



**THE AREA AGENCY ON AGING**

**FOR**

***Planning and Service Area 5  
PASCO and PINELLAS COUNTIES***

**REQUEST FOR PROPOSAL**

**FOR**

***COMMUNITY CARE FOR THE ELDERLY  
LEAD AGENCY DESIGNATIONS***

**FOR THE PERIOD OF  
JULY 1, 2017 - JUNE 30, 2018**

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## SECTION A - INTRODUCTION

### 1. Legislatively Mandated Requirements

The Community Care for the Elderly Act (CCE) (ss. 430.201-430.207, Florida Statutes (F.S.)) was created by the Florida Legislature to assist functionally impaired elderly persons to live dignified and reasonably independent lives in their own homes, or in the homes of relatives or caregivers. The CCE program provides a continuum of care through the development, expansion, reorganization and coordination of multiple community-based services to assist elders to reside in the least restrictive environment suitable to their needs.

Pursuant to ss. 430.203 and 430.204, F.S., a Lead Agency must be designated for each community care service system. A community care service system is defined as a service network comprised of a variety of home-delivered services, day care services, and other basic services (referred to as home and community based services). The primary goal of the community care service system is to prevent unnecessary institutionalization of functionally impaired elderly persons by providing community-based services.

In accordance with s. 430.203(9)(c), F. S., the Lead Agency must be given the authority and responsibility to coordinate some or all of the services, either directly or through subcontracts, for functionally impaired elderly persons. These services include, but are not limited to, case management, homemaker and chore services, respite care, adult day care, personal care services, home-delivered meals, counseling, information and referral and emergency home repair services. The Lead Agency must compile Community Care for the Elderly statistics and monitor, when applicable, subcontracts/vendor agreements with agencies providing core services. Pursuant to s. 430.203(9), F.S., agencies must be designated at least once every six years as a result of a competitive procurement conducted through a Request for Proposal (RFP) process. However, a RFP process may occur more often within the Area Agency on Aging's sole discretion.

The goal of the RFP is to define the scope of work to be accomplished, and convey the requirements and expectations for Lead Agency designation under the Community Care for the Elderly Act. Pursuant to s. 430.203(9)(a), F.S., these guidelines include requirements for the "assurance of quality and cost efficiency of services, minimum personnel standards, and employee benefits."

The Area Agency on Aging of Pasco-Pinellas, Inc. has been designated by the State of Florida Department of Elder Affairs (DOEA) as the Area Agency on Aging (AAA) for Planning and Service Area 5, which covers Pasco and Pinellas Counties. As such, it is identified by the State as the contracting agency of choice for the coordination and administration of the Community Care for the Elderly Program in PSA 5. The Area Agency on Aging of Pasco-Pinellas, Inc. intends to fulfill the legislatively mandated requirements referenced above by issuing this Request for Proposal (RFP) for the contract period beginning July 1, 2017 and ending June 30, 2018 for the provision of CCE services. The CCE contracts procured through this RFP process may be renewed for five additional years, contingent upon satisfactory performance and availability of funds. Community-based organizations interested in obtaining a CCE Lead Agency designation are required to submit written proposals detailing their qualifications and plans for providing case management services, coordination of home and community based services and other Lead Agency required functions of the CCE program.

## 2. Statement of Need

Demographic data of the 60 years of age and over population for Planning and Service Area 5 comprising the counties of: Pasco and Pinellas, obtained from the Department of Elder Affairs, indicates the 2 counties within PSA 5 have approximately 429,230 residents aged 60 and older representing 30 percent of the PSA's total population and 8.6 percent of the State of Florida's sixty and older population. We anticipate over the next 10 years, a considerable number of residents will become elders as a result of net migration and the cohort of "baby boomers" continuing to age into retirement. It is estimated between 2010 and 2030, the number of Floridians 60 and older is expected to rise faster than the rest of the country, to an estimated 30 percent of the state's population by 2030 (DOEA State Plan on Aging 2017-2020).

In addition to the number and percent of elders projected to increase in the coming years, people are also living longer. An expected consequence is the continued rise in the need for long-term care services. Programs must be well managed to avoid the unwanted results of depleted personal savings, strained government entitlement programs and unrealistic expectations of providers and caregivers (Long-Range Program Plan Fiscal Years 2015-2016 through 2019-2020). The data indicates the needs of elders will continue to grow as more elders live alone (31%), 26% report they are not receiving adequate nutrition, and as seniors and caregivers experience more problems with their homes (21%) (Assessing the Needs of Elder Floridians, 2012).

Along with these rising trends, there are challenges in addressing the increasing size of the 60 and older population. It is reasonable to expect as these individuals age in place and begin to cope with infirmities of old age, their reliance on a caregiver to help with their activities of daily living will also grow. In 2013, one in five elders surveyed by the Florida Department of Elder Affairs, was a caregiver and more than one-half of these caregivers (56%) did not receive needed help with their caregiving responsibilities.

Queries of the Client Information & Registration Tracking System (CIRTS) on services most often provided under the Community Care for the Elderly program indicates the need to support functionally impaired elders with ongoing assistance and caregiving whether provided through formal or informal means.

The gap between people served and people awaiting services, as well as the disparity between client needs and depth of services actually provided, poses a serious concern for thought and action. As the contracting agency for development, coordination and administration of the Community Care for the Elderly Program in Planning and Service Area 5, the Area Agency on Aging of Pasco-Pinellas, Inc. intends to address these concerns through issuance of this RFP, which seeks innovative approaches to service delivery and program management, while emphasizing improved quality and customer satisfaction, all at a reasonable cost.

### **Pasco County Profile**

Pasco, one of the top 100 fastest growing counties in the U.S., has 137,425 persons over the age of sixty. This represents 28 percent of the county population. The 85+ population accounts for 3 percent of the total population, and 10 percent of the 60+ population. Of the total 60+ population residing in Pasco County, 9 percent have incomes below poverty level. There are 1,645 minority residents over the age of 60 who are low income.

Source: 2015 Florida County Profile Projections, Florida Department of Elder Affairs

### **Pinellas County Profile**

There are 291,805 persons aged 60+ who reside in Pinellas County, comprising 30.9 percent of the county population. The 85+ population accounts for 3.9 percent of the total population, and 12.4 percent of the 60+ population. Of those age 60 and older in Pinellas County 9.8 percent have incomes below the poverty level. There are 8,463 minority residents over age 60 with income below the poverty level.

Source: 2015 Florida County Profile Projections, Florida Department of Elder Affairs

## **3. Statement of Purpose**

The purpose of this RFP is to solicit applications from qualified agencies / organizations interested in providing case management, core service(s) coordination, and other functions required by law for a Community Care for the Elderly Lead Agency. The Area Agency on Aging of Pasco-Pinellas, Inc. will secure one Lead Agency for each county / Community Care Service Area (CCSA) in Planning and Service Area 5. **Agencies applying may only bid on 1 county.**

The purpose of a designated Lead Agency is to provide case management to all CCE, Home Care for the Elderly (HCE) and Alzheimer's Disease Initiative (ADI) clients and ensure service integration and coordination of service providers within the CCSA.

The responsibilities of a designated Lead Agency are to:

1. Ensure all other funding sources available have been exhausted before using CCE, HCE and / or ADI funds.
2. Establish coordination with all community-based health and social services for functionally impaired older persons funded wholly, or in part, by federal, state and local funds to provide a continuum of care.
3. Provide a continuum of care in the most cost effective and efficient manner possible to individuals demonstrating the greatest frailty and risk of nursing home placement, on a priority basis. The Area Agency on Aging of Pasco-Pinellas, Inc. will hold all vendor agreements for core services within Pinellas County. The successful Pasco County bidder will hold the agreements for core services in Pasco County.
4. Provide case management directly; no part may be contracted out to another party
5. Assess and collect co-payments for core and other contracted services.
6. Train and use volunteers to the fullest extent possible to provide services to clients and assist with other Lead Agency activities.
7. Compile accurate reports.
8. Initiate and maintain coordination among agencies.
9. Arrange in-service training for staff, volunteers, core service subcontractors, and

- other contracted service providers, in compliance with the Department of Elder Affairs Programs and Services Handbook.
10. Accept voluntary contributions, gifts and grants to carry out a community care service system.
  11. Demonstrate innovative approaches to program management, staff training and service delivery that impact cost avoidance, cost-effectiveness and program efficiency.
  12. Establish and follow procedures for handling recipient complaints concerning adverse actions such as service termination, suspension or service reduction.
  13. Conduct client satisfaction surveys to evaluate and improve service delivery.
  14. Implement measureable client outcomes directed at:
    - a. Maintaining clients in the least restrictive settings
    - b. Targeting high risk clients
    - c. Improving quality of life
    - d. Maintaining or improving functional status
  15. Improve operations and accessibility by:
    - a. Assuring case management services are available on-call, including evenings, weekends and emergencies for Adult Protective Services (APS) cases.
    - b. Providing services, other than case management, within 72-hours to APS referrals classified as high risk and in need of services to prevent further harm.
    - c. Responding to referrals for persons at Imminent Risk of institutional placement.
  16. Ensure the DOEA Client Information and Registration Tracking System (CIRTS) data is timely and accurate.
  17. Develop and implement complaint procedures to process and resolve client dissatisfaction with services. In **Pasco County**, ensure subcontractors develop and implement complaint procedures.
  18. **Pasco County ONLY:** Monitor subcontract / vendor agreements to ensure quality services and efficient use of funds. Make payments to subcontractors/vendors for core and other contracted services.

In addition, the Lead Agency must also ensure that procedures include a process for complaints or grievances involving alleged abuse, neglect, or exploitation to be reported to the Florida Department of Children and Families Adult Protective Services – Abuse Hotline, as required by contract and Florida Statute. Complaints or grievances concerning situations that may endanger the health, safety, or welfare of a recipient will be reported to the Area Agency on Aging within 48 hours.

