



**City of Seattle**  
**Human Services Department**

**2017**  
**Registered Dietitian Services**  
**Request for Proposal**

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**City of Seattle  
Human Services Department**

**2017  
Registered Dietitian Services  
Request for Proposal**

## **GUIDELINES**

### **I. Introduction**

The Aging and Disability Services Division of the City of Seattle Human Services Department (HSD) is seeking applications from agencies interested in providing Registered Dietitian Services for Older Adults. This RFP is open to any legally constituted entities that meet the minimum eligibility requirements outlined in Section VII of the Guidelines. Registered Dietitians (RDs) are the nutrition experts and provide technical assistance and support to Congregate Meal programs to ensure meals are nutritious and safe to consume. RDs also provide food and nutrition education to participants to improve their health and wellbeing.

Approximately \$90,000 is available through this RFP from the following sources:

<b>Fund Sources</b>	<b>Request for Proposal Amount</b>
<i>HSD General Fund</i>	\$24,450
<i>Older Americans Act</i>	\$65,550
<b>Total</b>	<b>\$90,000</b>

HSD intends to fund 1 proposal. Initial awards will be made for the period of **January 1, 2018-December 31, 2018**. While it is the City's intention to renew agreements resulting from this RFP on an annual basis through the 2021 program year, future funding will be contingent upon performance and funding availability.

The City of Seattle Human Services Department seeks to contract with a provider to help ensure that the outcome of HSD's Registered Dietitian Services investment is that our community promotes healthy aging and lifestyle as indicated by older adults experience stable health and can age in place.

All materials and updates to the RFP are available on [HSD's Information for Grantees web page](#). HSD will not provide individual notice of changes, and applicants are responsible for regularly checking the web page for any updates, clarifications or amendments.

HSD will have no responsibility or obligation to pay any costs incurred by any applicant in preparing a response to this RFP or in complying with any subsequent request by HSD for information or participation throughout the evaluation and selection process.

If you have any questions about the Registered Dietitian Services Request for Proposal, please contact: Angela Miyamoto via email at [Angela.Miyamoto@Seattle.Gov](mailto:Angela.Miyamoto@Seattle.Gov)

## II. Timeline

Funding Opportunity Released	Monday, April 10, 2017
*Information Session 1	Wednesday, April 19, 2017 Renton Highlands Library 1:00 pm - 3:30 pm 2801 NE 10th St, Renton, WA 98056
*Information Session 2	Thursday, April 20, 2017 Bellevue City Hall, Council Chambers 10:00 am - 12:30 pm 450 110 <sup>th</sup> Ave NE, Bellevue, WA 98009
*Help Session 1	Tuesday, April 25, 2017 Valley View Library 3:00 pm - 6:30 pm 17850 Military Rd S, SeaTac, WA 98188
*Help Session 2	Monday, May 1, 2017 Bellevue Library 9:30 am - 1:00 pm 1111 110th Ave NE, Bellevue, WA 98004
Last Day to Submit Questions	Thursday, May 11, 2017 by 12:00 p.m.
Application Deadline	Wednesday, May 24, 2017 by 12:00 p.m.
Site Visits, as needed	Monday, July 10, 2017 – Friday, July 14, 2017
Interviews, as needed	Monday, July 10, 2017 - Monday, July 17, 2017
Planned Award Notification	Thursday, August 17, 2017
Contract Start Date	Monday, January 1, 2018

\*Please contact RFP coordinator for accommodation requests: Angela Miyamoto at [Angela.Miyamoto@Seattle.Gov](mailto:Angela.Miyamoto@Seattle.Gov). Accommodations are not guaranteed but every effort will be made to fulfill requests.

HSD reserves the right to change any dates in the RFP timeline

## III. HSD Guiding Principles

In addition to the investment outcomes stated in this RFP, investments will reflect the Seattle Human Services Department’s vision, mission and values and support the department’s theory of change.

### Vision

The vision of the Seattle Human Services Department is that all basic needs in our communities are met through innovative and collaborative approaches. Greater Seattle is a place where the richness of our diversity is valued, all of our communities thrive, and people grow up and grow old with opportunity and dignity.

### Mission

The mission of the Seattle Human Services Department is to connect people with resources and solutions during times of need so we can all live, learn, work and take part in strong, healthy communities.

### Values

We accomplish our mission by adhering to core values and funding programs whose work supports them:

- **Results and Racial Equity** – our resources are devoted to addressing and eliminating racial, social, economic, and health disparities in our community.

- **Stewardship** – we fund and administer programs that are accountable, cost-effective, and research-based, ensuring people receive high-quality services.
- **Innovation** – we foster an environment where creativity and new approaches are valued, tested, refined, and implemented.
- **Collaboration** – we share the collective wisdom of our colleagues and community to develop and implement programs.

#### IV. HSD’s Outcomes Framework & Theory of Change

HSD has developed a strategy for results-based accountability and addressing disparities to ensure that the most critical human service needs are met by:

- **DEFINING** the desired results for the department’s investments;
- **ALIGNING** the department’s resources to the desired results; and
- **EVALUATING** the result progress to ensure return on investment.

The results-based accountability “Outcomes Framework” helps HSD move from ideas to action to ensure that our work and investments are making a real difference in the lives of vulnerable people. HSD’s **Theory of Change** ensures that data informs our investments – particularly around addressing disparities – and shows the logical link between the desired results, indicators of success, racial equity goals based on disparity data, strategies for achieving the desired results, and performance measures.



All investments resulting from this funding opportunity will demonstrate alignment with HSD’s theory of change towards achieving the desired results of: All older adults experience stable health and are able to age in place.

