

# Guide to Request for Qualifications Application

for the selection of providers to provide

## Homemaker Services Respite Services

Exhibit A – Sample Contract  
Exhibit B – Homemaker Scope of Work  
Exhibit C – Respite Scope of Work

**Area Agency on Aging of North Idaho  
“AAANI”**



**Area Agency on Aging of North Idaho  
402 W Canfield Avenue, Suite 1  
Coeur d’Alene, ID 83815  
&  
1704 G Steet  
Lewiston, ID 83501  
(208) 667-3179  
[AAANIcontracts@nic.edu](mailto:AAANIcontracts@nic.edu)**

**Completed Applications can be physically turned in or mailed to the  
Area Agency on Aging of North Idaho Coeur d’Alene address**

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Sections I through VII provide the information, background, and instructions for completion of Requests for Qualifications for Homemaker and Respite Services.

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# I. PUBLIC NOTICE

## Legal Advertisement

### Request for Qualifications

The Area Agency on Aging of North Idaho (AAANI), the designated Area Agency on Aging serving North Idaho, announces its intent to accept applications from interested service providers for homemaker and respite services in various locations in Benewah, Bonner, Boundary, Clearwater, Idaho, Kootenai, Latah, Lewis, Nez Perce and Shoshone Counties.

The Request for Qualifications Guide and Application materials are available on AAANI's website ([www.aaani.org](http://www.aaani.org)) [Contracted Services Announcements](#). Providers may submit applications for one or more services in any or all of the designated cities and counties. Contracts will be issued with the approved providers.

Providers with questions regarding the application packet should contact the AAANI Contracts Manager by e-mail at [AAANIcontracts@nic.edu](mailto:AAANIcontracts@nic.edu).

Interested providers must submit applications to the AAANI office at 402 W Canfield Ave, Ste 1, Coeur d'Alene, Idaho 83815. Providers may mail applications or submit applications in-person.

Award announcements will be made via email. There will be subsequent mandatory provider meetings and trainings to finalize awarded contracts.

AAANI receives Older Americans Act and Idaho State Senior Services Act funding through the Idaho Commission on Aging, which requires AAANI to follow State of Idaho policies for procurement.

*AAANI does not discriminate against any person on the basis of race, color, national origin, creed, ability to speak English, disability, sex, sexual orientation, age or marital status in admission, treatment, or participation in its programs, services, and activities, or employment.*

*Note: Specific programs may have designated guidelines and eligibility criteria.*

## II. APPLICATION PROCESS AND SCHEDULE

The following is a schedule of events concerning the proposal process:

| Schedule  |  |
|---|--|
| Event   | Date and Time  |
| <b>Submission of Applications &amp; Timeline</b>  |  |
| Contracts Manager will review application & submit to Evaluation Team   | 10 business days from application submission                               |
| Evaluation Team will review applications and make recommendations to AAANI Director                           | 5 business days from Contracts Manager review                              |
| AAANI Director will review & score application  | 5 business days from receipt of Evaluation team                            |
| <b>Application award or rejection announced to applicants via email announcement</b>                          | 20 business days from application submission                               |
| Deadline to submit written objections (if any) to award or rejection  | 5 business days from notification of approval or rejections of application |
| Contract signing, orientation/training.<br>Location: AAANI 402 W Canfield Ave, STE 1, Coeur d'Alene, ID 83815 | 20 business days of application approval: Contracts Manager will schedule  |
| <b>Ongoing Years</b>  |  |
| Contracts will be renewed on an annual basis to cover performance, rates and updated documentation.           | Annually with the new contract starting July 1st                           |
| Providers will be asked to update application documentation   | Every 4 years  |

All questions regarding the requirements necessary to complete an application should be directed to AAANI Contracts Manager via email at [AAANIcontracts@nic.edu](mailto:AAANIcontracts@nic.edu).

All dates and locations are subject to change at AAANI's discretion.

Any communications with AAANI regarding this RFQ should be with the Contracts Manager via email at the contact information listed above.

### **III. GUIDE TO THE REQUEST FOR QUALIFICATION PROCESS AND APPLICATION**

#### **A. PURPOSE**

The AAANI is responsible for planning, developing, advocating for, and coordinating a comprehensive service system for persons 60 years of age and older residing in the ten northern counties of North Idaho. A significant part of this responsibility is accomplished through utilization of contracted service providers (hereinafter “providers”).

