

**Gateway Special Recreation Association
Request for Proposal
Therapeutic Recreation Services**

I. Introduction

The Gateway Special Recreation Association is seeking proposals from qualified recreation providers interested in providing therapeutic recreation services and programs to serve the needs of people with disabilities through full participation in meaningful activities that maximize the health, well-being, and quality of life of its participants. The Gateway Special Recreation Association is currently comprised of nine communities:

- Burr Ridge Park District
- Elmhurst Park District
- Oak Brook Park District
- Pleasant Dale Park District
- The City of Countryside
- Village of Hinsdale
- Village of Willowbrook
- Westchester Park District
- York Center Park District

II. General Conditions and Requirements

This Request for Proposal (RFP) is only an invitation to submit a proposal and does not commit Gateway Special Recreation Association in any way to enter into a license for therapeutic recreation services. In addition, the RFP does not obligate the Gateway Special Recreation Association to pay any costs incurred by any respondent in conjunction with the preparation of a response to this request.

The Gateway Special Recreation Association intends to select a qualified therapeutic recreation provider and negotiate an agreement for therapeutic recreation services including, without limitation, the following provisions:

Policies

The Gateway Board shall define areas in which it wishes to have formal policies. The Service Provider shall conduct policy research and develop policies for approval by the Board.

Service Delivery Level

The Service Provider will, at a **MINIMUM**, maintain the current level of offerings as defined by the previous season's brochures and statistics and remain consistent with the number of programs held and participants served throughout the previous year to Gateway participants and families.

Program distribution may be adjusted according to the Service Provider's philosophy and beliefs to provide services to the entire Gateway participant population in the best possible manner. It is the Gateway Board's desire that this Agreement will result in increased opportunities for all participants with disabilities who live in the Gateway communities.

Master Calendar

The Service Provider shall develop a master calendar of all dates involving parents planning meetings, goals, and objectives, budget development, days of service for each program session, seasonal program development and brochure schedule, facility usage reservations, and contract adoption. The master calendar will be distributed to the Gateway Board at its August Board meeting.

The Gateway Board will be notified of any changes made to the master calendar prior to their implementation.

Program Registration

The Service Provider shall conduct the registration process for all programs. The process will include a mail-in and online component, as well as a drop-off component that takes place within the Gateway boundaries.

Goals and Objectives

The Service Provider, in conjunction with the Gateway Board, shall develop annual goals and objectives for Gateway Board approval within the time frame specified in the master calendar. The Service Provider shall provide participants and parents the opportunity to offer ideas and input regarding the development of annual goals and objectives through written suggestions solicited from participants and families.

Program Brochure

The Service Provider will plan three program sessions annually. Fall, September – December, Winter/Spring, January – May, and Summer, June – August.

The Service Provider will coordinate the development, printing, and distribution of three brochures annually, which will include detailed program information on services. The cost of the brochure will be incorporated into the annual payment to Service Provider. At a minimum, the brochure quality will reflect the current production quality and will be distributed to the homes of the participant database, as maintained by the Service Provider and Members Agencies, 2 weeks in advance of registration deadlines.

Participant Emergency Medical Information

The Service Provider shall maintain detailed medical emergency profiles for each Gateway participant, and such information shall be the property of the Gateway Board. Such information shall be readily available and accessible to all appropriate staff of the Service Provider and Gateway Board members upon completion of the appropriate release form by the participant and/or parent/legal guardian of the participant in question. The participant and/or parent/guardian will be requested to update the information annually or more often as necessary. Immediate access to information about an individual or a participant shall be granted to the program participant and/or parent/legal guardian of the participant in question. Confidentiality will be maintained.

Program Transportation

The Service Provider shall provide transportation for Gateway programming utilizing vehicles made available for such usage by Gateway, supplemented by vehicles owned by the Service Provider when necessary. The Service Provider shall ensure that each vehicle utilized for transporting Gateway participants is in good repair, safe, and has a two-way communication system that is independent of the vehicle's ability to function. For vehicles made available by Gateway, the Service Provider shall 1) arrange for and pay for vehicle insurance, inspections, and license plates as covered in the budget; 2) directly bill Gateway for fuel, maintenance, and repairs; 3) seek advanced approval for any non-routine maintenance or repair which exceeds \$300.

The Service Provider will arrange for and coordinate transportation for summer day camps, including door-to-door pickup and return, camp field trips, and camp swimming trips. The Service Provider will strive to obtain the highest quality of service through a competitive bidding process. The Service Provider will then collect door-to-door fees as set by the Gateway Board at registration and will invoice Gateway for the difference between the contracted cost and the fees collected. Such net cost

for all such services will then be paid to the Service Provider by Gateway, as budgeted in the Gateway budget. The cost above and beyond the budgeted dollars will need board approval, in advance of expenditure.

The Service Provider shall take appropriate measures to ensure that adequate supervision exists at all times during Gateway-sponsored transport. All drivers employed or contracted by the Service Provider shall be qualified and licensed per Illinois law. Emergency procedures shall be in place for breakdowns, accidents, extreme temperatures/weather, and other potential emergencies.

