

Area Agency on Aging for Southwest Florida

THE AREA AGENCY ON AGING

FOR

PLANNING AND SERVICE AREA 8

Charlotte, Collier, DeSoto, Glades, Hendry, Lee and Sarasota Counties

Older Americans Act

Request for Proposal (RFP)

For

Older Americans Act (OAA) Services

**AAASWFL RFP-2019-01
FOR THE PERIOD OF
JANUARY 1, 2020 – DECEMBER 31, 2025**



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SECTION A - INTRODUCTION

1. Background Information on Older Americans Act Program (OAA)

The Older Americans Act, passed in 1965, represented a turning point in the role of the Federal government in leadership and services to the elderly. The Act created the Administration on Aging and set forth program objectives. These objectives are directed toward creating opportunities that help older Americans live and age with independence and dignity in their home and community for as long as possible. The Act establishes State Units on Aging (SUA) in every state, which then establishes Planning and Service Areas (PSA's). The SUA then designates an Area Agency on Aging (AAA) responsible for the planning, contracting and oversight of Older Americans Act (OAA) funded and state funded programs for that area.

In Florida, the designated SUA is the Department of Elder Affairs (DOEA). The State has been divided into eleven PSA's in which AAA's are designated. The role of the AAA is one of planner, catalyst, and advocate for older adults in the PSA. The Area Agency on Aging for Southwest Florida (AAASWFL), is the designated AAA for the seven counties in PSA 8. PSA 8 includes Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota Counties. The AAASWFL is also the Aging and Disability Resource Center (ADRC) for the PSA, as are the other Area Agencies on Aging in each of their respective PSA's.

As the AAA for PSA 8, the AAASWFL is identified by the State as the contracting agency of choice for the coordination and administration of the OAA in PSA 8. The AAASWFL intends to fulfill requirements of the OAA by issuing this Request for Proposal (RFP) for the contract period beginning Fiscal Year January 01, 2020 and ending Fiscal Year December 31, 2025 for the provision of OAA services. The OAA contracts procured through this RFP process may be renewed for five additional years, contingent upon satisfactory performance and availability of funds.

The goal of the RFP is to define the scope of work to be accomplished, and convey the requirements and expectations for Service Provider designation under the OAA.

Community-based organizations interested in receiving grants/contracts funded by the OAA are required to submit a response to this RFP as outlined in Section E. Instructions to Bidders.

2. Statement of Need

Demographic data of the sixty years of age and over population for PSA 8 comprising the counties of: Charlotte, Collier, DeSoto, Glades, Hendry, Lee and Sarasota Counties, obtained from DOEA, indicates the seven counties within PSA 8 have approximately 644,024 residents aged 60 and older representing almost 37 percent of the PSA's total population and 12 percent of the State of Florida's sixty and older population. The population of adults sixty years of age and older is expected to

increase by approximately 30 percent by the year 2030 (Source: DOEA 2018 Profile of Older Floridians). An expected consequence is the continued rise in the need for long-term care services. A statewide needs assessment completed by the Florida Department of Elder Affairs in 2016 indicates that the needs of elders will continue to grow as 32% more elders live alone and one quarter report they are not receiving adequate nutrition. Also reported was also a high level of need for caregiver respite and emotional support. Elders in racial and ethnic minorities had an even greater risk of malnutrition, expressed a greater need for assistance with activities of daily living, and delayed eye care, dental care, and filling prescription medications for longer periods. (Source: Assessing the Needs of Elder Floridians, 2016). In addition to the number and percent of elders projected to increase in the coming years, people are also living longer.

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 2016, 36% of respondents surveyed by the Florida Department of Elder Affairs were caregivers, and more than two-thirds of those caregivers (68%) did not receive needed help with their caregiving responsibilities. (Source: Assessing the Needs of Elder Floridians, 2016).

Queries of the Client Information & Registration Tracking System (CIRTS) on services most often provided under the Older Americans Act 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 OAA Program in PSA 8, the AAASWFL intends to address these concerns through issuance of this RFP. The RFP seeks innovative approaches to service delivery and program management, while emphasizing improved quality and customer satisfaction, all at a reasonable cost.

3. Statement of Purpose

The purpose of this RFP is to solicit applications from qualified agencies/organizations interested in providing services to the 60+ population of PSA 8 (Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota Counties). Services must:

- Be performed by persons qualified in educational expertise or practical experience;
- Be provided at a cost per unit that is competitive in the service area described;
- Be met by 10% local matching funds which include significant cash funds;
- Be targeted to address the needs of elders in greatest economic and social

- need;
- Be responsive to the needs addressed in the Statement of Need; and
- Be delivered in compliance with the DOEA Programs and Services Handbook, and all applicable local, state, and federal regulations. The Programs and Services Handbook can be accessed at the AAASWFL website, under the Document Center;
- Be culturally and ethnically sensitive and inclusive

All Older Americans Act Services must be person centered and delivered with the goal of providing elder consumers the support and assistance needed so that they may remain in the community, leading independent lives in the least restrictive environment.