#### **Registered Dietitian Services Theory of Change**

The theory of change describes the expectations for how the desired results and equity goals will be achieved through a set of specific activities (strategy) which are measured by quantity, quality, and impact performance measures.

Desired Result	Indicator	Racial Disparity Data	Racial Equity Goal	Strategy	Performance Measure
Condition of wellbeing for entire population	Achievement benchmark – how we know the “result” was achieved	Data depicting socioeconomic disparities and disproportionality between ethnic/racial populations	Stretch goal for reducing and/or impacting the racial equity disparity	Activities or interventions that align to the results and indicators, and are informed by best or promising practices, cultural competency, and community engagement – what HSD is purchasing	What gets counted, demonstration of how well a program, agency or service is doing (quantity, quality, impact)
All older adults experience stable health and are able to age in place.	% of older adults 60+ reporting good or excellent health	<p>Among the 60+ population; Black/African Americans and Hispanic/Latino adults are 50% more likely, and American Indian/Alaska Native, and multiracial older adults are 20% more likely, to be in fair or poor health than white non-Hispanic adults.<sup>1</sup></p> <p>Data for numerically small groups (racial, ethnic, or based on other traits) rarely produces enough respondents to make a robust sample. National data, however, does show that older Native Hawaiian/Pacific Islanders (NHPI) adults have rates of fair/poor health that are closer to those of Blacks.<sup>2</sup></p>	Black/African Americans, Hispanic/Latino, American Indian/Alaska Native, multi-racial, and Native Hawaiian/Pacific Islander 60+ older adults report good to excellent health at the same rate as white non-Hispanic older adults.	<p>Meals are nutritious and technical assistance provided by the Registered Dietitian is culturally relevant.</p> <p>Nutrition education is culturally relevant.</p>	<p>Performance measures will be reported with race/ethnicity breakdown and expected to have equitable quality and impact outcomes across all race/ethnicities. Specifically, the focus populations.</p> <p><b>Quantity</b> – Number of menus, number of nutrition education sessions</p> <p><b>Quality and Impact</b> – Measurement tool will be developed in collaboration with successful applicant which will demonstrate:</p> <p><b>Quality</b></p> <ul style="list-style-type: none"> <li>• Quality of program reports</li> <li>• Culturally relevant services are delivered to program staff.</li> </ul> <p><b>Impact</b></p> <ul style="list-style-type: none"> <li>• Congregate meal program participants have high quality meals as a result of Registered Dietitian services provided.</li> </ul>

<sup>1</sup> Behavioral Risk Factor Surveillance Survey 2005-2014

<sup>2</sup> Behavioral Risk Factor Surveillance Survey 2004-2014

## V. HSD's Commitment to Funding Culturally Responsive Services

In conjunction with the Seattle Race and Social Justice Initiative (RSJI), which is a citywide effort to end institutionalized racism and race-based inequities in Seattle, HSD has developed investment principles that reflect our commitment to funding culturally responsive services to create positive outcomes for service recipients. Agencies applying for investment will demonstrate the capacity to institute these principles through routine delivery of participant-centered and strength-based services that are culturally:

**COMPETENT**, as demonstrated by “the ability to honor, understand, and respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and to diligently act on that understanding”.<sup>3</sup> It is “the ability to function effectively in the midst of cultural differences. It includes knowledge of cultural differences, awareness of one’s own cultural values, and ability to consistently function with members of other cultural groups”.<sup>4</sup>

**RESPONSIVE** to the cultural and linguistic needs of diverse populations. Agencies have the capacity to effectively serve and engage persons of diverse backgrounds. Agencies commit to practicing cultural responsiveness throughout all levels of the program, including policy, governance, staffing, and service model and delivery. Agencies make every effort to recruit and retain a work force (paid and voluntary), and policy-setting and decision-making bodies, that are reflective of the focus populations identified in the theory of change.

**RELEVANT** in addressing the cultural needs of diverse populations whose models of engagement or cultural standards differ from mainstream practices. Agencies are staffed with people who have the cultural competency to create authentic and effective relationships and provide culturally responsive services for members of specific cultural groups and/or communities of color. Commitment and experience of the agency reflects effective, mutually beneficial relationships with other organizations (such as grassroots or community-based organizations, churches, community networks, etc.) that are reflective of the populations being served.

**ACCESSIBLE** through language, location, and delivery style. Agencies have the capacity to overcome mainstream barriers and/or provide effective alternative strategies that enable residents to easily access mainstream and nontraditional programs and services.

## VI. Investment Area Background & Program Requirements

Aging and Disability Services is the Area Agency on Aging serving older adults and adults with disabilities in King County. Programs and services promote health and independence and allow older individuals to live in their community to the maximum extent practicable. The Older Americans Act monies support these programs which focus on individuals with the greatest social and economic need.

### A. Overview of Investment Area

The Congregate Meal Program is one of the aging network services funded by the Older Americans Act. The purpose of the nutrition program is to reduce hunger and food insecurity, promote socialization of older individuals, promote health and well-being, and delay adverse health conditions.<sup>5</sup>

<sup>3</sup> Coyne, C. (2001) “Cultural Competency: Reaching Out to All Populations”. PT Magazine, pgs. 44-50.

<sup>4</sup> York, S. (2003) Roots and Wings: Affirming Culture in Early Childhood Programs. St. Paul, MN: Redleaf Press, pg. 161.

<sup>5</sup> Kowlessar N, Robinson, K, Schur C, Social & Scientific Systems, Inc. Older Americans Benefit from Older Americans Act Nutrition Programs. Research Brief Number 8, September 2015. Administration for Community Living.

