

# State of Minnesota

## Department of Health



### REQUEST FOR PROPOSAL

Home Care and Assisted Living Resources

SWIFT Event 2000017158

Date Posted: May 19<sup>th</sup>, 2025

- Responses must be received not later than 4:30 pm, Central Time, June 10<sup>th</sup>, 2025
- Late responses will not be considered

#### **Minnesota's Commitment to Diversity and Inclusion**

The State of Minnesota is committed to diversity and inclusion in its public procurement process. The goal is to ensure that those providing goods and services to the State are representative of our Minnesota communities and include businesses owned by minorities, women, veterans, and those with substantial physical disabilities. Creating broader opportunities for historically under-represented groups provides for additional options and greater competition in the marketplace, creates stronger relationships and engagement within our communities, and fosters economic development and equality.

To further this commitment, the Department of Administration operates a program for Minnesota-based small businesses owned by minorities, women, veterans, and those with substantial physical disabilities. For additional information on this program, or to determine eligibility, please call 651-296-2600 or go to the Office of Equity in Procurement home page, at [www.mn.gov/admin/oep](http://www.mn.gov/admin/oep).

**SPECIAL NOTICE:** This is a request for proposal. It does not obligate the State of Minnesota to award a contract or complete the proposed program, and the State reserves the right to cancel this solicitation if it is considered in its best interest.

**This Solicitation requires proposals to be submitted through the SWIFT Supplier Portal. Please note the security changes below that may impact responders from submitting a timely response.**

### **SWIFT SUPPLIER PORTAL SECURITY CHANGES**

There are new security measures that the Minnesota Management and Budget implemented on October 16, 2022. It is a new multi-factor authentication (MFA) to enhance the security of the [State of Minnesota Supplier Portal](#). MFA is an authentication method that requires bidders and suppliers provide two verification factors to log into the SWIFT Supplier Portal. The goal of MFA is to create a layered defense that makes it more difficult for unauthorized system access to occur.

For information about these changes, please refer to the [SWIFT Supplier Portal Multi-Factor Authentication FAQ](#) document.

**If you have not done so already, please make sure to log into the SWIFT Supplier Portal as soon as possible to get this authentication set up early so there are no issues when submitting a response to an RFP.**

**You are strongly encouraged to set your MFA during business hours of 8:00 A.M. to 4:00 P.M., Central Time, Monday through Friday. You may experience delay setting your MFA after hours.**

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### Solicitation Attachments

- Attachment A: Responder Declarations
- Attachment B: Exceptions to State's Terms and Conditions
- Attachment C: Cost Detail
- Attachment D: Responder Forms
  - Veteran-Owned Preference Form
  - Workforce and Equal Pay Declaration Page
- Attachment E: Reference Form

## SECTION 1 – INSTRUCTIONS TO RESPONDERS

Steps for Completing Your Response	Follow the steps below to complete your response to this Solicitation: Step 1: Read the solicitation documents and ask questions, if any Step 2: Write your response Step 3: Submit your response
Incomplete Submittals	A response must be submitted along with any required additional documents. Incomplete responses that materially deviate from the required format and content may be rejected.

### STEP 1 – READ THE SOLICITATION DOCUMENT & ASK QUESTIONS, IF ANY

How to Ask Questions	<p>The contact person for questions is:</p> <p>Daphne Ponds, State Executive Operations Manager Health Regulation Division daphne.ponds@state.mn.us</p> <p>Questions should be emailed to the contact by May 27, 2025. Other personnel are not authorized to answer questions regarding this Solicitation.</p>
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### STEP 2 – WRITE YOUR RESPONSE

The Response Content section is in this link to [Section 4](#). Prepare a written response and supply all requested content. Responses should address the requested information and documents detailed in Section 4. **DO NOT INCLUDE** Non-Public/Trade Secret data (as defined in this link to [Minn. Stat. § 13.37](#)).

