

**Lackawanna County Board of Commissioners
Request for Qualifications**

The Department of Human Services is looking for marketing firm or researcher to conduct a needs analysis and gap analysis for the Lackawanna County Area Agency on Aging

Issued: November 8, 2016

RFQ ID #:313-2016-1100-01

1. INTRODUCTION:

NOTICE IS HEREBY GIVEN: that pursuant to a fair and open process, sealed submissions will be received and reviewed by the County of Lackawanna ("COUNTY") Board of Commissioners ("Board of Commissioners") to conduct a needs assessment and gap analysis for the Lackawanna County Area Agency on Aging.

Submission Deadline:

Respondents must submit their written Submissions by 4:00 p.m. prevailing time: **Monday, December 19, 2016**

Contact Person:

Email: browningw@lackawannacounty.org

William Browning

Submissions received will be reviewed and evaluated by the Department of Human Services (herein after referred to as the "Department"), based upon such criteria as the Department, in its sole discretion, deems appropriate. The Department reserves the right to request clarification or additional information from any respondent. The Department, in its sole discretion, may accept or reject any or all submittals. The Department reserves the opportunity to modify this Request for Qualifications (herein after referred to as "RFQ") at its own discretion and without prior notice, and to waive any immaterial defect or informality in any proposal as may be permitted by law.

2. PURPOSE:

The purpose of this Request for Qualifications is to solicit submissions from qualified market researchers.

3. PROCEDURES FOR RESPONDING TO REQUEST FOR QUALIFICATIONS:

One (1) original and four (4) copies of the Submittal must be provided. Submittals must be addressed to the Lackawanna County Department of Human Services, 200 Adams Ave., 4th Fl., Scranton, Pennsylvania 18503. Submittals must be in a sealed envelope with the name of the submitting agency or individual and the RFQ number clearly marked on the outside of the envelope. The County assumes no responsibility for delays in any form of carrier, mail or delivery service causing the submission to be received after the above-referenced due date and time. **Submission by fax, telephone, or email is not permitted.** The final selection will be made in the sole discretion of the Department.

4. PRE-SUBMITTAL MEETINGS:

There will **NOT** be an opportunity for prospective Submitters to meet with the County staff for a Question and Answer session:

Date: N/A
Time: N/A
Location: N/A

5. QUESTIONS:

Questions can be submitted via email to: humanservices@lackawannacounty.org

- Questions should be submitted by Monday, November 28, 2016 and will be answered by the appropriate individual(s) and will be posted on the County website (www.lackawannacounty.org) on Monday, December 5, 2016.

All questions pertaining to this RFQ must be submitted via email on or before: November, 28, 2016

6. CRITERIA FOR EVALUATION OF QUALIFICATIONS:

The Department will independently evaluate each submittal and the selection will be made upon the following criteria:

- Have demonstrated experience in conducting needs assessments/gap analysis in any of the following areas; public health system, behavioral health system, geriatrics, or general human services.
- Have a demonstrated ability to administer the survey instrument in person and through telephone or other electronic means as deemed appropriate by the county.
- Have a demonstrated ability to select representative samples of the population to be surveyed.

Cultural Competency and Diversity: The Provider shall promote policies, practices and procedures that are culturally competent. Cultural competency is defined as the capacity to function in more than one culture, requiring the ability to appreciate, understand and interact with members of diverse populations within the local community.

In addition to the above criteria, the Department will evaluate the following:

Experience and reputation with respect to providing services for governmental entities.

Knowledge of the subject matter of the services to be provided to the County.

Ability to meet timelines and schedules for completion on an expedited basis as set forth by the Board.

Availability to accommodate any required meetings of the Board.

Other factors determined to be in best interest of the County in the Board's sole discretion.

7. SUBMISSION REQUIREMENTS:

Each Submission must be in sufficient detail to permit evaluation, at a minimum, with respect to the following issues. Submissions must include the information that is specifically requested herein as well as such additional information as a respondent deems relevant to the process. Each submitter agrees that their Submittal constitutes a firm offer to the County that cannot be withdrawn for ninety (90) days from the Submission due date

To achieve a maximum degree of comparability, the Submissions shall be organized in the manner specified below and use corresponding lettering and/or numbering.

Title Page:

(1 page): Show name of your firm, address, name of contact, telephone number(s) and email address along with the current date. Also include the title and number of the RFQ.