All awards are subject to availability of funds from the State of Florida Department of Elder Affairs. Projections of available resources are used to allocate financial awards. If the actual amount of funding made available to the AAASWFL is less than originally projected, a reconsideration of awards will be made with the likelihood of reductions or cancellations of awards being made.

In performing these responsibilities, The OAA-funded provider must conform to all incorporated attachments, proposal(s), state plan(s), grant agreements, relevant Department handbooks, manuals or desk books, as an integral part of the contract, except to the extent that the contract explicitly provides to the contrary of any requirement. In the event of conflict in language among any of the documents referenced above, the specific provisions and requirements of the OAA contract document(s) shall prevail over inconsistent provisions in the proposal(s) or other general materials not specific to this contract document and identified attachments

The OAA-Funded Provider 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.

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, including the provider's ability to meet match requirements.

Each OAA-Funded Provider must be thoroughly informed about the needs in the community for services to older persons, both in quantitative and qualitative terms. The AAA is a source of statistical, demographic, and needs indicator information. In many instances, service provider agencies may also perform needs assessment surveys or obtain information from waiting lists, key informants, and public input. Studies done by public planning agencies, community service agencies, or commercially oriented

information sources such as the chamber of commerce may be of use. The service provider should use research from a variety of sources so that community needs can be assessed from several viewpoints.

All Older Americans Act funds are placed under competitive procurement. Those organizations currently holding the provider designation are not held harmless from responding to this Request for Proposal.

SECTION B – OAA PROGRAM REQUIREMENTS

1. Services to be provided

The OAA is a federally funded program offering a variety of in-home and community-based services. The primary purpose of the OAA Program is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services.

Older Americans Act programs may include; OAA Title IIIB (Supportive Services); OAA Title IIIC-1 (Congregate Nutrition); OAA Title IIIC-2 (Home Delivered Nutrition); and OAA Title IIIE (National Family Caregiver Support Program). These programs are funded individually and carry distinct program responsibilities.

The Older Americans Act is divided into Titles. Applicants may submit a proposal for a specific service or set of services within one or more Titles. ***A separate Description of Service Delivery Form must be included in the Service Provider Application (SPA) for each service proposed.***

OAA Title IIIB – Supportive Services

Priority Supportive Services Title IIIB include:

- Access Services: Services such as Transportation, Outreach, Information and Referral and Case Management;
- In-home Services: Services including Homemaker, Home Health Aide, Home Repair, Companionship, Chore, Respite and other supportive services for families of elderly victims of Alzheimer's disease and other neurological and organic brain disorders of the Alzheimer's type; and
- Legal Assistance: The area plan must contain assurances that AAAs will give priority to legal assistance related to income, health care, long term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect and age discrimination.

Other services area agencies on aging may support with Title IIIB funds include the following:

- Counseling, Emergency Alert Response System, Education/Training, Employment, Escort, Housing Improvement, Health Support, Interpreting/Translation, Material Aid, Recreation, Shopping Assistance or Telephone Reassurance.
- Case Management for clients requiring in-home and community-based services such as Adult Day Care, Chore, Homemaker, Home Health Aide, Personal Care, Respite, or Therapies.

OAA Title IIIC-1 Congregate Meals

Congregate Nutrition Services are provided in congregate settings and are designed to reduce hunger and food insecurity, promote socialization and the health and well-being of older individuals by assisting them to gain access to nutrition and other disease prevention and health promotion services. Services include the following:

- Congregate meals;
- Congregate meals screening;
- Nutrition education and nutrition counseling; and
- Outreach.

OAA Title IIIC-2 Home Delivered Nutrition

In-home nutrition services are provided to reduce hunger and food insecurity; promote socialization and the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services. Services include the following:

- Home delivered meals;
- Nutrition education and counseling;
- Outreach; and
- Screening/Assessment.

OAA Title IIIE – National Family Caregiver Support Program

OAA Title IIIE services are intended to provide direct help to caregivers, assist in the areas of health, nutrition and financial literacy, and assist caregivers in making decisions and problem solving related to their caregiving roles and responsibilities.

Caregiver Support Supplemental Services (IIIES Program) – At least ten (10) percent, but no more than twenty (20) percent, of the total Title IIIE funds must be used to provide supplemental support services. The following services are provided to complement the care provided by caregivers:

- Chore Services;

- Housing Improvement;
- Legal Assistance;
- Material Aid; and
- Specialized Medical Equipment, Services and Supplies.

