



**CONTRA COSTA COUNTY
EMPLOYMENT AND HUMAN SERVICES DEPARTMENT**

Request for Interest (RFI) 773

**Aging And Adult Services
Long-Term Care Ombudsman Services**

Contra Costa County Employment and Human Services Department (EHSD), Aging and Adult Services (AAS) Bureau, announces a **Request for Interest (RFI) 773** for the purpose of identifying qualified providers to deliver Long-Term Care Ombudsman Services in Contra Costa County. This RFI is a process by which EHSD solicits information from responders who may be selected to enter a Contract with EHSD for the provision of the services described in this document. The competitive bidding process may be waived if only one entity responds to this RFI, pursuant to Contra Costa County Administrative Bulletin No. 600.3. Pending the results of this RFI, the County may negotiate a Contract, publish a Request for Proposal (RFP) solicitation, or take no further action.

CONTRACT AWARD

The County intends to offer a Contract to a Responder deemed qualified to provide the services described in this RFI. A Contract signed by duly authorized representatives of both the Contractor and the County does not guarantee the County will utilize any maximum or minimum number of services from the Contractor, and the County has sole discretion to not utilize any service from the Contractor.

CORRESPONDENCE

As of the issuance of this RFI, Responders are specifically directed not to contact any County personnel for meetings, conferences, technical discussions related to this RFI, or for any written endorsement or support to be included as part of a submitted response. Failure to adhere to this policy may result in disqualification of the Responder's response from further consideration.

STATEMENT OF WORK

The Contra Costa County Employment and Human Services Department (EHSD) seeks to perform in a manner that leads the department to continuous excellence in the achievement of its vision, mission, and core values.

Vision: Contra Costa County will continue to be a thriving community where all individuals and families can be healthy, safe, secure, and self-sufficient.

Mission: Employment and Human Services partners with the community to deliver quality services to ensure access to resources that support, protect, and empower individuals and families to achieve self-sufficiency.



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Values:

- **Deliver exceptional customer service:** We are customer driven, responsive, and respectful. We stand for dignity for all, working to ensure everyone reaches their full potential.
- **Openly Communicate:** We are transparent, honest, respectful, and assume positive intent in all communications. We actively listen to our customers, responding to their feedback, questions, and needs.
- **Embrace Change:** We embrace change as an opportunity to improve and provide excellent services to our customers and deepen our partnerships with community providers. We look to innovation and technology as an important avenue for change and strive to remain curious and strategic in all we do.
- **Practice Ethical Behavior:** We value integrity and honesty in all our interactions. We hold ourselves accountable for exemplary work by all.
- **Respect Diversity:** We honor individual differences, value inclusion, and equity for all.

THE AREA AGENCY ON AGING

The Area Agency on Aging (AAA) is one of the divisions within EHSD's Aging and Adult Services Bureau (AAS). AAS is a major branch within EHSD, which also oversees Adult Protective Services, General Assistance, In-Home Support Services, Public Administrator Office, Public Authority, and a division supporting the Enhanced Care Management program with Contra Costa County Health Services Agency. The AAA serves as the county's hub for coordinating and funding programs and services that enhance the lives of older adults, persons with disabilities, and unpaid family caregivers in Contra Costa by supporting their ability to age in the community with dignity and purpose for as long as possible. As the administrator of Older Americans Act (OAA), Older Californians Act (OCA), and other state and federal programs, the AAA supports these populations through direct service delivery and contracts with community-based agencies. Working together with the Advisory Council on Aging, the AAA has the overall responsibility of developing and implementing a comprehensive and integrated community-based service system in the county. The Long-Term Care Ombudsman Program (LTCOP), the service sought through this RFI, is implemented, administered, and monitored by the AAA through a contract with a community-based provider.

MANDATES AND LEGAL AUTHORITY

The California Long-Term Care Ombudsman Program (LTCOP) is mandated by both the federal OAA (42 U.S.C. § 3058g) and the OCA (Welfare and Institutions Code section 9700 et seq.).



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These laws require that the Office of the State Long-Term Care Ombudsman (OSLTCO) designate local Ombudsman entities, and that the administration, monitoring, and contracting activities of the local LTCOPs be carried out by the AAA. The OSTLCO provides standardized program guidance and supports local LTCOPs throughout California to ensure that effective, consistent, and ethical LTCOP services are provided to facility residents in the state.

