

ALABAMA DEPARTMENT OF SENIOR SERVICES

**Request for Proposals
Alabama Department of Senior Services
Office of State Long Term Care Ombudsman Program
Vendor of Long Term Care Ombudsman Services**

Issued: May 4, 2016

Proposal Due: May 31, 2016

Proposals Directed to: Emily Marsal

Street Address: Alabama Department of Senior Services
Office of State Long Term Care Ombudsman Program
RSA Tower
201 Monroe Street, Ste. 350
Montgomery, AL 36104

Mail Address: Alabama Department of Senior Services
Office of State Long Term Care Ombudsman Program
P.O. Box 301851
Montgomery, AL 36130-1851

REQUEST FOR PROPOSAL

The Alabama Department of Senior Services (ADSS), Office of Long Term Care Ombudsman Program (LTCOP), is soliciting proposals for the provision of Long Term Care Ombudsman services pursuant to the requirements of federal and state laws, regulations, and policies of the State Ombudsman Program, (22-5A-1 through 22-5A-7, Code of Alabama 1975; Older Americans Act of 1965, as amended, and Office of the State Long Term Care Ombudsman Program Policy & Procedures Manual) in Jefferson County, Alabama for the period October 1, 2016 through September 30, 2017.

AWARDING AGENCY: Alabama Department of Senior Services, RSA Tower, 201 Monroe St., Ste. 350, Montgomery, Alabama 36104.

CONTACT PERSON: Emily Marsal (334) 353-9394

DATE OF ISSUANCE: May 4, 2016

DEADLINE FOR SUBMISSION: May 31, 2016 at 3 p.m. central time, at 201 Monroe St., Ste. 350, Montgomery, AL 36104. Proposals will not be accepted at any other location. Proposals must be hand delivered or mailed. Faxes or E-mail will NOT be accepted. Late submissions will NOT be accepted.

TIMETABLE:

RFP Issue Date:	May 4, 2016
Electronic Questions Due:	May 11, 2016
Final Response to Questions posted on ADSS website:	May 16, 2016
Proposals Due:	May 31, 2016, 3 PM
Projected Start of Services:	on or about October 1, 2016

Electronic Questions and Answer Period

All questions will be accepted by email. Written questions should be emailed to Emily Marsal at emilyt.marsal@adss.alabama.gov. The writer should directly tie questions to the RFP.

Cut-off Date for Questions

The cut-off date for questions relating to this RFP is May 11, 2016. Questions will not be answered individually. A summary of all questions received will be compiled into one document and distributed to all applicants by being placed on the ADSS website. Final release of responses to questions will be made May 16, 2016.

FUNDING: The availability of funds is contingent upon receipt of adequate state and federal funds. Funding is for this period only and for the purpose of the provision of the Long Term Care Ombudsman Program only to monitor the 32 nursing homes, 18 assisted living facilities, 15 specialty care assisted living facilities and 47 board and care homes in Jefferson County. Should funds become unavailable during the term of the contract, the contract shall terminate upon

notice by ADSS. Funds for this contract shall not exceed \$167,000.00 in total for the Ombudsman and Gateway funding portions of this program. (See Appendix A)

FUNDING AVAILABLE: Funding comes from the Older Americans Act as well as state general funds.

DESCRIPTION OF PROGRAM:

The LTC Ombudsman Program is designed as an advocacy program for residents of Long Term Care facilities. An Ombudsman's job is to protect the rights of residents and assure that they receive fair treatment and quality care. Ombudsman investigate and resolve complaints, visit facilities to evaluate conditions, act as mediators between residents, family members, and facility staff, educate residents, families, and facility staff, provide information to the general public, and represent residents interests before state and federal government by working to change laws, regulations, and policies that affect those who live in long term care facilities.