In performing these responsibilities, the provider must conform to the regulations and standards in the Department of Elder Affairs Programs and Services Handbook, Adult Protective Services Operational Manual and Master and Standard Agreements executed with the Area Agency on Aging. The Department of Elder Affairs Programs and Services Handbook can be found at: <http://agingcarefl.org/documents-publications-area-agency-on-aging-of-pasco-pinellas/>

The CCE Lead Agency is a key component of the publicly funded long term care system and its performance has a highly significant impact on the lives of the individuals it serves and the local, regional and statewide fiscal sustainability of the long term care system. It is

highly desirable for the Lead Agency designation be conferred only to case management agencies with a proven record of performance under conditions typically found in the everyday course of business of a lead agency designated pursuant to Ch. 430, F.S.

Agencies applying to be a CCE Lead Agency under the provisions of Ch. 430, F.S., must have the following qualifications:

1. Ability to provide case management services to functionally impaired, elderly persons; coordinating community-based health and social services funded wholly, or in part, by federal, state and local funds to provide a continuum of care.
2. Ability to provide emergency services to at-risk individuals, such as elders at imminent risk of abuse or institutionalization.
3. Ability to financially match CCE and ADI contract dollars at the rate of \$1 dollar of matching funds for every \$9 dollars of state appropriated CCE and ADI funding (10%).
4. Ability to coordinate in-home services.
5. **Pasco County ONLY:** Ability to manage a community service system of providers through subcontracts or vendor agreements and also monitor subcontracts / vendors to ensure high quality services and efficient use of funds.

The review panel will evaluate how well the resources and experience described in each applicant's proposal qualify the applicant to provide services required by the provisions of this RFP. Consideration will be given to the length of time and extent to which the applicant has provided services similar or identical to those requested. The applicant's personnel resources, as well as computer, financial and other technological resources will be considered in evaluating the applicant's qualifications to meet the requirements of this RFP.

To comply with the DOEA Programs and Services Handbook, the designated Lead Agencies will be expected to:

Promote Quality Services by Assuring:

- Case managers develop care plans to meet the individual needs of clients.
- Case managers act as client advocates by seeking services from all community resources, not just from traditional service providers.
- Case managers monitor the quality, appropriateness and cost of services delivered to clients.
- All staff are appropriately trained and assigned.

Implement Measurable Clients Outcomes to:

- Maintain clients in the least restrictive setting.
- Target high-risk clients.
- Improve quality of life.
- Improve or maintain functional status.

Improve Operations and Accessibility:

- Assure case management services are available on call, including evenings, weekends, and emergencies.
- Provide needed assessment and services within 72 hours to Adult Protective Services referrals classified as high risk and in need of services to prevent further harm, pursuant to Chapter 415, Florida Statutes.

- Serve targeted groups as established in the State Plan on Aging.

Ensure Maximum Efficiency:

- Minimize administrative costs.
- Increase funds available for core services.
- Actively seek all community resources available for client services.
- Clearly identify in the client care plan, funding alternatives used prior to using Community Care for the Elderly funds.
- Thorough and timely billing and collection of all co-payments for CCE and ADI.
- **Pasco County Only:** Seek competitive bids or negotiate vendor agreements for provision of quality, cost-competitive services not directly provided by the designated Lead Agency.

All Community Care for the Elderly funds are placed under competitive procurement. Those organizations currently holding the Lead Agency designation are not held harmless from responding to this Request for Proposal.

**SECTION B - RFP SPECIFICATIONS: MINIMUM REQUIREMENTS TO BE MET**

**1. Program Requirements:**

**a. Service Delivery Methodology**

**1) Program Coordination**

The Area Agency on Aging of Pasco-Pinellas, Inc. is designated as an Aging and Disability Resource Center (ADRC), under the provisions of Section 430.2053, Florida Statutes. The primary functions of an ADRC are to facilitate client friendly access to long term care services and benefits for elders and caregivers through a coordinated, multi-access “one stop” system that integrates information, referral and eligibility determination functions. The Lead Agency agrees to work with the ADRC/AAAPP.

**The Lead Agency agrees to:**

- Refer to the ADRC/AAAPP all individuals seeking long term care services and benefits, including, but not limited to information, referral, intake, screening and eligibility determinations.
- Implement referral protocols and procedures established by the ADRC/AAAPP.
- Provide the ADRC/AAAPP with the most current information on elder resources available in the contractor’s county or local community.

**As the ADRC/AAAPP, the agency agrees to:**

- Provide timely and helpful long term care options to elders and caregivers referred by the Lead Agency.
- Provide the Lead Agency with written policies and procedures concerning the Lead Agency referral process.
- Provide technical assistance and training for Lead Agency staff, as needed.
- Act as the central point of intake for services completing the 701S screening.
- Maintain the Assessed Priority Consumer List.
- With the exception of Adult Protective Service “High Risk” cases, the ADRC will release clients to the Lead Agency for 701B assessment completion, eligibility determination and service coordination if appropriate.

**The ADRC/AAAPP and Lead Agency mutually agree to:**

- Cooperate on efforts to enhance client choice, support informed decision-making, minimize service fragmentation and confusion, reduce duplication of administrative paperwork and procedures, and increase cost-effectiveness of long term care support and delivery systems.
- Participate in public education programs to increase awareness of ADRC/AAAPP services.
- Participate and attend stakeholder workgroup meetings.

Additional coordination and program management responsibilities of the Lead Agency are listed throughout Section B of this document.

**2) Case Management and Core Services**

Respondents to this RFP are required to submit a proposal detailing the cost for case management services and in Pasco County, CCE core services, in addition to case management. Case Management must be provided directly by a Lead Agency and by that agency only. Case aides support case management and if charged to this contract, must be reflected as a separate service under case management. Intake and related activities will be sole responsibility of the Area Agency on Aging of Pasco-Pinellas, Inc.

**Pasco County ONLY:**

CCE core services will be coordinated through qualified provider agencies under subcontract or vendor agreement with the Lead Agency. The Area Agency on Aging of Pasco-Pinellas, Inc. reserves the right to review and approve all subcontracted entities and reimbursement rates for core services.

County specific funding for CCE services under this RFP is included in Section B.2.c. Additional information on core services to be coordinated by the Lead Agency is included in Section B.1.d. of this RFP.

**3) Community Care Service Area**

The Community Care Service Area for this Request for Proposal is Pasco and Pinellas Counties. The Lead Agency designation is contingent upon the bidder's ability to accept referrals and provide case management and coordination of core services countywide for all eligible consumers residing in the specific county / CCSA being bid. Interested bidders must demonstrate the ability to accept referrals and provide case management services and core service coordination countywide. The Area Agency on Aging of Pasco-Pinellas, Inc. will hold all vendor agreements for core services within Pinellas County. The successful Pasco County bidder will hold the agreements for core services in Pasco County. 1 lead agency will be selected per county. **Agencies applying may only bid on 1 county.**

# 1. Program Requirements

## b. Lead Agency Requirements

### 1) Coordination

The Area Agency on Aging of Pasco-Pinellas, Inc. will serve as the central point of intake for referrals made for Community Care for the Elderly, Home Care for the Elderly, and Alzheimer's Disease Initiative. Such requests will be screened by the Area Agency on Aging of Pasco-Pinellas, Inc. and prioritized on the waitlist.

Lead Agency case managers will coordinate all community resources for functionally impaired elderly persons in a community care service area, which is designed to provide a continuum of care as the consumers' needs change. This includes administering and managing the Community Care for the Elderly (CCE) program, the Home Care for the Elderly (HCE) program, the Alzheimer's Disease Initiative (ADI) program. Each program is funded separately and carries distinct program responsibilities. Alternative funding (City, County, Local, etc.) must be used to fund client services prior to using the DOEA / Area Agency contracted funds. Services will be initiated to individuals based on priority and funding availability. The Lead Agency will not be reimbursed for any costs associated with Intake and related activities. Intake and related activities will be the sole responsibility of the Area Agency on Aging of Pasco-Pinellas, Inc.

The goal of the HCE Program is to encourage provision of care for elders in family-type living arrangements or private homes as an alternative to nursing home or other institutional care. Approved caregivers receive a Basic Subsidy to reimburse some of their expenses each month for caring for the client, and may receive a Special Subsidy for other necessary services and essential supplies. Home Care for the Elderly clients must be age 60+, at risk of nursing home placement, and financially eligible.

ADI is focused on caring for persons aged 18+ with memory disorders. Respite care may be provided in the home or facility.

Priority Groups have been established for receipt of CCE services, and are as follows in order of highest priority:

- a. CCE emergency services are specifically provided within 72-hours for alleged or actual victims of abuse, neglect or exploitation. Services must be carefully coordinated by the CCE Lead Agency with the Adult Protective Services case worker / investigator and service provider agencies. Actual or alleged victims of abuse, neglect or exploitation, or those at risk for same, are afforded the highest priority access to CCE services.
- b. Referrals for consumers deemed at imminent risk of nursing home placement because their mental or physical health condition has deteriorated to the degree that self-care is not possible, there is no caregiver, and nursing home placement is likely within a month or very likely within 3 months shall receive the next highest priority for CCE services.

Detailed information on services, program requirements and case management coordination is contained in the Department of Elder Affairs Programs and Services Handbook, which can be found at: <http://agingcarefl.org/documents-publications-area-agency-on-aging-of-pasco-pinellas/>

Chapter 2 of the DOEA Handbook contains information on all aspects of Case Management, including case manager qualifications, job descriptions, duties and responsibilities, etc. Respondents to this RFP must agree to comply with these requirements; Chapter 5 provides a detailed description of the CCE Program Administration, Appendix B contains Co-Pay standards, and Appendix D contains Grievance standards.

