

LAURA TREJO  
GENERAL MANAGER

CITY OF LOS ANGELES  
CALIFORNIA



ANTONIO R. VILLARAIGOSA  
MAYOR

11-09  
DEPARTMENT OF AGING  
AN AREA AGENCY ON AGING  
3580 WILSHIRE BLVD., STE. 300  
LOS ANGELES, CA 90010  
(213) 252-4000

Council File:  
Council Districts: Citywide:  
Contact Persons:  
Laura Trejo (213) 252-4023  
James Don: (213) 252-4035

November 3, 2011

Honorable Antonio R. Villaraigosa  
Mayor, City of Los Angeles  
Room 305, City Hall  
Los Angeles, CA 90012

Los Angeles City Council  
c/o City Clerk's Office  
Room 395, City Hall  
Los Angeles, CA 90012

Attention: Ms. Pamela Finley, Legislative Coordinator

**ARTS, PARKS, AND NEIGHBORHOODS; HOUSING, COMMUNITY AND  
ECONOMIC DEVELOPMENT COMMITTEES TRANSMITTAL: DEPARTMENT  
OF AGING'S REQUEST TO APPROVE AND RELEASE THE EVIDENCE-  
BASED PROGRAM REQUEST FOR PROPOSAL**

**CONSIDERATION**

The City of Los Angeles Department of Aging (LADOA) requests the Mayor and City Council's approval for the release of the Evidence-Based Program (EBP) Request for Proposal (RFP) for the selection of contractors to provide EBP services. The RFP will select EBP service providers in each of the 15 Aging Service Areas of the City of Los Angeles. The RFP will identify the service provider for the Program Year beginning April 1, 2012 through March 31, 2013 with three (3) one-year renewal options at the discretion of the LADOA.

## **RECOMMENDATIONS**

The General Manager for the Department of Aging requests that:

1. Your office process this transmittal through the Arts, Parks, and Neighborhood Committee; the Housing, Community and Economic Development Committee and the City Council for review and approval;
2. The City Council approve the RFP documents attached to this transmittal and process identified herein; and authorize the General Manager for the LADOA to release said subject RFP in accordance with the defined herein; and
3. The Mayor concurs with City Council Action.

## **BACKGROUND**

The adopted FY 2011-12 City Budget included the development and implementation of the EBP to restore services levels back to citywide coverage by utilizing a more cost efficient approach. The purpose of the EBP is to provide older adults with programs that enhance wellness skills in the areas of self management, healthier living, physical activity, memory enhancement, and caregiver support. Because of the current economic crisis and the continuous annual reductions to the LADOA's Community Development Block Grant Funds (CDBG) and City General Funds the EBP was designed as an innovative replacement to the Adult Day Program (ADP). It is the LADOA's answer of assisting more seniors and caregivers with less funding and ensuring as many gaps in senior and caregiver services are filled. Special attention is given to the *targeting* of services to older individuals with greatest economic need, with particular attention to low income and very low income individuals.

The LADOA is seeking to release the Evidence-Based Program RFP, which is attached, in December 2011 for the Program Year beginning April 1, 2012 through March 31, 2013.

## **SUMMARY**

The Evidence-Based Program RFP will select service providers for the program year beginning April 1, 2012 – March 31, 2013 with three one-year renewal options depending on the availability of funds, the contractor's performance, and the best interest of the City. Fifteen (15) contracts will be awarded, funding each of the 15 Aging Service Areas \$95,660 for the provision of Evidence-Based Program services citywide.

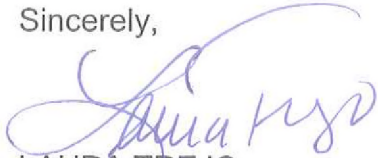
Honorable Antonio Villaraigosa 3  
Los Angeles City Council  
November 3, 2011

**FISCAL IMPACT STATEMENT**

The evidence-based program is funded with Community Development Block Grant and City General Fund. It is projected that \$297,633 in City General Funds will be allocated to the project for Program Year 2012-2013.

A copy of this transmittal and attachments is being forwarded to the City Attorney and the Council on Aging for concurrent review and approval.

Sincerely,



LAURA TREJO  
General Manager

LT:JD:MP:DO:FQG:vz:m/EBPrfpTransmittal2011

Attachments

cc: City Attorney  
City Administrative Officer  
Chief Legislative Analyst  
President, Council On Aging



ANTONIO R. VILLARAIGOSA  
MAYOR

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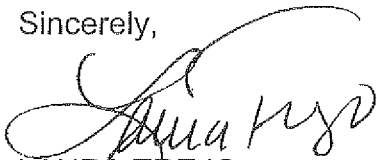
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Sincerely,



LAURA TREJO  
General Manager

LT:JD:MP:DO:FQG:vz:m/EBPrfpTransmittal2011

Attachments

cc: City Attorney  
City Administrative Officer  
Chief Legislative Analyst  
President, Council On Aging



## REQUEST FOR PROPOSAL (RFP)

EVIDENCE BASED PROGRAM  
(EBP)

**Issue Date:** December 5, 2011

**Due Date:** January 5, 2012

CITY OF LOS ANGELES  
DEPARTMENT OF AGING  
3580 Wilshire Blvd., Suite 300  
Los Angeles, CA 90010  
(213) 252-4000

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# I. GENERAL INFORMATION AND INSTRUCTIONS

**A. INTRODUCTION:** The City of Los Angeles Department of Aging (LADOA) is soliciting proposals to provide Evidence Based Programs (EBP), in each of its fifteen (15) Aging Service Areas (ASAs). The LADOA is an Area Agency on Aging providing various programs, which serve older persons (60+) residing in the City of Los Angeles.

