



Request for Proposal  
Non-Medical In-Home Care Services Program 2022 - 2023

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PUBLIC NOTICE OF REQUEST FOR COMPETITIVE SEALED PROPOSALS  
FOR NON-MEDICAL IN-HOME CARE SERVICES PROGRAM

The Board of Lake County Commissioners requests competitive sealed proposals from interested and qualified organizations to administer and manage a non-medical in-home care services program. The program will provide assistance with activities of daily living to adults aged 60 and older in Lake County. The intent is to promote aging in place and support independent living for those who, without this assistance, might require a higher level of care.

The contract period for this program will begin on December 1, 2022 and expire on December 31, 2023, with the option for renewal for three additional one-year periods contingent upon availability of funds and offeror performance.

The RFP may be obtained beginning July 29, 2022 from the Board of Lake County Commissioners by contacting Alyea Barajas at (440) 350-2748. This Notice and the RFP are available online at [www.lakecountyohio.gov](http://www.lakecountyohio.gov). From the home page, click "Legal Notices to Bidders" to view.

Proposal Deadline: All proposals must be received by the Board of Lake County Commissioners on or before 11:00 a.m. on September 7, 2022. Faxed or emailed responses will not be accepted or considered. **All proposals must be submitted in a sealed envelope and marked with the offeror's name and 'CONFIDENTIAL - Non-Medical In-Home Care Program Proposal'.** **Envelopes which are not sealed will not be accepted.** Proposals should be mailed or hand delivered to:

Board of Lake County Commissioners  
105 Main Street, Suite A513  
Painesville, OH 44077  
Attn: Alyea Barajas  
RE: Non-Medical In-Home Care Services Program RFP Submission

All inquiries regarding this solicitation should be emailed to [alyea.barajas@lakecountyohio.gov](mailto:alyea.barajas@lakecountyohio.gov). Sealed Proposals will be opened beginning September 7, 2022 at 11:00 a.m. at 105 Main Street, Suite A513, Painesville, OH 44077. The Board of Lake County Commissioners reserves the right to reject any and/or all bids, to waive technicalities, to re-advertise, and to proceed in the best interest of the County.



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## Section I - Introduction

The Board of Lake County Commissioners is soliciting competitive sealed proposals from organizations that can administer and manage a non-medical in-home care program which will provide assistance with activities of daily living to adults aged 60 and older in Lake County. The intent of this program is to promote aging in place and support independent living for those who, without this assistance, might require a higher level of care.

Responding organizations will be evaluated and ranked in order of their qualifications. The Board of Lake County Commissioners may hold discussions with individual organizations to explore the organization's statement of qualifications, the scope and nature of the services provided, and the various approaches the organization may take toward the program.

## Section II - Scope of Work

The Board of Lake County Commissioners is seeking proposals from interested and qualified organizations to administer a non-medical in-home care program for older adults who require assistance with activities of daily living and independent activities of daily living.

Eligible participants of the program must meet all of the following criteria: (1) Lake County resident not residing in a group home, assisted living, residential care facility, nursing home, or other type of facility where similar care is provided or available; (2) age 60 or older; (3) ineligible for Medicaid or currently on the wait list for Medicaid programs and services; (4) require the protective level of care as defined by Ohio Administrative Code 5160-3-06; and (5) assets less than \$35,000 for a single person and \$70,000 for a couple. Organizations submitting a proposal must have a plan for managing referrals, assessing eligibility, procuring non-medical home health care services, and program oversight.

The contract period for this program will begin on December 1, 2022 and expire on December 31, 2023. The Board of Commissioners may, but is not obligated to, extend the contract for up to three additional one-year periods contingent upon availability of funds and offeror performance.

Services are offered at no charge to eligible seniors. However, offerors shall encourage seniors to donate by notifying them at least annually that donations are accepted.

The Board of Lake County Commissioners retains full oversight and authority regarding the eligibility of program participants and provision of services, including final approval of any agency selected to provide such in-home care services.

