



Fulton County Board of Commissioners
Agenda Item Summary

18-1018

BOC Meeting Date
 12/19/2018

Requesting Agency
 Senior Services

Commission Districts Affected
 All Districts

Requested Action *(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)*

Request approval of recommended proposal – Department of Senior Services, RFP# 18RFP08062018A-FB, Senior In-Home Services in the total amount of \$1,585,383.00 with: (A) Georgia Community Support & Solutions (Atlanta, GA) in the amount of \$396,345.75; (B) Help at Home, LLC (Newnan, GA) in the amount of \$396,345.75; and (C) Southern Home Care Services, Inc. dba ResCare (Atlanta, GA) in the amount of \$792,691.50 to provide In-Home Services to senior residents of Fulton County aged 60 and above to be provided January 1, 2019 through December 31, 2019, with three renewal options.

Requirement for Board Action *(Cite specific Board policy, statute or code requirement)*

In accordance with Purchasing Code Section 102-374 and 102-375, all competitive sealed proposals shall be forwarded to the Board of Commissioners for approval.

Is this Item related to a Strategic Priority Area? *(If yes, note strategic priority area below)*

Yes All People are self-sufficient

Is this a purchasing item?

Yes

Summary & Background

(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)

Scope of Work: The In-Home Services program assists seniors to age in place by providing homemaking, personal care, and respite in the home. The homemaking service provides light housekeeping in the senior’s living space to maintain a clean, safe and healthy environment. Personal Care services include bathing, grooming and other personal hygiene activities. A respite service provides an aide to stay with a senior that needs supervision, while the caregiver conducts business outside the home.

Community Impact: This is an intervention service in nature and enables seniors to age in place and avoid the threat of institutionalization. The overall impact is countywide and provides services to approximately 1,400 seniors. Seniors receiving this service are less likely to experience a fall since the living space is kept clear of trip hazards. Caregivers have less stress as they leave the house to conduct business outside the home knowing that they are leaving their loved one in a safe supervised environment.

Department Recommendation: The Department recommends approval of the selected vendors.

Project Implications: The senior population continues to grow and is expected to be 20% or 1 out of 5 of the total population by 2030. Provided as part of the Home and Community Based Services,

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker, Director	Phone 404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

these programs are less expensive than an institutional setting and allow seniors to age at home and remain part of the community.

Community Issues/Concerns: There are no community issues or concerns regarding this item.

Department Issues/Concerns: The Department of Senior Services is concerned about the increased need for In-Home services and intends to expand resource capacity by utilizing multiple vendors to meet those demands.

History of BOC Agenda Item: This is a new procurement.

Contract & Compliance Information	<i>(Provide Contractor and Subcontractor details.)</i>
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Contract Amount: \$1,585,383.00

(A)

Subcontractor: Help at Home, LLC
Sub Status: Non-Minority
Location: Newnan, GA
County: Coweta County
Contract Value: \$396,345.75 or 100%
Subcontractor: NONE

Total Contract Value: \$396,345.75 or 100%
Total M/FBE Value: -0-

(B)

Contract Value: \$396,345.75
Prime Vendor: Georgia Community Support & Solutions, Inc
Prime Status: Non-Profit
Location: Atlanta, GA
County: Fulton County
Prime Value: \$396,345.75 or 100%
Subcontractor: Non-Profit

Total Contract Value: \$396,345.75 or 100%
Total M/FBE Value: Non-Profit

(C)

Contract Value: \$792,691.50
Prime Vendor: Southern Home Care Services dba ResCare Home
Prime Status: Non-Minority
Location: Atlanta, GA
County: Fulton County
Prime Value: \$792,691.50 or 100%
Subcontractor: NONE

Total Contract Value: \$792,691.50 or 100%
Total M/FBE Value: -0-

Grand Contract Value: \$1,585,383.00 or 100%
Grand M/FBE Value: -0-
Non-Profit Value: \$396,345.75 or 25%

18-1018

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:	25	0	0	25
No. Bids Received:	3	0	0	3

Total Contract Value	\$1,585,383.00 or 100%
Total M/FBE Values	\$396,345.75 or 25% Non-Profit
Total Prime Value	\$1,585,383.00 or 100%

Fiscal Impact / Funding Source *(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)*

100-183-18IS-1192: General, Senior Services, Aging Grant Supplemental - \$750,354.76
 461-183-AR19-1160: Grant, Senior Services, Professional Services - \$558,384.24
 461-183-AR20-1160: Grant, Senior Services, Professional Services - \$276,644.00

