

# Request for Proposals

## Blind Vendors Trust Fund

### ***LOUISIANA REHABILITATION SERVICES***

**August 15, 2008 through August 15, 2009**

**\*Closing Date: May 9, 2008**

*Please submit an original and six (6) copies of the proposal by 4:30 p.m. on May 9, 2008 to  
Rosemary Yesso, LRS Bureau Administrator, Department of Social Services,  
Louisiana Rehabilitation Services, 627 North 4<sup>th</sup> Street, 2<sup>nd</sup> Floor, Baton Rouge, LA 70802.*

## Department of Social Services

627 North 4<sup>th</sup> Street  
Baton Rouge, LA 70802  
<http://www.dss.state.la.us>



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**BOBBY JINDAL**  
GOVERNOR

**ANN SILVERBERG WILLIAMSON**  
SECRETARY

## **State of Louisiana**

Department of Social Services  
Office of the Secretary

### **NOTICE**

#### **Department of Social Services LOUISIANA REHABILITATION SERVICES REQUEST FOR PROPOSAL**

#### **BLIND ENTERPRISE PROGRAM**

The Department of Social Services, Louisiana Rehabilitation Services (LRS), is soliciting proposals from qualified applicants to provide professional services to obtain unassigned vending revenue from federal, state, parish and municipal locations under the Federal Randolph Sheppard Act (CFR 395) and the Louisiana State Randolph-Sheppard Act (R.S. 46:333).

- Written questions regarding the Request for Proposal (RFP) must be received no later than April 16, 2008 at the address listed below.
- Completed proposals must be received by the close of business 4:30 p.m. on May 9, 2008 at the address listed below.
- Request for Proposal (RFP) Packets may be obtained at the Department of Social Services' website: [www.dss.state.la.us](http://www.dss.state.la.us), Louisiana Procurement and Contract (LaPAC) Network <http://www.wprd.doa.louisiana.gov/osp/lapac/pubmain.asp> or by contacting LRS at the following:

ATTN: Rosemary Yesso  
Louisiana Rehabilitation Services  
Post Office Box 91297  
Baton Rouge, LA 70821-9297

FAX: (225) 219-4010  
Email: [ryesso@dss.state.la.us](mailto:ryesso@dss.state.la.us)

## REQUEST FOR PROPOSALS

By

The State of Louisiana  
Department of Social Services  
Louisiana Rehabilitation Services  
Business Enterprise Program  
for

Identification and Development/Generation of Unassigned Income  
(Federal, State, Parish, Municipal and Private)

### I. OVERVIEW

The mission of Louisiana Rehabilitation Services (LRS) is to assist eligible blind Louisianans to achieve full inclusion in society through employment, independent living, and social self-sufficiency. LRS is the designated state agency that operates and manages the Randolph-Sheppard Program in the State of Louisiana. The Business Enterprise Program (BEP) is the Randolph-Sheppard Program in Louisiana. *Unassigned vending* refers to vending machines under the control of LRS which are not directly assigned to a licensed blind manager. Louisiana Rehabilitation Services is the State Licensing Agency for the federal Randolph-Sheppard Program in Louisiana (CFR 395 and Louisiana Revised Statutes 46:333). This program has priority to establish vending and other food service businesses in state and federal buildings. The Business Enterprise Program is a subdivision of LRS and is responsible for the administration of approximately 90 businesses located in post offices, parish, city, state, private and other federal buildings throughout Louisiana including, but not limited to: cafeterias, highway rest area vending locations, snack bars, vending machine locations and a military base.

### II. GENERAL INFORMATION

#### PURPOSE of the RFP

The Business Enterprise Program is seeking new locations in private, federal, state, parish, and municipal sites in Louisiana in which to establish vending and other food service businesses. The Department of Social Services (DSS), Louisiana Rehabilitation Services (LRS), Business Enterprise Program (BEP) is releasing a Request for Proposals to solicit a partner for providing professional services to obtain unassigned revenue for private, federal, state, parish and municipal locations under the Federal Randolph-Sheppard Act and the Louisiana mini-Randolph-Sheppard Act (La.R.S. 46:333).

