

# Kern Regional Center

3200 No. Sillect Ave.  
Bakersfield, CA. 93308  
(661) 327-8531  
(661) 873-4540 FAX

## Request for Proposal

DATE OF POSTING: October 17, 2022

Kern Regional Center (KRC) is a private, non-profit agency under contract to the State Department of Developmental Services to provide services to children and adults with developmental disabilities in Kern, Inyo, and Mono Counties. As a part of its service, KRC purchases transportation for consumers who cannot use public transportation to attend day programs.

KRC is now seeking qualified applicants to provide Transportation Broker services for Kern, Inyo, and Mono Counties, as defined in California Code of Regulations (CCR), Title 17, Section 54342 (a)(83):

*(83) Transportation Broker - Service Code 883. A regional center shall classify a vendor as a transportation broker if the vendor:*

*(A) Is not the transportation service provider; and*

*(B) Develops routing and time schedules for the transport of consumers to and from their day program;*

*(C) In addition to performing the duties specified in (A) and (B) above, a transportation broker may:*

*1. Conduct monitoring and quality assurance activities; and/or*

*2. Perform safety reviews; and/or*

*3. Assist the regional center in implementing contracted transportation services.*

Entities that are vendored or meet the requirements as described above shall be eligible to submit a proposal. The ideal applicant will have knowledge of Kern, Inyo and Mono Counties, will foster positive working relationships with consumers, vendors and staff, and will provide efficient services in a cost effective manner.

Start-up funds are not included with this RFP.

### SCOPE OF WORK:

KRC's expectation is that the selected applicant will provide the following;

- A. Provide routing and scheduling for all transportation providers who are vendored under service code 880 and 875. Maintain consumer database, map(s), routes, and fleet configurations.
- B. Provide cost analysis for individual consumers when requested.
- C. Conduct monitoring and quality assurance activities for all 880 and 875 transportation providers including unannounced visits, route audits, ride a longs, and stop observations. This may include semi-annual evaluations for each transportation vendor. The applicant will also assist KRC Service Coordinators in resolving transportation concerns for the individuals/families they serve.
- D. Ensure vendor record retention requirements are being met.

- E. Perform safety reviews on vehicles.
- F. Assist KRC with the implementation of contracted transportation services.
- G. Conduct training for transportation vendors including assisting with driver safety training.
- H. Follow-up on Special Incident Reports.
- I. Have knowledge of all applicable laws and regulations and assist transportation vendors with ensuring they are followed (i.e., Welfare and Institutions Code, CCR Title 17, Commercial Codes and Vehicle Codes).
- J. Provide KRC with billing analysis and reports on a monthly basis for transportation vendors. Use daily route data to calculate actual costs for each route based upon the vendor's contracted rate amount and rate type. Provide KRC with other reports as requested.
- K. Assist KRC with developing transportation resources in outlying areas.
- L. Attend stakeholder meetings related to transportation for people with developmental disabilities.

**SUPPLEMENTAL REQUIREMENTS:**

In addition to the Scope of Work listed above, once selected, the applicant must ensure the following:

- A. Maintain local staff within the KRC catchment area.
- B. Maintain experienced and knowledgeable staff.
- C. Maintain staffing levels to accommodate workload.
- D. Utilize appropriate and adequate transportation routing software and provide training to vendors if applicable.
- E. Meet insurance requirements as prescribed by KRC. See Attachment F
- F. Complete the Regional Center Vendorization process.

**Submission Information:**

- 1. Proposals are due by November 4, 2022 at 5:00 pm
- 2. Late submissions will not be considered.
  - a) Provide all proposals to Simone Huerta, Community Services Specialist, via Email at: [Simone.Huerta@kernrc.org](mailto:Simone.Huerta@kernrc.org) and request a read receipt.