The following are the legal authorities governing the OAA programs, including requirements, standards, and guidance. All services and activities are to be provided in accordance with all applicable federal, state, and local laws and regulations, and as those laws and regulations may be amended from time to time, including but not limited to the following:

1. In accordance with the provisions of 2 CFR 200, Subpart F - Audit Requirements, non-Federal entities that expend financial assistance of \$750,000 or more in Federal awards will have a single or a program-specific audit conducted for that year. Non-Federal entities that expend less than \$750,000 a year in Federal awards are exempt from Federal audit requirements for that year, except as noted in 2 CFR 200.503. In accordance with the provisions of Subpart F-Audit Requirements, under 45 CFR Part 75.500, nonfederal entities that expend financial assistance of \$750,000 or more in Federal awards will have a single or a program-specific audit conducted for that year. Nonfederal entities that expend less than \$750,000 a year in Federal awards are exempt from Federal audit requirements for that year. Except as noted in 45 CFR Part 75.500.
2. For regulations, guidelines, and literature, refer to 45 CFR 75 and 45 CFR 1321.
3. The Contractor shall expend all funds received hereunder in accordance with the Agreement.
4. Any reimbursement for authorized travel and per diem shall be at rates not to exceed those amounts paid by the State in accordance with the California Human Resources (CalHR) rules and regulations.
5. The *sub recipient* shall maintain accounting records for funds received under the terms and conditions of the Agreement. These records shall be separate from those for any other funds administered by the *sub recipient*, and shall be maintained in accordance with Generally Accepted Accounting Principles and Procedures and the Office of Management and Budget's (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards [2 CFR 200] [45 CFR 75].
6. The Contractor shall meet the following standards for its fiscal management systems, as stipulated in 2 CFR 200.302 and 45 CFR 75.302.

Regulations governing the requirements contained in this RFI may be viewed by reference at the following locations:



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- Older Americans Act (OAA): [Older Americans Act | ACL Administration for Community Living](#)
- Code of Federal Regulations Title 45 Part 74, Uniform Administrative Requirements, OMB Circular A-122, Cost Principles for Nonprofit Organizations and OMB Circular A-102, Uniform Administrative Requirements for Grants-In-Aid to State and Local Governments: <https://tinyurl.com/69ytzmec>
- Other regulations: <http://www.ecfr.gov>

STATEMENT OF PURPOSE

The EHSD seeks statements of interest from qualified agencies to provide Long-Term Care Ombudsman services, as set forth under the OAA of 1965, and as amended in 2016, and the Mello-Granlund OCA of 1996. The eligible populations of the LTCOP are all residents of Long-Term Care (LTC) facilities, regardless of age, within Contra Costa County.

FUNDING

Approximately **\$531,438.00** is available for LTCOP services for a 12-month period from **July 1, 2024 through June 30, 2025**. Following this term, Contract may be renewed for a maximum of three (3) additional years contingent upon the availability of state, federal, and County funds and subject to Contractor maintaining satisfactory performance and remaining in full compliance. The Contractor agrees to be bound by all the terms and conditions of the County's standard contract and the AAA Special Conditions.

SCOPE OF SERVICES

The LTCOP is designed as an advocacy program for residents of LTC facilities. LTCOP Program Coordinators, staff, and volunteers shall focus on resident advocacy and the resolution of LTC residents' complaints as their primary function. Other responsibilities, such as community education, interagency coordination, in-service training, etc., are secondary to the resolution of residents' complaints. The LTCOP Contractor shall work to empower residents to maintain dignity and enable them to exercise their civil rights. The program must be free to engage in appropriate advocacy activities, including public information activities, administrative actions, legislative advocacy, and liaisons with licensing and law enforcement agencies.

The successful Responder must be able to deliver the following minimum required units of LTCOP services during a 12-month period under the contract.



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Service	Measure/Description	Baseline/Minimum Required Units
Complaint Resolution Rate	Number of partially resolved or fully resolved complaints divided by the total number of complaints	97% Resolution Rate
Work with Resident Councils	Number of Resident Council meetings attended	11 Meetings
Work with Family Councils	Number of Family Council meetings attended	5 Meetings
Information and Assistance to Facility Staff	Number of instances of Ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to the complaint. May be accomplished by phone, letter, e-mail, fax, or in-person.	1,734 Instances
Information and Assistance to Individuals	Number of instances of Ombudsman representatives' interactions with residents, family members, friends, and others in the community for the purpose of providing general information and assistance unrelated to a complaint. May be accomplished by phone, letter, email, fax, or in person.	4,639 Instances
Community Education	Ombudsman Program participation in public events planned to provide information or instruction to community members about the LTCOP or LTC issues. The number of sessions refers to the number of events, not the number of participants. This cannot include sessions that are counted as Public Education Sessions under the Elder Abuse Prevention Program.	3 Sessions/Events