## **2) Confidentiality**

Information about functionally impaired elderly persons who receive services under the Community Care for the Elderly Program is confidential (s. 430.207, F.S.). Information received through files, reports, inspections, or otherwise by the Department of Elder Affairs or departmental employees, by persons who volunteer services, or by persons who provide services through contracts with the Department, Area Agency on Aging, Lead Agencies or other contracting agencies, is confidential and exempt from the provisions of Section 119.07(1), F.S. Such information may not be disclosed publicly in a manner to identify a functionally impaired elderly person, unless that person or their legal guardian provides written consent.

The Lead Agency must ensure confidentiality of client information by all employees, service providers and volunteers as required by state laws. It is essential training be established to promote security of information, including protection from loss, damage, defacement or unauthorized access.

The designated Lead Agency must comply with all requirements of the Health Insurance Portability and Accountability Act (HIPAA) of 1996. The Department of Elder Affairs, Area Agency and Lead Agency recognize each is a Business Associate of the other under the terms of HIPAA. As such, the Lead Agency agrees to the terms included in Sections 17 and 18, and Attachment VII, of the Master Contract (**Appendix Ia**).

The Lead Agency must also comply with all requirements of the Social Security number confidentiality and security measures as required by Section 119.071(5) F.S. Whenever possible, the Lead Agency should submit reports to the Area Agency on Aging with client identifying information using the assigned client CIRTS identification, in lieu of an individual's social security number.

The Lead Agency must demonstrate compliance with all background screening requirements pursuant to the requirements of Section 430.0402 and Chapter 435 Florida Statutes, as well as all Department of Elder Affairs Notices of Instruction.

## **3) Client Identification**

### **a. Outreach**

The Lead Agency is responsible for outreach to identify and inform frail elders and their caregivers of the range and availability of services. This may be done in cooperation with church, civic, social and medical organizations. The target audience is those individuals most likely to fall into the high-need category, which is priority levels 4 and 5 when assessed. Lead Agency staff should participate in local networks and consortiums where

hospital, home health, social and medical providers are represented as these are often referral sources for high-need individuals.

## **b. Intake**

The intake process, completed by the Area Agency on Aging of Pasco-Pinellas, Inc., begins when an individual or caregiver seeking assistance contacts the ADRC/AAAPP. The ADRC/AAAPP performs the intake and screening service functions using the 701-S form. Service provider agencies seeking assistance on behalf of an elderly person may make referrals to the ADRC/AAAPP.

During intake, essential information is gathered about the person's physical, mental and functional abilities; concerns, limitations, problems, and general background is also obtained to assist in eligibility screening for appropriate service referrals.

If during preliminary intake, the elderly person appears eligible for services from CCE, HCE and / or ADI, the intake worker shall explain a more thorough discussion of the person's situation and service needs, called a screening, is required to ensure program eligibility requirements are met.

If a person does not meet eligibility requirements for any program administered by the ADRC/AAAPP, the ADRC/AAAPP shall explain the eligibility criteria and reason for determination. Referral to other community-based service agencies should be made, if appropriate. The referral and determination of ineligibility shall be properly documented and filed as part of the service record.

## **c. Initial Screening**

The screening process begins with determining the urgency of a person's need, and type of assistance required. The purpose of the 701S Telephone Screening is to assess severity of the person's situation and place them on the assessed consumer priority list (ACPL). The 701S Telephone Screening does not take the place of a comprehensive 701B in-home assessment, which is required before care plan development and delivery of core service(s). The comprehensive in-home screening (701B) is completed by the lead agency once the client is released from the APCL by the ADRC/AAAPP. The initial 701S screening is handled through the ADRC/AAAPP by staff who have received their certification on Uniform Client Assessment Training per the DOEA Programs and Services Handbook requirement.

The Prioritization Assessment Instrument DOEA Form 701S is used to collect common information about applicants applying for services funded by the Department of Elder Affairs. Other items related to this process are:

- It is also used to prioritize persons so those in greatest need, and with the least assistance available receive services first.
- It is completed over the phone or in person.
- The client must be contacted within three business days after receiving a referral to complete a Prioritization Assessment Form (DOEA Form 701S).
- If an applicant can be served, and is authorized by the ADRC/AAAPP for enrollment, the Assessment Instrument (DOEA Form 701B) must be completed within 14 business days after receiving authorization to enroll.

- If an applicant cannot be served due to a low priority score (priority rank 1 or 2), they may be placed on the Assessed Priority Consumer List (APCL).

#### **d. Eligibility Determination**

All clients served by the CCE program must be functionally impaired. As defined under Section 430.203(7) and Rule 58C-1.002, Florida Administrative Code F.S., a ...functionally impaired elderly person, means any person 60 years of age or older, having physical or mental limitations that restrict the ability to perform the normal activities of daily living and impede the capacity to live independently without the provision of core services. Functional impairment shall be as determined by an initial comprehensive assessment and at least an annual reassessment using the form incorporated by reference in paragraph 58A-1.010(1) (b), F.A.C.

Final determination of eligibility is the responsibility of the CCE Lead Agency. A potential consumer will be determined eligible only after a DOEA Form 701B Assessment is completed to establish age, need and risk of institutional placement without services. Clients who appear eligible for Statewide Medicaid Managed Care must be referred to the ADRC/AAAPP for waitlist placement if client is not already APCL for Statewide Medicaid Managed Care.

#### **e. Prioritization**

The Uniform Client Assessment Instrument (Form 701B) developed by the Department of Elder Affairs must be used by the CCE Lead Agency case manager to determine an individual's level of need. Scores obtained using the Assessment will provide a priority ranking score to help determine the need for services.

Those people suspected to be victims of abuse, neglect or exploitation are referred by the Department of Children and Families Adult Protective Services (APS) Unit, and shall be given primary consideration over all others to receive Community Care for the Elderly Services.

#### **f. Referral**

Services not available through the agencies under subcontract or vendor agreement with the Pasco County CCE Lead Agency or the Area Agency on Aging of Pasco-Pinellas, Inc. in Pinellas County, should be obtained and / or arranged through referrals to other community resources. Referrals should be made to volunteer agencies, informal networks and proprietary agencies that charge fees a consumer may be able to pay. Services provided under the CCE program should be considered as a 'last resort' to meet the needs of any given client.

The CCE Lead Agency case manager must conduct follow-up contacts on referrals within fourteen business days to ensure services have begun as authorized.

#### **g. Enrollment Management**

The Assessed Prioritized Consumer List (APCL), also known as the wait list, must be maintained when formal services funded by CCE, HCE and / or ADI are not available.

Following the screening and assessment process, the client is placed on the APCL, by the Area Agency on Aging of Pasco-Pinellas, Inc., informed about the enrollment management process and provided alternative sources for assistance that may be available. Further information on APCL or wait list requirements can be found in the DOEA Programs and Services Handbook, Chapter 2.

#### **4) Comprehensive Assessment of Eligible Clients**

The case manager is responsible for completing the DOEA Uniform Client Assessment Instrument, Form 701B. The assessment determines the person's functional status, existing resources and service needs. Further information on DOEA Form 701B requirements can be found in the DOEA Programs and Services Handbook.

##### **a. Determination of Functional Status**

A client's functional status is determined by the scores received on the Activities of Daily Living (ADL) and the Instrumental Activities of Daily Living (IADL) sections of the DOEA Form 701B Assessment instrument.

##### **b. Establishing Service Needs**

The result of the comprehensive assessment process is establishment of a client care plan, which must thoroughly address all service needs of the functionally impaired elderly person.

#### **5) Provision of Services to Adult Protective Services (APS) Referrals**

The Department of Elder Affairs and Department of Children and Families (DCF) signed a memorandum of agreement to ensure delivery of timely services to vulnerable elders in need of services or victims of abuse, neglect, or exploitation. The agreement calls for development of joint local written procedures through a Memorandum of Understanding for serving adult protective services referrals. Every AAA, DCF region and lead agency is responsible for jointly creating and signing a Memorandum of Understanding to define:

- The APS referral process
- Method to track referrals in CIRTS and APS Referral Tracking Tool (ARTT)
- Service delivery guidelines according to "APS Referrals Operations Manual"; **Exhibit X.**

The lead agency shall ensure, pursuant to Section 430.205(5), F.S., those elderly persons determined by adult protective services (APS) to be victims of abuse, neglect, or exploitation, and who are in need of immediate services to prevent further harm, and are referred by APS as "high risk", will be given primary consideration to receive CCE services.

Case coordination by a Lead Agency case manager must be available 24 hours per day, seven days a week for elderly victims of abuse, neglect or exploitation who are referred by an APS investigator. Emergency services may be provided, and continued, for up to 31 days for APS referrals by contracted emergency services providers. According to the Ch. 430, F.S., those elderly persons determined through the use of the functional assessment to be at risk of institutional placement, and any victim of abuse, neglect or exploitation shall be given top priority to receive CCE services.

**\*\*NOTE:** Due to changes effective March 6, 2017 to the Adult Protective Services Program moving to a seven-day, 8 a.m. – 5 p.m. work week operation, there are potential changes to provision of services for Lead Agencies to Adult Protective Services referrals.

Lead Agency case managers must immediately report to the Abuse Hotline at 1-800-96-ABUSE, any situation where any elderly person is the suspected or actual victim of abuse, neglect, or exploitation.

Lead Agency must:

- Assure immediate need for services is met within 72 hours of an initial high-risk referral from the APS worker.
- Share client or case specific information to assures the best and most expeditious care for the person and eliminate or reduce factors placing the person at risk of abuse, neglect or exploitation.
- Adhere stringently to the guidelines in the DCF APS Operations Manual and DOEA Programs and Services Handbook.
- Coordinate closely with APS workers, investigators and / or case workers
- Have written procedures in place to address the provision of emergency services.

