



**Whatcom County Human Services Program  
Request for Qualifications (RFQ #19-17)**

***Project Title:*** Tenant Lease to provide Food Services for Crisis Stabilization Facility

***Estimated Contract Period:*** June 1, 2019 through May 31, 2025

***Proposal Due Date:*** All applications must be received by 2:30 p.m. on April 2, 2019.

***Submit Proposal To:*** Attn: Sara Winger, Purchasing Coordinator  
Whatcom County Courthouse  
311 Grand Ave., Suite 503  
Bellingham, WA 98225

***Faxed and e-mailed applications will not be considered.***

***Funding Available:*** The successful applicant will be expected to charge the facility treatment providers and any other service recipients for this service.

***Program Contact/Questions:*** Anne Deacon, LICSW  
  
Human Services Manager ADeacon@co.whatcom.wa.us

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## **I. Project Summary**

### **1.0 Purpose of Request for Qualifications (RFQ)**

The Whatcom County Human Services Program seeks to contract with a single qualified food service provider to lease commercial kitchen space to prepare meals for residents using the soon-to-be constructed Crisis Stabilization Facility. There is also the potential of providing food service to nearby residential treatment facilities. Whatcom County is seeking a qualified food service provider to provide meal services in accordance with terms and conditions set forth in this RFQ.

### **2.0 Background**

Whatcom County currently owns a Crisis Triage Facility that houses 13 treatment beds, eight of them dedicated to Substance Withdrawal Management services, and five of them dedicated to Mental Health Stabilization services. The demand for these services is increasing beyond the current building's capacity to respond. Whatcom County has prioritized the need to divert individuals from arrest and into treatment whenever appropriate, in order to reduce incarceration while improving the health and wellness of adults experiencing behavioral health crises. Equally important is the need to divert individuals from the hospital emergency department or inpatient stays to less costly alternatives when appropriate.

State, regional and community partners strongly support an expansion and enhancement of mental health stabilization and substance withdrawal management services in the county. These partners include the state's Department of Commerce who provided grant funding to support construction, the North Sound Behavioral Health Organization who is also providing funding support for construction, the county's Incarceration Prevention and Reduction Task Force, the county's Behavioral Health Advisory Committee, and the county's Executive and Legislative branches of government who dedicated local funds as well to support construction.

The Crisis Stabilization Facility being constructed will house two-16 bed treatment units, and a commercial kitchen. The county intends to offer two separate leases to treatment providers who will deliver behavioral health services. This RFQ seeks an organization to provide food and nutrition services to residents of the facility, with the potential to offer services to nearby Residential Treatment Facilities. Nothing in this RFQ prohibits a treatment provider responding to one of the treatment lease RFQs to also respond to this food services RFQ.

### **3.0 Scope of Work**

The food service provider who is awarded a lease pursuant to this RFQ will be required to provide meal preparation and service to the residents staying in the facility as a condition of tenancy. The tenant must be able to provide food and nutrition services for a Residential Treatment Facility.

The county seeks a tenant who can demonstrate the ability to prepare and serve meals in the kitchen on site to those staying in the facility. These are regularly scheduled meals, as well as snacks throughout the day and evening as residents might not be able to attend all of the regularly scheduled meals. There is also a possibility for providing food services to other residential programs in the community.

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The successful applicant will have the ability to establish agreements with the facility's treatment providers for reimbursement of food services. The County will retain the authority to review these agreements to ensure reasonable rates.

The Crisis Stabilization Facility provides a commercial kitchen for tenant's use. It will be outfitted initially with basic equipment such as pots, pans, cooking utensils, serving containers, and dishes for residents. Ongoing maintenance, repair, and purchase of new supplies will be the responsibility of the tenant food service provider. All food items acquisition will be the responsibility of the tenant food service provider.

#### 4.0 Service Guidelines and Expectations

**A. Please submit the following for consideration. If currently not applicable, please explain briefly how these requirements will be met.**

- a) Copy of current business license to operate in Washington State.
- b) Copy of current certificate of insurance evidencing coverage of the minimum required in this RFQ.
- c) Meal service facility permit, if currently in place in another program, if not no need to include.
- d) One week or month of sample menu options, including snacks available at all times
- e) A brief written proposal explaining the proposer's background, experience and capabilities. (No more than 2 pages of narrative.)