The scope of this Request for Proposals is to select a single contractor to provide services related to the operation of the Randolph-Sheppard program in Louisiana, including, to:

- Research all applicable private, federal, state, parish and municipal properties in Louisiana, and provide a listing of those locations identifying name of building, address, contact person, and the Email address, telephone and fax numbers of the contact person to the Business Enterprise Program.
- Review existing locations to insure that the BEP is receiving the appropriate amount. Contractor will identify the number of vending machines located in each facility and provide revenue data as to the gross sales and net income generated.
- Contact, develop and negotiate additional unassigned vending locations throughout the state.
- Determine appropriate amounts of vending revenues due to LRS according to the provisions of the Randolph-Sheppard Act from all federal private, state and other public facilities developed by contractors.
- Provide detailed monthly reports to LRS and make recommendations to enhance the revenues produced within these facilities.
- Educate appropriate federal and state agency personnel occupying these buildings on the Federal Randolph-Sheppard Act and Louisiana Mini-Randolph-Sheppard Act, and local ordinances.
- Negotiate agreements with each building's management for the purpose of providing vending services in accordance with the Randolph-Sheppard Program and forward these agreements to the Randolph-Sheppard Program Manager for signature.
- Solicit full service agreements with vending companies.
- Be responsible for the auditing, reporting, and analysis of collected unassigned income due to the Louisiana Business Enterprise Program.
- Provide monthly reports detailing vending income for each location and commissions earned.
- Provide single point of contact for questions or concerns.
- Provide on-line and web based reporting with monthly Electronic fund transfers.
- Contractor will perform random audits
- Contractor will be paid a monthly commission from the Louisiana Business Enterprise Program for Blind Vendor's Trust fund based upon the total amount of newly collected unassigned vending commissions. Contractor will also be paid a commission to monitor existing locations to determine if amounts paid to Louisiana Blind Vendor's Trust Fund are accurate and correct. If any discrepancies are found in the monitored locations, the contractor will earn a commission from the discrepancy amount. Contractor will submit to LRS a report on new vending locations and a separate report on monitoring of existing locations. LRS will then pay contractor the agreed upon commission from the total amount of collected unassigned vending commissions and the agreed upon commission from the discrepancies discovered for monitoring existing locations.

**BEP will participate by providing the following information:**

- State and federal laws and regulations on the Randolph-Sheppard Business Enterprise Program
- List of current state, federal, city municipal and private locations
- Copy of current contracts

**ELIGIBLE PROPOSERS SHOULD:**

- Have a minimum of 5 years of experience in the management of vendor accounts in multiple locations as of the date proposer submits a proposal.
- Have demonstrated ability to manage customers in a statewide setting.
- Have adequate financial resources for performance, or have the ability to obtain such resources as required during performance.
- If a proposer intends to use a subcontractor to meet the requirement, then the proposer should produce a letter from the probable subcontractor stating that they are willing to provide the required services contingent upon a contract award.
- Provide no less than three (3) references. The following information should be provided for each reference submitted:
  - Name, title and telephone number for reference contact
  - Number of years Proposer has provided such services
  - Number of locations actually being managed
  - Scope of services provided including appropriate dates of implementation

**ELIGIBLE PROPOSERS SHALL HAVE:**

- Capability to operate in every parish in the State of Louisiana.
- Workers Compensation Employees' Liability and/or Contractors' Insurance in amounts sufficient to satisfy all claims that might arise from its acts or those acts of its employees or agents. Proposals submitted should include a copy of the certificate proving that the proposer's firm, its employees, and subcontractors are covered by this insurance.
- Public liability insurance policy with limits of not less than \$1,000,000.00 dollars for any one person and \$2,000,000.00 dollars total for one occurrence for death or personal injury and \$1,000,000.00 total for any one occurrence for property damage. Proposals submitted should include a copy of the certificate for this insurance. LRS reserves the right to request copies of certificates from those proposers who fail to provide this information with their proposals.
- Authority to conduct business in Louisiana. Proposers from out of state should submit with their proposals certificates of authority to conduct business in Louisiana. LRS reserves the right to request copies of certificates from those proposers who fail to provide this certificate with their proposals.

**INELIGIBLE ORGANIZATIONS**

Proposers should not submit a proposal if they are an organization which is barred from receiving state or federal funds, as they may not participate in this initiative, directly or indirectly, nor may proposer utilize an ineligible organization in providing services under any contract awarded as a result of this RFP.

**MANDATORY REQUIREMENTS FOR THE SUCCESSFUL PROPOSER**

- **CONFLICTS OF INTEREST**

No one employed by the Contractor may voluntarily acquire any personal interest that conflicts with his or her responsibilities under this Contract. Likewise, no Contractor will knowingly permit any public official or Public employee who has any responsibilities related to this Contract or the work to acquire an interest in anything or any entity under the Contractor's control if such an interest would conflict with that official's or employee's duties.

- **DRUG FREE WORKPLACE**

The Contractor shall certify that both it and its employees, while working on contracted property, will not purchase, transfer, use or possess alcohol or illegal drugs or abuse prescription drugs in any way.

- **SURETY BOND**

The successful Proposer shall provide an annual surety bond in the amount of \$500,000 within 15 calendar days of notice of intent to award to the proposer by the LRS. The surety bond shall be from a surety company licensed to do business in Louisiana with all fees current, in an amount equal to the above stated sum and shall be secured by a surety or insurance company and in accordance with restrictions set by them. The surety bond shall be made payable to the Treasurer of the State of Louisiana and shall be subject to forfeiture on the part of the successful proposer for failure to meet the contract terms and conditions. This guarantee shall be valid for the entire term of the contract, including any renewal terms.

