

Request for Proposals (RFP) for Operation of the Northeast Assistive Technology Site

Scope and Intent of the RFP

Assistive Technology for Kansans (ATK) operates the statewide assistive technology program through a combination of federal and state funds. ATK provides people with disabilities and health conditions of all ages the opportunity to identify the assistive technology they need to learn, work, play and participate in the community safely and independently.

ATK consists of five regional AT Access Sites, a southwest Kansas affiliate office, and the ATK Device Loan System. Qualified staff at each AT Site provide the four core services of:

- device demonstration,
- short-term device loan,
- device reuse,
- and assistance in obtaining public and private funds for needed technology.

The ATK management team conducts quarterly comprehensive training on the complete range of assistive technology devices and services and pays all travel costs associated with attending the AT Site meetings.

The five AT Access Sites are designed to provide equitable statewide access to services for Kansans of all ages and all disabilities. AT Access Site staff provide:

- direct services to consumers in their regions,
- conduct outreach activities,
- educate targeted audiences including service providers about assistive technology,
- collaborate with other AT Access Sites,
- and participate in the four staff training workshops sponsored by ATK.

A secure online database is provided to track customers' records, monitor progress on customers' goals, and track and maintain an inventory of reused and demonstration/loaner equipment. Four of the AT Access Sites are based in Oakley, Salina, Wichita, and Parsons. The southwest affiliate office is in Garden City and the ATK Device Loan System is located in Salina. The ATK management team, based on the KU Lawrence and Parsons LSI campuses, is responsible for overseeing performance of the subcontractors, training staff, monitoring federal and state data, and submitting reports.

The Parsons management team is seeking an agency or organization to subcontract operation of the Northeast AT Access Site. The selected entity would serve the counties of: Brown, Doniphan, Jackson, Atchison, Shawnee, Jefferson, Leavenworth, Wyandotte, Douglas, Johnson, Osage, Franklin and Miami. The successful applicant would receive annual subcontracts and business service agreements for the Northeast AT Site including:

- AT services. \$35,000, Oct. 1, 2023–Sept. 30, 2024.

- KEE Reuse regional services. \$25,000, July 1, 2023–June 30, 2024.
- ATK Pilot - Staff Expansion. \$30,000, May 1, 2023–April 31, 2024.
- KS Telecommunications Access Program (TAP). \$8,000, April 1, 2023–March 31, 2024.
- Promotion of K-Loan. \$5,000, Oct. 1, 2023–Sept. 31, 2024.

The dates of service of these agreements do not align with the start date of this effort, but ATK management will provide \$103,000 in 12 months to the successful applicant and an additional \$8,000 for one-time start-up costs.

The Northeast AT Access Site is unique in that it has five metropolitan counties. ATK management recognizes that it would be difficult to meet the potential demand of this population so encourages limited services in the Kansas City metro region to allow staff to serve people in counties throughout the region that may have fewer resources. The Northeast AT Access Site has an established relationship with Kansas Rehabilitation Services and provides employment-related AT services to an average of 40 individuals each year. Additionally, staff provide services to an annual average of 12 individuals who are deaf-blind through the iCan Connect Deaf Blind Program. These fee for service reimbursement models provide the opportunity to increase annual revenue. The successful applicant will be eligible to continue services in the region in subsequent years based on funding availability and satisfactory performance.

The successful applicant will begin operation of the Northeast AT Access Site region in January 2024 in an effort to restore services to Kansans in the region as quickly as possible. Since this start date does not coincide with traditional subcontract dates, ATK, ATK will provide an additional \$8,000 to the successful applicant to address start up costs.

Each AT Access Site receives three subcontracts and the business agreements listed on page one to support basic operation of their site. These agreements were designed to support a statewide program that prioritizes ease of access for all Kansans to receive a uniform continuum of services and to develop and maintain a pool of knowledgeable, qualified staff. The work scopes associated with the AT Access Site, KEE Reuse and ATK Staff Expansion agreements are provided below.

Northeast Kansas AT Site Work Scope. The subcontractor will:

- a. Provide information about assistive technology services to callers from their region on the ATK toll-free number.
- b. Maintain consistent hours that are convenient to the public.
- c. Return messages from customers (e.g., voicemails, emails, texts) within 72 hours of receiving them.
- d. Provide a continuum of assistive technology services that consists of the four (4) core services: device demonstration, short-term device loan, device reuse, and funding assistance through identification of public and private funding sources. Other assistive technology services (e.g., assessment, training) are provided when fee for service or other third-party funding is available. Assistive technology

- services are provided to all persons with disabilities and chronic health conditions regardless of age, race/ethnicity, type of disability and income level.
- e. Provide all print and electronic program materials in accessible formats.
 - f. Have a minimum of two (2) staff attend quarterly AT Access Site meetings conducted by ATK management.
 - g. Conduct a minimum of three (3) outreach educational activities to targeted populations in their region with completed ATK customer satisfaction surveys.
 - h. Participate in a minimum of two regional and statewide activities conducted by ATK as requested by ATK management.
 - i. Collaborate with other assistive technology service providers in their region, including but not limited to the Kansas Rehabilitation Services, Kansas Medicaid, Kansas Infant Toddler providers, local education agencies, Area Agencies on Aging, and centers for independent living.
 - j. Provide a case study and photo highlighting successful assistive technology usage by a customer to ATK management each quarter.
 - k. Enter data into the secure online ATK database in a timely manner. All data must be entered by the 5th of the following month and includes customer demographics, AT goals, and contact logs.
 - l. Notify ATK management of changes in staff within 24 hours.

