

Solicitation for Proposal  
**Supportive Services**

General Specifications

Successful applicant's proposals will reflect the ability to provide the direct service upon which the proposal is submitted, based on all proposal specifications contained herein. Before you submit a proposal you should read this entire proposal guide carefully and completely.

All Service Providers must adhere to the Governor's Office of Elderly Affairs (GOEA) and EBRCOA Taxonomy (Service Definition) and guidelines, which are on file at the East Baton Rouge Council on Aging, 5790 Florida Boulevard, Baton Rouge, Louisiana.

All entities submitting proposals must be willing and able, should their proposal be successful, to accept and pass periodic announced and unannounced monitoring: to compile and submit, on a timely basis monthly, quarterly, and annual, reports as required by the EBRCOA; to attend meetings; to submit to an audit of its financial records yearly according to the "Single Audit Concept" (cf: OMB #A-102/p, the Single Audit Act, etc.); to conform to generally accepted accounting standards and practices as specified by the American Institute of Certified Public Accountants (AICPA); as well as any and all applicable financial and all other regulations, rules, standards, and guidelines of the EBRCOA, the Parish of East Baton Rouge, the State of Louisiana, and the United States of America.

Proposals must address the ability of the Service Provider to provide services as a single unit or in any combination of units, as deemed necessary by the EBRCOA, to fulfill the least invasive care plan to the client.

## **Solicitation for Proposal Specifications for Supportive Services**

### **I. Introduction**

The Title IIIB, Information and Assistance Program operates under provisions of the Older Americans Act and the Louisiana Governor's Office of Elderly Affairs (GOEA). This information is provided to entities desiring to submit a proposal for furnishing information and assistance services administered by the East Baton Rouge Agency on Aging (AAA). The successful applicant's proposal will reflect the ability to provide the total program upon which the proposal is submitted, based on all proposal specifications contained herein. Proposals are sought for services beginning July 1, 2019 through June 30, 2023.

### **II. Bid Opening, Evaluation of Proposal and Allowance or Denial of Bids**

1. Opening of Proposals:  
Proposals will be accepted until 9:00 a. m., Tuesday, May 28, 2019, at the Office of the East Baton Rouge Council on Aging (EBRCOA), c/o Shontell LeBeouf, Chief Operations Officer, 5790 Florida Boulevard, Baton Rouge, Louisiana, 70806. The proposals will be opened by the Chief Operations or designee at 9:00 a.m. on Friday, May 31, 2019.
2. Evaluation of Proposals
  - a) All proposals will be evaluated by the Chief Operations Officer or designee and Board of Director's Chairperson or designee. Low bid does not necessarily denote automatic acceptance. The bid evaluation form is enclosed in this packet (Attachment A).
  - b) Evaluations and recommendations of the Director and Board Chairperson will be reviewed at a meeting of the AAA Advisory Council. The AAA Board will act to either award or reject proposals.
3. Allowance or Denial of Bids
  - a) If during the evaluation process it is found that a bid does not meet specifications, the bid may be considered for automatic denial.
  - b) A written contract, with all terms and conditions, may be awarded to a responsible provider whose proposal meets the specifications requested.
  - c) The AAA will provide all applicants who have submitted proposals with written notification of the AAA's decision to accept or deny bids(s).

- d) Notification to providers whose proposal(s) to provide services have been denied by the AAA must state the reason(s) for the denial and inform the applicant(s) of their right to a hearing by the AAA and if not satisfied, to GOEA.

**III. Program Purpose and Participant Eligibility**

The purpose of this program is to provide Information and Assistance services. Eligible participants are persons who are 60 years of age or older and who reside in East Baton Rouge Parish. Priority shall be given to providing services in areas which are socially underserved and to areas in which there are a large number of older individuals who have the greatest economic need for such services. Special emphasis must be given to providing services to individuals with greatest economic need, greatest social need, low-income minority individuals, and older individuals residing in rural areas.

**IV. Program Services**

Services that may be provided through this program are the following:

- 1. **Telephoning:** A service for older individuals that provides contact to the individuals by phone on a routine basis to determine physical status, to provide comfort and help. Unit of service – 1 contact.
- 2. **Material Aid:** A service for older individuals that issues assistive devices and other goods, e.g., Walkers, wheelchairs, fans, commodities, personal hygiene items. Unit of service – 1 Contact.

**V. Program Administration**

- 1. Participant Selection Criteria – The Service Provider will determine eligibility using GOEA’s Louisiana Independent Living Assessment Cover Sheet (intake form) and, if necessary, score sheet (if demand for service is greater than supply). The AAA will provide auxiliary services to all potential clients, including Information and Assistance, upon referral from the Service Provider.
- 2. Reporting Requirements – The following reports are required along with frequency and dates due:

<u>Types of Reports</u>	<u>Frequency</u>	<u>Due Date</u>
III-B Financial Report	Monthly	5th Working day of following month
Service Report	Monthly	5th Working day of following month

Audit (Single Audit Act)	Yearly	Upon completion
III-B Financial Report	Yearly	July 20th

3. Clients File – Service Provider must maintain a file for each client receiving service. All information must be kept confidential and shall contain the following information:

- Client’s GOEA LA. Independent Living Assessment Cover Sheet
- Civil Rights, Complaint and Grievance Procedure Forms

All client files must be returned to AAA upon client’s termination of service

4. Program Income – The Service Provider must provide opportunities for older persons to voluntarily contribute to the costs of services received in accordance with 45 CFR 1321.9(e)(4). The Service Provider shall provide safeguards to insure confidentiality. Internal controls will be established, in writing, to insure a chain of receipts and accountability of such contributions. Program income, as defined in 45 CFR 4.42(a), shall be retained by the Service provider and used for allowable costs of the project or program, as stipulated in 45 CFR, Part 74, Section 74.42(c), GOEA requirements, and Section 307(a)(13)(c) of the Older Americans Act as amended. Program income shall be used for costs incurred during the approved project period of this agreement unless the AAA authorizes deferral to a later period.

**VI. Service Delivery Standards**

The following standards must be met by all providers of services.

1. A person qualified by training and experience is designated to be responsible for the conduct of this activity, including supervision of paraprofessional and volunteer staff.
2. There are adequate numbers of supervisory staff, trained and skilled in dealing with assessing the needs of older persons and assisting such persons to obtain needed services.
3. The service is provided in a timely manner to meet the individual needs of eligible participants.
4. There is a system established for follow-up on referrals.
5. There is an up-to-date file of community resources which will contribute to the well-being of older persons.
6. Procedures are established for publicizing the service.

