



Request for Proposals

Older Adult Protective Services Providers

RFP Posting: Friday, September 21, 2018

Pre-Proposal Conference: 1 p.m. on Friday, October 5, 2018 at the Area Agency on Aging at 2100 Wharton Street, 15203, 2nd Floor

Deadline for Questions: 3 p.m. Eastern Time on Thursday, November 8, 2018

Submission Deadline: 3 p.m. Eastern Time on Thursday, November 15, 2018

Estimated Award Decision/Notification: February 2019

Allegheny County Department of Human Services
One Smithfield Street
Pittsburgh, PA 15222

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Definitions

Unless the context indicates otherwise, the following capitalized words are defined as follows for purposes of this RFP:

1. Abandonment: The desertion of an older adult by a caregiver.
2. Abuse: The occurrence of one or more of the following acts: 1) infliction of injury, unreasonable confinement, intimidation or punishment resulting in physical harm, pain or mental anguish; 2) willful deprivation by a caregiver of goods or services which are necessary to maintain physical or mental health or 3) sexual harassment, rape or abuse.
3. Activities of Daily Living (ADLs or ADL): Routine self-care activities including eating, bathing, personal hygiene and grooming, dressing, toileting, and functional mobility/transferring.
4. Agreement: A contract negotiated between Allegheny County and the Successful Proposer to provide the Contract Services.
5. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania.
6. Area Agency on Aging (AAA): A program office of the Allegheny County Department of Human Services which provides programs and services that enable and empower adults, who are 60 years of age and older and live in Allegheny County, to lead safe, independent lives.
7. Caregiver: An individual or institution that has assumed the responsibility for providing care needed to maintain the physical or mental health of an older adult. This responsibility may arise voluntarily, by contract, by receipt of payment for care, by family relationship or by order of a court of competent jurisdiction. Also called caretaker.
8. Contract Services: The specific services which the Successful Proposer agrees to provide to the County in response to this RFP as more particularly described in the Scope of Services in the Agreement.
9. Exploitation: An act or course of conduct by perpetrator against an older adult or an older adult's resources, without the older adult's informed consent or with consent obtained through misrepresentation, coercion or threats of force, that results in monetary, personal or other benefit, gain or profit for the perpetrator or monetary or personal loss to the older adult.
10. DHS: [Allegheny County] Department of Human Services.
11. Investigator: A staff person employed by a Successful Proposer to investigate reports of abuse of an older adult.
12. Neglect: The failure to provide for oneself or the failure of a caregiver to provide goods or services essential to avoid a clear and serious threat to an older adult's physical or mental health.
13. Older Adult: An individual in Allegheny County who is 60 years of age or older.
14. Older Adult Protective Services (OAPS): [Allegheny County Department of Human Services Area Agency on Aging] Program department that investigates reports of abuse, neglect, exploitation and/or abandonment of an individual 60 years of age or older.
15. Proposal: A completed Response Form, with specified attachments, submitted in response to this RFP.
16. Proposer: The non-profit organization, for-profit organization or business submitting a Proposal in response to this RFP.

17. Protective Services: Activities, resources and supports provided to older adults to detect, prevent, reduce or eliminate abuse, neglect, exploitation and abandonment.
18. Report of Need: A record created by OAPS that contains information about suspected abuse of an older adult.
19. Response Form: The Word document in which Proposers respond to requested information about this RFP.
20. RFP: Request for Proposals.
21. Service Plan: A report developed cooperatively with the Protective Services provider, the older adult in need of Protective Services, and the older adult's caregiver or other natural supports that describes the needs, goals and services for the older adult.
22. Social Assistance Management System (SAMS): The mandated, state-wide database in which all services funded and provided through the state's AAAs are recorded and participant files are maintained.
23. Successful Proposer: The Proposers selected by the County to provide the Contract Services.

The RFP at a Glance

Purpose

Allegheny County, on behalf of its Department of Human Services (DHS), is soliciting Proposals from qualified Proposers to provide Protective Services to older adults, age 60 years or older, to detect, prevent, reduce or eliminate abuse, neglect, exploitation and abandonment. Successful Proposer(s) will investigate reports of elder abuse and will provide support older adults in need of Protective Services. This RFP is an opportunity to implement innovations for DHS's older adult Protective Services to improve quality, mitigate challenges, and produce better outcomes for older adults.

Award Details

DHS anticipates allocating approximately \$1,300,000 per year to Protective Services. DHS expects to enter into Agreements with two or more Successful Proposers to provide Protective Services and divide the total funding amount among the Successful Proposers. The Agreements will be for a term of one year, with the County having the option to renew the term of the Agreement annually for four additional years.

Who can apply

All entities, including but not limited to, education organizations, non-profit organizations, for-profit organizations, and small businesses, are eligible to submit a Proposal in response to this RFP. Entities do not need to have an existing contract with Allegheny County but must meet all of Allegheny County's contractual requirements (see Section 6: Contract Requirements for Successful Proposers) and have the programmatic, financial and staffing capability to provide the Contract Services. Collaborative Proposals are encouraged but not required. Entities may participate in more than one collaborative Proposal.