SCOPE AND PURPOSE OF LONG TERM CARE OMBUDSMAN SERVICES:

The purpose of the Ombudsman program is to enhance the quality of life for residents in long-term care facilities and other settings and preserve the civil and human rights of residents of these facilities. The Ombudsman activities provided under this contract are as follows:

- The contractor will employ the equivalent of two (2) employees to serve as community ombudsmen, one (1) of which must be a full-time employee, and will provide adequate certified individuals to provide coverage during absence of community ombudsmen staff. All employees acting in capacity of community ombudsmen must complete certification training and be certified by the State Long Term Care Ombudsman. These employees and their supervisors must be free of any conflicts of interest. A conflict of interest exists in the LTCOP when other interests intrude upon, interfere with, or threaten to negate the ability of the LTCOP to advocate without compromise on behalf of LTC facility residents. Types of conflict of interest include conflicts of loyalty, conflicts of commitment, conflicts of control, organizational conflicts and individual ombudsman conflicts as outlined in the Office of the State Long Term Care Ombudsman Program Policies and Procedures Manual.
- The contractor will provide consultation to individuals and consultation to facilities, through the community ombudsman staff and other certified agency staff, trained to provide information on Long Term Care issues. The grantee will respond to a request by an individual or facility for I&A during the same day whenever possible, and in all cases, within two (2) working days. Adequate staff and telephone coverage must be available to individuals and facilities seeking assistance to assure prompt responses.
- The contractor will provide high priority service, through the community ombudsman staff, to ensure all complaints are responded to in a timely manner. The grantee will provide confidential and prompt access to a community ombudsman and ensure that adequate staff and telephone coverage is available to assure prompt responses to all complaints.

- The contractor will require each community ombudsman staff to provide a minimum of one (1) community outreach education activity per month, as required by the State Ombudsman Policies and Procedures, on topics such as Medicaid eligibility, abuse, neglect, financial exploitation, residents' rights, volunteer recruitment for nursing home friendly visitors, and other LTC topics that will improve the quality of life for residents of LTC facilities. Community outreach can be providing information to community groups, media interviews, and other educational venues.
- The contractor will require each community ombudsman staff to provide a minimum of three (3) nursing home in-services per quarter and a minimum of one (1) assisted living in-service per quarter as required by the State Ombudsman Policies and Procedures. Additional in-services shall be provided as requested by LTC facility staff and the State Ombudsman staff.
- The contractor will require each community ombudsman staff to provide a minimum of one (1) routine friendly visit per quarter to each nursing home and a minimum of two (2) routine friendly visits per year to each assisted living facility within the Planning & Service Area. These routine friendly visits shall be in addition to any complaint visits. Routine friendly visits can be conducted by any certified community ombudsman or a trained volunteer representative. Routine friendly visits by trained volunteer representatives does not preclude the requirement of the community ombudsman to provide routine friendly visits to all LTC facilities. Community ombudsman presence in facilities should be as frequent as possible and should be increased in facilities in which there is a history of serious or frequent complaints such as special focus facilities.
- The contractor will require the community ombudsman staff to establish relationships with other programs and agencies to develop resources, services and interests which could benefit residents and/or the Ombudsman program. At a minimum, one (1) interagency meeting should be established in each Planning and Service area per year.
- The contractor will require the community ombudsman staff to develop and maintain a volunteer program to increase the number of volunteers who provide friendly visits, community outreach, issues advocacy, pen pals, etc. to residents in LTC facilities.
- The contractor will require the community ombudsman staff to participate in the creation and development of resident and family councils. At a minimum, community ombudsman staff must be involved with resident and family councils in at least 30% of the LTC facilities in the Planning and Service area.
- The contractor will require the community ombudsman staff to establish an Advisory Council to assist the community ombudsman in the performance of their ombudsman duties. The Advisory Council can be utilized to help with issues advocacy, recruitment of volunteers, etc. The Advisory Council must establish by-laws and maintain minutes of all meetings.
- The contractor will provide 4 weeks of in-house, hands-on training to community ombudsman staff and volunteers prior to attending certification training provided by the State Ombudsman. On-going training will be provided as needed.

