

REQUEST FOR PROPOSAL (RFP)
RE-ADVERTISE RFP Number: 21-11-2616LE
RESIDENTIAL CARE AND EMERGENCY SHELTER CARE SERVICES

Date: January 7, 2022

Project Title: Navajo Department of Family Services
Residential Care and Emergency Shelter Care Services

Project Schedule:

RFP Issue Date	January 7, 2022
Proposal Due Date	February 2, 2022; 5:00 pm (MST)
	Late proposal will not be accepted
MOA Start Date	March 1, 2022

Proposal:

All interested parties are invited to review and respond to this RFP at their discretion. All questions pertaining to the contents of this RFP contact via email Ms. Regina Yazzie, Department Manager III, reginayazzie@navajo-nsn.gov or Ms. Rhonda Jishie, Contract Analyst, Navajo Department of Family Services; at rjishie@navajo-nsn.gov

All parties responding to this RFP are instructed to submit three (3) proposals, one (1) original and two (2) copies to the following address:

Mailing Address:

Navajo Nation Division of Social Services
Department of Family Services
P.O. Box 704
Window Rock, AZ 86515
ATTN: Rhonda Jishie, Contract Analyst
RE-ADVERTISE RFP #21-11-2616LE
Navajo Department of Family Services
DO NOT OPEN –RFP PROPOSAL

Physical Address:

Navajo Nation Division of Social Services
Department of Family Services
2296 Administration Building #2
Window Rock Blvd.
Window Rock, AZ 86515
ATTN: Rhonda Jishie, Contract Analyst
RE-ADVERTISE RFP #21-11-2616LE
Navajo Department of Family Services
DO NOT OPEN –RFP PROPOSAL

All responses to this RFP shall be sent in a sealed envelope, including a return address, and clearly marked on the outside of the envelope; the following:

**RE-ADVERTISE RFP # 21-11-2616LE
Navajo Department of Family Services
DO NOT OPEN-RFP PROPOSAL**

All material submitted regarding this RFP shall become the property of the Navajo Nation and will not be returned to the respondent.

GENERAL INFORMATION AND GUIDELINES FOR THIS RFP

I. DESCRIPTION OF THE ORGANIZATION

The Navajo Department of Family Services within the Navajo Division of Social Services (NDSS) contracts with the Bureau of Indian Affairs (BIA) under Public Law 93-638, as amended, Indian Self-Determination and Education Assistance Act. Pursuant to 25 CFR 20, NDSS administers social services funds consistent with two basic principles: 1) essential needs—the scope and intent of social services funds for basic living needs or food, shelter and clothing ; 2) Payor of last resort—all other resources must be exhausted before utilizing P.L. 93-638 social services funds.

II. SCOPE OF THE CONTRACT

The Navajo Nation intends to enter into a multi-year Memorandum of Agreement with several qualified and certified organizations and programs to provide non-medical residential and emergency care services for children, adults and elderly, preferably on or near the Navajo Nation.

III. SCOPE OF SERVICES

The Department of Family Services will contract only non-medical residential care services. The daily unit rate of purchase must be fair and reasonable, reflecting quality of services. Rates must not exceed prevailing, competitive rates for similar services. The following types of residential care services will be considered for the Memorandum of Agreement (MOA) negotiations.

CHILDREN SERVICES

1. **Residential Care Services:** Residential care services for children with multiple disabilities who are unable to live independently due to skills deficit and who require assistance with daily living skills and personal care. Personal skills development may include toileting, adaptive feeding, bathing, personal grooming, range of motion exercises, etc. Personal care includes grooming, feeding, positioning, bathing, dressing, bedding, etc. The vendor shall hire only qualified and adequately trained staff to conduct residential care services.