## B. PROGRAM OVERVIEW

1. **Program Description:** EBP provide older adults with programs that enhance wellness skills in the areas of self management/healthier living, physical activity, memory enhancement, and caregiver support.

### 2. Aging Service Areas

- a. The City has been divided into fifteen geographic areas (see Aging Service Area Maps, Attachment 17).
- b. A bidder's proposal must include program services within the entire ASA. A bidder may bid for more than one ASA, but each ASA proposal must be submitted separately.
- c. The required services are outlined in Minimum Requirements (see page 10), and further defined in Minimum Units of Service for Mandated Programs for Fiscal Year 2011/2012 beginning April 1, 2012 through March 31, 2013 (see Attachment 3).
- d. The LADOA will award contracts in each of the Aging Service Areas (ASAs) throughout the City for the provision of EBP services.

3. **Targeting:** Special attention is given to the targeting of services to older individuals with greatest economic need, with particular attention to low income and very low income individuals. Examples of targeting may include locating service centers in areas with a high concentration of low-income older individuals, or by providing services most appropriate to those targeted populations. For the population distribution within the geographic area see Attachment 16.

### 4. Scope and Purpose of Services

- a. The purpose of the EBP program is to provide services designed to enhance older adult health, memory, physical activity, and support family caregivers.
- b. The EBP successful bidders will provide EB programs from the LADOA approved list (below). The list may be updated as new programs become available. The successful bidder(s) must provide a minimum of one evidence-based program from each of the three categories listed below:

Self Management Programs:

Chronic Disease Self Management/Healthier Living

- Healthier Living – English version
- Tomando Control de su Salud – Spanish version

Physical Activity programs:

- A Matter of Balance (English and Spanish)
- Active Start (English and Spanish)
- Arthritis Foundation Exercise Program<sup>SM</sup> (English and Spanish)
- Arthritis Foundation Walk With Ease Program<sup>SM</sup>

Caregiver Support or Memory Enhancement:

- Powerful Tools for Caregivers
- Savvy Caregiver<sup>TM</sup>
- UCLA Memory Training

- c. The successful bidder(s) must offer each program no less than **four** times during each year of the contract.
- d. The successful bidder(s) must have no less than 72 completers (of the total persons taking the six programs with at least 72 clients completing the programs) **per quarter for a total annual number of 288 completers for all programs per Aging Service Area**. A 'Completer' is a person who has completed a minimum number of sessions and who is 60 years of age or above who resides in the City of Los Angeles, OR an informal caregiver 18 years of age who resides in the City of Los Angeles and above who cares for a person who is 60 years of age. The following chart illustrates the number of required completers for each EB program:

EB Program	Number of Sessions in Program	Completer/Participant has completed at least :
Healthier Living/Chronic Disease Self Management (CDSMP)	6 sessions	4 of the 6 sessions
Tomando Control de su Salud	6 sessions	4 of the 6 sessions
A Matter of Balance	8 sessions	5 of the sessions
Active Start* Active Living Every Day	20 sessions	13 of the 20 sessions
ExerStart	40 sessions	26 of the 40 sessions
Arthritis Foundation Exercise Program	12 sessions	8 of the 12 sessions
Arthritis Foundation Walk With Ease	18 sessions	12 of the 18 sessions
UCLA Memory Training	4 sessions	3 of the 4 sessions
Powerful Tools for Caregivers	6 sessions	4 of the 6 sessions
Savvy Caregiver	6 sessions	4 of the 6 sessions

\* Each person who is an Active Start completer may be credited as two completers due to the large number of sessions in this program.

- 5. **Units of Service:** The minimum number of units of service for each program is listed in Attachment 3.
- 6. **Program Period:**

The funding for this RFP is 12 months for the period beginning April 1, 2012 through March 31, 2013. At the discretion of the City, the contract may be renewed up to three additional years in one year increments, depending on the availability of funds, the contractor's performance, and the best interests of the City.

**C. ESTIMATED PROGRAM FUNDING**

**1. Community Development Block Grant (CDBG)/General City Purpose (GCP)**

- a. Following are estimated allocations for Fiscal Year 2012/2013 from both CDBG and GCP funding sources. Agencies must submit proposals for allocations as listed.

PROGRAM	PROPOSED SERVICE AREA	PROPOSED TOTAL ANNUAL FUNDING
EBP	Per Aging Service Area	\$95,660

- b. Based on the 2010 Census American Community Survey, there are 563,865 older adults aged 60 years and above living within the city limits of Los Angeles.

- c. Allocations to the program will be subject to change depending upon the level of federal funding received by the City of Los Angeles.
- d. Be advised that the City reserves the right to adopt any formula that is consistent with the targeting strategy of HUD and that the dollar allocations identified above and the geographical service areas are subject to change. Final determination will be made at the time the City makes contract offers to successful bidders.

**2. Contractor Matching**

- a. Contractors are expected to provide a matching share. The LADOA considers 10% matching share as typical (10% of the total funding of the project). The matching share may be cash or an in-kind contribution (see Attachment 2 for definition) or a combination thereof.
- b. **Contractor's Matching Share** – Matching Share is computed by multiplying the grant share by 11.11%. The product is 10% of the total funding of the project.
- c. Contractors must submit a plan for generating program funding to ensure the sustainability of EBP services. The plan should not include grant funding provided through this RFP.