7. Linkages are planned with other services available under Title III, Section 203, of the Older Americans Act.
8. There is a sound management system capable of furnishing timely and accurate fiscal and program reports.
9. There is a sufficient schedule of service delivery days. (Minimum: 250 service delivery days per contract year).
10. Outreach is available to target older persons with the greatest social or economic need, with particular attention to low-income minority individuals; older persons with severe disabilities; older Native Americans {If there is a significant Native American population (at least 25) in the PSA }; and rural elderly.
11. There are service delivery criteria for each service giving priority in the delivery of services to older individuals who are frail, homebound by reason of illness or incapacitation disability or otherwise isolated; and older individuals with the greatest social or economic need (with particular attention to low-income minority individuals).
12. There is a system established for the re-evaluation of clients receiving services.

**VII. Budget and Payments**

III-B Telephoning	\$50,303
III-B Material Aid	\$90,151

The above amounts are an estimate and are subject to change upon notification of actual funds awarded for the grant period(s).

**VIII. Narrative Proposal**

The following information must be provided in your proposal:

1. Complete the Bid Quotation Sheet (Attachment B).
2. Describe how the delivery of services funded under Title III-B will be provided. Include the services and specific activities that will be provided, location and frequency of delivery. Attach the job titles and qualifications for staff providing direct services and a copy of any individual licenses, if required.
3. Provide the resume of the Director and, as applicable, the Assistant Director(s) and Administrator(s).

4. List the job titles of supervisory staff for each service. Include a brief statement of specific duties, and the training received during the last fiscal year.
5.
  - a) Describe the method utilized by the provider to make people aware of the services in the community and to make those services available. This will include office locations, hours, phone listings, and pamphlets. Provide a copy of your phone listing from the telephone directory, indicating whether business or yellow pages other.
  - b) Give a detailed plan of publicity and include the name of the person responsible. Does the agency publish a newsletter? Are Public Service Announcements provided? If so, indicate topics and method of dissemination.
6.
  - a) Describe planned outreach efforts to identify participants in the service area to inform them of the service(s).
  - b) Indicate how outreach efforts will target older individuals with greatest social or economic need with particular attention to low-income minority elderly throughout the area; older individuals with severe disabilities, older Indians (if there is a significant Indian population in the area); and rural elderly.
  - c) Provide data collection instrument(s) which will be used to document the number of individuals identified and served.
  - d) Indicate procedures established to identify, assist, and refer to appropriate agencies older people eligible for other benefits such as SSI, Medicaid, food Stamps, VA, etc.
7.
  - a) Describe the proposed methods of giving priority in the delivery of services to low-income minorities.
  - b) Identify the number of low-income minority older individuals to be served.
  - c) Describe the methods used (to be used) to satisfy the service needs of such minority older individuals.
8. Describe the system established for follow-up on referrals.
9. Describe the file of community resources which will assist older persons in obtaining needed services. Identify the person responsible for maintaining the annual update and the applicable format, such as file cards, computer, etc.
10. Describe the planned linkage with other services available under the Older Americans Act and in the community (e.g., Office of Family Security,

Community Action Agency Programs, home health agencies, etc.). List agencies with whom interagency agreements have been signed.

11. Describe the capability of the agency to furnish accurate fiscal and program reports. Include job title(s) of individual(s) responsible for reporting.
12. Stipulate the number of days (minimum of 250 days) that services will be provided. List the holidays observed during the year.
13.
  - a) Describe the proposed method of delivering and/or procuring the components of service(s) (e.g., proposed sub-contracts with caterer, taxi company, etc.).
  - b) Explain how each service is to be provided, including geographic areas to be covered, equipment to be used, personnel utilized. For example: "Transportation will be provided utilizing three vans operating on fixed routes funded with Title III-B, Title XIX, Section 18, using part-time drivers, etc."
14. Describe the method of evaluating and monitoring the effectiveness of service delivery, as indicated in the proposal specifications (i.e., client satisfaction surveys, desk audits, site visits, etc.). This process includes services delivered directly by the agency as well as those provided by the subcontractor.
15. Provide a copy of operational licenses, if necessary.
16. Provide a copy of most recently completed audit.
17. A signed copy of "Assurance Of Compliance" form for title VI of the civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972 and the Age Discrimination Act of 1975 (Attachment C).
18. Provide a formal assurance of compliance with the requirements of the Older Americans Act, as amended, the policies of the Governor's office of Elderly Affairs and the Area Agency on Aging. (These policies are on file at the East Baton Rouge Council on Aging Office and are available upon request).
19. Provide a formal statement to the effect that the program will be cognizant of and agree to operate in conformance with applicable federal, state and local standards, including fire, health, safety and sanitation, as prescribed by law or regulation.
20. Provide a formal statement that sufficient insurance will be obtained if the contract is awarded. The Service Provider must obtain sufficient insurance to include liability, property, Workman's Compensation, bonding, professional practice, i.e., as required to protect the AAA, Service Provider and participant's

interest. If contract is awarded, a certificate will be required and if coverage expires or is canceled prior to the end of the contract period, a new certificate will be required. Failure to provide such a certificate will cause termination of the contract on the date the coverage expires.

21. Provide a list of references that demonstrates similar services provided in the past.

## **IX. Hearing Procedures for Service Providers and Applicants**

### **Purpose:**

The Area Agency on Aging, is required to provide an opportunity for a hearing to Service Providers or applicants whose applications is denied or whose contract is terminated or not renewed.

### **Right to Hearing:**

Any Service Provider or applicant whose application to provide services is denied or whose contract is terminated or not renewed, except as provided in 45 CFR Part 74, Subpart M, has a right to a hearing on such action.

### **Request for Hearing:**

A petitioner must request the hearing from both the AAA and the Governor's office of Elderly Affairs (GOEA) within thirty (30) days after it receives the AAA's action letter. The request for the hearing must be in writing and must state with specificity all grounds upon which petitioner refutes the basis of the action. The notice must also include:

- 1) A copy of the AAA action letter.
- 2) The dates of all relevant actions.
- 3) The names of individuals and organizations involved in the dispute.
- 4) A citation to any provision of the Act or accompanying regulations believed to have been violated by the AAA in taking the action in dispute.
- 5) A certified copy of the resolution by which the petitioner's minutes of the meeting at which, the petitioner's governing body authorized the appeal and designation of one or more persons to represent it during the appeal, both by majority vote of a quorum of the governing body.

### Informal Disposition:

Within ten (10) days of receipt of a proper request for a hearing, the AAA will notify the petitioner of the scheduled date, place and time of meeting in an attempt to resolve the dispute that is the subject of the hearing.

At this time, if it has not already done so, the AAA, at petitioner's request and expense shall furnish petitioner with copies of:

- 1) The minutes of the meeting of the AAA's governing body at which the disputed action was considered and taken.
- 2) The minutes of the meeting of the AAA's advisory council at which the disputed action was considered and recommended.
- 3) Area Agency memoranda, staff reports, and evaluations relevant to the action in dispute.
- 4) The criteria used in awarding the contract involved in the hearing.
- 5) The petitioner's application for the contract involved in the hearing.

If the AAA and petitioner resolve their dispute, they shall jointly notify GOEA of this fact, in writing, within five (5) days of such resolution.

