



**Solicitation Information  
March 27, 2013**

**RFP# 7461371**

**TITLE: Integrated Senior Health Information Program (SHIP), Senior Medicare Patrol (SMP), and Regional Aging and Disabilities Resource Center (ADRC) Services**

**Submission Deadline: Wednesday, May 8, 2013 @ 10:00 AM (EST)**

**PRE-BID/ PROPOSAL CONFERENCE: Yes**  
**DATE: Friday, April 5, 2013 TIME: 10:00 AM (EST) MANDATORY: No**  
**LOCATION: Rhode Island Division of Elderly Affairs, Hazard Building, 74 West Road, Cranston, RI 02920, Garden Level Conference Room**

Questions concerning this solicitation must be received by the Division of Purchases at [david.francis@purchasing.ri.gov](mailto:david.francis@purchasing.ri.gov) no later than **Tuesday, April 9, 2013 @ 10:00 AM (EST)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: No**  
**BOND REQUIRED: No**

David J. Francis  
Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

**Note to Applicants:**

Offers received without the entire completed four-page RIVP Generated Bidder Certification Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

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## **SECTION 1: INTRODUCTION**

The Rhode Island Department of Administration/Office of Purchases, on behalf of the Rhode Island Department of Human Services, Division of Elderly Affairs (“DEA”), is soliciting proposals from qualified entities to operate *Integrated Senior Health Information Program (SHIP), Senior Medicare Patrol (SMP), and Regional Aging and Disabilities Resource Center (ADRC) Services* in accordance with the terms of this Request for Proposals and the State’s general Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at <http://www.purchasing.ri.gov> . The initial contract period will begin approximately July 1, 2013 and continue through June 30, 2014, subject to availability of funds and/or changes in allocation of funding as more particularly described in Section 3 below. The contract may be renewed for three (3) additional one (1) year periods at the exclusive option of the State based upon the evaluation of the grantee agency’s performance and subject to availability of funds and/or changes in allocation of funding, as more particularly described below. Further, DEA reserves the right to not renew contract(s) for any renewal period.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

### **INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:**

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Eligible applicants are: non-profit entities that provide direct services to older individuals within the State of Rhode Island; entities that operate as part of a local level of government in Rhode Island that provide direct services to older individuals within the State of Rhode Island; and tribal organizations that provide direct services to older individuals within the State of Rhode Island. For purposes of this RFP, the term “older individuals” has the meaning ascribed to it in the federal Older Americans Act of 1965, as amended (the “OAA”).
3. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
4. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
5. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent
6. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

7. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
8. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
9. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
10. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
11. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
12. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
13. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
14. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
15. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov) or contact [charles.newton@doa.ri.gov](mailto:charles.newton@doa.ri.gov).

## **SECTION 2: BACKGROUND AND PURPOSE**

DEA is the designated State Agency on Aging for the State of Rhode Island, responsible for the development and implementation of a comprehensive, coordinated system of community-based care for citizens sixty years of age and older. A director, appointed by the Governor, administers DEA. Division responsibilities include developing and implementing a State Plan on Aging under the OAA, serving as the state's Single Planning and Service Agency on Aging under the OAA, advocating for the rights of older individuals, operating services designed to assist seniors to remain independent in the community and funding an array of community based services for the elderly. DEA coordinates these efforts and activities of the State Aging Network through the allocation and monitoring of federal and state funds.

The mission of DEA, “to preserve the independence, dignity and capacity for choice for seniors, adults with disabilities, families and caregivers,” is realized through the administration of state and federally-funded programs and services that help older adults and adults with disabilities live independently in the community, attaining optimal health and an enriched quality of life for as long as possible. Among the community-based programs and services administered by DEA in support of this objective are: information, referral and options counseling; home health care; adult day services; assisted living services; senior health information counseling; waste, fraud, and abuse education; and protective services. DEA has a long history of collaboration with community partners to deliver these services in a coordinated, consistent and locally accessible way.

The purpose of this RFP is to integrate the delivery of many of DEA’s core services related to ***information, referral, and options counseling, as well as optimal health outcomes and service delivery*** for those populations served by DEA. Integration of these core services will ensure that elders and their caregivers can receive essential information, counseling services and assistance that is consistent, culturally appropriate and *close to home*.

Through this initiative, DEA seeks to fund six (6) grantees to integrate and coordinate the following programs:

- **the Senior Health Insurance Information Program (SHIP)** funded by the federal Centers for Medicare and Medicaid Services (CMS) to provide training, education, and outreach about Medicare. The purpose of the SHIP grant is to support a community-based, grassroots network of local SHIP offices that provide personalized counseling, education, and outreach to assist Medicare beneficiaries with their Medicare and related questions. Grant funds are used to support locally accessible counseling and enrollment services to beneficiaries and their caregivers in coordination with CMS, DEA and community partners.
- **the Senior Medicare Patrol (SMP)** program funded by the federal Administration for Community Living (ACL) to equip Medicare beneficiaries with the tools to protect themselves—and help the government prosecute fraudsters and uncover billing mistakes. SMP programs organize volunteers who work in their communities to educate Medicare beneficiaries, family members, and caregivers about the importance of reviewing their Medicare notices to identify errors and potentially fraudulent activity. Local SMP community partner agencies provide assistance when such issues are identified, so that mistakes are corrected and suspected fraud referred to the appropriate authorities.
- **the Regional “POINTS,” key operating partners in Rhode Island’s Aging and Disabilities Resource Center (ADRC).** The regional POINTs provide accessible information, referral,

(I&R/A), and “Options Counseling” about long term care services and supports available to seniors, their families, and caregivers. The regional POINTs are conveniently located in communities state-wide and are supported by OAA funds.