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Systems Advocacy	Systems Advocacy includes efforts to improve conditions in one LTC facility or can be county-wide, state-wide, or even national in scope.	1 Advocacy Effort
Routine Access: Nursing Facilities	Percentage of nursing facilities within the PSA that were visited by an Ombudsman representative at least once each quarter not in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA.	93% Nursing Facilities Visited
Routine Access: Residential Care Communities	Percentage of Residential Care Facilities for the Elderly (RCFE) within the PSA that were visited by an Ombudsman representative at least once each quarter during the fiscal year not in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA.	11% RCFEs Visited

ELIGIBLE RESPONDERS

Eligible Responders are agencies which, on their own or in collaboration with other organizations, have adequate controls, personnel, and capability to provide the services sought in this RFI. Preference is given to nonprofit 501(c)(3) organizations. If a contract is awarded to a public or nonprofit incorporated entity, no additional approval from the California Department of Aging (CDA) and OSTLCO is required. Awarding a contract to a private for-profit entity requires pre-approval from CDA and OSTLCO and may be granted only after an exhaustive search to procure services from a public or nonprofit entity proved unsuccessful. Qualified Responders must demonstrate skills, experience, and capacity to deliver the service proposed. Responders must also show capacity for interagency collaboration and coordination.



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Responder to this RFI that executes a contract with the County will be monitored by the AAA in accordance with the requirements of the OAA, OCA, and other policies and provisions set forth by the AAA, CDA, and County. Execution of this Contract identifies a contractor as qualified to provide LTCOP services as described in this RFI.

SUBMISSION REQUIREMENTS

The County is requesting the following information from interested entities that wish to respond to the RFI:

Introduction Letter – The introduction letter must be on agency letterhead and include:

- RFI respondent’s full legal name
- Name and title of the individual authorized to represent the respondent
- Mailing address
- Primary contact’s name, telephone, and email address

Letter of Interest (10 pages or fewer) – Please include the following:

- Describe the organization’s history, mission, purpose, programs/services, and number of years the agency has been in business under the present or prior business name.
- Describe the organization’s experience implementing a service relevant to the those sought in this RFI. Include in the response the number of years of experience the organization has been providing the requested services in this RFI.
- Describe specialized training, certifications, or expertise that uniquely qualify the respondent and its staff and volunteers to perform service described in this RFI.
- Describe the organization’s experience in reaching the targeted populations considered priority populations or geographic areas in the OAA, including persons with the greatest economic and social needs, minorities, and minorities with the greatest economic and social needs. In your response, include the following:
 - Any relevant data or information that demonstrates the organization’s experience in providing services to the targeted/priority populations.
 - The organization’s strategies to reach the targeted priority populations and the specific services provided.
- Identify the number of units the organization plans to provide (Agency Target). See section **SCOPE OF SERVICES** for the description of each service the successful



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Responder is required to serve during the 12-month contract period. Include the completed table as part of your narrative response.

Service	Baseline/Minimum Required Units	Agency Target Units
Complaint Resolution Rate	97% Resolution Rate	
Work with Resident Councils	11 Meetings	
Work with Family Councils	5 Meetings	
Information and Assistance to Facility Staff	1,734 Instances	
Information and Assistance to Individuals	4,639 Instances	
Community Education	3 Sessions/Events	
Systems Advocacy	1 Advocacy Effort	
Routine Access: Nursing Facilities	93% Nursing Facilities Visited	
Routine Access: Residential Care Communities	11% RCFEs Visited	



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Insurance – Provide evidence of insurance at the coverage levels required by the County. Following are the insurance requirements: Liability; Commercial General; Automobile; Workers Comp/Employer Liability; Professional Liability.

- a. **Commercial General Liability Insurance.** For all contracts where the total payment limit of the contract is \$500,000 or less, Contractor will provide commercial general liability insurance, including coverage for business losses and for owned and non-owned automobiles, with a minimum combined single limit coverage of \$500,000 for all damages, including consequential damages, due to bodily injury, sickness or disease, or death to any person or damage to or destruction of property, including the loss of use thereof, arising from each occurrence. Such insurance must be endorsed to include County and its officers and employees as additional insureds as to all services performed by Contractor under this Contract. Said policies must constitute primary insurance as to County, the state and federal governments, and their officers, agents, and employees, so that other insurance policies held by them or their self-insurance program(s) will not be required to contribute to any loss covered under Contractor's insurance policy or policies. Contractor must provide County with a copy of the endorsement making the County an additional insured on all commercial general liability policies as required herein no later than the effective date of this Contract. For all contracts where the total payment limit is greater than \$500,000, the aforementioned insurance coverage to be provided by Contractor must have a minimum combined single limit coverage of \$1,000,000.
- b. **Workers' Compensation.** Contractor must provide workers' compensation insurance coverage for its employees.
- c. **Certificate of Insurance.** The Contractor must provide County with (a) certificate(s) of insurance evidencing liability and worker's compensation insurance as required herein no later than the effective date of this Contract. If Contractor should renew the insurance policy (ies) or acquire either a new insurance policy (ies) or amend the coverage afforded through an endorsement to the policy at any time during the term of this Contract, then Contractor must provide (a) current certificate(s) of insurance.
- d. **Additional Insurance Provisions.** No later than five days after Contractor's receipt of:
(i) a notice of cancellation, a notice of an intention to cancel, or a notice of a lapse in any of Contractor's insurance coverage required by this Contract; or (ii) a notice of a material change to Contractor's insurance coverage required by this Contract, Contractor will provide Department a copy of such notice of cancellation, notice of intention to cancel, notice of lapse of coverage, or notice of material change. Contractor's failure to provide Department the notice as required by the preceding sentence is a default under this Contract.



