

Agenda Item:

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY

5C-1

Meeting Date: September 14, 2010

() Consent

(X) Regular

() Ordinance

() Public Hearing

Department

Submitted By: Community Services

Submitted For: Division of Senior Services

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to approve:

A) the issuance of a Request for Proposal (RFP) for the management and operation of the North County Senior Center to include the adult day care program; and

B) Proposal requirements, scope of work/services, eligibility requirements, timetable, and selection criteria subject to modification by staff and incorporation into standard RFP format.

Summary: On June 29, 2010, the BCC directed staff to develop an approach for the possible outsourcing of the operation of the North County Senior Center including the adult day care program. Staff is recommending that an RFP be issued to accomplish this direction. The RFP would be used to determine whether outsourcing is a viable alternative and for selection of an operator if such a determination is made. Eligibility would be limited to legally incorporated, 501(c)(3) not-for-profit organizations or governmental entities. Under the staff proposal, the Division of Senior Services (DOSS), current operator of the Center, would be permitted to respond and be evaluated along with the outside proposers.

Background and Justification: The North County Senior Center is a 13,300 square foot facility located at 5217 Northlake Blvd., Palm Beach Gardens. The DOSS operated facility, which opened in 1982, provides a variety of opportunities for seniors including health education and screening, daily meals, counseling, socialization, recreation and fitness activities. Also provided is a licensed adult day care program which serves fifteen individuals who require supervision. This program provides participants with a structured array of therapeutic, rehabilitative, social and leisure activities, as well as meals and snacks.

The BCC has expressed an interest in outsourcing center operations to Mae Volen Senior Center, Inc. or to another not-for-profit entity. Utilization of an RFP will enable any qualified organization to submit and be considered. Additionally, the RFP will allow for an objective determination as to whether outsourcing the Center's management and operation would be expected to result in a cost savings, enhanced level of efficiency, or otherwise improved operations. Proposals submitted will be compared with the existing operation managed by DOSS to establish the advisability of outsourcing. There is no fiscal impact at this time.

Attachments: RFP requirements, scope of work/services, eligibility requirements, timetable, and selection criteria (1 document).

Recommended By: 

Department Director

8/25/2010
Date

Approved By: 

Assistant County Administrator

8/1/10
Date

II. FISCAL ANALYSIS IMPACT

A. Five Year Summary of Fiscal Impact:

Fiscal Years	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Capital Expenditures	_____	_____	_____	_____	_____
Operating Costs	_____	_____	_____	_____	_____
External Revenue	_____	_____	_____	_____	_____
Program Income (County)	_____	_____	_____	_____	_____
In-Kind Match (County)	_____	_____	_____	_____	_____
NET FISCAL IMPACT	<u>- 0 ~</u> * see below	_____	_____	_____	_____
# ADDITIONAL FTE POSITIONS (Cumulative)	_____	_____	_____	_____	_____
Is Item Included in Current Budget: Yes _____ No _____					
Budget Account No.: Fund _____ Dept. _____					
Program Code _____					
Unit. _____ Obj. _____					

B. Recommended Sources of Funds/Summary of Fiscal Impact:

* There is no fiscal impact at this time.

Departmental Fiscal Review: Tauna Malhotra

III. REVIEW COMMENTS

8/25/10

A. OFMB Fiscal and/or Contract Administration Comments:

[Signature]
OFMB
VA
8/31/10
8/25/10

[Signature] 8/31/10
Contract Administration

B. Legal Sufficiency:

[Signature] 9/1/10
Assistant County Attorney

C. Other Department Review:

Department Director

This summary is not to be used as a basis for payment.

**RFP REQUIREMENTS, SCOPE OF WORK/SERVICES, ELIGIBILITY REQUIREMENTS, TIMETABLE,
AND SELECTION CRITERIA FOR
NORTH COUNTY SENIOR CENTER OPERATION AND MANAGEMENT**

Proposal Requirements

I. EXPERIENCE/QUALIFICATION/ BACKGROUND REFERENCES INFORMATION

- A. Describe your agency's experience in operating senior centers and adult day care centers.
- B. Provide three letter of reference from entities for whom comparable work has been performed or with whom you have collaborated to perform such services.
- C. Describe your agency's volunteer program and how volunteers will be utilized; include collaborative efforts with state and federal agencies and number of current active volunteers by site.