DEA currently anticipates funding six (6) grants in the amount of \$105,000 each for the initial contract period from July 1, 2013 through June 30, 2014, and that the amount of funding available for each of the renewal periods of July 1, 2014 through June 30, 2015 (if applicable), July 1, 2015 through June 2016 (if applicable), and July 1, 2016 through June 2017 (if applicable), would be equal to \$105,000 per grant for six (6) grants.

The portion of such funding allocable to SHIP is subject to the availability of funds allocated by CMS (or any successor federal SHIP funding agency, as applicable) to such purposes and/or changes in allocation of funds; the portion of such funding allocable to SMP is subject to the availability of funds allocated by ACL (or any successor federal SMP funding agency, as applicable) to such purposes and/or changes in allocation of funds; and the portion of such funding allocable to the regional POINTs is subject to availability of funds allocated to DEA under the OAA and/or changes in allocation of funds under the OAA. In addition, all funding under this RFP is subject to changes in allocation of funding by DEA as a result of budgetary and/or program planning actions taken by DEA. DEA also reserves the right to reduce the number of grants made available for each period and/or to reduce the amount of any grant award(s). DEA also reserves the right to terminate this RFP at any time for any reason whatsoever and also reserves the right to not renew contract(s) for any renewal period(s).

### **SECTION 3: SCOPE OF WORK**

#### **General Scope of Work**

Funds awarded by DEA pursuant to this RFP shall be used exclusively for those services detailed in this **Section 3 – Scope of Work** in accordance with this RFP, with no exceptions.

The overall Scope of Work for the Integrated SHIP/SMP/Regional ADRC Project will encompass elements that are common to the current service delivery of each program. Among the **service** elements common to the three programs are:

- one-on-one counseling and assistance with benefit or service application and enrollment;
- locally accessible community sites for consumer convenience;
- the development of partnerships with multi-cultural and other local agencies that serve elders;
- the delivery of outreach, public education, and promotional events about the benefits and services available through the programs;
- extensive expertise in subject areas related to the benefits and services available through the programs.

Among the **administrative and management** elements common to the three programs are:

- data collection, submission and reporting in compliance with all DEA and federal reporting requirements;
- attendance at all DEA and/or federal training opportunities as a condition of program participation;
- monitoring of staff assigned to the programs;
- compliance with all programmatic and financial program deliverables.

Although the SHIP, SMP, and Regional ADRC programs share common service and management elements as noted above, each program has a *unique* Scope of Work associated with it. The Scopes of Work for each of the three programs are described in detail below.

**Successful applicants must commit to compliance, in full, with *all* of the deliverables within the three Scopes of Work during the project period. Successful applicants must demonstrate how they will *integrate* the management, functions, and responsibilities of the three programs as a unified, comprehensive system of information and referral and Options Counseling for older adults, their families and caregivers; education, and outreach to assist Medicare beneficiaries with their Medicare and related questions; education of Medicare beneficiaries in the identification of fraud; and recruitment and retention of program volunteers. Finally, successful applicants must demonstrate how they will deliver these services with effective local accessibility through formal agreements with at least two partner agencies who will “extend the reach” of the applicant to deliver program services in all areas of the applicable region of the state to which the application relates, including underserved areas.**

## **Specific Scopes of Work**

### **1) Scope of Work: Senior Health Information Program (SHIP)**

The purpose of the SHIP program is to support a community-based, grassroots network of local SHIP offices that provide personalized counseling, education, and outreach to assist Medicare beneficiaries with their Medicare and related questions.

Funds are used to support locally accessible counseling services to beneficiaries and their caregivers in coordination with CMS, DEA and community partners. Services provided by each organization to which the State awards a SHIP grant (such organizations are referred to in this Scope of Work as “SHIPs”) are intended for Medicare beneficiaries who prefer or need information, counseling, and enrollment assistance beyond what they are able to receive on their own through other CMS information channels, including 1-800-MEDICARE, [www.medicare.gov](http://www.medicare.gov), and through other sources such as [www.healthcare.gov](http://www.healthcare.gov). Grant funds are used to support a network of local partners, programs, staff, and volunteers that will provide accurate and objective information to help beneficiaries understand and utilize their Medicare related benefits.

Federal requirements mandate that at least \$2,046.75 of the Grant funds provided under this Grant agreement must be spent by each SHIP grantee on one-on-one pharmaceutical benefits counseling to “dual-eligible” individuals, including dual-eligible individuals with mental illness/disabilities. Each SHIP is required to provide evidence of the foregoing from time to time at DEA’s request in such format as shall be required by CMS and/or DEA.

In this grant period, SHIPs will help Medicare beneficiaries make informed healthcare benefits decisions. Under the terms and conditions of the SHIP program, the grantee will be responsible for the following duties, activities, and deliverables:

1. Provide one-on-one counseling and assistance to eligible individuals in need of health insurance information including information:
  - a. that may assist individuals in obtaining benefits and filing claims under Titles XVIII and XIX of the Social Security Act.

