



**FAYETTE SENIOR SERVICES, INC.  
In-Home Services  
REQUEST FOR PROPOSAL**

**SECTION I REQUEST FOR PROPOSAL**

You are invited to submit to Fayette Senior Services, Inc. (FSS) a proposal to provide In-Home Services to senior (60 years and older) residents of Fayette County who may be functionally impaired in their ability to perform activities of daily living as relates to personal care needs, maintaining a home for themselves and/or their caregivers. Services to be provided are **Homemaker, Personal Care and Respite Care.**

FSS acknowledges that staffing issues and high staff turnover exists in the home care industry but also recognizes a critical need to ensure that our at-risk clients are serviced as scheduled.

FSS presently administers this service using Community Based Services (CBS) and Title III funds. Contracting for service is contingent upon FSS receiving these funds or comparable funding from the Atlanta Regional Commission (ARC).

The projected number of clients and units to be served in 2019/20 are:

Service	# Clients	Units (Hours)
<b>Homemaker</b>	42	1318
<b>Personal Care</b>	30	1230
<b>Respite Care</b>	12	946
<b>Totals</b>	84	3494

In responding to this RFP, bidders shall address all of the requirements listed below in the format prescribed:

**A. CLIENT POPULATION AND PROFILE**

Senior citizens 60 years and over, whom are residents of Fayette County.  
SERVICE AREA: Fayette County

**B. MINIMUM QUALIFICATIONS**

Bidders must provide details on qualifications as outlined in instructions for preparing proposals; however, specific minimum qualifications are as follows:

- 1) As of the release of this RFP, bidders must be currently providing home care services with their own employees to a minimum of fifty (50) clients for a minimum of one (1) year in the State of Georgia.
- 2) The successful bidder must provide copies of insurance policies before contract start-up.
- 3) Proprietary agencies: Must be licensed to provide home care and personal care services by the State of Georgia.
  - a) Non-Profit agencies: Incorporation papers must specifically permit them to perform home care services and must be licensed to provide personal care services by the State of Georgia.

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4) SUBMISSION OF RATES

Proposed rates for this RFP cannot exceed bidder's current advertised rates. Bidders must submit their most recent cost per unit, as defined herein. Submit copy of company brochures or literature.

5) TERMS AND RENEWAL OPTIONS

Contract will be awarded for a one-year period (with an exception to begin first year on March 15, 2019 in lieu of July 1, 2019) with an option at the discretion of FSS for additional one year (1) annual renewals, subject to availability of funds, as follows:

- 1<sup>st</sup> year: March 15, 2019 to June 30, 2020 (opt to renew for second year)
- 2<sup>nd</sup> year: July 1, 2020 to June 30, 2021 (opt for third year)
- 3<sup>rd</sup> year: July 1, 2021 to June 30, 2022 (mandatory rebid)

## **SECTION II PURPOSE/BACKGROUND**

### **A. PURPOSE**

As required by the Older Americans Act Reauthorization of 2016, In-Home Services are to be provided for the elderly (60 and above). Fayette Senior Services, Inc. is soliciting proposals for In-Home Services for the provision of the three services below:

#### **Homemaker**

- Assistance with cleaning, to include: vacuuming, sweeping, mopping, dusting, laundry (on premises), ironing, wash and dry dishes, garbage removal, changing bed linens, shopping for household, assistance in organizing, reading and writing tasks if need, preparing light meals, picking up prescriptions and/or other errands. *Client provides toiletries/hygiene products, laundry detergent and other cleaning supplies.*

#### **Personal Care**

- Assistance with eating, dressing and undressing, bathing, shaving, dental care, grooming (routine hair and skin needs), toileting and continence care, self-administration of medication, transferring in/out of bed/chair and mobility in and around home to include range of motion exercises.

#### **Respite Care**

- Assistance for the frail older person, or adult with dementing illness who are not able to perform regular activities of daily living, and their caregivers. Provides respite care intermittently and as a temporary substitute for the care and supervision of the older person in their residence on behalf of and in the absence of the primary caregiver for the purpose of providing relief for the caregiver. This service may include the duties associated with Homemaker and Personal Care as well.

FSS shall be responsible for determining eligibility of clients and the type and amount of services needed. The successful bidder must be able to provide quality services to clients in any area of Fayette County.

All clients will be managed and monitored by FSS Case Managers who will make referrals to the successful bidder, all clients, based on their financial situation, will have a "cost share". Fayette Senior Services, Inc. will determine the cost share amount to be contributed by clients based on a sliding fee scale established by the State of Georgia. FSS requires that the successful bidder be responsible for billing the client for the cost share, collecting these amounts and subtracting the cost share from the monthly bill sent to FSS. A record documenting the collection efforts must be maintained in the

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client's file.