**B. Food service providers must be willing and able to adhere to the requirements set forth in the Washington Administration Code for Food and Nutrition Services for Residential Treatment Facilities. (WAC 246-337-111)**

- Meals must meet resident nutritional needs, and are stored, prepared and served in accordance with chapter [246-215](#) WAC.

**The provider shall:**

- (1) Provide food and dietary services managed by a person knowledgeable in food services, and, when needed, consultative services provided by a registered dietician.
- (2) Post current food handlers permits in the kitchen.
- (3) Provide at least three meals at regular intervals without more than fourteen hours between the last meal of the day and the first meal of the next day.
- (4) Consider age, gender, developmental age, activities and health conditions when developing meals.
- (5) Make reasonable accommodations for cultural and religious preferences.
- (6) Notify appropriate staff of any resident with food allergies or other medical conditions, symptoms of allergic reactions to watch for, and emergency measures to take if allergic reactions occur.

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- (7) Provide modified diets, nutrient supplements and concentrates to residents if prescribed or indicated by an authorized health care prescriber or registered dietician.
- (8) Allow sufficient time for residents to consume meals.
- (9) Require all staff that perform food preparation for group consumption to have a current food and beverage service worker's permit and be medically screened and cleared to perform food preparation.
- (10) Date, make available, and conspicuously post menus at least one week in advance.
- (11) Keep records of all food served, including substitutions for at least three months.
- (12) Prepare food on-site
- (13) Use commercial appliances if the kitchen provides meals for more than sixteen residents.

**5.0 Population to Be Served**

Adult residents receiving services in either side of the Crisis Stabilization Facility will be the population served. This is a 32 bed facility with staff on hand 24 hours to provide treatment services. Food will be prepared and available for those receiving services. The Food Service Provider may also have the option to provide meal service to other residential treatment facilities in the county.

**6.0 Period of Performance**

This is a six year service contract taking place from June 1, 2019 through May 31, 2025.

**7.0 Funding Availability**

The successful applicant will be expected to charge the facility treatment providers for this service, as well as any other agencies who are recipients of food service.

**8.0 Anticipated Outcomes**

Residents will receive regular meals and snacks that provide the balanced nutrition needed to stabilize while receiving services.

**9.0 Administrative and Program Requirements**

Responses to this RFQ will be accepted from any legally-constituted entity that meets the following conditions:

- i. The applicant is incorporated as a non-profit corporation in the State of Washington and has been granted 501(c)(3) tax-exempt status by the United States Internal Revenue Service or is a sole proprietorship, general partnership, corporation, limited partnership, limited liability company, or limited liability partnership or is a commission or authority established pursuant to applicable Washington State law or, if a successful applicant, will be incorporated as such in Washington State.

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- ii. The applicant has a demonstrated capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds needed to operate under the terms of this RFQ.
- iii. The applicant has a current Federal Tax ID number.
- iv. The applicant demonstrates the capability to meet program expenses in advance of reimbursement from providers receiving the services.

**II. Procurement Process**

**1.0 Procurement Timeline**

The Procurement Timeline outlines the tentative schedule for the RFQ process. All dates after the proposal submission due date are approximate and may be adjusted as necessary, without amending this document. Resulting contracts will be awarded for the period of June 1, 2019 to May 31, 2025.

Request for Qualifications Issued	Wednesday, February 27, 2019
Applicant Conference	Tuesday, March 12, 2019 at 10 a.m. at Health Department Girard St., Creekside Conference Room
Proposals Due	Tuesday, April 2, 2019 by 2:30 p.m.
Review Process by Application Evaluation Committee (AEC)	April 4, 2019
Interviews by AEC	Week of April 8th, 2019
AEC Recommendations to County	April 29, 2019
Award Notification	May 1, 2019
Estimated Contract Start Date	June 1, 2019

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**2.0 Applicant Conference**

An Applicant Conference will be held on **Tuesday, March 12<sup>th</sup> at 10 a.m. at 509 Girard St, Creekside Conference Room**. The purpose of the conference will be to explain the RFQ process and answer general informational questions. All prospective applicants are encouraged but not required to attend.