## **6) Service Care Plan**

Lead Agency case managers must prepare a care plan for each eligible client using the format prescribed by the DOEA Programs and Services Handbook, Chapter 2, Attachment 4. The care plan is developed in coordination with the client and / or caregiver, and must address all client needs. It is the responsibility of the case manager to consider the most appropriate resources to provide the services needed, as indicated in the care plan. Clients or caregivers may accept or decline services or providers of services. The option of the client to choose from multiple service provider agencies must be observed at all times.

Case managers must manage client care plans by arranging for the services accepted, and monitoring the quality of service delivered to their clients. Periodic review of continued appropriateness of the care plan should occur at least twice annually. Specific frequency requirements for each Program are prescribed in the DOEA Programs and Services Handbook, Chapter 2.

All clients must be reassessed at least annually, and care plans must reflect changing or ongoing client needs.

## **7) Documentation**

Lead Agency Case Managers are responsible for initiating and maintaining the case record and must include pertinent information. Case records must be updated when conditions change or following periodic contacts with the client.

## **8) Resource Management and Development**

Funds appropriated by the Florida Legislature for Community Care for the Elderly must be used only to provide CCE services, case management and directly related expenditures.

The Lead Agency must ensure all other funding sources available have been exhausted before using CCE funds. Additionally, the designated Lead Agency must prepare CCE, ADI and HCE surplus/deficit reports and forward the reports to the Area Agency on Aging monthly.

To provide an effective continuum of care, the Lead Agency must ensure coordination with all community-based health and social services programs for functionally impaired older persons funded wholly or in part by federal, state and local funds. Voluntary contributions, gifts and grants must be encouraged and used to expand CCE services to support a comprehensive service array.

Collecting co-payments from clients is an important responsibility for providers of Community Care for the Elderly (CCE) and Alzheimer's Disease Initiative (ADI) services. State General Revenue resources to support services for the elderly cannot meet the growing needs. Therefore, every eligible client must be given an opportunity to participate in the co-pay for services program. It is critical case managers assess potential clients for their ability to participate in the cost of their care.

It is equally important to identify potential Medicaid-eligible clients and refer them to the ADRC/AAAPP for assistance in obtaining their Medicaid benefits through the Department of Children and Families, and potential eligibility and enrollment in the Medicaid Managed Long-Term Care Program. State General Revenue resources should not be used for clients who meet Medicaid functional impairment criteria and who are Medicaid eligible.

For Medicaid-eligible consumers, the ADRC/AAAPP coordinates eligibility determination for publicly funded program services. When it is determined a client may be eligible for Medicaid funded programs, ADRC/AAAPP staff assist with eligibility determinations through coordination with CARES and DCF staff.

## **9) Quality Assurance**

To assure effective and efficient client care through delivery of quality services, Lead Agencies must participate in pre-service and in-service training developed according to standards and requirements specified in rules and the DOEA Programs and Services Handbook.

The Lead Agency will self-monitor and self-evaluate the quality of service delivery by its own staff. Additionally, the Area Agency on Aging will conduct independent quality assurance monitoring and performance evaluations of all CCE Lead Agencies.

The degree of client satisfaction with service quality and staff effectiveness must be evaluated periodically during the contract period. A client satisfaction survey must be conducted, compiled and results evaluated and reported to the Area Agency on Aging. Each client must be given a survey at least annually. Survey results are expected to be analyzed by the Lead Agency and used to develop continuous quality assurance initiatives to ensure improvements to service delivery.

## **10) Co-Payment for CCE and ADI**

The Lead Agency providers are responsible for collection of fees for services in accordance with rules adopted by the Department of Elder Affairs for the CCE (s. 430.204(8) and FAC, 58C-1.007) and ADI programs (s. 430.503). Provider agencies shall assess fees for services rendered according to those rules. To help pay for services, a functionally-impaired elderly person shall be assessed a fee based on an overall ability to pay. The fee assessed shall be fixed according to an established DOEA schedule. Co-pay Guidelines and any policy memoranda on this subject issued subsequently by the Department are included in the DOEA Programs and Services Handbook.

The Lead Agency is responsible for timely billing and collecting assessed co-payments for all services provided under the CCE and ADI programs. This includes coordinating with other service provider agencies with whom CCE and ADI clients are shared. Case managers must exercise particular attention to the procedures established for termination of services to consumers due to non-payment, and requirements for consumer notification of right to appeal and approval of waiver of termination for non-payment. The collected funds must be retained in an interest bearing account and reported to the Area Agency on Aging monthly. All collected co-payment funds must be used to expand consumer services under the CCE and ADI programs and may be used to count toward the 10% contract match requirement. The designated Lead Agency's annual Co-Pay goals will be established in conjunction with by the Area Agency on Aging (based on client data), and the co-pay goal will be incorporated in the negotiated CCE and ADI contracts.

## **11) Disaster Preparedness and Emergency Related Service Provision**

The Lead Agency is required to enter disaster preparedness data into CIRTS for all clients. In addition to basic identification, location, emergency contact and handicap information, this data includes fields to indicate if a consumer needs help for emergency evacuation, and if they need a specially equipped shelter and special disaster registry listing. The Lead Agency must be prepared to use CIRTS reports to routinely provide registry information to the local emergency management team and identify, locate and assist with evacuation and other needs of endangered elderly in the event of disaster, as directed by the Department of Elder Affairs.

To prepare for an emergency / disaster event, the Lead Agency will cooperate, coordinate and train with Area Agency on Aging Emergency Coordinator to the fullest extent possible. The Lead Agency must maintain a current DOEA required Disaster Plan to be implemented, at the direction of DOEA, in the event a disaster is declared by federal, state or local officials. The plan minimally calls for the following measures and procedures:

- Designation of a Disaster Coordinator and alternate.
- Plans for contacting all at-risk clients, on a priority basis, prior to and immediately following a disaster.
- Plans to receive referrals, conduct outreach, and deliver services, before and after a disaster, to elderly persons who may or may not be current consumers.
- Plans for after-hours coverage of network services, as necessary.
- Plans to dispatch to shelters outside the disaster area to assist elderly evacuees with special needs, if necessary.
- Plans to help at-risk consumers register with the Special Needs Registry of the local emergency management agency.

- Plans to deliver meals to consumers prior to and following a disaster.
- Plans to assign staff to Emergency Operation Centers and / or declared assistance centers to ensure elderly victims in the disaster area receive help.

## **12) Social Security Number Disclosure**

In accordance with Title XIX of the Social Security Act, the client must be informed disclosure of their SSN is voluntary and will be used for referral and screening for Medicaid purposes. The client is not required to provide the SSN, but is encouraged to do so for staff to screen for Medicaid eligibility and referral to the Department of Children and Families or ADRC/AAAPP for potential services.

## **13) Client Grievance and Appeals Procedures**

The Lead Agency must develop and maintain procedures to provide for handling client complaints and process appeals regarding denial, reduction or termination of core services. These procedures must provide for informing all clients of the grievance and appeal process, including prior written notification to the client of activities related to the grievance / appeal, and providing assistance to clients desiring to file a grievance / appeal. Information concerning client grievance and appeals procedures can be found in **Appendix Ia**, Master Contract, and the DOEA Programs and services Handbook.

## **14) Voter Registration**

In accordance with the 1993 National Voter Registration Act 42 U.S.C. 1973gg-5(a), (b), and sections 97.021 and 97.058, Florida Statutes, Lead Agency case managers and staff are required to offer voter registration assistance to individuals applying for Medicaid services. Time spent on voter registration assistance is not a billable case management activity. The case manager must complete a Voter Registration Preference Form to be filed in the client record and assist, if the client desires, with completion of the Voter Registration Application Form, forward the application form to the Supervisor of Elections within five days, and complete the CIRTS client voter registration data fields. Voter Registration Preference Forms and Voter Registration Application Forms (in English and Spanish) may be obtained from the Supervisor of Elections.

## **15) Personnel Standards and Employee Benefits**

Personnel policies incorporated into agency operating procedures must be developed to address at a minimum, the following:

- a. Employee recruitment and hiring
- b. Lines of authority and supervision
- c. Working schedules and hours of operation
- d. Employee compensation
- e. Employee fringe benefits
- f. Employee evaluation and promotion
- g. Leave
- h. Confidentiality and privacy
- i. Employee discipline and termination
- j. Employee grievance procedures

- k. Accidents, safety, and unusual incidents
- l. Travel and transportation policies
- m. Employee conduct
- n. Employee pre-and in-service training and staff development
- o. Assurance of agency compliance with all applicable federal and state laws and regulations

Job descriptions must be established for each funded and any associated unpaid position. Job descriptions for funded positions must include salary ranges and must be submitted as part of this proposal. In addition, the minimum education, training, experience and qualifications necessary for each position must be included.

A salary range for each paid position must be established by the governing body of the Lead Agency. Salary ranges must be reasonably consistent with equivalent positions in the community care service area (i.e., positions with similar duties and responsibilities and similar training, education, and experience / qualifications). In addition, an approved organizational chart or charts illustrating structure and relationship of positions, units, supervision, and functions must be developed and submitted by the bidder as part of the proposal.

## **16) Reporting**

The Lead Agency is required to compile Community Care for the Elderly (CCE), Alzheimer's Disease Initiative (ADI), and Home Care for the Elderly (HCE), service delivery statistics and other data and report to the Area Agency on Aging and Department of Elder Affairs according to reporting requirements developed by the Department.

The Area Agency on Aging monthly reporting requirements for CIRTS require all client and service data for the previous month to be entered into CIRTS by the 10<sup>th</sup> day of the month following. Information is reported in the following categories:

- Client Demographics
- Client Program Enrollment
- Client Assessment Information
- Client Care Plan Information
- Client Services

Case management, case aide and additionally, in Pasco County, any CCE core authorized by the Lead Agency must be reported monthly in CIRTS by the Lead Agency. All requests for payment reporting requirements must be submitted within the time frame established by the Area Agency on Aging. Other required reports are identified in the Master Contract.