### **SECTION III PROGRAM DESIGN/SCOPE OF WORK**

The intent of the In-home Services program is to enable eligible recipients to become or remain self-sufficient through community or home based services. Trained personnel perform simple homemaker and personal care that will enable recipients to remain in their own home.

It must be safe for a client to remain in the home in order for them to be served through this program. Services will not be provided to persons who are receiving services from other social services or a home health agency, which would duplicate services.

The successful bidder will maintain continuous coverage of a client's care in accordance with the service authorization. This includes assigning replacement workers during training, vacations, sick leave, or other absences of the assigned worker. A roster of qualified homemaker and personal care aides must be maintained to allow for such contingencies. The successful bidder must coordinate the aides' work schedules to ensure that adequate staff is scheduled to provide all services as ordered by FSS and is also responsible for ensuring that aides who provide personal care are trained and experienced as professional CNAs (Certified Nursing Assistants).

The successful bidder's administrative staff must be available by telephone during the office hours of 8:00 a.m. to 5:00 p.m.; Monday through Friday, excluding FSS recognized holidays. FSS must receive a list containing names, titles, addresses, telephone numbers and email addresses of all pertinent staff.

#### **A. SERVICES DELIVERY PROCEDURES**

Clients are to be seen on time per a pre-established schedule. FSS Case Manager will conduct an initial assessment to determine client eligibility and develop a service plan. The Case Manager will then refer the client for service to the contract vendor. **The successful bidder's staff must contact the client and conduct a home visit by the bidder's nurse within seven (7) working days of receipt of the referral. The bidder's nurse must complete the admissions process during this visit.**

1. FSS In-Home Services must complete the client assessment packet, which must include a copy of client's service plan, client's assessment instrument, and Communicator. Also a list of authorized duties, service authorization form, authorization for release of information, client care agreement, and a communicator must be provided.
2. The successful bidder must ensure that services are started no later than the **10<sup>th</sup>** working day following the referral date.
3. The successful bidder must return a Communicator to FSS that must include the service start date and service schedule days.
4. No client may be removed from service unless coordinated and approved by the FSS Case Manager. The successful bidder may not change the frequency of services, add additional service or substitute personal care for homemaker or vice-versa without the FSS Case Manager's written approval.

#### **B. RECORD KEEPING**

- (1) Client Records. Client records must be maintained in a contractor's central administration office. A separate

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file on each client that it serves must contain all written records pertaining to the services. The file shall, at a minimum, contain the following:

- (a) Identifying information including name, address, telephone number, and responsible party, if any to include emergency contact information for at least one person;
- (b) Current service agreement;
- (c) Current care plan;
- (d) Nurse's Assessment, clinical and/or progress notes;
- (e) Documentation of homemaker and personal care tasks performed for client;
- (f) Any material reports from or about the client that relate to the care being provided to the client, including items such as progress notes and problems reported by employees of the contractor, communications from both personal physicians or other health care providers, communication with family members or responsible parties, communication with Case Managers, or similar items;
- (g) The names, addresses, and telephone numbers of each client's personal physicians, if any;
- (h) Date and source of referrals.

## 2. SERVICE LOGS

Daily Service Logs for each client are required to document billable time. Every time a client receives service, the log must be completed listing the date and time the service was scheduled, the date and time the service was performed, the type of service performed and the amount of time spent. Service logs must be signed by the employee performing the service, the supervisor and the client in order for FSS to issue payment. There should also be an area for the employee to record comments or observances as well as any reason for late or no service.

A minimum of two (2) hours notice by the client must be given for cancellation of a visit; otherwise the client will be billed at full price for the visit. It is the responsibility of FSS to notify the client of this policy and provide the client with the billable rate. The only exception to this rule will be in the case of an emergency such as a 911 call. In order for the client to give 2 hours notice to the service provider, a schedule must be established for each client that specifies the day and time the employee performing the service will arrive at their home for service. The employee performing the service must inform the contractor if they are running more than 30 minutes late for an appointment. In turn, the service provider supervisor must notify the client by telephone that the employee is running more than 30 minutes late and must then specify when to expect the employee to arrive. Failure to notify the client of late arrivals shall negate the client's obligation to notify the contractor of a cancellation more than 2 hours in advance.