Following the Applicant Conference, a list of questions and answers from the Applicant Conference will be distributed to all known recipients of the RFQ documents. The Q&A document will be issued as an Addendum to the RFQ. **All applicants will be required to sign the Addendum Cover Sheet and submit it with their applications.**

**Whatcom County has no obligation to accept further inquiries after the Applicant Conference. However, if further inquiries are accepted, the questions and answers will be written and distributed to all known Applicant Conference attendees.**

**3.0 Deadline for Submittal**

To be considered, applications must be received **no later than 2:30 p.m. on Tuesday, April 2, 2019** at the following location:

Attn: Sara Winger, Purchasing Coordinator  
Whatcom County Courthouse  
311 Grand Ave., Suite 503  
Bellingham, WA 98225

**Late applications will be deemed ineligible and will not be considered.** Responses transmitted directly to Whatcom County Government electronically or by fax will not be considered.

**4.0 Application Costs**

The County is not liable for any costs incurred by the applicant before the issuance of a contract. All costs incurred in responding to this RFQ, including, but not limited to, travel costs to attend the Applicant's Conference and the Application Evaluation Committee meeting(s), any consultant fees, and any costs associated with contract negotiation sessions, are solely the responsibility of the applicant.

**5.0 Ownership of Application Materials**

Applications and other materials submitted in response to this request become the property of the County, are public record, and will not be returned. It is understood and agreed that applicant claims no proprietary rights to the ideas or approaches contained in its application.

**6.0 Notice of Solicitation**

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

### III. Proposal Preparation

#### 1.0 Proposal Format

- A. Applications must be typewritten in black 12-point font on standard 8 ½ x 11 inch white paper with one-inch margins and stapled once in the upper left corner. Applications submitted on recycled paper and printed double-sided are encouraged. Applications submitted with binders or covers will be rejected. Page numbers are required. Extensive artwork, photographs, and printing should be avoided. Do not include any materials not requested in this RFQ and its attachments.
- B. Applications must include the Application Cover Sheet, the external financial audit or review, a copy of current business license and insurance, sample menus, cost proposal for a month of meals and narrative. *Essentially this includes, the items mentioned in Section I. – 4.0: Service Guidelines and Expectations.*
- C. Applicants must submit one (1) original and five (5) copies of the application in a sealed envelope, plainly marked on the outside with the applicant's name and address and the words "Request for Qualifications #19-17."
- D. The original printed packet must have original signatures. **Applications that do not contain an original and the prescribed number of copies will be deemed unacceptable and will not be considered.**
- E. All responses must contain the information requested in Section III.2.A – Section III.2.

Please respond to each section in the same order in which it is asked. Any deviation from these specifications must be clearly addressed in writing. Failure to supply materials required will result in a rejection of the entire submittal.

#### 2.0 Proposal Contents

##### **A. Application Cover Sheet – Attachment A**

Complete the attached Application Cover Sheet. An authorized signatory of the applicant's organization must sign the cover sheet.

##### **B. Management Proposal – Limit to four (4) pages (Maximum points: 30)**

Please provide a description of the following:

- i. Agency's history and organizational structure.

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- ii. Key staff, including subcontractors, who will conduct work related to this food prep, including a description of their qualifications, training and experience, and any licenses and/or certificates they hold.
- iii. Agency's experience related to the services that tenant will be providing.
- iv. Agency's quality control measures and mechanisms for ensuring sound financial and accounting practices.

**C. Service Guidelines and Expectations Response** (Maximum points: 30)

See Section I. – 4.0: Service Guidelines & Expectations for instructions.

**D. Budget Worksheet – Attachment B** (Maximum points: 20)

This worksheet provides a brief summary of total annual costs associated with providing food and nutrition services 24/7/365 for adults in the 32-bed Residential Treatment Facility. Do NOT include building lease costs in the cost estimate.

**E. Copy of most recent audit or external financial review** (Maximum points: 10)

**F. References** (Maximum points: 10)

Include a list of at least three (3) individuals or entities who may be contacted to provide information regarding the applicant's ability to carry out the terms and purpose of this RFQ. Provide names of contacts, telephone numbers, and e-mail addresses (if available).

**IV. Proposal Evaluation and Selection**

**1.0 Evaluation Committee**

The Application Evaluation Committee (AEC) appointed by the Whatcom County Human Services Manager will review and evaluate eligible applications and make recommendations to the Whatcom County Human Services Program. The AEC will consist of at least 4 individuals who are knowledgeable about the specific professional services sought.