**Notice to Applicants:**

- 1. KRC reserves the right to accept or reject any or all proposals. In the event that no proposal is selected for the services being solicited, KRC may elect not to develop the service or may issue a new RFP.
- 2. KRC reserves the right to withdraw this RFP and/or any item at any time without notice.
- 3. Applicants will be disqualified for any of the following:
  - a. Failure to disclose any history of deficiencies i.e. reports of consumer abuse, road violations etc.
  - b. Non adherence to RFP guidelines (i.e. incomplete applications, incomplete budget information, etc.)
  - c. Previous failure to perform or noncompliance with Title 17 or other appropriate codes and regulations

RFP Timeline:

Release Request of Proposal	October 17, 2022
Orientation*	October 21, 2022 11:00 am
Proposals Due	November 4, 2022
Oral Presentations	November 14, 2022
Award Letter Mailed By	November 21, 2022
Vendor Application Due	November 28, 2022
Preliminary Activities to Start By **	December 15, 2022
Services to Start	January 1, 2023

\*Orientation will be held by Kern Regional Center via Zoom. The Zoom link can be accessed on KRC's website [www.kernrc.org](http://www.kernrc.org). Click on News and Events and then the Events and Calendar tab.

\*\*Preliminary services consist of implementing the referral process including instructing/training KRC staff, obtaining consumer information from KRC, establishing a rapport with day program vendors, and setting up routes in routing software.

**Questions:**

For questions, please contact:

Simone Huerta, Community Services Specialist, 661-873-4528, [Simone.Huerta@kernrc.org](mailto:Simone.Huerta@kernrc.org)

Lynn Clark, Program Manager, Community Services, 661-852-3324, [lclark@kernrc.org](mailto:lclark@kernrc.org)

## KERN REGIONAL CENTER

### PROPOSAL GUIDELINE

Each applicant is responsible for submitting all required documents listed below:

1. Request for Proposal (RFP) Affirmation -See Attachment A. This Attachment reflects your acknowledgement of submitting a proposal to Kern Regional Center, the items contained in your proposal are not falsified and you understand the terms of this proposal.
2. Request for Proposal (RFP) Application- See Attachment B. The applicant may submit a retyped version of this application with responses to the questions accordingly.
3. Current Financial Standing -See Attachment C. This informs KRC that the applicant is financially sound. A Financial Statement must be submitted with your proposal.
4. Operational Costs and Bid – See Attachment D. Applicant must complete and submit a cost statement that clearly identifies anticipated operational costs of the proposed service and must identify the rate of reimbursement that is required to provide services on a monthly basis. If the applicant does not have an Usual and Customary Rate per Title 17, Section 57210, (a)(19), the rate of reimbursement will be negotiated within the existing median rate schedule.
5. Applicant Business Model- Describe your organization’s structure, founders, owners and/or investors, including an organization chart. Please provide a resume that describes your experience and commitment to providing services for KRC.
6. A minimum of three (3) qualified letters of reference for the applicant. They are required to be on letterhead and signed by the individual providing the reference. References from members of the applicant’s family, staff, or governing board will not be accepted.
7. Name/title/resume for the key staff who will be responsible for the overall management of the services to be provided under this RFP.
8. Description of Service to include but not be limited to the following:
  1. Mission and Values Statements
  2. A description for each area listed on the Scope of Work including a description of the routing software and its capabilities.
  3. An explanation of how the applicant will meet items A-D under Supplemental Requirements.
  4. A description of how the quality assurance activities will be implemented.
  5. A description of the referral process for new services, changes, and updated information, etc. Attach sample referral form.
  6. Schedule of Development: The schedule is a step-by-step action plan which includes time-limited activities by which to develop the proposed service.