- The contractor will ensure the community ombudsman staff has access to a private area in order to protect the confidentiality of all ombudsman related documentation and confidential telephone conversations.
- The contractor will require the community ombudsman staff to participate in facility surveys as required by the Older Americans Act and as requested by the Alabama Department of Public Health and the State Ombudsman.
- The contractor will provide technical assistance to community ombudsman staff and volunteers as needed.
- The contractor will ensure that the community ombudsman has access to legal counsel as required by the Older Americans Act and State Ombudsman Policies and Procedures.
- The contractor will ensure that the community ombudsman staff addresses one systemic long term care issue that presents a wide spread area of concern in the Jefferson County area per year.
- The contractor will ensure that the community ombudsman has the opportunity to attend local and national educational events for the purpose of professional growth and when the budget permits such opportunity.
- The contractor will require the community ombudsman staff to properly log and document all information to be consistent with the information entered in SISOR ombudsman reporting tool.
- The contractor will ensure that the community ombudsman follows the Code of Ethics as outlined in the Policies and Procedures.
- The contractor will ensure that the State Long Term Care Ombudsman is notified immediately of any complaint or grievance filed against a community ombudsman as outlined in the Policies and Procedures.
- The contractor will ensure that the State Long Term Care Ombudsman is notified immediately of the designation and de-designation of a community ombudsman as outlined in the Policies and Procedures.
- Under the State Ombudsman agreement with the Alabama Medicaid Agency the contractor will ensure that the community ombudsman staff provide quality of life and community outreach services as stipulated in the “Gateway to Community Living” agreement.

Preparing for this Request for Proposal (RFP)

When preparing a proposal in response to this request, please:

- Carefully read the entire RFP document before you start;

- Submit appropriate questions, as instructed, if clarifications are needed. Questions must be submitted in writing and received by ADSS by the required deadline at 201 Monroe St., Ste. 350, Montgomery, AL 36104;
- Submit a complete proposal by the required deadline;
- Make sure that all procedures and requirements of the RFP are accurately followed and addressed;

The proposal should include the bidder's best terms and conditions because the proposal will be incorporated into the contract. Proposals must be prepared as specified in the RFP as to form, content and sequence. Failure to conform with all requirements and specifications of this RFP may be cause for rejection of the proposal.

Applicant Eligibility

Any public or non-profit organization is eligible to submit an application under the following conditions:

1. The applicant organization, if incorporated, must be in good standing and qualified to conduct business in Alabama.
2. The applicant organization must furnish proof of non-profit status, if applicable.
3. The applicant organization must be willing to provide services that can serve the targeted population in Jefferson County.
4. The organization is technically and administratively capable of executing the services.

The Alabama Department of Senior Services shall ensure that any contractors providing services under this Agreement shall be of sound financial status. Due to this requirement, all applications must provide financial data (Audit Report dated within the past 12 months) validating sound financial status. Applications from agencies that do not have the required sound financial status will be rejected and returned as a 'not responsible' bid.

Conflicts of interest must be addressed in the submitted proposal such as those regarding loyalty, commitment, and control as well as organizational and individual conflicts. The proposal should reflect how the contractor would remedy and remove as well as disclose conflicts. The contractor should provide their process to avoid designation of individuals with a conflict of interest as well as the process used to review the staff and entity to identify conflicts on an ongoing basis.

OLDER AMERICANS ACT: The Older Americans Act appropriates funds under section 702 and makes available to states to carry out the duties of the State Long Term Care Ombudsman Program. ADSS may carry out the duties of the program directly or by contract with any public agency or nonprofit private organization. ADSS may not enter into a contract with an agency or organization that is responsible for licensing or certification of long term care facilities or has an association with a long term care facility or any other residential facility for older individuals. The contractor must develop a comprehensive and coordinated service system for residents of long term care facilities to enable them to maintain a maximum level of personal dignity and quality of care. The contractor must be able to provide services to protect the health, safety,

welfare, and rights of residents by carrying out the activities outlined in the contract and the Office of State Long Term Care Ombudsman Program Policy & Procedures Manual. The contractor must specify how it intends to implement and carry out the specific requirements of the ombudsman program to meet the needs of the long term care residents in the Jefferson county area and shall provide criteria and goals to ensure targeting of services. The contractor will be monitored by ADSS to assess compliance of the contract in meeting goals and utilizing criteria. Services are required to be in compliance with all pertinent state, federal and local regulations, standards and legislation.