## 3. BILLING

- **Monthly** billing invoices must be submitted to FSS by the 5<sup>th</sup> working day of the next month. **No exceptions.**
- The billing must list services and costs separately for Homemaker and Personal Care. Services Logs and a client service summary spreadsheet listing client names, dates of service and amount of service must be included with the billing for verification and reporting purposes. **Service Logs, spreadsheets and billing must match.**
- Reimbursement will be issued by mail by Fayette Senior Services within four (4) to six (6) weeks (dependent upon reimbursement by the Atlanta Regional Commission). Requests for advance payment will not be honored.

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- Invoices must be pre-printed and pre-numbered with company name and address/letterhead.

The successful bidder waives any and all claims for loss of anticipated profits and other damages arising out of reductions to the projected units of services required by FSS hereunder. In addition, FSS will execute a contract only to the extent of funding appropriations. FSS shall not incur any liability beyond monies duly appropriated and available funds for the purpose and scope of work outlined in this Request for Proposal.

#### **4. MONITORING AND PLANS OF CORRECTION**

FSS and/or Atlanta Regional Commission (ARC) - the regional planning and intergovernmental coordination agency for the ten county area that includes Fayette County - shall conduct periodic on-site announced and unannounced inspections. Award and acceptance of this contract constitutes consent by the bidder for FSS or its agents to enter their premises (administrative offices) for the purpose of conducting inspections during regular business hours.

FSS and/or ARC representatives shall be allowed reasonable and meaningful access to the premises, all records relevant to the contract, and all staff. The bidder shall assist and cooperate to have meaningful access to clients who consent to be interviewed by FSS in connection with any contract activity.

The bidder's staff shall cooperate with any inspection conducted by FSS and/or ARC and provide without unreasonable delay any document which FSS requests and is entitled to.

As a result of a monitoring inspection and if violations of this contract are cited, the successful bidder will be given a written report which identifies the contract standard violated. The bidder must submit a written plan of correction or improvement in response to the report of the violations cited. The bidder may provide an explanation or dispute the findings of violations in the written plan of correction so long as an acceptable plan of correction is submitted within ten (10) days of the receipt of the written monitoring report.

FSS may terminate this contract at any time by giving written notice to the contractor of such termination and specifying the effective date thereof, at least thirty days before the effective date of such termination. In that event, all information and material produced or collected under the contract and/or used in the performance of the scope of services shall at the option of FSS, become its property. If the contract is terminated by FSS as provided in this paragraph, the contractor will be reimbursed for the otherwise allowable actual expenses incurred by the contractor up to and including the effective date of such termination.

#### **5. DEFINITION OF A UNIT OF SERVICE**

One unit of Service = one (1) hour of service. Clients may be authorized for **Personal Care** up to **1 hour 2 X per week** and **Homemaker** up to **1 hour 1 X per week**. Some clients may have both services as determined by the case manager.

#### **6. DAYS OF SERVICE**

Service is normally provided five days a week (Monday through Friday), weekends can be arranged if convenient. If a client's service day falls on a holiday, the client must receive services the last working day *before* the scheduled holiday or the next working day *after*. Any substitutions of service days made by the contractor require that the client be notified of the cancellation and the substitution date. In-home service provider workers should not show up at a client's home unannounced.

#### **7. HOURS OF SERVICE**

FSS requires that hours of service for this contract be provided Monday through Friday from 8:00 a.m. to 5:00 p.m. No services are to be provided after 5:00 p.m. unless mutually agreed upon by FSS and provider. Any substitutions of service

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times made by the contractor require that the client be notified of the cancellation and the substitution time.

#### **SECTION IV INSTRUCTIONS FOR PREPARING PROPOSALS**

Incomplete responses to required information could be grounds for proposal rejection. On separate paper and in the order presented, submit a complete, legible response outlining how your company will provide the services as outlined in the RFP. Be as specific as possible and incorporate all requested information.

##### **A. PROFESSIONAL EXPERIENCE**

State the number of years the company has provided private home care/personal care services to senior citizens who would otherwise be unable to care adequately for themselves because of difficulty with certain instrumental activities of daily living. List all service agreements and/or contracts that demonstrate qualifications to perform the work proposed. Include at a minimum the following information:

1. Name of Company/Agency
2. Type of service provided
3. State license
4. Accreditations
5. Size of agency (personnel and number of clients served in the last twelve (12) months)
6. Capacity to deliver service as outlined in RFP

##### **B. FINANCIAL CAPACITY**

Provide a brief financial history that proves the organization has financial capability and capacity to deliver the services for which the organization is applying. List any other grants that bidder has administered during the past five years. Provide a copy of the last completed audit and most recent financial statement. All organizations must demonstrate financial stability, fiscal control and compliance with Generally Accepted Accounting Principles.