Registered Dietitians (RDs) play a critical role by providing food and nutrition education, technical assistance, and support to meal programs. As nutrition experts, they provide nutrition and food safety guidance to promote health, reduce risk and manage diseases to improve/maintain health, independence, and quality of life<sup>6</sup>.

## **B. Service/Program Model**

RDs provide technical assistance and oversight to congregate meal programs throughout King County and ensure meals are nutritious and safe to consume. Services include menu development and analysis; health and safety monitoring; and nutrition education development and training that is culturally appropriate and tailored to the needs of the participant population.

RDs also support meal sites involved in other HSD funded food-related initiatives such as the Farm-to-Table project.

## **C. Criteria for Eligible Clients**

HSD congregate nutrition sites will be identified through the Congregate Meal RFP. The ADS Program Specialist will identify a maximum of 25 programs/sites to receive RD services. Sites will be selected based on the following attributes: language and cultural barriers to mainstream nutrition services and standards; program/site operated by volunteer organization or association; program does not have direct ownership or oversight of facility; program is located in and serves a rural community.

## **D. Priority Community and Focus Population**

Priority communities and focus populations for this funding are based on HSD's outcomes framework, a results-based accountability method, and ensures that the department's investments are dedicated to addressing disparities in the population.

Priority communities of congregate meal sites are defined by the Older Americans Act funding source and include older adults 60+

- Residing in rural areas
- Greatest economic need (income at or below federal poverty guidelines)
- Greatest social need
  - Cultural, social, or geographic isolation, including isolation caused by racial, ethnic, and/or sexual orientation status;
  - Limited English proficiency;
  - Severe disabilities;
  - Dementia or related disorders;
  - Risk for institutional placement;
  - Providing care to individuals with severe disabilities.

Focus populations are identified as specific racial or ethnic groups within the priority community and with data showing the highest disparities in the investment area.

Focus populations for congregate meal sites are:

- Black Black/African Americans, Hispanic/Latino, American Indian/Alaska Native, Native Hawaiian/Pacific Islander, and Multiracial older adults (60+)
- Other racial/ethnic minority older adults (60+)that experience poor health status

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<sup>6</sup> Position of the American Dietetic Association, American Society for Nutrition, and Society for Nutrition Education: Food and Nutrition Programs for Community-Residing Older Adults *J Am Diet Assoc.* 2010;110:463-472.

- Low income older adults (60+) that speak another language and not able to speak English very well including Vietnamese, Ukrainian, Korean, Spanish, Chinese, Russian, Khmer, Arabic, Samoan, \*Cushite and others.<sup>7</sup>

\*Cushite includes Somali and Oromo

## E. Expected Service Components

- 1) Provide culturally appropriate technical assistance and support to congregate nutrition sites including:
  - Assist with menu development and certify all meals meet Dietary Reference Intake (DRI) guidelines (See Senior Nutrition Program Standards - <https://www.dshs.wa.gov/sites/default/files/AL TSA/hcs/documents/SNPStandards.pdf>) . Provide practical suggestions to improve food quality.
  - Conduct monthly site visits and oversee food safety and food handling practices in accordance to King County Public Health guidelines. Site visits may be scheduled or unannounced.
  - Provide culturally appropriate nutrition education materials tailored to the needs of the meal site population. Provide or oversee the provision of nutrition education sessions which may include staff training. Congregate meal sites are expected to provide at least two nutrition education sessions per calendar year.
- 2) Provide monthly status reports to HSD on activities provided to support designated meal sites.
- 3) Assist congregate nutrition sites with other HSD funded food-related initiatives such as the Farm-to-Table project and provide monthly reports to HSD.

## F. Expected Performance Commitments

Performance measures will include, but not limited to, number of menus and number of nutrition education sessions. Quality and impact measures will be developed in collaboration with successful applicant(s) which will include, but not limited to:

Quality:

- Quality of program reports.
- Culturally relevant services are delivered to program staff.

Impact:

- Congregate meal program participants have high quality meals as a result of Registered Dietitian services provided.

## G. Description of Key Staff and Staffing Level

Staff are Registered Dietitians credentialed through the Commission on Dietetic Registration or an individual with comparable expertise. A dietitian is defined as a dietitian registered by the Commission on Dietetic Registration (Registered Dietitian or RD). An individual with comparable expertise (ICE) is defined as a nutritionist according to RCW 18.138, which requires a master's or doctorate degree in one of the following areas: human nutrition, nutrition education, foods and nutrition, public health nutrition, or nutrition sciences. It is recommended that the RD or nutritionist be certified by the State of Washington in accordance with RCW 18.138.

Minimum expectations:

- Ability to travel to congregate nutrition sites throughout King County
- Experience working with diverse communities including knowledge of cultural foods

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<sup>7</sup> American Community Survey Public Use Microdata Sample, 2015.

Desirable qualification:

- Ability to conduct kitchen inspections with the following credential from the National Environmental Health Association: Registered Environmental Health Specialist/Registered Sanitarian (REHS/RS), Certified Comprehensive Food Safety (CCFS), Certified Professional – Food Safety (CP-FS); or Registered Sanitarian from the Washington State Board of Registered Sanitarians.

