavior Analyst Certification Board [BCBA], Board Certified Assistant Behavior Analyst [BCaBA], Positive Behavior Support [PBS] Facilitator, Certified Brain Injury

Specialist [CBIS]) or Trainer, Psy.D., M.D., Ph.D. or Master's degree in applicable field), or be supervised by individuals with recognized credentials. Behavior support professional shall provide Applied Behavior Analysis and Behavior Support Services as requested by DVR Counselor and approved by the District Administrator as needed.

1. Behavior analysis assessment will be provided at the outset of service provision with the ability of the vendor to provide behavioral supports/interventions throughout the course of service delivery and document it according to DVR standards either by a qualified practitioner or under the supervision of a qualified practitioner as listed above.
2. Vendor shall conduct applied behavior analysis in a community based setting and make recommendations for consumers who display work behaviors that need to improve to make them more employable and/or support job retention efforts. Behavior support services will be delivered in the setting most relevant to where problematic behaviors occur for the consumer.
3. Vendor shall make recommendations as needed and required to successfully complete this service and submit documentation to DVR counselors according to DVR standards. Vendor shall use only empirically validated techniques and positive behavioral approaches to improve work behaviors, soft skills, social skills or other work skills of DVR consumers.

Units of Service: Negotiable Rate Per Assessment (Applied Behavior Analysis);
Negotiable Hourly Rate (Behavior Support Services)

6. JOB COACHING WITH AMERICAN SIGN LANGUAGE SUPPORT

The vendor shall provide job coaching services to a consumer referred by DVR who communicates using American Sign Language, and who requires supports in order to successfully maintain employment. Vendor should be able to communicate with and understand deaf consumers using their expressive and receptive communication skills. Vendor may perform some interpreting as incidental nature of the job coaching with communication supports. Vendor counsels, teaches and advises consumers on work related matters to ensure successful employment; provides VR Counselor with monthly written reports with hourly documentation of their activities. Vendor determines job accommodations needs working in conjunction with the consumer and the employer. Vendor assists in the use of Rehabilitation Technology devices and resources and serves in a consultative capacity to the employer when needed. Vendor supports partnerships to create a supportive environment for both the consumer and the employer.

Unit of Service: Hourly per DVR Fee Schedule Rate. (\$60.00 Per Hour)

7. SUPPORTED EMPLOYMENT SERVICES

Vendors interested in providing supported employment services must have prior, or plan to acquire approval from the Division of Developmental Disabilities Services (DDDS) in order to receive a contract for this service.

1. Vendor shall provide community based work assessment services to evaluate the needs, strengths, skills and abilities, and job preferences of consumer to be served. The assessment phase will include two to four community based work assessments, lasting a minimum of 4 hours each, and totaling at least 8 hours of assessment;
2. Vendor shall provide SE Job development and job placement services to lead the consumer in job search and in obtaining and retaining employment; to follow up on job leads; and to assist consumer with scheduling, attending job interviews, and navigating the hiring process. Consumers will be placed in jobs that offer a minimum of 20 hours of employment each week, unless DVR approves a lesser number of hours for reasons related to the individual's disability;
3. Vendor shall provide on-site support and assistance towards SE stabilization on the job. SE stabilization occurs when the individual can successfully retain employment with on-site assistance of approximately 20% of the hours worked by the client. On-site support for SE stabilization shall be at least 8 weeks in length and continue until vendor provides documentation of stabilization;
4. Vendor shall provide SE follow-along services for 90 days after the individual has achieved stabilization on the job, and shall report progress and challenges to DVR at least every 30 days during this period. Ongoing support shall ensure consumer retains employment;
5. Vendor shall provide VR counselor with monthly progress reports according to DVR documentation standards.

Unit of Service: Phase based-per DVR Fee Schedule Rate. (Assessment = \$2150.00, Placement = \$2225.00, Stabilization = \$1775.00, Closure = \$2350.00)

8. ASSISTIVE TECHNOLOGY SERVICES

The vendor shall conduct formalized assistive technology evaluations for consumers with disabilities to assess their needs in the home, in training and/or in the workplace for the purpose of assisting the individual in gaining and maintaining employment.

Assistive technology services shall include as defined by the ADA as "making existing facilities used by employees readily accessible to and usable by individuals with disabilities; job restructuring; part-time or modified work schedules; reassignment to vacant positions; acquisition or modification of equipment or devices; appropriate adjustment or modifications of examinations, training materials, or policies; provision of qualified readers or interpreters; and other similar accommodations."

At a minimum, the following questions are to be considered and answered during the accommodation process:

1. Was the employee actively part of the accommodation and assistive technology process through all of its phases?
2. Does special equipment take advantage of the employee's unique abilities?
3. Was a simple, minimal cost solution found or considered? If so, what was it?

4. Was the “right” problem solved?
5. Is the solution portable and appropriate for other assignments or tasks?
6. Has an accessible career path been provided for the employee?
7. Were all accommodations requested truly “reasonable?”
 - A. The vendor must be capable of assessing and providing accommodations and assistive technology services across the functional limitation categories of: difficulty in interpreting information; limitations in sight; limitations in hearing; susceptibility to fainting, dizziness, and seizures; incoordination; stamina limitations; head movement limitations; sensation limitations; difficulties in lifting, bending, reaching and carrying; difficulty in manual dexterity and manipulation; inability to use the upper extremities; difficulty in sitting; difficulty or inability to use the lower extremities; poor balance; cognitive limitations; emotional limitations; limitations due to disfigurement; substance abuse; pain limitations.
 - B. Vendor shall provide VR counselor with monthly progress reports according to DVR documentation standards.

Unit of Service: Negotiable Hourly Rate.

9. JOB SKILL TRAINING SERVICES

The vendor shall provide skill training services to a consumer referred by DVR in order for the individual to acquire skills necessary to satisfactorily perform the essential functions of a specific identified job that is readily available in the local labor market.

- a. Vendor shall describe how the curriculum, instructional material and educational methods are especially designed to train individuals with disabilities.
- b. Vendor shall identify the specific competencies which are the outcome objectives of the training program, including specific skills and level of competencies; and demonstrate that the outcome objectives are consistent with the competencies required by employers for specific job titles targeted by the training program.
- c. Vendor shall provide copies of the instructional material and the curriculum to be used in the training program, along with evaluation criteria, which shall provide objective and subjective measurement of consumer’s progress.
- d. Vendor shall conduct periodic evaluations of consumer’s progress in completing the training program, and communicate the results to DVR counselor and the customer, at least monthly, at the midpoint and end point of the training.
- e. Vendor shall use instructors that are qualified to teach the identified curriculum, and shall describe the qualifications of the specific instructors on staff or qualifications sought for instructors to be hired.
- f. Vendor shall conduct consumer satisfaction surveys and submit results to DVR at least annually.

- g. Vendor shall include an internship or another form of community based work experience as part of the program's curriculum.
- h. DVR will give priority to training programs supported by employers in the community and to training programs consistent with high demand job areas in Delaware's economy according to the Office of Occupational and Labor Market Information.
- i. Vendor shall submit performance standards to DVR indicating the percentage of expected employment outcomes as a result from the program(s) on an annual basis.
- j. Training program descriptions must meet entry level employment standards (in adherence with public and/or private sector job descriptions) for that industry which the customers are being trained in.
- k. Vendor shall incorporate placement services and costs within their training program proposal.

Unit of Service: Negotiable Weekly Rate.