

REQUEST FOR PROPOSALS
SAFE AT HOME
GENERAL/ HOME MODIFICATION
CONTRACTORS

RFP# SAHFY24

Submission period opens June 16, 2023

Proposals due July 17, 2023 at 4:00 pm

Proposals shall be sealed and clearly marked and submitted to:

Home Care Partners

RFP # SAH FY24

1234 Massachusetts Ave. NW., Suite C 1002*

Washington, DC 20005

*HAND DELIVERED PROPOSALS SHOULD BE DELIVERED TO THE **C LEVEL OFFICE** (LOWER LEVEL) WITHIN THE ZEN APOLLO APARTMENT BUILDING.

* Applicants who wish to submit electronically can request a file upload link from Eric Behna at ebehna@homecarepartners.org with the subject line "SAH Upload Request".

Refer questions to:

Alayna Waldrum

Safe at Home Program Manager

Phone: 202 559-9954

Email: awaldrum@homecarepartners.org

Request for Proposal

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Part I Proposal Requirements

Section IA: General Information

1. Introduction

Home Care Partners is a nonprofit agency in the DC metropolitan area that provides in-home supportive services to assist vulnerable adults to remain safely in their own homes. Safe at Home is one program of Home Care Partners that is funded by the DC Department of Aging and Community Living, (DACL). Safe at Home provides home modifications and durable medical equipment to qualifying D.C. residents, following an Occupational Therapy assessment.

2. Overview

Home Care Partners is requesting proposals from experienced, cost effective and efficient general home modification and durable medical equipment contractors to support eligible home modification projects in Washington, D.C. We anticipate awarding contracts to multiple businesses. The contractors that demonstrate qualifications and achieve sufficient numerical score according to the rating criteria contained in this RFP will be considered a qualified contractor and will be eligible for a contract to provide services during Fiscal Year 24 (October, 1, 2023- September 30, 2024).

3. Scope of Work

Contractors will be required to complete all categories of home modifications and/or deliver and assemble durable medical equipment in single family and multi-family/ apartment homes as determined by the Safe at Home Occupational Therapists on the Scope of Work (See Exhibit C). Some of the most common modifications include the following (list is not all inclusive):

- Grab bars
- Stairlifts
- Aluminum ramps
- Threshold and suitcase ramps
- Wood and iron rails
- Tub cuts
- Shower seats and benches
- Power lift recliners
- Bedside commodes
- Toiler risers
- Handheld showers
- Bed handles
- Rollators

Contractors will also sign a Home Adaptation Agreement with each client in conjunction with accepting the Scope of Work. See Exhibit F for sample Home Adaptation agreement

4. Period of Performance

A contract awarded as a result of this RFP will be for one year, from **October 1, 2023 through September 30, 2024**. The contract may be renewed annually for up to two (2) additional years contingent upon contractor(s) performance, program compliance, continued program funding, and Home Care Partners approval. Upon initiation of contract renewal by Home Care Partners, the contractor(s) will be provided an opportunity to update and renegotiate the price proposal. These prices will be considered but are not guaranteed. Prices for all Safe at Home contractor work and equipment, including parts and labor are ultimately set by Home Care Partners with approval from DACL.

5. Project Funding

Home Care Partners has received funding for Safe at Home since Fiscal Year 2015. Although limited program funding has been awarded to other agencies during some of these years, Home Care Partners has consistently received the majority of program funds. Program funding has primarily been through local District of Columbia funds. Although there is no guarantee of continued funding the program is consistent with the District of Columbia’s long-term aging plan and has received very favorable reviews from clients served.

6. Timeline for Selection

Submission Period Opens:	June 16, 2023
Questions Due:	June 23, 2023
Clarification Posted:	June 30, 2023
Proposals due:	July 17, 2023
Proposal review, contract award and contract signing	August 31, 2023
Contract begins (estimated)	October, 1, 2023

7. RFP Terms and Conditions

ADMINISTRATIVE REQUIREMENTS –

It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. Home Care Partners has the right to reject or accept proprietary information.

AUTHORSHIP –

Applicants must identify any assistance provided by agencies or individuals outside the proposer's own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP.

CANCELLATION OF AWARD –

Home Care Partners reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. Cancellation may also occur if the contractor receives multiple complaints from clients, program staff or funders, is unable to meet agreed upon timelines or program expectations, and in which safety measures and visit protocols are not followed. In those cases where negotiation of contract activities are necessary, Home Care Partners reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered.