If the dispute cannot be resolved informally, the AAA shall notify GOEA of this fact, in writing, within fifteen (15) days after it receives the request for a hearing.

**ATTACHMENT A  
PROPOSAL EVALUATION FORM**

**I. Technical Merit**

Points Awarded	Possible Points	Criteria
A. _____	20	Overall quality and completeness of proposal
B. _____	20	Quality and variety of proposed services and activities
C. _____	15	Frequency and accessibility of services offered
D. _____	15	Applicant's experience and professional expertise in providing requested services
E. _____	15	Applicant's experience in serving elderly persons
F. _____	15	Applicant's performance based on prior or existing contracts with AAA or others

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\_\_\_\_\_ Total Technical Merit Score

<b>I. Total Technical Merit Score</b>	
<b>II. Proposed Unit Cost Score</b> Applicant's Unit Cost Rank in Comparison to Other Applicants: Lowest Price/Most Units = 50 pts., 2nd Lowest = 40 pts., 3rd Lowest = 30 pts., etc.	
<b>Applicant's Total Score</b>	<hr style="border-top: 3px double black;"/>

**ATTACHMENT B**  
**BID QUOTATION SHEET**

Company\_\_\_\_\_

Address\_\_\_\_\_

City/State/Zip\_\_\_\_\_

Authorized Contact Person\_\_\_\_\_

Title\_\_\_\_\_

Signature of Authorized Person\_\_\_\_\_

**Units and Unit Costs of Services**

<b>Service to be Provided</b>	<b>Total Funding</b>	<b># Units</b>	<b>Unit Cost</b>
Telephoning			
Recreation			
Material Aid			
<b>Total</b>			

## ATTACHMENT C

### ASSURANCE OF COMPLIANCE

ASSURANCE OF COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, SECTION 504 OF THE REHABILITATION ACT OF 1973, TITLE IX OF THE EDUCATION AMENDMENTS OF 1972, AND THE AGE OF DISCRIMINATION ACT OF 1975

The applicant provides this assurance in consideration of and for the purpose of obtaining Federal grants, loans, contracts, property, discounts or other Federal financial assistance from the Department of Health and Human Services.

THE APPLICANT HEREBY AGREES THAT IT WILL COMPLY WITH:

1. Title VI of the Civil Rights Act of 1964 (Pub. L 88-352), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 80), to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance from the Department.
2. Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 84), to the end that, in accordance with Section 504 of that Act and the Regulation, no otherwise qualified handicapped individual in the United States shall, solely be reason of his handicap be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance from the Department.
3. Title IX of the Educational amendments of 1972 (Pub. L. 92-318), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 86), to the end that, in accordance with Title IX and the Regulation, no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any education program or activity for which the applicant receives Federal financial assistance from the Department.
4. The Age Discrimination Act of 1975 (Pub. L. 94-135), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 91), to the end that, in accordance with the Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of , be excluded from participation in, or be subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.

The Applicant agrees that compliance with this assurance constitutes a condition of continued receipt of Federal financial assistance, and that it is binding upon the Applicant, its successors, transferees and assignees for the period during which such assistance is provided. If any real property or structure thereon is provided or improved with the aide of Federal financial assistance extended to the Applicant by the Department, this assurance shall obligate the applicant, or in the case of any transfer of such property, an transferee, for the period during which the read property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided, this assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. The applicant further recognizes and agrees that the United States shall have the right to seek judicial enforcement of this assurance.

The person or persons whose signature(s) appear(s) below is/are authorized to sign this assurance, and commit the applicant to the above provisions.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature and Title of Authorized Official

\_\_\_\_\_  
Name of Applicant or Recipient

\_\_\_\_\_  
Street

\_\_\_\_\_  
City, State, Zip Code

Solicitation for Proposal  
**In-Home Services Contract**

General Specifications

Successful applicant's proposals will reflect the ability to provide the direct service upon which the proposal is submitted, based on all proposal specifications contained herein. Before you submit a proposal you should read this entire proposal guide carefully and completely.

All Service Providers must adhere to the Governor's Office of Elderly Affairs (GOEA) and EBRCOA Taxonomy (Service Definition) and guidelines, which are on file at the East Baton Rouge Council on Aging, 5790 Florida Boulevard, Baton Rouge, Louisiana.

All entities submitting proposals must be willing and able, should their proposal be successful, to accept and pass periodic announced and unannounced monitoring: to compile and submit, on a timely basis monthly, quarterly, and annual, reports as required by the EBRCOA; to attend meetings; to submit to an audit of its financial records yearly according to the "Single Audit Concept" (cf: OMB #A-102/p, the Single Audit Act, etc.); to conform to generally accepted accounting standards and practices as specified by the American Institute of Certified Public Accountants (AICPA); as well as any and all applicable financial and all other regulations, rules, standards, and guidelines of the EBRCOA, the Parish of East Baton Rouge, the State of Louisiana, and the United States of America.

Proposals must address the ability of the Service Provider to provide services as a single unit or in any combination of units, as deemed necessary by the EBRCOA, to fulfill the least invasive care plan to the client.

## **Solicitation for Proposal Specifications for In-Home Services**

### **I. Introduction**

The In-Home Services Program (Consisting of Title III-B Personal Care, Title III-B Homemaker, Title III-E Family Caregiver In-Home Respite and Title III-E Family Caregiver Personal Care) operates under provisions of the Older Americans Act and the Louisiana Governor's Office of Elderly Affairs (GOEA). This information is provided to entities desiring to submit a proposal for furnishing In-Home services administered by the East Baton Rouge Agency on Aging (AAA). The successful applicant's proposal will reflect the ability to provide the total program upon which the proposal is submitted, based on all proposal specifications contained herein. Proposals are sought for services beginning July 1, 2019 through June 30, 2023.

### **II. Bid Opening, Evaluation of Proposal and Allowance or Denial of Bids**

#### 1. Opening of Proposals:

Proposals will be accepted until 9:00 a. m., Tuesday, May 28, 2019, at the Office of the East Baton Rouge Council on Aging (EBRCOA), c/o the Shontell LeBeouf, Chief Operations Officer, 5790 Florida Boulevard, Baton Rouge, Louisiana, 70806. The proposals will be opened by the AAA Director or designee at 9:00 a.m. on Friday, May 31, 2019.

#### 2. Evaluation of Proposals

- a) All proposals will be evaluated by the Chief Operations Officer or designee and Board of Director's Chairperson or designee. Low bid does not necessarily denote automatic acceptance. The bid evaluation form is enclosed in this packet (Attachment A).
- b) Evaluations and recommendations of the Director and Board Chairperson will be reviewed at a meeting of the AAA Advisory Council. The AAA Board will act to either award or reject proposals.