**2.0 Role of the Application Evaluation Committee**

**A. Unacceptable Applications**

The Whatcom County Human Services Manager will first determine which applications are not responsive to the RFQ and must be deemed unacceptable. **Unacceptable applications are those which meet at least one of the following criteria:**

- i. Incomplete application

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- ii. Submission of a proposal that proposes services that deviate from the technical requirements set forth in this document
- iii. Applicant does not meet the administrative requirements of this RFQ
- iv. Failure to comply with any part of this RFQ or any exhibit to this RFQ, including, but not limited to, deadline for submittal and application format
- v. Submission of incorrect, misleading, or false information

B. AEC Evaluation and Applicant Interviews

The AEC members will then independently evaluate and rate each application, awarding points up to the maximum points available for each section. They will then convene as a group on the date indicated on the Procurement Timeline shown above to interview applicants concerning the content of their applications.

C. Additional Information by Request

At the time interviews are arranged, applicants may be asked to provide clarification or additional information, including evidence of compliance with Administrative Requirements (see Exhibit 1, Additional Requirements Checklist, for a list of items that may be requested). **Applicants should be prepared to provide additional information, as requested, and to meet with the AEC at the prearranged interview time.**

D. Final Recommendation to the County

Following the applicant interviews, the AEC will discuss the applications and perform any necessary review or verification of their content. Based on the evaluation of the application materials, the interviews, and any additional inquiry, the AEC will determine a cumulative score for the applications. The AEC will then present its recommendations to the Whatcom County Human Services Program staff.

### 3.0 Evaluation Criteria

The maximum number of evaluation points available is 100 points, as detailed in Section III.2 above. The following maximum points will be assigned to the proposals for evaluation purposes:

- Application Cover Sheet
- Management Proposal (30 points)
- Service Guidelines and Expectations Response (30 points)
- Budget Worksheet – Attachment B (20 points)
- Copy of most recent audit or external financial review (10 points)
- References (10 points)

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In evaluating each proposal, Whatcom County reserves the right to consider past County contract performance and any other data or information that the County deems indicative of performance in making its funding decisions.

**4.0 Contract Award/Notification to Selected Applicant(s)**

The authority to enter into a contract rests with the Whatcom County Executive, except as designated. Decisions regarding contract awards for services solicited by this RFQ will be made on or about April 29, 2019. Contracts are anticipated to be in effect from June 1, 2019 until May 31, 2025.

Any contract resulting from this RFQ will be between the Whatcom County Health Department and the applicant organization. Contractors will be required to comply with the terms and conditions of the Whatcom County Contract for Services Agreement. A copy of the standard Whatcom County Contract for Services Agreement is available on the County website at <http://www.co.whatcom.wa.us/health/pdf/standardcontractboilerplate.pdf>.

**The successful applicant who enters into a contract with Whatcom County subsequent to the RFQ process will not be reimbursed for services provided prior to the final execution and signature of the contract by all parties.**

Contractors will be required to maintain books, records, documents, and other evidence directly related to performance of the work in accordance with Generally Acceptable Accounting Procedures. Whatcom County, or any of its duly authorized representatives, shall have access to such books, records, and documents for inspection and audit for a period of three years after completion of work. Contractors will document the use of County funds and will complete all required reports and billing documentation in a timely manner. Additional data may be required for audit or evaluation purposes. Contractors will additionally provide a certificate of general liability and property damage insurance naming Whatcom County as co-insured.

**5.0 Right to Appeal**

Non-selected applicants have the right to appeal the decision of the County, limited to procedural or legal errors in the selection process. In the event that no such procedural or legal errors are found to have occurred, the decision of the County shall be final.

An aggrieved applicant may, within five (5) working days after the award of a contract, appeal in writing to the Assistant Director of the Whatcom County Health Department. The appeal must state all facts and arguments upon which the appeal is based. The Assistant Director will review the RFQ and the facts alleged as grounds for the appeal. The Assistant Director will render a written decision within thirty (30) working days of the receipt of the appeal. The decision of the Assistant Director will be final.