Caregiver Support Grandparent Services (III EG Program) – At least five (5) percent, but no more than ten (10) percent, of the total Title III E funds shall be used to provide support services to grandparents and older individuals who are relative caregivers. Services for grandparents or older individuals who are relative caregivers designed to help meet their caregiving obligations include the following:

- Caregiver Training/Support;
- Child Day Care;
- Counseling (Gerontological and Mental Health)
- Education/training;
- Legal Assistance;
- Outreach;
- Referral/Assistance;
- Screening/Assessment;
- Sitter; and
- Transportation

2. Client Eligibility Requirements

Title III B, Supportive Services:

Require that service recipients be 60 years of age or older except for Information, Caregiver Training/Support, and Education/Training services, regardless of income, assets, or ability to pay. Although services are provided at no cost, voluntary contributions are accepted. Priority for services must be targeted to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.

Title III C1, Congregate Meals:

Persons eligible to participate in the congregate meals program at no cost, with the opportunity to voluntarily contribute to the cost of meals include:

- Persons 60 years of age or older and their spouses of any age;
- People with disabilities under 60 years of age who reside with persons over 60 years of age and accompany the eligible older client to the site;
- People with disabilities under 60 years of age who reside in housing facilities occupied primarily by older persons and at which congregate nutrition services

are provided, when the participation of such individuals does not pose a threat to the well-being of the older clients and when such participation does not prevent the participation of older persons and their spouses; and

- Persons under 60 years of age who provide meal related volunteer services when the participation of such individuals does not prevent the participation of older persons and their spouses.

Title III C2, Home Delivered Meals

Persons eligible to participate in the home delivered meals program at no cost, with the opportunity to voluntarily contribute to the cost of meals include:

- Persons age 60 years or older who are disabled, homebound, and who have no one available to aid with meal preparation. Homebound means a person is unable to leave home without the assistance of another person;
- The spouse of the recipient, regardless of age or condition; and
- People with disabilities persons under age 60 years who reside with eligible clients, and are dependent on them for care.

Title III E, National Family Caregiver Support Program

Services are provided to family caregivers of older individuals who are 60 years of age or older and grandparents or older individuals who are relative caregivers of children not more than 18 years old or individuals with a disability. Grandparents or older individuals who are relative caregivers of children must be 55 years of age or older.

3. Goals, Objectives, Priorities

The OAA Program gives preference to individuals with the greatest economic and social need, with particular attention to low-income older individuals, including those that are low-income minorities, have limited English proficiency, and older individuals residing in rural areas. Additional consideration should be given to older individuals who are living alone, as well as probable Alzheimer's cases.

Providers should use expertise and sound judgment in prioritizing individuals. It is appropriate during the screening/intake interview to inquire about sources of income, levels of financial resources, and informal support systems to explore eligibility for other types of economic or supportive services, such as Food Stamps, Supplemental Security Income, Medicaid, low income housing, or Low-Income Home Energy Assistance programs.

The Department of Elder Affairs has aligned goals and objectives with those of the Administration on Aging. The goals, and objectives established that each service provider will be measured against, are provided in the Service Provider Application

(SPA).

Organizations responding to this RFP must discuss how the services being proposed address the priorities, objectives and outcomes discussed above and must include strategies that will be implemented to allow them to meet and/or exceed the outcome measures SPA.

4. Reporting

The OAA-Funded service provider is required to compile Older Americans Act service delivery statistics and other data and report to the AAASWFL and DOEA 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 9th day of the month. Information is reported in the following categories:
 - a. Consumer Demographics
 - b. Consumer Program Enrollment
 - c. Consumer Assessment Information
 - d. Consumer Care Plan Information
 - e. Consumer Services
 - f. 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 OAA Contract.
 - g. 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

5. Confidentiality

Responders to this bid must agree to not use or disclose any information concerning a recipient of services under this contract for any purpose prohibited by state or federal law or regulations except with the written consent of a person legally authorized to give that consent or when authorized by law.

HIPAA - Responders to this bid shall comply with the Health Insurance Portability and Accountability Act (42 USC 1320d.), as well as all regulations promulgated thereunder (45 CFR Parts 160, 162, and 164).

Social Security Disclosure – Responders to this bid 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 provider 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.

6. Quality Assurance

Concerted effort on the part of the service provider is expected in assuring quality of service delivery in accordance with the standards specified in the DOEA Programs and Services Handbook. The following specifics must be addressed in the SPA.

- Participation of provider staff in required pre-service and in-service training and in all provider meetings.
- Appeals procedures regarding denial, reduction or termination of services to clients.
- The process, including the frequency, for determining consumer satisfaction with service delivery.
- Internal methods to assure delivery of quality services by staff and/or subcontractors.