The Alabama Department of Senior Services may issue modifications of the contract that could affect any or all applicants. This will be made available in a timely manner from date of receipt. Revisions of applicable laws and regulations may be issued during the contract award period. Contractors are responsible to ensure that the provision of services is in compliance. Lack of knowledge regarding the rules does not exonerate the contractor.

Reporting and Payment Terms

The contractor agrees to meet all program reporting requirements and deadlines as set out by ADSS and the State Ombudsman. Reporting will be accurate and true. Numbers will be reported in SISOR by the 10th of the month following the end of the monthly reporting period; however, quarterly written reports will be submitted to the State Ombudsman on the 10th of the month following the end of the quarter. Grantee records and supporting documentation must match the information entered in SISOR. Keep records of receipts, disbursement of funds, and expenditures and submit reports under terms set out by ADSS Fiscal Division. Financial reports shall be required in accordance with ADSS policies and procedures. Financial reports shall be submitted by the 21st of the month following the end of the program quarter. Grantees not providing accurate and timely reports may be subject to loss of funding. ADSS will monitor quarterly expenditure reports. Funds will be used for the purpose of this contract only and shall be paid upon submission of a cash draw down form.

Insurance Requirements

Prior to commencement of any work under this contract, the Contractor shall provide for the term of the contractual agreement, the following insurance:

General liability of not less than \$1,000,000 per occurrence for bodily injury and property damaged combined. ADSS in cases of higher than usual risks may require higher limits.

Automobile liability including non-owned auto liability, of not less than \$1,000,000 for volunteers and paid employees providing services supported by the contractual agreement.

Professional liability of not less than \$1,000,000 as it appropriately relates to the services rendered. Coverage may include medical malpractice and/or errors and omissions.

Acceptable Insurer: The insurance will be obtained from an insurance company acceptable to the Alabama Department of Senior Services.

Evidence of Insurance: Evidence of insurance shall be in a form and content acceptable to the Alabama Department of Senior Services. Insurance obtained through commercial carriers shall meet the following requirements:

- a. The Certificate of Insurance shall provide that the insurer will not cancel the insurer's coverage without thirty (30) days prior written notice to the contractor, or ten (10) days written notice if the reason for cancellation is non-payment of insurance premium.
- b. The Certificate of Insurance shall provide that the contractor, its officers, agents, and employees are included as additional insured's, but only insofar as the operations under the contractual agreement are concerned. Professional liability coverage is exempt from this requirement.
- c. The contractor shall be named the certificate holder and the address must be listed on the certificate.

Period of Coverage: The insurance provided herein shall be in effect at all times during the term of the contract. In the event the insurance coverage expires during the term of the contract, the Contractor will agree to provide ADSS at least thirty (30) days prior to the expiration date, a new certificate of insurance evidencing insurance coverage as provided herein for a period not less than the remaining term of the contract or for a period not less than one (1) year. In the event the Contractor fails to keep in effect at all times said insurance coverage, ADSS may, in addition to any other remedies it may have, terminate the contract.

Worker's Compensation: The Contractor must be insured against liability for Worker's Compensation or undertake self-insurance in accordance with the provisions of the Labor Code. The Applicant affirms to comply with such provisions before commencing any performance of the work of the contract.

Certificate Submittal: A copy of each appropriate Certificate of Insurance referencing the Contract number, or letter of self-insurance, shall be submitted to ADSS as part of the contract award contingency process.