**III. PROCEDURES FOR SUBMITTING PROPOSALS**

- Written proposals shall be signed by an authorized representative of the proposer. Proposals shall be submitted no later than May 9, 2008, at 4:30 P.M., to Rosemary Yesso, Bureau Administrator, 627 North 4<sup>th</sup> Street, 2<sup>nd</sup> Floor, Bureau of Blind Services, Baton Rouge, LA 70802.
- Proposers should submit SEVEN (7) copies of their proposal. At least one shall have an original signature.
- All envelopes in which the proposal is submitted MUST be clearly marked PROPOSAL, identify this RFP and note the date and time of closing.
- Proposals shall include the business name, address and telephone number of the organization, and should include a cover letter summarizing the proposal.
- Proposals should be a complete offer and fully responsive to the RFP, and should include all information required herein to be evaluated and considered for award. Failure to do so may be deemed sufficient cause for rejection of the proposal.
- Questions regarding this RFP should be submitted in writing by facsimile or by e-mail to Rosemary Yesso, 225-219-2933 or [ryesso@dss.state.la.us](mailto:ryesso@dss.state.la.us) no later than April 16, 2008. Please include your name and phone number in all e-mail correspondence. All questions from and answers to any one Proposer will be forwarded to all Proposers (as soon as resolved and before the submission deadline).

- Proposals should be firm, binding and irrevocable offers for a period of 90 calendar days following proposal opening.
- Protests of the RFP must be received by the LRS, in writing, addressed to the LRS Director, P.O. Box 91297, Baton Rouge, LA 70821-9297 no later than fourteen (14) calendar days prior to proposal closing date. No protests of the RFP shall be considered after the deadline stated above. Protests of the solicitation shall be handled in accordance with Title 34, Part V, Subchapter B. Protests of award shall be submitted within 14 days after the award has been announced by the LRS. Protests of award shall be handled in accordance with Title 34, Part 5, Subchapter B.
- LRS reserves the right, at its option, to reject any or all proposals. Notification of proposal rejection will be made in writing.
- LRS is not responsible for any costs of any Proposers incurred while submitting proposals. All Proposers who respond to this RFP do so solely at their own expense.
- This RFP and one copy of each original proposal received in response to it, together with copies of all documents pertaining to the award of a contract, shall be retained by the LRS for the required retention period, and made a part of a file or record which shall be open to public inspection. If a proposal contains any information that proposer considers a “trade secret” the Proposer must mark each sheet of such information with the following legend:

“This data constitutes a trade secret and shall not be disclosed except in accordance with the Louisiana Public Records Law (La.R.S. 44:1 et seq.).”

In accordance with Louisiana Administrative Code Title 34, Part V, §130, LRS shall attempt to keep said trade secrets confidential. However, disclosure of documents or any portion of a document submitted as part of a proposal may be required by official or judicial determinations made pursuant to the Louisiana Public Records Law.

The above restriction may not include cost or price information, which must be open to public inspection. An entire proposal marked as proprietary (“trade secret”) is unacceptable. The Proposer will be requested to mark only specific pages or text and return the proposal prior to closing. Proposals in which the entire document is marked or otherwise identified in its entirety as confidential or “trade secret” will be rejected.

#### **IV. TYPE/PERIOD OF CONTRACT**

Under no circumstances will the contractor be reimbursed in excess of the commission percentage specified in the proposal. The chosen proposer shall enter into a contract with Department of Social Services, Louisiana Rehabilitation Services; see attached DSS-CF-1. It is anticipated that the contract term will begin August 15, 2008, and will terminate August 15, 2009. At the end of the contract term, LRS reserves the right to renew the contract for twelve (12) month periods, not to exceed a total of thirty-six (36) months, if funding is available and performance is acceptable based on reasonable and ongoing progress and satisfactory management of the project.

## V. PROPOSAL/METHODOLOGY

Proposers should include sufficient information to allow the State to evaluate each proposal to be sure it meets the requirements of the RFP. The proposals should contain the following, which are detailed in the sections below:

- Cover letter - The cover letter should be in the form of a standard business letter and should be signed by an individual authorized to legally bind the Proposer's. The letter should also have the following:
- A statement regarding the Proposer's legal structure (e.g., a Louisiana corporation), Federal tax identification number and principal place of business.
- A list of people who prepared the proposal, including their titles; and the name, phone number, address, e-mail address, and fax number of a contact person who has authority to answer questions regarding the proposal.
- A list with the resumes of all key in-house management team members and a list of any subcontractors that will be used to execute the work.
- A description of the commission's proposer will charge to LRS for all services described in this RFP. Both commissions shall be quoted as a percentage; one to be applied to the total gross sales LRS collects from unassigned vending commissions and the other commission to be applied to discrepancies discovered from monitoring of existing locations. Proposers should use the Cost Response Sheet attached.
- A brief overview of the financial situation/condition, profit and loss statement, recovery risks and plans for work interruptions due to circumstances beyond the control of the company. If the proposer has other or previous contracts with the state, a copy of any audit performed by the state is requested.
- A description of proposer's implementation plan and schedule, including milestone dates.
- A description of how proposer would reconcile with and/or remove any non-performing vending machine vendor for reasons including poor service, poor quality vending product, false reporting or non-compliance with the Randolph-Sheppard Act.