- b. regarding policy comparisons for Medicare supplemental policies (as described in section 1882(g)(1) of the Social Security Act, as amended) and information that may assist eligible individuals with filing claims under such Medicare supplemental policies.
  - c. regarding long-term care insurance.
  - d. regarding Medicaid programs, including Medicare Savings Programs.
  - e. regarding other types of health insurance benefits that may be available to eligible individuals in the state, including the Pre-Existing Conditions Insurance Plan.
  - f. regarding health insurance coverage options created under the Balanced Budget Act of 1997 and subsequent amendments under the Balanced Budget Refinement Act of 1999, the Benefits Improvement and Protection Act of 2000, the Medicare Prescription Drug, Improvement and Modernization Act (DIMA) of 2003, and the Medicare Beneficiary Outreach and Assistance Program Grant under the Medicare Improvements for Patients and Providers Act of 2008 (MIPPA).
  - g. to assist the “Dual eligible” population with mental illness and/or their caregivers.
  - h. regarding the preventive benefits offered by Medicare.
  - i. regarding Fraud and Prevention and Abuse initiatives.
2. Promote the SHIP message to the regions, including to those organizations working directly with minorities and “dual-eligibles” with mental illness and/or their caregivers. Allocate no less than \$2,046.75 of the total SHIP award in the 2013-2014 SHIP grant cycle to counseling efforts to dual- eligible persons, including dual-eligible persons with mental illness/disabilities.
  3. Provide a system of referral to the DEA SHIP Director and to appropriate federal or state departments or agencies that provide assistance with problems related to health insurance coverage.
  4. Establish a sufficient number of staff positions (including volunteers) necessary to provide the services of health insurance information, counseling and assistance.
  5. Assure that SHIP staff members (including volunteers) have no conflict of interest in providing health insurance information, counseling and assistance, and are abiding by the security plan for safeguarding confidential beneficiary information and signing the required confidentiality agreement.
  6. Collect and disseminate timely and accurate health insurance information to staff members (including volunteers).
  7. Attend all trainings in partnership with other state and community agencies for SHIP staff members (including volunteers) as required by the DEA SHIP Director to receive the most accurate and up-date health insurance counseling information.
  8. Coordinate the exchange of health insurance information among staff of state agencies and appropriate federal agencies including CMS.
  9. Using the appropriate CMS protocols, make recommendations based on consumer issues and complaints related to the delivery of health care services to those state and federal agencies responsible for providing or regulating health insurance.
  10. Report data into the CMS SHIPTALK reporting system, including:



- Client Contact Forms (CCF)- To be submitted by the 15<sup>th</sup> of the month after date of counseling. CCFs should be entered electronically into <https://shipnpr.shiptalk.org>.
  - Public and Media Event Forms (PAM)- Should be submitted by the 15<sup>th</sup> of the month following the date of event. PAMs should be entered electronically into <https://shipnpr.shiptalk.org>.
  - Resource Report- This report represents an inventory of counselor characteristics and should be submitted to the DEA SHIP Director by May 1.
11. Complete Mid-Year and Year-End Questionnaires for CMS Reports and submit to the DEA SHIP Director as required.
  12. Recruit and retain at least **10** SHIP-certified staff and/or volunteers within the region.
  13. Coordinate and oversee the SHIP counseling activities of all SHIP counselors within the region.
  14. Arrange for SHIP counselors to attend DEA trainings.
  15. Ensure that at least one SHIP staff and/or volunteer participates in monthly CMS calls.
  16. Ensure that all SHIP counselors receive the necessary training to take the appropriate certification exam.
  17. Develop and utilize a protocol to conduct periodic consumer satisfaction surveys and respond to survey findings, including “secret shopper” techniques.
  18. Develop and implement an aggressive community outreach program.
  19. Develop a plan that ensures that culturally appropriate staff or volunteers are available to meet the cultural and language needs of predominant minorities located in the region.
  20. Develop a plan to publicize the availability of SHIP services within the region.  
At a minimum, the plan must have two (2) outreach activities monthly. Maintain an activity calendar with the dates and times of outreach activities. Outreach activities may include participation in radio talk shows and presentations in traditional community locations such as churches, meal sites, elderly housing, health care facilities and non-traditional community sites such as libraries and YM(W)CAs.
  21. Develop effective partnerships with multi-cultural groups or agencies located within the region.
  22. Work with the DEA SHIP Director and other SHIP colleagues to develop training tools and strategies to assure the success of SHIP volunteers. Training activities could include role-playing of common problem situations and developing counseling checklists for common issues.

23. Attend regularly scheduled meetings with the DEA SHIP Director to share “best practices” and lessons learned.
24. Compile and submit required reports to the DEA SHIP Director within the time Frames specified by DEA.
25. Target seniors who are able to master the complexities of Medicare, including the Medicare Prescription Drug Program (Part D), as potential new SHIP volunteers. Possible sources for volunteers include AARP members, retired teachers, human resource professionals, nurses, physicians, hospital administrators and attorneys.
26. Maintain updated SHIP volunteers’ contact information and documentation of certification.
27. Require that the SHIP regional coordinator(s) attain the appropriate certification within a period of time specified by DEA.
28. Ensure that staff and/or volunteers attend CMS trainings, as directed by DEA.
29. Provide a budget cost proposal that includes agency expenses and does not charge more than fourteen percent (14%) on indirect charges.
30. Provide information on a range of independent living services to enhance the quality of life for Rhode Islanders with disabilities and to promote integration of these clients into the community.
31. Provide training for the SHIP network on disabilities, disability service information, and “best practices” in serving the needs of the disability community, in conjunction with community partners, as needed.
32. Provide significant outreach to the community on disability-related issues that will include at least five (5) outreach and education trainings statewide.
33. Ensure aggressive advertising of the outreach/education events to secure attendance of fifty (50) clients (or more) and/or their caregivers.