DHS currently contracts with three agencies to provide older adult Protective Services. Current providers of older adult Protective Services who wish to continue providing services must submit a Proposal in response to this RFP.

Timeline

Proposers are encouraged to attend a Pre-Proposal Conference on Friday, October 5, 2018 at 1 p.m. at the Area Agency on Aging at 2100 Wharton Street, 15203, 2nd Floor, Frick Conference Room B. Deadline for Proposers to submit questions about this RFP is by 3 p.m. Eastern Time on Thursday, November 8, 2018.

Proposals must be submitted by 3 p.m. Eastern Time on Thursday, November 15, 2018.

Proposers will be notified of the County's decision to award an Agreement by February 2019.

Prior to the start of the contract on July 1, 2019, Successful Proposers must be certified in Protective Services and have attended the “Protective Services Basic Training,” a three-day training program developed by Temple University and offered in Harrisburg and other locations.¹

First-time Protective Services Supervisors will be required to attend a one-day supervisor training offered through Temple University.

Who we are

On behalf of Allegheny County, DHS is the issuing office for this RFP.

DHS is the largest department of Allegheny County government and provides publicly-funded services to more than 200,000 people annually, in areas including child welfare, behavioral health, aging, intellectual disability, homelessness and community services.

More information about DHS is available at <http://www.alleghenycounty.us/human-services/index.aspx>

¹ For more information and to see a schedule of training, see <https://noncredit.temple.edu/search/publicCourseSearchDetails.do?method=load&courseId=20665042> or <https://harrisburg.temple.edu/continuing-education/institute-protective-services/protective-services-training>

Section 1: Why We Are Issuing this RFP

The Pennsylvania Older Adults Protective Services Act (OAPSA, 35 P.S. §10225.101 et seq.)² mandates that adults age 60 years and older (referred to as “older adults”) who lack the capacity to protect themselves and are at imminent risk of being abused, neglected, exploited or abandoned have access to and be provided with services necessary to protect their health, safety and welfare. DHS’s Older Adult Protective Services Program (OAPS) receives and investigates reports of abuse and provides supports to older adult victims in Allegheny County.³ Its goal is to reduce and eliminate the risk of abuse of older adults. OAPS administers the Protective Services program for Allegheny County and receives reports of potential abuse. Currently, OAPS contracts with three Protective Services providers to investigate and respond to reports.

1.1 Reports of Need

OAPS manages a toll-free hotline 24 hours per day, seven days per week, that anyone may call if they have concerns about the well-being of an older adult. Anyone can report suspected abuse to OAPS. Reporters have legal protection from retaliation, discrimination and civil or criminal prosecution and may remain anonymous. OAPS receives a Report of Need about potential abuse of an older adult and refers the report to contracted Protective Services providers for investigation. The Report of Need can be about potential abuse, abandonment, neglect and exploitation:

- Abuse comes in many forms and includes but is not limited to physical, emotional, verbal, and sexual abuse. Abuse can be: 1) injury, unreasonable confinement, intimidation or punishment resulting in physical or mental harm; 2) the willful deprivation by a caregiver of goods or services that an older adult needs to maintain physical or mental health; or 3) sexual harassment, rape or abuse. A caregiver is responsible for providing care for the older adult and frequently is the perpetrator of abuse. A caregiver can be a person or an institution and the caretaking responsibility can be voluntary, such as when a child cares for their parent, or by contract, such as when an older adult pays for lodging in a nursing facility. Abuse can happen anywhere—in the home of an older adult or in a hospital, senior center or other public space. Environmental factors beyond the control of the older adult or caregiver, such as inadequate housing, furnishings, clothing or medical care due to lack of income, are not grounds for substantiated abuse.
- Neglect is the failure to provide the goods or services essential to avoid a clear and serious threat to physical or mental health. A caregiver can neglect an older adult or the older adult may neglect his or herself.
- Abandonment occurs when a caregiver deserts an older adult.
- Exploitation is an act or course of conduct by an individual against an older adult or his or her resources that results in monetary, personal or other benefit for the perpetrator or monetary or personal loss to the older adult. It is done without the informed consent of the older adult or with consent obtained through misrepresentation, coercion or threats of force. Exploitation can be committed by anyone—a caregiver, family member, guardian, acquaintance or a stranger. There is no minimum dollar amount required for financial exploitation. Exploitation can occur

² See https://www.pacode.com/secure/data/006/chapter15/006_0015.pdf

³ For more information, see <http://www.alleghenycounty.us/Human-Services/About/Contact/Older-Adult-Abuse.aspx>

when the perpetrator has a fiduciary relationship with the older adult, such as the power of attorney or a court-appointed guardianship of the person and/or estate. A stranger can exploit an older adult through a scam, such as fraudulent sweepstakes, charity or home repair scam.