The Gateway Board reserves the right to change the way in which transportation is provided to its participants during the term of this Agreement. Such change(s), if any, shall be made at a point in time that provides the least amount of disruption to program participants, and the Service Provider agrees to assist with any such transition and to negotiate the appropriate adjustments, if necessary, to the financial terms of this Agreement.

Program Staff-Participant Ratios

The Service Provider shall be responsible for ensuring adequate levels of supervision and assistance during all programs and activities. Staff-to-participant ratios will be provided upon request by the Service Provider via the Individual program budgets submitted with brochure copy for each program session.

Staffing plans will be based on an appropriate staff-to-participant ratio for the maximum number of participants in each program or event. Staffing plans may be adjusted following registration due to the following circumstances: a) programs/events which will not be held due to low enrollment, b) programs/events which do not meet minimum enrollment levels but which are held, c) 1:1 or other accelerated staffing needs, and d) staffing above the maximum to remove names from a waitlist.

Program Locations

The Service Provider shall 1) make every attempt to provide an equitable geographic distribution of services, 2) make every attempt to utilize the facilities of Member Agencies in accordance with the Gateway By-Laws, and 3) secure the appropriate contracts for all program locations.

The Service Provider shall endeavor to keep program location changes to an absolute minimum. When a program is canceled for any reason, all participants will be given no less than 24-hour notice, whenever possible. Program cancellations and rescheduling are to be included in seasonal summary reports.

Both parties are encouraged to present new initiatives to be discussed jointly.

Fundraising

The Service Provider will support fundraisers in conjunction with the Gateway Board to assist in securing income from sources other than the Gateway Member Contributions and Private Fees.

Budget Parameters

Budget parameters will be mutually established and agreed upon by the parties on an annual basis.

Budget Schedule

The Service Provider shall develop and submit to the Gateway Board a preliminary fiscal year proposed budget on or before March 1 and a final fiscal year proposed budget for Gateway Board approval at the May meeting. The budget shall include anticipated costs and revenues for services for the fiscal year beginning July 1 and ending June 30.

Fee Policy

Participants in programs may be charged a fee for their participation. Some events by their nature or sponsorship may not incur a fee. The Service Provider shall prepare a schedule of program fees which shall be reviewed by the Gateway Board as part of the annual budget. Gateway's current schedule of fees is based on the following:

Residents of Member Agencies shall be charged no more than the following percentages of the total calculated costs of running a program-100% of admission fees, 100% of program supplies, 50% of facility and equipment rental, 50% of all direct program staff, and 50% for any transportation costs, excluding summer day camp. All direct program costs not covered by program fees are included in contract payments made to the Service Provider. Those not residing within a Member Agency shall be charged 125% of the total calculated costs for the program.

The Gateway Board reserves the right to adjust fee component percentages at any time. In the event of any changes, the Service Provider will receive no less than 60 days' notice in advance of the beginning of the next programming season.

Late Fee Policy

The Service Provider may implement a late pick-up procedure for parents who disregard scheduled pick-up times. This procedure may include a late pick-up fee, as deemed appropriate by the Service Provider.

Financial Assistance

In order to make programs available to all Gateway residents, regardless of their economic situation, the Gateway Board may, at its sole discretion, provide financial assistance to participants and/or their families. The Service Provider shall propose, and the Gateway Board shall approve, policies and procedures for the disbursement of financial assistance including eligibility, application processes, and selection criteria. All information furnished by applicants shall be kept confidential by the Service Provider and will not be released without the applicant's written permission unless such release is required by law.

Reporting

The Service Provider will provide marketing objective(s) for Gateway programs and services as part of the annual Goals and Objectives process. In addition, the Service Provider will prepare a report of all marketing efforts at the end of each session for the Gateway Board.

Gateway Brochure Whenever possible, all programs and activities will be included in the seasonal brochure.

Target Audience

The Service Provider shall market primarily to the disabled population through the seasonal brochure, flyers, news releases, direct mail, and other methods within the guidelines and numbers established in the annual Goals and Objectives.

Outreach Programs Leisure Education/Outreach Programs will be undertaken with interested Member Agencies within the guidelines and numbers established in the annual Goals and

Service Provider will openly and effectively communicate with all Gateway users.

Identification of Potential Users

The Service Provider and Gateway Board will develop strategies, through the annual Goals and Objectives, to identify potential users from within the Member Agencies' populations. Strategies will be developed and implemented for marketing Gateway programs to potential users. A potential user is defined as a person with a disability who lives within the Gateway boundaries and does not participate in Gateway Programs.

Registration Procedures

The mission of the Gateway is to accommodate all participants with disabilities. Priority placement shall be given to people with disabilities over people without disabilities in programs that reach their maximum number of participants prior to the start of the program. In addition, priority to register shall be given to Gateway community residents over non-residents and registration cut-off dates shall be established by the Service Provider to ensure adequate time for program preparation.