#### 3. Allowance or Denial of Bids

- a) If during the evaluation process it is found that a bid does not meet specifications, the bid may be considered for automatic denial.
- b) A written contract, with all terms and conditions, may be awarded to a responsible provider whose proposal meets the specifications requested.

- c) The AAA will provide all applicants who have submitted proposals with written notification of the AAA's decision to accept or deny bids(s).
- d) Notification to providers whose proposal(s) to provide services have been denied by the AAA must state the reason(s) for the denial and inform the applicant(s) of their right to a hearing by the AAA and if not satisfied, to GOEA.

### **III. Program Purpose and Participant Eligibility**

- A. To provide III-B Personal Care to persons sixty (60) years old or older with greatest social or economic need with particular attention to low-income minority and Indians, throughout East Baton Rouge Parish. Contract period July 2019 through June 2023.
- B. To provide III-B Homemaker services to persons sixty (60) years old or older, with greatest social or economic need with particular attention to low-income minority and Indians, throughout East Baton Rouge Parish. Contract period July 2019 through June 2023.
- C. To provide III-E Family Caregiver In-Home Respite services to persons sixty (60) years old or older, with greatest social or economic need with particular attention to low-income minority and Indians, throughout East Baton Rouge Parish. Contract period July 2019 through June 2023.
- D. To provide III-E Family Caregiver Personal Care services to persons sixty (60) years old or older, with greatest social or economic need with particular attention to low-income minority and Indians, throughout East Baton Rouge Parish. Contract period July 2019 through June 2023.

East Baton Rouge Council on Aging will provide auxiliary services to all potential clients to determine scope of need and services to be rendered. From the determination made by the auxiliary services assessments EBRCOA will develop a care plan for each client to be followed by the Service Provider to implement the direct service.

To coordinate services EBRCOA to ensure there is no interruption of services to current clients.

#### **IV. Program Services**

##### **In-Home Services**

III-B Personal Care

Title III-B Homemaker

Title III-E NFCSP In-Home Respite

Title III-E NFCSP Personal Care

Program Operation:

- To assist individuals sixty (60) years old and older with direct personal care and/or Homemaker/Chore service. Service to be determined by AAA/EBRCOA, according to the needs of the client.
- To provide Respite Care, services to eligible elderly individuals. Services to be determined by AAA/EBRCOA, according to the needs of the client.
- Service Provider must have a Personal Care Attendant (PCA) license issued by the Louisiana Department of Social Services (DSS).
- To employ aides that meet the minimum standards required by Department of Health and Hospitals (DHH) for home health agencies.
- To employ PCA's that meet the minimum standards required by DSS for home health agencies.
- To adhere to GOEA and AAA/EBRCOA service delivery reporting requirements.
- To assume responsibility for a plan of staff development and education; to submit documentation and materials utilized.
- To submit timely monthly service and financial reports to AAA/EBRCOA (forms provided by AAA/EBRCOA).
- To have available a grievance procedure and to advise clients of their right to avail themselves of this procedure.
- To retain all books, records and other documents relevant to this program and the funds expended for a least three (3) years after final payment.
- To collect contributions/program income and submit to AAA/EBRCOA monthly. Program income shall be used to expand the units of service provided by the program.

##### **III-B Personal Care**

###### **A. Routine Personal Care**

- Assisting client/patient with bathing or giving bed baths
- Assisting client/patient with grooming (i.e. shaving, washing of hair)
- Helping patient to dress
- Assisting client/patient with oral hygiene

B. After Personal Care

- Cleaning bathroom
- Changing bed linens
- Cleaning of bedroom area, as needed

C. Observation and Recording of Symptoms

- Notification of physical and emotional changes in client/patient to supervising nurse and AAA/EBRCOA

D. Bed Patient Activities

- Change in position for prevention of bed sores
- Back rub and skin care
- Moving patient in and out of bed

E. Bowel and Bladder Needs

- Assisting to commode and bathroom if ambulatory
- Changing diapers and assisting with bed pan
- Safe and proper disposal of waste to avoid spread of disease

**Title III-B Homemaker**

A. Routine Homemaker Tasks – light housework may consist of the following for the client's daily living area:

Light housework

- Sweep or vacuum floors
- Mop floors
- Clean bathroom (toilet, tub, shower, floor, empty trash, etc.)
- Change bed linens
- Clean kitchen area (i.e. wash dishes, wipe down refrigerator and stove and empty garbage, etc.)
- Sort, wash, and/or dry laundry
- Dust furniture of living areas, when and if necessary

### **Title III-E NFCSP In-Home Respite Program**

#### **A. Routine Respite Care**

- Providing companionship, emotional support, and social stimulation
- Preparing food trays
- Feeding client, if required
- Assisting to commode and bathroom, if ambulatory
- Changing diapers and/or assisting with bed pans
- Responsibility and liability with regards to giving medicines

#### **B. Routine Personal Care**

- Assisting client/patient with bathing or giving bed baths
- Assisting client/patient with grooming (i.e. shaving, washing of hair)
- Helping patient to dress
- Assisting client/patient with oral hygiene

#### **C. Light housework**

- Sweep or vacuum floors
- Mop floors
- Clean bathroom (toilet, tub, shower, floor, empty trash, etc.)
- Change bed linens
- Clean kitchen area (i.e. wash dishes, wipe down refrigerator and stove, empty garbage, etc.)
- Sort, wash, and/or dry laundry
- Dust furniture of living areas, when and if necessary

### **Title III-E NFCSP Personal Care Program**

#### **A. Routine Respite Care**

- Providing companionship, emotional support, and social stimulation
- Preparing food trays
- Feeding client, if required
- Assisting to commode and bathroom, if ambulatory
- Changing diapers and/or assisting with bed pans
- Responsibility and liability with regards to giving medicines

#### **B. Routine Personal Care**

- Assisting client/patient with bathing or giving bed baths
- Assisting client/patient with grooming (i.e. shaving, washing of hair)
- Helping patient to dress
- Assisting client/patient with oral hygiene

C. Light housework

- Sweep or vacuum floors
- Mop floors
- Clean bathroom (toilet, tub, shower, floor, empty trash, etc.)
- Change bed linens
- Clean kitchen area (i.e. wash dishes, wipe down refrigerator and stove, empty garbage, etc.)
- Sort, wash, and/or dry laundry
- Dust furniture of living areas, when and if necessary

V. **Program Administration**

The provider/subcontractor will employ such individuals as needed to administer the program and provide the services. In the Exhibit 2 Narrative questions 1 and 2 demonstrate the qualifications of individuals responsible for administering this program and service delivery staff. **The provider/subcontractor will also be responsible for notifying AAA/EBRCOA in writing of any changes in administrative personnel, as they occur. Written changes should include title and qualifications of new personnel.**

<u>Types of Reports</u>	<u>Frequency</u>	<u>Due Date</u>
III-B, III-E & AAA/EBRCOA Financial Report (Financial records must be kept for seven (7) years)	monthly	5th working day of the following month
III-B, III-E & AAA/EBRCOA Service Reports (including a statement of changes in service)	monthly	5th working day of the following month
In-service Training Records (attach materials used for In-service to monthly reports)	monthly	5th working day of the following month
Audit (Single Audit Act)	yearly	upon completion
Final III-B & III-E & AAA/EBRCOA Financial Report	yearly	July 20th

## **VI. Service Delivery Standards**

The following standards must be met by all providers of services.