Indemnification

The Contractor must indemnify, defend and hold harmless ADSS, its officers, agents and employees from any and all claims and losses accruing or resulting to any contractors, subcontractors, suppliers, laborers and any other person, firm or corporation furnishing or supplying work services, materials, or supplies in connection with the performance of the contract and from any and all claims and losses accruing or resulting to any person, firm, or corporation who may be insured or damaged by the Contractor in the performance of the contract.

Application Process

General Instructions

This format allows for a complete description of the Applicant's proposal. Applicants must not deviate from the format provided. Proposals submitted in response to this RFP must be in accordance with the following preparation and formatting instructions.

Submission

1. Proposal Package:

Applicants submitting proposals in response to this RFP are doing so freely and are responsible for any development costs. Proposals will be submitted with the understanding that all proposals will be available for public inspection after the award has been made.

2. Signature:

Proposal documents must be signed by the contractor or by an agent of the contractor, if it is a corporation officer authorized to sign contracts on its behalf, a partnership member, or if it is properly authorized by a power of attorney or equivalent document submitted with the proposal. An unsigned proposal will be rejected. A board resolution, board minutes or minute order must accompany the authorized signature.

3. Copies:

Two (2) master copies of the complete Application package with attachments with original signature(s) must be submitted. In addition, four (4) copies of the Cover Sheet, Program Summary, Scope of Work, Budget Narrative and Cost Allocation Plan must be submitted. No faxed or e-mailed copies will be accepted.

4. Submission Date:

The closing date for the receipt of proposals under this announcement is May 26, 2016 at 3 PM central time. The proposals must be received by 3:00 pm central time at the Alabama Department of Senior Services office at 201 Monroe St., Ste. 350, Montgomery, AL 36104. Proposals received after that time will not be considered.

Mail or hand-deliver proposals to: Alabama Department of Senior Services
201 Monroe St., Ste. 350, Montgomery, AL 36104. It is the Applicant's responsibility to secure receipt of delivery to ADSS by the deadline.

Proposal Format

1. General Instructions:

These instructions prescribe the proposal format and presentation of proposal information. The format allows for the Applicant's proposal to be completely described and ensures a fair and easily read comparison among proposals. Therefore, it is important to follow the guidelines. This format does not preclude applicants from elaborating on particular subjects or from identifying and discussing unique features of the proposal. The proposal should be as thorough as possible. Forms are provided and must be used as instructed. Pages should be 8.5" x 11" white bond paper, numbered consecutively; single-spaced, using 12-point font. The Applicant must re-state each question in the order presented and the response must immediately follow each question.

Proposal Outline shall include:

- I. Cover Sheet
- II. Project Summary
- III. Scope of Work
 - A. Agency Background and Program Information
 - B. Current Services
 - C. History & Proposed Services
 - D. Program Description
 - E. Complaint Process
 - F. Client Population
 - G. Staffing Capability and Pattern
 - H. Utilization of Volunteers
 - I. Coordination with Network of Aging Services
 - J. Outreach and Publicity
 - K. Long Range Planning
 - L. Program Management Characteristics
- IV. Implementation Plan
- V. Assurances
- VI. Budget Narrative and Cost Allocation Plan
- VII. Required Forms

I. Cover Sheet shall include:

- Program Services to be provided
- Type of Application
- Applicant Agency
- Project Director
- Type of Agency
- Dates of Project Period
- Amount requested
- Name, Title and Address of Official Authorized to Sign for Applicant Agency
- Payee
- Signature
- Advisory Council application/recommendation/meeting date

II. Project Summary shall include:

- Brief description of Applicant Agency
- Administrative capabilities
- Summary of overall project as described in detail in the Scope of Work
- Recent four (4) year history of program services and client service data

III. Scope of Work – provides opportunity to describe in detail the proposal to deliver services as the Long Term Care Ombudsman to include the following:

Agency Background and Program Information

Describe Agency Mission

Describe Agency Goals

Describe Agency current services and experience to indicate a level of community based services understanding and knowledge to ensure successful operation of the LTC Ombudsman Program, evaluate how Agency identifies unmet needs of current clients, and how Agency will set priorities and a method to utilize the priorities to ensure advocacy on behalf of residents of long term care facilities as the primary activity.