##### **C. COMPOSITION/EXPERIENCE OF STAFF TO BE ASSIGNED TO PROJECT**

For each of the proposed individuals to be assigned to this project (management and supervisory personnel) provide a detailed resume indicating, at a minimum, the individual's name, current and proposed duties and years of relevant experience. Management must appoint an administrator who shall be responsible for the execution of this contract.

##### **D. FACILITIES/ADMINISTRATIVE OFFICE(S)**

Fully describe the administrative facility to be used in connection with this contract.

##### **E. IMPLEMENTATION PLAN**

Provide a comprehensive detailed plan showing how all start-up and on-going tasks will be completed if your agency is awarded the contract, initial training, etc.

##### **F. SERVICE MANAGEMENT PLAN**

Provide a comprehensive detailed plan showing staffing responsibilities. It will be the bidder's responsibility to assure adequate staffing to satisfy FSS referrals within 7 working days. Discuss how proponent will maintain qualified staff (including contractual arrangements), organizational structure, management training programs and written policies and procedures. Also show all job categories including proposed number of employees in each category.

Provide a detailed explanation of the bidder's infection control program which must include a plan to insure compliance with occupational safety and health administration requirements (OSHA) and state regulations for home care providers. Include a sample of all forms to be used. Ensure that the following are included in the Service Management Plan:

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- 1) Management
- 2) Record Keeping
- 3) Service plan development
- 4) Employee IDs
- 5) Evaluations
- 6) Client rights, responsibilities and complaints
- 7) Documentation
  - a) Client's status/progress
  - b) Employee performance by tasks
  - c) Communications and reports relating to client care
  - d) Employee performance and competency
  - e) Written Employee Code of Ethics (given to clients and staff) prohibiting the following:
    - i) Consumption of clients' food or drink, except for water.
    - ii) Use of client's telephones for personal calls.
    - iii) Discussion of one's own or others' personal problems, religious or political beliefs with the client.
    - iv) Bringing other persons, including children, not involved in providing care to the client's home.
    - v) Solicitation or acceptance of tips, gifts, or loans in the form of money or goods for personal gain from caregivers/clients.
    - vi) Consumption of alcoholic beverages, or use of medicines or drugs for any purpose, other than as ordered or prescribed for medical treatment, in the clients' homes or prior to being in the home.
    - vii) Smoking in client's home.
    - viii) Breach of the client/caregiver privacy or confidentiality of information and records.
    - ix) Purchase of any item from the client or family even at a fair market value.
    - x) Assuming control of the financial or personal affairs, or both, of the client or his/her estate, including accepting power of attorney or guardianship.
    - xi) Taking anything from the client's home.
    - xii) Committing any act of abuse, neglect or exploitation.

## **G. SAFETY AND TRAINING**

Provide a detailed complete plan covering the following:

- 1) Criteria for hiring homemaker and personal care aides. Must include criminal background checks and fingerprinting on proposed hire.

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- 2) Orientation and ongoing training
- 3) Maintenance of personnel records
  - a) Health screenings and testing
  - b) Reports of complaints, incidents,
  - c) Client's rights, responsibilities
  - d) Confidentiality/HIPAA compliance

#### **H. QUALITY ASSURANCE PLAN**

Provide a comprehensive, detailed plan that describes methods for monitoring and evaluating the quality of service delivery, customer and staff satisfaction. Briefly describe any performance audits, monitoring of programs or program certifications or awards that the organization has received which verify the organization's ability to provide quality services.

#### **I. INSURANCE**

Insurance must be written by a licensed Georgia agent with a company licensed to write insurance in the State of Georgia and acceptable to FSS.

- 1) The contractor shall maintain such insurance (with limits as shown) and shall protect the contractor and owner from any claims for property damage, bodily injury or personal injury, including death which may rise out of operations under this contract.
- 2) The insurance coverage must be procured by the contractor at his own expense. Contractor agrees to furnish a copy of the certificate(s) of insurance to the owner prior to commencement of work. To include:
  - a) Commercial general liability in a combined single limit of \$1,000,000 per occurrence for bodily injury, personal, injury and/or property damage, completed operations in a limit of \$1,000,000.
  - b) Automobile liability in a combined single limit of \$1,000,000 per accident for bodily injury and property damage for all owned, non-owned and hired vehicles used in the fulfillment of contract requirements.
  - c) Worker's compensation and employer's liability in accordance with the statutory limit of the State of Georgia with employer's liability limit of bodily injury by accident - each accident \$500,000, bodily injury by disease policy limit \$500,000, and bodily injury by disease - each employee \$500,000.
  - d) Thirty day notice of cancellation - Policies and/or certificates certifying policies are to contain an agreement that the policies will not be changed or canceled without thirty (30) days prior notice to FSS as evidenced by return receipts of registered certified letters.