HIPAA/ CONFIDENTIALITY-

Proposer shall comply with all applicable agency policies as well as state and federal laws governing the confidentiality of information. Successful applicants will be required to sign a HIPAA Business Associate agreement upon execution of the contract (See Exhibit E).

CONFLICT OF INTEREST –

All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or Board member of Home Care Partners may have in the proposing agency or proposed project.

COST OF PROPOSAL & AWARD –

The contract award will not be final until Home Care Partners and the prospective contractor have executed a contractual agreement. The contract template is included in this proposal as Exhibit D

Home Care Partners reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint

DISPUTES/PROTESTS –

Home Care Partners encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP.

- Written complaints should be addressed to Home Care Partners/ Safe at Home Program Manager, 1234 Massachusetts Ave. NW, Suite C 1002, Washington, DC 20005 or awaldrum@homecarepartners.org. If complaint is not satisfactorily settled, contact the Home Care Partners Executive Director, Marla Lahat, at the same address or mlahat@homecarepartners.org.

DISTRIBUTION OF WORK –

It is Home Care Partners' intent to award contracts to multiple companies. HCP in its sole discretion develops the Scope of Work for Safe at Home projects based on DACL approved items. No contractor participates in the development of any Scope of Work. Home Care Partners assigns individual projects to approved contractors in an equitable manner, taking into account availability and experience for the specific project, timeliness of completion of HCP projects, any complaints received by HCP on similar projects. Contractors must be able to complete an **entire** Scope of Work including but not limited to grab bars, wood and iron railing, stairlifts, ramps, repairs to prevent falls, electrical work for lighting, concrete etc. Additionally, the contractor will install only the approved specific products at the prices defined on the "price list". No product substitutions are allowed without prior approval from Safe at Home Clinical or Program Manager.

Due to the nature of the Safe at Home program and fluctuations in enrollment and the individual needs of the clients served, it is not possible to predict a weekly volume of jobs or specific products that will be need to kept on hand at all times. As a result, the program cannot guarantee a specific number of jobs at any given time.

DIVERSITY IN EMPLOYMENT AND CONTRACTING REQUIREMENTS –

It is the policy of Home Care Partners to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program. Home Care Partners is an equal opportunity employer and is committed to providing equal opportunity in employment and in access to the provision of all services. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, or sexual orientation. Employment decisions are made without consideration of these or any other factors that are prohibited by law. In compliance with the Department of Labor Regulations implementing Section 504 of the rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity.

The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

ELIGIBLE CONTRACTORS

As part of this proposal, the following must be provided:

1. Applicant Profile Sheet
2. Proposal Response Questions
3. Attachments A-E
 - a. Copies of current DC business Licenses
 - the DC Home Improvement Contractor OR DC General Contractor; AND
 - Salesman License
 - b. Copy of minority/women owned business, veteran, or other certifications
 - c. 3 References familiar with the contractor's work
 - d. Pictures of Aging in Place/Accessibility work completed by the contractor within the last 3 years.
 - e. Price List

Once selected, contractors must provide:

4. Liability insurance certificate with the required coverage amounts. "Home Care Partners" must be added as a covered entity on the certificate. See Exhibit A for sample insurance certificate and required coverage amounts.
5. Home improvement surety bond certificate
6. Workman's comp certificate
7. Signed contract with Home Care Partners

PRICE DETERMINATION –

The prospective contractor must submit prices for the specified home modification products including labor and a one year warranty. Although the price list will be used as part of the scoring of proposals, the final prices will be determined by Home Care Partners/ Safe at Home with approval from the funder, the D.C. Department on Aging and Community Living (DACL). All prospective contractors will need to agree to these final prices in order to participate in the program and signing the contract.

LIMITATION –

This RFP does not commit Home Care Partners to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

LATE PROPOSALS –

A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

PREFERENCES –

Contractors who have certification as an aging in place specialist are especially encouraged to apply. Further, Home Care Partners will give preference to qualified women and minority owned businesses, and contractors certified under the DC Department of Small and Local Business Development's Certified Business Enterprise Program.

REJECTION OF PROPOSALS –

Home Care Partners reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Home Care Partners to do so.

SUBCONTRACTING –

It is understood that the contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract. Subcontractors must be licensed and insured within their own scope of work. No skilled work shall be performed in a house by an unlicensed technician, for example plumbing or electrical.