Through this request for qualification (RFQ) process, the AAANI is accepting applications from interested providers for provision of homemaker and respite services in Benewah, Bonner, Boundary, Clearwater, Idaho, Kootenai, Latah, Lewis, Nez Perce and Shoshone counties. The AAANI recognizes that cost-effective solutions may vary in type and approach, particularly given the diversity within this region of geography, resources, and personnel. Price is not the sole determining factor for selection because the reimbursement rate is already set.

The AAANI reserves the right to enter into separate contractual relationships with the interested providers in the sole discretion of the AAANI Director. This RFQ serves as a tool to formalize negotiations to enter into a contract or contracts with chosen providers, if any.

#### **B. SERVICE CONTRACTS**

- AAANI contracts are performance-based. The AAANI seeks providers that can implement services efficiently and effectively within the required guidelines and specifications.
- All successful providers will be designated as provider(s) from the date they submit their application until the end for the fiscal year (June 30<sup>th</sup>). The contract is renewable every year thereafter upon a successful contract year. The AAANI determines the rate of reimbursement (currently \$25.00 per hour, or \$14.00 for Adult Daycare) and will refer consumers to the providers based on consumer choice. Consumers are provided with the names of providers and will select the one they want to provide the service.
- Final funding levels are dependent on the availability of federal (Older Americans Act) and state (Idaho Senior Services Act) funds or any other applicable funds.
- Changes in the governing federal and state statutes, regulations, rules, and program manuals/guidelines including, but not limited to, those of the Idaho Commission on Aging (ICOA), may require modifications of the contract between AAANI and a provider selected through this RFQ process.
- Any provider that subcontracts with another entity to provide services shall ensure that such subcontractor has a clear understanding of the methodology used to determine compensation under the subcontract.

#### **C. PROVIDER APPLICATIONS**

To be considered for a contract with the AAANI, providers must satisfy all of the following requirements:

- Have an identified business e-mail address for communicating and otherwise conducting business with the AAANI.
- Satisfy organizational requirements. A provider must be one of the following:
  - A provider that is a not-for-profit entity must be legally incorporated, registered to do business in Idaho, have an Internal Revenue Service 501(c)(3) designation, and have a demonstrated history of satisfactory human services performance.
  - A provider that is a for-profit entity must be legally organized and registered to do business in Idaho.
- Provide and document outreach functions to locate persons in the community who are not participating in the AAANI available programs or receiving services for which they qualify, identify their service needs, provide them information about aging programs and services available in their communities, and assist them with accessing services they need or programs in which they want to participate.
- Provide information detailing the provider's ability to make accommodations for individuals who are geographically inaccessible, non-English speaking, from another culture, and/or have disabilities.
- Provide information on the provider's utilization of trained volunteers.
- Provide comprehensive and detailed information that reflects the background of the provider relative to the proposed services.
- Hold, or be able to obtain before the beginning of the contract term, all necessary certifications and licensures, and be able to comply with all federal, state, and local requirements.
- Be capable of **electronically** reporting accurate fiscal and program data, on time, as required or as requested.
- Comply with AAANI assessments, program evaluations, and audit activities.
- Be willing to accept a minimum of five consumers. Referrals are contingent on consumer choice.
- Be willing to accept the AAANI reimbursement rate which will be reevaluated and determined prior to issuing contracts which are re-newed July 1<sup>st</sup> of each year. (currently \$26 per hour and \$14.00 for Adult Daycare)
- Demonstrate the ability and willingness to provide services and utilize funding in accordance and compliance with the contract terms, the Older Americans Act, as amended, the Older Americans Act: Federal Title III Regulations, the Idaho Senior Services Act, the ICOA Rules

Governing Senior Services Program (IDAPA 15.01.01) and Rules Governing Older Americans Act Services (IDAPA 15.01.21), and all Idaho Commission on Aging and AAANI Program Manuals and Service Implementation guides. These documents are available for review at AAANI during regular business hours. These documents may also be found online at:

**Federal Statute:**

[Older Americans Act of 1965, Public Law 109-365](#)

**Federal Regulations:**

45 [CFR Part 1321](#)

**Rules:**

[Rules of the Idaho Commission on Aging](#)

IDAPA 15.01.01 – Rules Governing Senior Services Programs & Older Americans Act Services

**ICOA Program Manual & Service Implementation Guides:**

[Operations Manual](#)

**D. SUBMISSION INSTRUCTIONS**

Each provider must carefully read this RFQ and follow the instructions contained in it. Failure to carefully follow the instructions may cause AAANI to reject the application.