7. Coordination between Agencies and Providers

In the SPA, the responder must demonstrate how, as an OAA service provider, the responding agency will develop linkages that will enable it to become a part of an integrated and coordinated service system that will be of greatest benefit to the elderly. A well-coordinated community service system demands that all funded OAA resources be efficiently administered and managed in concert with other available resources. To promote the existence of a well-integrated service system, good communication and interaction between the AAASWFL, the OAA service provider and all other community resources is essential. The responder must give the following assurances, as applicable to the proposal being submitted:

- Contact between AAASWFL staff and the agencies' staff shall be open and free at all times so that the necessary exchange of information and technical assistance is uninterrupted;
- Provision of OAA services, whether directly or by subcontract, shall be in accordance with standards established by DOEA and recorded in the DOEA Programs and Services Handbook;
- Integration within the local service(s) system shall be developed and maintained. Each responder is required to demonstrate how the service(s) proposed will fit within the context of a coordinated services system; that those services will not duplicate what is already available; and/or how those services will address unmet needs.

8. Targeting and Outreach

All responders will need to describe specific efforts that will be made to identify other older persons in the service area who may be in need of OAA services and how they will access programs and services after being identified. Specific targeting objectives should be addressed for the provision of services to low-income older individuals, including low-income minority older individuals, older individuals with limited English

proficiency, and older individuals residing in rural areas. Additional consideration should be given to older individuals who are living alone, as well as probable Alzheimer's cases.

This may be done in cooperation with church, civic, social and medical organizations. OAA-Funded Local Service Provider 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.

9. Waitlist

All responders will need to address procedures for creating and maintaining the OAA waiting list of clients in accordance with the AAASWFL policy and describe what efforts will be made to serve clients on the waiting list according to DOEA requirements.

10. Staffing

To comply with Presidential Executive Order 12989, as amended, and State of Florida Executive Order Number 11-116, responders to this bid agree to utilize the U.S. Department of Homeland Security's E-verify system to verify the employment of all new employees hired by Contractor during the contract term. Local service providers shall include in related subcontracts a requirement that subcontractors performing work or providing services pursuant to the state contract utilize the E-verify system to verify employment of all new employees hired by the Subcontractor during the contract term. Local service providers meeting the terms and conditions of the E-Verify System are deemed to be in compliance with this provision.

Responders to this bid must demonstrate the ability to assign its own administrative and support staff as needed to perform the tasks, responsibilities and duties under this contract and ensure that subcontractors dedicate adequate staff accordingly.

- Services should be available at times appropriate to meet client service needs, at a minimum during normal business hours. Normal business hours are defined as Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. The office should be reasonably accessible to persons seeking assistance and / or information; it is preferable the provider be centrally located within the Community Care Service Area, and be accessible for people with disabilities.
- Staff responsible for performing any services funded through Older Americans Act must have the qualifications as specified in the DOEA Programs and Services Handbook.
- OAA-Funded Providers must demonstrate they have sufficient resources, in terms of both trained staff and equipment, the ability to meet match requirements, to complete timely CITS data entry, data management requirements and access to electronic mail from the Department of Elder Affairs

and Area Agency on Aging.

- A successful bidder 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. New bidders 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.

11. Background Screening

Responders to this bid must agree to comply with all requirements pursuant to Chapter 2010-114, Laws of Florida (L.O.F.), Sections 430.0402 and 435.01(2) Florida Statutes and applicable AAASWFL and DOEA Notices of Instruction.

12. Assessment and Screening Information

Older persons referred for services or who request services shall be screened by service provider during an intake process. The screening process is intended to ensure that the targeted populations are given preference without excluding others from participating in service to the extent services are available.

Responders to this bid agree to use the Uniform DOEA Assessment Instrument forms, when required. Assessment requirements vary depending on the service requested.

13. Disaster Preparedness and Emergency Related Service Provision

Responders to this bid must provide and 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; identification of key personnel; designation of a Disaster Coordinator and alternate; 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 to help at-risk consumers register with the Special Needs Registry of the local emergency management agency; plans for contacting all at-risk consumers on a priority basis, prior to and immediately following a disaster; plans for after-hours coverage of services, as necessary; plans to deliver meals to consumers prior to and following a disaster; plans to assign staff to Emergency Operations Centers and/or declared assistance centers to ensure older adults in the disaster area receive help.

14. Consumer Grievance and Appeals Procedures

Responders to this bid must develop, implement, and ensure that its Subcontractors have established grievance procedures to process and resolve client dissatisfaction with or denial of service(s), and address complaints regarding the termination, suspension or reduction of services, as required for receipt of funds. These procedures, at a minimum, will provide for notice of the grievance procedure and an opportunity for review of the Subcontractor's determination(s). Information concerning consumer grievance and appeals procedures can be found in the DOEA Programs and services Handbook, Appendix D as well as the OAA Contract.