**3. Program Income Share**

- a. Program income is income earned from activities - the cost of which are partly or entirely borne by the grant. It can include income from fees for services performed during the contract period, participant donations, proceeds from the sale of personal or real property, rental fees, interest, etc. If the program on which this RFP is based collects fees, program income reporting is required.
- b. Voluntary participant contributions (see page 14) shall be budgeted as Program Income.
- c. Contractors are permitted to charge fee based services and/or fees on a sliding scale as a part of achieving the financial sustainability goals for the program.

**D. GENERAL INFORMATION REGARDING PROPOSAL PROCESS**

- 1. The proposal should include the bidder's best terms and conditions because the LADOA may choose to incorporate the proposal, in whole or in part, in the contract.
- 2. Proposals must be prepared as specified in this 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.
  - a. All information must be submitted in the order provided for in the Check Off List (page 17) and labeled in this RFP. The Check Off List must be completed, signed and dated.
  - b. All attachments must be completed and submitted with the proposal.
  - c. The proposal must be enclosed in a sealed package marked in the upper left-hand corner with the name and address of the bidder and bear the words "Evidence Based Program."
  - d. Proposals must be typed, double-spaced, on plain white 8 1/2" x 11" paper, using type no smaller than 12 font, with three holes punched on the left-hand side of the paper and enclosed in a three ring binder. Each page should be numbered consecutively and is to include a table of contents. The bidder's name should appear in the upper right-hand corner of each page of the proposal.
- 3. **Deadline for Submission of Applications**
  - a. All proposals must be received in the LADOA office (at the address below) with the date and time stamped by an authorized LADOA representative by 3:30 pm on the closing date of January 5, 2012. LADOA staff will stamp the date and time on each proposal at the time it is

received. No facsimiles will be accepted. Hand delivered applications are accepted during the normal working hours of 8:00 a.m. to 5:00 p.m. Monday through Friday, prior to the closing date of January 5, 2012. The bidder must submit an original plus five (5) copies of the entire proposal and include in its submission a copy of the entire proposal on a compact disk (cd) or a flash drive.

Department of Aging  
 3580 Wilshire Blvd., Suite 300  
 Los Angeles, California 90010

- b. No proposals or documentation will be accepted after the due date. Only timely proposals will be forwarded for review. Late proposals will not be considered for grant award. The LADOA reserves the right to determine the timeliness of all proposals submitted.
- c. Any correction and re-submittal by the bidder must be received before the deadline for submission of the proposal.

4. **LADOA Contact Person for Technical Assistance:**

Dale Osborne at (213) 252-4028  
 Francisco Guillermo at (213) 252-4086  
 Between 8:00 a.m. and 3:30 p.m.  
 Monday through Friday

**E. ELIGIBLE ORGANIZATIONS**

- 1. An organization is eligible to bid if it is a legally constituted public, private nonprofit, or private body rendering services in EBP as described herein.
- 2. Subcontractor organizations must have experience in one of the areas of service described in Section B., Program Overview; Scope and Purpose of Services, item b.

**F. PROPOSAL EVALUATION AND CONTRACT AWARD PROCESS**

- 1. A proposal review team will evaluate proposals based on the weighting factors specified below. The LADOA may conduct interviews or site visits at facilities of bidders not previously funded by the LADOA. The proposal review team will submit its funding recommendations to the LADOA. The LADOA will review and assess the recommendations, and forward final recommendations to the City Council for approval of its contract selections. The factors to be used in evaluating each bidder shall include, but is not limited to:
  - Overall qualifications and experience of bidder.
  - Specific qualifications of key staff to complete assigned tasks relative to the provisions of services required of the program described in this RFP.
  - Responsiveness to requirements outlined in this RFP.
  - References
  - Evidence that the bidder has the capacity and ability to provide services effectively, including financial sustainability for the program.
  - Evidence that the bidder has the capacity and ability to work effectively within the public sector.
  - Adequacy of the work plan and related cost projected by bidder as set forth in proposal response.
- 2. Proposals will be evaluated according to the following criteria and values:

Criteria	Point Value
Work Program	50
Organization's History and Administration	20
Budget	30
<b>TOTAL</b>	<b>100</b>

3. A minimum score of 70 points will be required to be considered for the awarding of a contract. If no proposal rates 70 points, at the discretion of the General Manager of the LADOA, a proposal of a lower score may be accepted or the LADOA will repeat the RFP process.
4. All bidders will be notified of the funding recommendations.
5. Appeals Process:  
Agency must submit to the LADOA, in written format, the specific item(s) or procedure being appealed within five (5) working days of notification. The appeal must be addressed to:

Laura Trejo, General Manager  
Department of Aging  
3580 West Wilshire Boulevard, 3<sup>rd</sup> Floor  
Los Angeles, CA 90010

Only the actions specified below shall be considered adverse determinations that are subject to a hearing upon request:

- The presence of a conflict of interest, real or apparent.
- The occurrence of a procedural error or omission.

The LADOA will convene a Proposal Appeal Review committee comprised of Council on Aging members, representatives of human service agencies, service providers, LADOA staff or other public services personnel. The General Manager shall make the final decision at this level of the appeal process.

6. An agency approved for funding shall be required to negotiate a contract with the City which may contain different and/or additional requirements not set forth herein. An agency shall be bound by the terms and conditions of its proposal. An agency approved for funding may not request or make any changes to its proposal terms and conditions during contract negotiations. The City reserves the right to make the awarding of a contract contingent upon the satisfactory completion by the agency of certain special conditions.

**G. RFP BRIEFING: To assist organizations in responding to this Request for Proposal, it is recommended that all interested parties attend a Bidders Conference at:**

Department of Aging  
3580 Wilshire Blvd., Suite 300  
Los Angeles, California 90010  
Date: December 15, 2011  
Time: 1:00 p.m.