Exhibits Attached *(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)*

Exhibit 1: Memo for New Contractor
 Exhibit 2: Contractor Performance Reports
 Exhibit 3: Evaluation Committee Recommendation Letter

Source of Additional Information *(Type Name, Title, Agency and Phone)*

Ladisa Onyilogwu, Deputy Director, Department of Senior Services 404-612-9558

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker, Director	Phone 404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

Continued

Procurement

Contract Attached: No	Previous Contracts: Yes
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Solicitation Number: RFP#18RFP0806201 8A-FB	Submitting Agency: Senior Services	Staff Contact: Ladisa Onyiliogwu	Contact Phone: 404-612-9558
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Description: Senior In-Home Services

FINANCIAL SUMMARY

Total Contract Value:	MBE/FBE Participation:
Original Approved Amount: .	Amount: . %: .
Previous Adjustments: .	Amount: . %: .
This Request: \$1,585,383.00	Amount: 0.00 %: .
TOTAL: \$1,585,383.00	Amount: . %: .

Grant Information Summary:

Amount Requested: .	<input type="checkbox"/> Cash
Match Required: .	<input type="checkbox"/> In-Kind
Start Date: .	<input type="checkbox"/> Approval to Award
End Date: .	<input type="checkbox"/> Apply & Accept
Match Account \$: .	

Funding Line 1: 100-183-18IS-1192: General, Senior Services, Aging Grant Supplemental - \$750,354.76	Funding Line 2: .461-183-AR19- 1160: Grant, Senior Services, Professional Services - \$558,384.24	Funding Line 3: 461-183-AR20-1160: Grant, Senior Services, Professional Services - \$276,644.00	Funding Line 4: .
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KEY CONTRACT TERMS

Start Date: .	End Date: .
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Cost Adjustment: .	Renewal/Extension Terms: .
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ROUTING & APPROVALS
(Do not edit below this line)

X	Originating Department:	Onyiliogwu, Ladisa	Date: 11/8/2018
X	County Attorney:	Stewart, Denva	Date: 12/8/2018
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/10/2018
X	Finance/Budget Analyst/Grants Admin:	Ash, Angela	Date: 11/8/2018
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 12/10/2018



**INTER-OFFICE MEMORANDUM
DEPARTMENT OF SENIOR SERVICES**

TO: Felicia Strong-Whitaker, Director
Purchasing and Contract Compliance Department

FROM: Kenn Vanhose, Division Manager
Department of Senior Services

DATE: October 31, 2018

RE: Georgia Community Support and Solutions,
Incorporated

A handwritten signature in blue ink, which appears to be "Kenn Vanhose", is written over the "FROM:" line of the memorandum.

The Department of Senior Services has not contracted these services with Georgia Community Support and Solutions, Incorporated. Therefore there is no Contractor Performance Report for In-Home Services for this prospective new vendor.

If you need additional information, please contact me at (404) 613-8994

cc: Stacey Gray, Financial Systems Manager, Department of Senior Services
Andre M. Danzy, Program Manager, Department of Senior Services

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2016	3/31/2016	1/1/2016	3/31/2016
PO Number			PO Date
Department	Aging and Youth Services		
Contract Number	11RFP79740A-CC		
Service Commodity	In-Home Services		
Contractor	Help at Home		

= Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
= Poor	<i>Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
= Satisfactory	<i>Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.</i>
= Good	<i>Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.</i>
= Excellent	<i>Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.</i>

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

0

1

2

3

4

Administration is experienced and meets the minimum qualifications to provide in home services. In home service aides undergo a back ground check and trainings and deemed qualified by the provider. All credentials and training updates are checked by the monitor on and annual basis and as needed.

Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

0

1

2

3

4

Provider submits reports, invoices, request for information correspondence in a timely manner.

Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

0

1

Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

0
1
2
3
4

Comments:
Staff demonstrates sensitivity to clients and care givers, Staff provides homemaker (chore services) , personal care and respite services. Customer services survey results indicate 90% overall satisfaction.

Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

0
1
2
3
4


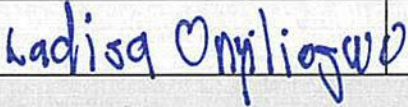
Comments:
Key Personnel is experienced and meets the minimum qualifications to provide in home services. Certifications are kept current and checked during monitoring visits. Training and continuing education activities are current according to county and state guidelines.