15. Complaint Procedures

Responders to this bid must develop and implement complaint procedures and ensure that subcontractors develop and implement complaint procedures to process and resolve client dissatisfaction with services. Complaint procedures shall address the quality and timeliness of services, provider and direct service worker complaints, or any other advice related to complaints other than termination, suspension or reduction in services that require the grievance process as described in the previous paragraph. The complaint procedures shall include notification to all clients of the complaint procedure and include tracking the date, nature of complaint, and the determination of each complaint.

16. Volunteers

Each service provider can maximize its service delivery capacity using volunteer Resources. Volunteers may be recruited, trained and utilized in many roles within the service delivery system.

- Applications must detail in the Service Provider Application plans to recruit, train and manager their volunteer staff. Any remuneration for expenses paid to volunteers (personal liability insurance coverage, excess automobile liability protection, and/or mileage reimbursement at State of Florida approved rate of \$.445) must be stated and included in the budget pages.
- Reporting on the number of volunteers and volunteer hours must be submitted to the AAASWFL by January 10th annually to reflect the previous year

17. Outcomes/Output Measures

The outcome measures outlined in the format section of the service provider application are the statewide initiatives legislatively mandated for the DOEA. All OAA-Funded Service Providers 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.

The 2019 Service Provider Application (SPA) contains the pertinent goals and relevant outcomes all OAA-Funded Providers are responsible to address. To complete this section of the SPA, providers should respond to the questions for each goal area defined by the DOEA and Florida Legislature. Specific strategies and actions for each goal should be incorporated to address compliance and improve quality assurance.

18. Special Conditions

Future unit rate increases for services for Fiscal Years 2-6 (and for any subsequent contract renewals) will be negotiated by AAASWFL and the OAA-Funded Service Provider following submission of the Local Service Provider's Annual Service Cost Report. 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.

SECTION C – GENERAL INFORMATION

1.Contact Person

The contact for this Request for Proposal process is:

Becky MacKenzie
Director of Programs and Planning
Email: becky.mackenzie@aaaswfl.org
Phone: (239) 652-6900
Address: 15201 N. Cleveland Ave., #1100,
North Fort Myers, FL 33903

2. Inquiries/Cone of Silence

Inquiries: Verbal and written inquiries will be accepted at the pre-proposal conference on Wednesday, May 29th, 2019 at 1:00 p.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 and sent to those who have submitted the "Notice of Intent to Submit a Proposal" on Thursday, Wednesday, June 5th, 2019 at 4:00 p.m.

Cone of Silence: Respondents to this RFP, or persons acting on their behalf, may not discuss information specifically related to this RFP, between the release of this RFP and deadline for submission of written appeals, with 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.

No written inquiries will be accepted after Wednesday, May 29th, 2019 at 4:00 p.m. Written inquiries may be emailed, hand delivered or mailed to the contact person in charge of this solicitation process:

Becky MacKenzie
Director of Programs and Planning
Email: becky.mackenzie@aaaswfl.org
Phone: (239) 652-6900
Address: 15201 N. Cleveland Ave., #1100,
North Fort Myers, FL 33903

3. Funding Levels

Funding for the Older Americans Act Program is contingent upon an annual appropriation from the Legislature and is therefore subject to reduction or elimination from the federal budget. The total current amount of appropriation for this planning and service area subject to bid is \$6,788,464.00 for Older Americans Act services.

4. Matching Requirement

Bidders awarded funds for OAA Title IIIB, OAA Title C1, OAA Title C2 and/or OAA Title IIIE, 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 based on the Lead Agency's year to date contract achievement levels must be reported monthly.

5. 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 OAA-Funded Provider is expected to manage its budgets such that the provider is able to provide services to enrolled clients for the entire contract period without interruption. OAA-Funded Providers shall monitor overall contract expenditure rates during the contract period. Monthly invoices submitted by the OAA-Funded Provider is consolidated and submitted to the Department of Elder Affairs for payment. Payments are usually received within 45 to 60 days of submission.

Service and client information must be maintained in the Client Information and Registration Tracking System (CIRTS). Case management and service units must be entered in CIRTS monthly for OAA-Funded Providers 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. 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 bidder 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 Older Americans Act Contract, Appendix I.

6. Allowable Costs, Method of Cost Presentation, and Method of Payment

Allowable Costs:

All Older Americans Act program costs must be reasonable and necessary. Local Service Providers 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 VIa) and Instructions packet (Appendix VI).

Please visit the Area Agency on Aging website to obtain related documents for completing this RFP package. (<https://aaaswfl.org/about-aaaswfl/documents/>)

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.

7. 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.

8. 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). 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 OAA providers must certify they have not used OAA program funds in preparing a response to this RFP by completing Appendix XIII.

