



## REQUEST FOR PROPOSAL 2023-2024 PROGRAM STANDARD:

### *MELLO-GRANLUND OLDER CALIFORNIAN ACT MODERNIZATION (MOCA) SUPPORTIVE SERVICES PROGRAMS*

The Sourcewise Request for Proposal Bidders Guide provides detailed instruction to support bidders through the proposal development and submission process. Organizations interested in submitting a Request for Proposal, can find the available Program Standard on the Sourcewise website at:

<https://www.mysourcewise.com/about/grantees/>

## PART I. INTRODUCTION

Sourcewise is a nonprofit organization designated by the State of California Department of Aging as the Area Agency on Aging (AAA) for Santa Clara County. As the AAA, Sourcewise is responsible for planning, advocacy, coordination, and community development for senior programs and the contract administration of funds allocated for older adults aged 60+, and caregivers in Santa Clara County. The goal of Sourcewise is to provide a comprehensive system of services to older people to allow them to live independently and avoid inappropriate institutional placement.

The Area Agency on Aging in Santa Clara County provides older adults, caregivers, and adults with disabilities access to supportive services and resources to maintain independence.

These objectives are accomplished, in part, through the purchase of services from community-based organizations. All interested applicants who serve Santa Clara County, whether public, private, non-profit, or profit-making agencies are eligible organizations. Contract awards made to for-profit organizations must be approved by the California Department of Aging (CDA). All recipients of funds that are private agencies must be incorporated to safeguard the interests of the CDA and Sourcewise. Private individuals are not eligible to apply for this grant.

For the 2023-2024 fiscal year starting on January 1, 2024, through March 31, 2025, Sourcewise invites the submission of proposals for the provision of Mello-Granlund Older Californian Act Modernization (MOCA) Supportive Services programs.

- Mello-Granlund Older Californian Act Modernization (MOCA) Supportive Services Programs

Interested entities should be able to successfully respond to the Mello-Granlund Older Californian Act Modernization (MOCA) Supportive Services Standard and Request for Proposal application submission requirements.

### **Mello-Granlund Older Californian Act Modernization (MOCA) Supportive Services Category Description & Service Definitions:**

**Aging In Place:** Provide a range of services to adults with a disability that empowers individuals to continue to age in place within their communities of choice. Services included are referral services, injury prevention information, assessment and equipment, durable medical equipment, assessment, and the authorization of coordinated services to enable an eligible individual to continue aging in place within the home.

**Linkages Program:** Provide case management and care to adults with functional impairments and frail elderly individuals to assist in prevention, or delay placement, to institutional settings.

## (6 CONTRACTS) MELLO-GRANLUND OLDER CALIFORNIAN ACT MODERNIZATION (MOCA) SUPPORTIVE SERVICES PROGRAMS:

Activities funded under this request for proposal should support the goal of modernizing the OCA to reflect changes in the needs of the aging population to expand the scope of some of the existing OCA programs and fund innovative community-based service programs that address the evolving needs of older adults, people with disabilities, and caregiver.

### Aging In Place

#### Services: Referral Services, Injury Prevention Information, Coordinated Care Services, Assessment, Assessment & Equipment

- **Service Type:** Registered Service
- **Unit of Service:** One contact
- **Unduplicated Client Definition:** A unique count of the individual reached through the programs services.
- **The Minimum Unit delivered based on funding request:** 120 contacts.
- **Estimated Unduplicated Individuals:** 50 individuals.

#### Services: Durable Medical Equipment

- **Service Type:** Registered Service
- **Unit of Service:** One item
- **Unduplicated Client Definition:** A unique count of the individual reached through the programs services.
- **The Minimum Unit delivered based on funding request:** 300 items.
- **Estimated Unduplicated Individuals:** 50 individuals.

### Caregiver Respite Services

- **Service Type:** Registered Service
- **Service Delivery Description:** In-home personal care or Out-of-home day care at day enrichment facility.
- **Unit of Service:** One hour
- **Unduplicated Client Definition:** A unique count of the individual reached through the programs services.
- **The Minimum Unit delivered based on funding request:** 5,600 hours.
- **Estimated Unduplicated Individuals:** 20 individuals.