## **II. RESERVATIONS AND REQUIREMENTS**

### **A. GENERAL PROVISIONS**

1. The General Manager of the LADOA reserves the right to reject any proposal if the proposal is deemed inappropriate or incomplete or is not in the best interest of the City.
2. The LADOA reserves the right to withdraw this RFP at any time without prior notice and makes no representation that any contract will be awarded to any bidder responding to this RFP. The LADOA reserves the right to extend the submission deadline, should such action be in the best interest of the City.
3. The LADOA reserves the right to annually renegotiate contracts and adjust budgets throughout the duration of the program period in order to achieve maximum administrative efficiency at the lowest possible cost.
4. All applicants shall conform to all applicable indemnification and insurance requirements as set forth in Attachment 9.

5. The City reserves the right to retain all submitted proposals and they shall become the property of the City of Los Angeles. Any City agency or department has the right to use any or all ideas presented in proposals without any change or limitation. Selection or rejection of a proposal does not affect these rights. All proposals will be considered public documents, subject to review and inspection by the public upon completion of the contract decision making process.
6. The successful bidder will use computerized reporting for fiscal and National Aging Program Information System (NAPIS) and any other reports, as software reporting systems are developed. The successful bidder will provide personnel with sufficient skills in automation to support such systems when installed and will designate a liaison to the LADOA regarding the NAPIS (this individual should appear in the personnel section of the budget [Attachment 2] and organization chart [page 14]). LADOA reserves the right to approve the skill levels of such personnel assigned to support automated reporting systems.
7. A proposer may not be recommended for funding, regardless of the merits of the proposal submitted, if it has a history of contract non-compliance with the City of Los Angeles or any other funding source, poor, current or past contract performance with the City or any other funding source, or current disputed or disallowed cost with the City or any other funding source.
8. The City reserves the right to verify the information in the proposal. If the information in the proposal cannot be verified, and if the errors are not willful, the City reserves the right to reduce the rating points awarded.
9. If a proposer knowingly and willfully submits false performance or other inaccurate data, the City reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false performance or other inaccurate data submitted in response to this RFP, the City reserves the right to terminate that contract.
10. A proposal may be withdrawn personally by written request prior to the scheduled closing time for receipt of proposals.
11. The City reserves the right to waive any informality in the proposal when to do so would be to the advantage of the City.
12. Failure to negotiate a contract within 60 days from the proposal submission deadline date will result in the proposal being deemed non-responsive.

## **B. LAWS AND REGULATIONS**

1. All applicants shall conform to all applicable provisions of laws and regulations. These shall include, but not be limited to:
  - a. Civil Rights Act
  - b. Americans with Disabilities Act of 1990 (ADA);
  - c. Rehabilitation Act, Sections 503 and 504;
  - d. The Architectural Barriers Act of 1968, as amended (42 U.S.C. 4151-4157, et. seq.);
  - e. Applicable federal regulations;
  - f. Appropriate Office of Management and Budget (OMB) circulars;
  - g. LADOA and Community Development Department Program Manuals;
  - h. Nondiscrimination and affirmative action provisions of the laws of the United States of America, and the City of Los Angeles;
  - i. City of Los Angeles "Living Wage Ordinance". Section 10.37.9, Los Angeles Administrative Code;
  - j. City of Los Angeles "Service Contractor Worker Retention Ordinance," Section 10.36.6 Los Angeles Administrative Code;
  - k. City of Los Angeles "Equal Benefits Ordinance", Section 10.8.2.1 Los Angeles Administrative Code;
  - l. City of Los Angeles "Slavery Disclosure Ordinance", Section 10.41 Los Angeles Administrative Code;
  - m. City of Los Angeles "Contractor Responsibility Ordinance", Section 10.40.2 Los Angeles Administrative Code;
  - n. Office of Management and Budget (OMB), Circular A-102, Uniform Administration Requirements for Grants-In-Aid to State and Local Governments;

- o. Office of Management and Budget (OMB), Circular A-122, Cost Principles for Nonprofit Organizations, and (OMB), Circular A-110;
  - p. Federal Management Circular (FMC), 74-4, Cost Principles Applicable to Grants and Contracts With State and Local Governments;
  - q. Executive Order Number 11,063 dated November 20, 1962;
  - r. Copeland "Anti-Kickback" Act (18 USC 874) (29 CFR, Part 3);
  - s. Davis-Bacon Act (40 USC 276a-7) (29 CFR, Part 5.0);
  - t. Drug-Free Workplace Act (41 USC 701 et seq.);
  - u. Contract Work Hours and Safety Standards Act (40 USC 327-330) (29 CFR, Part 5);
  - v. Clean Air Act, as amended (42 USC 1857, et seq.);
  - w. Federal Pollution Control Act, as amended (33 USC 1251, et seq.);
  - x. Title VI of the Civil Rights Act of 1964 (42 USC 2000d) and implementing regulations;
  - y. Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, (42 USC 2000e), and implementing regulations;
  - z. Section 503 and 504 of the Rehabilitation Act of 1973, as amended, (29 USC 794) and implementing regulations issued at 45 CFR, Part 84;
  - aa. The Age Discrimination Act of 1975, as amended, (42 USC 6101, et seq.) and implementing regulations;
  - bb. The Single Audit Act P.L. 98-502 and OMB Circulars A-110, 128 and 133;
  - cc. OMB "Compliance Supplement for Single Audits of Educational Institutions and Other Nonprofit Organizations" and the "Compliance Supplement for Single Audits of State and Local Governments";
  - dd. The terms and condition of the grant agreement between the State of California and the City of Los Angeles that funds this Agreement;
  - ee. The Clean Water Act as amended 42 USC 1857;
  - ff. The Environment Protection Regulations 40 CRF Part 15 and Executive Order 11738; and
  - gg. First Source Hiring Ordinance.
2. These documents are available for review during regular business hours at the LADOA at the address listed above. Documents may be reviewed at the LADOA but copies shall not be provided by the LADOA.