1. A person qualified by training and experience is designated to be responsible for the conduct of this activity, including supervision of paraprofessional and volunteer staff.
2. There are adequate numbers of supervisory staff, trained and skilled in dealing with assessing the needs of older persons and assisting such persons to obtain needed services.
3. The service is provided in a timely manner to meet the individual needs of eligible participants.
4. There is a system established for follow-up on referrals.
5. There is an up-to-date file of community resources which will contribute to the well-being of older persons.
6. Procedures are established for publicizing the service.
7. Linkages are planned with other services available under Title III, Section 203, of the Older Americans Act.
8. There is a sound management system capable of furnishing timely and accurate fiscal and program reports.
9. There is a sufficient schedule of service delivery days. (Minimum: 250 service delivery days per contract year).
10. Outreach is available to target older persons with the greatest social or economic need, with particular attention to low-income minority individuals; older persons with severe disabilities; older Native Americans {If there is a significant Native American population (at least 25) in the PSA}; and rural elderly.
11. There are service delivery criteria for each service giving priority in the delivery of services to older individuals who are frail, homebound by reason of illness or incapacitation disability or otherwise isolated; and older individuals with the greatest social or economic need (with particular attention to low-income minority individuals).
12. There is a system established for the re-evaluation of clients receiving services.

## **VII. Budget and Payments**

Title III-B PCA	\$61,300
Title III-B Homemaker	\$351,161
Title III-E In-Home Respite	\$148,289
Title III-E Personal Care	\$47,486

The above amounts are an estimate and are subject to change upon notification of actual funds awarded for the grant period(s).

## **VIII. Narrative Proposal**

The following information must be provided in your proposal:

1. Complete the Bid Quotation Sheet (Attachment B).
2. Describe how the delivery of services funded under Title III-B/III-E will be provided. Include the services and specific activities that will be provided, location and frequency of delivery. Attach the job titles and qualifications for staff providing direct services and a copy of any individual licenses, if required.
3. Provide the resume of the Director and, as applicable, the Assistant Director(s) and Administrator(s).
4. List the job titles of supervisory staff for each service. Include a brief statement of specific duties, and the training received during the last fiscal year.
5.
  - a) Describe the method utilized by the provider to make people aware of the services in the community and to make those services available. This will include office locations, hours, phone listings, and pamphlets. Provide a copy of your phone listing from the telephone directory, indicating whether business or yellow pages or other.
  - b) Give a detailed plan of publicity and include the name of the person responsible. Does the agency publish a newsletter? Are Public Service Announcements provided? If so, indicate topics and method of dissemination.
6.
  - a) Describe planned outreach efforts to identify participants in the service area to inform them of the service(s).
  - b) Indicate how outreach efforts will target older individuals with greatest social or economic need with particular attention to low-income minority elderly throughout the area; older individuals with severe disabilities, older Indians (if there is a significant Indian population in the area); and rural elderly.

- c) Provide data collection instrument(s) which will be used to document the number of individuals identified and served.
  - d) Indicate procedures established to identify, assist, and refer to appropriate agencies older people eligible for other benefits such as SSI, Medicaid, food Stamps, VA, etc.
- 7.
- a) Describe the proposed methods of giving priority in the delivery of services to low-income minorities.
  - b) Identify the number of low-income minority older individuals to be served.
  - c) Describe the methods used (to be used) to satisfy the service needs of such minority older individuals.
8. Describe the system established for follow-up on referrals.
9. Describe the file of community resources which will assist older persons in obtaining needed services. Identify the person responsible for maintaining the annual update and the applicable format, such as file cards, computer, etc.
10. Describe the planned linkage with other services available under the Older Americans Act and in the community (e.g., Office of Family Security, Community Action Agency Programs, home health agencies, etc.). List agencies with whom interagency agreements have been signed.
11. Describe the capability of the agency to furnish accurate fiscal and program reports. Include job title(s) of individual(s) responsible for reporting.
12. Stipulate the number of days (minimum of 250 days) that services will be provided. List the holidays observed during the year.
- 13.
- a) Describe the proposed method of delivering and/or procuring the components of service(s) (e.g., proposed sub-contracts with caterer, taxi company, etc.).
  - b) Explain how each service is to be provided, including geographic areas to be covered, equipment to be used, personnel utilized. For example: "Transportation will be provided utilizing three vans operating on fixed routes funded with Title III-B, Title XIX, Section 18, using part-time drivers, etc."
14. Describe the method of evaluating and monitoring the effectiveness of service delivery, as indicated in the proposal specifications (i.e., client satisfaction surveys, desk audits, site visits, etc.). This process includes services delivered directly by the agency as well as those provided by the subcontractor.

15. Provide a copy of operational licenses, if necessary.
16. Provide a copy of most recently completed audit.
17. A signed copy of “Assurance Of Compliance” form for title VI of the civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972 and the Age Discrimination Act of 1975 (Attachment C).
18. Provide a formal assurance of compliance with the requirements of the Older Americans Act, as amended, the policies of the Governor’s office of Elderly Affairs and the Area Agency on Aging. (These policies are on file at the East Baton Rouge Council on Aging Office and are available upon request).
19. Provide a formal statement to the effect that the program will be cognizant of and agree to operate in conformance with applicable federal, state and local standards, including fire, health, safety and sanitation, as prescribed by law or regulation.
20. Provide a formal statement that sufficient insurance will be obtained if the contract is awarded. The Service Provider must obtain sufficient insurance to include liability, property, Workman’s Compensation, bonding, professional practice, i.e., as required to protect the AAA, Service Provider and participant’s interest. If contract is awarded, a certificate will be required and if coverage expires or is canceled prior to the end of the contract period, a new certificate will be required. Failure to provide such a certificate will cause termination of the contract on the date the coverage expires.
21. Provide a list of references that demonstrates similar services provided in the past.

## **IX. Hearing Procedures for Service Providers and Applicants**

Purpose:

The Area Agency on Aging, is required to provide an opportunity for a hearing to Service Providers or applicants whose applications is denied or whose contract is terminated or not renewed.

### Right to Hearing:

Any Service Provider or applicant whose application to provide services is denied or whose contract is terminated or not renewed, except as provided in 45 CFR Part 74, Subpart M, has a right to a hearing on such action.