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***Potential Training and Meeting Schedule:***

SHIP Coordinators meeting with DEA Director:	monthly
Regional SHIP meetings with volunteers:	monthly/ regionally
Regional SHIP meetings with volunteers and DEA:	monthly”Academy”trainings
SHIP basic training:	as needed/regionally
SHIP training/Certification:	as determined by DEA
New SHIP volunteer training:	as needed/ regionally

## **2) Scope of Work-Senior Medicare Patrol**

Under the terms and conditions of the SMP program, the grantee will be responsible for the following duties, activities, and deliverables:

1. Increase the number of senior volunteers to provide information and assistance to increased numbers of RI beneficiaries and their caregivers to “protect, detect and report” suspected health care errors, fraud, waste, and abuse.
2. Work under the direction of the DEA SMP Volunteer Coordinator and Project Director to recruit a diverse population of SMP volunteers; ensure all required ACL/AoA Volunteer and Program Management (VRPM) policies and procedures are followed, including but not limited to: completion of volunteer screening forms, including but not limited to reference checks and background checks according to volunteer role; appropriately train volunteers according to their SMP role; and manage senior volunteers to carry out activities that will achieve SMP program objectives.
3. Maintain updated SMP volunteers contact information, training hours and work hours and record the information each month into the SMART FACTS data entry system.
4. Provide at least two (2) group educational sessions each month; share the SMP message at a minimum of two (2) community events annually; provide one-on-one counseling as needed; and provide other assistance to beneficiaries, their care givers and family members about health care errors, fraud, waste and abuse including information regarding:
  - f. an individual’s health care coverage errors, fraud, waste, or abuse;
  - g. long-term care insurance errors, fraud, waste, and abuse;
  - h. Medicare prescription drug plan errors, fraud, waste, and abuse;
  - i. durable medical equipment marketing fraud, waste and abuse.
  - j. Health Reform and the Affordable Care Act.
5. Provide targeted outreach and collaboration to share the SMP message throughout a grantee’s assigned coverage area, including outreach to and collaboration with additional organizations working directly with beneficiaries and caregivers with limited English proficiency and from other minority backgrounds; “dual eligible” Medicare and Medicaid beneficiaries; homebound beneficiaries; homeless beneficiaries; and adults with disabilities .
6. Communicate with the RI SMP director or other appropriate DEA staff to provide information and/or report consumer complaints and/or suspected Medicare errors, fraud, waste, or abuse and to facilitate appropriate referrals to the RI Attorney General’s office; the Office of the Inspector General Hot Line; the CMS Regional liaison; CMS contractors or other appropriate entities for investigation of complex issues of potential health care fraud, waste, and abuse or related issues.
7. Disseminate timely and accurate health care fraud, waste, and abuse information to staff members, SMP volunteers and beneficiaries or their care givers.

8. Partner with other state and community agencies to train staff and volunteers in the most accurate and up to date health care fraud, waste, and abuse counseling and prevention information.
9. Ensure that all SMP staff and volunteers receive appropriate program training for their assigned roles, as required by DEA and ACL/AoA.
10. Develop partnerships with at least two (2) multi-cultural groups or agencies serving beneficiaries with limited English proficiency located within the assigned coverage area and coordinate culturally appropriate health care fraud, waste, and abuse educational presentations. Ensure appropriate marketing for each event to secure a robust turnout as well as ensuring that the message is reaching the targeted communities.
11. Participate in RI SMP Media Campaigns to publicize the SMP message to all RI communities to prevent fraud, waste and abuse and to recruit SMP volunteers. Utilize the web site, [www.stopmedicarefraud.gov](http://www.stopmedicarefraud.gov) and [www.smpresource.org](http://www.smpresource.org) for resources and tools and have at least one (1) outreach activity monthly.
12. Ensure that culturally appropriate staff or volunteers are available to meet the language needs of non-English speaking beneficiaries.
13. Attend all RI SMP meetings, as required by DEA, with other partners and/or organizations to discuss challenges and share insights by the minority and non-English speaking Medicare/Medicaid beneficiaries who have been assisted by the Program.
14. Comply with all state and federal data collection and reporting requirements related to the project within the required time frames, including the following:
  - enter all SMP data, on a monthly basis, into the SMART FACTS™ system by an assigned SMART FACTS™ user(s) having one unique SMART FACTS™ license assigned and purchased by DEA;
  - provide, at grantee expense, all other computer software and hardware needed to meet program requirements;
  - report all SMP activities and outcomes which cannot be documented in SMART FACTS™ in quarterly narrative reports to the RI SMP Project Director.
15. Comply with all state and federal program requirements related to the project within the required time frames, including the following:
  - attend all required meetings, trainings, webinars, teleconferences, and conferences as required by AoA, the DEA SMP Project Director and/or the RI SMP Volunteer Coordinator;
  - maintain effective communication regarding grant activities with the DEA SMP Project Director, the SMP Volunteer Coordinator and with other grant partners, when appropriate;
  - compile and submit to the RI SMP Director required quarterly narratives of program activities and lessons learned within specified time frames to be determined by DEA. Each

quarterly narrative will be received by the SMP Project Director no later than two (2) weeks after the ending date of said quarter.

