

**Resources for Seniors, Inc.  
Requests for Proposals (RFP) for In-Home Aide 2021-2022**

To be eligible for consideration, the proposing company must be capable of supplying the services as noted herein and must be financially solvent as evidenced by financial statements or a Dun and Bradstreet or similar review (will request if required.)

**I. Submittal Date, Location, and Opening**

Proposals will be received until 5:00 pm on the date published as the Closing Proposal Date. Proposals sent in writing or faxed on the proposing firm’s letterhead or by email are acceptable. Proposing firms will be expected to allow adequate time for delivery of their bids, either by airfreight, postal service, or other means.

Proposals can be mailed to 1110 Navaho Drive, Suite 400, Raleigh NC 27609, physically dropped off at the same address, or via email at kristenb@rfsnc.org. If sent by email, a reply confirmation will be sent. If you do not receive a reply within 48 hours of submission, please call the main office at 919-872-7933 to inquire.

Proposals should be delivered in a sealed envelope plainly marked “Resources for Seniors In-Home Aide RFP” or this statement should be used in subject line of proposal submitted via email. The proposers’ names will be recorded and listed; however, the proposals will not be public record until an award is made.

**II. Late Proposals**

The closing proposal date is **May 15, 2021 at 5 pm**. Late proposals will not be accepted under any circumstances.

**III. Definition and Context**

Unless otherwise specified in this document, all words shall have a common meaning unless the context in which they are used clearly requires a different meaning. Words in the singular number include the plural, and in the plural include the singular.

**IV. Conditions of Proposal Submittal**

- A. All proposing firms shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejections of the proposal. However, Resources for Seniors (the Agency) reserves the right to change the conditions, requirements, and specifications as it deems necessary.
- B. The proposal must be signed by a duly authorized official of the proposing company submitting the proposal.
- C. No proposal will be accepted from any person, company, or corporation that is in arrears for any obligation to the agency, or that otherwise may be deemed irresponsible or unresponsive by agency staff or the Board of Directors.
- D. Only one proposal will be accepted from any person, company, or corporation.

- E. The Agency reserves the right to reject any and all proposals or any part thereof and to award the contract to the most responsive and responsible proposing companies as deemed in the best interest of the Agency.
- F. All proposals shall be prepared in a comprehensive manner as to content, but no necessity exists for expensive binders or promotional material. Promotional material will not be considered as part of the bid and will not affect the evaluation of the bid.
- G. All costs, including travel and expenses, incurred in the preparation of this bid shall be borne solely by the proposing company.
- H. The Agency reserves the right to request additional references.
- I. The Agency will not return to proposing firms' proposals or other information supplied to the Agency.
- J. The Agency reserves the right to order additional quantity or extend the awarded service for a period of one year on the same proposal specification. In the event the year model or service changes, the Agency reserves the right to accept the newer year at the same or better pricing.
- K. Resources for Seniors seeks a minimum of three responsive proposals for evaluation. Should there be less than three (3), the RFP may be let a second time. The Agency reserves the right to award on less than three proposals, and will identify the acceptable number of subcontractors based on funding levels and service needs. The targeted number of providers is 10 – 15.

## **V. Evaluation of Proposal**

A selection will be made on the basis of the proposals received. The providers selected for the award will be chosen on the basis of the benefits to the Agency. All proposals will be evaluated by a team assembled on the recommendation of the Agency's Executive Director. The committee shall make the final determination of the companies selected.

The Agency reserves the right to reject any or all proposals or any part thereof and to select the most responsive proposal that is deemed in the best interest of the Resources for Seniors and its service clients. No proposals will be accepted from any person or organization that is in arrears for any obligation to the Agency, or that otherwise may be deemed irresponsible or unresponsive by Agency staff.

The Agency reserves the right to enter into an agreement with another proposing vendor(s) in the event that the originally selected vendor fails to execute a contract with the Agency or defaults on their contract.

The Agency reserves the right to negotiate with any, none or all of the proposing vendors. No agreements with any selected vendor shall be binding until a contract is signed and executed by the Agency and authorized representatives of the vendor.

## VI. Evaluation Criteria

The recommendation will be based on the proposals which best meets the Agency's needs taking into consideration a number of criteria, including:

- A. The degree to which the proposal meets or exceeds the terms of the specifications as advertised, including insurances, licenses and assurances.
- B. Results of reference checks and past performance for other clients.
- C. Past performance with the Agency, including responsiveness to the needs of the Agency both in the time to deliver and services to be offered.
- D. Perceived ability to provide quality service.
- E. Projected and demonstrated average time from receiving client referral to actually providing aide service in the home.
- F. Ability to adhere to stated hourly rate.
- G. At least three years of business operations in the proposed service.