In addition to proper storage, security and preservation of source documentation, CIRTS data must also be protected. Maintenance will include valid backup and retention of electronic data on a regular basis.

Unit costs, developed by all service provider agencies using the Department of Elder Affairs Unit Costing Methodology as described in the "Department of Elder Affairs Unit Costing Methodology" instructions, will be recorded in CIRTS at the Area Agency on Aging of Pasco-Pinellas, Inc. These costs and the number of service units reported will be used

to validate provider's Request for Payment. All services contracted through this Request for Proposal, will be by Fixed Price (Unit Cost) contract. The Area Agency on Aging of Pasco-Pinellas, Inc.'s payment to any agency will be predicated on timely and accurate reporting of required client and service data in CIRTS.

The Area Agency on Aging of Pasco-Pinellas, Inc. will not approve or pay any Request for Payment (DOEA form 106) that is not supported by CIRTS documentation. Requests for Payment must be reconciled to CIRTS prior to submission to the Area Agency on Aging of Pasco-Pinellas, Inc. A dated (DOEA form 105) Receipt and Expenditure Report must be signed and submitted, with the service provider's Request for Payment, to the Area Agency on Aging of Pasco-Pinellas, Inc. Failure to ensure the collection and maintenance of CIRTS data will result in non-payment and may result in suspension of contract.

### **17) Staffing and Facility Requirements**

Each Lead Agency's Governing Board must designate a local representative or employee with legal authority to act on behalf of the agency and / or the CCE program. This individual must devote sufficient time to ensure the CCE program is administered and managed per DOEA requirements. The Lead Agency must ensure a qualified employee is designated as the direct and ongoing contact with regarding CCE operations and service delivery.

All CCE services (including case management) must be delivered by qualified staff according to service standards included in the DOEA Programs and Services Handbook. The number of staff employed should follow the DOEA Program and Services Handbook and be sufficient to ensure timely service delivery to all Lead Agency clients.

All CCE Lead Agencies must be open and accessible to the public a minimum of 40 hours per week, Monday through Friday between the hours of 8:00 AM and 5:00 PM. During all other hours, telephone coverage via answering service must be provided. The office should be reasonably accessible to persons seeking assistance and / or information; it is preferable the Lead Agency be centrally located within the Community Care Service Area, and be handicap accessible.

Lead Agencies must demonstrate they have sufficient resources, in terms of both trained staff and equipment, to complete timely CIRTS data entry, data management requirements and access to electronic mail from the Department of Elder Affairs and Area Agency on Aging.

A successful bidder for Lead Agency designation must be prepared to assume program responsibilities and service provision at 12:01 AM on the first day covered by the contract period, without interruption to existing consumers. Additionally, case coordination by a Lead Agency case manager must be available 24 hours per day / seven days per week for elderly victims of abuse, neglect or exploitation who are referred by an APS investigator. New bidders for Lead Agency designation must provide detailed plans for the transfer of equipment, files and service care plans to assure a seamless transition with no interruption of service to consumers. The existing lead agency will be expected to comply with all reasonable transfer requirements should another bidder be chosen as lead agency.

## **18) Training**

All staff providing services require a general pre-service orientation and training specific to the service being provided. Lead Agencies shall be responsible for provision of the pre-service and in-service training for all paid and volunteer staff as referenced in the DOEA Programs and Services Handbook.

Each provider agency shall describe and allocate funds for training in the provider application included in this RFP. It is also essential Lead Agencies meet with contracted service providers to establish necessary protocol and procedures for authorization of services, paperwork and reporting unusual incident reports and general expectations for coordination. Service Providers must recognize case managers are the gatekeepers and have responsibility for coordinating and authorizing service to clients.

Pre-service orientation for staff and volunteers shall include:

- Overview of the aging process
- Overview of the aging network (AAA, DCF, AHCA, DOEA and other agencies), and the agency's relationship to the community care service system
- Overview of community care services
- Review the relationship of case management to the community care services system
- Communication techniques with the elderly
- Observation of abuse, neglect, exploitation and incident reporting
- Local agency service procedures and protocol
- Client confidentiality
- Use and completion of assessment instruments and care plans
- Interviewing skills and techniques
- Record keeping procedures
- CIRTS procedures
- Caregiver training regarding responsibilities and resource development techniques
- Interagency coordination and informal network development training
- DOEA's online 701B assessment training

In-service training hours and topics shall be provided at the discretion of the Lead Agencies. Case managers must successfully complete on-line training on the Uniform Client Assessment Form and pass the certification test as well as attend Care Plan training and receive an acceptable score on the post-test provided by the Training Team. Additionally, they must have six hours of in-service training per year and document the duration and content in case management staff records. Topics such as Alzheimer's Disease, Cultural Sensitivity, Caregivers Needs, Dealing with Difficult Clients, Mental Health and the Elderly, and continuing Handbook and Policy Reviews are appropriate. Attendance at the Area Agency on Aging or Department of Elder Affairs sponsored training is required.

Required training will include, but not be limited to, the intake and screening assessment instruments, care plan development and costing and prioritization scoring instrument. It is essential Lead Agencies meet with CCE subcontractors/vendors to establish necessary protocol and procedures for authorization of services, paperwork and reporting, unusual incident reports and general expectations for service coordination. Service provider

agencies must recognize a case manager's responsibility for coordinating and authorizing services.

### **19) Volunteers**

Pursuant to section 430.204(3), Florida Statutes, concerning the Community Care for the Elderly Program, "The use of volunteers shall be maximized to provide a range of services for the functionally impaired elderly person. The department shall provide or arrange for the provision of training and supervision of volunteers to ensure the delivery of quality services. The department or contracting agency may provide appropriate insurance coverage to protect volunteers from personal liability while acting within the scope of their volunteer assignments under a community care service area. The coverage may also include excess automobile liability protection."

Bidders must provide assurance and demonstrate staffing capability to train and supervise volunteer staff and volunteer supervisors. All bidders must submit a written plan to address recruitment, training, utilization and retention of volunteers to assist the CCE Lead Agency.

Reporting on the number of volunteers and volunteer hours must be submitted to the AAA on the 15<sup>th</sup> of the month following the end of the each quarter of the calendar year.

Lead Agencies may use CCE funds and staff for securing, training and using volunteers. CCE funds may also be used to provide insurance and personal liability coverage, excess automobile liability protection and automobile mileage reimbursement. Per s.112.061(7),(d)1.,a., F.S., the current State of Florida approved mileage reimbursement rate is \$0.445 per mile.

### **20) Board of Directors Involvement**

The Lead Agency is expected to involve their governing Board of Directors in the oversight of services provided through contract with the Area Agency on Aging of Pasco-Pinellas, Inc. The Lead Agency must provide the Area Agency on Aging of Pasco-Pinellas, Inc. with copies of all minutes from Board of Director meetings within 30 days following the meeting.

### **21) Incident Reporting**

The Lead Agency is expected to report all program, fiscal and extraordinary incidents within 48 hours.

### **22) Transition Plan**

In the event a selected provider is not the current provider, a Transition Plan of existing clients and service management must be submitted within 10 calendar days of bid award. Bidders must include a statement agreeing to submit their Transition Plan within 10 calendar days of bid award. The Area Agency on Aging must approve this Plan in advance, and it must include an implementation schedule to ensure uninterrupted service delivery.

Transition Plans must take into consideration the transfer of current client files, staffing and training plans, start-up activities, timeframes for completion, any modification of

service delivery schedules and sites, and notification to clients of the new service provider agency.

If there is insufficient time for the current and new service providers to transition services so there is no disruption in service delivery, the Area Agency on Aging may choose to continue services under an emergency contract.

### **1.c. Coordination of Case Management and Clients to be Case Managed**

Each client will be assigned one and only one case manager, even if the client is enrolled in more than one program. Case management providers are strongly encouraged to cost-share case managers across programs to assure clients receive the appropriate mix of services.

Multiple assessments will not be conducted unless a significant change in client status occurs to warrant such action. Providers will check CIRTS to determine if a current assessment has been completed prior to conducting an assessment.

When a client is enrolled in one or more programs which fund case management, the following applies: Home Care for the Elderly (HCE) will pay case management for HCE program participants who are also enrolled in another General Revenue (GR) program. If a client receives services under Community Care for the Elderly (CCE) and any other program except HCE, CCE will pay case management. If a client receives Alzheimer's Disease Initiative services only, ADI will provide case management is not enrolled in HCE. Additional information about each program to be case managed is available in the DOEA Programs and Services Handbook.

The case manager is the gatekeeper in the community care service system with the knowledge and responsibility to link clients to the most beneficial and least restrictive array of community services and resources, irrespective of funding source or program. Case managers serve as a contact between health care and social service delivery systems, particularly physicians, hospitals, health maintenance organizations, nursing homes and home health agencies.

Client choice is the primary consideration in determining service referrals. In those instances where more than one CCE vendor is available for a given service, and the client expresses no preference, the Lead Agency should make the referral based on geographical and cost efficiency considerations. The procedures and referral formats used are to be developed by the Case Management / Lead Agency.

### **1.d. Services to be Coordinated**

The following is a list of the core services, which may be funded under the Community Care for the Elderly Program, Home Care for the Elderly, and/or Alzheimer's Disease Initiative in Planning and Service Area 5.