After OAPS gathers information from the reporter to develop a Report of Need, it assigns the report to one of the following categories and sends it to a Protective Services provider for action:

- **Emergency:** An emergency report occurs when the older adult may be at imminent risk of death or serious physical harm. The Protective Services provider must immediately contact and ensure the safety of the older adult upon receiving an emergency report. A face-to-face visit must be made within 24 hours after the report is received. In fiscal year 2016-2017, two percent of the approximately 3,000 Reports of Need received in Allegheny County were categorized as emergency.
- **Priority:** A priority report requires early intervention and suggests that without face-to-face contact within 24 hours, the older adult may be at risk to an injury or loss. The Protective Services provider must initiate the investigation by contacting the older adult within 24 hours after the report is received. In fiscal year 2016-2017, 15 percent of the County's Reports of Need were categorized as priority.
- **Nonpriority:** A nonpriority report suggests that the older adult does not have to be seen for several days or longer. The Protective Services provider must initiate the investigation by contacting the older adult in a timely manner, but never later than 72 hours after the report was received. In fiscal year 2016-2017, 60 percent of the County's Reports of Need were categorized as nonpriority.
- **No need for Protective Services:** A report is categorized as no need for Protective Services if the adult involved: 1) is under 60 years of age; or 2) has the capacity to perform or obtain services necessary to maintain physical or mental health without help; or 3) has a responsible caregiver at the time of the report; or 4) is not at imminent risk of danger to self or property. When the report falls in this category, OAPS provides referrals and other information to the reporter as needed. In fiscal year 2016-2017, 24 percent of the County's Reports of Need were categorized as no need for Protective Services.
- **Another planning and service area:** A report is categorized as another planning and service area when the older adult is not located in Allegheny County. When the report falls in this category, OAPS refers the reporter to the correct agency in another county.

1.2 Protective Services

After categorizing the Report of Need, OAPS sends it to a Protective Services provider based on the geographic location of the older adult. The provider then confirms the report categorization and assigns a staff member, called an Investigator, to the case. The Protective Services investigation is a systematic inquiry conducted by an Investigator to determine if there is enough evidence to support the reported allegations and if they can be substantiated. Each Report of Need has unique circumstances; thus, each investigation is fluid. While there is no set course of action for every investigation, actions that should be completed for every investigation are described below.

Each investigation starts with the Investigator meeting face-to-face with the older adult in need of Protective Services. Abuse is subjective and is based on the older adult's feelings, emotions, thoughts and opinions. An investigation into abuse occurs only after the older adult gives consent for the investigation. If the older adult has the capacity to refuse Protective Services, they have a right to do so.

An older adult also may withdraw consent at any time during the investigation. The Investigator must investigate all areas of abuse, neglect, exploitation, and abandonment for every case regardless of the nature of the allegations in the Report of Need.

The Investigator must document all activities and findings of the investigation. The Investigator must identify and interview collateral contacts, who are any people who may have information about the allegations, such as witnesses and the older adult's family, friends and other associates. The Investigator must contact a medical professional for a capacity determination and to understand the older adult's cognitive and medical status. The medical professional can be the older adult's physician, or the Investigator can request the consultation of an OAPS nurse, or use a psychologist contracted through OAPS. Depending on the circumstances of the case, the Investigator may need to contact the police or consult the district attorney's investigative unit. The Investigator also obtains and reviews any relevant records to assess the reported allegations (e.g., bank statements, medical records, doctor's orders, police reports). Once the Investigator obtains and reviews as much information as possible through investigative activities, he or she interviews the alleged perpetrator, except in cases of self-neglect. Throughout the investigation, the Investigator reviews the case with his or her Supervisor.

After all evidence is collected through the investigation, the Protective Services provider makes a determination no more than 20 days after receipt of the Report of Need. A report is unsubstantiated if it is determined that less than 50 percent of the evidence supports the allegations. Unsubstantiated reports have investigative findings that show the older adult was not at risk at the time of the reported incident and no additional risk was identified through the course of the investigation.

A report is substantiated if there is a preponderance of evidence, meaning more than 50 percent of the evidence gathered substantiates the allegations. Substantiated reports show that the older adult is at risk and is in need of Protective Services for the reported incident or for another need identified during the course of the investigation. Then, Investigator develops an individualized Service Plan for the older adult. The Service Plan identifies needs, goals, and specific services for the older adult. Service Plans are cooperatively developed by the Investigator, the older adult, and any friends, family members, caregivers or other supports as desired by the older adult. Service Plans identify the least restrictive measures an older adult needs to be safe and healthy. They may include supportive services such as in-home personal care services, home-delivered meals, legal aid, representative payee services, mental health therapy, housing, home modifications, transportation services and victim compensation. Once the older adult agrees to the Service Plan, the Protective Services provider makes arrangements and referrals according to the Service Plan.

After 30 days, the Investigator does a reassessment of the case to determine if the Service Plan is still appropriate and being acted upon and if the older adult's conditions have improved. Once the reassessment is complete, the Protective Services provider can close the case. The Protective Services provider may become involved again in the case if it is taken to court. Court proceedings based on a Protective Services case are infrequent; however, the Investigator or Supervisor may have to present testimony in court and comply with legal investigation.