## VII. Proposal Preparation and Information

- A. Proposals submitted shall contain all information as requested herein, and any additional information necessary to summarize the overall benefit of the bid to the Agency.
- B. **Proposals shall include the following:**
  1. A cover letter shall be provided that states the name, address, and telephone number of the proposing company. The letter must bear the signature of the person having the authority to make the proposal for the company and bind the company in a formal contract with Resources for Seniors.
  2. The cover letter must state that the vendor has reviewed the scope of work, contracting requirements, and pricing, and that they are prepared to attend a proposal interview by the Agency (new providers only are required to attend a proposal interview for FY22.)
  3. The vendor must provide a current Certificate of Insurance (COI) verifying that the minimum insurance standards are met – see page 7. If the vendor does not currently have adequate coverage, but proposes to obtain minimum insurance levels prior to contracting, this note should be made in the accompanying cover letter. The current COI should still be submitted.
  4. Accompanying the cover letter and COI, the vendor should write a narrative describing their ability and processes for accepting referrals, assessing clients for service, staffing cases, monitoring services for quality, and performing administrative tasks such as billing and documentation submission. Describe your organizational structure, and the workforce in place to meet these expectations. This attachment should not exceed two pages.
  5. Submission of a proposal shall be taken as an indication that the proposer has full knowledge of the scope, nature, quality, and quantity of the work to be performed, and the detailed requirements and conditions under which the service is to be provided. This would include a working knowledge of the State standards and policies and procedures for in-home aide services under

the Home and Community Care Block Grant found at [https://files.nc.gov/ncdhhs/documents/files/In-HomeAide\\_Policies\\_and\\_Procedures.pdf](https://files.nc.gov/ncdhhs/documents/files/In-HomeAide_Policies_and_Procedures.pdf)

covering such areas as aide competency, training and oversight, assessment and service planning, service priorities, and documentation and quality assurance.

6. Monitoring of this service will be done in accordance with requirements and guidelines set forth by the North Carolina Division of Aging and Adult Services, at [https://files.nc.gov/ncdhhs/documents/files/IHA\\_instructions.pdf](https://files.nc.gov/ncdhhs/documents/files/IHA_instructions.pdf)

### **VIII. General Requirements of the Successful Proposing Company**

Once the award has been made, the successful vendor shall enter into a written contract with Resources for Seniors within twenty (20) days after notice of the award for an effective date of service beginning July 1, 2021.

### **IX. Inquiries and Corrections**

All inquiries relating to this request shall be addressed to:

Resources for Seniors, Inc.

Attn: Procurement Coordinator

1110 Navaho Drive; Suite 400

Raleigh, NC 27609

or to

Kristen Brannock, at [Kristenb@rfsnc.org](mailto:Kristenb@rfsnc.org) 919-872-7933.

If a proposing company finds discrepancies in or omissions from the specifications or should require additional clarification of any part thereof, a written request for interpretation shall be submitted to the Agency's Executive Director. Any interpretation of or change made to the RFP will be made by written addendum to each proposing company and shall become part of the request for any contract awarded. The Agency will not be responsible for the accuracy of any other oral explanations, interpretations, or representations. All inquiries shall be made in writing and all responses will be provided in writing (which might be in the form of an email and/or posted on the Agency's website. To be given consideration, inquiries must be received at least five (5) calendar days prior to the date established for the opening proposal. It shall be the responsibility of each proposing company to verify that every addendum has been received prior to submitting proposals.

### **Purpose of the RFP for In-Home Aide Service**

The Contractor(s) will offer Levels II and III in-home aide services to between 1 - 120 older adults in Wake County for the fiscal year beginning July 1, 2021 . The aide services include personal care, light housekeeping, meal preparation and other supportive services meant to enhance the client's ability to remain safe in the home.. The Contract may also cover in-home aide respite services as approved and arranged by the Agency. **Approved vendors will be**

**recorded on a vendor list, but all client assignments will be a matter of client choice. As a result, there is no minimum or maximum guaranteed service level.**

### SCOPE OF WORK

The Contractor is expected to assist older adults by performing personal care essential to activities of daily living, with some home management tasks possibly included as incidental to the personal care. Such personal care and home management tasks are performed to enable individuals to remain in their own homes when they are unable to carry out these activities for themselves and when no responsible person is available for these tasks.

**The hourly reimbursement rate for Personal Care Level II is \$18.50, and Personal Care Level III is \$19.20. All vendors must provide services included in the Scope of Work for these rates.**

The Contractor is obligated to provide these in-home aide services for the Agency in accordance with the requirements of the N.C. Division of Health Service Regulation and the service policies and procedures of the NC Division of Aging and Adult Services found at [https://ncdhhs.s3.amazonaws.com/s3fs-public/In-HomeAide\\_Policies\\_and\\_Procedures.pdf](https://ncdhhs.s3.amazonaws.com/s3fs-public/In-HomeAide_Policies_and_Procedures.pdf) covering such areas as aide competency, training and oversight, assessment and service planning, service priorities, and documentation and quality assurance. Potential vendors should review these standards carefully, as they include specific documentation requirements and other oversight provisions which will be discussed in the proposer's interview.

The Contractors must assure the use of in-home aides who are qualified and appropriately supervised.