Overall Performance Rating: 3.4

Would you select/recommend this vendor again?
Check box for Yes. Leave Blank for No)

Yes No

Rating completed by: Kenn.Vanhooose

Department Head Name	Department Head Signature	Date
		12/13/2016

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/2018	9/30/2018	1/1/2018	12/31/2018
O Number			PO Date
Department	Senior Services		
id Number	15RFP97857A-CJC		
Service Commodity	In-Home Services		
Contractor	Rescare Homecare, Incorporated		

= Unsatisfactory	Achieves contract requirements less than 50% of the time. Not responsive, effective and/or efficient. Unacceptable delay, incompetence, high degree of customer dissatisfaction.
= Poor	Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.
= Satisfactory	Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor program adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.
= Good	Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.
= Excellent	Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

0 Administration is experienced and meets the minimum qualifications to provide in home services. In home service aides undergo a back ground check and trainings and deemed qualified by the provider and meets all qualifications as prescribed in the proposal and scope of work. All credentials and training updates are checked by the in home services monitor on and annual basis.

1

2

3

4

Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

0 Provider submits reports, invoices, and request for information/ correspondence in a timely manner. However, contractor had employment and hiring issues and this prevented the contractor from delivering services to our customer base. There were several customer holds and delays due to this issue. This was an ongoing issues with the contractor. Please note that contractor did take on more clients, but contractor agreed and determined that they could meet the need. However, the need was not met in some instances.

1

2

3

4

Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

0

1

4

Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

Comments:

Staff demonstrates sensitivity to clients and care givers, Staff provides homemaker, personal care and respite services. Contractor provides invoices on time and provides data as requested by the department. There have been one or two issues with performance with customer service, but contractor notified office and worked on solution to remedy the matter for the customer.

2

3

4

Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

Comments:

Key Personnel is experienced and meets the minimum qualifications to provide in home services. Certifications are kept current and checked during monitoring visits. Training and continuing education activities are current according to county and state guidelines.

2

3

4

Overall Performance Rating:

3.4

Would you select/recommend this vendor again?
check box for Yes. Leave Blank for No)

Yes No

Rating completed by:

Andre Danzy

Department Head Name

Department Head Signature

Date

Andre Danzy

10/31/2018



INTEROFFICE MEMORANDUM

18-1018

TO: Felicia Strong-Whitaker, Director
Department of Purchasing & Contract Compliance

FROM: Evaluation Committee Recommendation Letter

DATE: September 28, 2018

PROJECT: 18RFP08062018A-FB, Senior In-Home Services

In accordance with the Purchasing Code, a duly appointed Evaluation Committee has reviewed the proposals submitted in response to the above-reference project on behalf of Senior Services.


Three (3) qualified firms submitted proposals for evaluation and consideration for award of this project:


1. Georgia Community Support & Solutions.
2. Help at Home, LLC
3. Southern Home Care Services, Inc dba ResCare

After review, evaluation and consideration of all available information related to the requirements and evaluation criteria of the RFP, the Evaluation Committee has determined that the proposals submitted by Southern Home Care Services, Inc, dba ResCare with a score of **76.35**, Georgia Community Support & Solutions with a score of **75.17** and Help at Home, LLC with a score of **73.52**, are the recommended vendors for the award of 18RFP08062018A-FB, Senior In-Home Services.

The Evaluation Committee members attest that each member scored each proposal independently in accordance with the evaluation criteria set forth in the Request for Proposal and that their individual score is a part of the final scores in the attached Evaluation Matrix.

SELECTION COMMITTEE MEMBERS:


Andre M. Danzy, Program Manager
Senior Services


Nell Kapple, Management Policy Analyst IV
Senior Services


Alima Anderson, Program Evaluation Specialist
Senior Services

EVALUATION CRITERIA	WEIGHT	Georgia Community Support & Solution	Help at Home, LLC	Southern Home Care Services, Inc. dba ResCare
Project Plan/Approach to Work	30%	27.5	25	27.50
Qualification of Key Personnel	25%	16.667	16.667	18.75
Relevant Project Experience	15%	11.25	12.5	11.25
Availability of Key Personnel	13%	9.75	9.75	9.75
Local Preference	5%	0	0	0
Service Disabled Veterans Preference	2%	0	0	0
Cost Proposal	10%	10	9.6	9.1
TOTAL SCORE:	100	75.17	73.52	76.35