



REQUEST FOR PROPOSALS
Provider Equity
Ombudsperson

Date: January 29, 2025
To: All Interested Individuals and Organizations
From: Regional Center of the East Bay
RE: Request for Proposal (RFP)

ABOUT US:

Regional Center of the East Bay (RCEB) is a private non-profit organization under contract with the California Department of Developmental Services (DDS). RCEB is part of a statewide network of 21 Regional Centers responsible for the coordination and development of services to meet the needs of people with intellectual disabilities in Alameda and Contra Costa Counties. Our mission is : Driven by the belief that everyone deserves to lead a life of their choosing, RCEB partners with individuals with intellectual and developmental disabilities, their families, and the community, to create opportunities for independence and fulfillment.

RCEB is committed to an equitable and inclusive RFP process. Submissions from under represented providers and those who are knowledgeable about our diverse community are encouraged. We welcome ALL submissions.

THE NEED:

The Provider Vendor Advisory Committee for RCEB has an established equity committee that has heard complaints and allegations from providers that RCEB has not treated them fairly based on being a member of a marginalized group. These allegations include that RCEB staff have made referrals in a biased manner, have spoken to them in a disrespectful manner, have spoken about them in a disparaging manner to colleagues, and have retaliated when concerns are raised.

Regional Center of the East Bay has identified the need for an entity that can serve in an ombudsperson role when service providers/ vendors believe that they or their business has not received fair and equitable treatment from RCEB. This would be the route for any claims that do not have a process established in law (vendor appeals etc.) or process established by RCEB such as reporting missing purchases etc.

DETAILS:

Proposals should address how the following would be approached:

- Receiving and logging all concerns and developing a categorization system

- Process to follow up to get details and clarity with the service provider
- Process to follow up to get details and clarity with RCEB staff
- Process to maintain confidentiality
- Process to provide RCEB with resolution recommendations for specific cases
- Process to convene resolution meetings as identified in recommendations, Convene resolution meetings as identified in recommendations
- Process to request further documents to verify/ determine level of accuracy
- Process to communicate with RCEB Leadership and the RCEB Board
- Process to provide resolution options including training and restorative justice actions.

Data Maintenance

Complaints would be logged and include agreed upon information to track complaints
Tracking would include:

- Complaint types
- Service Provider Type
- Date of Incident/Concern
- Information/Evidence available to Substantiate Claim
- Recommendations
- Outcome/Resolution

Six Month reports to include an overall of systemic concerns

HOW TO SUBMIT:

Please submit proposals with a scope of work, sample costs, details of experience in this area, and principles' resumes. As this is a new initiative, we do not have an estimate of the volume of cases that will be submitted. Potential respondents should provide information on how many cases could be handled per month and thoughts on scalability based on actual volume.

Candidates should reference capacity and infrastructure to maintain confidentiality and track data.

- Experience in conflict resolution/mediation/restorative practices
- Critical thinking and Objective reasoning (ability to remain neutral and set aside biases).
- Experience in the area of diversity, equity and inclusion.
- Knowledge of both California Code of Regulations, Title 17, and The Lanterman Act.

We are interested in applications from organizations with a foundation in Diversity, Equity, Inclusion, and Belonging. Submissions from underrepresented providers and those who are knowledgeable about our diverse community are encouraged and applicant organizations with diverse membership/POC highly encouraged to apply. There would be an interest in an entity that has experience with conflict resolution and that considers restorative practices that allow changes within the bounds of the laws and regulations governing regional centers.

Knowledge, or the ability to research and apply knowledge, of California Code of Regulations, Title 17 and the Lanterman Developmental Disability Services Act, specifically in the areas of service provider requirements and vendorization and regional center provider oversight, is preferred.

HOW TO SUBMIT/QUESTIONS:

Questions can be submitted to writetous@rceb.org with Subject **Provider Equity Ombudsperson**.

DUE DATE:

MARCH 7, 2025 AT 5 PM

EMAILED TO: writetous@rceb.org.

Subject: Provider Equity Ombudsperson

We request that all proposals be submitted with one PDF copy that includes the organization name and contact information and PDF copy that contains no identifying information. RCEB shall conduct an initial review of the anonymized proposals. If more than one proposal is received, a minimum of two proposals will then be selected for an interview. Selection will include a committee made up of RCEB Provider Vendor Advisory Committee members, community partners and RCEB staff.