

RFP #A1011
Supportive Home Care – Chore Services for Frail Elderly

I. Introduction and Background

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal and to inform them of basic requirements that the County uses as part of its standard contract process. *All applicants should complete County Short Form Application and information requested in Section III. For new applicants you must also complete Section IV.*

Applicants do not submit the following information in the County Short Form Application:

- B. Program Budget 2008 including Appendix A Program Budget*
- C. 2009 Cost Explanation*
- D. Personnel Schedule*

Dane County Department of Human Services Standard contract requirements concerning Affirmative Action, the Americans with Disabilities Act, the County's Living Wage ordinance, Domestic Partner Equal Benefits Requirement, contract termination and modification, etc. are included in the County's boilerplate contract. This contract is subject to change. For further information you can view a copy of the Human Services contract on website at:

<http://www.co.dane.wi.us/humanservices/general/contracting.htm>

Dane County Purchasing Division www.danepurchasing.com.

Proposals should be organized and presented in the order of the County Short Form Application and by the numbers and appendix assigned in the RFP.

II. Scope of the Project

- A. **Project Description:** SPC 104.24 SHC-Chore Services. These services include but are not limited to: household cleaning, laundry, shopping, meal planning and cooking.
- B. **Objectives:** Provide in-home chore services to eligible older adults enabling them to reside safely in their own homes and apartments.
- C. **Needs/Expectations:** The successful bidder shall ensure that they have the following operational features within their agency:
 - 1. Staffing capabilities to provide Chore services within five working days after the referral is made.
 - 2. Back-up staff available when the initial worker is unavailable or no-show. Back-up staff must be available within three hours of the original start time.
 - 3. Ability to travel to individual homes. Roughly 70% of the individuals live in the metropolitan areas of Madison, Middleton, Monona and Fitchburg, and 30% live in Cross Plains, McFarland, Mt. Horeb, Oregon, Sun Prairie, Stoughton, Verona and other outlying rural communities.
 - 4. A good quality assurance mechanism for monitoring the worker's job performance and gathering input from the consumers.
 - 5. Computerized records tracking and reporting system.
 - 6. The capacity to receive referrals and coordinate the services with COP case managers and the Aging Focal Points case managers.
 - 7. Hold periodically meetings with the COP case managers and Aging Focal Points to review the individual's service plan and funding levels for staying within the contract limits.
 - 8. Trained and bonded staff to provide chore services.
 - 9. For Chore services, the workers must have successfully completed housekeeping training prior to placement on the job. Workers' Training Certificates must be maintained and made available to the County on an annual basis.

- D. Program Eligibility: A person is determined eligible for the program based on financial and functional eligibility screening tool. Either the COP case manager or the Aging Focal Point case managers do the initial intake, assessment, referral and arrangements of services. The County and not the Provider determine the program guidelines. The County authorizes all referrals. The service referrals are only opened to the Aging Focal Points and COP case managers. As of January 1, 2010 all new referrals for services must be authorized by the County prior to starting the service.
- E. Current Operations: Dane County Dept. of Human Services contracts with four different agencies to provide chore services to frail elderly. The services are delivered based on geographic areas. Applicants responding to this proposal are to identify the geographic area they are bidding on. The geographic areas are:
 - Area 1 Madison, Middleton and Monona, including surrounding towns
 - Area 2 Belleville, Fitchburg and Verona, including surrounding towns
 - Area 3 Cottage Grove, Deerfield, DeForest, Marshall and Sun Prairie, including surrounding towns
 - Area 4 Brooklyn, Cambridge, McFarland, Oregon and Stoughton, including surrounding towns
 - Area 5 Black Earth, Cross Plains, Dane, Mazomanie and Mt. Horeb, including surrounding towns
- F. Maximum estimated funding available for chore services \$377,294. The 2008 average cost \$21.60 per hour. There were 1437 hours per month of service provided to 217 individuals.
- G. Contract Term and Funding

The contract shall be effective on the date indicated on the purchase order or the contract execution date. The county will provide Living Wage adjustments and Cost of Living only in the years when the county is authorized to do so. The contract period runs from January 1, 2010 to December 31, 2010 with an option of renewing by mutual consent, for four (4) additional one-year periods.

For Supportive Home Care-Chore services contracts with the Department of Human Services are paid based on hourly/unit rate.
- H. The County reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the County may negotiate a contract with the next highest scoring propose.

III. Request for Information in addition to the Application form

- A. Submit bonding information and training curriculum (mark as Appendix B).
- B. Specify geographic area(s) the applicant is bidding on
- C. Identify the number of units/hours of service and cost per unit
- D. Applicants who are interested in being the provider for all or multiple geographic area(s) should also submit: a description of the efficiencies and benefits that you envision will be achieved in a single provider model.
- F. Description of your agency's intake, job description and assigned staff to perform the job duties (mark as Appendix C).
- G. New applicants or existing providers bidding on Chore services may submit up to 5 additional pages regarding program operations and job performance.
- H Complete the Cost Summary page.
- I MISSION STATEMENT: Describe your agency's mission.

- IV. New applicants to a program are required to submit 3 references. Of the three references, one reference must be from a consumer of services. References should be specific to Supportive Home Care-Chore services or a similar job function.

- A. Include your agency's mission statement. Provide resumes of key staff and copy of licenses, if appropriate.
- B. If this is an existing program for your agency, please provide information on the demographics of your participants. If this is a new program for your agency what are your expectations of the participants' demographics when the program is up and fully operational

V. Evaluation Criteria. Scoring from the County Short Form application is as follows:

Program Description (County Short Form Application, p. 2)	40%
Mission Statement and Service Improvement (RFP Section III, I and County Short Form Application, p. 4.)	20%
Experience and Qualifications (including License And Certification) (County Short Form Application, p. 4)	30%
Hourly/Unit rate cost (Appendix A)	10%

VI. Contact Information: Please register your intent to apply to this proposal with the contact person below. This will facilitate any additional information sharing with all interested parties. The deadline for requesting clarification or questions is **Monday, May 11, 2009**. For clarifications or questions concerning this application, please send written questions by fax or electronic mail to:

Contact: Theresa Sanders, Community Services Manager
Phone: (608) 242-6448
Fax: (608) 242-6531
E-Mail: sanders@co.dane.wi.us

VIII. Timeline

Application Workshop:

April 16, 2009
 11 a.m. – 12 noon
 Dane County Job Center Office, Ballroom
 1819 Aberg Avenue

Application due from vendors:	May 29, 2009 12 noon
Notification of intent to award (est.):	July 30, 2009

Your completed proposal should include the following:

- 1) A completed County Short Form application
- 2) Additional information requested in Section III and Section IV

Submit your completed proposal to:
Dane County Human Services
Attn: RFP #A1011
1202 Northport Drive
Madison, Wisconsin 53704

Proposals are due no later than May 29, 2009, 12 noon.

Appendix A
HOURLY/UNIT RATE COST

Applicant Name:

Put an asterisk* by the staff responsible for overseeing the Chore services. Please identify your agency's definition of FTE. The County defines (1) FTE as 2080 annual hours.

Staff Position Title	FTE (Definition)

Hourly/Unit rate	\$
Units provided	