

LACKAWANNA COUNTY BOARD of COMMISSIONERS
DEPARTMENT OF HUMAN SERVICES/
AREA AGENCY on AGING
REQUEST FOR QUALIFICATIONS for SERVICE PROVIDERS
Fiscal Years 2017-2018 through 2019-2020

Issued: April 03, 2018

RFQ ID #: 093/18/1100/01

1. INTRODUCTION:

NOTICE IS HEREBY GIVEN that pursuant to a fair and open process, sealed submittals will be received and reviewed by the County of Lackawanna ("COUNTY") Board of Commissioners ("Board of Commissioners") for the provision of services to eligible individuals served by the Lackawanna County Area Agency on Aging / Aging Block Grant. This RFQ will be used in applying for funds to provide services for Fiscal Years 2017/2018 thru 2019/2020.

Submission Deadline:

Respondents must submit their written Submittals by 4:00 p.m. prevailing time: **May 01, 2018**

Contact Person:

Gayle Sensi

Email: humanservices@lackawannacounty.org

Submissions received will be reviewed and evaluated by the Lackawanna County Area Agency on Aging (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 agencies and /or individuals to provide professional services on behalf of the County in connection with the administration of the Area Agency on Aging as defined by the Pennsylvania Department of Aging.

Service areas/definitions include:

- **CAREGIVER SUPPORT GROUP**...The Caregiver Support Group (CSG) aims to reduce stress on primary, informal, unpaid caregivers (CG) in providing benefits counseling, training and education, including coping skills counseling, and other supports. Benefits counseling provides information about available services and programs and ensures referrals are made to the appropriate resources. This service assists CG in obtaining access to the services that are available within their communities. It ensures that consumers receive the services needed by establishing adequate follow-up procedures. Individualized counseling and support must assist the CG in identifying and gaining access to all available resources & benefits (federal, state and local) to meet their specific needs. The purpose of CG education and training is to strengthen caregiver skills, and ease the stress of caregiving with special attention to health problems of consumers, coping skills for CG, and the performance of appropriate personal care tasks. Education and training may consist of a variety of approaches which may include print or web-based materials, videotapes, a sharing library, hands-on training on specific CG skills or tasks, legal and financial counseling necessary to manage the affairs of the consumer, etc. The CSG provider will host monthly meetings, with Respite Care services made available for the consumer, to allow the CG to participate in this service. CSG meetings and events will be offered at alternating venues and times throughout Lackawanna County.

Unit = Performance-based funding.

- **GRANDPARENTS SUPPORT GROUP**...The Grandparents Support Group (GSG) is designed for primary caregivers (CG) age 55 and older, with the greatest financial and social need, caring for related children who live in the same household and are age 18 or under, with priority given to children with special needs. The GSG will provide caregiver training and education, family-centered benefits counseling, case discussion and problem solving with special attention to addiction concerns, and other supports as identified by the CG. Benefits counseling provides information about available services and programs and ensures referrals are made to the appropriate resources. This service assists CG in obtaining access to the services that are available within their communities. It ensures that children receive the services needed by establishing adequate follow-up procedures. Individualized counseling and support must assist the CG in identifying and gaining access to all available resources & benefits (federal, state and local) to meet their specific needs. The purpose of GSG education and training is to strengthen CG skills, and ease the stress of caregiving with special attention to the health of children and coping skills for the CG. Education and training may consist of a variety of approaches which may include print or web-based materials, videotapes, a sharing library, hands-on training on specific CG skills, legal and financial counseling necessary to manage the affairs of the child, etc. The GSG provider will host monthly meetings, with Child Care being made available for children as needed, to allow the CG to participate in this service. CG meetings and events will be offered at alternating venues and times throughout Lackawanna County.

Unit = Performance-based funding.

VOLUNTEER SERVICES COORDINATION...will provide volunteers with an array of meaningful and compelling opportunities to apply their own skills and talents as a resource in the community.

Volunteers, age 60 or older, will perform identified job tasks without receiving salary, wage, honorarium, or stipend. The AAA will fund all fees for state and federal clearances required for volunteers. In some cases the volunteer may be reimbursed for mileage while in the performance of volunteer duties. Mileage reimbursement may not exceed the current state rate of reimbursement.

Subcontractor will have a system in place for volunteer systems planning, skills bank development, recruitment, orientation, interview and placement, training, supervision, record keeping, evaluation and recognition.

Coordination is encouraged with existing and/or other potential volunteer programs and resources.

Unit = Performance-based funding.

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 Gayle Sensi, Department of Human Services, 200 Adams Ave, 4th Floor, 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 be an opportunity for prospective Submitters to meet with the Lackawanna County Area Agency on Aging staff for a Question and Answer session:

Date: Wednesday April 25, 2018

Time: 9:00 AM

Location: 200 Adams Avenue, Scranton, PA 18503 – AAA 3rd Floor Conference Room

5. QUESTIONS:

- **All questions pertaining to this RFQ must be submitted via email to: humanservices@lackawannacounty.org on or before Monday, April 16, 2018 and will be answered and posted on the County website (www.lackawannacounty.org) on Monday, April 23, 2018.**

6. CRITERIA FOR EVALUATION OF QUALIFICATIONS:

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

1. Experience and reputation in the field.
2. Experience and reputation in the field with respect to contracting with governmental, private and public sector entities to provide services on behalf of the County.
3. Knowledge of applicable Aging Program Directives and the organizational structure of the Lackawanna County Area Agency on Aging.
4. The administrative and programmatic capacity to manage the volume of work.
5. Availability to accommodate any required meetings of the Department.
6. Ability to meet reporting requirements and timelines for completion as set forth by the Department.
7. Other factors determined to be in the best interest of the County in the Department'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, EIN 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 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 the address at which service delivery is 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 with other governmental/county agencies and private/public sectors, including Memorandums of Understanding, to provide services. Include agency name, contact person, service(s), contract dates, unit rate(s) and contract 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);
- 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:

Submission of appropriate licenses as required for service provision.
 Verification of Workers' Compensation Insurance, Commercial General Liability Insurance, Professional Liability Insurance and Automobile Insurance.

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.

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.

[Empty space for service description]

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.

[Empty space for employee details]

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