## Linkages

- **Service Type:** Registered Service
- **Unit of Service:** One hour
- **Unduplicated Client Definition:** A unique count of the individual reached through the programs services.
- **The Minimum Unit delivered based on funding request:** 5,319 hours.
- **Estimated Unduplicated Individuals:** 286 individuals.

## PART II. GLOSSARY OF TERMS

**AAA:** Area Agency on Aging is an identifiable private nonprofit or public agency designated by the Department of Aging which works for the interest of older Californians within the PSA (Planning and Service Area). This agency engages in community planning, coordination, and program development, and, through contractual arrangements, provides a broad array of social and nutritional services. Sourcewise is the designated AAA in Santa Clara County.

**Aging in Place:** a new service concept that can result in less injury, retaining older adults in their homes and offers a significant cost savings to health care insurers, families, and public agencies through expanding community-based services which enable older adults and adults with disabilities living in their communities of choice to continue to age in place including, but not limited to the following equipment, materials, and services:

- a. Durable medical equipment including grab bars, nonskid surfaces, shower chairs, raised toilet seats, bedside commodes, and transfer benches.
- b. Referral services.
- c. Assessment.
- d. Injury prevention information.
- e. Coordinated care services to enable an eligible individual to continue aging in place within the home.
- f. Assessment and equipment

**Aging and Disability Networks:** means the local Area Agencies on Aging (AAA) who are committed advocates working to support older adults and people with disabilities. The AAAs address the needs of older adults at the local level through services and support.

**At Risk Linkages Criteria:** means an individual that meets at least one of the following conditions

- a. Impairment with completing one or more areas of Activities of Daily Living (ADL); or
- b. Impairment with completing two or more Instrumental Activities of Daily Living (IADL); or
- c. Be unable to manage his/her own affairs due to emotional and/or cognitive impairment; or
- d. Be impaired by virtue of a significant event or circumstance that has occurred within the past 12 months.

**Bidder:** The applicant organization responding to the Request for Proposal. This term is used interchangeably with 'applicant.'

**Care Manager:** means a person who must possess a bachelor's degree in social work or a related field or possess a Registered Nurse (R.N.) license and have a minimum of one year of experience in a health or social services specialty.

**Caregiver Respite In-Home Personal Care:** means a Respite Care service that includes the provision of care receiver assistance with eating, bathing, toileting, transferring, and/or dressing (along with care receiver supervision and related homemaker assistance) by an appropriately skilled provider.

**Caregiver Respite Out-of-Home Day Care:** means a Respite Care service where the care receiver attends a supervised/protective, congregate setting during some portion of a day, and includes assistance with social and recreational activities.

**Care or Case Management:** means as appropriate, ongoing care or case management to frail older adults, and adults with functional disabilities/impairments to help prevent or delay premature placement in nursing facilities including the following:

- a. Client Assessment in conjunction with development of a service plan
- b. Authorization and arrangements for the purchase or referral to third parties' services. Any benefits received because of these purchases shall not be considered income for purposes of programs provided.
- c. Client and service monitoring to determine quality services are obtained in a timely manner.
- d. Follow up with clients including periodic contact and interim assessment.
- e. Assistance to older adult clients entering or returning home from nursing facilities and who need help to make the transition.
- f. Comprehensive and timely information to clients and their families about community resources.
- g. Short-term specialized assistance, including one-time-only assistance in securing resources if there is a probable threat to the ability of the older adult or functionally impaired adult to remain the most independent living arrangement.

**Care Planning:** means the process of developing an agreement between the client and care manager regarding identified client needs, outcomes to be achieved, and services to be pursued in support of goal achievement. It provides a focus for the needs identified in the functional assessment; it organizes the delivery system to the client; and it helps to assure that the service being delivered is appropriate to the need.

**CDA:** California Department of Aging

**Contract:** An official document binding both parties regarding the program and services to be provided. The selected proposed budget and program will become a part of the contract including requirements and agreement to comply with provisions required by Sourcewise.