**C. PRECONTRACTUAL EXPENSES:** The City shall not be liable for any precontractual expenses incurred by the bidder in the preparation and/or submission of the proposal. The bidder shall not include any such expenses as part of the proposal.

**D. EMPLOYMENT TRAINING POLICY**

- 1. In accordance with the Mayor's Executive Directive No. 57, all agencies bidding for goods and services contracts of \$500,000 or more shall agree to identify all vacant full-time positions and to interview City Workforce Investment Act (WIA) participants and OAA Title V recipients, contingent upon a review of their qualifications. The agency also agrees to describe the on-the-job training opportunities it can offer to WIA and OAA Title V recipients and to identify a contact person with whom LADOA representatives may negotiate the placement and training of WIA and OAA Title V recipients.
- 2. The *Declaration of Contractor in Compliance with City of Los Angeles Employment and Training Policy* (see Attachment 13) must be complete and submitted with the proposal in order for it to be considered responsive.

**E. SUBCONTRACT COMPETITIVE BID REQUIREMENTS**

- 1. All subcontracts exceeding \$500 must be let only by the competitive bidding process in compliance with City bidding procedures (see Los Angeles City Charter, Sections 371), except when the subcontractor is the sole supplier of services or materials. Any procurement exceeding \$10,000 must also comply with the requirements of the OMB Circular A-102.
- 2. Prior to entering into any subcontract of \$500 or more, a contractor shall submit to the City evidence that it has received a minimum of three bids for said subcontract and justification for the selection of the successful bidder or documentation indicating it is a sole supplier. Records shall be maintained by the contractor showing the parties solicited and the bids submitted.

## **F. AUDITS**

1. Any audit of a LADOA contracted agency may be subject to review and oversight by the City's single audit contractor.
2. A contractor agrees to hire an auditor to audit the organization and test the financial integrity of the contractor's transactions. The contractor will be reimbursed by the LADOA for the audit fees. This audit shall be conducted within the contract period in accordance with:
  - a. Single Audit P.L. 98-502
  - b. OMB Circulars A-110, and A-133
  - c. OMB Compliance supplement for Single Audits of State and Local Governments (service delivery level)
  - d. City Council action dated February 4, 1987, Council File No. 84-2259-S-1
3. The City reserves the right to withhold funds, disallow costs, suspend payments, or impose the default, probation, suspension, and termination clause of the agreement if the contractor fails to comply with the Single Audit Act and its provisions and/or until the audit is completed satisfactorily.

## **III. MINIMUM REQUIREMENTS**

### **A. OPERATING REQUIREMENTS**

1. The successful bidder(s) will be required to identify a Program Coordinator.
2. The successful bidder(s) who are provided with CBDO funding must track/document economic benefits of caregivers.
3. Successful bidder(s) will provide a plan for achieving EB program self-sufficiency within two years.
4. Successful bidder(s) will submit a fee schedule in addition to the program subsidy (grant funds).
5. Contractors must have planned outreach activities to ensure targeting in agreement with CDBG and LADOA requirements (see page 11 and Attachment 13).
6. Contractors must form collaborations (cooperative agreements) with community agencies and other organizations in order to ensure comprehensive and coordinated service delivery and to prevent duplication of services (see page 13).
7. Contractor agrees to collaborate with the LADOA on implementation of the EBP.
8. Contractors shall outreach to serve all ethnic groups in each geographic area in which services are being provided.
9. Participant Involvement
  - a. Contractors must provide participants with the opportunity to voluntarily and confidentially contribute to the cost of the services (see page 14).
  - b. Contractors must have procedures to protect the confidentiality and privacy of information about, or obtained from, participants (see page 14).
10. Contractors must demonstrate that the proposed service hours of the Evidence Based Program are commensurate with the needs and demands of the community it serves.
11. Bidders may review the Community Development Department (CDD) Program Manual for additional information on the program requirements. The Program Manual is available for review during regular business hours at the LADOA.



## **B. PROGRAM REQUIREMENTS**

1. A contractor must provide a minimum amount of service. There are programs mandated to be provided, and within each program there is a minimum level of service required. Level of service is measured in "units of service" as set forth on page 1 in Attachment 5.
  - a. EBP program must ensure at least 72 'Completers' have completed the programs per quarter per Aging Service Area (for a total of 288 annually) during each fiscal year of the contract.
2. The mandated programs and the minimum units of service to be provided are in Attachment 3.
3. Each month an agency will be required to report to the LADOA the number of units of service performed in each program area.
4. Financial Expenditure Standards
  - a. Contracts for CDBG funds for 2011/2012 and 2012-13 will contain a financial expenditure standard clause. In reviewing expenditures the performance standard to be used will be 95%-110% of the planned goal.
  - b. A contractor whose expenditures fall outside of the standard will not be in compliance with the contract. Such noncompliance may jeopardize a contractor's chance of receiving redistributed funds.
5. Program Performance Standards: The contractor agrees that when program performance falls below 95% for any contracted category of service for any quarter, a corrective action plan shall be developed and submitted to the LADOA for review and approval.