The following are the required service categories and maximum service units to be offered:

<b>Service Category</b>	<b>Service Unit</b>	<b>Description</b>	<b>Unit Rate</b>	<b>Maximum Annual Service Units</b>
Initial Eligibility Assessment	1 assessment	Conducted to assess financial and non-financial eligibility criteria and protective level of care needs. (Note: only successful referrals to the program are eligible for reimbursement.)		N/A
Re-assessment	1 re-assessment	6-month evaluation, after initial assessment, to assess protective level of care needs and financial status to ensure senior continues to meet eligibility criteria.		N/A
Personal Care Services	1 hour	Providing personal assistance (such as with eating, bathing, toileting, transferring in/out of bed/chair, walking, dressing, grooming, etc.) as defined by Ohio Administrative Code 5160-3-06. Services to be provided by approved non-medical in-home care companies.	Not to exceed \$32 per hour	13,000

### Section III - Program Requirements

#### A. Offeror Requirements

1. Serve all of Lake County and work collaboratively with other community organizations including the Board of Lake County Commissioners, Lake County Council on Aging, the Adult Protective Services division of the Lake County Department of Job and Family Services, and the Lake County Senior Services Coalition.
2. Provide adequate and qualified staff to meet the terms of the contract.
3. Ensure provider compliance in regards to background investigations of caregivers, training, and competency criteria.
4. Complete and submit all program and expenditure reporting requirements in a timely manner and intervals determined by the Board of Commissioners.
5. Maintain all records and books pertaining to the delivery of contract services, and provide copies of all documents upon request by the County.
6. Agree not to enter into any subcontracts for work under the contract without first obtaining approval from the Board of Commissioners. Offeror is fully responsible for the performance of any subcontractor.
7. Maintain copies of all subcontracts, vendor agreements, Memoranda, and or Letters of Understanding.

8. The successful organization that is awarded a contract herein shall not unlawfully discriminate against any employee, applicant for employment, or eligible participant of this program because of race, color, religion, creed, national origin, ancestry, sex, sexual orientation, gender identity, age, military status, veteran status, pregnancy, or disability.
9. Maintain professional liability insurance in the amount of at least \$1,000,000 per occurrence and \$2,000,000 in the aggregate.
10. Have the administrative and fiscal capability to provide and manage the proposed services on a cost reimbursement basis.
11. Manage and work within the budget established by the Board of Lake County Commissioners for provision of services to eligible participants.
12. Be in good standing with the Board of Lake County Commissioners.

#### Section IV - Proposal

The program management plan proposal must describe the strategies you will use to deliver high quality services on behalf of the Board of Lake County Commissioners. At a minimum, the plan must provide the following:

1. Detailed explanation of your understanding of the services to be delivered.
2. Explanation of how you will advertise this program and seek program participants.
3. Explanation of how the organization will determine program eligibility, including financial eligibility, as well as detailed explanation of any additional eligibility requirements outside of those detailed in Section II. Offeror should indicate recommendations for program income eligibility requirements.
4. Explanation of how the organization will manage referrals, including the timeframe to determine eligibility and provide the required service.
5. Explanation of how the organization will monitor and manage client assessments and re-assessments.
6. Explanation of how the provider will procure non-medical home care services and provide program oversight to ensure compliance, quality of provided services, and satisfaction of clients. Non-medical home care companies will be paid a fixed unit rate for each unit of service delivered under this contract on a reimbursement basis. The unit rate must include all applicable fees and costs associated with the provision of the service. Offeror must stay within the personal care services unit rate set in Section II for the duration of the contract period, including any renewal years that are awarded.
7. Detailed plan to gauge client satisfaction of program and services provided.
8. Provide an estimated number of units of service (see Section II) that you propose to deliver to program participants throughout the contract period, using the chart attached in Exhibit A. Each assessment and re-assessment will constitute one unit.
9. Offeror should provide a detailed breakdown of the unit rate cost for assessment services provided using the attached chart in Exhibit A. Offeror will be reimbursed based on unit rate for services provided. Offeror should include a detailed breakdown of all services and necessary supplies, which shall be included in the unit rate. You must also include a statement of the project budget for three additional one-year terms, in the event the Board of Lake County Commissioners elects to renew the contract. Offerors who do not provide this information will not be considered for award of the contract.
10. Describe the performance measures and indicators you will use to determine the effectiveness and efficiency of the program.

