

REQUEST FOR PROPOSAL



Advertised Date: 09/13/2020

Request for Proposal (RFP) Title:

Legal Services

Due Date: 11/06/2020 – no later than 4:00 p.m., Local Time

Electronic Proposals are hereby solicited and will only be received via email: SHS-SpecialProjects@co.snohomish.wa.us

Subject Line: Legal Services

RFP Candidate Conference Call:

A pre-RFP conference call will be held Tuesday, September 22, 2020 from 11:30 a.m.-12:30 p.m. The conference call will take place via Microsoft Teams Meeting. You can join the call by phone using the following number and conference ID:

Microsoft Teams Conference Call:

Phone number: 425-388-5444

Conference ID: 4789239

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REQUEST FOR PROPOSALS

1. SCHEDULE

Due to Covid-19 restrictions, the county buildings are closed and the employees are working remotely, therefore, RFP packets will not be accepted in person at the Snohomish County office.

DATE	EVENT
9/14/2020	Release of RFP Application Packet
9/22/2020	<p>RFP Candidate Conference Call</p> <p>Microsoft Teams Conference Call:</p> <p>11:30 a.m.-12:30 p.m., Local Time</p> <p>Phone number: 425-388-5444</p> <p>Conference ID: 4789239</p>
09/25/2020	<p>RFP Written Questions Due to SHS-SpecialProjects E-mail</p> <p><i>Questions shall be submitted to the County by email to SHS-SpecialProjects@co.snohomish.wa.us no later than 4:00 p.m., Local time.</i></p>
10/1/2020	County Response to RFP Written Questions and Summary of RFP Candidate Conference Call
10/6/2020	Mandatory Letter of Intent Due, no later than 4:00 p.m., Local Time
11/6/2020	RFP Proposals due by 4:00 p.m., Local Time
11/16-11/20/2020	Proposal Evaluation Committee (PEC) review and evaluation of proposals
12/15/2020	Notification sent to RFP candidates and contracting process initiated

REQUEST FOR PROPOSAL

2. OVERVIEW

A. Issuing Agency

This Request for Proposals (RFP) is issued by the Snohomish County Department of Human Services, Long Term Care and Aging, (hereinafter referred to as the "County").

B. Purpose

Snohomish County is soliciting proposals from organizations to contract for the following program: Legal services to older adults, age 60 and over, residing in Snohomish County.

C. Availability of Funding

The successful RFP candidate will contract for the amount of: \$118,152 (no guarantee of funding) and the contract start date will be: January 1, 2021.

Program	Estimate of Anticipated Funding
Legal Services	\$118,152

3. SCOPE OF WORK TO BE PERFORMED

A. Program Description

The Legal Services program shall assist older persons in advocating for their rights, benefits and entitlements. Services in non-criminal matters will be provided by attorneys, paralegal and other staff and range from legal advice and drafting of simple documents to representation in complex litigation.

B. Eligibility Criteria for Client being served by Legal Services

All services provided under this Contract shall be provided to older adults, age 60 and over, who reside in Snohomish County.

4. QUALIFICATION REQUIREMENTS

A. Staff Requirement

The agency shall employ the services of an attorney.

B. Minimum Service and Outcome Requirements

The Agency shall provide a minimum of 1,000 hours of legal services during the Contract period.

1. Client Representation

Legal staff shall provide advocacy and legal counseling to a minimum of seventy (70) individual persons in the following forms of legal assistance:

- a. Legal advice;
- b. Brief legal services including, but not limited to, phone calls, letter writing, document drafting and review, or negotiation;
- c. Representation at administrative hearings; and
- d. Representation in court.

2. Elder Abuse Prevention

Ten (10) of the minimum required hours of service during the Contract period shall be in providing services to prevent elder abuse. Legal staff may fulfill this requirement by providing advocacy and counseling to individual persons and/or by providing community education on the subject of elder abuse prevention.

3. Client Referral

Support and legal staff shall provide information and referral to other sources of legal assistance to older persons whose cases cannot be handled by office staff. Such persons shall be referred to the appropriate legal resources.

4. Advocacy Support

Legal staff shall provide assistance and technical support such as those described below:

- A. Referral, Training, Information, and Technical Relationship with Senior Service Providers: Services provided by legal staff shall include consultation sessions, as needed and appropriate, with Homage Senior Services Aging and Disability Resource Network (ADRN) program staff. The assistance to be provided to staff of the ADRN program (and to other senior service providers, as appropriate) shall include the following functions:

1. Referrals between agencies to assure that clients receive the level and kind of service appropriate to their needs;
2. Identification of client issues in need of advocacy;
3. Identification of clients and client groups most in need of legal services;
4. Training and technical assistance for service providers concerning substantive and procedural laws affecting the rights, benefits or entitlements of their clients in order to enhance their ability to provide effective services; and
5. Provision of legal information, including bulletins, manuals and updates concerning the rights, benefits and entitlements of older persons.