#### H. Other Regulations Applicable to the Investment Area

Registered Dietitians oversee Congregate Meal programs which must comply with the Senior Nutrition Program Standards (<https://www.dshs.wa.gov/sites/default/files/AL TSA/hcs/documents/SNPStandards.pdf>)

### VII. Agency Minimum Eligibility Requirements

Applications for this RFP will be accepted from any legally constituted entities that meet the following minimum eligibility requirements:

- Applicant must meet all licensing requirements that apply to its organization. Companies must license, report and pay revenue taxes for the Washington State Business License (UBI#) and Seattle Business License, if they are required by the laws of those jurisdictions.
- Applicant must have a Federal Tax ID number/employer identification number (EIN) to facilitate payments from the City of Seattle to the provider.
- Applicant must be incorporated as a private non-profit corporation in the State of Washington and must have been granted 501(C) (3) tax exempt status by the United States Internal Revenue Service, the applicant's 501(C) (3) status must be in good standing and must not have been revoked in the previous calendar year.  
OR
- Applicant is a federally-recognized Indian tribe in the State of Washington  
OR
- If the applicant is a public corporation, commission, other legal entity or authority established pursuant to RCW 35.21.660 or RCW 35.21.730, the applicant's status as a legal entity must be in good standing and must not have been revoked in the previous calendar year.
- Minimum 2 years' experience providing food and nutrition-related RD services.

### VIII. Client Data and Program Reporting Requirements

Agencies must be able to collect and report client-level demographic and service data as stated in any resulting contract. Agencies must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases.

Agencies must have the ability to submit reports electronically to HSD. Current data specifications are available on the ADS website ([www.agingkingcounty.org](http://www.agingkingcounty.org); click "Service Providers" then "Reporting Requirements"). Agencies may be required to use the Community Living Connections GetCare system for direct data entry and reporting.

## IX. Contracting Requirements

- Any contract resulting from this RFP will be between the City of Seattle, through its Human Services Department, and the applicant agency (referred to as “Contractor” in this section).
- Contracts may be amended to ensure that services and outcomes align with the community needs or due to availability of funding.
- Contractors will be required to comply with the Terms and Conditions of the Human Services Department Master Agency Services Agreement (MASA). These requirements shall be included in any contract awarded as a result of the RFP and are not negotiable. A copy of the MASA is available on [HSD’s Information for Grantees web page](#).
- HSD will attach Exhibits and Attachments to all resulting contracts which will further specify program terms, rules, requirements, guidelines and procedures.
- 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. The City of Seattle, or any of its duly authorized representatives, shall have access to such books, records and documents for inspection, audit, and copying for a period of seven (7) years after completion of work.
- Contractors must complete all required reports and billing documentation as stated herein and in any resulting contract. Reimbursement will be contingent upon receipt and approval of required reports. Additional data may be required for audit or evaluation purposes.
- All programs funded through this RFP must publicly recognize HSD’s contribution to the program.
- Contractors will maintain a commercial general liability insurance policy with a minimum limit of \$1,000,000, naming the City of Seattle as insured.
- Contractors must have the capacity to protect and maintain all confidential information gained by reason of any resulting contract against unauthorized use, access, disclosure, modification or loss.
- Contractors must be able to collect and report data as described in Section VIII.

## X. Selection Process

This RFP is competitive. All interested parties must submit a complete application packet (as outlined in Section IV of the Application Instructions and Materials) by the deadline to be considered for funding. All completed applications turned in on or before the deadline that meet the minimum eligibility requirements (as outlined in Section VII of the Guidelines and Application) will be reviewed and individually scored by members of the rating committee.

Applications not meeting requirements of minimum eligibility or application completeness will be deemed ineligible and will be eliminated from further consideration. HSD reserves the right to seek clarification and accept or waive any nonmaterial irregularities or informalities in determining whether or not an application is eligible.

Eligible and complete applications will be rated based on the criteria for providing the required services outlined in the Guidelines and Application materials. HSD reserves the right to contact the primary contact person listed on the agency's completed Application Cover Sheet (Attachment 2) to clarify application contents. HSD also reserves the right to schedule and conduct interviews and/or site visits with some or all applicants prior to forwarding funding recommendations to the HSD Director. Following the rating process, including interviews if any, the rating committee will forward its funding recommendations to the HSD Director for final decision regarding the award(s). Notification of investment awards will be sent to the Executive Director of the applicant agency (or similar level agency management staff indicated on the application cover sheet).

Due to the competitive nature of this RFP, beyond any scheduled information sessions offered by HSD, no individual technical assistance will be provided until the appeals process has closed. Applicants may not rely on oral communication from HSD staff at any information session, interview, site visit or otherwise and must review all written materials and addendums related to this RFP.

HSD reserves the right to make an award(s) without further discussion of the proposal submitted. Therefore, the application should be submitted on the most favorable terms. If the application is selected for funding, applicants should be prepared to accept the proposed terms for incorporation into a contract resulting from this RFP.

HSD also reserves all rights not expressly stated in the RFP, including making no awards or awarding partial funding and negotiating with any proposer regarding the funding amount and other terms of any contract resulting from this RFP.

## **XI. Appeal Process**

An applicant is any legal entity that has responded to a formal funding process conducted by the City of Seattle Human Services Department in soliciting applications for the provision of defined services. Applicants have the right to protest or appeal certain decisions in the award process made by HSD.

The following outlines the opportunities for applicants to appeal a decision made by HSD at two distinct points in the funding process:

1. **Minimum Eligibility Screening Appeal Process:** This process is applicable to applicants notified by HSD that their application was incomplete and/or did not meet the minimum eligibility requirements outlined in the Guidelines and Application document for the specific funding opportunity, and therefore will not be reviewed for funding consideration.
2. **Post-Notice of Award Appeal Process:** This process is applicable to applicants notified by HSD of the final status of their application, as determined by the HSD Director, upon the conclusion of the review and rating process.

While the grounds for appeals and deadlines differ, both processes will follow the same appeal format and content requirements and decision process, except as otherwise stated herein.

