



COMMUNITY CARE FOR THE ELDERLY (CCE) PROGRAM REQUEST FOR PROPOSAL (RFP) GUIDELINES

This document is intended for use as guidance by area agencies on aging in the development of an area-specific request for proposal process for designation of Community Care for the Elderly lead agencies pursuant to s. 430.203(9)(a), F.S. Nothing contained in this document is intended nor shall be construed to expand or alter the duties, responsibilities, or authority of the area agencies on aging as established by applicable law. Development and approval of area agency requests for proposals and solicitation processes are the responsibility of each area agency board of directors in consultation with its attorneys.

March 2008

COMMUNITY CARE FOR THE ELDERLY REQUEST FOR PROPOSAL GUIDELINES

I. PURPOSE

The purpose of this document is to provide guidance to the area agencies on aging (AAAs) in developing a request for proposal (RFP) process for the Community Care for the Elderly (CCE) program pursuant to s. 430.203(9)(a), F.S. These guidelines are intended to provide a framework for AAAs and may be modified by the AAA as deemed appropriate to create an area-specific RFP. Approval of the RFP developed by each AAA is the responsibility of the AAA's board of directors in consultation with its attorneys.

II. BACKGROUND

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

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

In accordance with s. 430.203(9)(c), F. S., ...the lead agency must be given the authority and responsibility to coordinate some or all of the services, either directly or through subcontracts, for functionally impaired elderly persons. These services must include case management, homemaker and chore services, respite care, adult day care, personal care services, home-delivered meals, counseling, information and referral, and emergency home repair services. Pursuant to s. 430.203(9), F.S., lead agencies must be designated at least once every three (3) years as a result of a RFP process.

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

III. AREA AGENCY ON AGING RESPONSIBILITIES

Pursuant to a contract with the Department of Elder Affairs, the AAA is the entity that coordinates and administers the department's programs and provides, through contracting agencies, services within a planning and service area (PSA). As such, the AAA is responsible for designating a lead agency for each community care service system in accordance with the requirements of ss. 430.201- 430.207, F.S. Oversight of the development and execution of the RFP process for lead agency designation, including the use of forms and formats, is the responsibility of the AAA's board of directors and its attorneys.

IV. PRINCIPLE COMPONENTS OF THE RFP

A. Introduction. Provide an overview of the CCE program, the role of the AAA as it relates to the administration of elder services, and the purpose of the RFP.

1. **Statement of Need.** Provide a description of client needs based on area-specific demographic data and summarize the conditions within the planning and service area, documenting the need for CCE services.
2. **Statement of Purpose.** State the purpose of the RFP and summarize the role and functions to be assumed by the selected lead agency.

B. Statement of Work. Summarize CCE program requirements and address the following:

1. **Service Delivery Methodology.**
 - a. Describe the Community Care Service Area (CCSA), the designated area in which the lead agency will operate.
 - b. Provide a general description of the CCE service delivery system within the CCSA.
2. **Lead Agency Responsibilities.** Describe lead agency responsibility for each of the following:
 - a. Case management, including other DOEA-funded programs
 - (1) Community Care for the Elderly
 - (2) Home Care for the Elderly
 - (3) Alzheimer's Disease Initiative, as appropriate
 - (4) Medicaid waiver home and community-based services, as appropriate
 - b. Core services
 - c. Coordination of services within the CCSA
 - d. Consumer identification

- (1) Outreach
- (2) Intake
- (3) Eligibility determination
- (4) Prioritization and maintenance of the assessed priority consumer list (APCL)
- (5) Referral
 - e. Provision of services to Adult Protective Services (APS) referrals
 - f. Care plan development and management
 - g. Care plan reviews
 - h. Quality assurance
 - i. Evaluation of service quality and consumer satisfaction
 - j. Outcome measures
 - k. Resource development and management
 - l. Collection of co-payments
 - m. Disaster preparedness and related services
 - n. Emergency services
 - o. Client confidentiality
 - p. Client complaint, grievance and appeal
 - q. Voter registration
 - r. Documentation and recordkeeping
 - s. Programmatic, fiscal and extraordinary incident reporting
 - t. Staff and volunteer pre-service and in-service training
 - u. Recruitment and utilization of volunteers