Each provider must submit a complete application. Submitting a complete application requires, at a minimum: (1) submitting a completely filled-out and signed/notorized application form, and (2) attaching all documentation requested in the application form. **Answers to all parts of the application must be typed or computer printed.** Documentation requested on the application form includes the following:

- Non-Profit – Article of Incorporation, Bylaws, and 501(c)(3) status (if applicable)
- Non-Profit Audit – (if applicable)
- Small Business Programs designation (if applicable)
- Financial Soundness
- Insurance Coverage
- Drug-Free Workplace Policy
- Job Descriptions
- Facility Lease (if applicable)
- Grievance Resolution Procedures
- Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion, Lower Tier Covered Transactions

Failure to submit all information requested could result in the application being classified as “unacceptable” and rejected on the basis of being incomplete.

It is the responsibility of all providers to examine the entire RFQ package and seek clarification of any item or requirement that may not be clear. Each provider must check all information for

accuracy before submitting an application. Providers should fully describe their background, experience, and procedures in the application.

**Applications may be mailed, physically delivered or emailed to AAANI. Applications should be clearly labeled “APPLICATION” and delivered to the following address:**

Mailing/Street Address: Area Agency on Aging of North Idaho  
Attn: Contracts Manager  
402 W Canfield Ave., Suite 1  
Coeur d’Alene, ID 83815  
Email: [AAANIcontracts@nic.edu](mailto:AAANIcontracts@nic.edu)

**When the application is received at AAANI, it will be date-stamped and the review timeline will begin.**

#### **E. QUESTIONS AND REQUESTS FOR CLARIFICATIONS**

Questions and requests for clarifications to the RFQ will be considered only if they are submitted in writing and received by the AAANI Contract Manager, via email at [AAANIcontracts@nic.edu](mailto:AAANIcontracts@nic.edu).

#### **F. PROTEST OF RFQ REQUIREMENTS/QUESTIONS**

Any provider who wishes to protest the requirements, standards, specifications, or process outlined in this RFQ may submit a typed, signed notification to the AAANI Contracts Manager, via mail at 402 W Canfield Ave, Suite 1, Coeur d’Alene, ID 83815 or email [AAANIcontracts@nic.edu](mailto:AAANIcontracts@nic.edu). No facsimile protest will be accepted. The notification shall state the exact nature of the protest, describe the location of protested portion or clause in the RFQ documents, explain why the provision should be modified, and propose a detailed correction and alternative language. In response to a protest, the AAANI will act as it sees fit, which may include but is not limited to the following: modifying the RFQ documents, or rejecting all or part of the protest. The AAANI Director will make the final determination and response to protests. Notification of AAANI decision will be sent via email within 20 business days.

#### **G. SELECTION PROCESS**

The selection process will consist of the following process:

- Contracts Manager review: AAANI Contracts Manager will review each application to ensure that it is complete and includes all required documents. The Contracts Manager will also review to determine if the provider is able to sign the contract as written or without substantial modifications. The review process may include:
  - Review of the application form and attached documentation;
  - Communications with the provider’s references and business contacts;
  - Determination as to recommended changes to the application;
  - Oral interview with the provider, if needed.
  - Completion of a scoring sheet for the application.
- Contracts Manager recommendation: The Contracts Manager will forward its recommendations to AAANI Evaluation Team

- The AAANI Evaluation Team will review the application. The Evaluation Team may choose to conduct its own investigation and review to supplement any perceived deficiencies in the information presented. They may do an on-site visit if deemed necessary. The Evaluation Team will forward its recommendations to the AAANI Director.
- The Director of AAANI will review the applications and documentation from the Contracts Manager and Evaluation Team as well as the recommendations. The AAANI Director may choose to conduct his/her own investigation and review to supplement any perceived deficiencies in the information presented.
- AAANI Director, with the recommendations from the Contracts Manager and Evaluation Team, will make the final decision on which applications to select, if any.
- Selection of applications will be announced within Application Process and Schedule on Page 4 of this RFQ Guide.

## H. EVALUATION

Before scoring the application, AAANI Contracts Manager will review the application to determine if it satisfies the minimum requirements. To avoid rejection at this review stage, the application must satisfy the following at a minimum:

- The application must be complete and include all required documentation.
- The provider must be able to sign the sample terms and conditions contract (Exhibit A) as written or without substantial modifications that would make the contract unfeasible for AAANI.
- The provider must not be debarred, suspended, or otherwise excluded from or ineligible for participation from the RFQ.