## Section V - Statement of Qualifications

Your proposal should include a statement of qualifications, which should include the following information:

1. Explanation of why you believe your organization, from a business, professional, clinical, administrative, and technical perspective, is the best fit. Provide a brief history of your organization including how long your organization has been in existence. Briefly highlight your agency's qualifications to provide services and describe the distinguishing features about your services and organization.
2. A detailed staffing plan that lists the program manager and other key staff members, including length of service with your organization and an explanation of relevant work history and education for each.
3. A description of the technical capability within the organization relative to the proposed program.
4. Explanation of the present workload of the organization relative to capacity and availability to provide requested services.
5. Detailed implementation plan (including transition timeline) that clearly articulates tasks, timeframes, and expected results.
6. Evidence of agency fiscal solvency, such as the most recent audited financial statement of IRS form 990.
7. Brief description of the organization's experience with administering similar programs.

## Section VI - Evaluation Criteria and Procedure

All proposals will be evaluated by the County. The application must be complete, in the required format, and in compliance with all the requirements of this RFP.

A score, ranging from 1 to 5, will be assigned to each criteria based on what is contained in each proposal.

5 = Excellent

4 = Above Average

3 = Average

2 = Below Average

1 = Poor

The evaluation process is designed to award a contract to the offeror or whose proposal is deemed to be the most advantageous to Lake County, not necessarily to the offeror with the lowest cost.

The County will evaluate and numerically score each proposal in accordance with the following criteria:

<b><i>Program Model, Implementation, and Management Plan (30 points)</i></b>
Understanding of the service to be delivered
Plan to market program and seek program participants

Plan for establishing and assessing program eligibility
Plan to procure non-medical home care agencies
Plan to manage referrals, assessments, and re-assessments
Timeframe to determine eligibility and provide service
<b><i>Organizational Capacity &amp; Technical Capability (20 points)</i></b>
Size and availability of staff
Technical capability to manage client referrals, assessments, and re-assessments
Capacity to deliver the proposed units of service throughout the contract period
Ability to serve all of Lake County
<b><i>Experience &amp; Qualifications (25 points)</i></b>
Number of years in business
Qualifications and experience of key personnel
Experience with programs of similar scope and size
Experience working with seniors
Familiarity/experience with key community agencies
<b><i>Internal Evaluation, Accountability, and Compliance (10 points)</i></b>
Clearly defined, measureable outcomes presented
Ability to provide program oversight to ensure compliance and quality of services by non-medical home care companies
<b><i>Program Budget &amp; Narrative (15 points)</i></b>
Budget costs support the program activities and the achievement of program objectives
Detailed explanation of annual service goals and unit rates
Administrative and fiscal capability to provide and manage the proposed services on a cost reimbursement basis

## Section VII - Procurement Timeline

Public Notice	July 29, 2022
Deadline to submit Request for Proposal	September 7, 2022 at 11:00AM
Evaluation of Proposals	
Tentative Date - Notice of Intent to Award	September 16, 2022
Resolution Awarding Bid Contract	September 22, 2022
Start Date for Contract	December 1, 2022

## Section VIII - Proposal Submission Requirements

All proposals must be received by the Board of Lake County Commissioners on or before **11:00 a.m. on September 7, 2022**; late proposals will not be accepted. Faxed or emailed responses will not be accepted or considered. **All proposals must be submitted in a sealed envelope and marked with the offeror's name and 'CONFIDENTIAL - Non-Medical In-Home Care Program Proposal'**. **Envelopes which are not sealed will not be accepted**. Proposals should be mailed or hand delivered, and addressed as follows, to:

Board of Lake County Commissioners  
105 Main Street, Suite A513  
Painesville, OH 44077  
Attn: Alyea Barajas  
RE: Non-Medical In-Home Care Services Program RFP Submission