Adult Day Care	Health Support	Other
Adult Day Health Care	Home Delivered Meals	Personal Care
Chore	Home Improvement	Pest Control Initial / Maintenance

Caregiver Training / Support	Home Health Aid	Physical Therapy
Case Aide	Homemaker	Respite (in home and facility based)
Case Management	Legal Assistance	Pest/Rodent Control Initiation / Maintenance
Companionship	Material Aid	Shopping Assistance
Counseling	Medication Management	Skilled Nursing Services.
Emergency Alert Response	Nutrition Counseling	Speech Therapy
Escort	Occupational Therapy	Specialized Medical Equip Services & Supplies
Financial Risk Reduction		Transportation

A complete list of the services funded under all programs managed by the Department of Elder Affairs and descriptions for each may be found in the DOEA Programs and Services Handbook. Please note that not all services are allowable under HCE and ADI.

CCE services and the county specific funding available for case management and core services (Pasco County Only) under this bid are included in Section B.2.c. (Funding Levels).

**1.e. Special Conditions**

- A) The selected Lead Agency will provide Case Management Services (per county) equal to or above the level of unduplicated clients served in state fiscal year 2015-2016 as shown in Section B.2.c.
- B) Proposed CCE unit rates must be submitted and the selected bidder will be required to submit all back up documentation.
- C) Future unit rate increases for CCE services for any subsequent contract renewals will be negotiated by the Area Agency on Aging of Pasco-Pinellas, Inc. and the Lead Agency following submission of the Lead Agency’s Annual Service Cost Report and latest audit. All unit rate increase negotiations shall be governed by state mandated policies contained in the DOEA Notice of Instruction **NOTICE #: 092815-1-PC-SCBS**, dated September 28, 2015, which states:

***Service Cost Reports*** – *The Contractor shall require Subcontractors to annually submit to the Contractor service cost reports, which reflect*

*actual costs of providing each service by program. Any multi-year contracts entered into with service providers on or after the effective date of this contract shall contain a provision requiring the contract's parties to re-evaluate the contract's reimbursement rates on an annual basis. The Contractor may annually renegotiate rates based on, including but not limited to, a review of sustainability, the respective consumer price index, or current market conditions. However, it is the intent of the Department that the quality of services provided to current program recipients not be reduced.*

*The AAA (Contractor) will annually review the appropriateness of its provider's rates based on a board-approved policy that considers local factors like the provider's sustainability, expected market fluctuations, or the consumer price index. Justification that evidences this review and considers the potential change in rates shall be made available upon annual monitoring or upon the Department's request.*

### **1.f. Planning Goals and Outcome / Output Measures**

In keeping with the legislatively mandated requirements for contract performance measures, the DOEA has identified six key goals that the ADRCs and Lead Agencies are required to develop implementation strategies to assist the Department in achieving statewide outcome and output measures identified for the aging network. The goals are:

- Empower older people, individuals with disabilities, their families and other consumers to choose and easily access options for existing mental and physical health and long-term care
- Enable individuals to maintain a high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers
- Empower older people and their caregivers to live active, healthy lives to improve their mental and physical health status
- Ensure the legal rights of older people are protected and prevent their abuse, neglect and exploitation
- Promote planning and collaboration at the community level that recognize benefits and needs of its aging population
- Maintain effective and responsive management

The designated lead agency is required to adhere to the action steps and implementation strategies in the Area Agency on Aging Area Plan to meet and / or exceed the planning goals and outcome / output measures as specified by the Department of Elder Affairs and Area Agency on Aging.

#### Outcome / Output Measures

The outcome measures outlined in the format section of this application are the statewide initiatives legislatively mandated for the DOEA. The specific state and area-wide criteria for the outcome / output measures and numeric targets for the PSA are indicated. All Lead Agencies are required to describe the strategies and actions they will use to implement and follow to meet and / or exceed the outcome / output measures as specified by DOEA. Specific strategies and actions for each goal should be incorporated to address

compliance and improve quality assurance. See Service Provider Application, **Appendix II.**

## 2. General Information

### a. Contact Person

The contacts for this Request for Proposal process are:

Name: Tawnya Martino, Director of Program Accountability  
Address: Area Agency on Aging of Pasco-Pinellas, Inc.  
9549 Koger Blvd.; Suite 100  
St. Petersburg, FL 33702  
Telephone: (727) 570-9696 x 246  
Fax: (727) 234-4402  
Email: [tawnya.martino@aaapp.org](mailto:tawnya.martino@aaapp.org)

### b. Inquiries/Cone of Silence

Inquiries: Verbal and written inquiries will be accepted up to the end of the pre-proposal bidder's conference on March 16, 2017 at 10:00 a.m. A summary of key questions and answers from this conference and any addenda to the Request for Proposals document will be posted on the agency's website <http://www.agingcarefl.org/2017ccerfp> on March 17, 2017 at 3:00 p.m.

Cone of Silence: Respondents to this RFP, or persons acting on their behalf, may not contact, between the release of this RFP and deadline for submission of written appeals, any employee or officer of the Area Agency on Aging, any individual involved in evaluating proposals submitted in response to the RFP, or any employee or officer of the State of Florida concerning any aspect of this solicitation, except in writing to the contact person identified below. Violation of this provision may be grounds for rejecting a proposal.

No interpretation of the meaning of the RFP documents will be made to any proposer orally. Oral statements made by Area on Agency representatives in the pre-proposal conference may not be relied on by proposers unless such statements are included in the written summary of the conference or addendum. Failure of a proposer to receive any such addendum or summary shall not relieve said proposer from complying with the RFP documents as clarified or revised in writing. All addenda and clarifications issued shall become part of the RFP documents.

Written inquiries will be accepted from the release date of the RFP, March 10, 2017 through the end of the Pre-Proposal Bidder's Conference on March 16, 2017. **No inquiries will be accepted after the Pre-Proposal Bidder's Conference ends on March 16, 2017.** Written inquiries may be emailed, faxed, hand delivered or mailed to the contact person in charge of this solicitation process:

Name: Tawnya Martino, Director of Program Accountability  
Address: Area Agency on Aging of Pasco-Pinellas, Inc.  
9549 Koger Blvd.; Suite 100  
St. Petersburg, FL 33702  
Telephone: (727) 570-9696 x 246

Fax: (727) 234-4402  
 Email: [tawnya.martino@aaapp.org](mailto:tawnya.martino@aaapp.org)

**c. Funding Levels**

Funding for the Community Care for the Elderly Program is contingent upon an annual appropriation from the Legislature and is therefore subject to reduction or elimination from the state budget.

Services will be bid on a per-county basis. **Agencies applying may only bid on 1 county.** The proposal must ensure the respective services will be accessible throughout the entire county. If an applicant chooses to bid on services in more than one county, a separate proposal must be submitted for each county.

In the event that funding is reduced or eliminated for services to be contracted for under this RFP, the Area Agency on Aging of Pasco-Pinellas, Inc. reserves the right to terminate the contract upon written notice within our sole discretion.

The county specific funding levels and required unduplicated client count information is noted below. Please note acceptable bids must meet the following funding and unduplicated client count criteria:

- 1) County specific funding for Case Management cannot exceed the amount shown in the allocation chart
- 2) **Pasco County only:** Core services currently funded and identified below must be maintained at levels to ensure existing clients continue to receive the services needed. **Appendix VII** outlines the number of clients receiving each service from July 1, 2016 to January 31, 2017. Allowances will be made for changes in total core service funding.
- 3) The county specific total funding for all CCE Core services and Case Management must match the “Total CCE Funds” shown below for the specific county being bid
- 4) The total unduplicated clients to be served must be equal to or exceed the number of unduplicated clients shown below for the specific county being bid

2016-2017	Pasco	Pinellas	PSA-wide
CCE Service	County	County	Total Funds
Case Mgt/Case Aide	\$ 322,429	\$ 470,982	\$ 793,411
Core Services:	\$ 1,915,423	\$ 0	\$ 1,915,423
<b>Total CCE Funds</b>	<b>\$ 2,237,852</b>	<b>\$ 470,982</b>	<b>\$ 2,708,834</b>
<b>Unduplicated Clients Served in 2015-2016</b>	346	481	827

<b>2016-2017</b>	<b>Pasco</b>	<b>Pinellas</b>	<b>PSA-wide</b>
<b>HCE Service</b>	<b>County</b>	<b>County</b>	<b>Total Funds</b>
Case Mgt/Case Aide	\$ 22,368	\$ 40,748	\$ 63,116
Subsidies:	\$ 200,640	\$ 327,548	\$ 528,188
<b>Total HCE Funds</b>	<b>\$ 223,008</b>	<b>\$ 368,296</b>	<b>\$ 591,304</b>
<b>Unduplicated Clients Served in 2015-2016</b>	30	40	70

<b>2016-2017</b>	<b>Pasco</b>	<b>Pinellas</b>	<b>PSA-wide</b>
<b>ADI Service</b>	<b>County</b>	<b>County</b>	<b>Total Funds</b>
Case Mgt/Case Aide	\$ 42,142	\$ 147,829	\$ 189,971
Core Services:	\$ 518,812	\$ 0	\$ 518,812
<b>Total ADI Funds</b>	<b>\$ 560,954</b>	<b>\$ 147,829</b>	<b>\$ 708,783</b>
<b>Unduplicated Clients Served in 2015-2016</b>	49	122	171

#### **d. Matching Requirement**

Bidders awarded funds through this solicitation process will be required to provide a match equal to, or great than, 10% of the total budget presented. The match requirement may be satisfied through a commitment of cash or in-kind resources, or combination. State General Revenue dollars from other contracts or grants may not be used as match. Appropriate matching funds, as determined by the Area Agency on Aging of Pasco-Pinellas, Inc., based on the Lead Agency's year to date contract achievement levels must be reported monthly. For the purpose of this Request for Proposal, match is required for all services.