SECTION D – PROPOSAL DEADLINES

i. Proposal Deadlines			
	ACTIVITIES	DATE	TIME (EST/EDT)
1.	Request for Proposal advertised and released and RFP documents available on AAASWFL website	05/06/2019	10:00 a.m.
2.	RFP documents available on the Area Agency on Aging website: www.aaaswfl.org	05/06/2019	10:00 a.m.
3.	Pre-Proposal Conference: Area Agency on Aging for Southwest Florida 15201 North Cleveland Ave., Suite 1100 North Fort Myers, FL 33903 The Pre-Proposal Conference will include a review of RFP package, followed by a question and answer session.	05/29/2019	1:00 pm
4.	Last day for written inquiries/RFP Questions to be submitted	06/05/2019	4:00 p.m.
5.	Response to written inquiries & RFP addenda available to registered bidders on the Area Agency on Aging website: www.aaaswfl.org	06/07/2019	4:00 p.m.
	Required Intent to Submit a Proposal forms due	6/11/19	4:00 p.m.
6.	Intent to Submit Proposal forms for Legal Service providers (extended for legal services providers ONLY as of 6/14/19)	6/24/19	4:00 p.m.
7.	Last day for proposal submission at: Area Agency on Aging for Southwest Florida 15201 North Cleveland Ave., Suite 1100 North Fort Myers, FL 33903	07/09/2019	3:00 p.m.

i. Proposal Deadlines			
	ACTIVITIES	DATE	TIME (EST/EDT)
8.	Proposals opened and reviewed for fatal criteria	07/09/2019	3:05 p.m.
9.	Review Committee meeting/training	07/10/2019	10:00 a.m.
10.	Review Committee assessment of submissions	07/10/2019 – 08/13/2019	
11.	Review Committee recommendations finalized (last meeting)	08/13/2019	1:00 p.m.
12.	RFP Review Committee recommendations reviewed by Board of Directors	08/22/2019	4:00 p.m.
13.	OAA Notice of Intent to Award announced by formal written notice	08/26/2019	4:00 p.m.
14.	Written appeals due	09/03/2019	4:00 p.m.
15.	Appeals resolved	09/06/2019	4:00 p.m.
16.	Announcement of final awards by formal written notice	TBD	TBD
17.	Transition process begins: Consumer notifications & file transfers	10/28/2019	TBD
18.	Contract finalized and mailed	December 2019	
19.	Transition process ends	12/31/2019	
20.	Program operations begin for new OAA providers	January 1, 2020	

i. Proposal Deadlines			
	ACTIVITIES	DATE	TIME (EST/EDT)
1.	Request for Proposal advertised and released and RFP documents available on AAASWFL website	05/06/2019	10:00 a.m.
2.	RFP documents available on the Area Agency on Aging website: www.aaaswfl.org	05/06/2019	10:00 a.m.

i. Proposal Deadlines			
	ACTIVITIES	DATE	TIME (EST/EDT)
	Pre-Proposal Conference: Area Agency on Aging for Southwest Florida 15201 North Cleveland Ave., Suite 1100 North Fort Myers, FL 33903	05/29/2019	1:00 pm
3.	The Pre-Proposal Conference will include a review of RFP package, followed by a question and answer session.		
4.	Last day for written inquiries/RFP Questions to be submitted	06/05/2019	4:00 p.m.
5.	Response to written inquiries & RFP addenda available to registered bidders on the Area Agency on Aging website: www.aaaswfl.org	06/07/2019	4:00 p.m.
6.	Required Intent to Submit a Proposal forms due	06/11/2019	4:00 p.m.
7.	Last day for proposal submission at: Area Agency on Aging for Southwest Florida 15201 North Cleveland Ave., Suite 1100 North Fort Myers, FL 33903	07/09/2019	3:00 p.m.
8.	Proposals opened and reviewed for fatal criteria	07/09/2019	3:05 p.m.
9.	Review Committee meeting/training	07/10/2019	10:00 a.m.
10.	Review Committee assessment of submissions	07/10/2019 — 08/13/2019	
11.	Review Committee recommendations finalized (last meeting)	08/13/2019	1:00 p.m.
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i. Proposal Deadlines			
	ACTIVITIES	DATE	TIME (EST/EDT)
16.	Announcement of final awards by formal written notice	TBD	TBD
17.	Transition process begins: Consumer notifications & file transfers	10/28/2019	TBD
18.	Contract finalized and mailed	December 2019	
19.	Transition process ends	12/31/2019	
20.	Program operations begin for new OAA providers	January 1, 2020	

SECTION E - INSTRUCTIONS TO BIDDERS

The following pages contain general conditions a bidder must follow to submit their proposal. The RFP package must include a Table of Contents, and all pages must be numbered. The bidder should use the Table of Contents Page in the Service Provider Application (Appendix VIa) for this purpose. The Table of Contents must note the corresponding page number(s) associated with each item.

1. Pre-Proposal Conference

Bidders and interested parties are required to attend the pre-proposal conference, which will take place on Wednesday, May 29, 2019 at:

Area Agency on Aging for Southwest Florida
15201 North Cleveland Ave., Suite 1100
North Fort Myers, FL 33903

The conference shall start promptly at 1:00 p.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.

2. Notice of Intent to Submit a Proposal

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 only be sent to those bidders who submit a written Notice of Intent to Submit a Proposal (Appendix II) and other interested parties who request, in writing, copies of the RFP packet and any other information subsequently sent out in connection with the Request for Proposals process.

Every entity that intends to submit a proposal must deliver the required Notice of Intent Form (Appendix II) to AAASWFL at the address below no later than Tuesday, June 11th at 4:00 p.m. Failure to submit the Notice of Intent will preclude that party from submitting a proposal. Notice is to be submitted to:

Area Agency on Aging for Southwest Florida
RFP – Notice of Intent to Submit a Proposal
Attn: Becky MacKenzie, Director of Programs and Planning
Area Agency on Aging for Southwest Florida
15201 North Cleveland Ave., Suite 1100
North Fort Myers, FL 33903

3. Acceptance of Proposal

Proposals must be received on or before Tuesday, July 9th at 3:00 p.m.

Attn: Becky MacKenzie, Director of Programs and Planning
Proposal for OAA Provider Designation
Area Agency on Aging for Southwest Florida
15201 North Cleveland Ave., Suite 1100
North Fort Myers, FL 33903

No changes, modifications or additions to the proposals submitted, will be accepted after the submission deadline. However, the AAASWFL may seek written clarifications from proposers. Proposals not received at either the specified place or by the specified date and time by the AAASWFL clock, or both, will be rejected and returned unopened to the proposer. All times specified in this RFP are based on the AAASWFL clock.

4. Number of Copies Required and Submission Procedure

Bidders are required to submit five 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. Additionally bidders must submit one electronic copy of the complete Service Provider Application package on a USB drive. Copies of proposals along with the USB containing the electronic copy must be submitted in a sealed envelope or container, which must be clearly marked on the outside to read:

Proposal for OAA Provider Designation Submitted by: (name 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:

Area Agency on Aging for Southwest Florida
Attention: Becky MacKenzie, Director of Programs and Planning
15201 North Cleveland Ave., Suite 1100
North Fort Myers, FL 33903

on or before Tuesday, July 9th at 3:00 p.m. Proposals cannot be faxed or e-mailed.

Proposals will be date and time stamped immediately upon receipt. The AAASWFL staff will open the first proposal at exactly 3:05 p.m. on Tuesday, July 9th, 2019, at which time no further proposals will be accepted under this solicitation.

5. 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 www.aaaswfl.org 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 AAASWFL will designate OAA Providers 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 AAASWFL reserves the right to reject any and all proposals.

6. Appeal Process

Appeal procedures can be found in Attachment II.

7. Contract Terms and Conditions

OAA Contracts procured through this RFP may be renewed at the end of the initial contract year for up to an additional five years subject to continued legislative appropriations and satisfactory performance.

An example of the anticipated contract and associated attachments may be found under Appendix I to this RFP. All bidders are instructed to read the document carefully to determine their agency's ability to meet the requirements. Proposals must include a signed and dated Contract Terms and Conditions Affidavit (Appendix III) that certifies each bidder's intention to abide by all terms and conditions of the OAA 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.

8. Bidder Checklist

The following forms are REQUIRED and must be included in the proposal:

- Administrative Assessment Checklist: Each bidder is required to fill out this standard checklist to indicate the agency's adherence to commonly accepted fiscal and administrative policies and procedures. The checklist is Appendix V to the RFP.
- Contract Terms and Conditions: A signed statement indicating the bidder's acceptance of all terms and conditions of the Program and Service Contract (Appendix I) is required. This Affidavit is included as Appendix III to the RFP.
- Statement of No Involvement: A signed statement indicating neither the bidder, nor any person with an interest in the bidder firm had a noncompetitive contract with the Area Agency on Aging that involved any preliminary work (e.g., feasibility study or actual preparation of the RFP) prior to release of the solicitation document. This form is Appendix IV to the RFP.
- Bidders are encouraged to use the Bidder Checklist (Appendix XII) to assure that all required proposal items/timelines have been met

Failure to submit the Administrative Assessment Checklist, the Contract Terms and Conditions, and the Statement of No Involvement constitutes a fatal flaw, which will

automatically disqualify any proposal from further review and consideration.