### Request for Hearing:

A petitioner must request the hearing from both the AAA and the Governor's office of Elderly Affairs (GOEA) within thirty (30) days after it receives the AAA's action letter. The request for the hearing must be in writing and must state with specificity all grounds upon which petitioner refutes the basis of the action. The notice must also include:

- 1) A copy of the AAA action letter.
- 2) The dates of all relevant actions.
- 3) The names of individuals and organizations involved in the dispute.
- 4) A citation to any provision of the Act or accompanying regulations believed to have been violated by the AAA in taking the action in dispute.
- 5) A certified copy of the resolution by which the petitioner's minutes of the meeting at which, the petitioner's governing body authorized the appeal and designation of one or more persons to represent it during the appeal, both by majority vote of a quorum of the governing body.

### Informal Disposition:

Within ten (10) days of receipt of a proper request for a hearing, the AAA will notify the petitioner of the scheduled date, place and time of meeting in an attempt to resolve the dispute that is the subject of the hearing.

At this time, if it has not already done so, the AAA, at petitioner's request and expense shall furnish petitioner with copies of:

- 1) The minutes of the meeting of the AAA's governing body at which the disputed action was considered and taken.
- 2) The minutes of the meeting of the AAA's advisory council at which the disputed action was considered and recommended.
- 3) Area Agency memoranda, staff reports, and evaluations relevant to the action in dispute.
- 4) The criteria used in awarding the contract involved in the hearing.

5) The petitioner's application for the contract involved in the hearing.

If the AAA and petitioner resolve their dispute, they shall jointly notify GOEA of this fact, in writing, within five (5) days of such resolution.

If the dispute cannot be resolved informally, the AAA shall notify GOEA of this fact, in writing, within fifteen (15) days after it receives the request for a hearing.

**ATTACHMENT A  
PROPOSAL EVALUATION FORM**

**I. Technical Merit**

<b>Points Awarded</b>	<b>Possible Points</b>	<b>Criteria</b>
A. _____	20	Overall quality and completeness of proposal
B. _____	20	Quality and variety of proposed services and activities
C. _____	15	Frequency and accessibility of services offered
D. _____	15	Applicant's experience and professional expertise in providing requested services
E. _____	15	Applicant's experience in serving elderly persons
F. _____	15	Applicant's performance based on prior or existing contracts with AAA or others

---

\_\_\_\_\_ Total Technical Merit Score

<b>I. Total Technical Merit Score</b>	
<b>II. Proposed Unit Cost Score</b>	
Applicant's Unit Cost Rank in Comparison to Other Applicants: Lowest Price/Most Units = 50 pts., 2nd Lowest = 40 pts., 3rd Lowest = 30 pts., etc.	
<b>Applicant's Total Score</b>	_____

**ATTACHMENT B**  
**BID QUOTATION SHEET**

Company\_\_\_\_\_

Address\_\_\_\_\_

City/State/Zip\_\_\_\_\_

Authorized Contact Person\_\_\_\_\_

Title\_\_\_\_\_

Signature of Authorized Person\_\_\_\_\_

**Units and Unit Costs of Services**

<b>Service to be Provided</b>	<b>Total Funding</b>	<b># Units</b>	<b>Unit Cost</b>
III-B Homemaker			
III-B PCA			
III-E NFCSP Respite			
III-E NFCSP PCA			
<b>Total</b>			

## ATTACHMENT C

### ASSURANCE OF COMPLIANCE

ASSURANCE OF COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, SECTION 504 OF THE REHABILITATION ACT OF 1973, TITLE IX OF THE EDUCATION AMENDMENTS OF 1972, AND THE AGE OF DISCRIMINATION ACT OF 1975

The applicant provides this assurance in consideration of and for the purpose of obtaining Federal grants, loans, contracts, property, discounts or other Federal financial assistance from the Department of Health and Human Services.

THE APPLICANT HEREBY AGREES THAT IT WILL COMPLY WITH:

1. Title VI of the Civil Rights Act of 1964 (Pub. L 88-352), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 80), to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance from the Department.
2. Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 84), to the end that, in accordance with Section 504 of that Act and the Regulation, no otherwise qualified handicapped individual in the United States shall, solely be reason of his handicap be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance from the Department.
3. Title IX of the Educational amendments of 1972 (Pub. L. 92-318), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 86), to the end that, in accordance with Title IX and the Regulation, no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any education program or activity for which the applicant receives Federal financial assistance from the Department.
4. The Age Discrimination Act of 1975 (Pub. L. 94-135), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 91), to the end that, in accordance with the Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of , be excluded from participation in, or be subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.

The Applicant agrees that compliance with this assurance constitutes a condition of continued receipt of Federal financial assistance, and that it is binding upon the Applicant, its successors, transferees and assignees for the period during which such assistance is provided. If any real property or structure thereon is provided or improved with the aide of Federal financial assistance extended to the Applicant by the Department, this assurance shall obligate the applicant, or in the case of any transfer of such property, an transferee, for the period during which the read property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided, this assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. The applicant further recognizes and agrees that the United States shall have the right to seek judicial enforcement of this assurance.

The person or persons whose signature(s) appear(s) below is/are authorized to sign this assurance, and commit the applicant to the above provisions.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature and Title of Authorized Official

\_\_\_\_\_  
Name of Applicant or Recipient

\_\_\_\_\_  
Street

\_\_\_\_\_  
City, State, Zip Code

Solicitation for Proposal  
**Disease Prevention and Health Promotion Services Contract**

General Specifications

Successful applicant's proposals will reflect the ability to provide the direct service upon which the proposal is submitted, based on all proposal specifications contained herein. Before you submit a proposal you should read this entire proposal guide carefully and completely.

All Service Providers must adhere to the Governor's Office of Elderly Affairs (GOEA) and EBRCOA Taxonomy (Service Definition) and guidelines, which are on file at the East Baton Rouge Council on Aging, 5790 Florida Boulevard, Baton Rouge, Louisiana.

All entities submitting proposals must be willing and able, should their proposal be successful, to accept and pass periodic announced and unannounced monitoring: to compile and submit, on a timely basis monthly, quarterly, and annual, reports as required by the EBRCOA; to attend meetings; to submit to an audit of its financial records yearly according to the "Single Audit Concept" (cf: OMB #A-102/p, the Single Audit Act, etc.); to conform to generally accepted accounting standards and practices as specified by the American Institute of Certified Public Accountants (AICPA); as well as any and all applicable financial and all other regulations, rules, standards, and guidelines of the EBRCOA, the Parish of East Baton Rouge, the State of Louisiana, and the United States of America.

Proposals must address the ability of the Service Provider to provide services as a single unit or in any combination of units, as deemed necessary by the EBRCOA, to fulfill the least invasive care plan to the client.