**Review, sign, and include the Responder Declarations with your response.**

### STEP 3 –SUBMIT YOUR RESPONSE

Where to Send Your Response	<p>All responses to this solicitation (termed an “Event” within SWIFT) must be submitted through SWIFT using the Supplier portal (<a href="https://mn.gov/supplier">https://mn.gov/supplier</a>). Training and documentation on how to submit your response is available through the Supplier portal link above. Fax, e-mail, and printed responses will not be accepted or considered. All costs incurred in responding to this solicitation will be borne by the responder.</p> <p><b>Late responses will not be considered.</b> Responses received after End Date above will not be considered, even if errors or delays were caused by issues outside of responders’ control. If you need assistance please contact the SWIFT Vendor Assistance Helpline at 651-201-8100, Option 1, and then Option 1.</p> <p>By submitting a response, your company is making a binding legal offer for the period of time set forth below in Section 6, Conditions of Offer.</p>
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## SECTION 2 – SUMMARY OF SCOPE

### 1. Procurement Overview and Goals.

The Minnesota Department of Health (MDH) Licensed Home Care Provider Advisory Council, created through Minnesota Statute, section 144A.4799, is made up of 13 appointed persons who provide advice regarding regulations of MDH licensed assisted living and home care providers. With this Request for Proposal (RFP) the Advisory Council aims to improve protection of the public through, but not limited to, creation and administration of training of licensees and their employees to improve residents' lives, supporting ways that licensees can improve and enhance quality care and ways to provide technical assistance to licensees to improve compliance, and communication strategies to licensees and the public.

MDH, Home Care and Assisted Living Advisory Council requests proposals to provide the expertise, experience, and knowledge to meet three goals: 1.) creation of statutorily correct forms and training materials. 2.) creation of a Provider Digital Toolkit for Minnesota Home Care and Minnesota Assisted Living providers; and 3.) providing joint trainings in coordination with Minnesota Home Care and Assisted Living surveyors and providers to share the information and processes of goal 1 and 2, including any current statutory updates at the time of the trainings.

#### RFP Goals:

##### 1) **Forms for Minnesota Home Care and Minnesota Assisted Living Providers.**

The creation of forms that adhere to the below mentioned statutes and training materials are needed to inform licensees to gain the knowledge and training of information to meet compliance requirements and fulfill communication strategies. This work would be through coordination between the selected vendor, the Licensed Home Care Provider Advisory Council, and with MDH. These forms will be developed in a variety of formats such as but not limited to Microsoft Word or PDF and must be in an accessible format per MDH Communication guidelines. The goal of these forms is to assist providers with meeting statutory requirements within Minnesota Statutes 144A.43-144A.484 and 144G.

Example forms could include, but are not limited to:

- a. Service Plan
- b. Disclosures
- c. Reassessment Forms
- d. Admission Assessment
- e. Individual Medication Management Plan
- f. Audit Form for Controlled Substances
- g. Other as applicable

##### 2) **Provide Digital Toolkit for Minnesota Home Care and Minnesota Assisted Living Providers.** This work would be through coordination between the selected vendor and MDH, with other applicable state agencies and stakeholders to create an educational toolkit to: 1) Educate applicants on the statutory requirements for home care, assisted living, or both. This would allow the applicant to determine if they would be able to comply with statutory requirements prior to applying for a license. 2) Educate current providers on home care, assisted living, or both, regarding the statutory requirements outlined in Minnesota Statutes 144A.43–144A.484 and 144G. This toolkit would also include information and education on the differences between MDH's and Minnesota Department of Human Services' license types. This toolkit would be digital for potential applicants and current licensed providers to view on the MDH webpage, including links to additional pages and forms. The toolkit, and all pages and forms, will need to meet MDH plain language and accessibility requirements.

One goal of the toolkit is to assist potential applicants with the understanding of what is required by statute after they obtain a license. This could help the provider be successful with meeting statutory requirements and choosing the correct license type for the services they will be offering. A second goal is of the toolkit is to assist currently licensed providers with education and information about how they can meet statutory requirements and provide proper care and services to their clients and residents.