### **3.) Scope of Work: Regional POINTs**

Under the terms and conditions of the Regional POINT program, the grantee will be responsible for the following duties, activities and deliverables:

1. Act as a knowledgeable and courteous initial client contact that sets the tone for successful consultation, access and/or referral.
2. Work in collaboration with DEA, the main statewide office of THE POINT, Department of Human Services (DHS), Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH), Executive Office of Health and Human Services (EOHHS), United Way 2-1-1, Ocean State Center for Independent Living (OSCIL), RI Department of Health (HEALTH), DEA-certified case management agencies, and any other community agencies within the Aging and Disability Resource Center (ADRC) partnership network.
3. Identify and furnish appropriate, handicapped accessible space for I&R/A and “Options Counseling” service programs.
4. Hire, train, and orient appropriate and sufficient staff for the Regional POINT program.
5. Install and maintain adequate telephone lines.
6. Install and maintain computer(s) that (a) are running the Windows operating system; (b) have broadband connection to the Internet; (c) utilize the Microsoft Internet Explorer browser; and (d) have the ability to send and receive e-mail, secured, as necessary.
7. Gather and transmit monthly data to DEA via e-mail in a format and on a schedule specified by the DEA in the upcoming section entitled “Data Requirements and Required Reports.”
8. Implement I&R/A and “Options Counseling” programs that address the needs and preferences (cultural and linguistic characteristics) of seniors, their families and caregivers in the service region, including consumers in long term care facilities who seek to return to the community – regardless of income level.
9. Make every effort to respond to inquiries directly as opposed to callers being transferred to a voicemail system.
10. Follow up with clients to ensure that they received services for which they were referred; and provide additional assistance, as needed.
11. Participate in the ADRC partnership which shall include, but not be limited to the following:
  - a. Scheduling appointments for walk-in or home visit services throughout the region, as necessary.

- b. Coordinating and organizing training events, staffing trade shows and development of public relations materials to enhance program access and reporting the events into SHIPTalk for NAPIS data inclusion.
  - c. Participating in workgroup and advisory committee meetings, as requested by DEA.
  - d. Completing all trainings as shall be required by DEA.
12. Demonstrate the capacity to provide the following:
- a. Identify the problem presented by the client, determine the urgency of the problem, and have the ability to determine how to approach the information-giving service.
  - b. Provide information, updated through continual revision, to ensure accuracy of information and comprehensiveness of content about resources, providers, and programs related to long term care and/or chronic care services.
  - c. Indicate to the client those organizations that may be capable of meeting the client's need(s). Assist in linking clients to those resources and organizations and develop a system to follow-through with clients to ensure access and program enrollment has been successful. Organizations may include, but are not limited to:
    - i. Adult protective services, abuse, neglect and exploitation
    - ii. Transportation
    - iii. Health insurance choices and/or counseling (SHIP)
    - iv. Health and nutrition services
    - v. Legal and financial matters
    - vi. Employment, training, and vocational rehabilitation
    - vii. Education, recreation, life enhancement, and volunteerism
    - viii. Long-Term Care Ombudsman Program and other advocacy groups
    - ix. Other relevant social service hotlines
    - x. Licensing and monitoring agencies for nursing facilities and other relevant providers.
  - d. Refer inquiries with defined legal issues to the proper authorities. These include calls that must, by law, be referred to DEA Adult Protective Services (APS), the police department, the fire and emergency medical services, and any agency responsible for serving specific populations.
13. Assist consumers with application to the Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE) program ensuring receipt of complete application documentation and working collaboratively with DEA to guarantee appropriate processing of documentation, program access, and enrollment.
14. Promote the Senior Health Insurance Program (SHIP) and provide SHIP assistance to consumers, as necessary.
15. Collaborate with SHIP volunteers, DEA and other ADRC partners in Medicare Part D annual Open Enrollment events. Each grantee agency will be responsible for the coordination of Medicare Part D annual Open Enrollment events in its assigned region and for ensuring adequate coverage of the assigned region, as well as an adequate number of events and adequate staffing of these events within its assigned region. DEA will provide technical assistance and will aid grantee

agencies in the coordination of the various Open Enrollment events throughout the State; however, DEA shall not be responsible for the staffing of these events.

16. Promote the SMP (Senior Medicare Patrol) program to Medicare eligible consumers, as necessary.
17. Assist all partners, other community agencies, and individuals with inquiries about federal and state guidelines for government benefits and programs.
18. Field basic inquiries and detailed questions from seniors, regardless of income, to streamline the navigation through the long term care system.
19. Assist potential applicants as a secondary resource to family members and caregivers in gathering information and assistance for completion of applications.
20. Attend monthly “Academy” and POINT trainings and others, as requested, regarding ADRC activities, SHIP, SMP and other applicable programs on long- term care programs, benefits, eligibility requirements and processes for successful application and program enrollment.
21. Identify repeated issues of concern for seniors and bring those issues to the attention of DEA.
22. Continue to serve individuals in meeting their needs without limitation on the number of times an individual may utilize the services.
23. Complete and submit all required reporting documentation to DEA, as required in a **timely manner**. Reports will include, but may not be limited to the following:
  - a. CallTracker reporting
  - b. SHIPTALK
  - c. SMP SmartFacts
  - d. All required federal and state grant reports.
24. Provide consumers with support, direction, and assistance in obtaining health insurance benefits, comparing policies, and enrolling in Medicare, Medicare Part D, and Medicaid.
25. Publicize the program to consumers, families, and service providers.
26. Respond to all individuals requesting information, referral, and assistance regardless of whether or not the individual resides within the service region.
27. Provide home visits, as necessary (including for residents of long term care facilities who seek to return to the community), to address the needs of consumers who require program information, or application assistance for program enrollment.
28. Work collaboratively with DEA, the main statewide office of THE POINT, other ADRC partner agencies and statewide community agencies to address and resolve consumers’ needs and issues, as necessary.
29. Demonstrate: (a) an understanding of all requirements of the AIRS Standards and (b) completion of AIRS certification as may be required by DEA.