Inclusion Training for Member Agencies

The Service Provider will provide inclusion training sessions as requested by Member Agencies. When such assistance is likely to cause the Service Provider to incur direct costs beyond allocations made in the general budget, those costs and the reimbursement thereof will be identified in advance of the implementation of these services and will be the responsibility of the requesting Member Agency.

Provision of Inclusion Aides to Member Agencies

The Service Provider will provide inclusion aides, when available, to Member Agencies on an as-needed basis, with the cost for the inclusion aide to be paid by the respective Member Agency.

Staffing

The Service Provider shall provide adequate staff to provide quality services.

Qualifications

The Service Provider shall provide administrative and program staff to directly administer and evaluate programs offered under this Agreement. Staff should be qualified via education, experience, and certification for the level of the position they occupy (Certified Leisure Professional and Certified Therapeutic Recreation Specialist preferred for administrative staff). The Service Provider shall maintain job descriptions for all employees.

Evaluations

The Service Provider shall conduct regular performance evaluations of all staff.

Assessment of User Satisfaction

The Service Provider will conduct user satisfaction surveys for all programs and services. The survey results will be shared with the Gateway Board.

Program Data

The Service Provider will provide the Gateway Board with program data after each session which describes 1) the number of participants served by the program and their city or village of residence, and 2) an actual participant analysis. The Gateway Board may request additional data from the Service Provider.

Financial Data

The Service Provider will provide the Gateway Board with detailed year-end financial reports, The

Gateway Board may request additional data from the Service Provider.

GENERAL PERFORMANCE; EXPECTATIONS OF THE SERVICE PROVIDER

- The Service Provider demonstrates a commitment to using positive approaches in all service and support activities.
 - The Service Provider's practices and staff demonstrate sensitivity and concern for personal dignity and respect.
 - The Service Provider implements procedures for investigation and intervention in all instances of alleged abuse and neglect.
 - The Service Provider owns, operates, or leases buildings that comply with all applicable fire and sanitation codes.
 - The Service Provider is in compliance with state and federal physical accessibility codes.
 - The Service Provider is in compliance with the provisions and requirements of the Americans with Disabilities Act (ADA) as these relate to the provision of recreation opportunities and services.
 - The Service Provider implements procedures for meeting all emergencies, such as fire, severe weather, and health.
 - The Service Provider implements employment screening procedures that minimize unnecessary or unreasonable risk.
 - The Service Provider has a budgeting and accounting system in place.
 - The Service Provider has an annual independent audit of its fiscal activities.
 - The Service Provider's personnel practices meet all state and federal Fair Labor regulations.
 - The Service Provider provides opportunities for staff training and personal development.
 - The Service Provider regularly evaluates and provides feedback to its staff on their performance.
 - The Service Provider trains its employees to be individual-oriented and service- focused.
 - The Service Provider conducts an ongoing evaluation of success in achieving desired outcomes.
 - The Service Provider includes input and involvement from people served and others in its evaluation and planning activities.
 - The Service Provider has high programming standards and reacts in a timely fashion if found to be deficient.
 - The Service Provider provides a healthy and safe working environment for staff and a programming environment for participants.
 - In all of the above, the Service Provider respects the dignity, confidentiality, and rights of the disabled population it serves.
- A. licensee to comply with all applicable Federal, State, and local laws, rules, and regulations, including, but not limited to the Illinois Human Rights Act; the federal Equal Employment Opportunity Act; and the Illinois Drug-Free Workplace Act.

Documents submitted in response to the RFP become the exclusive property of the Gateway Special Recreation Association and accordingly are considered public records under the Freedom of Information Act. The Act specifically exempts proposals from disclosure until a final award is made.

Financial information that the firm considers being proprietary, privileged, or confidential should be stamped "Confidential".

The Gateway Special Recreation Association expressly reserves the right at any time and from time to time, for its convenience, and without notice to do any or all of the following:

- Waive or correct any defect or technical error in any response, proposal, or proposal procedure, as part of the RFP or any subsequent negotiation process.
- Reject any proposals, with or without cause, and without obligations to indicate any reason for such rejection.
- Modify the selection procedure, the scope of the proposed license, minimum requirements, or the required responses.
- Negotiate with any, all, or none of the respondents to the RFP.

B. Proof of insurance coverage in amounts, types, and with insurers reasonably acceptable to the Park District for:

1. Workers' Compensation
2. Comprehensive General Liability
3. Comprehensive Automobile Liability
4. Product Liability
5. Fire & Theft Insurance

C. Provide five (5) acceptable references.

III. Response to the Request

Questions concerning this request must be submitted in writing to the address below.

The Park District will respond to all questions in writing, making all questions and responses available to all interested firms.

Interested firms must respond to this request no later than. Proposals should be directed to:

Jim Pacnowski
Director of Parks and Recreation
Burr Ridge Park District
15W400 Harvester Drive
Burr Ridge, IL 60525
Phone 630-920-1969
Email: jpacanowski@brparks.org

The Gateway Special Recreation Association will evaluate all proposals submitted and, if a firm is awarded a License, such license will commence on July 1st, 2024.