Scoring Sheets for the Proposal and for Oral Interviews – See Attachment E

## KERN REGIONAL CENTER

### Attachment A: PROPOSAL AFFIRMATION

- Attachment A: Completed RFP Affirmation
- Attachment B: Completed RFP Application
- Attachment C: Financial Statement
- Attachment D: Operational Costs and Bid
- Applicant Business Model
- Three (3) Qualified Letters of Reference
- Resumes
- Description of Service

**I affirm that the information presented in this proposal is true and that this proposal was developed and authored by the person(s) indicated. I understand that any falsification of information or failure to disclose any history of deficiencies or abuse will be cause for immediate disqualification. I also understand that failure to meet minimum qualifications as stated in the RFP, late proposal submissions, facsimile proposal submissions, and any missing information (e.g., sections), will also be cause for disqualification. I also understand that in the event that my proposal is selected for development, further discussion for final agreement may be required.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Attachment B:  
PROPOSAL APPLICATION**

1. Date Submitted:
2. Type of Service (as stated in RFP):
3. Applicant Name (as it would appear on license/ contract)
  - a. Address:
  - b. City, State, Zip Code:
  - c. Telephone # (s):
  - d. Facsimile (Fax) #
4. Contact Person (s):
  - a. Telephone # (s):
5. Is applicant an individual, a partnership, or a corporation?
  - a. If a corporation, is it non-profit or profit?
6. Is applicant a current vendor with any regional center? If yes, list vendorized name(s), vendor number(s), and types of services.
7. Have you or any member of your organization, received a Corrective Action Plan (CAP), Sanction, an Immediate Danger, an "A" or "B" citation, or any citation from a Regional Center or State Licensing Agency? If yes, please explain:
8. Have you, any member of your organization, or your staff ever received a citation from any agency for child abuse or adult abuse? If yes, please explain:

**Attachment C  
FINANCIAL STATEMENT**

**AS OF \_\_\_\_\_, 20\_\_\_\_**

**NAME AND ADDRESS OF APPLICANT(S)**

**ASSETS**

Cash on hand. . . . .	\$ _____
Cash in commercial accounts. . . . .	_____
Savings accounts. . . . .	_____
Time deposits. . . . .	_____
Notes and receivables . . . . .	_____
Inventory. . . . .	_____
Life Insurance (cash value) . . . . .	_____
Stocks and Bonds (at market value) . . . . .	_____
Land. . . . .	_____
Buildings and Improvements. . . . .	_____
Equipment, furniture and furnishings. . . . .	_____
Other Investments or Assets (describe):	_____

A. Total Assets	\$ _____
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**LIABILITIES**

Accounts Payable (include installment contracts) (balance due) . . . . .	\$ _____
Salaries and Wages Payable. . . . .	_____
Payroll Taxes Payable. . . . .	_____
Real Estate Taxes Payable. . . . .	_____
Notes Payable (include personal notes) (balance due):	_____

Real Estate Loans or Mortgages (balance due): \_\_\_\_\_

Other debts (describe): \_\_\_\_\_

B. Total Liabilities	\$ _____
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**OWNERSHIP (Equity)**

C. Total Ownership (difference between A and B)	\$ _____
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I DECLARE UNDER PENALTY OF PERJURY THAT THE STATEMENTS ON THIS FORM AND ANY ACCOMPANYING ATTACHMENTS ARE CORRECT TO THE BEST OF MY KNOWLEDGE.

COMPLETED BY	TITLE	DATE

## Attachment D

Applicants must complete and submit a cost of statement that clearly identifies anticipated operational costs of the proposed service and must identify the rate of reimbursement that the applicant is requesting to provide Transportation Broker services. **To access KRC's cost statement format, please contact Nanci Kassas, Fiscal Monitor at 661-873-4513 or [nanci.kassas@kernrc.org](mailto:nanci.kassas@kernrc.org). Applicants may use your own cost statement format.**

### Cost Statement Information:

4629.7. (a) Notwithstanding any other provision of law, all regional center contracts or agreements with service providers in which rates are determined through negotiations between the regional center and the service provider shall expressly require that not more than 15 percent of regional center funds be spent on administrative costs. For purposes of this subdivision, direct service expenditures are those costs immediately associated with the services to consumers being offered by the provider. Funds spent on direct services shall not include any administrative costs. Administrative costs include, but are not limited to, any of the following:

- (1) Salaries, wages, and employee benefits for managerial personnel whose primary purpose is the administrative management of the entity, including, but not limited to, directors and chief executive officers.
- (2) Salaries, wages, and benefits of employees who perform administrative functions, including, but not limited to, payroll management, personnel functions, accounting, budgeting, and facility management.
- (3) Facility and occupancy costs, directly associated with administrative functions.
- (4) Maintenance and repair.
- (5) Data processing and computer support services.
- (6) Contract and procurement activities, except those provided by a direct service employee.
- (7) Training directly associated with administrative functions.
- (8) Travel directly associated with administrative functions.
- (9) Licenses directly associated with administrative functions.
- (10) Taxes.
- (11) Interest.
- (12) Property insurance.
- (13) Personal liability insurance directly associated with administrative functions.
- (14) Depreciation.
- (15) General expenses, including, but not limited to, communication costs and supplies directly associated with administrative functions.

(c) Consistent with subdivision (a), service providers and contractors, upon request, shall provide regional centers with access to any books, documents, papers, computerized data, source documents, consumer records, or other records pertaining to the service providers' and contractors' negotiated rates.

(Added by Stats. 2011, Ch. 9, Sec. 8. (SB 74) Effective March 24, 2011.)



Direct vs. Administrative Costs:

Expenses that have no affiliation with consumer services or vendorization with KRC are listed as administrative expenses. Those expenses that are generated to provide services to KRC consumers or expenses that are required as part of the applicant's vendorization with KRC are listed as direct. Expenses may be both direct and administrative, so the expense is allocated on a percentage of each expense in relation to direct and/or administrative expenses.

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**ATTENDANCE WORKSHEET**

Vendor Name: \_\_\_\_\_

Vendor Number: \_\_\_\_\_

Reporting Period: \_\_\_\_\_

Service Code: \_\_\_\_\_

Date: \_\_\_\_\_

**Tinman:**

To tie to my KRC Income Units paid spreadsheet use this formula:

$$= (\text{Monthly Income Paid} / \text{Rate Paid}) / \text{Estimated Number of Clients Served that month then hit the enter key of keyboard}$$

Total monthly Estimated Number of Units Provided should match my monthly spreadsheet units.

If off a little ok because of rounding.

**17. Unit Type (Select One)**

Hourly	
Daily	
Monthly	
Other (Define)	

Reporting Period	Column A Month & Year of Reporting Period (MM/YYYY)	Column B Estimated Number of Consumers Served	Column C Estimated Units of Service per Consumer	Column D Total Estimated Number of Units Provided (B x C)
Month 1 of Reporting Period				-
Month 2 of Reporting Period				-
Month 3 of Reporting Period				-
Month 4 of Reporting Period				-
Month 5 of Reporting Period				-
Month 6 of Reporting Period				-
Month 7 of Reporting Period				-
Month 8 of Reporting Period				-
Month 9 of Reporting Period				-
Month 10 of Reporting Period				-
Month 11 of Reporting Period				-
Month 12 of Reporting Period				-
<b>18. TOTAL ANNUAL UNITS OF SERVICE IN REPORTING PERIOD:</b>				-

**19. List other Regional Centers that the company is vendored with:**

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**Attachment E**  
**PROPOSAL SCORING CRITERIA**

Applicant: \_\_\_\_\_  
Rater: \_\_\_\_\_

Operational Experience: The Proposal provides clear evidence that the applicant possesses the experience necessary to complete a project of this scope. The applicant demonstrates an ability to develop/manage this service successfully. \_\_\_\_\_

Description of Services: The description matches the requirements set forth in the Scope of Work and clearly describes all services that will be provided. The Proposal describes the referral process for service coordination and includes the referral form. \_\_\_\_\_

Software: The Proposal clearly describes the software, its capabilities, and how it will be used: \_\_\_\_\_