Once the initial Contracts Manager review is complete, the Evaluation Team and the AAANI Director will evaluate the application by determining the perceived congruence of its selection criteria and needs against the submitted applications. Specifically, the Evaluation Team and the AAANI Director will score the application according to the scoring methodology below:

| <b>Provider submission information</b>  | <b>60 Max Score</b>                       |
|---|---|
| Application itself is completely filled out.  | 10  |
| All required documentation is attached.   | 10  |
| The provider covers multiple counties including rural counties.   | 20  |
| The provider is currently financially stable, and has a history of financial stability.                           | 10  |
| The provider is recognized as a Small Business high priority organization   | 5   |
| The provider's proposed management structure indicates proper oversight and supervision of the services provided. | 5   |
| <b>Proposal narrative and past performance</b>  | <b>Previous Provider<br/>New Provider</b> |
|   | <b>175 Max Score<br/>125 Max Score</b>    |
| The provider implements other senior programs that will benefit homemaker and respite consumers.                  | 10  |

|   |                     |
|---|---------------------|
| The provider's strengths, as corroborated with references and business contacts, are relevant and will enhance the program.                         | 20                  |
| The provider has a history of implementing good quality assurance plans and measures.   | 25                  |
| Timely communication. If the applicant has been a <b>previous</b> provider of services for AAANI, the history of cooperativeness and timely action. | <b>25</b>           |
| If the applicant has been a <b>previous</b> provider of services for AAANI, the history of timely and accurate invoices.                            | <b>25</b>           |
| The provider identified a process that ensures consumers' complaints are being recognized and a process to resolve these grievances.                | 5                   |
| The provider has a history of implementing and executing a good grievance resolution process.   | 25                  |
| The provider's staff is trained to work with seniors.   | 20                  |
| The provider has a reputation for integrity and compliance with the law.  | 20                  |
| <b>Cost-effectiveness, budget, and line items</b>   | <b>40 Max Score</b> |
| The provider will make clients aware of applicable AAANI services that will provide additional support for the client.                              | 20                  |
| The provider provided a promising volunteer program plan, which included how volunteers are going to be recruited, placed, duties, etc.             | 20                  |
| <b>Collaboration</b>  | <b>20 Max Score</b> |
| The provider has reasonable networking strategies that will draw support for the programs.  | 10                  |
| The provider listed organizations they will collaborate with and how they will support the AAANI program.   | 10                  |
| <b>Max Score for Previous Providers</b>   | <b>295</b>          |
| <b>Max Score for New Providers</b>  | <b>245</b>          |

References may be required. In addition to contacting the references listed on the application form, the Evaluation Team may communicate with any business contacts of the provider during this RFQ process. The Evaluation Team may also take into consideration information from its own staff if the provider has contracted with AAANI at any time in the past.

References and business contacts may be asked the following types of questions:

- How would you rate the provider's ability to provide accommodations to consumers with disabilities?
- How would you rate the provider's ability to provide accommodations to consumers who do not speak English, or whose first language is not English?
- How would you rate the provider's ability to maintain the confidentiality of consumer information?
- How would you rate the satisfaction level of the provider's consumers?
- How would you rate your satisfaction level with the provider? Please explain your answer, providing details and specific instances if at all possible.
- How would you rate the provider's preparedness to provide the services set out in this RFQ?
- How would you rate the professionalism and training of the provider's employees?

- How would you rate the provider's ability to implement a quality assurance plan?
- How would you rate the provider's ability to implement a grievance resolution process, and to resolve grievances in a satisfactory and timely manner?
- How would you rate the provider's integrity, as well as the provider's ability and determination to comply with the law?
- List the provider's three greatest strengths.
- List the provider's three greatest weaknesses.
- How would you rate the provider's ability to provide timely, detailed, and organized reports and invoices? Please explain your answer, providing details and specific instances if at all possible.
- To what other organizations or individuals has this provider provided services who are not listed as references?

At any point in the evaluation process, AAANI reserves the right:

- To reject any or all applications, or any part thereof;
- To reject any application that, in the opinion of AAANI, contains statements intended to mislead AAANI in its evaluation of the application;
- To reject any application that does not provide a response to each of the required sections of the application or does not provide required documentation;
- To waive any minor defects in the submittal if this is to the advantage of the AAANI;
- To accept the submittal that is in the best interest of AAANI.

The AAANI decision shall be final. Waiver by the AAANI of a minor defect in an application shall in no way modify the RFQ or excuse the provider from full compliance with contractual and legal requirements if the provider is awarded a contract.

#### **I. NOTIFICATION OF AWARD**

The providers will be notified of the results of the RFQ within the Schedule on Page 4 of this RFQ Guide. Unsuccessful providers may request to be informed of the reasons they did not receive the contract.