II. PROJECT APPROACH/UNDERSTANDING

The proposer shall provide a detailed narrative description of its approach and methodology for implementing the day-to-day operation of the North County Senior and Adult Day Care Center including, but not limited to, the following:

- A. What is your agency's overall philosophy regarding mission, management and operation of both a senior center, and an adult day care center?
- B. Describe your agency's case management program.
- C. Provide details describing how your agency will provide the services described under "Services/Daily Operations" in the Scope of Work/Services section of the RFP.
- D. Describe expectations for utilization of County resources to operate the facility and programs.
- E. Provide a detailed transition plan, including a timetable.

III. KEY PERSONNEL AND OPERATIONS INFORMATION

The proposer shall provide:

- A. An organizational chart identifying the structure of the agency to include the North County Senior Center;
- B. A list of the proposed key personnel to be assigned to the Center and resumes detailing their experience, expertise, education, qualifications and proposed salary;
- C. Data regarding your agency's staff turnover rate for prior two years for senior service programs;

- D. Information on projects of similar nature in which key staff member has been involved;
- E. Food inspection reports for your agency from the prior three years;
- F. A list of vendors utilized during the past three years for food and temporary staffing; and
- G. Agency for Health Care Administration (AHCA) reports for the past three years.

IV. FINANCIAL / BUSINESS STABILITY

Regarding the proposer's ability to maintain operation and maintenance expenses, the proposer shall provide the following:

- A. Describe your agency's policies and procedures for ensuring that staff expends funds appropriately and within budget.
- B. Describe your agency's fundraising (or grant) strategies and successes.
- C. Describe community resources and partnerships your agency utilizes with regards to fundraising, donations, and cost sharing.
- D. Describe your agency's plan to supplement the budget provided by the County. Describe your anticipated fee structure. Submit current unit cost rate for adult day care program.
- E. Provide financial statements and external audits from the past three (3) years.
- F. Provide an estimated budget breakdown showing major anticipated expenses and revenue sources for the North County Senior Center. Clarify the amount expected from the County.

The County reserves the right to request additional information to be used for evaluating responses received from any and all proposers. Further, the County retains the right to disqualify from further consideration any proposer who fails to demonstrate sufficient financial stability to perform the pending contract.

Scope of Work/Services

I. GENERAL INFORMATION - Palm Beach County, at the direction of the Board of County Commissioners (BCC), is seeking proposals to operate and manage, the North County Senior Center, to include the adult day care program. All proposals must be made on the basis of, and either meet or exceed, the requirements contained herein. All proposers must be able to provide the work/services that are listed below.

II. SERVICES/DAILY OPERATIONS

For the adult day care program, the Contractor shall:

- A. Provide case management and follow-up for all private pay clients as required by AHCA.
- B. Provide a caregiver support group for the adult day care program.
- C. Provide daily meals and snacks as required by AHCA.
- D. Obtain and maintain licensing with AHCA.
- E. Provide a variety of daily activities to include physical and mental exercises.
- F. Coordinate and provide transportation for all clients.

For the senior center, the Contractor shall:

- A. Provide a structured daily activity program.
- B. Provide a diverse educational program appropriate for seniors.
- C. Provide adjunctive social services for seniors; offer referral services.
- D. Coordinate and manage congregate meal site on premises.
- E. Operate the facility a minimum of five days per week.
- F. Develop operational manual (to be approved by County) which includes policies and procedures regarding all aspects related to a positive environment, client safety, and disaster preparedness.

III. PROGRAM STAFFING

The Contractor shall provide staff to manage the center and its programs (staff shall be employees of the Contractor).

The Contractor shall:

- A. Provide one full time experienced qualified director to provide management and oversight .
- B. Provide, at a minimum, one additional full time person for the senior center operation.
- C. Provide two or more paid personnel , including one Licensed Practical Nurse, to operate the adult day care program.
- D. Maintain required staff/client ratio as required by AHCA.
- E. Initiate and coordinate a volunteer program to include recruitment, selection, training and supervision of volunteers.

IV. FACILITIES AND MAINTENANCE

The Proposer shall:

- A. Be responsible for damages caused by the clients while under the supervision of the Contractor; costs to be billed by County.
- B. Provide all custodial services to maintain a clean and safe environment and permit health, fire and other applicable inspections by the County and other permitting agencies.