### **Minimum Eligibility Screening Appeal Process**

#### **Grounds for Appeals:**

This process applies only to applicants wishing to appeal a decision regarding failure to submit a complete application or failure to meet the minimum eligibility requirements outlined in the funding opportunity. An appeal will only be determined to have merit if the applicant proves that the application submitted was complete, did meet the minimum eligibility requirements, qualifications, and formatting standards, and that

the initial determination of ineligibility was in error. No additional information or details not included in the original application will be considered.

#### **Appeals Deadlines:**

1. The Human Services Department will notify applicants in writing if their application was incomplete and/or did not meet the minimum eligibility requirements outlined in the Guidelines and Application document for the specific funding opportunity.
2. Any applicant wishing to appeal must submit a written appeal to the HSD Director within five (5) business days from the date of the written notification by HSD.
3. The HSD Director will review the written appeal and may request additional oral or written information from the appellant organization. A written decision by the HSD Director will be made within ten (10) business days of the receipt of the appeal. The HSD Director's decision is final.
4. HSD will not finalize a contract resulting from the solicitation until the appeal process has closed; however, an appeal based upon an application's incompleteness or failure to meet minimum eligibility requirements will not prevent HSD from moving forward with the review and rating process for other applications. HSD reserves the right to issue an interim contract for services to meet important client needs.

#### **Post-Notice of Award Appeal Process**

##### **Grounds for Appeals:**

Only an appeal alleging an issue concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest.
- Violation of policies or failure to adhere to guidelines or published criteria and/or procedures established in a funding opportunity.

#### **Appeals Deadlines:**

1. The Human Services Department will notify all applicants in writing of the final status of their application. For awarded applications, if appropriate, the level of funding to be allocated will be stated.
2. Any applicant wishing to appeal a decision regarding award must submit the appeal in writing to the HSD Director within ten (10) business days from the date of the written notification by HSD.
3. The HSD Director will review the written appeal and may request additional oral or written information from the appellant organization. A written decision by the HSD Director will be made within ten (10) business days of the receipt of the appeal. The HSD Director's decision is final.
4. HSD will not finalize a contract resulting from the solicitation until the appeal process has closed; however, HSD reserves the right to issue an interim contract for services to meet important client needs.

#### **Appeal Format and Content:**

A notice to HSD staff that an applicant intends to appeal does not reserve the right to an appeal. The applicant must file an appeal within the required deadline and follow the proper format. A casual inquiry, complaint or an appeal that does not provide the facts and issues, and/or does not comply with the form, content or deadline herein, will not be considered by the Department or acted upon as an appeal.

All appeals shall be in writing and state that the applicant is submitting a formal appeal. Deliveries by hand, mail or email are acceptable methods. HSD is not responsible for ensuring that an appeal is received within the appeal deadlines. If HSD does not receive the appeal by the deadline, the protest will be rejected.

Appeals must be addressed to:

Catherine Lester, Director  
Seattle Human Services Department  
700 5<sup>th</sup> Avenue, Suite 5800  
P.O. Box 34215  
Seattle, WA 98124-4125

Email: [Catherine.Lester@seattle.gov](mailto:Catherine.Lester@seattle.gov)

Include the following information and any additional information you would like considered in the appeal. Failure to provide the following information may result in rejection of the appeal if the materials are not sufficient for HSD to adequately consider the nature of the appeal:

1. Agency name, mailing address, phone number and name of individual responsible for submission of the appeal;
2. Specify the funding opportunity title;
3. State the specific action or decision you are appealing;
4. Indicate the basis for the appeal including specific facts;
5. Indicate what relief or corrective action you believe HSD should make;
6. Demonstrate that you made every reasonable effort within the funding process schedule to resolve the issue, including asking questions, attending information sessions, seeking clarification and otherwise alerting HSD to any perceived problems; and
7. Signed by the Agency's Executive Director or similar level agency management staff.

#### **Appeals Process:**

Within two (2) business days of receiving an appeal according to the appeals submission process outlined herein, the applicant will receive a receipt from the HSD Director's Office notifying the applicant of the date, time and method by which the appeal was received. If the applicant does not receive a receipt within two business days, it should be assumed that HSD did not receive the appeal and it will therefore not be considered.

The HSD Director will review the appeal. All available facts will be considered and the HSD Director shall issue a final decision. This decision shall be delivered in writing by email or mailed letter to the individual making the appeal and the Agency's Executive Director or similar level agency management staff who signed the appeal.

Each written determination of the appeal shall specify whether the HSD Director:

1. Finds the appeal lacking in merit and upholds the City action; or
2. Finds only immaterial or harmless errors in HSD's funding process and therefore rejects the appeal; or
3. Finds merit in the appeal and:
  - a. **For the Minimum Eligibility Screening Appeal Process:** proceeds with inclusion of the original application, as submitted, in the application review and rating process. (This does not guarantee an award from the funding process, but rather allows the originally rejected application to re-enter the evaluation process for funding consideration.)

- b. **For the Post-Notice of Award Appeal Process:** states the appropriate action, which may include but is not limited to rejecting all intended awardees, making partial award, re-tabulating scores, or any other action determined by the HSD Director.

If HSD finds an appeal without merit, HSD may continue with the funding process (contract execution). Even if the appeal is determined to have merit, HSD may issue an interim contract for services to meet important client needs. Nothing herein shall diminish the authority of HSD to enter into a contract, whether an appeal action or intention to appeal has been issued or otherwise.



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## **APPLICATION**

### **Instructions and Materials**

This Application Instructions and Materials packet contains information and materials for respondents applying for the 2017 Registered Dietitian Services RFP. The RFP Guidelines is a separate document that outlines the RFP award process and provides more details on the service and funding requirements.