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DEADLINE FOR SUBMISSION OF LETTER OF INTEREST

Electronic Submission – RFI Response Submissions are received by EHSD via upload of submission documents to **EHSD.org website only** at <https://ehsd/overview/contracting-opportunities/>

In order to be considered as a Respondent for this RFI, interested parties must submit the completed Letter of Interest including requested documentation above, not to exceed ten (10) pages, along with the Respondent’s name, title, email address and contact phone number to the website address listed above. RFI Response Submission must be in MS Word, MS Excel, and/or pdf file format.

File Name as follows: **RFI 773-Agency Name-LOI**

Once the file has been uploaded, please select the “Submit Bid” button at the bottom of the RFI announcement page. Complete the required fields on each screen and upload required attachments when prompted to do so. Once you hit “Submit Bid”, a notification will be sent to you via email to inform you that your bid has been received. The email will be sent to the address provided during the submission process. **DO NOT** email files to contractbid@ehsd.org.

Once you have submitted your request, you must call 925-957-5645 and follow the instructions provided. This will ensure EHSD has received proper notification of your submission.

Any RFI submitted to EHSD.org after the deadline will be rejected. Mail-in, hand-delivery, or email submissions are not acceptable.

Contact (RFI Process only): Contra Costa County, EHSD Contracts Unit
Telephone: (925) 608-4969 (for any questions related to submitting the Letter of Interest)

E-mail: contractbid@ehsd.cccounty.us

Website: <https://ehsd.org/overview/contracting-opportunities/>
(Submit RFI Letter of Interest Documents via this website)

Responses must be received no later than 5:00 p.m. PST on Friday, May 3, 2024, without exception. Late submissions will **NOT** be accepted.

County reserves the right to reject any proposal and negotiate any terms as best serves the County. All proposals become the property of the County, without obligation to the Respondent.

The RFI process may be cancelled at any time without written notice.



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RESTRICTION AND DISCLOSURE

NOTHING IN THIS DOCUMENT SHALL BE CONSTRUED AS OBLIGATING THE COUNTY TO ISSUE AN RFP, RFSQ, OR NEGOTIATE A CONTRACT.

This RFI does not constitute a solicitation for contracting and should not be construed as a Request for Proposal (RFP) or a Request for Statement of Qualifications (RFSQ). All information received in response to this RFI shall become the property of Contra Costa County.

Any information deemed confidential or proprietary by the Respondent must be clearly marked and identified by the Respondent as such and include an explanation of why such information is exempt from disclosure under applicable law. Such clearly marked and identified confidential or proprietary information will be protected and treated with confidentiality only to the extent permitted by law. Information not protected from disclosure by law will be considered a public record.

Letters of Interest and accompanied documents will be received, maintained, and may be disclosed to the public consistent with the California Public Records Act (PRA) and the Freedom of Information Act. Responses will be exempt from disclosure until the evaluation process has been completed. Respondents should be aware that EHSD is required by law to make its records available for public inspection and copying, with certain exceptions. (See California Public Records Act, California Government Code Section 6250 et seq. and the Freedom of Information Act - 5 U.S.C. Sec. 552).

EHSD will not notify Respondent of requests for release of information or that EHSD released data unless EHSD receives a request for information previously marked and identified by the Respondent as confidential or proprietary. If EHSD receives a request for release of such previously marked and identified confidential or proprietary information, EHSD will notify the Respondent of such request to allow the Respondent to challenge such request consistent with applicable law.



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APPEALS

Only Respondents submitting a proposal in accordance with RFI 773 may appeal the RFI process. Appeals must be submitted in writing. The appeal request must clearly state the area(s) of contention, how the individual/organization was damaged, and actions sought.

Appeals must be submitted and addressed as follows:

Contra Costa County
Employment and Human Services Department
Attention: EHSD Director
40 Douglas Drive
Martinez, CA 94553

Appeals must be received within ten (10) business days from the date of the award/denial letter. Notification of a final decision on the appeal shall be made in writing to the Respondent.