Section IB: Work Requirements

1. Required Services:

- a) Code Requirements** – All work performed under this agreement and the individual project contract shall be in full compliance with current DC Codes.

- b) Permit Requirements** – Contractor shall be responsible for obtaining ALL permits required as a result of construction and shall provide Home Care Partners with copies of all permits obtained.

- c) Lead Safe Work Practices** – Contractor shall be responsible for complying with all lead-based paint renovation, repair and painting (LRRP) requirements if lead based paint will be disturbed.

- d) Debris Removal** – Contractor shall be responsible for removing all construction debris generated as a result of work performed either by himself/herself or his/her subcontractors. Disposal of such materials shall be made in accordance with all environmental laws, ordinances, rules or regulations.

- e) Customer Service** – Contractor is expected to set up and instruct client on use of all products. This includes Durable Medical Equipment (DME). DME expectations include, but are not limited to, the following:
 - Fully assembled; box and packing material removed from client’s residence unless they request to leave.
 - Place in the specified location in correct orientation
 - Set the height to meet client’s needs (i.e.: walkers, shower seats, etc.)
 - If requested by OT, bring multiple items to trial with client
 - Remove/return DME declined by client at time of delivery

- f) Guarantee** –All work and materials shall be guaranteed by Contractor for one (1) year from the time of completion. This guarantee includes the repair and replacement of defective measures for all products resulting from improper installation or material defect at no additional cost to the program.

- g) Covid-19 Safety Precautions** – If Covid 19 or other emergency health issue exists in the community, the contractor must follow CDC and DC Health Department health and safety requirements.

2. Home Care Partners Responsibilities

Home Care Partners is responsible for the following activities:

- a) Determine client eligibility.
- b) Conduct initial client home visit to determine client needs.
- c) Write Scope of Work for each client detailing items to be installed.
- d) Conduct final client home visit to inspect the work performed and to evaluate the effectiveness of the modifications and DME.
- e) Seek Landlord approval as required.
- f) Pay contractor invoices within 30 days of submission.

3. Contractor Responsibilities

The Contractor is responsible for the following activities:

- a) Assure that all contractor employees/ workers are familiar with the Scope of Work and specifications.
 - b) Communicate with client to schedule job.
 - c) Review each item on the scope with the client and obtain signature on Contractor/Client agreement prior to beginning work.
 - d) Complete Scope of Work as issued by Home Care Partners
 - e) Educate client/homeowner on use of installed equipment/improvements.
 - f) Obtain signature on Scope of Work at completion of work
 - g) Obtain permits, if applicable, and submit a copy to HCP.
 - h) Get prior approval for any change in scope including cost above approved amount, product or location of installation.
 - i) Submit all pertinent documents (manuals, warranty documents, etc.) to client or property owner
 - j) Contractor shall warrant work for a period of one (1) year.
 - k) Utilize lead safe work practices on all dwellings built prior to 1978.
- l) Submit invoices including client name, address, distinct invoice number, and photos of each installed item to Home Care Partners within 2 business days of work completion.

4. Deliverables & Schedules:

Contractors are expected to complete a job within 14 days from receipt of the Scope of Work with exceptions such as, but not limited to, special order products, delays due to client scheduling, weather affecting exterior work. The contractor is expected to communicate reason for delay to Home Care Partners if job exceeds 14 days.

Invoices and accompanying photographs are expected to be emailed to the Home Care Partners email box within 2 business days of completion of the job.

Part II Proposal Preparation and Submittal

Section IIA: General Information

1. Proposal Clarification:

Questions and requests for clarification regarding this Request for Proposal must be directed in writing, or via email, to the person listed on the cover page. The deadline for submitting such questions/clarifications is June 23, 2023. If a substantive clarification is necessary, an addendum will be issued no later than June 30, 2023 on the Home Care Partners website at: <https://www.homecarepartners.org>

Section IIB: Proposal Submission

1. Proposals Due:

Sealed proposals must be received no later than Friday, July 17, 2023 at 4:00 p.m. EDT.