1.3 Challenges in Protective Services Delivery

OAPS has identified several challenges in managing Protective Services over the past ten years:

- Increase in volume: In Allegheny County, Reports of Need, investigated cases and substantiated cases have steadily increased over the past ten years. For the 2017-2018 fiscal year, OAPS received 3,510 Reports of Need, a 227 percent change compared to fiscal year 2007-2008. Of the reports made in fiscal year 2017-2018, 1,898 were investigated and 344 of those investigated were substantiated. Several factors may have contributed to this increase. For example, Allegheny County's population is growing older. Additionally, OAPS has led a campaign to increase awareness of the ability to report older adult abuse. OAPS also suspects that the opioid epidemic has led to an increase in the financial exploitation of older adults.
- Timely documentation: With an increase in volume, investigative activities may not be documented in a timely manner, jeopardizing accuracy of the documentation.
- Emergency placement: Older adults in need of Protective Services frequently need to be removed from the situation that brought about the Report of Need. If the older adult needs to immediately escape abuse, he or she will need emergency housing or respite care in a personal care home or nursing facility. Although OAPS contracts with a personal care home and the John Kane Nursing Facilities, finding emergency placement for an older adult in need of Protective Services is difficult.
- Older adults accessing resources: Older adults in need of Protective Services do not always access and benefit from the resources identified in the Service Plan. Additionally, some supportive services for older adults available in the County are underutilized. For example, OAPS has seen an increase in older adults in need of Protective Services experiencing some form of mental illness. OAPS would like to see these older adults access mental health services more frequently.
- Prosecution support: A very small portion of substantiated abuse cases are prosecuted in the judicial system. Older adult victims often do not have the support or resources to press charges against their abuser, while abusers often receive no repercussions for their crimes.

Section 2: What We Are Looking For

OAPS is issuing this RFP as an opportunity to re-envision older adult Protective Services at DHS, enacting innovations to mitigate challenges, improving quality and consistency, and producing better outcomes for older adults. DHS is seeking two or more providers for older adult Protective Services. DHS currently contracts with three agencies to provide older adult Protective Services. All agencies currently under contract to provide older adult Protective Services to the County must submit a Proposal in response to this RFP if they wish to continue providing these services.

2.1 Services Zones

OAPS has divided Allegheny County into three geographic service area zones (see map in Appendix A and the zip codes of each zone in Appendix B). Each zone has approximately the same number of Reports of Need per year, which for fiscal year 2016-2017 was about 1,000 to 1,020 per zone. Proposers may propose to serve one, two or all three zones. DHS will assign zones to the Successful Proposers and may award fewer zones to Successful Proposers than they proposed.

2.2 Referrals

OAPS will receive, create and classify the Report of Need about the potential abuse of an older adult from their 24/7 hotline. Then, based upon the geographic location of the older adult, OAPS will refer the

Report of Need to the Successful Proposer who was awarded the Protective Services contract for that zone.

Older adults in need of Protective Services frequently have physical and health conditions, a disability or some degree of frailty. They may have some difficulty performing Activities of Daily Living (ADLs or ADL). Successful Proposers must serve a diverse population of older adults with expertise and compassion so that older adults feel respected and well served, regardless of their ethnic or racial heritage, sexual orientation, gender identity or expression, intellectual or physical disability, English language proficiency, or life experiences.

2.3 Staffing

Successful Proposers must employ a staff of Investigators and Supervisors to deliver person-centered Protective Services using a trauma informed approach. Successful Proposers must have staff available on-call 24 hours a day, 7 days a week. A Successful Proposer's Protective Services staff must include:

- Investigators investigate Reports of Need, assess the need for Protective Services, develop Service Plans, coordinate the implementation of Service Plans and reassess cases. Investigators carry a caseload of 15 to 20 cases per month. Investigators frequently work outside of the office as investigative activities require travel to all areas of the County. Investigators must have strong interpersonal skills and the ability to engage and communicate with people from all backgrounds. Throughout investigations, Investigators can encounter challenging situations and people. They must treat all individuals with dignity and respect and be able to deescalate tense situations. They must have strong problem-solving abilities and be able to skillfully navigate complex systems. Investigators must understand when it is appropriate to escalate a case to a Supervisor, the police or district attorney. Investigators must have one year direct aging casework experience and pass a criminal record check. Investigators must complete Protective Services casework and investigation training curriculum.
- Supervisors support Investigators and engage them in reflective supervision throughout the duration of an investigation. Supervisors may carry a caseload. Supervisors must have one year direct aging casework experience and pass a criminal record check. Supervisors must complete Protective Services casework, investigation and supervisory training curriculum.

All staff must complete state-mandated Protective Services trainings which includes a onetime three-day basic training before they can conduct investigations. Staff also must attend refresher trainings every five years. Additionally, Successful Proposers must require ongoing trainings for staff to continue to enhance professional development. Ongoing trainings can include, but are not limited to, offsite courses, workshops taught by consultants, webinars, and local trainings offered through the Area Agency on Aging (AAA).

2.4 Quality

DHS is interested in Proposals that offer innovative solutions and strategies for the delivery of person-centered Protective Services. DHS is seeking providers that can increase the quality of services delivered while adhering to the regulations of the Older Adults Protective Services Act. Proposers are encouraged to submit Proposals that offer creative solutions to challenges in delivering trauma informed care to adults in need of Protective Services, conducting Protective Services investigations effectively and efficiently, and offering strong supports to Investigators and Supervisors of Protective Services.