Describe Agency history, how it fits the program requirements to successfully implement proposed services to administer the Long Term Care Ombudsman Program and how objectives will be specified, measured and achieved to ensure success of the Long Term Care Ombudsman Program.

Describe Agency program description, current services provided, and how these activities demonstrate a capability of delivering long term care ombudsmen services.

Describe Agency provision of receipt and recording of all complaints, timely handling and resolution of complaints.

Describe Agency client population, history of providing services to clients, goals and objectives, number of clients served and growth in service capacity.

Describe Agency staffing and capability to ensure an effective program, and how staff will satisfactorily complete duties, as required by the Long Term Care Ombudsman Program, in a timely manner.

Describe Agency utilization of volunteers to assist the Long Term Care Ombudsman Program to enhance program effectiveness and efficiency.

Describe Agency experience of utilizing other community resources and coordination with network of aging services to enhance the Long Term Care Ombudsman Program.

Describe Agency plans to increase public awareness of the Long Term Care Ombudsman Program and how it will demonstrate these plans to achieve maximum public awareness of the program.

Describe Agency capability of developing a long range plan and goals to sustain and grow the Long Term Care Ombudsman Program.

Describe Agency management plan and competence and capacity to meet the administrative, financial, record keeping, and reporting requirements in a timely and accurate manner as required by the Long Term Care Ombudsman Program.

IV: Implementation Plan

Describe how the contractor demonstrates the capacity to develop an Implementation Plan that appears satisfactory to ensure program success. Implementation Plan includes elements that are

consistent with a comprehensive plan such as initiation, planning, execution, risk assessment, and maintenance/quality control.

V. Assurances

Contractor must establish a level of capability and demonstrate confidence that the program services shall be executed in accordance with the RFP.

The contractor agrees to screen and find acceptable only those subcontractors known to be fiscally responsible, administratively sound, and operationally reliable. The contractor must obtain approval of the Alabama Department of Senior Services prior to committing to any subcontracts.

Contractor must assure that it has sufficient financial support to cover the program's expenses for a minimum of ninety (90) calendar days.

Contractor must assure that a resolution from the Board of Directors (or legal governing body) identifying the person authorized to sign and approve agreements is on file with the Alabama Department of Senior Services.

The contractor agrees to maintain all program and fiscal records within the geographical service area and have all records available at the Alabama Department of Senior Services office within 48 hours upon request.

VI. Budget Narrative and Cost Allocation Plan

Contractor must submit a Budget narrative that clearly describes costs and calculations proposed. The Budget Narrative should clearly describe all cost categories with explanation as to why each is needed.

If indirect or administrative costs are included in the budget a cost allocation plan must be included.

A Cost Allocation Plan is required for all allocated costs. PERSONNEL COSTS cannot be allocated. They must be direct program charges supported by time cards or timesheets.

VII. Required Forms:

1. Statement of the purpose of the Organization or a copy of the Corporation By-Laws
2. Organizational chart
3. Articles of incorporation
4. List of staff and job descriptions of all major project personnel
5. A copy of the most recent audit report, not more than 12 months old at time of submission and certified by an independent certified public accountant
6. Governing body resolution authorizing application
7. Latest IRS and State Franchise Tax reports
8. List of Board of Directors (or governing body) on form provided
9. Minutes of the Project Advisory Council meeting that reviewed the application, if applicable

10. A copy of the minutes of the past three meetings of the Board of Directors
11. Statement listing any pending litigation involving the organization or key personnel of the organization
12. A copy of the Client Grievance Policy/Statement.
13. List of Project Advisory Council on form provided.
14. A copy of the forms used for internal evaluation.
15. A copy of the Client Satisfaction Performance Survey form.
16. Proof of Nonprofit Status of Organization (not applicable for governmental agencies)
17. A copy of the contingency plan describing how services will be maintained during the event of a disaster or emergency.
18. A copy of the Implementation Plan.

Contractor must submit all above forms completely and accurately.