### **I. Submission Instructions & Deadline**

**Completed application packets are due by 12:00 p.m. on Wednesday, May 24, 2017.**

Application packets must be received in person, by mail, or electronic submission. No faxed or e-mailed proposals will be accepted. Proposals must be received and date/time stamped by the 12:00 p.m. deadline on Wednesday, May 24, 2017. *Late or incomplete proposals or proposals that do not meet the minimum eligibility requirements outlined in this RFP will not be accepted or reviewed for funding consideration.*

Applicants must make arrangements to ensure that applications are received by HSD by the deadline, regardless of the submission method selected. When using HSD's Online Submission System, it is advisable to upload application documents several hours prior to the deadline in case you encounter an issue with your internet connectivity which impacts your ability to upload documents. HSD is not responsible for ensuring that applications are received by the deadline.

- Electronic Submittal: Application packets may be submitted electronically via HSD's Online Submission System at <http://web6.seattle.gov/hsd/rfi/index.aspx>.
- Hand Delivery or US Mail: The application packet can be hand-delivered or mailed to:

Seattle Human Services Department  
Request for Proposal Response – Registered Dietitian Services  
Attn: Angela Miyamoto

*Delivery Address*  
700 5<sup>th</sup> Ave., 58<sup>th</sup> Floor  
Seattle, WA 98104-5017

*Mailing Address*  
P.O. Box 34215  
Seattle, WA 98124-4215

## II. Format Instructions

- A. Applications will be rated only on the information requested and outlined in this RFP, including any clarifying information requested by HSD. Do not include a cover letter, brochures, or letters of support. Applications that do not follow the required format may be deemed ineligible and may **not** be rated.
- B. The application should be typed or word processed on double-sided, letter-sized (8 ½ x 11-inch) sheets. Please use one-inch margins, single spacing, and minimum size 11-point font.
- C. The application may not exceed a total of 6 pages including the narrative sections and attachments (unless the attachment is requested and specifically states that it will not count toward the page limit). Pages which exceed the page limitation will not be included in the rating.
- D. Organize your application according to the section headings that follow in Section III. For the narrative questions, please include section titles, and question numbers. You do not need to rewrite the questions for specific elements of each question.

## III. Proposal Narrative & Rating Criteria

Write a narrative response to sections A – E. Answer each section completely according to the questions. Do not exceed a total of 6 pages for sections A – E combined.

### NARRATIVE QUESTIONS

#### A. PROGRAM DESIGN DESCRIPTION (30 percent)

1. Describe your program model and outline the key service components in your program including providing culturally appropriate technical assistance with menu development and nutrition education, and monitoring visits.
  - Describe how these service components will help your program achieve the required outcomes and deliverables.
2. What is your agency's experience working with the focus population(s) and priority community(ies) to be served identified in section VI.
  - Describe your understanding of the unique characteristics and experiences of these populations such as strengths, needs, concerns, geographic region, age, ethnicity, language, and other defining attributes.
3. Describe how you will solicit and incorporate input from the priority community(ies) or focus population(s) into your program and ongoing services.
4. Provide a list of and a brief job description for all key personnel, including credentials, who will have a significant role in program coordination and service delivery.

#### **Rating Criteria – A strong application meets all of the criteria listed below.**

- Applicant presents a thorough description of the program and addresses providing culturally appropriate technical assistance with menu development and nutrition education, and site monitoring. Description includes an understanding of the service components and evidence of likely success in meeting outcomes.
- Applicant demonstrates an ability to comply with program requirements.
- The program description shows a strong connection with the priority community(ies) and focus population(s) and an understanding of their strengths, needs, and concerns.
- Applicant demonstrates an understanding of the unique characteristics and experiences of the priority community(ies) and focus population(s).

- Applicant demonstrates a plan to incorporate input from program participants.
- The program has a sufficient number of qualified staff (or partners) and appropriate credentials to deliver the services as described.

**B. CAPACITY AND EXPERIENCE (30 percent)**

1. Describe your organization’s success providing RD technical assistance and support including nutrition education development and delivery, meal planning or menu analysis, knowledge of cultural foods, and food safety practices. Your organization must have a minimum of 2 years’ experience providing food and nutrition-related RD services.
2. Describe your organization’s ability to address changes in funding, staffing, changing needs in the community, and developing and/or maintaining board or leadership support.
3. Describe your plan for staff recruitment, training, supervision and retention for the proposed program. Complete the Proposed Personnel Detail Budget (Attachment 4) Budget worksheets will not count toward the 6 page narrative limit.
4. Describe your organization’s experience with data management – collecting, storing, and analyzing client information and program activities. What is your technical capacity for tracking program information and producing reports?

**Rating Criteria – A strong application meets all of the criteria listed below.**

- The program description demonstrates the applicant’s experience in delivering RD technical assistance and support including nutrition education development and delivery, meal planning or menu analysis, knowledge of cultural foods, and food safety practices for at least two years.
- Applicant demonstrates successful experience adapting to changes in funds and community needs.
- Applicant’s leadership is likely to provide strong ongoing support for the service proposed.
- Applicant describes processes for maintaining quality staff that matches the levels needed to run the program as described. Personnel Detail Budget aligns with narrative.
- Applicant demonstrates an understanding of and capacity for data management and reporting.

**C. PARTNERSHIPS AND COLLABORATION (15 percent)**

1. Describe how your agency is part of a larger food systems network focused on health promotion and disease prevention through optimal nutrient intake. What is your agency’s role in the food systems network and how do you work with other agencies to streamline efforts to ensure services are non-duplicative? What are the benefits of this effort for program participants? Please identify any areas that will consolidate the provision of services across agencies.
2. Name the agencies you work with and explain the roles and responsibilities of the various partners. Please provide signed letters of collaboration from key agencies. Partnership letters will not be counted toward the maximum page limit.