- 3) Joint Training with Minnesota Home Care and Assisted Living surveyors and providers.** This component would occur after numbers 1 & 2 above have been completed. The training content, whether delivered in person or via web-based platforms, will focus specifically on topics related to Minnesota’s Home Care and Assisted Living Statutes. The exact content and format will be developed in coordination with the Minnesota Department of Health (MDH) and the Licensed Home Care Provider Advisory Council. Once the vendor begins work with MDH staff, they will collaboratively determine the number of trainings needed. These trainings may take various forms—including recorded or live presentations, both in-person and virtual sessions—and may also involve the creation of supporting materials such as documents, presentations, and agendas. The primary training materials developed could be delivered through a training or learning management system and distributed in other suitable formats.

The goal is to assist surveyors, providers, and others with joint training between the vendor selected, the Licensed Home Care Provider Advisory Council, and MDH, to gain the understanding of regulatory requirements. Joint trainings will also help to foster a collaborative environment and allow a more shared understanding of challenges each area is facing.

## SECTION 3 – PROPOSAL INSTRUCTIONS AND ADDITIONAL INFORMATION

### 1. Anticipated Contract Term.

The term of this contract is anticipated to be from July 1, 2025 – June 30, 2026, with the option to extend up to an additional 4 years in increments determined by the State.

### 2. Question and Answer Instructions.

All questions should be submitted no later than the date and time listed in Section 1, Instructions to Responders. The State is not obligated to answer questions submitted after the question due date and time.

Only personnel listed above are authorized to discuss this solicitation with responders. Contact regarding this solicitation with any personnel not listed above could result in disqualification. This provision is not intended to prevent responders from seeking guidance from state procurement assistance programs regarding general procurement questions.

If a Responder discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in the solicitation, please immediately notify the contact person detailed above in writing of such error and request modification or clarification of the document.

### 3. Additional Tasks or Activities.

Responders are encouraged to propose additional tasks, activities, or goods above and beyond the scope of what is requested in this solicitation if they will substantially improve the results of this procurement. Any costs associated with these additional tasks, activities, or goods should be clearly marked and separated from costs associated with the tasks, activities, or goods specifically requested under this solicitation. Because cost is a factor in the evaluation of responses to this solicitation, failure to separate costs for additional tasks, activities, or goods may result in those costs being included in a responder's cost proposal and result in a lower cost score for that proposal.

## SECTION 4 – PROPOSAL CONTENT

Please submit the following information:

1. Work Plan. Responder should provide a description of the deliverables to be provided by the Responder along with a detailed work plan that identifies the major tasks to be accomplished and be used as a scheduling and managing tool, as well as the basis for invoicing. The response should be a detailed, clear response to how the deliverables would meet the specific goals of the RFP. This document should NOT list cost detail. If cost detail is included in this document, the State may disqualify the proposal as non-responsive. Responder should provide a statement of the objectives, goals, and tasks to show or demonstrate the Responder's view and understanding of the nature of the contract, and what makes the Responder uniquely suited for this work.
2. Qualifications and Experience/Work Sample. Responder should provide an outline of background and experience with Minnesota Home Care and Assisted Living statutes, Minnesota Statutes 144A.43-144A.484 and 144G, with examples of similar work done by the Responder and a list of personnel who will conduct the project, detailing their training, and work experience. Resumes or other information about project personnel should not, if possible, contain personal telephone numbers, home addresses, or home email addresses. If it is necessary to include personal contact information, please clearly indicate in the response that personal contact information is being provided.

Responder should provide a Work Sample that reflects the quality of the deliverables they will provide to the State. Work Samples are ideally very similar to the services being requested in this RFP.

3. References. Responder must complete and submit "Attachment E: Reference Form" with their response. Responder must submit two completed reference forms, from a previous provider, or organization that can attest to the applicant's experience, and follow-through, with the Minnesota Home Care and Assisted Living Statutes. Each reference's name and contact information must be submitted with their response. Responder should answer every question and provide all information requested on the reference form. If able, references are encouraged to share an example of the responder's work product. Once Responder's response is received, the Solicitation Administrator will send the same form to Responder's reference(s) for each reference to fill out and return to the Solicitation Administrator.