9. Description off Evaluation Criteria

Each proposal will be evaluated according to the standards contained in Appendices: VIII (Proposal Fatal Criteria) & IX (Proposal Evaluation Instrument). Fatal Criteria are items that require the same response from all bidders. Non-fatal criteria are items that can be responded to differently by bidders.

"Fatal" criteria require only a YES or NO response, and if not met in full, the proposal will not be considered further. The Board of Directors under the recommendation of the review committee will consider all proposals submitted and accepted. Proposals which receive a negative answer to any item listed in the "Fatal Criteria" section of the Evaluation Scale will be eliminated from further consideration.

"Non-Fatal" evaluation criteria evaluate the quality and / or completeness of the bidder's response and are rated on a point scale.

To evaluate non-fatal criteria under the Program Module, each section of the proposal is rated as follows:

- Individual items in each section will be rated on a point scale of 0 to 4, with 4 being the highest rating.
- A section total is determined by adding the individual section ratings and dividing by the total number of items in that section.
- A weight value for the section is determined by multiplying the section total by a predetermined weight assigned to that section.
- A rating for the proposal as a whole is determined by adding the weighted values for each section.

A MINIMUM RATING OF "TWO" IS REQUIRED UNDER THE TOTAL SCORE FOR THE PROGRAM MODULE TO BE CONSIDERED.

The evaluation of non-fatal criteria under the Contract Module will include a review for accurate unit rate information and appropriate level of matching funds.

The evaluation criteria have been designed to give due consideration to agencies able to demonstrate:

- Collaboration and partnerships with the ADRC and other service entities
- Experience providing the service(s)
- Ability to meet minimum service standards and contract requirements as set forth by the DOEA and Area Agency on Aging
- Ability to identify areas of need and strategies to address client outcomes

- Unit cost

Using the Proposal Evaluation Instrument (Appendix IX), an RFP review and evaluation committee will evaluate all written proposals.

All bidders whose proposals have been reviewed and meet the minimum qualifications will be considered.

In addition to the Proposal Evaluation Instrument, a checklist (Appendix XII) has been provided to assist bidders in determining if their proposal contains all required items. This document must be completed and forwarded with the RFP package. All items should be initialed noting these items are in the bidder's RFP package.

Each member of the RFP Review and Evaluation Committee is required to complete a Conflict of Interest Questionnaire to ensure they have no conflict of interest, which could interfere in the selection of a contractor. If a committee member answers "yes" to any question on the Conflict of Interest Questionnaire, their participation in the selection team must be terminated and the person must be replaced by someone without a conflict.

The AAASWFL Board of Directors has ultimate approval of provider awarded contracts based upon the recommendations of the RFP Review and Evaluation Committee.

RFP Rating Sheet:

It is recommended each bidder complete a self-review of their RFP prior to submitting their response. See Appendices VI and VII (SPA Guidelines and Format)

SECTION F – SERVICE PROVIDER APPLICATION GUIDELINES

1. ***Service Provider Summary Information Page:*** The Service Provider Summary Information section must be completed in its entirety, and must be signed and dated by an authorized agency official.
2. ***Program Module*** – General Requirements: Detailed instructions are included for each item specific application format pages. It is helpful to use the guidelines and instructions (Appendix VI) to complete each item. Bidders will be expected to provide, in narrative form, information that indicates an understanding of the need for, and purpose for the project, as presented in the RFP.

The proposal should include a detailed description of the program objectives pursued by the bidder, as well as an explanation of how each funded service will be provided to achieve the output and outcome measures intended by the bidder.

3. **Contract Module** – General Requirements: Bidders must closely follow the Unit Costing Methodology and provide the Area Agency on Aging with 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 review of factual information submitted by each bidder, that costs are allowable, reasonable and necessary. Budget notes and any additional narrative to give the review team a clearer picture of the bidder's allocation methodology are recommended to be made available.

Depending upon the method of match (cash or in-kind) to be provided by bidder, the appropriate "Commitment of Cash or In-Kind" forms must be completed. Please note the required match may be satisfied through cash or in-kind resources or a combination of both. It is helpful to use the guidelines and instructions to complete each item.

The "Availability of Documents" form identifies required documentation that must be maintained and available at the bidder's administrative office. The form must be signed and dated by the bidder's authorized agency official.

4. **New Bidder's Only** (Appendix VII)

Organizational Capability Package:

The Organizational Capability Package (Appendix VII) details 16 items requested from a new bidder agency. These items assist the review team in measuring the bidder's management capabilities, financial position and experience. Bidders are urged to pay close attention to the specific requirements in Appendix VII and address each item in detail.

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 20 days of bid award. Bidders must include a statement agreeing to submit their Transition Plan within 20 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, and timeframes for completion, modifications 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.