**Rating Criteria – A strong application meets all of the criteria listed below.**

- Applicant describes their role in the food systems network and describes effective partnerships and collaborations that enhance service quality, minimize duplication, enhance the resources available and provide benefit to program participants.
- Applicant clearly describes roles and responsibilities of various partners and has submitted signed letters of collaboration from partners.

**D. CULTURAL COMPETENCY AND RESPONSIVENESS (15 percent)**

1. Describe your experience providing services to diverse groups, including racial and ethnic minorities, immigrants and refugees, low-income populations, and English language learners.
2. What challenges and successes have you experienced, or do you anticipate, in providing technical assistance and services to people from diverse cultural and economic backgrounds?
3. Describe how the agency board and staff represent the cultural, linguistic and socio-economic background of program participants.

4. Describe your program's strategy for ensuring cultural and linguistic competence is infused through your policies, procedures and practices.
5. What kind of trainings does your agency provide to support cultural competency?

**Rating Criteria – A strong application meets all of the criteria listed below.**

- Applicant describes experience and demonstrates understanding of cultural competence and describes how cultural competence is incorporated into the program and service delivery.
- Applicant has a proven track record of providing culturally and linguistically relevant services to diverse priority community(ies) and focus population(s).
- Applicant demonstrates the ability to provide culturally competent services within diverse communities and shows an understanding of the challenges.
- Applicant's staff composition reflects the cultural and linguistic characteristics of the priority community(ies) and focus population(s).
- Applicant's board composition reflects the cultural and linguistic characteristics of the priority community(ies) and focus population(s).
- Applicant describes existing policies and procedures, or a strategy to develop policies and procedures that demonstrate a respect and appreciation for the cultural and linguistic characteristics of the priority community(ies) and focus population(s).
- Applicant has demonstrated a commitment to ongoing training and development within the agency to promote and support culturally competent service delivery.

**E. BUDGET AND LEVERAGING (10 percent)**

1. Complete the Proposed Program Budget (Attachment 3). Budget worksheets will not count toward the 6-page narrative limit). The costs reflected in this budget should be for RD services only, not your total agency budget. Describe how these funds will be used.
2. Identify other resources and amounts that will be used to support this program.
3. Describe your organization's financial management system. How does your agency establish and maintain general accounting principles to ensure adequate administrative and accounting procedures and internal controls necessary to safeguard all funds that may be awarded under the terms of this RFP.
4. Describe how your agency has the capability to meet program expenses in advance of reimbursement.

**Rating Criteria – A strong application meets all of the criteria listed below.**

- Costs are reasonable and appropriate given the nature of the service, the priority community(ies) and focus population(s), the proposed level of service, and the proposed outcomes.
- The proposed program is cost effective given the type, quantity, and quality of services.
- The applicant identifies other funds to be used with any funds awarded from this RFP for providing the services described in the proposal, and provides evidence that these funds are sustainable.
- The applicant has a demonstrated capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds that may be awarded under the terms of this RFP.
- The applicant demonstrates the capability to meet program expenses in advance of reimbursement.

**Total = 100 percent**

## IV. Completed Application Requirements

### AT APPLICATION SUBMITTAL

To be considered Complete, your application packet must include all of the following items or the application will be deemed incomplete and will not be rated:

1. A completed and signed two-page Application Cover Sheet (Attachment 2).
2. A completed Narrative response (see Sections II & III for instructions).
3. A completed Proposed Program Budget (Attachment 3).
4. A completed Proposed Personnel Detail Budget (Attachment 4).
5. Roster of your agency's current Board of Directors.
6. Minutes from your agency's last three Board of Directors meetings.
7. Current verification of nonprofit status or evidence of incorporation or status as a legal entity. Your agency must have a federal tax identification number/employer identification number.
8. If your agency has an approved indirect rate, a copy of proof that the rate is approved by an appropriate federal agency or another entity.
9. If you are proposing a significant collaboration with another agency, attach a signed letter of intent from that agency's Director or other authorized representative.

### AFTER MINIMUM ELIGIBILITY SCREENING AND DETERMINATION OF A COMPLETED APPLICATION

If HSD does not already have them on file, any or all of the following documents may be requested after applications have been determined eligible for review and rating. Agencies have four (4) business days from the date of written request to provide requested documents to the RFP coordinator:

1. A copy of the agency's current fiscal year's financial statements reports, consisting of the Balance Sheet, Income Statement and Statement of Cash Flows, certified by the agency's CFO, Finance Officer, or Board Treasurer.
2. A copy of the agency's most recent audit report.
3. A copy of the agency's most recent fiscal year-ending Form 990 report.
4. A current certificate of commercial liability insurance. Note: if selected to receive funding, the agency's insurance must conform to MASA requirements at the start of the contract.

## V. List of Attachments & Related Materials

- Attachment 1: Application Checklist  
Attachment 2: Application Cover Sheet  
Attachment 3: Proposed Program Budget  
Attachment 4: Proposed Personnel Detail Budget

## 2017, Registered Dietitian Services, Request for Proposal Application Checklist

This optional checklist is to help you ensure your application is complete prior to submission. Please do not submit this form with your application.