Table of Contents:

All Submissions to the County must include the following:

SECTION 1 Agency Information (see Form A)

- Name, address, phone number and email address of the agency;
- The corporate officer's name, title and signature. This person must be able to execute agreements on behalf of the agency;
- The service(s) for which the submittal has been prepared.

SECTION 2 Agency Description (see Form A)

- A brief description of your agency's history, ownership and organizational structure;
- Include as attachments an organizational chart, a copy of the most recent audit and a copy of any licenses that pertain to services provided.

SECTION 3 Agency Services (see Form A)

- List all services provided by your agency and address at which they are provided.

SECTION 4 Scope of Services/Statement of Qualifications (see Form B)

- Provide a description of the proposed service and your agency's qualifications and experience in providing this service;
- Provide the names, experience, qualifications and applicable licenses held by the individual primarily responsible for servicing the Program and any other person(s), whether as employees or subcontractors, with specialized skills that would be assigned to service the Program.

SECTION 5 County Contracts (see Form C)

- Provide a listing of all like or similar service contracts or Mutually Agreed upon Written Agreement (MAWA) with other county programs to provide services. Include agency name, contact person, services, contract dates and amounts. If no other contracts, please state N/A.

SECTION 6 Statement of Assurances (see Form D)

- A statement of assurance that your agency is not currently in violation of any regulatory rules and regulations set forth by the Pennsylvania Department of Human Services (DHS) that may have any impact on your agency's operations;
- A statement of assurance that your agency has no conflict of interest in providing service on behalf of Lackawanna County;
- A statement of assurance that your agency is not involved in any current or pending litigation involving Lackawanna County or any of its Departments or Authorities;
- A statement of the insurances currently held by your agency.

SECTION 7 Additional Information

- Include any additional information not specifically required but deemed important and relevant by the submitting agency.

SECTION 8 Subcontractors

- **RESPONDENTS SHOULD NOTE THAT ANY AND ALL WORK INTENDED TO BE SUBCONTRACTED AS PART OF THIS SUBMITTAL MUST BE ACCOMPANIED BY BACKGROUND MATERIALS AND REFERENCES FOR PROPOSED SUBCONTRACTOR(S) – NO EXCEPTIONS**

8. RESPONSIBILITIES:

The successful Submitter shall have primary responsibility for the following:

Have a demonstrated ability to assist in the design of a survey instrument with stakeholders. The survey instrument will gauge the level of importance, quality and access to services including but not limited to preventative screenings/medicine, post hospital discharge coordination/ care transition, nutrition, housing, behavioral health, and Senior Center services.

The successful submitter will collect and review data regarding rate of re-hospitalization including overnight observational stays broken down by reason and impact if any, of available services to impact this rate.

- The populations to be surveyed will include the following:
 1. Senior Center participants
 2. Providers of services for aging residents
 3. LCAAA staff members
 4. Residents Age 50-59.

The results of this survey will be synthesized with a review of publically available demographic information including but not limited to county-wide and individual community health/morbidity/mortality, economic, racial, family and income characteristics.

The successful submitter shall have the ability to generate a report in conjunction with county personnel that address the following:

1. Health and Wellbeing including physical and behavior health, preventative care and services to foster independence.
2. Access to services including transportation needs as well as physical locations of services.
3. Socialization including arts and recreation, senior center programs, employment and education.
4. Engagement of the consumer and their families including customer service, responsiveness by LCAAA to individual needs as well as LCAAA workforce capacity and organizational structure to ensure a high level of service.

The successful submitter must have the ability to generate a report to include enough information for county and/or other stakeholders to develop a strategic plan to identify, prioritize and implement the following goals and objectives:

1. Better understanding of elderly health care and well-being needs.
2. Develop strategy to direct services based upon need and assess AAA organizational capacity to meet needs.
3. Identify areas of collaboration among community partners to improve health and wellbeing of the aging population of Lackawanna County.
4. Establish ongoing metrics and methods to continually assess AAA responsiveness to identified needs.