#### **e. Type of Contract and Method of Payment**

Only fixed unit rate contracts will be issued. Bidders awarded funds will be reimbursed monthly for the units of service provided, at the contracted unit rate, up to the total amount of the contract. The Community Care for the Elderly Lead Agency is expected to manage its budgets such that the lead agency is able to provide services to enrolled clients for the entire contract period without interruption. Lead Agencies shall monitor overall contract expenditure rates during the contract period. Monthly invoices submitted by the Lead Agency is consolidated and submitted to the Department of Elder Affairs for payment. Once payment is received by the AAAPP from the Department of Elder Affairs, payment will be made within 7 days to the Lead Agency.

Service and client information must be maintained in the Client Information and Registration Tracking System (CIRTS). Case management and core service units (Pasco County only) must be entered in CIRTS monthly for Lead Agencies to be reimbursed.

Bidders awarded funds through this solicitation agree to maintain and provide, upon request, all programmatic, financial, and CIRTS reports as required in the program and service

contract and master contract. Copies of both contracts are attached to this Request for Proposals document as **Appendix Ia and Ib**. Failure to abide by these terms and conditions may result in suspension of payment and / or termination of the contract.

The method of payment for awarded contracts under this RFP may include payment advances. Per Florida Statutes, advance payments may be made only to not-for-profit corporations and governmental agencies.

The Recipient must ensure fixed rates include only those costs in accordance with all applicable state and federal statutes and regulations and are based on audited historical costs in instances where an independent audit is required. All Requests for Payment will be processed using the Area Agency on Aging Billing System. Additional information on method of payment and the schedule of reporting is included in the Master Contract, **Appendix Ia**, and the Program and Service Contract, **Appendix Ib**.

#### **f. Allowable Costs and Method of Cost Presentation**

##### Allowable Costs

All CCE program costs must be reasonable and necessary. Lead Agencies must comply with the provisions of the Florida Single Audit Act as contained in section 215.97, Florida Statutes, if applicable.

##### Method of Cost Presentation

All contract costs and unit rates must be developed using the Department of Elder Affairs Unit Cost Methodology formats as described in the Service Provider Application Format (**Appendix III**) and Instructions packet (**Appendix II**). Please visit the Area Agency on Aging website to obtain related documents for completing this RFP package.

Bidders must follow the Unit Cost Methodology closely and provide the Area Agency on Aging with information in sufficient detail to allow proposal reviewers to determine the appropriateness and accuracy of all identified costs and rates. The review team must be able to establish through the review of factual information submitted by each bidder that costs are allowable, reasonable and necessary. Budget notes and any additional narrative that will give the review team a clear picture of the allocation methodology followed by the bidder are recommended and bidders are encouraged to make these available.

#### **g. Trade Secrets**

The Area Agency on Aging is unable to assure confidentiality of information fitting the definition of trade secrets pursuant to section 812.081 Florida Statutes. The Area Agency on Aging assumes no liability for disclosure of or use of unmarked material containing trade secrets or other confidential material and may use or disclose the data for any purpose, and may assume the proposal was not submitted in confidence and therefore is a public record pursuant to Chapter 119, Florida Statute. The Area Agency on Aging is not obligated to agree with a proposer's claim of exemption for marked materials and, by submitting a proposal, the proposer agrees to be responsible for defending its claim that each and every portion of marked trade secrets are exempt from inspection and copying under Florida's Public Records Law. Proposer agrees that it shall protect, defend, and indemnify, including attorney fees and costs, including any appellate costs and attorney fees, the Area Agency on Aging, its officers, employees, agents, and legal counsel from any and all claims and

litigation arising from or relating to proposer's claim that the marked portions of its proposal are confidential, proprietary, trade secret, or otherwise not subject to disclosure.

## **h. Costs of Preparation of Proposal**

Any and all expenses involved in the preparation and submission of proposals in connection with this solicitation process shall be borne by the bidder(s). The Area Agency on Aging assumes no liability for any cost incurred by the bidder in responding to this Request for Proposal nor for any other pre-contract costs. Current CCE providers must certify they have not used CCE program funds in preparing a response to this RFP by completing **Appendix XI**.

<b>i. Proposal Deadlines</b>			
	<b>ACTIVITIES</b>	<b>DATE</b>	<b>TIME</b>
1.	AAAPP Board of Directors Meeting Approval of Pinellas and Pasco CCE Lead Agency Competitive Procurement Process for 2 Lead Agencies (1 Lead Agency for Pasco County and 1 Lead Agency for Pinellas County)	2/13/17	9:30 am
2.	Request for Proposal published via Legal Notice in Tampa Bay Times, Florida Administrative Register and AAAPP website <a href="http://www.agingcarefl.org/2017ccerfp">http://www.agingcarefl.org/2017ccerfp</a>	2/24/17	N/A
3.	Interested parties memo distributed	2/24/17	N/A
4.	RFP documents available on the Area Agency on Aging of Pasco-Pinellas, Inc. website at: <a href="http://www.agingcarefl.org/2017ccerfp">http://www.agingcarefl.org/2017ccerfp</a>	3/10/17	9:00 am
5.	Pre-Proposal Bidder's Conference: <b>Area Agency on Aging of Pasco-Pinellas, Inc.</b> <b>9549 Koger Blvd.; Suite 100</b> <b>St. Petersburg, FL 33702</b>  The Pre-Proposal Bidder's Conference will include a review of RFP package, followed by a question and answer session. <i>* No inquiries accepted after completion of Bidder's Conference</i>	3/16/17	10:00 am
	Response to inquiries & RFP addenda on the Area Agency on Aging of	3/17/17	3:00 pm

<b>i. Proposal Deadlines</b>			
	<b>ACTIVITIES</b>	<b>DATE</b>	<b>TIME</b>
6.	Pasco-Pinellas, Inc. website at: <a href="http://www.agingcarefl.org/2017ccerfp">http://www.agingcarefl.org/2017ccerfp</a>		
7.	Letter of Intent to submit a proposal due	3/21/17	3:00 pm
8.	Last day for proposal submission at: <b>Area Agency on Aging of Pasco-Pinellas, Inc.</b> <b>9549 Koger Blvd.; Suite 100</b> <b>St. Petersburg, FL 33702</b>	4/5/17	3:00 pm
9.	Proposals opened and reviewed for fatal criteria	4/5/17	3:05 pm
10.	Selection Team Meeting	TBD	TBD
11.	Program Planning and Development Committee Meeting to review Selection Team recommendations	TBD	TBD
12.	Board of Directors Meeting to: <ul style="list-style-type: none"> <li>• review committee recommendations</li> <li>• approve Lead Agency designation for Pasco County and Pinellas County</li> <li>• approve final allocations</li> </ul>	5/15/17	9:30 am
13.	CCE Lead Agency Designation Notice of Intent to Award published via Legal Notice in Tampa Bay Times, Florida Administrative Register and AAAPP website <a href="http://www.agingcarefl.org/2017ccerfp">http://www.agingcarefl.org/2017ccerfp</a>	TBD	N/A
14.	Announcement of final awards by formal written notice	TBD	N/A
15.	Services Initiated	7/1/17	N/A

**j. Pre-Proposal Conference**

Bidders and interested parties are encouraged to attend the pre-proposal conference, which will take place on March 16, 2017 at:

**Area Agency on Aging of Pasco-Pinellas, Inc.**  
**9549 Koger Blvd; Suite 100**

**St. Petersburg, FL 33702**  
**Contact Person: Tawnya Martino**  
**Telephone Number: 727-570-9696, ext. 246**

**The conference shall start promptly at 10:00 a.m.**

Certified Minority Business enterprises are encouraged to participate. Please note attendance at the pre-proposal conference is not a pre-requisite for acceptance of proposals. All interested parties and potential bidders, however, are strongly urged to attend the pre-proposal conference.

#### **k. Notice of Intent to Submit a Proposal and Responses to Inquiries**

Information regarding any addenda to the Request for Proposals solicitation and copies of written responses to questions resulting in clarifications or addenda to the Request for Proposals, will be posted on the Area Agency on Aging of Pasco-Pinellas, Inc. website at: <http://www.agingcarefl.org/2017ccerfp> on 3/17/17 at 3:00 p.m. Failure to submit a Letter of Intent proposal does not preclude any individual or organization from submitting a response to the Request for Proposal, however it is recommended.

The Letter of Intent is to be submitted on or before 3/21/17 at 3:00 p.m. to:

**Tawnya Martino, Director of Program Accountability**  
**Area Agency on Aging of Pasco-Pinellas, Inc.**  
**9549 Koger Blvd.; Suite 100**  
**St. Petersburg, FL 33702**

#### **I. Acceptance of Proposal**

Proposals must be received by **April 5, 2017 at 3:00 p.m.** No changes, modifications or additions to the proposals submitted, will be accepted after the submission deadline. However, the Area Agency on Aging may seek written clarifications from proposers.

Proposals not received at either the specified place or by the specified date and time by the Area Agency on Aging clock, or both, will be rejected and returned unopened to the proposer. All times specified in this RFP are based on the Area Agency on Aging clock. Notice of receipt of proposal shall be confirmed in writing via regular mail.

Proposals received by the Area Agency on Aging of Pasco-Pinellas, Inc. pursuant to a Request for Proposal are exempt from public inspection and examination until such time as the Area Agency on Aging of Pasco-Pinellas, Inc. provides notice of decision or within 10 days after proposal opening, whichever is earlier.

#### **m. Number of Copies Required and Submission Procedure**

Bidders are required to submit five bound copies of their proposal. At least one copy must contain an original signature of an official of the potential provider agency authorized to bind the provider to the agency's proposal and must be labeled "Original". Copies of proposals

must be submitted **in a sealed envelope or container**, which must be clearly marked on the outside to read:

**Proposal for CCE Lead Agency Designation  
Submitted by: (name and address of bidder)**

The original of the proposal must contain, where required, the signature of an agency official authorized to do so on behalf of the bidder.

Proposals may be forwarded through certified mailed (return receipt requested) or hand delivered to the Area Agency on Aging of Pasco-Pinellas, Inc.