### HAVE YOU....

- Completed and signed the 2-page Application Cover Sheet (Attachment 2)?\***
- Completed each section of the Narrative response?**
- Must not exceed 6 pages (8 ½ x 11), single spaced, double-sided, size 11 font, with 1 inch margins.
  - Page count does not include the required forms (Attachments 2, 3 and 4) and supporting documents requested in this Request for Proposal .
  - A completed narrative response addresses all of the following:
    - Program Design Description (30%)
    - Capacity and Experience (30%)
    - Partnerships and Collaboration (15%)
    - Cultural Competency and Responsiveness (15%)
    - Budget and Leveraging (10%)
- Completed the full Proposed Program Budget (Attachment 3)?\***
- Completed the full Proposed Personnel Detail Budget (Attachment 4)?\***
- Attached the following supporting documents?\***
- Roster of your current Board of Directors
  - Minutes from your agency's last three Board of Directors meetings
  - Current verification of nonprofit status or evidence of incorporation or status as a legal entity
  - If your agency has an approved indirect rate, have you attached a copy of proof that the rate is approved by an appropriate federal agency or another entity?
- If you are proposing a significant collaboration with another agency, have you attached a signed letter of collaboration from that agency's Director or other authorized representative?\***

*\*These documents do not count against the 6 page limit for the proposal narrative section.*

All applications are due to the City of Seattle Human Services Department by **12:00 p.m. on Wednesday, May 24, 2017**. Application packets received after this deadline will not be considered. See Section I for submission instructions.



**City of Seattle**  
**Human Services Department**

**2017 Registered Dietitian Services Request for Proposal**  
**Application Cover Sheet**

1. Applicant Agency:			
2. Agency Executive Director:			
3. Agency Primary Contact			
Name:		Title:	
Address:			
Email:			
Phone #:			
4. Organization Type			
<input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other (Specify):			
5. Federal Tax ID or EIN:		6. DUNS Number:	
7. WA Business License Number:			
8. Proposed Program Name:			
9. Funding Amount Requested:			
10. # of clients to be served:			
11. Partner Agency (if applicable):			
Contact Name:		Title:	
Address:			
Email:		Phone Number:	
Description of partner agency proposed activities:			
12. Partner Agency (if applicable):			
Contact Name:		Title:	
Address:			
Email:		Phone Number:	
Description of partner agency proposed activities:			

**Authorized physical signature of applicant/lead agency**

*To the best of my knowledge and belief, all information in this application is true and correct. The document has been duly authorized by the governing body of the applicant who will comply with all contractual obligations if the applicant is awarded funding.*

Name and Title of Authorized Representative:

Signature of Authorized Representative: \_\_\_\_\_ Date: \_\_\_\_\_

**2017 Registered Dietitian Services Request for Proposal  
Proposed Program Budget  
January 1, 2018-December 31, 2018**

<b>Applicant Agency Name:</b>	
<b>Proposed Program Name:</b>	

Item	Amount by Fund Source			Total Project
	Requested HSD Funding	Other <sup>1</sup>	Other <sup>1</sup>	
<b>1000 - PERSONNEL SERVICES</b>				
1110 Salaries (Full- & Part-Time)				
1300 Fringe Benefits				
1400 Other Employee Benefits <sup>2</sup>				
<b>SUBTOTAL - PERSONNEL SERVICES</b>				
<b>2000 - SUPPLIES</b>				
2100 Office Supplies				
2200 Operating Supplies <sup>3</sup>				
2300 Repairs & Maintenance Supplies				
<b>SUBTOTAL - SUPPLIES</b>				
<b>3000 - 4000 OTHER SERVICES &amp; CHARGES</b>				
3100 Expert & Consultant Services				
3140 Contractual Employment				
3150 Data Processing				
3190 Other Professional Services <sup>4</sup>				
3210 Telephone				
3220 Postage				
3300 Automobile Expense				
3310 Convention & Travel				
3400 Advertising				
3500 Printing & Duplicating				
3600 Insurance				
3700 Public Utility Services				
3800 Repairs & Maintenance				
3900 Rentals – Buildings				
Rentals - Equipment				
4210 Education Expense				
4290 Other Miscellaneous Expenses <sup>5</sup>				
4999 Administrative Costs/Indirect Costs <sup>6</sup>				
<b>SUBTOTAL - OTHER SERVICES &amp; CHARGES</b>				
<b>TOTAL EXPENDITURES</b>				

<sup>1</sup> Identify specific funding sources included under the "Other" column(s) above:	
	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>2</sup> Other Employee Benefits - Itemize below:	
	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>3</sup> Operating Supplies - Itemize below (Do Not Include Office Supplies):	
	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>4</sup> Other Professional Services - Itemize below:	
	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>5</sup> Other Miscellaneous Expenses - Itemize below:	
	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>6</sup> Administrative Costs/Indirect Costs - Itemize below:	
	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>6</sup> Administrative Costs/Indirect Costs: Human Services Department policy places a fifteen percent (15%) cap on reimbursement for agency indirect costs, based on the total contract budget. Restrictions related to federal approved rates and grant sources still apply.

Does the agency have a federally approved rate?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, provide the rate.		

**2017 Registered Dietitian Services Request for Proposal  
Proposed Personnel Detail Budget  
January 1, 2018-December 31, 2018**

<b>Applicant Agency Name:</b>	
<b>Proposed Program Name:</b>	

Agency's Full-Time Equivalent (FTE)		hours/week			Amount by Fund Source(s)				
=									
Position Title	Staff Name	FTE	# of Hours Employed	Hourly Rate	Requested HSD Funding	Other Fund Source	Other Fund Source	Other Fund Source	Total Program
<b>Subtotal – Salaries &amp; Wages</b>									
<b>Personnel Benefits:</b>									
<b>FICA</b>									
<b>Pensions/Retirement</b>									
<b>Industrial Insurance</b>									
<b>Health/Dental</b>									
<b>Unemployment Compensation</b>									
<b>Other Employee Benefits</b>									
<b>Subtotal – Personnel Benefits:</b>									
<b>TOTAL PERSONNEL COSTS (SALARIES &amp; BENEFITS):</b>									