30. Attend and participate in all in-service trainings scheduled and provided by DEA, including, but not limited to: monthly in-service “Academy” trainings on a variety of topics, in order to share this learned information with consumers and community agencies, as necessary.
31. Work collaboratively with DEA, the main statewide office of THE POINT, and other partners to organize outreach and education trainings, related to statewide programs for consumers, as necessary, and report events data into SHIPTalk for federal reporting by DEA.
32. Advertise and publicize their agencies as available “walk-in” centers within the ADRC system for accessibility to programs and services.
33. Guarantee service availability for consumers Monday through Friday 8:30 am-4:00 pm (or reasonable comparable hours of operation), at a minimum.
34. Services must be provided to individuals of all income levels.

Data Requirements and Required Reports:

1. The grantee shall utilize the “**Call Tracker**” data system and/or any other data system that is developed and/or implemented by the DEA to track consumer contact and activity. The collection of I&R/A data that is required includes, **but may not be limited to: Number of contacts** (telephone, fax, in person); **Type of Caller** (consumer, caregiver, professional); **Number of Contacts by Source of Referral**---based on response to standard question of all contacts---“How did you hear about us?”; **Topics Covered**--- to be specified and recorded; **Number of Contacts that are New vs. Repeat**---based on response to standard question of all contacts---“Have you contacted us before?”; **Needs** ---response is derived from overall communication; **Assistance**---response is derived from communication needs assessment.
2. Additional data reporting requirements may include, **but may not be limited to:** Number of unduplicated clients; Number of contacts per FTE providing I&R/A, intake and eligibility; Number of contacts per 1,000 service area population; Number of contacts by type of assistance provided; Number of contacts followed up by contractor to ensure the caller is satisfied or to determine if the relayed information was acted upon; units of service for one-on-one outreach; group outreach events and clients served; as well as a breakdown of the costs of the various services provided.
3. The Grantee shall electronically and securely transmit to DEA monthly reports generated from the “**Call Tracker**” data system and generated from any other data system that is developed and/or implemented by DEA.
4. The Grantee shall provide DEA with monthly reports that include data collection of outreach and group education efforts that include, but may not be limited to: Date of Activity; Group Name; Number of Attendees; Location; Subject(s); Start Time; and End Time. Identify type of outreach events and note if it is nutrition based or not.
5. The Grantee shall utilize the SMP’s (Senior Medicare Patrol Program) SMARTFACTS™ data system to document and submit electronically, reports related to SMP consumer outreach.
6. The Grantee shall gather and electronically transmit data that is generated from the Senior Health Insurance Program (SHIP) through the SHIPTALK data system.



7. The Grantee shall provide DEA with any additional reports related to federal programs, as necessary, or as required by DEA [e.g., National Family Caregiver Support Program (NFCSP), Aging & Disability Resource Center Grant (ADRC)].

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**Delivery of Service Requirements:**  
**Statewide Regions for Integrated SHIP, SMP, Regional POINT Projects**

In 2012, DEA issued an RFP for Case Management Services statewide. The Case Management RFP provided for case management services to be provided on a regional basis and divided the State into six (6) geographic regions, based on an analysis of the most recent *census data for RI, including age-related demographics, and DEA service utilization history for each region*. This methodology ensured a deployment of resources and community access for consumers that was convenient, efficient, culturally appropriate and consistent across the state. To ensure that these elements are embedded in this project, DEA likewise will seek six (6) agencies (i.e., one agency per region) to provide **integrated services for SHIP, SMP, regional ADRC services** for the same six regions as follows:

- **Region 1:** includes the following cities and towns: Burrillville, Glocester, Foster, Scituate, Woonsocket, North Smithfield, Smithfield, Johnston, Cranston, Cumberland, Lincoln, North Providence
- **Region 2:** includes the following cities and towns: Warwick, West Warwick, Coventry, East Greenwich, West Greenwich
- **Region 3:** includes the following cities and towns: Exeter, Hopkinton, Richmond, Westerly, Charlestown, North Kingstown, South Kingstown, Narragansett, New Shoreham
- **Region 4:** includes the following city: Providence
- **Region 5:** includes the following cities and towns: Central Falls, Pawtucket, East Providence, Barrington, Warren, Bristol
- **Region 6:** includes the following cities and towns: Portsmouth, Tiverton, Little Compton, Middletown, Newport, Jamestown

**To further ensure that services provided by each grantee are consumer-centered, culturally appropriate, and locally and easily accessible, proposals should demonstrate a coordinated, organized and efficient system of services in the region that can be easily understood by the public. Successful bidders will be required to demonstrate that they will enter into formal agreements with sub-contractors within their region to integrate and disseminate information and services in a coordinated, organized and efficient manner *fully* across the regions for which they are responsible. Each grantee shall be solely responsible for ensuring its subcontractors' compliance with the terms and conditions of the grant.**

**Additional Responsibilities for all Successful Respondents to this RFP:**

1. Provide all office and program space, office equipment, and office support necessary to meet all requirements of this contract.