5. DEVELOPMENT AND DISTRIBUTION OF EDUCATIONAL MATERIALS.

- A.** Pamphlet Development and Distribution: At least one (1) major pamphlet concerning a relevant legal topic for older adults shall be prepared and distributed by the Agency throughout the County to appropriate service agencies and facilities. A publication meeting this definition posted on Washington LawHelp authored by Agency staff will satisfy this requirement. Other pamphlets concerning relevant law topics shall also be distributed periodically to Snohomish County senior centers and to other appropriate locations where older adults congregate. Legal pamphlets shall also be provided as appropriate to clients contacting the office.
- B.** News Articles: As appropriate, information concerning legal issues of concern to seniors shall be provided to County older adults newspapers.
- C.** Senior Advocates Bulletin: Periodic bulletins concerning legal issues relevant to older adults and service providers, especially related to medical and other benefits, shall be distributed to senior service providers in the County.

6. TRAINING REQUIREMENTS

The Agency shall establish a training plan for all employees performing services under this Contract. The plan shall provide for orientation of new employees and ongoing in-service training for continuing employees. The training must be provided by qualified individuals and will include either formal training sessions or on-the-job training. The dates and topics of training received shall be documented in a central file or in the personnel files of all employees who have received the training.

7. ADDITIONAL CONTRACT REQUIREMENTS

A. Emergency Procedures

1. The Agency shall establish written procedures to be followed in the event a client becomes ill or is injured while at the Agency's office or if staff is at the client's home. The plan must be thoroughly explained to staff and volunteers.
2. The Agency shall have a plan for serving currently authorized clients during periods when normal services may be disrupted. Disruption to normal services may include earthquakes, floods, snowstorms, and other natural disasters. Particular attention should be made for those clients who are most at risk.
 - a. When services are delivered at the Agency's workplace, the plan will include: contact information for high-risk clients, a list of emergency services, and stores of emergency provisions.
 - b. When services are delivered "off site," the plan will include contact information for high-risk clients.

B. Mandated Reporting Requirements

The Agency shall report all instances of suspected client abuse to Department of Social and Health Services (DSHS), in accordance with Chapter 74.34 RCW.

C. Client Grievance Procedure

All clients must receive written information about the Agency's Grievance Procedure.

D. Quality Control

It is the responsibility of the successful RFP candidate to comply with contract language and to assure the quality of services provided. The successful RFP candidate shall have in place internal controls for monitoring standards, contract compliance and the quality of services delivered.

E. Location of Services

1. Services provided under this Contract shall be provided in the client's home or other sites located within Snohomish County according to the preference of the client. All sites where services described in this Contract are rendered, excluding client homes, must be accessible to disabled individuals.
2. The Agency shall provide toll-free telephone service for County residents to contact the Agency.

8. PROPOSAL/SUBMITTAL PROCEDURE

A. Letters of Intent

RFP candidates intending to submit a proposal must submit a Letter of Intent to propose by **Tuesday, October 6, 2020**, no later than 4:00 p.m., Local Time.

The Letter of Intent shall be submitted to:

SHS-SpecialProjects@co.snohomish.wa.us

Organizations **that do not submit** a Letter of Intent by **Tuesday, October 6, 2020**, no later than 4:00 p.m., Local Time will forfeit their right to propose.

B. Notice of Solicitation

Failure of the County to notify any party or parties directly regarding the availability of this RFP shall not void the proposal process.

C. Deadline for Submittal

To be considered, proposals must be received by **Friday, November 6, 2020**, no later than 4:00 p.m., Local Time.

Electronic Proposals are hereby solicited and will only be received via email: SHS-SpecialProjects@co.snohomish.wa.us

Late proposals are ineligible and will not be considered.

D. Modification of Proposal

In the event that a RFP candidate desires to change any part(s) of a previously submitted proposal, the **entire proposal** must be resubmitted **prior to the closing date and time** indicated in the Schedule on page 1. After the closing date, no modification(s), including partial modifications submitted will be considered. Only the original proposal submitted shall be considered.

E. Addendum to RFP

At any point in time it becomes necessary for the County to revise any part of the RFP, an addendum will be provided to all organizations who have submitted a Letter of Intent. Failure of the County to notify any party directly regarding addenda to this RFP shall not void the process.

F. Authorship

Proposals developed with the assistance of organizations or individuals outside the proposer's own organization (including paid consultants) should be identified. No contingent fees for such assistance will be allowed to be paid under any contract or grant resulting from this RFP.

G. Proposal Costs

RFP candidates shall be fully responsible for any and all costs incurred in the preparation and submittal of their proposals.