Successful Proposers must create and adhere to effective internal quality assurance mechanisms. Successful Proposers are encouraged to become members in national and local Protective Services professional organizations so they may be informed of program standards, best practices and professional ethics.

Successful Proposers must have experience working with older adults. This includes, but is not limited to, knowledge and experience with healthy aging, common medical issues associated with aging, aging in place, caregiving issues, and home safety for older adults. Successful Proposer(s) must be knowledgeable about and have experience in navigating the human services and judicial systems within Allegheny County. Successful Proposers must have intensive knowledge of community organizations and resources that they can leverage to help older adults in need of Protective Services. Successful Proposers must build and maintain strong relationships with community partners such as older adult service providers, mental health service providers, the Allegheny County District Attorney's Office Investigative Unit and various police departments within the County. Successful Proposers are encouraged to collaborate with local victim services and other organizations and look for grant-funded opportunities to expand the supportive services available to older adults in need of Protective Services. The Report of Need may be the only contact that an older adult in need has with the human services system. The Successful Proposers must therefore be dedicated to identifying and providing support and services to older adults in need, even if the alleged abuse is unsubstantiated.

Successful Proposers must ensure regular and consistent supervision between Investigators and Supervisors. Older adult Protective Services can be challenging; thus, Successful Proposers must provide support and training to staff so that they can deliver quality service. Successful Proposers must follow all Protective Services regulations, with strict adherence to the timeframes dictated by the classification of the Report of Need. Successful Proposers are encouraged to use technology to manage work load and increase efficiency. Successful Proposers also are encouraged to provide technology for mobile documentation in the field.

Investigators and Supervisors must document all investigative activities thoroughly and in a timely manner. Critical incidents (e.g., interviews with the older adult) must be documented within 24 hours. Other investigative activities must be documented within five days. Successful Proposers must enter client record data in the Social Assistance Management System (SAMS), AAA's service management software. Successful Proposers are responsible for accurately recording and reviewing data in a timely manner. Investigators and Supervisors must document all investigative activities so that people outside the investigation can understand them. The events, people and timeline must be clear and standard abbreviations must be used. OAPS will provide oversight and monitoring for Protective Services and will audit Protective Services reports monthly.

2.5 Confidentiality

Successful Proposers must strictly adhere to all Older Adults Protective Services Act confidentiality requirements. Client records are confidential and the Successful Proposers must restrict access to reports and information. Successful Proposers must follow confidentiality requirements for the release of the names of individuals involved in the Protective Services investigation. For example, anyone who reports elder abuse may choose to remain anonymous. In substantiated reports, the perpetrator's name must remain confidential unless there is clear and convincing evidence, meaning more than 75 percent of evidence gathered supports the allegations and that the alleged perpetrator is at fault. Additionally, the name of the older adult in need of Protective Services is released only as part of the Service Plan.

2.6 Budget

DHS anticipates allocating approximately \$1,300,000 per year to OAPS. DHS expects to enter into Agreements with two or more Successful Proposers to provide the Contract Services. The Agreements will be for a term of one year, with the County having the option to renew the term of the Agreement annually for four additional years. DHS anticipates dividing the total funding evenly according to the geographic service area and each service area zone therefore would receive approximately \$433,333. Funding for each zone includes \$10,000 for a contingency fund that allows Protective Services providers to pay for emergency expenses for older adults in need of Protective Services, such as housing, food and clothing expenses. Proposers must propose a budget that includes allocations for staff salaries and benefits, travel, training, equipment, administration and the contingency fund.

Section 3: Proposal Requirements and Evaluation Criteria

Proposals are evaluated based upon the evaluation criteria described in detail below. Proposers must address their qualifications in their Proposal by responding to the specifically-requested items or questions in the Response Form. Proposers should download and type their responses directly into the Response Form available on the Active Solicitations webpage at www.alleghenycounty.us/dhs/solicitations. The maximum score that a Proposal can receive is 115 points, as outlined in the following sections.

3.1 Organizational Experience (30 points possible)

- Experience working with adults age 60 years and older. (5 points)
- Experience working with and knowledge of the supports available to older adults within the human services system and within other community-based resources. (10 points)
- Experience working within the criminal justice system. (10 points)
- Experience providing cultural competency trainings and other approaches to ensure staff is responsive to a diverse population. (5 points)

3.2 Protective Services Management (75 points possible)

- A plan to staff Protective Services, including proposed qualifications for Investigators and Supervisors, a plan for recruitment and retention of staff, and a strategy for supervision. (5 points)
- A plan to train Protective Services Investigators and Supervisors, including state-mandated trainings and any additional or ongoing trainings. (5 points)
- A strategy for addressing the scenarios listed in the RFP Response Form. (20 points)
- An understanding of the challenges anticipated in delivering Protective Services and a plan to mitigate those challenges. (10 points)
- Innovations to increase quality and efficiency of Protective Services delivery and to produce better outcomes for older adults. (10 points)
- A plan for assuring quality and consistency in delivered Protective Services. (10 points)
- A data collection and entry plan. (5 points)
- A plan to adhere to Protective Services confidentiality requirements. (10 points)

3.3 Budget (10 points possible)

- A detailed line item budget that reflects a realistic estimate of the costs associated with implementing and sustaining Protective Services Investigations and a budget narrative that clearly explains and justifies the line items in the proposed budget. (10 points)

Section 4: How to Submit a Proposal

4.1 Pre-Proposal Conference

A pre-proposal conference for this RFP will be held at 1 p.m. Eastern on Friday, October 5, 2018 at the AAA offices (Birmingham Towers, 2nd Floor, Frick Conference Room B, 2100 Wharton Street, 2nd Floor, Pittsburgh, PA 15203). Proposal preparation and submission requirements will be presented, and questions will be entertained from Proposers.