Responder must complete and submit "Attachment E: Reference Form" with their response. Responder should answer every question and provide all information requested on the reference form. Failure to meet this requirement may result in the rejection of the entire solicitation response as non-responsive.

The State reserves the right to verify the information submitted on Attachment E before an award is made. The State reserves the right to contact the references listed in Attachment E. The solicitation response will be rejected if the State, in its sole discretion, receives information that indicates the responder is non-responsive or non-responsive.

4. Cost Detail. Complete and submit Attachment C, "Cost Detail," attached to this solicitation.

Submit all requested documentation, including, but not limited to, the following documents:

1. Attachment A: Responder Declarations
2. Attachment B: Exceptions to State's Standard Terms and Conditions
3. Attachment C: Cost Detail
4. Attachment D: Responder Forms
  - a. Veteran-Owned Preference Form
  - b. Workforce and Equal Pay Declaration Page



- c. Equal Pay Certificate Form
- 5. Attachment E: Reference Form

**DO NOT INCLUDE Non-Public/Trade Secret data (as defined by Minn. Stat. § 13.37).**

## SECTION 5 – EVALUATION PROCEDURE AND CRITERIA

The State will conduct an evaluation of responses to this Solicitation. The evaluations will be conducted in three phases:

- Phase 1 - Review responses for responsiveness and pass/fail requirements
- Phase 2 - Evaluate responses
- Phase 3 - Select finalist(s)

### 1. Phase 1 – Responsiveness and Pass/Fail Requirements

The purpose of this phase is to determine if each response complies with mandatory requirements. The State will first review each proposal for responsiveness to determine if the Responder satisfies all mandatory requirements. The State will evaluate these requirements on a pass/fail basis.

Mandatory Requirements. The following will be considered on a pass/fail basis:

- Responses must be received by the due date and time specified in this RFP.
- Responder must complete and submit **two** “Attachment E: Reference Form” with their response.

### 2. Phase 2 - Evaluate Responses

Only those responses found to have met Phase 1 criteria will be considered in Phase 2.

The factors and weighting on which responses will be evaluated are:

- |                                               |                                          |
|-----------------------------------------------|------------------------------------------|
| 1. Work Plan for Deliverables                 | 30 points                                |
| 2. Qualifications and Experience /Work Sample | 25 points                                |
| 3. References                                 | 15 points                                |
| 4. Cost Detail                                | <u>30 points</u>                         |
|                                               | 100 points                               |
| 5. Preference Points (if applicable)          | 12 points (in addition to 100 available) |

Preference points are described under Solicitation Terms and will be applied to the total score after points have been awarded.

### 3. Phase 3 - Select Finalist(s)

Only those responses that have been evaluated under Phase 2 shall be eligible for Phase 3.

The State will make its selection based on best value, as determined by this evaluation process. The State reserves the right to pursue negotiations on any exception taken to the State’s standard terms and conditions. In the event that negotiated terms cannot be reached, the State reserves the right to terminate negotiations and begin negotiating with the next highest scoring responder or take other actions as the State deems appropriate. If the State anticipates multiple awards, the State reserves the right to negotiate with more than one Responder.

It is anticipated that the evaluation and selection will be completed by June 25, 2025.

## SECTION 6 – SOLICITATION TERMS

### 1. Competition in Responding

The State desires open and fair competition. Questions from responders regarding any of the requirements of the Solicitation must be submitted in writing to the Solicitation Administrator listed in the Solicitation before the due date and time. If changes are made the State will issue an addendum.

Any evidence of collusion among responders in any form designed to defeat competitive responses will be reported to the Minnesota Attorney General for investigation and appropriate action.

### 2. Addenda to the Solicitation

Changes to the Solicitation will be made by addendum with notification and posted in the same manner as the original Solicitation. Any addenda issued will become part of the Solicitation.

### 3. Joint Ventures

The State allows joint ventures among groups of responders when responding to the solicitation. However, one responder must submit a response on behalf of all the others in the group. The responder that submits the response will be considered legally responsible for the response (and the contract, if awarded).