- C. Be responsible for obtaining all applicable health, fire and licensing permits and shall maintain such permits on file.
- D. Be responsible for the cleaning and repair of all carpet and tile.
- E. Be responsible for grounds maintenance.
- F. Promptly report the need for any maintenance or repair required to the premises (see County responsibilities) by submitting the proper County Work Order request and/or calling the County emergency phone number for items directly affecting the safety of the occupants.
- G. Coordinate efforts with the County regarding maintenance and repairs (non-emergency) to the facility. These include, but are not limited to, components such as doors, windows, locks, plumbing fixtures, plumbing stoppages, electrical switches and outlets, light and light fixtures, thermostats, cosmetic wall repairs, etc.
- H. Make facility available for emergency operation functions, as requested, by the County Emergency Operations Center.

V. PROGRAM MANAGEMENT/ OUTCOMES

In order to evaluate the delivery of services to the clients and to monitor the Contract, the following information and statistics shall be maintained by the Contractor and submitted on a monthly basis:

- A. Daily census at adult day care;
- B. Daily participant rate at senior center;
- C. Client satisfaction surveys;
- D. Program evaluations;
- E. Support group attendance and number of sessions held; and
- F. Meal counts.

Report on a quarterly basis:

- A. Transportation data, including client count and number of trips.

The Contractor will make all records from the adult day care and senior center pertaining to eligible clients subject at all times to inspection, review and/or audit by the County. Required internal documentation includes, but is not limited to, the following:

- A. Personnel records of staff involved in the program, including payroll;
- B. Daily activity log and monthly schedules;
- C. Client records;
- D. Current AHCA reports; and
- E. Food inspection reports.

VI. ANNUAL BUDGET/FISCAL ACCOUNTABILITY

The Contractor shall:

- A. Submit an annual proposed operating budget in accordance with the guidelines provided by the County which includes specific line items, both expenditures and revenues (including source of funding).
- B. Use established and generally accepted accounting practices. An audit of each year while under contract with the County shall be conducted by a Certified Public Accountant at the Contractor's expense. All revenue received by the Proposer from the County shall be credited to the fiscal year of receipt, unless otherwise designated.
- C. Provide reports, records, memoranda, or other documentation concerning any fiscal matter or program-related services provided, in such a manner and at such times as may be required by the County and /or any grantors.
- D. Be responsible for all routine operational expenses including, but not limited to, fixed, pay and cell telephones, program (activity) supplies, and cleaning supplies.
- E. Provide all Information Technology (IT) equipment, office equipment and supplies and provide for their repair and maintenance.

VII. COUNTY RESPONSIBILITIES

The County will:

- A. Make periodic on-site inspections to ensure maintenance of the facility and property.
- B. Be responsible for the provision, maintenance and cost of electricity, water and sewer services.
- C. Maintain operational efficiency of all interior and exterior locks.
- D. Provide new flooring and paint interior and exterior as necessary.
- E. Be responsible for the repair and maintenance of the major components of the facility, including the roof, foundation, heat pumps, sewer systems, major electrical and plumbing repairs and pavement, unless failure is caused by acts of the Contractor. In this event, the Contractor shall be billed for the cost of repair.
- F. Provide a scheduled preventative maintenance program for major components such as, but not limited to, heating, air-conditioning, water, air quality and roof to ensure the structures of the facilities are maintained in accordance with applicable codes.
- G. Be responsible for maintenance and replacement of smoke detectors, sprinklers systems and fire extinguishers in the facility. Ensure compliance with applicable codes.
- H. Be responsible for maintenance of existing alarms and replacement as necessary to meet licensing requirements.

Eligibility Requirements

All responders to this Request for Proposal (RFP) shall have demonstrated experience in operating senior centers and adult day care programs and shall meet all criteria/requirements identified in this RFP. This contract is restricted to legally incorporated, current valid 501(c) (3) not-for profit organizations or governmental entities. The Palm Beach County Division of Senior Services (DOSS) is eligible to respond to this RFP. DOSS is not required to submit information for Sections that are irrelevant or not applicable for the existing County operator.

Timetable

September, 2010 - Board approval of Key Elements
October, 2010 - RFP Advertised
November, 2010 - Selection Committee Review
December, 2010 - Contract development (if outsourcing deemed viable)
January, 2011 - BCC approval
March, 2011 - Initiation of pilot project

Selection Criteria

Criteria	Weight
Experience/Qualifications/Background and References	25%
Project Approach/Understanding	25%
Key Personnel and Operations	25%
Financial/Price Proposal	25%