## VI. PROPOSAL EVALUATION CRITERIA

All proposals will be reviewed and evaluated by a committee consisting of Department of Social Services personnel and other qualified professionals. References may be contacted by the LRS for an evaluation of Proposer's performance. In addition, LRS reserves the right to consider past performance, historical information and fact, whether gained from the proposal, any question and answer conferences, references, or any other source in the evaluation process.

Proposals will be evaluated for completeness and compliance with the requirements of this RFP. Proposals that are incomplete, which do not meet all requirements of the RFP, or are otherwise deemed by LRS to be "non-responsive" will be rejected. Proposals considered complete, or "responsive," will be evaluated to determine if they comply with the administrative, contractual and technical requirements of this RFP. If the proposal is

unclear, Proposers may be asked to provide written clarification. Proposals found to be noncompliant with any mandatory requirement will be disqualified from further consideration.

The committee will recommend for selection the proposal which most closely meets the requirement of the RFP and the needs and the expectations of the DSS/LRS, based upon the evaluation criteria listed below, and the highest point score. The final decision will be made by the Director of LRS with concurrence of the Secretary of the Department of Social Services. The state reserves the right to award without discussion based on initial proposals received.

Prior to contract award, the apparently successful Proposer will be notified in writing of its apparent winning proposal. All other Proposers will be notified in writing that the apparent winning proposal has been selected.

LRS reserves the right to cancel this RFP should Proposers, in LRS' opinion, be unresponsive to the RFP.

The committee shall evaluate the proposals based on the following:

1. Approach and Methodology – 30 pts.
  - Addresses the requested components of the RFP.
  - Describes Proposer's knowledge and understanding of the Randolph-Sheppard Act and LA R.S. 46.333.
  - Details how all services in the RFP will be provided; the steps that will be taken to contract with vending machine companies; how quality control will be handled regarding all products and services provided; selling prices for vending machine products; implementation plans and schedules; auditing, reporting; any innovative ideas and programs determined to be of benefit to LRS, etc.
  - The Proposer's approach and methodology to accomplishing all services described in the RFP.
2. Qualifications and Experience of Company and Staff – 30 pts.

Resumes of assigned staff; demonstrated knowledge of the staff and company with vending; years of company and staff experience providing vending services; financial stability of the company; customer reference checks to confirm dates of services provided, quality of services provided in terms of increase of identified locations and increase in unassigned revenue, ability to maintain time schedule of service delivery, ability to manage customers in multiple locations, description of how previous customers with multiple locations were served and managed, and quality of rapport with references contacted and vendors with whom contracts are negotiated.

3. Commission percentages charged to the Louisiana Business Enterprise Program for Blind Vendor's Trust Fund – 40 pts.
  - The two commission percentages shall be added together to determine a total commission percentage for cost evaluation purposes.
  - Lowest total commission percentage receives maximum points.
  - Formula: Lowest commission percentage divided by the commission percentage multiplied by the maximum points equals the number of points assigned.

**COST SHEET****RFP for the Business Enterprise Program  
Identification and Development/Generation of Unassigned Income**Contractor % **for newly collected unassigned income** \_\_\_\_\_ % \*Contractor % **for monitoring existing locations** \_\_\_\_\_ % \*\***Total** \_\_\_\_\_ %

\* The percentage amount shall be that percentage that the proposer is requesting to retain from the funds collected.

\*\* The percentage amount shall be that percentage that the proposer is requesting to retain from the discrepancies discovered in funds collected from monitoring of existing locations.

**Add both percentages to get a total percentage.**

**REQUEST FOR PROPOSAL IDENTIFICATION AND DEVELOPMENT/  
GENERATION OF UNASSIGNED INCOME-RANDOLPH SHEPPARD PROGRAM**

<b>EVENT</b>	<b>DATE</b>
Advertise RFP (in newspaper and LaPAC) and mail public announcements	4/04/08
Deadline to receive written requests	4/16/08
Deadline to answer written requests	4/23/08
Proposal submission deadline	5/09/08 at 4:30 p.m.
Notice of Intent to Award to be Mailed	5/23/08
Proposed Contract Beginning Date	8/15/08