- Proposals may be submitted in mail/ hand delivered to the Home Care Partners' office. The office is open Monday through Friday from 9:00 – 4:00 p.m. Please note that the office is on the lower level of the Zen Apollo apartment building at 1234 Massachusetts Ave. NW, Suite C-1002. The outside of the envelope/package shall clearly identify:
 - a. RFP number
 - b. Name, address and email of the proposer
 - c. Hard-copy proposals with original signatures must be received by the proposal due date/time.
- Proposals may be submitted electronically. To submit electronically, please request a file upload link from Eric Behna at ebehna@homecarepartners.org with the subject line "SAH Upload Request".
- Responses received after submittal date and time by any of the delivery methods listed will not be considered and will be retained and unopened.

2. Proposal Materials:

Home Care Partners encourages the use of submittal materials that contain postconsumer recycled content and are readily recyclable. Home Care Partners discourages the use of materials that cannot be readily recycled. Proposers are encouraged to print/copy on both sides of a single sheet of paper wherever applicable. All submitted proposals become the property of Home Care Partners.

All proposals must include:

1. Applicant Profile with Signature
2. Request for Proposal Response Form
3. Attachments (See Section IV)

Part III: Proposal Evaluation & Contract Awards

Section IIIA

1. Evaluation and Selection:

Complete proposals received in response to this RFP will be evaluated and scored by a review committee. Committee recommendations will be presented to Home Care Partners management for final decision making. Home Care Partners will select contractor(s) possessing the ability to perform successfully under the terms and conditions of this procurement.

2. Evaluation Criteria Scoring:

Each proposal received in response to the RFP will be objectively evaluated and rated according a specified point system.

A 100 point system will be used, weighted against the following criteria:

Criteria Maximum Points

• Experience in Home Modifications and/or DME (photos required)	25 points
• Bid prices/cost proposal	20 points
• Capacity to meet complete scope of work	20 points
• Previous experience & record in the Safe at Home Program	15 points
• Provision of current, required licenses	10 points
• Minority, women, veteran-owned businesses	4 points
• Certified Business Enterprise businesses (CBE)	4 points
• Businesses incorporated in D.C. or with office locations within the District	2 points

Total

100 Points

Section IIIB: Contract Awards

1. Contractor Selection

The selected Contractor(s) will be determined by the outcome of the evaluation of all proposals by the review committee.

2. Contract Development

The proposal and all responses provided by the successful proposer may become a part of the final contract. A sample contract is included as Exhibit D. All prospective proposers should review Exhibit D of this RFP carefully to ensure full understanding of applicable laws, requirements, licensing, insurance thresholds, and other relevant program information.

PART IV: Proposal Response and Required Attachments

- Applicant Profile
- Proposal Response Questions
- Attachments A-E
 - A. Copy of DC Contractor and DC Salesman License
 - B. Copy of Minority, women owned, veteran owned, or other certification, if applicable
 - C. 3 References
 - D. Photographs of 3 completed accessibility or aging-in-place projects
 - E. Proposed Price List

Applicant Profile
Home Care Partners Safe at Home program
Fiscal Year 2024 Contractor Proposals

Applicant Name:

Contact Person:

Office Address:

Phone:

Fax:

Email:

Website:

Tax ID Number:

Printed Name and Title of Authorized Official:

Signature of Authorized Official:

Date:

Proposal Response

History of Company *(Provide response/description)*

Experience in Aging in Place Home Modifications And/or Experience in Durable Medical Equipment
(Provide response/description)

- Please provide experience working with Safe at Home if applicable

Capacity to Meet Work Requests *(Provide response/description)*

Attachments

- A. Current DC business Licenses (Attach copies of both licenses)
1. DC Home Improvement Contractor OR DC General Contractor
 2. Salesman License
- B. Certifications including Minority Owned, CBE, Aging in Place Specialist etc. (Attach all relevant certifications)

C. 3 References familiar with the contractor's work

1. Name _____
Phone _____
Email _____
Relationship _____

2. Name _____
Phone _____
Email _____
Relationship _____

3. Name _____
Phone _____
Email _____
Relationship _____

D. Photographs

- Please provide pictures of 3 accessibility or Aging in Place projects completed during the last 3 years such as ramps, grab bars, stair lifts, etc.

E. Proposed Price List

See attached Excel Document. Complete "Cost" columns. Hard copy or electronic copy accepted.

Part V: Exhibits (For Informational Purposes)

- A. Sample Insurance Certificate
- B. Sample Covid-19 Acknowledgement
- C. Sample Scope of Work
- D. Sample Contract
- E. Sample HIPAA Business Associate
- F. Sample Home Adaptation Agreement