Review and Selection Process

ADSS will evaluate each application with the same process to select applicant(s) who best respond to the ADSS requirements and program needs of the Long Term Care Ombudsman Program.

ADSS reserves the right to award a contract with or without further discussion of the proposal submitted. Therefore proposals should be submitted initially on the most favorable terms, from both budget and programmatic standpoints, which the applicant can propose. ADSS also reserves the right to reject any and all proposals received by reason of the Request for Proposal. ADSS also reserves the right to negotiate modifications after the bid proposal has been selected and before the Agreement is executed.

The Program Proposal and budget of the successful applicants shall be appended to and incorporated in the Contract Award. The terms and conditions set forth in the Contract Award should be reviewed carefully by interested parties. Compliance with the Contract Award conditions is mandatory.

ADSS reserves the right to arrange on-site fiscal and program assessments by ADSS staff to determine the applicant's ability to meet the terms and conditions of the Request for Proposal, application and Contract Award.

Selection Evaluation Criteria and Proposal Evaluation

A Proposal Review Committee (PRC) composed of representatives of ADSS has been designated to review and evaluate all applications. Applicants may be required to participate in one or more interviews with the PRC which may be conducted in person or by telephone. Any such requirement for interviews will be at the discretion of the PRC. Proposals must demonstrate that all requirements are satisfied. Any need for clarification of proposals will be identified and clarifications requested.

Award of Contract

The State of Alabama is an Equal Opportunity and Affirmative Action employer and does not discriminate in its hiring, employment, or business practices. ADSS is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability, in admission to, access to, or operation of its programs, services, or activities.

Award Determination

Each Applicant will be provided a letter regarding the notice of contract award or non-award.

Disposition of Proposals

All materials submitted in response to this RFP will become the Property of ADSS. Materials may be returned only at ADSS's option and at the Applicant's expense.

The weighted criteria to be used by the Proposal Review Committee are outlined below:

I: Cover Sheet

The Applicant completes the agency information page completely and accurately.

Total 5 Points

II: Project Summary

The Applicant completes a brief description of the agency, demonstrates administrative capabilities, completes an overview or summation of the overall project as described in the scope of work, and presents a recent four (4) year history of program services data.

Total 5 Points

III-A: Agency Background and Program Information

The Applicant demonstrates that program supports agency mission statement, program appears to help agency achieve its goals, fits the program requirements and appears to have the knowledge and understanding required to successfully administer a Long Term Care Ombudsman Program. Geographic service area for proposed program is clearly defined and agency headquarters and subsidiary offices ensure access to the targeted client population in an effective manner as well as the target population has timely access to a program representative.

Total 5 Points

III-B: Current Services

The Applicant describes services presently provided by the agency and demonstrates a capability of operating a Long Term Care Program. Has identified unmet needs of clients including what steps have been taken to address unmet needs. Has set priorities and a method to use the priorities to ensure that advocacy on behalf of LTC facility residents is primary activity. Has identified a procedure to ensure maximum use of community resources. Agency has a history that includes provision of service that addressed needs, met its goals and objectives and has grown its service capacity.

Total 10 Points

III-C: Proposed Services

The Applicant describes goals that are clear and appropriate to the program and are achievable if objectives are successfully implemented. Objectives are specific and measurable and will result

in a successful Long Term Care Ombudsman Program. Data indicates sufficient eligibility and targeting in service area in accordance with the Older Americans Act.

Total 10 Points

III·D: Program Description

The Applicant's response demonstrates a thorough understanding of a complaint management system to conduct an investigation. Proposed methods and procedures will ensure that community education activities, advocacy activities, and activities to establish and maintain Resident and Family Councils. Proposed methods and procedures will also ensure facility staff trainings and consultations, and individual consultations are sufficient in number and meet priorities of OAA. Applicant ensures the Ombudsman will fulfill goals and responsibilities and meet training requirements.

Total 10 Points

III·E: Client Population

Applicant's estimated projections are appropriate to meet goals of the OAA and are achievable in proposed service area. Estimates appear to achieve targeted population goals of OAA.