- i. Aides must be non-relatives of clients and at least age 18 and older,
- ii. Aides must demonstrate competence for the tasks they are assigned to perform. The files maintained by the employing agency should have written documentation that the aide has competency to perform assigned tasks and should be made available to Resources for Seniors in a manner that the Agency determines appropriate and before the aide provides any client service.
- iii. Aides who perform tasks at Level III Personal Care must be registered as Nurse Aide I and listed on the register maintained by the NC Division Facility Services. Aides who perform tasks that would require them to be NA IIs must have documentation that they were competency tested to perform the tasks and were approved by the NC State Board of Nursing to perform the tasks.
- iv. The Contractor must maintain documentation for review by the Agency showing that newly hired aides are supervised during service delivery at a minimum of two times during the first thirty (30) days of employment. This documentation should be made available to Resources for Seniors in a manner that the Agency determines appropriate and within forty (40) days of employment.
- v. The Contractor must maintain documentation for review by the Agency showing in-service training of all aides that are serving Resources for Seniors clients. While the frequency and

- nature of this training is to be determined by the Contractor, the Agency will share material with the Contractor that it deems appropriate for consideration in this in-service training.
- vi. The Contractor must provide the Agency a copy of the licensure documentation for the registered nurse(s) and copies of all nurse aide certifications before these workers directly serve Agency clients.
  - vii. The Contractor must provide the Agency documentation in a manner that the Agency determines appropriate for its Contractor personnel who engage directly with Agency clients verifying that a criminal background check was conducted prior to serving clients.

Supervision and evaluation of the in-home aide is the responsibility of the Contractor and must, at a minimum, comply with the requirements for the in-home aide levels being provided. The Contractor is required to ensure that the in-home aides have received sufficient training in the level of tasks to be performed before they are allowed to work independently. Individual employee records must be maintained and include documentation of competency, training, supervisory visits and performance evaluations. The Contractor will provide documentation of aide supervision and competency testing to the Agency annually as part of routine contract monitoring, and otherwise upon request by the Agency.

The Contractor must establish and maintain a client record to include assessment of client's needs, the in-home aide service plan, signed copy of Client Bill of Rights, and authorization for services.

The Contractor must comply with all relevant local, state, and federal laws and requirements. The Contractor must not have any experience during the past three (3) years where it has been suspended or debarred from the receipt of federal or state funding and must have paid its required taxes on a timely basis.

The Contractor must be prepared to conduct a quarterly reassessment for each Agency-sponsored client completed by an appropriate professional. At a minimum, each assessment/reassessment should address the client's physical health, ADL/IADL functioning, social support status, mental/emotional functioning, economic status and living environment.

The Contractor is to provide an updated plan of care for each client on an annual basis, based on a full reassessment completed by an appropriate professional, and after a hospitalization and whenever a change in plan or services is indicated by the client's condition. The plan of care must include a signature of the client or client representative and registered nurse signature. The detailed care plan must identify client goals, level of care and services to be performed, frequency of service provision, anticipated duration of the service, client safety and restrictions, as appropriate, and conditions for continuing or discontinuing the service.

The Contractor is expected to accept any new clients referred by the Agency, without regard for race, sex, age, illness, disability, religious beliefs, location, or condition of client's home environment, except in instances where the client's living situation is believed to endanger or pose a significant risk for the Contract employee. In the event there is conflicting opinions regarding endangerment or risk, a mutually agreed upon third party will be retained to render a decision.

The Contractor will consult with the appropriate Agency personnel before altering any services to Agency-sponsored clients or whenever services cannot be provided as outlined in the plan of care. In the event that the Contractor is not able to provide all services due, consultation with Agency personnel is necessary to determine priority of clients to be served.

The Contractor will provide on a monthly basis to the Agency an invoice and supporting documentation for in-home aide services, including the total hours of services provided, in a manner acceptable to the Agency. The Contractor must provide these reports by the 1<sup>st</sup> business day of the month following the close of the service period. Resources for Seniors reserves the right to not reimburse hours if the service is provided by an unqualified worker and/or in a manner that does not comply with the contract requirements.

The Contractor must maintain appropriate client files and employee personnel files at its licensed branch or main office and allow inspection of said files by the Agency and/or its funders as necessary to evaluate service compliance.

The Contractor must provide insurance coverage within limits mutually agreeable to both parties, \$1,000,000 minimum, with coverage for worker's compensation, comprehensive general liability, business auto liability (if applicable) and professional error and omissions liability. The contractor must provide an assurance of the adequacy of its insurance coverage with their proposal submission.

The Contractor will agree to protect, defend, identify and hold the Agency, its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and character in connection with or arising directly or indirectly out of its work for the Agency. The Contractor further agrees to investigate, handle, respond to, provide defense for and defend any such claims, etc., at his/her sole expense and agrees to bear all other costs and expenses related thereto, even if such claim is groundless, false or fraudulent.

#### ANTI-DISCRIMINATION AND EQUAL OPPORTUNITY CLAUSE

The Contractor must not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, or disability; will take affirmative action to ensure that applicants and employees are treated during their employment without regard to their race, religion, color, sex, national origin, or disability.

Such actions shall not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising, layoffs, or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

The Contractor is expected to abide by the equal opportunity provisions of the Civil Rights Act of 1964 as amended, and the American Disabilities Act laws and regulations.