**Solicitation for Proposal Specifications for  
Disease Prevention and Health Promotion Services**

**I. Introduction:**

The Title III-D, Disease Prevention and Health Promotion Program operates under provisions of the Older Americans Act and the Louisiana Governor's Office of Elderly Affairs (GOEA). This information is provided to entities desiring to submit a proposal for furnishing Disease Prevention and Health Promotion Services administered by the East Baton Rouge Council on Aging Area Agency on Aging (AAA). The successful applicant's proposal will reflect the ability to provide the total program under which the proposal is submitted, based on all proposal specifications contained herein. Proposals are south for services beginning July 1, 2019 through June 30, 2023.

**II. Bid Opening, Evaluation of Proposal and Allowance or Denial of Bids**

1. Opening of Proposals

Proposals will be accepted until 9:00 a. m., Tuesday, May 28, 2019, at the Office of the East Baton Rouge Council on Aging (EBRCOA), c/o Shontell LeBeouf, Chief Operations Officer, 5790 Florida Boulevard, Baton Rouge, Louisiana, 70806. The proposals will be opened by the AAA Director or designee at 9:00 a.m. on Friday, May 31, 2019.

2. Evaluation of Proposals

- a. All proposals will be evaluated by the Chief Operations Officer or designee and Board of Directors' Chairperson or designee. Low bid does not necessarily denote automatic acceptance. The bid evaluation form is enclosed in this packet (Attachment A).
- b. Evaluations and recommendations of the Director and Board Chairperson will be reviewed at a meeting of the AAA Advisory Council. The AAA board will act to either award or reject proposals.

3. Allowance or Denial of Bids

- a. If during the evaluation process it is found that a bid does not meet specifications, the bid may be considered for automatic denial.
- b. A written contract, with all terms and conditions, may be awarded to a responsible provider whose proposal meets the specifications requested.
- c. The AAA will provide all applicants who have submitted proposals with written notification of the AAA's decision to accept or deny bid(s).

- d) Notification to providers whose proposal(s) to provide services have been denied by the AAA must state the reason(s) for the denial and inform the applicant(s) of their right to a hearing by the AAA and if not satisfied, to GOEA.

### **III. Program Purpose and Participant Eligibility**

The purpose of this program is to provide Disease Prevention and Health Promotion Services. Eligible participants are persons who are 60 years of age or older and who reside in East Baton Rouge Parish. Priority shall be given to providing services in areas which are socially underserved and to areas in which there are a large number of older individuals who have the greatest economic need for such services. Special emphasis must be given to providing services to individuals with greatest economic need, greatest social need, low-income minority individuals, and older individuals residing in rural areas.

### **IV. Program Services**

Services that may be provided through this program are the following:

Wellness: Activities designed to provide services which will support and/or improve the older persons mental and/or physical well-being, e.g., exercise/physical fitness, and health screening.

Unit of Service – One Per Day Per Client

Qualifying Activities for Wellness Services are:

- a. health risk assessments;
- b. routine health screening, which may include hypertension, glaucoma, cholesterol, cancer, vision, hearing, diabetes, and nutrition screening;
- c. health promotion programs, including programs relating to chronic disabling conditions (including osteoporosis and cardiovascular disease) prevention and reduction of effects, alcohol and substance abuse reduction, smoking cessation, weight loss and control, and stress management;
- d. programs regarding physical fitness, group exercise, and music, art, and dance-movement therapy, including programs for multigenerational participation that are provided by:
  - i. an institution of higher education;
  - ii. a local educational agency, as defined in section 8801 of Title 20; or;
  - iii. a community-based organization;

- e. home injury control services, including screening of high-risk home environments and provision of educational programs on injury prevention (including fall and fracture prevention) in the home environment;
- f. screening for the prevention of depression, coordination of community mental health services, provision of educational activities, and referral to psychiatric and psychological services; and
- g. information concerning diagnosis, prevention, treatment, and rehabilitation of age-related diseases and chronic disabling conditions, including osteoporosis, cardiovascular diseases, and Alzheimer’s disease and related disorders with neurological and organic brain dysfunction.

Medication Management: Screening and education to prevent incorrect medication and adverse drug reactions.

Unit of Service – One Contact

**V. Program Administration**

1. Participant Selection Criteria – The Service Provider will determine eligibility using GOEA’s Louisiana Independent Living Assessment Cover Sheet (intake form) and, if necessary, score sheet (if demand for service is greater than supply). The AAA will provide auxiliary services to all potential clients, including Information and Assistance, upon referral from the Service Provider.
2. Reporting Requirements – The following reports are required along with frequency and dates due:

<u>Types of Reports</u>	<u>Frequency</u>	<u>Due Date</u>
Title III-D/AAA, Financial Report	Monthly	5th Working day of following month
Service Report	Monthly	5th Working day of following month
Audit (Single Audit Act)	Yearly	Upon completion
Title III-D, Financial Report	Yearly	July 20th

3. Clients File – Service Provider must maintain a file for each client receiving service. All information must be kept confidential and shall contain the following information:

- Client's GOEA LA. Independent Living Assessment Cover Sheet
- Civil Rights, Complaint and Grievance Procedure Forms

All client files must be returned to AAA upon client's termination of service

4. Program Income – The Service Provider must provide opportunities for older persons to voluntarily contribute to the costs of services received in accordance with 45 CFR 1321.9(e)(4). The Service Provider shall provide safeguards to insure confidentiality. Internal controls will be established, in writing, to insure a chain of receipts and accountability of such contributions. Program income, as defined in 45 CFR 4.42(a), shall be retained by the Service provider and used for allowable costs of the project or program, as stipulated in 45 CFR, Part 74, Section 74.42(c), GOEA requirements, and Section 307(a)(13)(c) of the Older Americans Act as amended. Program income shall be used for costs incurred during the approved project period of this agreement unless the AAA authorizes deferral to a later period.

## **VI. Service Delivery Standards**

The following standards must be met by all providers of services.

1. A person qualified by training and experience is designated to be responsible for the conduct of this activity, including supervision of paraprofessional and volunteer staff.
2. There are adequate numbers of supervisory staff, trained and skilled in dealing with assessing the needs of older persons and assisting such persons to obtain needed services.
3. The service is provided in a timely manner to meet the individual needs of eligible participants.
4. There is a system established for follow-up on referrals.
5. There is an up-to-date file of community resources which will contribute to the well-being of older persons.
6. Procedures are established for publicizing the service.
7. Linkages are planned with other services available under Title III, Section 203, of the Older Americans Act.
8. There is a sound management system capable of furnishing timely and accurate fiscal and program reports.

9. There is a sufficient schedule of service delivery days. (Minimum: 250 service delivery days per contract year).
10. Outreach is available to target older persons with the greatest social or economic need, with particular attention to low-income minority individuals; older persons with severe disabilities; older Native Americans {If there is a significant Native American population (at least 25) in the PSA }; and rural elderly.
11. There are service delivery criteria for each service giving priority in the delivery of services to older individuals who are frail, homebound by reason of illness or incapacitation disability or otherwise isolated; and older individuals with the greatest social or economic need (with particular attention to low-income minority individuals).
12. There is a system established for the re-evaluation of clients receiving services.