**Attention: Tawnya Martino, Director of Program Accountability  
Area Agency on Aging of Pasco-Pinellas, Inc.  
9549 Koger Blvd.; Suite 100  
St. Petersburg, FL 33702**

on or before **April 5, 2017 at 3:00 p.m.** Proposals cannot be faxed or e-mailed.

Proposals will be date and time stamped immediately upon receipt. Staff will open the first proposal at exactly 3:05 p.m. on April 5, 2017, at which time no further proposals will be accepted under this solicitation.

**n. Notice of Intent to Award**

Notice of final Intent to Award a contract shall be posted, as stipulated in the RFP Timeline, at the Area Agency on Aging office and on the Area Agency on Aging web site <http://www.agingcarefl.org/2017ccerfp> and on any other information site for which the initial RFP advertisement appeared. Written notice of Intent to Award will be sent to all respondents by certified mail, return receipt requested.

The Area Agency on Aging will designate as Lead Agencies and award contracts to the proposal ranked highest, using the evaluation methodology and criteria in the RFP, which represent the best offer(s) for services sought subject to the thresholds and procedures described in more detail below. **The Area Agency on Aging reserves the right to reject any and all proposals.**

**o. Appeal Process**

In accordance with 430.203(9)(a)1., F.S., and 58C-1.0031 F.A.C. "Lead Agency Dispute Resolution", any party who is substantially affected by the Area Agency on Agency's intended decision to award a contract for a lead agency must file a written notice of protest with the Area Agency on Aging within 72-hours after posting of the Notice of Award, excluding weekends and state holidays. Written notices must be hand delivered or sent certified mail, return receipt requested and received by the Area Agency on Aging within the timeframes indicated above. A substantially affected party is any party who bid on the RFP for designation as a lead agency.

A formal written protest must be filed within 10 calendar days after date of the Notice of Protest is filed, unless the 10<sup>th</sup> day falls on a weekend or state holiday, in which case the deadline shall be the next business day.

The formal written protest must state, with particularity, the facts and law upon which the protest is based. Any entity who files a formal protest of the Area Agency on Aging's RFP Intent to Award decision shall be required to post, at the time of filing the formal written protest, a bond in the amount equal to one percent of the estimated contract amount, pursuant to Sec. 287.042, F.S.

**“Failure to file a Notice of Protest as described in subsection (4) of Rule 58C-1.0031, Florida Administrative Code (F.A.C.), shall constitute a waiver of proceedings under Rule 58C-1.0031, F.A.C.”**

In the event any pending bid protest will result in a disruption in services delivery to elderly clients, the Area Agency on Aging reserves the right to contract on an emergency and interim basis, to maintain the delivery of services in place until such time when the protest is resolved.

#### **p. Contract Terms and Conditions**

Final contract terms and conditions will be negotiated by the Area Agency on Aging of Pasco-Pinellas, Inc. and the successful bidder, and are dependent on the terms and conditions of the model contract set down by the Department of Elder Affairs.

Community Care for the Elderly contracts procured through the Request for Proposal process may be renewed on a yearly basis for five years contingent upon satisfactory performance and availability of funds. The projected dollar amounts, units of services to be provided, number of unduplicated clients to be served, and the contract amount will be negotiated prior the end of the contract.

The statement below satisfied the renewal requirements for this section and the Community Care for the Elderly contract:

This contract may be renewed on a yearly basis for no more than five years or for a period no longer than the term of the original contract, whichever is longer. Such renewals shall be contingent upon satisfactory performance evaluations as determined by the Area Agency on Aging of Pasco-Pinellas, Inc. and the availability of funds. As specified in the (bidder's name) response to the Request for Proposal, the total cost for the contract under the first renewal will not exceed \$\_\_\_\_\_, the second renewal will not exceed \$\_\_\_\_\_, the third renewal, etc. Renewal costs (increases) for each contract year (if contract is renewed) must be included in the provider's Request for Proposal response. For example, if a provider intends to request contract renewal they must state what their renewal cost will be. The Lead Agency should include within the Request for Proposal, a ceiling for subsequent year contract renewal costs. Each renewal shall be confirmed in writing and shall be subject to the same terms and conditions set forth in the initial contract.

An example of the anticipated contract, master contract and associated attachments may be found under **Appendix I.a. and I.b.** to this RFP. These contracts are subject to change based new contracts being issued by the Department of Elder Affairs. All bidders are

instructed to read both documents carefully to determine their agency's ability to meet the requirements in both documents. Proposals must include a signed and dated Contract Terms and Conditions Affidavit that certifies each bidder's intention to abide by all terms and conditions of the Program and Service CCE Contract and Master Contract.

**Failure to submit a fully completed Contract Terms and Conditions Affidavit constitutes a fatal flaw and will automatically disqualify a proposal from further review and consideration.**

## **SECTION C: INSTRUCTIONS TO BIDDERS RESPONDING TO THE REQUEST FOR PROPOSAL**

Proposals must include, at a minimum, a Service Provider Application (SPA). The instructions are included in **Appendix II**, and the required items/formats are in **Appendix III**. A completed Service Provider Application must provide:

### **1. General Information**

- Title Page (See **Appendix II**)
- Table of Contents (See **Appendix II**). All pages must be sequentially numbered and indexed.
- Service Provider Summary Information Page (Section I.A of **Appendix II & III**).

### **2. Corporate Qualifications and Organizational Capabilities**

The Bidder's response must indicate the ability to meet the requirements set forth in the Request for Proposal. This corresponds to Service Provider Application instructions for Sections II.A.

### **3. Description of Service Delivery and Coordination**

This is the Statement of Work section in which the respondent addresses program content and service delivery. This corresponds to Service Provider Application section III.A.

### **4. Contract Budget and Justification**

This is the section dedicated to financial and unit cost methodology.

### **5. Required Bidders Certification**

The bidder must submit five (5) required certifications as part of the response to the Request for Proposal. **One of the submitted RFP's must be an original.**

a. Contract Terms and Conditions (a signed statement indicating acceptance of terms and conditions relative to service provision). The sample statement shown below should be reproduced on a separate sheet of paper and included with the response to the Request For Proposal:

### **CONTRACT TERMS AND CONDITIONS**

I, \_\_\_\_\_, as an authorized representative of

\_\_\_\_\_, certify that this firm agrees to all the terms and conditions of the contract as set forth in this Request For Proposal.

\_\_\_\_\_  
Authorized Representative

\_\_\_\_\_  
Date

b. Statement of No Involvement (a signed statement indicating that the bidder nor a person with interest in the bidder's firm had a noncompetitive contract involving preliminary work on preparing the RFP). The sample statement shown below should be reproduced on a separate sheet of paper and included with the response to the Request for Proposal:

### STATEMENT OF NO INVOLVEMENT

I, \_\_\_\_\_, as an authorized representative of \_\_\_\_\_, certify that no member of this firm nor any person having interest in this firm has been awarded a contract by the Department of Elder Affairs on a noncompetitive basis to:

- (1) develop this Request for Proposal;
- (2) perform a feasibility study concerning the scope of work contained in this RFP; or
- (3) develop a program similar to what is contained in this RFP.

\_\_\_\_\_  
Authorized Representative

\_\_\_\_\_  
Date

In addition, all bidders are required to sign a Debarment Certification (**Appendix III**) and as part of the unit rate agreement executed with the successful bidder responding to this RFP.

## **SECTION D: PROPOSAL EVALUATION CRITERIA AND RFP RATING SHEET PROPOSAL**

### **EVALUATION CRITERIA**

Each proposal will be evaluated according to the standards contained in **Appendix V**, Proposal Evaluation Tool. **Minimum Proposal Requirements, or "fatal" criteria, are listed on the first page of Appendix V. They elicit a clear YES or NO response, and are required of all bidders. A single NO response to any of these makes it impossible for the proposal to receive further consideration.** Other criteria on the quality, content or completeness of a submission follow and are rated on a point scale.

The evaluation tool is divided into four sections and weighted as follows:

1. General Information - 2%
2. Corporate Qualifications and Capability - 50%
3. Description of Service Delivery and Coordination - 24%
4. Contract Budget and Justification - 24%

Each item will scored using the following rating scale:

- |            |  |
|------------|--|
| <b>0</b>   | <b>Omitted</b>   |
| <b>1-3</b> | <b>Not Acceptable</b> - the proposal fails to meet the minimum requirements as set forth in the Request for Proposal for the category, item or service under evaluation. Evaluators should score in this range if certain that the proposal is substantially deficient in the category, item or service. |
| <b>4-6</b> | <b>Marginally Acceptable</b> - this range applies when the proposal meets the Request For Proposal's minimum requirements for the category, item or service,   |

but the evaluator is left with some reservations and or believes there is room for substantial improvement.

**7-9** **Acceptable** - this range applies when the proposal meets the Request For Proposal's minimum requirements for the category, item or service being evaluated and the evaluator is confident, has little to no reservations or qualifications, in the proposer's ability to adequately deliver the item or service.

**10-12** **Exceptional** - This range applies when the proposal meets or exceeds all requirements for the category, item or services, and the evaluator is certain that the proposer's treatment of the category, item more service is substantially superior.

The total score for each item will be multiplied by the weight assigned to that particular item. The results will be added together to create a weighted score. Once the weighted score has been calculated for each section, all weighted scores will be added to generate the Total Weighted Proposal Score.

The evaluation criteria have been designed to give due consideration to Agencies able to demonstrate that they:

1. Will provide, and assure provision of, quality services;
2. Have experience providing the service(s) for which they have bid;
3. Possess the ability to meet minimum service standards set forth in the Request for Proposal.
4. Have the capacity to meet the administrative, programmatic and reporting requirements specified in this RFP.

**END OF DOCUMENT**