H. Acceptance of Terms

By submitting a proposal in response to this RFP, the RFP candidate accepts all terms and conditions of this RFP, as well as all County, state and federal regulations and requirements pertaining to the operation of the solicited services. If selected, the successful RFP candidate agrees to be bound by the proposal and the RFP incorporated in an agreement with the County unless the County agrees that specific parts of either the RFP or the proposal are not part of the agreement. The County reserves the right to introduce additional terms and/or conditions during final contract negotiations.

All contracts administered by Snohomish County Department of Human Services require execution of the Basic Terms and Conditions (Attachment 6) and Business Associate Agreement (Attachment 7) to which the successful RFP candidate must agree as a part of, and a requirement of, this RFP.

I. Right to Reject, Negotiate and/or Cancel

The County reserves the right to reject any or all proposals if such a rejection is in the County's best interest. This RFP is a solicitation for offers and is not to be construed as an offer, guarantee or a promise that the solicited services will be purchased by the County. The County may withdraw this request for proposals at any time and for any reason without liability for damages including, but not limited to, bid preparation costs.

Additionally, the County reserves the right to negotiate with the successful RFP candidate and may request additional information or modification from the successful RFP candidate. When deemed advisable, and before any contract is let, the County reserves the right to arrange an on-site pre-award review to determine the successful RFP candidate's ability to meet the terms and conditions of the RFP.

J. Evaluation Process

A Proposal Evaluation Committee reviews and rates proposals and will make recommendations to the director of the Snohomish County Human Services Department.

K. Contract Award

The contract award will be final when Snohomish County and the successful RFP candidate(s) have executed contract(s). The initial anticipated contract(s) will be awarded January 1, 2021 through December 31, 2021.

L. Protests of Contract Awards

RFP candidates who have submitted a proposal may protest the award of the contract. The process for protesting the award is as follows:

1. Protests must be filed in writing by email to aime.fink@snoco.org within seven (7) business days of the notification to proposers. All protests are public information after the protest period ends.
2. All protests must state the basis for the protest in clear terms and provide an alternative the protester finds acceptable. The basis of the protest must be a violation of a state or federal contracting law, rule, or regulation applicable to the contracting process.
3. The County will review protests that meet the above conditions.
4. During any part of the review or consideration, the protester may be asked to clarify or amplify statements or to provide proof of claims or other statements. Any such requests must be fully responded to within the time designated by the County. In the event a protester fails to respond, the protest will be dismissed and no further protest will be accepted relative to this RFP.
5. The County Human Services Director or the Aging and Disability Division Manager will review the protest and issue a written response that is intended as a complete and final answer to the protest. The answer will be issued no later than ten (10) business days after the submittal of the protest.

9. SAFEGUARD OF CLIENT INFORMATION

- A. The major goal of the Privacy Rule of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), is to assure that an individual's health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well-being. Effective April 14, 2003, the Privacy Rule limits the ways in which Protected Health Information about individuals can be used or disclosed. Where use

of disclosure is permitted, a written agreement that contains the required privacy language detailing the limits of the use or disclosure is required.

- B. In addition to the Privacy Rule of HIPAA, contractors are prohibited from permitting the disclosure of the contents of any records, files, papers, software, or other communications connected with the administration of its programs for purposes not connected with official business. Official business shall include purposes connected with the administration of County programs.

10. REPORTING REQUIREMENT

Successful RFP candidates shall submit monthly billings of service activities carried out under the contract. The billings are due to the County no later than ten (10) days following the end of each calendar month and proof of the services rendered will be provided to the County during the yearly monitoring of the contract.

11. GENERAL PROVISIONS

- A. The County reserves the right to reject any and all responses received and to issue no contracts as the result of this RFP.
- B. Proposals that do not address all areas stipulated in this RFP may be deemed non-responsive and not be considered further for any contract awarded as a result of this RFP.
- C. The provisions of this RFP, the responses to this RFP, and any additional contract clauses or provisions required by state law or regulation in effect at the time of execution of the contract will be incorporated into the resulting contract by reference or by operation of a law.
- D. The County reserves the right to make an award without any further discussion with the RFP candidates regarding the responses received.

12. PROPOSAL (SUBMITTAL) REQUIREMENTS

RFP candidates submitting a timely Letter of Intent will receive the following electronic attachments on Wednesday, October 7, 2020.

Proposals (submittals) shall include, at a minimum, the following:

- A. **Proposal Face Sheet:** The proposal face sheet must be completed, signed or electronically signed by the person authorized to enter into contractual agreements on behalf of the RFP applicant and, if required, the RFP applicant's Board chairperson. Please complete the electronic form--attachment 1.

B. **Technical Section:** The Technical section of the proposal shall define and indicate the methodology for delivery of the services. Please complete the electronic form--attachment 2. Be as concise as possible.