#### **J. CONTRACT NEGOTIATION**

After the application has been scored, AAANI may recommend changes in the provider's proposed methodology. If AAANI recommends changes, then the provider must negotiate in good faith on those changes.

Subject to agreement upon changes resulting from the recommendations of AAANI, if any, the contract shall be in a form as provided by AAANI.

#### **K. APPEALS**

Unsuccessful providers may appeal the decision by responding in writing to the AAANI Director by five (5) business days of the date of the application denial. Such appeals must include a reason or the reasons that the award decision is in error.

Upon receipt of the appeal, the AAANI Director shall review the decision and determine whether to affirm its prior award, modify the award, or choose to re-submit the application,

setting forth its reason or reasons therefor. After completion of the review process, the AAANI may proceed as it deems to be in the public interest.

**L. CONTRACT SIGNING & MANDATORY TRAININGS**

The final step in effecting a contract is the signature process. No contract exists until it is signed by both the AAANI Director and the provider. The proposed contract becomes a binding agreement only upon the effective date and upon signature by both parties. Prior to contract starting date, the provider must attend a mandatory provider orientation/training with AAANI which will be scheduled by the Contracts Manager.

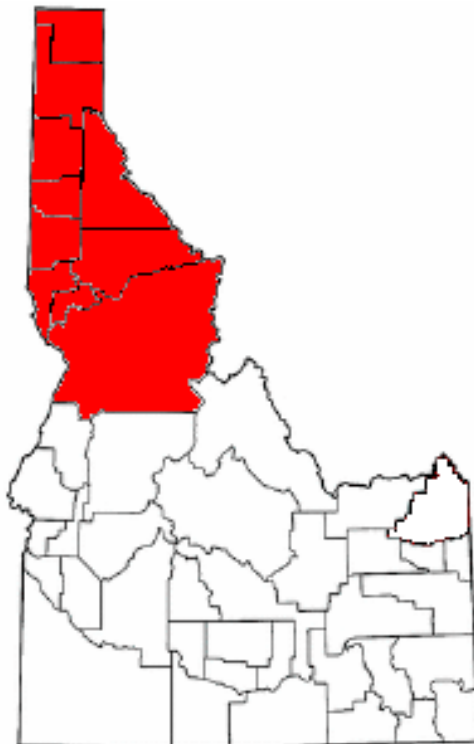
**M. RFQ Updates & Changes:**

This RFQ will be updated annually. Updates to the RFQ will be recorded and logged and available on the website. Existing providers will be required to provide additional information prompted by any changes to the RFQ and/or sign a contract modification. Information that would be looked at annually will be the following:

- Reimbursement rates
- State and Federal requirements
- Contract information

## **IV. SERVICE AREA MAPS**

This service area map identifies the PSA of AAANI:



## V. FUNDING PROPOSAL AND PROFILE

Consumer Choice: Each consumer is assessed and authorized to receive specified services. The consumer is provided with the names of AAANI's authorized providers and designates the provider of his/her choice. A consumer may, at any time and in his/her sole discretion, terminate the services of a provider and designate another authorized provider.

Unit of Service: A service unit equals one hour, at quarter hour increments, in service to the consumer. Transportation to and from the consumer's home may not be included as part of the service unit.

Rate: The AAANI's reimbursement rate is currently set at \$26.00 per hour for homemaker and respite services or \$14.00 for Adult Daycare Services.

Reimbursement: The AAANI reimburses not more than once per month in amounts not to exceed those authorized by the AAANI Enrollment form. The Enrollment form indicates the amount the AAANI will reimburse and the amount the consumer is to be billed. **NOTE: The AAANI reserves the right to deny any claim in excess of the hours authorized by the AAANI. It is the provider's responsibility to monitor the scheduling of services in accordance with the authorized amounts.**

Fees: A consumer's payment is determined by the AAANI during the initial screening process to ensure the consumer consents to the fee, if required. Consumers whose self-declared income exceeds one hundred percent (100%) of the federal poverty level, as established annually by the United States Department of Health and Human Services, are required to pay a fee for service. All fees are based on a sliding fee scale provided annually by the Idaho Commission on Aging.

**The provider is solely responsible for collecting the consumer's portion of the fee for service. The provider must invoice the consumer promptly. The consumer is not responsible for payment of fees for services if invoiced by the provider more than ninety days after the month in which services were rendered.**

The provider must establish a standardized system for billing and collecting fees. The consumer's share of cost must be subtracted from the AAANI invoice. The provider must maintain accounting records of all fees and monies expended from these sources.

Consumers whose annual income falls below the federal poverty level shall be given the opportunity to make voluntary donations. The provider must submit any such donations to AAANI.