- a. Proposers are not required to attend the pre-proposal conference.
- b. Please RSVP for the conference at https://allegHENYcounty.az1.qualtrics.com/jfe/form/SV_1ZwNSe9jkwglOxn no later than 3 p.m. Eastern on Friday, September 28, 2018.
- c. Preliminary answers will be provided orally at the conference for questions asked during the conference. These oral answers provided at the pre-proposal conference are preliminary and should not be relied upon by any Proposer. Final definitive answers to questions asked during the conference will be posted in writing on the DHS Solicitations webpage the following week.
- d. Proposers may submit questions to be addressed at the pre-proposal conference in advance. Questions submitted to DHSProposals@allegHENYcounty.us by at 3 p.m. Eastern on Friday, September 28, 2018 will be addressed at the pre-proposal conference.

4.2 Submission Process

- a. Proposers should take time to review and understand the RFP in its entirety including:
 - The background (see Section 1: Why We Are Issuing this RFP)
 - The narrative (see Section 2: What We Are Looking For)
 - The requirements (see Section 3: Proposal Requirements and Evaluation Criteria)
 - The evaluation process (see Section 5: How We Will Evaluate Your Proposal)
- b. Proposers must use the Response Form to develop your Proposal. Type your responses to each requested item directly into the Response Form. It is available at our Active Solicitations website with the RFP announcement at www.allegHENYcounty.us/dhs/solicitations.
- c. Proposers must submit a complete Proposal, which includes the following attachments that are available on our Active Solicitations website:
 - Response Form
 - MWDBE documents
 - Allegheny County Vendor Creation Form
 - Audited financial reports for the last three years
 - W-9

- Budget and budget narrative, as desired
- d. Proposer should not send any attachments other than those listed above and on the Response Form.
- e. If you do not have audited financial reports for the last three years, you may submit other financial documentation that attest to the financial health of your organization. Tax returns are the preferred alternative. Please note that providing financial documentation is a requirement of contracting through Allegheny County.
- f. Make sure to complete each section of the Response Form and to stay within any word counts or page limits that may be specified in the Response Form.
- g. Proposals must be submitted electronically to DHSProposals@alleghenycounty.us no later than 3:00 p.m. Eastern Time on Thursday, November 15, 2018 to be considered for review.**
- h. Please make sure to get your Proposal in before the deadline! If your Proposal is late, it will be rejected and will not be presented to the evaluation committee for review and scoring as described in Section 5 below.
- i. You will receive an email when your Proposal is received. If you do not receive this notification within 48 hours of submitting your Proposal, please contact DHSProposals@alleghenycounty.us

4.3 How to Contact DHS about this RFP

- a. All inquiries and questions must be submitted via email to DHSProposals@alleghenycounty.us
- b. All information about the RFP, including answers to questions, changes and clarifications will be posted at our Active Solicitations website at www.alleghenycounty.us/dhs/solicitations
- c. Please be sure to check this website regularly for answers to questions, additional information or changes to the RFP or the RFP process.

4.4 Other Information

- a. The issuance of this RFP does not obligate the County to enter into an Agreement with any Proposers. The County reserves the right to reject any and all Proposals.
- b. Any Agreement originating from this RFP is subject to all of the Terms and Conditions specified in Section 6: Contract Requirements for Successful Proposers.
- c. Proposers are responsible for all costs related to the preparation and submission of a Proposal.
- d. Proposals become the property of the County and may become part of any subsequent Agreement between the Proposer and the County.
- e. The Successful Proposal will be posted online in the DHS Solicitations Archive after an Agreement has been fully executed by the County and the Successful Proposers.
- f. Proposers also should be aware that all documents and materials submitted in response to this RFP are subject to requests made pursuant to Pennsylvania's Right-To-Know Law and that the County may have to make submitted documents and materials available to a requestor after an award of an Agreement is made.

Section 5: How We Will Evaluate Your Proposal

Proposals will be evaluated by an evaluation committee convened by DHS. The evaluation committee will assign scores based on the evaluation criteria in Section 3: Proposal Requirements and Evaluation Criteria using the scale listed in Section 5.1 b.