## **C. COMPUTER/AUTOMATION REQUIREMENTS**

1. Contractor shall agree to the installation of a personal computer and peripheral equipment, software, and telecommunication lines to the LADOA's host computer, at service center site(s) and/or operating agency's administrative office(s), at the discretion of the LADOA as automated systems are developed. Said computer, peripheral equipment, and software are to be loaned to service provider by the LADOA and may be used for other service center functions only after the LADOA mandated systems is satisfied. Contractor shall also agree to the installation of agreed upon and approved program related systems type equipment/peripherals/software.
2. Contractor shall provide a locked room at the service center site to house said computer, peripheral equipment, and software.
3. Contractor shall obtain fire and theft insurance coverage for replacement of new computer, peripheral equipment, and software (as well as program related equipment/peripherals/software) from the time of installation to the end of contract. Contractor shall reimburse LADOA for the cost (new) of all loaned computer, peripheral equipment, and software from proceeds of insurance claims due to loss of same through fire or theft.
4. Contractor shall provide trained personnel to operate a personal computer for reporting automated reports as such reporting systems are developed by LADOA.
5. Contractor shall provide ready access to LADOA personnel during regular working hours for inspection and/or recovery of computer, peripheral equipment, and software.
6. Contractor shall provide printer paper supplies, printer supplies, and electronic/digital storage.
7. Maintenance of the personal computer, peripheral equipment, and software, loaned to the contractor, shall be the responsibility of LADOA and contractor.

**IV. INSTRUCTIONS FOR PREPARING PROPOSALS:** Bidders will complete, prepare and submit their proposal in accordance with the following instructions and in the order presented.

**A. APPLICATION FOR PROJECT GRANT (see Attachment 1)**

1. Use the legal name of the agency that appears on its Articles of Incorporation and must match the City of Los Angeles Tax Registration Certificate.
2. The person who signs the application must have the legal authority to do so.
3. **Contact person:** Provide the name, title, phone number, fax number, and e-mail address of the person who can be called upon to answer any questions regarding the submitted proposal.
4. Emboss or attach the corporate seal on the original, signed application. The corporate seal must bear the same title as that given as the Legal Name of Operating Agency.
5. If agency is a corporation, list corporate officers and voting board members and their work phone numbers. Do not include nonvoting members.

**B. PROPOSAL**

1. **Work Program (worth 50 points):** The description of the work program must include the information below.
  - a. The bidder should describe how the agency will provide services to a minimum of 72 clients that have completed the program each fiscal year will include the following basic requirements:
    - 1) Provide program services to meet the needs of older adult participants.
    - 2) Provide a description of how program outreach addresses the needs of the working caregiver and give examples.
    - 3) Provide adequate and appropriate staffing to meet the specified program needs of the participants.
    - 4) Provide a physical facility that meets Americans with Disabilities Act (ADA) requirements that include safeguards necessary to protect the participant's safety.
    - 5) Serve as a center for onsite training of students in the fields of nursing, social work, gerontology, and related fields.
    - 6) Describe how volunteers will be used and trained to enhance the program. Include recruitment strategies, sources, number of volunteers to be recruited and duties.
    - 7) Submit a plan for generating program funding that will ensure the sustainability of EBP services within two years. The plan should **not** include grant funding provided through this RFP.
  - b. **Service Delivery Plan**
    - 1) **Scope of Service:** The bidder shall describe a plan for the provision of EBP services for each of the EBP program categories for each proposal submitted. Bidder must submit a proposed EBP program activity calendar.
    - 2) **Location of Services**

- a) List names and addresses of proposed main service site, satellite site(s), as well as written pre-contractual agreements assuring use of the identified sites and signed by the owners of said sites.
  - b) Identify sites within the geographic area with easy access to all seniors desiring service (i.e., close to public transportation).
- 3) **Targeting:** Describe the method by which your agency will target services to those older individuals/working caregivers in greatest economic need, with particular attention given to the low income and very low income. For example, targeting can be done through location of sites, advertising, and community collaborations (see page 13). Targeting may also include marketing the operations of the program according to the needs of the working caregiver (example: setting hours of operation according to the demands of the working caregiver).
  - 4) **New Seniors Served:** Each senior served for the first time in a fiscal year (new senior) must have an Intake/Screen completed for each program in which he/she is served. This form is submitted to the LADOA and is used for counting the numbers of new seniors served. The proposed number of unduplicated individuals to be served annually in each program must be identified.
  - 5) **Outreach:** Describe your plan for outreach activities to bring new seniors into the program. Demonstrate how your outreach activities will attract non-English speaking minority senior populations, and how these populations will be supported by agency staff.
  - 6) **Client Confidentiality:** Describe the method of ensuring confidentiality in collecting and storing client information.
- c. **Mandated Services**
- 1) The bidder must describe how the services will be provided as well as the number of units of services to be provided annually. The mandated service categories which must be provided are detailed in Attachment 3.
  - 2) The bidder must also indicate how many new seniors will be served and how the number was selected, i.e., by a relationship between an individual and the number of units of service to be performed per individual (see above for definition of "New Senior").
  - 3) The minimum units of service required to be provided for each mandated service program are provided in Attachment 3. The services must be provided at the MPC.
- d. **Collaborations With Other Agencies**
- 1) Provide a listing of the agencies with which you have current documented linkages. Describe the collaborations (formal cooperative agreements) and coordination available with other programs and agencies, including agencies not funded by LADOA, which support or result in a direct expansion of services and/or a reduction in program cost.
  - 2) Provide copies of your current cooperative agreements.
  - 3) Provide a listing of linkages proposed to be established. Identify contact person and time frame for completion.
  - 4) Describe your procedure for receiving referrals for services from other community agencies.
  - 5) Describe in detail how your agency will coordinate with other programs at the Senior Multipurpose Center (if applicable) to enrich the EB Program.
- e. **Participant Contributions and Fees**

- 1) For the collection of fees for service within the scope of the program on which this RFP is based, please describe the following:
  - a) The method for public notification that program fees are collected.
  - b) Implementation of sliding scale, and procedures that will enable those persons least able to afford the service the opportunity to participate. Grant funds cannot be used for participation of persons who do not meet low or very low income requirements. Bidder must include a schedule of fees if it proposes implementation of a sliding scale.
- 2) Describe the method to be used to insure confidentiality of donations and fees collected.
- 3) Describe the method for recording (counting and banking) daily contributions and fees.