2. Bear all costs associated with implementation and performance of this contract.
3. Meet all computer system and data reporting requirements. The grantee must be willing to procure, at its expense, all required license(s) to access any data system required to be used by DEA in order to track client contacts and activity. The grantee also must be willing to obtain, at its expense, all computer software and hardware needed by the grantee to meet program requirements.
4. Obtain and maintain all required insurance necessary to cover project staff.
5. Supervise all staff related to this grant, including all subcontractor duties.

#### **SECTION 4: PROPOSAL**

**Narrative and format:** The proposal should include specifically each of the following required elements:

- A) **Technical Narrative** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation (**the narrative is limited to ten (10) pages**, excludes any appendices, and as appropriate, includes resumes of key staff that will provide services covered by this request). The Narrative should describe the applicant's understanding of the State's requirement and a work plan for accomplishing the results proposed, including the following:

1. **Organizational Description** – Describe the organizational history, services and programs provided by the agency. Include here the agency's ability to work with the target populations identified in this RFP. Describe the qualifications, functions and responsibilities of staff members who will be involved with the program.

Including, but not limited to, the following:

- a. Articles of Organization of the Applicant; List of Board of Directors, By-Laws (or other appropriate ownership agreement, such as a partnership agreement, if applicable); &
- b. Demonstration of Board (or partnership) endorsement, if applicable, supporting the organization's commitment to undertake the proposed project.

2. **Project Plan** - Present a clear outline of the plan of work. Outline the overall goals of the project; the specific objectives; activities planned to meet the goals and objectives; planned subcontracts with community agencies. Include an organizational plan that will ensure proper and efficient administration of the project, including the proposed location(s) and start-up date. Include an Evaluation Plan as to how the project will measure compliance with the required objectives. Including, but not limited to, the following:

- a. Letters of Commitment from at least two proposed subcontractors.

- B) **Budget and Financial Capacity**, including 1) the completion of the form which begins on **page 23 of this application** and 2) a budget narrative (**not to exceed three (3) pages**) which explains, in reasonable detail, the budget for the proposed project and which discloses all other sources of funding for the project.

Including, but not limited to, the following:

- a. Most recent audited financial statements of the applicant. For agencies under \$250,000, either unaudited statements or a copy of agency 990 tax statement;
- b. Current year operating budget including revenue sources and expenses;
- c. If applicable, copy of 501 (c) (3) tax exempt IRS Letter, or that of the fiscal sponsor; &
- d. If applicable, documentation of the applicant's approved indirect cost rate.

**DIRECT/INDIRECT COSTS:** In developing proposals, applicants should maximize the use of grant funds for the direct provision of services. In addition, the indirect cost rate for the proposal cannot exceed the lesser of (a) the applicant's current federally approved indirect cost rate or (b) fourteen percent (14%); if the applicant has no current federally approved indirect cost rate, then indirect costs will not be permitted (the indirect cost rate is calculated by dividing the indirect costs of the project by its direct costs).

**NOTE: Applicants wishing to apply for grants for more than one region must submit a separate application for each region.**

**SECTION 5: EVALUATION AND SELECTION**

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. The proposal must receive a minimum of 70 (70%) out of a maximum of 100 technical points to be considered responsive. Any proposals scoring less than 70 points will be dropped from further consideration.

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
<p><b>Organizational Capacity/Staffing Levels (see Section 4)</b></p> <ul style="list-style-type: none"> <li>• Is the agency able to meet required deliverables with its proposed staffing levels?</li> <li>• Does the staff have the appropriate qualifications and experience to provide the proposed services?</li> <li>• Are position descriptions clear and appropriate?</li> <li>• Does the agency demonstrate sufficient management and organizational capability?</li> <li>• Does the applicant demonstrate an ability and willingness to coordinate with other service programs and agencies in the community related to older individuals?</li> </ul>	35 Points
<p><b>Project Plan Quality (see Section 4)</b></p> <ul style="list-style-type: none"> <li>• Are the objectives for the proposed project clearly defined, measurable and timely?</li> <li>• Has the applicant identified the region for which is it is applying and the community agencies with which it will subcontract on the grant?</li> <li>• Has the applicant demonstrated how services will be provided in an efficient, coordinated and organized manner so that services will be easily accessible?</li> <li>• Has the applicant explained how their project will reach the target populations set forth in this RFP?</li> <li>• Has the applicant described with specificity the activities they plan to offer during the one-year grant period?</li> <li>• Does the proposal fit the RFP’s identified program areas/priorities?</li> <li>• Does the applicant agree to meet all required deliverables?</li> </ul>	35 Points
<p><b>Budget Proposal (see Section 4)</b></p> <ul style="list-style-type: none"> <li>• Does the proposed budget comply with the requirements of the RFP?</li> <li>• Has the budget narrative been included which describes the budget in reasonable detail?</li> <li>• Are budgeted costs reasonable, allowable, and cost effective for the activities proposed to be undertaken?</li> <li>• Does the agency have other sources of financial support?</li> <li>• Has the agency included, for review, its most recent audited financial statements?</li> </ul>	30 Points
<b>Total Possible Points</b>	<b>100 Points</b>