Northeast KEE Reuse Work Scope. The subcontractor will:

- a. Attend an annual training conducted by ATK management on device reuse cleaning, sanitization, and basic maintenance and repair of mobility and other common durable medical equipment.
- b. Conduct four (4) information events to promote donation of durable medical equipment and other assistive technology for targeted populations as approved by the KEE Coordinator.
- c. Identify customers who need refurbished durable medical equipment and consumers who have used durable medical equipment to donate to KEE.
- d. Match customers on the Customer Wait list to devices on the Available Equipment list in the ATK online database to determine matches.
- e. Provide timely pick-up and delivery of durable medical equipment.
- f. Provide storage space for reused durable medical equipment that is listed in the online ATK database.
- g. Enter KEE reuse data into the secure online ATK database in a timely manner. All data must be entered by the 5th of the following month and includes customer demographics, AT goals, equipment records, device transactions, and contact logs.
- h. Maintain a file of delivery and pick-up forms that are signed by the customer or his/her representative confirming receipt or donation of equipment.
- i. Recruit vendors to refurbish durable medical equipment.
- j. Assist in obtaining repair estimates for devices delivered to durable medical equipment providers for repair and submit completed Repair Estimate forms to the KEE Coordinator for prior authorization.
- k. Coordinate transfer of durable medical equipment with other regions when needed.

1. Notify ATK management of changes in staff within 24 hours.

ATK Staff Expansion (Business service agreement for salary/fringe expenses.). The subcontractor will:

1. Provide assistive technology services in their region to help the Assistive Technology for Kansans program assist people with disabilities achieve their goals in the areas of independent living, education, employment, and participation in the community.
 - 1.1. Hire or retain a minimum of one new Assistive Technology (AT) Specialist (.5 – 1.0 FTE).
 - 1.2. Train new AT Specialist on daily program operation, intake and database entry.
 - 1.3. Send AT Specialist to four ATK Access Site meetings each year.

Call for Participating Organizations/Agencies

Organizations and agencies interested in operating the Northeast AT Access Site and working with the ATK management team and other AT Access Sites should submit a proposal to the ATK management team.

Proposal Content

- I. **Cover sheet** (attached). Provide organization/agency name, contact person, address, telephone number, email address.
- II. **Budget.** Provide a line-item budget and brief explanation anticipating costs of operation of the NE AT Access Site from January 15, 2024, through September 30, 2024. Typical budgets may include staff salary and fringe, mileage, and other costs including storage, communications, supplies, postage/shipping and photocopying. Budget may not exceed \$103,000 (NE AT Site subcontract \$35,000; KEE Reuse subcontract \$25,000; ATK Staff Expansion \$30,000, KS TAP \$8,000, K-Loan \$5,000) and an additional \$8,000 for one-time start-up costs. Budget and narrative should not exceed three pages.
- III. **Proposal.** Not to exceed seven (7) pages. The following format is suggested.
 - A. Description of your agency. You may include information on your organization/agency's mission, population served, size of population served, services provided, and any other information relevant to these priorities.
 - B. Reason for becoming an AT Access Site. Explain how the operation of a regional AT Access Site fits the goals of your organization/agency. Why your agency wants to expand its existing services to include assistive technology. Provide reasons why your program is best suited to serve this region.

- C. Staff qualifications: Provide information on staff experience in the area of assistive technology and other information regarding your agency's ability to provide the required services and activities of the AT Access Site. Note if your agency intends to hire any new staff to meet the needs of individuals with disabilities in the region. List the staff that will be assigned supervisory and direct service roles, percentage of time devoted to their role, and their qualifications to fill that role.

- D. Workplan. Provide a list of activities and timelines that would enable your organization/agency to meet the priorities provided.

Proposal Deadline

An electronic copy of the proposal must be received by **5:00 PM on Thursday, December 21, 2023. Proposals should be emailed to ssimmons@ku.edu**. Print copy may be mailed to the address below, but an electronic copy must accompany it.

Sheila Simmons
ATK Program Coordinator
2601 Gabriel
Parsons, KS 67357

ATK realizes this request has a short turn around period. If you have any questions about the AT Access Site priorities, proposal content, submission deadline or other concerns, please contact:

Sheila Simmons, ATK Coordinator, 620.421.8367, ssimmons@ku.edu, or
Abby Browning, ATK Coordinator, 785.393.8379, abby.browning@ku.edu .

A consumer selection committee will review all proposals, select finalists, and conduct interviews. **It is anticipated that finalists will be scheduled for an interview during the week of January 8, 2024, at a location in northeast Kansas.** The Parsons management team will provide preservice training to new AT Site staff identified in the successful proposal in late January.

REQUEST FOR PROPOSALS

For Operation of the Northeast AT Access Site

Applicant Name: _____

Contact Person: _____

Address: _____

City/State/Zip: _____

Phone: _____

E-Mail: _____