5.1 Evaluation Model

The evaluation process will consist of the following steps:

- a. An Evaluation Committee will be formed by DHS and may consist of some or all of the following:
 - Content experts from within DHS, selected for their expertise and/or experience
 - Representatives of foundations, educational institutions, community and civic organizations, businesses and/or non-profit agencies
- b. All Evaluation Committee members will individually review and score each Proposal. Each Evaluation Committee member will award points for each response on a Proposer's Response Form according to their expertise and best judgment of how the Proposal submitted by that Proposer meets the evaluation criteria in Section 3 using the following scale:
 - 0 – Not addressed in Proposal
 - 1 – Poor
 - 2 – Below expectations
 - 3 – Meets expectations
 - 4 – Exceeds expectations
 - 5 – Outstanding
- c. The Evaluation Committee members then will meet collectively to discuss the individual scores and evaluations of each committee member.
- d. DHS, on behalf of the County, shall have exclusive discretion to shortlist a reduced number of Proposals for more extensive review. In this case, DHS may request that shortlisted Proposers make a formal oral presentation to the Evaluation Committee. The Evaluation Committee will score the oral presentation and add it to the Proposer's Proposal score. The oral presentation will be scored using the following criteria and the scale outlined in 5.1b. The maximum score that an oral presentation can receive is 15 points:
 - Presentation demonstrates Proposer's ability to implement the proposed program effectively (5 points)
 - Proposer's answers to Evaluation Committee's questions (5 points)
 - Proposer's presentation is thoughtful and professional (5 points)
- e. At any time during the review process, DHS may contact a Proposer to discuss any areas of the Proposal needing clarification or further explanation.
- f. The Evaluation Committee will submit their recommendation for award of an Agreement to the Director of DHS for his approval, who in turn will submit a request to the County Manager for approval for the County to enter into an Agreement with the Successful Proposer(s).
- g. **The County is under no obligation to award or enter into an Agreement with a Proposer as a result of this RFP. The County reserves the right to reject any and all Proposals.**

- h. All Proposers will be notified of their status following the final determination of which Proposer(s) will be awarded Agreements.
- i. Proposers not awarded an Agreement who are interested in receiving feedback regarding their submission may request a phone call at DHSProposals@allegHENYcounty.us.

5.2 Other Requirements

For a Proposal to be eligible for evaluation, it must be:

- Received by the due date/time
- Properly formatted and include responses to all requested information
- Complete with all required forms and attachments

Proposals which do not meet the above requirements will be automatically rejected and will not be presented to the evaluation committee.

Section 6: Contract Requirements for Successful Proposers

In order to enter into an Agreement with the County, Proposers must be willing to comply with all contract requirements listed below and all standard terms and conditions contained in a County contract for provision of services to DHS and its offices. Additional details about contracting with Allegheny County are provided in the [DHS Contract Specifications Manual](#), available at www.allegHENYcounty.us/dhs/solicitations.

6.1 Minority, Women or Disadvantaged Business Enterprise (MWDBE) Requirements

Allegheny County has MWDBE goals of 13% participation for Minority Business Enterprises and 2% participation for Women Enterprises, and expects that Successful Proposers will make a “good faith effort” in assisting the County in meeting these goals.

- a. All Proposals must include either of the following:
 - If your organization is able to meet the MWDBE contract goals, a completed MWDBE Participation Statement and MWDBE Contact Information form is required. You must also attach the MWDBE certifications of the firms you intend to use with the Participation Statement.
 - If your organization will request a waiver from participating in the MWDBE contract goals, a completed MWDBE Participation Statement, MWDBE Contact Information form and MWDBE Waiver Request are required.
- b. MWDBE forms and resources can be found at www.allegHENYcounty.us/dhs/solicitations:
 - MWDBE Forms
 - [MWDBE Participation Statement](#)
 - [MWDBE Waiver Request](#)
 - [MWDBE Contact Information form](#)
 - MWDBE Resources
 - [MWDBE Contract Specifications Manual](#)
 - [MWDBE Response Checklist](#)
 - [Guide for completing the MWDBE Participation Statement](#)

- [Sample Diversity Policy](#)
- c. For more information about MWDBEs, visit the [Allegheny County MWDBE website](#).

6.2 HIPAA Compliance

DHS is a covered entity under the Health Information Portability and Accountability Act (HIPAA). Therefore, a Successful Proposer must comply with all HIPAA requirements.

6.3 Cyber Security

- a. Successful Proposers must meet the minimum computer specifications which begin on page 14 of the [DHS Contract Specifications Manual](#), available at www.alleghenycounty.us/dhs/solicitations.
- b. All electronic devices must have sufficient security software and settings to minimize the risk of an information breach.
- c. Successful Proposers must also have policies in place to ensure that electronic devices are physically secure when not in use (e.g., locked in a vehicle trunk, password protected).