## 2. Organization's History and Administration (worth 30 points)

### a. Funding

- 1) Description of your agency's funding history for the past three years relative to this program including a brief summary of the kind(s) of services provided, the dollar amount and source of funds per contract, and the name and telephone number of the contact person for each service.
- 2) Excluding Los Angeles City Community Development Block Grant, identify and list other city, county, state, federal, or private funds, and/or in-kind contributions that will lend support to the proposed program and documentation of these resources.

b. **Performance History:** Indicate number of years providing service and number of clients served. Compare proposed service to actual service provided. Discuss attainment of proposed goals. Identify three references to verify performance (see Attachment 8).

c. **Fiscal Management:** This section must contain a brief description of the agency's financial management system. **Your most recent audited financial statement must be provided.** Identify three credit references (see Attachment 8).

d. **Staffing Plan:** The bidder must submit an Organization Chart and Job Descriptions which will be evaluated to determine whether qualifications/requirements of personnel are suitable to the EBP Program. Additionally, resumes of the personnel currently in place must be included with the proposal.

1) Job Descriptions: Each funded position must have a corresponding job description which describes duties and responsibilities. The job description must contain at a minimum: the summary of duties, examples of duties and responsibilities, qualifications, experience, and education requirements.

2) Organization Chart: The organization chart must show clear lines of authority for each position listed in the proposed budget as well as other positions not paid with contract funds which have a direct relationship to the project. The chart should start with the Board of Directors.

### e. Sustainability and Transition Plan

1) For New Bidders: If your agency is not currently providing the EBP through the LADOA, identify activities a) will ensure that once City funding for the EBP is reduced/discontinued, that the program can be sustained with new financial resources; and b) steps that will be taken that will reduce and/or eliminate any disruption of current non-EBP services (if your agency currently provides any LADOA contracted services) should your agency be awarded the contract. Also provide information on how your agency would plan, coordinate with LADOA, and carry out any transition plan with only your agency's staff and resources, and be ready to handoff the program without any service interruptions to any successor agency.

- 2) For Existing Contractors: If your agency is currently providing the EBP through the LADOA, identify activities a) will ensure that once City funding for the EBP is reduced/discontinued, that the program can be sustained with new financial resources; and b) steps that will be taken to reduce and/or eliminate any disruption of services to program participants should your agency not be awarded the contract. Also provide information on how your agency would plan, coordinate with LADOA, and carry out any transition plan with only your agency's staff and resources, and be ready to handoff the program without any service interruptions to any successor agency.

### 3. Program Budget (worth 30 points)

- a. The budget package for this RFP consists of the following budget documents.
  - 1) **CDBG Program Services**
    - a) *Exhibit 1-Project Budget Summary by Cost*
    - b) *Exhibit 2-Budget Justifications: Cost Category 1000 Personnel Costs*
    - c) *Exhibit 3-Budget Justifications: Cost Categories 2000-4000*
- b. Exhibits will serve as the basis for preparing the contract budget should your agency be awarded a contract for fiscal year (FY) 2011/2012. The exhibits must agree with and support your Work Program and Staffing Plan.
- c. Agencies submitting proposals for more than one program must submit separate budget packages for each program. Each package must consist of separate budgets.
- d. Detailed instructions for completing the budget exhibits are provided in Attachment 2.
- e. Some of the criteria on which your program budget will be evaluated are below:
  - 1) The program budget should reflect and support your Work Program and level of staffing.
  - 2) The budget must agree with the funds available as provided in this RFP.
  - 3) The budget must include the grant, matching, program income, other income, and nonmatching shares as described in the budget exhibit instructions (Attachment 2).
  - 4) The budget must show an efficient use of funds and support how they will be used, according to the Work Plan, to provide the minimum units of service required.
  - 5) The budget must show staffing which is appropriate for the number of work sites to provide sufficient coverage as well as administrative capacity and efficiency.
- f. Salary Plan (Attachment 6)
  - 1) The bidder must provide a Salary Plan for each funded position. It must include the percentage increase between each step.
  - 2) The Cost of Living increase, if any, must also be reflected in this section.
  - 3) The plan must include the title of each position and the annual salary at each step of a position.

### 4. Units of Service (Use NAPIS or MIS units when possible):

Units of service are measured in hourly increments. Attachment 3 contains the minimum units of service that a bidder must provide for this RFP.