When responding to this RFP be sure to follow all instructions carefully. Do not send additional forms, resumes, brochures, or materials. Responses should be limited to thirty (30) single-sided pages, including a cover letter. Proposals will be opened beginning at 11:00 a.m. on September 7, 2022 at 105 Main Street, Suite A513, Painesville, OH 44077. **All proposals and any supporting documentation will not be disclosed until after the contract is awarded.**

Questions may be submitted by email to:  
[alyea.barajas@lakecountyohio.gov](mailto:alyea.barajas@lakecountyohio.gov)  
Alyea Barajas, Senior Services Coordinator  
(440) 350-2748

Questions asked and answers will be available at [www.lakecountyohio.gov](http://www.lakecountyohio.gov) – from the home page click “Legal Notices to Bidders” to view. Offerors should frequently check the website to see if there is any additional information posted.

## Section IX - Incurred Costs

This procurement does not commit the Board of Commissioners to pay any costs incurred in the preparation of an application in response to this request and the offeror agrees that all costs incurred in developing this application are the offeror's responsibility.

## Section X - Additional Information

- A. The Board of Lake County Commissioners may award this contract to the offeror whose proposal is the most advantageous to Lake County based upon the factors and criteria set forth herein. The Board of Lake County Commissioners reserves the right to reject any proposal in which the offeror takes exception to the terms and conditions of this request for proposals; fails to meet the terms and conditions of this request for proposals, including but not limited to, the standards, specifications, and requirements specified in this request for proposal; or submits a proposed budget that the Board of Lake County Commissioners considers to be excessive, compared to existing market conditions, or that exceeds the amount of funds available for this project.
- B. The Board of Lake County Commissioners reserves the right to reject, in whole or in part, any proposal that it determines, using the factors and criteria set forth herein, would not be in the best interest of Lake County.
- C. The Board of Lake County Commissioners may conduct discussions with offerors who submit proposals for the purpose of clarifications or corrections regarding a proposal to ensure full understanding of, and responsiveness to, the requirements specified within this request for proposals.
- D. A contract may be awarded in whole or in part, to one offeror or to multiple offerors.
- E. The Board of Lake County Commissioners may terminate negotiations with an offeror at any time during the negotiation process if the offeror fails to provide the necessary information for negotiations in a timely manner or fails to negotiate in good faith. If the Board of Lake County Commissioners terminates negotiations with an offeror, it shall negotiate with the offeror whose proposal is ranked the next most advantageous to Lake County according to the factors set forth herein.
- F. In accordance with Ohio Revised Code, proposals and any documents or other records related to a subsequent negotiation for a final contract that would otherwise be available for public inspection and copying under section 149.43 of the Ohio Revised Code shall not be available until after the award of the contract.
- G. There are no start-up funds associated with this RFP. Additionally, the Board of Lake County Commissioners is not responsible for any costs incurred, legal or otherwise, with the procurement of non-medical home health care companies.
- H. The successful offeror shall be required to indemnify and hold harmless the Board of Lake County Commissioners, and its employees and agents, from any and all claims, suits, losses, or damages for any injury or harm to persons or property, or death, that occurs arising out of the performance of services described herein and agreed to in the contract as a result of any act or omission of the offeror or any subcontractor.



**Exhibit A**

Complete this chart and include it in your proposal. You must indicate the number of service units that you will perform and the rate per unit.

<b>Service Category</b>	<b>Service Unit</b>	<b>Description</b>	<b>Maximum Annual Service Unit Goals</b>	<b>Rate per Unit</b>
Initial Eligibility Assessment	1 assessment	Conducted to assess financial eligibility criteria and protective level care needs. (Note: only successful referrals to the program are eligible for reimbursement.)		
Re-assessment	1 re-assessment	6 month evaluation, after initial assessment, to assess protective level of care needs and financial status to ensure senior continues to meet eligibility criteria.	As needed	
Personal Care Services	1 hour	Providing personal assistance (such as with eating, bathing, toileting, transferring in/out of bed/chair, walking, dressing, grooming, etc.) as defined by Ohio Administrative Code 5160-3-06. Services to be provided by approved non-medical in-home care companies.	Not to exceed 13,000 units	Not to exceed \$32 per hour

Provide a detailed breakdown of rate per unit: