

Request for Bids # 2024-AS-9200

Title: Access to Services through Knowledge: Translating Research into Application

This is a request for bids for a phase 2 project designed to translate results from existing quantitative and qualitative research findings from a Phase 1 project into personas and/or journey maps that will subsequently be integrated into a web-based platform.

Via a phase 1 research project, the Council secured the National Association for the Dually Diagnosed (NADD) to conduct significant research for the purposes of identifying community resources used by family members/caregivers of persons with I/DD, the ways they identify and share information, assist each other with information, refer people to useful resources, and utilize existing web-based platforms.

This bid solicitation seeks to secure a provider for a phase 2 project that will translate the research findings into personas and/or journey maps that will guide families/caregivers as they seek to address immediate needs and prepare for addressing issues they will face throughout the lifespan. The personas and/or journey maps should assist families/caregivers with addressing the challenges they may face at each point through the lifespan and provide direction to identify major sources of information, services, supports, and programs.

Materials developed through the phase 2 project described in this bid will subsequently be used by a Phase 3 project that will be designed to develop and populate a web-based platform for use by families/caregivers.

The combined outcome of the three phases of projects should culminate in individuals with I/DD and their families having knowledge of and increased access to community resources and services across the lifespan.

It is currently anticipated that there will be at least two subsequent years of work on this phase 2 project, contingent upon new research findings and other similar factors. Included in this request for bids is information relating to the Scope of Work for a 9-month project and bid information to be submitted.

Date of Release: January 12, 2024

Due Date: Electronic bids will be accepted until 4:00 pm EST on Friday, February 16, 2024. All submissions must be marked with Request for Bids #2024-AS-9200. Please allow enough time to upload your bid into the FDDC's Dropbox. Depending upon the size of the bid, it may take additional time to upload. Any bids received after the date and time set forth above will be considered unresponsive and will not be considered by FDDC.

Bids shall be electronically submitted via FDDC's Dropbox at <https://www.dropbox.com/request/a5PqtG67UkCVT14p7Cfr>

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Contact: Questions regarding the requirements of the Request for Bids for the **Access to Services through Knowledge: Translating Research into Application** project may be emailed to proposal@fddc.org and must be received by 4:00 pm EST on Tuesday, January 23, 2024

QUESTIONS ARE TO BE SUBMITTED IN WRITTEN FORMAT ONLY. THIS IS A LEGAL PROCESS AND WE CANNOT ANSWER QUESTIONS VERBALLY.

Answers to the questions received will be posted on the Council's website (www.fddc.org) by Tuesday, January 30, 2024 at 4:00 pm EST.

Bid results will be posted on the FDDC website on Wednesday, March 6, 2024.

Protest Period: Any bidder who desires to protest either the content of this bid or the proposed ranking must do so in writing to Monica Moye at proposal@fddc.org within the 72-hour protest period. FDDC Protest Procedures will be made available upon written request. The protest period is within 72 hours of the posting of the Request for Bids or the posting of the selected bidder.

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Cone of Silence: For purposes of this solicitation, FDDC has established a solicitation silence policy (Cone of Silence) that prohibits oral and written communication regarding all formal solicitations for goods or services (formal proposals, Request for Proposals, Invitation for Proposals, Request for Bids) issued by the FDDC with the exception of the formal written questions that may be submitted as described above. The period commences from the date of advertisement until award of contract.

Applicable Laws and Regulations: All applicable Federal and State laws, county and municipal ordinances, orders, rules and regulations of all authorities having jurisdiction over the services to be provided shall apply to the bid/proposal throughout, and they will be deemed to be included in the contract the same as though they were written in full therein.

Funds Available: The Florida Developmental Disabilities Council, Inc. (FDDC) has set aside a maximum of **\$200,000** federal funds for a period not to exceed 9 months for fiscal support of this bid request. The award will remain firm for the contract period unless addendums to the scope of work are required by the funder.

Funding Source: 100% federal funds, CFDA #93.630 from the U.S. Department of Health & Human Services, Administration on Intellectual and Developmental Disabilities, through FDDC.

Ineligible Entities: Federal regulations limit and restrict the ability of individuals or entities debarred or suspended by a Federal Agency from doing business with, or contracting for the use of federal funds with, the Council. See 29 CFR, Part 98; 45 CFR, Part 76.

Background

A. Statement of Need

In preparation for development of the Council's 2022-2026 State Plan, a Comprehensive Review and Analysis (CRA) of state-wide and national data regarding issues facing individuals with intellectual and developmental disabilities (I/DD) and their families was conducted. Concerns with access to information about available services, access to services, and system coordination for continuity of services were recurring themes among focus groups, key informants, and survey respondents led the Council to develop a goal, objective, and activities to address the issue of access to services across the lifespan. 99.3% of public respondents strongly supported the Council's plan for addressing access to services and supports. The most critical findings indicated that there is no useful, interactive clearinghouse to connect individuals and their families to services, supports, and programs.

Background on the Issue:

The Florida Developmental Disabilities Council contracted with the North Central Florida Health Planning Council dba WellFlorida Council to conduct a Comprehensive Review and Analysis (CRA) of state-wide and national data regarding issues facing individuals with intellectual and developmental disabilities (I/DD). Primary sources that were used to

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gather information included focus groups and surveys. Government reports, agency websites, and research articles served as secondary sources to provide information to the FDDC members to base their recommendations for identifying priority areas.

Among the most critical findings is that there is no useful, interactive clearinghouse to connect individuals and their families to services, supports, and programs.

There are estimated to be over 336,000 individuals in the State of Florida with I/DD (This calculation was based on the prevalence rate of 1.58 percent of the general population as reported by Larson and Lakin (2001). The general population used in these calculations was based on the U.S. Census Bureau ACS Single-Year Population Estimates for 2016-2018, Table DP05, 2016-2018. This overall prevalence rate is recommended for use in the development of 5-year plans by the National Association of Councils on Developmental Disabilities, 2020. Based on this prevalence rate, the number of persons with I/DD has increased as Florida's population has grown. These individuals, along with their caregivers, need to access comprehensive, timely information at various times across their lifespan (e.g., diagnosis, early education, school years, transition to postsecondary, adulthood, aging, and aging caregivers). There are also critical factors that can increase the need to locate new, additional, or different services and supports (e.g., mental health issues, medical conditions, co-occurring disorders, changes to life circumstances).

Approximately 50,000 individuals are known to, and meet the eligibility for, the Agency for Persons with Disabilities' services and supports; this includes over 22,000 Floridians reported on the DD Waitlist for services (University of Minnesota, Residential Information Systems Project (RISP), Research and Training Center on Community Living, Institute on Community Integration, 2017). In addition to the individuals on the waitlist who are not receiving any services or supports, there are others who are receiving inadequate/insufficient services and supports due to personnel shortages and other factors, and individuals who are at large (e.g., not identified and not on the waiting list), along with families simply not knowing what exists or how to access.

Some families and individuals with I/DD simply give up; others turn to peers, advocates, or state and local agencies and organizations with the wherewithal to serve as an advocate and/or assist them with negotiating the process.

Research by Gilson et. al. (2017) found that although there are many resources available for people with intellectual and developmental disabilities, little is known about how likely these resources are utilized or how helpful they are perceived to be. Their findings showed that 59% were unfamiliar with available support or programs for their family members with IDD.

B. Project Description

In phase 1 of the Council's activities designed to address this issue, the National Association for the Dually Diagnosed was secured to conduct significant research to identify community resources used by family members of persons with intellectual and developmental disabilities

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(I/DD), the ways they identify and share information, assist each other with information, refer people to useful resources, and utilize existing web-based platforms. Surveys and focus groups were used to gather information on a state-wide basis. Focus groups were conducted in English, Spanish, and Creole.

The purpose of this phase 2 project planned for addressing the Council's Access to Services through Knowledge goal is to secure a provider who will translate results from the initial quantitative and qualitative research findings into personas and/or journey maps that will subsequently be used to populate a web-based platform via a phase 3 project. It is envisioned that this new system will enable families/caregivers of individuals with I/DD to not only address immediate needs but also empower them to prepare for addressing issues they will face throughout the lifespan in securing access to services, supports, and programs.

C. Scope of Work to Be Provided

Key Activity 1.1.2: Develop personas and build journey maps for the forthcoming ASK web-based platform.