Total 5 Points

III·F: Staffing Capability and Pattern

Applicant describes staffing structure, number of staff and hours per week for each position. Staff is sufficient to achieve program goals and objectives. Proposed staff information includes duty statements for each position and Applicant describes staffing expertise and demonstrates capacity of staff to provide effective program administration and service delivery. Applicant describes content and schedule for staff training.

Total 5 Points

III -G: Utilization of Volunteers

Applicant explains how volunteers will enhance program effectiveness and efficiency, describes initial and ongoing training plan and internship for volunteers including schedule and topics that will ensure volunteers meet their responsibilities and duties, describes methods and effectiveness in recruiting volunteers, and describes how volunteers will be supervised.

Total 5 Points

III-H: Coordination with Network of Aging Services

Applicant demonstrates experience in cooperative relationships with other community based services, demonstrates relationships with regulatory agencies at the state and federal levels, describes detailed methods of coordination with other aging/senior network and community based services and explains how this will enhance services. Applicant will also list the resources within the service area and explain, if implemented, how the resources will enhance capacity of the program.

Total 5 Points

III-I: Outreach and Publicity

Applicant demonstrates how it will communicate with culturally diverse communities and proposal appears reasonable for program success in achieving targeted goals. Applicant will

provide detailed plans and how these plans will achieve maximum public awareness of the proposed services. Applicant presents a reasonable and feasible plan to ensure that their services are accessible to long term care residents, staff, family members and other interested persons.

Total 5 Points

III-J: Long Range Planning

Applicant demonstrates the capacity to develop a Strategic Plan.

Total 5 Points

III-K: Program Management Characteristics

Applicant details an adequate internal quality assurance program and provides evidence of how delivery of services will be accomplished. Agency demonstrates the competence and capacity to meet the administrative, financial, record keeping, and reporting requirements in a timely and accurate manner.

Total 5 Points

IV: Implementation Plan

Applicant demonstrates capacity to develop an Implementation Plan that appears satisfactory to ensure program success. Implementation Plan includes elements that are consistent with a comprehensive plan such as initiation, planning, execution, risk assessment, and maintenance/quality control.

Total 5 Points

V: Assurances

Applicant establishes a level of capability and demonstrates confidence that the program services will be executed in accordance with the RFP. Provides assurances for Project Subcontractors, Sufficient Cash Flow, Board Resolution and Records. Proposal appears to ensure success and complies with rules and regulations.

Total 5 Points

VI: Budget Narrative and Cost Allocation Plan

Applicant submits Budget Narrative and Cost Allocation Plan that are complete and accurate. Proposed Budget presents adequate resources to achieve program's goals & objectives. Proposed Program is cost effective. Budget Narrative clearly describes costs. Costs presented are allowable. Calculations are correct. Cost Allocation Plan is prepared correctly and presents a reasonable approach.

Total 5 Points

VII: Required Forms

The Applicant submits all Required Forms and they are complete and accurate.

Total 5 Points

Contingency: The awarding of contracts is contingent upon the receipt of sufficient monies and a Notification of Contract Award from the Alabama Department of Senior Services and upon the regulations of the Older Americans Act. ADSS may not award a contract to any Agency that has not fulfilled the contract award conditions of prior year periods.

APPENDIX A

Jeff Co. Ombudsman Funding for RFP

Program Title	Grant #	CFDA #	Amount	Percentage
Title VII: Elder Abuse Prevention	17AAALT7EA	93.041	\$9,000.00 (1)	6.77%
Title VII: Ombudsman	17AAALT7OM	93.042	\$29,000.00 (1)	21.80%
State funding Ombudsman	N/A	N/A	<u>\$95,000.00</u>	71.43%
			<u>\$133,000.00</u>	

(1) Projected Federal award for FY 2016.

Estimated Gateway	<u>\$34,000.00</u>
OMB Funding	<u>\$133,000.00</u>
TOTAL	\$167,000