#### **J. COMPENSATION/FEES**

The contracted service provider will be reimbursed based on fixed costs per units of service less cost-share. Please state proposed fee for year one with Fayette Senior Services, Inc. having the option to renew the contract for an additional second year period pending availability of funding, compliance with agency rules/policies, contract terms/conditions, and satisfactory contractor performance. Complete the following based on the **projected** number of clients and units to be served in 2019/2020 as listed on page one (1) of this document. **Service units are estimates only. Fayette Senior**

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**Services, Inc. makes no guarantee of stated projected figures. Units can be adjusted based on client needs and or funding levels.**

**PROPOSED UNIT RATES PER HOUR:**

PERSONAL CARE \_\_\_\_\_

HOMEMAKER \_\_\_\_\_

RESPIRE \_\_\_\_\_

**K. TECHNOLOGY AND ABILITY TO MEET REPORTING REQUIREMENTS**

Describe bidder’s capacity for and use of technology in the administration and delivery of services, staff time cards or accountability, required client report spreadsheets and client billing with cost share factor. Detail bidder’s plan for maintaining adequate stock including up to date hardware, software and related data services. Detail person(s) responsible for data validation, data entry and reporting.

**L. REFERENCES**

A minimum of two (2) references are required from every bidder who has provided In-home Services similar in scope and complexity. One (1) reference is desired from a bidder who has provided publicly funded home care services (e.g., Medicaid services, community care program services, Medicare, etc.)

**M. CERTIFICATION AND FORMS**

Any appropriate certifications and forms should accompany your response.

**N. COPY OF RFP**

Review each section of this RFP from pages 1-11. Initial each page of the RFP to signify review and acknowledgment and return copy with proposal.

**SECTION V PROPOSAL SUBMITTAL**

1) Submit one (1) original and two (2) copies of your response. All sections must be complete and legible. This response must be received **no later than 12 p.m. on February 8, 2019**. Mail or deliver your proposal copies to Fayette Senior Services, Inc. Attention: Nancy Meaders, CEO, 4 Center Drive, Fayetteville, GA 30214.

2) Any questions must be submitted via email to:

Nancy Meaders, CEO : [nmeaders@fayss.org](mailto:nmeaders@fayss.org)

**PLEASE CC THE FOLLOWING FSS REPRESENTATIVES ON ALL EMAIL CORRESPONDENCE:**

Dan Gibbs, Director of Operations: [dgibbs@fayss.org](mailto:dgibbs@fayss.org)

Iris Harris, Care Manager: [iharris@fayss.org](mailto:iharris@fayss.org)

- Deadline for questions is **February 1 @ 5 p.m.**

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- 3) Bid Opening Date is **January 8, 2019.**
- 4) Closing date: **February 8, 2019 @ 5:00 p.m.**
- 5) Award will be announced no later than February 22, 2019.

**SECTION VI SIGNATURES**

Submitted by:

Name of Company \_\_\_\_\_

Federal ID Number \_\_\_\_\_

Signature \_\_\_\_\_ Title \_\_\_\_\_

Print \_\_\_\_\_ Date \_\_\_\_\_

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**ATTACHMENT A**

**Vendor Checklist**

**Please include this form as the first section of your proposal**

**Section I Request for Proposal**

\_\_\_\_\_ Minimum Qualifications met.

\_\_\_\_\_ Agree to Terms and Options.

**Section II Purpose and Background**

A. Service Specifications

\_\_\_\_\_ Agree to comply with provisions of the Older Americans Act.

**Section III Program Design/Scope of Work**

A. Services Delivery Procedures

\_\_\_\_\_ Agree to ensure client services start within 10 days of referral

B. Record Keeping

\_\_\_\_\_ Maintain minimum records as specified

\_\_\_\_\_ Can coordinate services and billing as specified.

\_\_\_\_\_ Agree to submit to review and monitoring

**Section IV Instructions for Preparing Proposals**

\_\_\_\_\_ A. Experience of Firm

\_\_\_\_\_ B. Financial Capacity

\_\_\_\_\_ C. Composition/Experience of Project Staff

\_\_\_\_\_ D. Facilities/Administrative Office(s)

\_\_\_\_\_ E. Implementation Plan

\_\_\_\_\_ F. Service Management Plan

\_\_\_\_\_ G. Safety and Training

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