**VII. Budget and Payments:**

Title IIID      \$17,514

The above amounts are an estimate and are subject to change upon notification of actual funds awarded for the grant period(s).

**VIII. Narrative Proposal:**

The following information must be provided in your proposal:

1. Complete the Bid Quotation Sheet (Attachment B).
2. Describe how the delivery of services funded under Title IIIB, will be provided. Include the services and specific activities that will be provided, location and frequency of delivery. Attach the job titles and qualifications for staff providing direct services and a copy of any individual licenses, if required.
3. Provide the resume of the Director and, as applicable, the Assistant Director(s) and Administrator(s).
4. List the job titles of supervisory staff for each service. Include a brief statement of specific duties, and the training received during the last fiscal year.
5. a) Describe the method utilized by the provider to make people aware of the services in the community and to make those services available. This will include office locations, hours, phone listings, and pamphlets. Provide a copy of your phone listing from the telephone directory, indicating whether business or yellow pages or other.

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7.
  - a) Describe the proposed methods of giving priority in the delivery of services to low-income minorities.
  - b) Identify the number of low-income minority older individuals to be served.
  - c) Describe the methods used (to be used) to satisfy the service needs of such minority older individuals.
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9. Describe the file of community resources which will assist older persons in obtaining needed services. Identify the person responsible for maintaining the annual update and the applicable format, such as file cards, computer, etc.
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  - a) Describe the proposed method of delivering and/or procuring the components of service(s) (e.g., proposed sub-contracts with caterer, taxi company, etc.).
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20. Provide a formal statement that sufficient insurance will be obtained if the contract is awarded. The Service Provider must obtain sufficient insurance to include liability, property, Workman's Compensation, bonding, professional practice, i.e., as required to protect the AAA, Service Provider and participant's interest. If contract is awarded, a certificate will be required and if coverage expires or is canceled prior to the end of the contract period, a new certificate will be required. Failure to provide such a certificate will cause termination of the contract on the date the coverage expires.
21. Provide a list of references that demonstrates similar services provided in the past.

## **IX. Hearing Procedures for Service Providers and Applicants**

### Purpose:

The Area Agency on Aging, is required to provide an opportunity for a hearing to Service Providers or applicants whose applications is denied or whose contract is terminated or not renewed.

### Right to Hearing:

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### Request for Hearing:

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- 1) A copy of the AAA action letter.
- 2) The dates of all relevant actions.
- 3) The names of individuals and organizations involved in the dispute.
- 4) A citation to any provision of the Act or accompanying regulations believed to have been violated by the AAA in taking the action in dispute.
- 5) A certified copy of the resolution by which the petitioner's minutes of the meeting at which, the petitioner's governing body authorized the appeal and designation of one or more persons to represent it during the appeal, both by majority vote of a quorum of the governing body.

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- 1) The minutes of the meeting of the AAA's governing body at which the disputed action was considered and taken.

- 2) The minutes of the meeting of the AAA's advisory council at which the disputed action was considered and recommended.
- 3) Area Agency memoranda, staff reports, and evaluations relevant to the action in dispute.
- 4) The criteria used in awarding the contract involved in the hearing.
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If the AAA and petitioner resolve their dispute, they shall jointly notify GOEA of this fact, in writing, within five (5) days of such resolution.

If the dispute cannot be resolved informally, the AAA shall notify GOEA of this fact, in writing, within fifteen (15) days after it receives the request for a hearing.

**ATTACHMENT A  
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**I. Technical Merit**

<b>Points Awarded</b>	<b>Possible Points</b>	<b>Criteria</b>
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B. _____	20	Quality and variety of proposed services and activities
C. _____	15	Frequency and accessibility of services offered
D. _____	15	Applicant's experience and professional expertise in providing requested services
E. _____	15	Applicant's experience in serving elderly persons
F. _____	15	Applicant's performance based on prior or existing contracts with AAA or others

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\_\_\_\_\_ Total Technical Merit Score

<b>I. Total Technical Merit Score</b>	
<b>II. Proposed Unit Cost Score</b>	
Applicant's Unit Cost Rank in Comparison to Other Applicants: Lowest Price/Most Units = 50 pts., 2nd Lowest = 40 pts., 3rd Lowest = 30 pts., etc.	
<b>Applicant's Total Score</b>	_____

**ATTACHMENT B**  
**BID QUOTATION SHEET**

Company\_\_\_\_\_

Address\_\_\_\_\_

City/State/Zip\_\_\_\_\_

Authorized Contact Person\_\_\_\_\_

Title\_\_\_\_\_

Signature of Authorized Person\_\_\_\_\_

**Units and Unit Costs of Services**

<b>Service to be Provided</b>	<b>Total Funding</b>	<b># Units</b>	<b>Unit Cost</b>
Wellness			
Medication Management			
<b>Total</b>			

## ATTACHMENT C

### ASSURANCE OF COMPLIANCE

ASSURANCE OF COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, SECTION 504 OF THE REHABILITATION ACT OF 1973, TITLE IX OF THE EDUCATION AMENDMENTS OF 1972, AND THE AGE OF DISCRIMINATION ACT OF 1975

The applicant provides this assurance in consideration of and for the purpose of obtaining Federal grants, loans, contracts, property, discounts or other Federal financial assistance from the Department of Health and Human Services.

THE APPLICANT HEREBY AGREES THAT IT WILL COMPLY WITH:

1. Title VI of the Civil Rights Act of 1964 (Pub. L 88-352), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 80), to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance from the Department.
2. Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 84), to the end that, in accordance with Section 504 of that Act and the Regulation, no otherwise qualified handicapped individual in the United States shall, solely be reason of his handicap be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance from the Department.
3. Title IX of the Educational amendments of 1972 (Pub. L. 92-318), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 86), to the end that, in accordance with Title IX and the Regulation, no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any education program or activity for which the applicant receives Federal financial assistance from the Department.
4. The Age Discrimination Act of 1975 (Pub. L. 94-135), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 91), to the end that, in accordance with the Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of , be excluded from participation in, or be subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.

The Applicant agrees that compliance with this assurance constitutes a condition of continued receipt of Federal financial assistance, and that it is binding upon the Applicant, its successors, transferees and assignees for the period during which such assistance is provided. If any real property or structure thereon is provided or improved with the aide of Federal financial assistance extended to the Applicant by the Department, this assurance shall obligate the applicant, or in the case of any transfer of such property, an transferee, for the period during which the read property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided, this assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. The applicant further recognizes and agrees that the United States shall have the right to seek judicial enforcement of this assurance.

The person or persons whose signature(s) appear(s) below is/are authorized to sign this assurance, and commit the applicant to the above provisions.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature and Title of Authorized Official

\_\_\_\_\_  
Name of Applicant or Recipient

\_\_\_\_\_  
Street

\_\_\_\_\_  
City, State, Zip Code