2. **Youth/Adolescent Residential/Rehabilitative:** Residential and/or rehabilitative services for youth/adolescents, who exhibit persistent behavioral disorders and who require assistance from others with his/her daily living. Treatment modalities may include behavior modification and other functional skills development to address behavioral and social disorders. The living components shall be small enough to ensure the development of meaningful “interpersonal” relationships among residents and staff. Residential living must be considered “least restrictive.”
3. **Emergency Shelter Care:** Emergency shelter care for children between the ages of 0 to 17 years old, who are in need of immediate protective shelter. Continuous personal care and supervision.

ADULT/ELDERLY SERVICES

Non-Skilled Level Residential Care Services: Non-skilled level nursing care are classified into two sections, Level I and Level II.

1. Non-skilled Level I residential care services are for those individuals who require supervisory care, assisted living and who require minimal assistance with daily living. Supervisory care must be provided in a least restrictive environment.
2. Non-skilled Level II residential care services are for those consumers who require a moderate level of nursing care that due to advanced age, infirmity, physical conditions, or mental impairment cannot be cared for in their own home by family members. Individuals are in need of personal care and assistance with daily living. The facility must employ qualified nursing care staff (RNs, LPNs, and CNAs) supervised by licensed personnel as required by respective State’s standards and protocols. Skill care or acute care patients are not covered under this agreement.

Residential Care Services: Residential care services for adults with multiple disabilities who are unable to live independently due to skills deficit and who require assistance with daily living and personal care. Personal skills development may include adaptive feeding, bathing, toileting, personal grooming, semi-independent living, money management, community integration, etc. Individual service plans are developed based on client needs.

Religion and/or Cultural Relevant factors: **Because** consumers are freely allowed to choose and practice religious affiliations, modern or traditional, the facility will be required to take this into consideration. In the matter of Navajo traditional beliefs, the facility shall make available the practice of purification rites in the event there is a death at the facility. The facility shall also allow the use of certain curing and healing herbs necessary for ceremonies. All arrangements for respective traditional ceremonies shall be cleared and approved by the Navajo Division of Social Services assigned case manager and immediate family members. The ceremonies will be planned on a case-by-case basis, to include the case manager, consumers, and relatives. Promote involvement in culturally appropriate activities and periodically provide cultural meals and attire, i.e. clothing, jewelry etc.

IV. REQUIREMENTS

The respondent must comply with the Drug-Free Workplace Act of 1988 (41 U.S.C. § 8102 et. seq.) and the Pro-Children Act of 2001, 20 U.S.C. §§ 7181 through 7184; prohibit harassment based on race, sexual orientation, gender, gender identity (or expression), religion, and national origin; and furnish all requested information as specified in this RFP.

V. PROPOSAL CONTENT AND REQUIRED INFORMATION

It is important to submit all requested narratives, declarations, and documents in the same order as presented in the eight (8) major areas listed below. An abstract of your program services and activities is requested to better represent and portray the capabilities of your facility.

Utilize the outline described below in a proposal with one (1) original and two (2) copies. 3-hole punched, not stapled, tabbed and inserted in a binder. Font size shall be 12-point type and in Times New Roman font and double line space for narrative sections. All pages shall be numbered and printed one-sided. Margins shall be no less than 1” around the perimeter of each page and each section separated by tabs. Do not include additional information beyond what is requested by this RFP, such as brochures or flyers. Please mark “Proprietary” on each proposal as to what is deemed as proprietary information. Please also indicate the Navajo Business Opportunity Act priority status.

The overall development of your proposal will have much weight on the evaluation received. For the eight (8) major areas listed below, describe each in narrative form on how you will provide the necessary work to facilitate and accomplish the services. Brevity is advised but not at the denial of completeness, substance and relevance. Each proposal must be completed and assembled in the following order:

1. **Abstract of Proposal (Brief summary of proposal) (2 points)**

2. **Direct Service Delivery: (50 points)**
 - a. **Goals and objectives**
 - b. **Method and procedures to accomplish goals and objectives.**
 - c. **Complete Scope of Services in its entirety. Description and type of care services and the type of setting with the number of children and/or adult consumers you propose to provide services to.**
 - d. **Project unit cost for each service**
 - e. **Number, type and age of consumers to be served**
 - i. **Funded by P.L. 93-638**
 - ii. **Funded by other sources**
 - f. **Describe cultural relevant factors in service delivery.**
 - g. **Consumer records system:**
 - i. **Admission records procedures**