9. CONFIDENTIALITY:

All Submissions in response to this RFQ shall be held confidential until a contract is awarded. Following the contract award, Submissions are subject to release as public information unless the Submission or specific parts of the Submission can be shown to be exempt from the Pennsylvania Public Information Act. Respondents are advised to consult with their legal counsel regarding disclosure issues and take the appropriate precautions to safeguard trade secrets or any other proprietary information. The County assumes no obligation or responsibility for asserting legal arguments on behalf of potential Respondents. If a Respondent believes that a Submission or parts of a Submission are confidential, then the Respondent shall so specify. The Respondent shall stamp in bold red letters the term "CONFIDENTIAL" on that part of the Submission, which the Respondent believes to be confidential. Vague and general claims as to confidentiality shall not be accepted. All Submission and parts of Submissions that are not marked as confidential will be automatically considered public information after the contract is awarded.

10. CONFLICT OF INTEREST:

Any agency or person considering doing business with Lackawanna County Government must disclose the agency or person's affiliation or relationship that might cause a "Conflict of Interest" with County Government entity. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest may automatically result in the disqualification of the Submitter's submittal.

11. COMMUNICATION WITH ELECTED OR APPOINTED OFFICIALS

All communications during this process should be directed to the appropriate contact listed in this RFQ. Any firm that makes any effort to communicate with any other official of Lackawanna County, either directly or indirectly, during this process will be EXCLUDED from consideration.

12. FORMS ATTACHED

- Form A – Agency Information, Description and Services
- Form B – Scope of Services/Statement of Qualifications
- Form C – County Contracts
- Form D – Statement of Assurances

Qualification Base Selection Process

The statement of qualifications will be evaluated in accordance with the County's Qualifications Base Selection Process. Anyone submitting a statement of qualifications is advised to review that process, which is set forth on the County's website.

**AGENCY SUMMARY
FORM A**

This form should be completed and submitted with the Request for Qualification by the submission date noted in the Annual Request for Qualification for Service Providers.

I. AGENCY INFORMATION		
Agency Name:		
Corporate Address:		
City:	State:	Zip Code:
Phone:	Email:	
Services Provided:		
EIN Number:		
*Corporate Officer's Name:	Title:	
Corporate Officer's Signature:		

* Person authorized to execute agreements

II. AGENCY DESCRIPTION
In the space below, please provide a brief description of your agency's history, ownership and organizational structure. Include as attachments an organizational chart, copy of your most recent audit, applicable licenses and other supporting documents.

III. AGENCY SERVICES

Instructions: In the space below, please list all services and the address of service delivery provided by your agency.

This form should be completed and submitted with the Request for Qualification by the submission date noted in the Annual Request for Qualification for Service Providers.

Service Name	Address

**SCOPE OF SERVICES/STATEMENT OF QUALIFICATIONS
FORM B**

I. SERVICE DESCRIPTION

In the space below, please provide a brief description of the proposed service and your agency's qualifications and experience in providing this service.

DHS-AAA MARKETING FIRM

II. EMPLOYEE DETAILS

In the space below, please provide the names, experience, qualifications, and applicable licenses held by the individual primarily responsible for servicing the Program and any other person(s), whether as employees or subcontractors, with specialized skills that would be assigned to service the Program.

**COUNTY CONTRACTS
FORM C**

Instructions: In the space below, please provide a listing of all like or similar service contracts with other county programs or Mutually Agreed Upon Written Arrangement (MAWA) to provide services listed on Form A. If no other service contracts exist, please mark N/A in the first space.

This form should be completed and submitted with the Request for Qualification by the submission date noted in the Annual Request for Qualification for Service Providers.

OTHER SERVICE CONTRACTS				
Agency	Contact Person	Service	Contract Date	Contract Amount

**STATEMENT OF ASSURANCES
FORM D**

I ATTEST that [TYPE NAME OF AGENCY] is not currently in violation of any regulatory rules and regulations set forth by the Pennsylvania Department of Human Services (DHS) that may have any impact on our agency's operations.

I ATTEST that there are no conflicts of interest to which [TYPE NAME OF AGENCY] would be subject if it were to provide the requested service on behalf of Lackawanna County.

If unable to attest to the above statement, please explain below:

I ATTEST that [TYPE NAME OF AGENCY] is not involved in any current or pending litigation with Lackawanna County or any of its Departments or Authorities.

I ATTEST that [TYPE NAME OF AGENCY] currently carries the following types of insurance coverage:

- Workers' Compensation Insurance
- Commercial General Liability Insurance
- Professional Liability Insurance
- Automobile Insurance