C. **Management Section:** The Management Section of the proposal shall describe how the program will be managed and by whom. Please provide the following information. Be specific and complete. Please complete the electronic form--attachment 3. Be specific and complete.

D. **Budget Section:** Complete Proposal Budget Worksheet in congruence with dollar amount of proposal. Please complete the electronic form--attachment 4.

E. **Attachments:**

- Attachment 1: Request for Proposal Face Sheet
- Attachment 2: Technical Section
- Attachment 3: Management Section
- Attachment 4: Proposal Budget Worksheet, including match requirement
- Attachment 5: Request for Proposal Checklist
- Attachment 6: Basic Terms and Conditions
- Attachment 7: Business Associate Agreement

13. EVALUATION CRITERIA

Proposal evaluations will be based on the RFP candidate responses as follows: Technical Section; Management Section; and Budget Section. Proposals should be submitted in measurable, realistic terms from a budgetary, technical and programmatic standpoint. The Committee will employ a proposal rating system which assigns scores to each proposal.

A. Technical Section – 55%	
1. Legal Services Program Description	15 points
2. Orientation and Training Plan	10 points
3. Legal Services Program Participant Grievances	10 points
4. Eligibility for Legal Services Program	10 points
5. Outreach	10 points
B. Management Section – 35%	
1. Governance	2 points

2. Data Collection	3 points
3. Quality Assurance	10 points
4. Experience	10 points
5. Legal Service Program Capacity	10 points
C. Budget Section – 10%	
1. Proposal Budget Worksheet (Attachment 4)	10 points

14. RFP QUESTIONS/CLARIFICATIONS

Questions shall be submitted to the Snohomish County Long Term Care and Aging by email to SHS-SpecialProjects@co.snohomish.wa.us no later than **Friday, September 25, 2020, 4:00 p.m. Local Time.**

Silent Period. A Silent Period is established between the time the County develops the RFP and the time that the County recommends funding award(s) of the RFP. The Silent Period includes the issuance, submittal receipt and evaluation of the RFP. All proposers, consultants or individuals acting on their behalf are hereby prohibited from contacting or lobbying any County employee, official or representative regarding this RFP during the Silent Period. All communications regarding this RFP should be addressed during the RFP Candidate Conference Call and/or submitted in writing via email as stated in the RFP Schedule. Failure to observe to the Silent Period may disqualify the proposer and/or delay or void the RFP.

15. ADDENDA

If at any time the County changes, revises, deletes, clarifies, or otherwise modifies the RFP, the County will issue a written addendum to the RFP and post it on the County Website.

16. INSURANCE REQUIREMENTS AND INDEMNIFICATION

See Attachment 6, Basic Terms and Conditions, Section XXXVI.

17. TITLE VI (FEDERAL) NON-DISCRIMINATION

Snohomish County assures that no person shall on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, as amended, and the Civil Rights Restoration Act 1987 (P.L. 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any County sponsored program or activity. Snohomish County further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

18. COUNTY NON-DISCRIMINATION

By signing and submitting a response to this RFP, the proposer (firm or individual) certifies that, in the event it is awarded a contract under this competitive solicitation (i.e., becomes the “successful contractor”), and as of the date of contract award, it shall comply with the “Non-Discrimination Clause” provided below:

Non-discrimination. It is the policy of the County to reject discrimination which denies equal treatment to any individual because of his or her race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability as provided in Washington’s Law against Discrimination, Chapter 49.60 RCW, and the Snohomish County Human Rights Ordinance, Chapter 2.460 SCC. These laws protect against specific forms of discrimination in employment, credit transactions, public accommodation, housing, county facilities and services, and county contracts.

The contractor shall comply with the substantive requirements of Chapter 2.460 SCC, which are incorporated herein by this reference. Execution of a contract constitutes a certification by the contractor of the contractor’s compliance with the requirements of Chapter 2.460 SCC. If the contractor is found to have violated this provision, or to have furnished false or misleading information in an investigation or proceeding conducted pursuant to this Agreement or Chapter 2.460 SCC, the contract may be subject to a declaration of default and termination at the County's discretion. This provision shall not affect the contractor's obligations under other federal, state, or local laws against discrimination.

19. FEDERAL SUSPENSION AND DEBARMENT

Federal Executive Order 12549 prohibits federal, state and local public agencies receiving grant funding from contracting with individuals, organizations, or companies who have been excluded from participating in federal contracts or grants.

The purpose of this certification is for the contractor/vendor to advise Snohomish County, in writing, of any current Federal Suspension and Debarment.

20. PUBLIC DISCLOSURE

Submittals received by Snohomish County in response to this solicitation become public records and are subject to Chapter 42.56 RCW, the Public Records Act.