- ii. Progress records
- iii. Incident/Accident reports
- iv. Consumer income and allowance records
- v. Consumer attendance records and leave policy
- vi. Policy and procedures for consumer grievances, hearings, appeals.
- vii. Termination of consumer services and care

3. Personnel Management – Administration: (10 points)

- a. Organization Chart for CY 2021
- b. Job/Position descriptions of personnel with qualification requirements
- c. Staffing plan: Staff/Consumer ratio for each service (include use of Navajo staff)
- d. Personnel policies and procedures
- e. Staff development plans

4. Financial Management – Administration: (13 points)

- a. Copy of Financial Audit Report for Year 2020
- b. Copy of active (current) registration of the Federal System for Award Management (SAM) for the organization. Must be less than one month old.
- c. Balance Sheet, Statement of Cash Flow and Income Statement for the Vendor’s immediate previous fiscal year.
- d. Breakdown of daily/unit rate
- e. Percentage breakdown of ALL funding sources.
- f. Clear explanation of application of consumer resources and how they are managed.
- g. Sustainability Plan – how the applicant will plan to continue providing services should future funding not be available under this RFP.

5. Property Management – Administration: (10 points)

- a. Copy of Proof of Non-Profit status (must be within 2 years of this RFP).
- b. Identify and submit copy of Workers’ Compensation and all Insurance coverage as stated below.
Insurance coverages:
 - 1. Commercial General Liability coverage, ISO CG 0001 Form or equivalent with minimum limits of \$1,000,000 per occurrence, \$2,000,000 aggregate;
 - 2. Auto Liability minimum limit of \$1,000,000 per accident and should include non-owned autos;
 - 3. Workers’ Compensation coverage with statutory benefits and Employer’s Liability coverage with minimum limits of \$1,000,000/\$1,000,000/\$1,000,000.

4. The Navajo Nation shall be named as additional insured for general and auto liability coverages only.
 5. The Respondent is to carry Professional Liability Insurance with limits no less than \$1,000,000 per claim; Professional Liability coverage should be on a claims made basis and the retro date should be no later than the start date of the contract/Memorandum of Agreement.
 6. All coverages should include a waiver of subrogation. All coverages should include a waiver of subrogation. All coverages should be primary and the Navajo Nation's coverage non-contributory.
- c. Statement to assure that applicable licenses and certificates (including applicable state licenses and certificates) for Environmental Requirements are posted and/or on file, including but not limited to:
 - i. fire/safety inspection
 - ii. sanitation permits/certification
 - iii. food handlers permits/certificates
 - iv. Material Safety Data Sheets (MSDS) requirements
 - d. Statement to assure inventory management
 - i. Listing of equipment/property purchased with federal ('638 Social Services) funds by description, value, and location (include vehicles).
6. Governing Body (8 points)
- a. Authorization letter to apply for this RFP and to enter into MOA from 2022 to 2024 by the applicants governing body.
 - b. Articles of Incorporation and By-Laws (Submit copies)
 - c. Membership and Qualifications: list of current Board of Directors, position, number of years served, expertise and email address.
 - d. Role: Participation, Responsibility and Decision-Making.
 - e. Minutes from last Board of Director's Meeting (must be current).
 - f. Statement to assure an active record of Minutes of Board Meetings, Decisions, Resolutions.
7. The Navajo Business Opportunity Act, 5 NNC §§ 216 et. Seq. will apply. (4 points)
- a. Copy of Certificate of Authority by Navajo Business Regulatory Office (if applicable): proof of Corporate or LLC registration with the Navajo Nation:
 - b. Certificate of Good Standing (if applicable) from Navajo Business Regulatory Department

8. Assurance statement that required, periodic reports will be submitted in timely fashion. (3 points)
 - a. Quarterly narrative program report will be submitted to the DFS office by the 15th day of the following month.
 - b. Quarterly financial statements will be monitored on-site.