### 4. Withdrawing Response

A responder may withdraw its response prior to the due date and time of the Solicitation. For solicitations in the SWIFT Supplier Portal, a responder may withdraw its response from the SWIFT Supplier Portal. For solicitations done any other way, a responder may withdraw its response by notifying the Solicitation Administrator in writing of the desire to withdraw.

After the due date and time of this Solicitation, a responder may withdraw a response only upon showing that an obvious error exists in the response. The showing and request for withdrawal must be made in writing to Solicitation Administrator within a reasonable time and prior to the State's detrimental reliance on the response.

### 5. Rights Reserved

The State reserves the right to:

- Reject any and all responses received;
- Waive or modify any informalities, irregularities, or inconsistencies in the responses received;
- Negotiate with the highest scoring Responder[s];
- Terminate negotiations and select the next response providing the best value for the State;
- Consider documented past performance resulting from a State contract may be considered in the evaluation process;
- Short list the highest scoring Responders;
- Require Responders to conduct presentations, demonstrations, or submit samples;
- Interview key personnel or references;
- Request a best and final offer from one or more Responders;
- The State reserves the right to request additional information ; and
- The State reserves the right to use estimated usage or scenarios for the purpose of conducting pricing evaluations. The State reserves the right to modify scenarios, and to request or add additional scenarios for the evaluation.

### 6. Samples and Demonstrations

Upon request, Responders are to provide samples to the State at no charge. Except for those destroyed or mutilated in testing, the State will return samples if requested and at the Responder's expense. All costs to conduct and associated with a demonstration will be the sole responsibility of the Responder.

## **7. Responses are Nonpublic during Evaluation Process**

All materials submitted in response to this Solicitation will become property of the State. During the evaluation process, all information concerning the responses submitted will remain private or nonpublic and will not be disclosed to anyone whose official duties do not require such knowledge. Responses are private or nonpublic data until the completion of the evaluation process as defined by Minn. Stat. § 13.591. The completion of the evaluation process is defined as the State having completed negotiating a contract with the selected responder. The State will notify all responders in writing of the evaluation results.

## **8. Trade Secret Information**

8.1 Responders must not submit as part of their response trade secret material, as defined by Minn. Stat. § 13.37.

8.2 In the event trade secret data are submitted, Responder must defend any action seeking release of data it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments awarded against the State in favor of the party requesting the data, and any and all costs connected with that defense.

8.3 The State does not consider cost or prices to be trade secret material, as defined by Minn. Stat. § 13.37.

8.4 A responder may present and discuss trade secret information during an interview or demonstration with the State, if applicable.

## **9. Conditions of Offer**

Unless otherwise approved in writing by the State, Responder's cost proposal and all terms offered in its response that pertain to the completion of professional and technical services and general services will remain firm for 180 days, until they are accepted or rejected by the State, or they are changed by further negotiations with the State prior to contract execution.

## **10. Award**

Any award that may result from this solicitation will be based upon the total accumulated points as established in the solicitation. The State reserves the right to award this solicitation to a single Responder, or to multiple Responders, whichever is in the best interest of the State, providing each Responder is in compliance with all terms and conditions of the solicitation. The State reserves the right to accept all or part of an offer, to reject all offers, to cancel the solicitation, or to re-issue the solicitation, whichever is in the best interest of the State.

## **11. Requirements Prior to Contract Execution**

Prior to contract execution, a responder receiving a contract award must comply with any submittal requests. A submittal request may include, but is not limited to, a Certificate of Insurance.

## **12. Targeted Group, Economically Disadvantaged Business, Veteran-Owned and Individual Preference**

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, businesses that are eligible and certified by the State as targeted group (TG) businesses, economically disadvantaged (ED) businesses, and veteran-owned businesses will receive points equal to 12% percent of the total points available as preference.

For TG/ED/VO certification and eligibility information visit the Office of Equity in Procurement website at <https://mn.gov/admin/business/vendor-info/oep/> or call the Division's Helpline at 651.296.2600.

## **13. Reciprocity**

State shall comply with Minn. Stat. § 16C.06, subd. 7, as that applies to a non-resident vendor. This paragraph does not apply for any project in which federal funds are expended.