Action Steps/Scope of Work:

1. Collaborate with and support the National Association for the Dually Diagnosed' "Access to Services through Knowledge (ASK)" research project Steering Committee.
 - a. Participate in the ASK Steering Committee and/or content advisory committee meetings facilitated by NADD as needed.
 - i. Develop meeting presentations/materials, as appropriate, for sharing with the Steering Committee and/or Advisory Content Committee.
 - b. Attend monthly meetings with NADD and the Council's Director, Programs and Contracts (i.e., contract/agreement manager).
2. Develop personas and/or build journey maps for each age group within the lifespan that include scenarios, stories, and embedded links to resources.
 - a. Use the following age groups for development of the materials:
 - i. Diagnosis and Early Intervention
 - ii. School Age
 - iii. Adolescents and Young Adults
 - iv. Adulthood
 - v. Aging
 - b. Analyze research results to identify issues relevant to each age group.
 - i. Identify gaps in information collected through initial research.
 - ii. Support NADD in conducting additional research if warranted.
 - c. Create journey maps by identified age groups.
 - d. Develop personas including scenarios and stories.
 - e. Embed resource links as identified through NADD research.
3. Fulfill Council programmatic requirements.

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- a. Complete and submit an updated workplan with each deliverable.
- b. Participate in a mid-term review of the project.
- c. Complete and submit an executive summary with the final deliverable that provides all components set forth in the contract (e.g., overview of major activities, outputs, outcomes, summary and analysis of data, recommendations of future actions).
- d. Attend bi-weekly meetings with the Director, Programs and Contracts (i.e., contract/agreement manager).
 - i. Develop meeting minutes with input from participants for submission.

Timeline

The timeline for the work for the **Access to Services through Knowledge: Translating Research into Application** project is April 15, 2024-December 15, 2024.

Bid Submission Instructions

Interested individuals must submit the following Bid Information by 4:00 pm ET on Friday, February 16, 2024.

• **The bid must include the following:**

- A signed Letter of Transmittal confirming that you understand the Scope of Work required; confirming that you will be able to perform all the work specified in the Scope of Work within the specified timeframe; and providing your name, the name of your organization (if applicable), your address, phone number, email address, SAM Unique Entity ID (if available), and SAM.GOV registration status including expiration date or date registration was submitted.
- A completed Budget Request Form, which must include the requested FDDC budget funds, including FTE and/or hourly rate information for all personnel and/or consultants.
- A narrative description of your experience in the analysis of qualitative and quantitative data, development of personas and journey maps and the use of personas/journey maps in web-based systems. Include information about the personnel and/or consultants who will be engaged in implementing all facets of the **Access to Services through Knowledge: Translating Research into Application** project.
- A completed **Access to Services through Knowledge: Translating Research into Application** Bid Work Plan Template to include Person(s) Responsible and Bidder's Qualifications to Deliver Planned Scope of Work and Services.
- A sample of personas and journey maps you have developed, preferably on this or a related topic.

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Bid Selection

The lowest and most responsive bid will be selected contingent upon a Letter of Transmittal confirming that the bidder can (1) perform all the work outlined in the Scope of Work within the specified time frame, and (2) demonstrate responsiveness in meeting the minimum requirements described within this bid request as indicated through the narrative description, **Access to Services through Knowledge: Translating Research into Application** Bid Work Plan Template, and sample personas and journey maps. The Council reserves the right to select the next lowest bid if the lowest bid is not found responsive in meeting the minimum requirements. The FDDC reserves the right to reject any or all bids. Verification of mandatory terms and conditions must be met prior to contract execution. No work shall begin until a contract is executed by the FDDC.

Minimum Requirements to Determine Responsiveness

- **Budget narrative:** Sufficiently supports FDDC funds.
- **Collaboration with diverse participants:** Identifies experience in collaborating with diverse groups, including individuals with I/DD.
- **Research experience:** Identifies experience in research analysis and application of the results to the creation of personas and journey maps that will subsequently be used for populating a web-based system.
- **Evaluation experience:** Identifies sufficient experience in evaluating research results and applying those results to subsequent work.
- **Organizational capacity:** Identifies sufficient and qualified staff and resources to fulfill the Scope of Work as prescribed in the work plan and/or narrative.
- **Product review:** Evidence of high quality, professional writing skills (especially for this targeted population).