Quality Assurance: The Proposal clearly describes the quality assurance process including the monitoring process for transportation vendors, customer service to KRC staff, and Special Incident Report follow-up. \_\_\_\_\_

Responsibility/Budget and Finance: The Proposal includes a complete Financial Statement and cost statement. The cost statement clearly displays all costs associated with the Proposal. \_\_\_\_\_

Proposed Rate: The proposed rate in comparison to the other applicants? \_\_\_\_\_

Completed Proposals are scored per the following scoring guidelines by each member of the Evaluation Committee in each of the areas below:

- 0 Criteria not addressed at all.
- 1 Minimal Response: Subject area is mentioned; however, applicant has neither included any narrative nor any supporting documentation that demonstrates understanding of this particular requirement.
- 2 Some supporting documentation and/or narrative discussion; however, the responses are not clearly articulated.
- 3 Good supporting documentation and/or narrative discussion; responses are more clearly articulated.
- 4 Maximum Response: Full supporting documentation and/or narrative discussion with exceptionally clear articulation making it readily apparent that applicant understands all aspects of the program development process.

## ORAL PRESENTATION SCORING CRITERIA

Applicant: \_\_\_\_\_

Rater: \_\_\_\_\_

*(The applicant must be the primary presenter during the oral presentation as they are ultimately responsible for all services provided.)*

Experience: Applicant clearly articulates pertinent experience for themselves and staff. Applicant demonstrates an understanding of operating the service in the most cost-effective manner, and assisting KRC with routing/scheduling in the most cost effective manner. Applicant demonstrates knowledge of transportation systems. \_\_\_\_\_

Program Description: Applicant clearly demonstrates a working knowledge of their proposal as related to the current requirements stated in this RFP and clearly articulates the services that are proposed. \_\_\_\_\_

Service Quality: Applicant demonstrates working knowledge and understanding of the needs of transportation vendors and KRC staff as it relates to routing issues/quality assurance. \_\_\_\_\_

Overview Summary: Applicant is able to field questions from the team about the proposal cost statement and proposed rate and services in a concise and articulate manner. \_\_\_\_\_

Oral presentations are scored per the following scoring guidelines by each member of the Evaluation Committee in each of the areas below:

- 0 Criteria not addressed at all.
- 1 Minimal Response: Subject area is mentioned; however, applicant has neither included any narrative nor any supporting documentation that demonstrates understanding of this particular requirement.
- 2 Some supporting documentation and/or narrative discussion; however, the responses are not clearly articulated.
- 3 Good supporting documentation and/or narrative discussion; responses are more clearly articulated.
- 4 Maximum Response: Full supporting documentation and/or narrative discussion with exceptionally clear articulation making it readily apparent that applicant understands all aspects of the program development process.

Each applicant can achieve a maximum score of 40 points per member.

**Attachment F**  
**INSURANCE POLICY REQUIREMENT CERTIFICATION**

Kern Regional Center (KRC) requires that all vendors obtain general, professional, sexual abuse and non-owned auto liability insurance prior to vendorization. Ongoing vendors must maintain current insurance policies at all times. This is important to protect your interests, as well as the interests of KRC and the consumers you serve. All liability insurance is required for one million dollars (\$1,000,000) per occurrence and KRC must be named as “Additional Insured and Certificate Holder.” The requirement includes professionally licensed, certified, or registered vendors such as physicians, psychologists, social workers, therapists, nutritionists and other types of consultants.

The policy number, effective date and expiration date must appear on the certificate of insurance. All insured facilities, programs and/or service addresses must be listed on the certificate of insurance. All coverages must be listed on the certificate of insurance. Each policy should reflect a 30-day notice of cancellation.

Transportation companies and those vendored to provide transportation services as an additional component must maintain professional automobile insurance to cover general liability, bodily injury and property damage. Transportation vendors must have \$1,000,000 policies as specified by their contract with KRC.

Worker’s compensation insurance with \$1,000,000 coverage is required for all vendors with employees.