6.4 Equal Employment Opportunity and Non-Discrimination Requirements

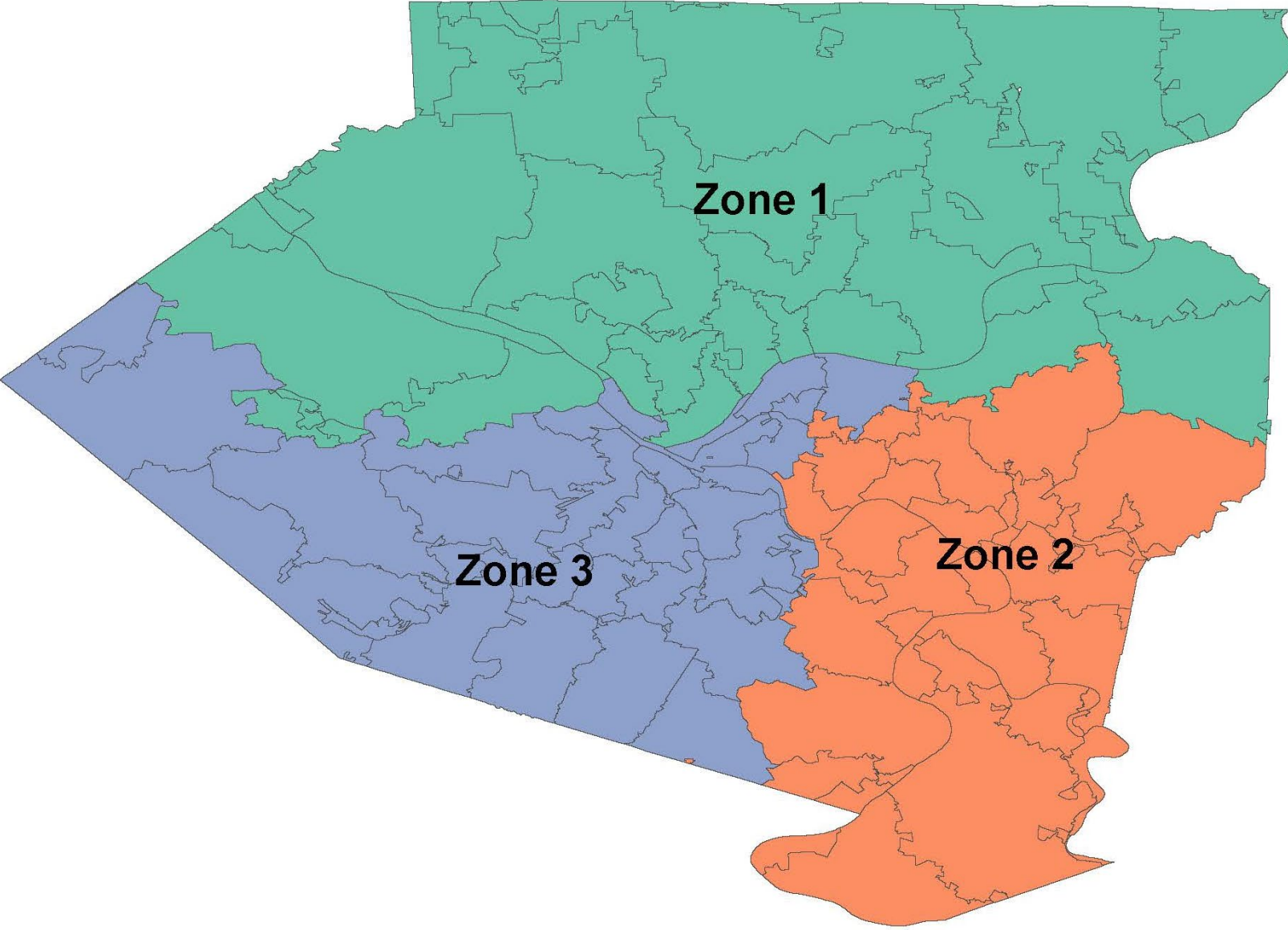
By submitting a Proposal, a Proposer agrees to not discriminate against any employee, applicant for employment, independent contractor, client or any other person on the basis of race, color, religion, national origin or ancestry, sex, gender identity or expression, sexual orientation, disability, marital status, familial status, age (40 or over), or use of a guide or support animal because of blindness, deafness or physical disability.

6.5 New Provider Requirements

If awarded an Agreement, Successful Proposers who do not have current Allegheny County contracts will be required to complete the [DHS New Provider Application](#), available at <http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Prospective-Providers.aspx>. While not required as part of your Proposal, Proposers may wish to review the requirements of this application.

Appendix A: Protective Services Zone Map

Allegheny County Protective Service Areas



Appendix B: Protective Services Zone Zip Codes

Zone 1	Zone 2	Zone 3
15003	15012	15017
15005	15018	15026
15006	15020	15031
15007	15025	15057
15014	15028	15064
15015	15034	15071
15024	15035	15082
15030	15037	15102
15032	15045	15106
15044	15047	15126
15046	15063	15129
15049	15083	15142
15051	15085	15201
15056	15088	15203
15065	15089	15204
15068	15104	15205
15075	15110	15206
15076	15112	15210
15084	15120	15211
15086	15122	15213
15090	15131	15216
15101	15132	15219
15108	15133	15220
15116	15135	15222
15136	15137	15224
15139	15140	15226
15143	15145	15227
15144	15146	15228
15147	15148	15233
15202	15207	15234
15209	15208	15236
15212	15217	15241
15214	15218	15243
15215	15221	15261
15223	15232	15276
15225	15235	15282
15229	15332	15290
15237	15642	15321
15238		
15239		
15275		
15668		
16046		
16056		
16059		
16229		