Any proposal that does not adhere to this format and does not address each specification, requirement, or scope of work as outlined, may be deemed non-responsive and rejected on that basis.

VI. EVALUATION PROCESS

The Nation will conduct a comprehensive, fair and impartial evaluation of all Proposals received in response to this RFP. Each Proposal will be analyzed to determine overall responsiveness and qualifications under the RFP. A proposal opening will be conducted in Window Rock, Arizona with the evaluation team.

Evaluation Team: the Nation will select an evaluation team. The evaluation team will be responsible for reviewing and scoring proposals to determine whether or not the proposals meet the needs and request of the Nation according to this RFP.

Evaluation of Proposals: the evaluation of proposals will be performed by an evaluation team. Proposals not scoring 70 points or above will not be considered for an award. Funding received through the Nation are to be used strictly for activities listed in the RFP and respondent's proposal.

- A. Applicable Federal Requirements and Funding Awarded under this RFP
 1. In the acceptance of Federal Funds, the Navajo Department of Family Services is required to comply with all Federal and Navajo Nation Laws and Regulations. All funds awarded under this RFP will be made with 100% federal funds. All applicable federal laws, regulations and rules governing federal awards will apply to an awarded applicant. All awards are subject to federal appropriations.
- B. The Navajo Department of Family Services reserves the right to interview respondents if deemed necessary due to tied scores or other legitimate matters.
 1. This may entail a presentation from the respondent for clarification and/or details on services or other requirements. The presentation will be scheduled to be presented virtual to the Navajo Department of Family Services office located in Window Rock, AZ (if necessary). It is the Navajo Department of Family Services' intention to award organizations or entities to provide all services as specified in the scope of services.

VII. TYPE OF CONTRACT

The Navajo Nation will utilize a Memorandum of Agreement (MOA) for the procurement of services for this project.

VIII. PERIOD OF PERFORMANCE

The period of performance will be from March 1, 2022 to December 31, 2024.

IX. TECHNICAL DIRECTION

The Navajo Department of Family Services point of contact are Ms. Regina Yazzie, Department Manager III, reginayazzie@navajo-nsn.gov or Ms. Rhonda Jishie, Contract Analyst, rjishie@navajo-nsn.gov, for inquiries related to this RFP and other matters.

X. PAYMENT AND SUBMISSION OF INVOICES

The Memorandum of Agreement will describe this section.

XI. RIGHTS

The Navajo Nation reserves the right to reject any and all proposals, in whole or in part, based on the requirements set forth in this RFP.

XII. AGREEMENT TERMS AND CONDITIONS

This RFP does not commit the Nation to enter into a contract under this RFP and may issue a subsequent RFP for the same service, award any services related to this RFP, nor does it obligate the Nation to pay any costs incurred in preparation or submission of a proposal or in anticipation of a contract.

The Navajo Nation is a sovereign government and all contracts entered into as a result of this RFP shall comply with the Navajo Nation law, rules and regulations, including the Navajo Preference in Employment Act, and applicable federal law, rules, and regulations. This procurement and any RFP with respondents that may result shall be governed by the laws of the Navajo Nation and applicable federal law. Nothing herein shall be constructed as a waiver of the Navajo Nation’s sovereign immunity. In addition, the Navajo Nation Business Opportunity Act will apply to this RFP.

The Memorandum of Agreement will provide all other legal and contractual obligations, terms, and requirements of this project.

XIV. SCHEDULE OF EVENTS

Following is a schedule of events regarding this RFP:

- A. RE-ADVERTISE RFP Issue Date January 7, 2022
- B. Proposal Due February 2, 2022; 5:00 pm (MST)
- C. Review and Evaluation Period February 3-8, 2022
- D. Notification Period February 10-11, 2022
- E. Negotiation and Contract Development February 14-16, 2022
- F. MOA Start March 1, 2022