C. Organizational Capacity

1. Maintenance of minimum personnel standards.
2. Provision of employee benefits.
3. Assurance of quality and cost-efficient services.
4. Designation of a local representative or employee with legal authority to act on behalf of the contract agency.
5. Designation of an employee with authority over administrative operations of the agency and/or CCE program.
6. Case management/case aide staff and other staffing configurations.
7. Office accessibility, (minimum 40 hours per week, Monday through Friday, 8:00 AM to 5:00 PM).
8. Case management availability (24 hours per day for emergencies).
9. A transition plan that addresses actions to be taken by the AAA, the incumbent lead agency and any newly selected lead agency to ensure the transfer of clients, files and information, as well as the safety and continuity of services to clients during the transition of services between agencies. The AAA is responsible for setting milestones and managing transfer of program activities during the transition period.

D. RFP Process

1. General Information. This section includes administrative and financial information, contractual conditions and instructions for submitting proposals.

a. Contact Person

Provide the name, address and telephone number of the person designated to receive RFP responses.

b. Inquiries

- Specify procedures for submitting inquiries concerning the RFP (deadline, method of communication).
- Specify procedures for responding to inquiries (who will receive responses, method of distribution).

c. Funding Source(s)

- Identify the specified funding sources.
- Specify the amount of the RFP award.
- Specify matching requirement.

d. Trade Secrets

Include a statement regarding confidentiality of "trade secrets."

e. RFP Timeline

Include a schedule containing reasonable dates for all deadlines related to the RFP process leading up to contract execution.

Elements in the development of the RFP schedule may include, but are not limited to, the following:

- Date proposal is released and advertised;
- Date and time by which the Notice of Intent to Submit a Proposal must be submitted;
- Place, date and time of Vendor's conference; (Specify whether or not the applicant's attendance is a prerequisite for acceptance of a proposal);
- Place, date and time all responses to the RFP must be received;
- Place, date and time all responses to the RFP will be opened;
- Anticipated completion date of proposal evaluation;
- Anticipated date for posting Notice of Contract Award; and

- Anticipated contract beginning and ending dates.

f. Notice of Intent to Submit a Proposal

- Specify whether or not submitting a notice of intent to submit a proposal is a prerequisite for submitting a response to the RFP.
- Specify other conditions associated with the notice of intent.

g. Conference

Specify whether a Vendor's conference will be held. The conference, if planned, should be listed in the schedule of proposal deadlines section of the RFP.

h. Rejection of Proposals

- Specify the conditions under which a proposal may be rejected.

Submission Requirements

- Specify the conditions under which proposals will be accepted (date, time, location).
- Include directions for submitting a response to the RFP.
- Specify how the envelope or package should be addressed.
- Specify the method of delivery and whether or not confirmation of delivery is required.
- Include language specifying the required number of copies and the number of copies requiring an original signature.

i. Notice of Contract Award

- Specify who will be notified.
- Specify the method of notification.

▪ Dispute Resolution

- Include the AAA's procedures for handling disputes or other claims related to the RFP process.

j. Responsibility for Cost of Proposal Preparation

Include a statement to clarify who is responsible for costs associated with preparing the response to the RFP.

E. Contract Terms and Conditions

1. Include contract terms and conditions. This may be accomplished by including a model of the anticipated contract and its attachments as an appendix to the RFP.
2. It is recommended that provisions for renewal of the contract be stated in the contract and in the RFP.
3. Specify the procedures for requesting contract payments, including advances and service documentation requirements [Client Information and Registration Tracking System (CIRTS), daily service logs, etc.]
4. Include the type and frequency of all required administrative, financial and program reports.
5. Specify the type of contract that will be executed with the selected lead agency.
6. Include information about allowable costs. The stipulations related to allowable costs may be found in the Department of Financial Services' (DFS) Reference Guide for State Expenditures and Office of Management and Budget (OMB) Circulars A-122, A-110 and A-87.

F. Proposal Evaluation Criteria and RFP Rating Sheet

Include specific evaluation criteria and a rating sheet for assessing responses to the RFP.

G. RFP Instructions

Include the directions an applicant must follow to submit a proposal.

Specify the methodology to be used for the construction and presentation of the applicant's budget.

Specify the required format and supporting documentation, for example:

1. Title Page
2. Response to Introduction
3. Response to Statement of Work
4. Description of Organizational Capability

5. Applicant's Proposed Budget
6. Applicant Certification
7. Other Requirements