**6.0 Debriefing of Unsuccessful Proposals**

Upon request, a debriefing conference will be scheduled with an unsuccessful applicant. The request for a debriefing conference must be received by the Whatcom County Program Manager within five (5) business days after the notification letter is mailed to the applicant. The debriefing must be held within three (3)

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business days of the request. Discussions will be limited to a critique of the applicant's proposal. Comparisons between proposals or evaluations of other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of one hour.

**7.0 Right to Reject or Negotiate**

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

Additionally, the County reserves the right to negotiate with the potentially selected applicants and may request additional information or modification from an applicant. When deemed advisable, and before any contract is let, the County reserves the right to arrange an onsite, pre-award review to determine the applicant's ability to meet the terms and conditions of the RFQ.

**8.0 Acceptance of Terms**

By submitting an application in response to this RFQ, the applicant accepts all terms and conditions of this RFQ, as well as all County and State regulations and requirements pertaining to the operation of the solicited services. If awarded a contract, the applicant's response will become part of the contract agreement. The applicant will be bound by the terms of the RFQ, unless the County agrees otherwise. The County reserves the right to introduce additional terms and/or conditions during contract negotiations.

**V. Application Checklist**

Please ensure that your completed application includes all of the following:

- A completed Application Coversheet (Attachment A)
- A completed Management Proposal, with answers to each of the bulleted items and/or providing all requested information
- Service Guidelines and expectations required documents
- Completed Budget Worksheet (Attachments B)
- A copy of the agency's most recent audit or external financial review
- Three references, if requested included in service guidelines and expectations
- Addendum Cover Sheet

You may be asked during the evaluation process to provide one or more of the items listed in Exhibit 1, Additional Requirements Checklist.

**Attachment A – Application Cover Sheet  
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**Applicant Information**

Name and Title of Authorized Representative: \_\_\_\_\_

Name of Organization: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

**Legal Requirements**

Please check the appropriate box below and provide the information requested:

- Documentation of private or public non-profit status
- IRS Employer Identification Number (EIN): \_\_\_\_\_
- State of Washington Business License Number(s): \_\_\_\_\_
- Program Licensure or Certification Status, if applicable: \_\_\_\_\_

**Other Information**

Please indicate the total amount of funding requested: \$ \_\_\_\_\_

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I understand the terms and conditions of the RFQ and certify that the above-named agency will comply with all Whatcom County requirements if a contract award is made. All information contained in this application is true and accurate to the best of my knowledge.

\_\_\_\_\_  
Authorized Signature and Title

\_\_\_\_\_  
Date

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**Exhibit 1 – Additional Requirements Checklist**

The following are additional items that may be requested to assist in the evaluation of your application for funding. **Please do not provide this information at this time.** Should additional information be requested, only a single copy of the requested items will be required.

- \_\_\_\_\_ 1. Copy of current Business License
- \_\_\_\_\_ 2. Copy of IRS 501(c)(3) documentation
- \_\_\_\_\_ 3. Licensure/certification information: \_\_\_\_\_
- \_\_\_\_\_ 4. An organizational chart
- \_\_\_\_\_ 5. A list of applicant's Board of Directors, including names, addresses, occupation, officers, and meeting schedules.
- \_\_\_\_\_ 6. Job descriptions of key staff who will be involved in the program
- \_\_\_\_\_ 7. Agency's strategic plan, including mission and vision statement
- \_\_\_\_\_ 8. Board strategic planning documents, including mission and vision statement
- \_\_\_\_\_ 9. A copy of agency by-laws
- \_\_\_\_\_ 10. Staff orientation, training, and qualification procedures
- \_\_\_\_\_ 11. Agency personnel policies
- \_\_\_\_\_ 12. Three professional references that may be contacted to provide information regarding your ability to carry out the terms and purpose of this solicitation. Provide names of contacts, telephone numbers, and e-mail addresses (if available).
- \_\_\_\_\_ 13. Insurance certificate documenting proof of insurance coverage sufficient to satisfy the County:
  - a. 'Whatcom County' must be identified as the certificate holder.
  - b. Under the Description of Operations, language must include, "This insurance shall be considered primary and shall waive all rights of subrogation. The County insurance shall be noncontributory".
  - c. Insurance must include the following minimum coverages:
    - i. Property damage - \$500,000 per occurrence
    - ii. General Liability & Property Damage for bodily injury - \$1,000,000 per occurrence
    - iii. Professional Liability Insurance - \$1,000,000 per occurrence