**Points will be assigned based on the applicant’s clear demonstration of its abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.**

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal. Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

The Department of Human Services/ Division of Elderly Affairs reserves the exclusive right to select the applicant(s) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

## **SECTION 6: PROPOSAL SUBMISSION**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [David.Francis@purchasing.ri.gov](mailto:David.Francis@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7461371** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted, other than at the Pre-bidders Conference described below.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

**PRE-BIDDERS CONFERENCE: Friday, April 5, 2013 @ 10:00 AM (EST) at Rhode Island Division of Elderly Affairs, Hazard Building, 74 West Road, Cranston, RI 02920, Garden Level Conference Room.**

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP#7461371: Integrated Senior Health Information Program (SHIP), Senior Medicare Patrol (SMP), and Regional Aging and Disabilities Resource Center (ADRC) Services**" to:

RI Dept. of Administration  
Division of Purchases, 2nd floor  
One Capitol Hill  
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

## RESPONSE CONTENTS

Responses shall include the following, in addition to the Proposal:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. One (1) completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov) (included in the original proposal).
3. **A signed and sealed Proposal** including the **Technical Narrative** (describing the qualifications/background of the applicant and experience with and for similar projects) and **Budget and Financial Capacity** (reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project), as described in **Section 4** of this solicitation.
4. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

## CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

Every applicant that is awarded funding pursuant to this RFP must enter into a written grant with DEA in a form to be prescribed by DEA (the terms and conditions set forth in this RFP are not inclusive of all the requirements that will be set forth in the grant). The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

**Appendix A: BUDGET FORM**

**PROJECT COSTS**

(Term-7/1/2013 – 6/30/14)

COST CATEGORY	TOTAL AMOUNT OF EACH COST (including RIDEA funding)	RIDEA FUNDING ALLOCATED TO EACH COST
<b>DIRECT PROGRAM COSTS:</b>		
PERSONNEL	\$	\$
FRINGE BENEFITS	\$	\$
CONSULTANTS/SUBCONTRACTORS	\$	\$
IN-STATE TRAVEL	\$	\$
OUT-OF-STATE	\$	\$
PRINTING	\$	\$
SUPPLIES	\$	\$
EQUIPMENT	\$	\$
EDUCATION MATERIALS	\$	\$
OTHER	\$	\$
<b>TOTAL DIRECT CHARGES:</b>	\$	\$
<b>INDIRECT CHARGES (only may be requested if Provider has a federally approved indirect rate and not to exceed lesser of (a) 14% or (b) Provider's Federal approved indirect rate; to the extent funded by RIDEA funds, only can be requested on the RIDEA-funded portion of the direct charges):♣</b>	\$	\$
<b>TOTAL PROJECT COSTS: *</b>	\$	

♣ If Indirect Charges are being requested, a copy of the Provider's Federal Indirect Rate agreement must be included with this application and will not count toward any page limitation.

\* The Total Project Cost, as well as all resources being applied to the total Project Cost, must be disclosed in this budget.

**Appendix B: PROJECT RESOURCES**

<b>RESOURCES CONTRIBUTED BY AGENCY, IF ANY:</b>	
USED AS MATCH:	
<b>CASH</b>	<b>Not Applicable</b>
<b>IN KIND</b>	<b>Not Applicable</b>
NOT USED AS MATCH:	
<b>CASH</b>	<b>\$</b>
<b>IN KIND</b>	<b>\$</b>
<b>TOTAL REQUEST FROM RIDEA :</b>	<b>\$</b>
<b>TOTAL PROJECT RESOURCES (must equal total Project costs):</b>	<b>\$</b>



## Appendix C: BUDGET JUSTIFICATION

### DIRECT PROGRAM COSTS - DETAIL OF PERSONNEL

NAME POSITION TITLE DESCRIPTION OF GRANT DUTIES	TOTAL ANNUAL SALARY \$	TOTAL ANNUAL FRINGE \$	TOTAL ANNUAL COMPENSATION \$	PERCENTAGE OF TIME DEVOTED TO PROJECT %	TOTAL AMOUNT (\$) CHARGEABLE TO RIDEA GRANT AWARD
<b>TOTAL REQUEST FROM RIDEA FOR PERSONNEL</b>					\$

### DIRECT PROGRAM COSTS - DETAIL OF CONSULTANTS/SUBCONTRACTORS

NAME	POSITION TITLE	HOURLY RATE \$	NUMBER OF HOURS	TOTAL COST \$	TOTAL AMOUNT (\$) CHARGEABLE TO RIDEA GRANT AWARD
<b>TOTAL REQUEST FROM RIDEA</b>					

**EXPLANATION OF OTHER DIRECT EXPENSES**

EXPENSE CATEGORY	DESCRIPTION	TOTAL COST \$	TOTAL AMOUNT (\$) CHARGEABLE TO RIDEA GRANT AWARD
<b>TOTAL REQUEST FROM RIDEA</b>			

**EXPLANATION OF INDIRECT AND/OR OVERHEAD EXPENSES**

EXPENSE CATEGORY	DESCRIPTION	TOTAL COST \$	TOTAL AMOUNT (\$) CHARGEABLE TO RIDEA GRANT AWARD
TOTAL REQUEST FROM RIDEA			

**EXPLANATION OF OTHER RESOURCES APPLIED TO TOTAL PROJECT COST**

DESCRIPTION	AMOUNT