**V. CHECK OFF LIST: COMPONENTS MUST BE SUBMITTED IN ORDER LISTED**

Completed

- Check off list, dated and signed \_\_\_\_\_
- Application for Project Grant (Attachment 1) \_\_\_\_\_
- Work Program (see page 12) \_\_\_\_\_
  - Service Delivery Plan (see page 12) \_\_\_\_\_
  - Mandated Services (see page 13) \_\_\_\_\_
  - Proposed Units of Service (Attachment 3) \_\_\_\_\_
  - Collaborations with Other Agencies (see page 13) \_\_\_\_\_
- Organization's History and Administration (see page 13) \_\_\_\_\_
  - Funding (see page 14) \_\_\_\_\_
  - Performance History: Credit and Performance References (Attachment 8) \_\_\_\_\_
  - Fiscal Management: Audited Financial Statement (see page 14) \_\_\_\_\_
  - Staffing Plan: Job Description (Attachment 7) \_\_\_\_\_
  - Organization Chart (see page 14) \_\_\_\_\_
  - Transition Plan (see page 15) \_\_\_\_\_
- Program Budget (see page 15) \_\_\_\_\_
  - Program Budget Instruction (Attachment 2) \_\_\_\_\_
  - Exhibit I, Parts A, B, and C \_\_\_\_\_
  - Salary Plan (Attachment 6) \_\_\_\_\_
- Other
  - Indemnification and Insurance Requirements (Attachment 9) \_\_\_\_\_
  - Affirmative Action Plan (Attachment 10) \_\_\_\_\_
  - Compliance with the Department of Health and Human Services Regulations Under Title VI of the Civil Rights Act (Attachment 11) \_\_\_\_\_
  - Contractor Responsibility Questionnaire (Attachment 12) \_\_\_\_\_
  - Compliance with City of Los Angeles Employment and Training Policy (Attachment 13) \_\_\_\_\_
  - Conflict of Interest Statement (Attachment 14) \_\_\_\_\_
  - Affidavit of Non-collusion (Attachment 15) \_\_\_\_\_
  - Child Care Policy (Attachment 18) \_\_\_\_\_
  - Tax Exempt 501 (c) (3) Certificate (Attachment 19) \_\_\_\_\_
  - Personnel Policies and Procedures (Attachment 20) \_\_\_\_\_
  - Certification Regarding Lobbying (Attachment 21) \_\_\_\_\_
  - Certification Regarding Debarment (Attachment 22) \_\_\_\_\_
  - Certification Regarding Compliance with Americans with Disabilities Act (Attachment 23) \_\_\_\_\_
  - Certification Regarding Drug Free Workplace and Non-Delinquency on Federal Debt.(Attachment 24) \_\_\_\_\_
  - Certification Regarding the Living Wage Ordinance & the Service Contract Worker Retention Ordinance. (Attachment 25) \_\_\_\_\_
  - Certification Regarding Child Support Obligations (Attachment 26) \_\_\_\_\_
  - Equal Benefits Ordinance (Attachment 27) \_\_\_\_\_
  - Slavery Disclosure Ordinance (Attachment 28) \_\_\_\_\_
  - First Source Hiring Ordinance (Attachment 29) \_\_\_\_\_

The above information is included in this proposal and is accurate and completed to the best of my knowledge.

\_\_\_\_\_  
 Signature of Individual Preparing Proposal

\_\_\_\_\_  
 Date

## ATTACHMENTS

- Attachment 1:** Application for Project Grant - Complete and submit with your proposal.
- Attachment 2:** Program Budget Instructions - Instructions for completing Exhibits I Parts A, B, & C  
Submit with your proposal
- Attachment 3:** Minimum Units of Service for Adult Day Support Center Program and Units of Service to be proposed by bidder.
- Attachment 4:** Not Applicable
- Attachment 5:** ADP Reporting Forms and Definitions
- Attachment 6:** Salary Plan - Complete and submit with your proposal.
- Attachment 7:** Job Descriptions - Complete and submit with your proposal.
- Attachment 8:** Credit and Performance References - Complete and submit with your proposal.
- Attachment 9:** Indemnification and Insurance Requirements - Information regarding insurance coverage required of contractors.
- Attachment 10:** Affirmative Action Plan - Complete, sign and submit with your proposal.
- Attachment 11:** Assurance of Compliance with the Department of Health and Human Services Regulation Under Title VI of the Civil Rights Act of 1964 - Complete, sign and submit with your proposal.
- Attachment 12:** City of Los Angeles Contractor Responsibility Questionnaire. Complete and submit with your proposal.
- Attachment 13:** Declaration of Contractor in Compliance with City of Los Angeles Employment and Training Policy - Complete, sign and submit with your proposal.
- Attachment 14:** Conflict of Interest Statement - Complete, sign and submit with your proposal.
- Attachment 15:** Affidavit of Non-Collusion - Complete, sign and submit with your proposal.
- Attachment 16:** Ethnic Distribution within the geographic area - Information regarding the geographic ethnic distribution of senior citizens, and income guidelines
- Attachment 17:** Aging Service Area Maps
- Attachment 18:** Child Care Policy - Complete, sign and submit with your proposal.
- Attachment 19:** Tax Exempt 501(c)(3) Certificate - Submit a copy of your 501(c)(3) certificate.
- Attachment 20:** Personnel Policies and Procedures - Submit a copy of your personnel policies and procedures with your proposal.
- Attachment 21:** Certification Regarding Lobbying - Submit copy with your proposal.
- Attachment 22:** Certification Regarding Debarment - Submit copy with your proposal.
- Attachment 23:** Certification Regarding Compliance with Americans with Disabilities Act - Submit copy with your proposal.
- Attachment 24:** Certification Regarding Drug Free Workplace and Certification of Non Delinquency on Federal debt - Submit copy with your proposal.
- Attachment 25:** Living Wage Ordinance and Service Contract Worker Retention Ordinance. Submit copy with your proposal.

- Attachment 26 Certification Regarding Compliance with Child Support Obligations. Submit copy with your proposal.
- Attachment 27 Equal Benefits Ordinance Certification regarding compliance with equal benefits ordinance. Submit copy with your proposal.
- Attachment 28 Slavery Disclosure Ordinance. Submit copy with our proposal.
- Attachment 29 First Source Hiring Ordinance.
- Attachment 30 Matching Articles of Incorporation with Business Tax Registration Certificate (BTRC).