**Evaluation Committee:** a team of evaluators comprised of the Sourcewise Board of Directors and Sourcewise Advisory Council that assess and score RFP submissions based on a predetermined proposal grading rubric.

**Family Caregiver:** means an adult family member, or another individual, who is an informal provider of in-home and community care to an Older Adult or to an individual of any age with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction. [Older Americans Act (OAA) § 302(3)]

**Greatest Economic Need:** Having an income at or below the federal official poverty line defined by the federal Bureau of the Census and published annually by the Department of Health and Human Services.

**Greatest Social Need:** The need caused by noneconomic factors which include any of the following:  
(1) Physical and mental disabilities.  
(2) Language barriers.

- (3) Cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, sexual orientation, gender identity, or gender expression that does the following:
  - a) Restricts the ability of an individual to perform normal daily tasks.
  - b) Threatens the capacity of an individual to live independently.

**Indirect Costs:** means costs incurred for a common or joint purpose benefiting more than one cost objective and not readily assignable to the cost objective specifically benefited without effort disproportionate to the results achieved.

**Individual with a Disability:** as defined in Section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102), refers to an individual who is not less than age 18 and not more than age 59 with a physical or mental impairment that substantially limits life activities of such individual; and/or an individual with a record of such an impairment.

**Linkages Program:** means care and case management which provides services to frail elderly and functionally impaired adults with priority for enrollment given to low-income individuals, to help prevent or delay placement in nursing facilities per WIC section 9545.

**Matching Contributions:** The cash and/or in-kind contribution made by the bidding organization that qualifies as a match for the applicable Title III service and outlined in the program standard.

**Minority Provider:** A nonprofit organization whose controlling board is comprised of at least 51% minority individuals who are African American, Hispanic, American Indian/Native Alaskan/Native Hawaiian, and/or Asian American/Pacific Islander.

**Minority:** A person of color who is any of the following:

- a. Black/African American: a person having origins in any of the Black racial groups of Africa.
- b. Hispanic: a person of Mexican, Puerto Rican, Cuban, central or South American, or other Spanish or Portuguese culture or origin regardless of race.
- c. Asian/Pacific Islander: a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Trust Territories of the Pacific including the Northern Marianas.
- d. American Indian/Alaskan Native: An American Indian, Eskimo, Aleut, or Native Hawaiian.

**Non-Profit:** Any agency, institution, or organization that has been granted tax-exempt status by the Internal Revenue Service.

**Non-registered Services:** Are those services where it is not practical to collect client specific information or require the client to register may serve as a barrier to receiving service.

**Older Adult:** means an individual who is sixty (60) years of age or older.

**Older Californians Act:** The state funding source for Community-Based Services Programs.

**Open and Competitive Process:** The formal Sourcewise process followed to solicit proposals for the provision of services.

**PSA:** Planning and Service Area (PSA). PSA defines the geographic region which the AAA encompasses.

**Registered Services:** Means data collection and reporting requirements including unduplicated client counts by characteristics, units of service, including in some cases ADLs/IADLs. Registered Services are client specific data using participant identification numbers for each client.

**Responsible Party:** means a person acting on behalf of a client.

**Respite Program:** means a program that will provide temporary or periodic services for frail elderly or functionally impaired adults to relieve persons who are providing care or recruitment and screening of providers and matching respite providers to clients.

**Request for Proposal (RFP):** An official document that requests community organizations to respond to a formal invitation to provide a specific program of services. It contains the terms and conditions an operating organization must comply with to fulfill its contract with Sourcewise.

**Service Provider:** A term used to describe the bidding organization and used interchangeably with the 'bidder' and 'applicant.'

**Subcontractor:** The legal entity that receives funds from the applying agency for MOCA Supportive Services Programs funds to conduct part of the award to meet the unit of services.

**Target Population:** Persons 60 years and older and individuals 18 or older with functional impairments who are in the greatest social need, not receiving duplicative care management services, that require assistance and supplemental supports to remain in their homes or chosen communities as they age rather than relocation or moving to an institutional setting. There are no income criteria.

**Unit of service:** The activity which describes the type of service to be contracted for; all Sourcewise funded programs must provide a required number of units for the specific program area of interest.

**Unduplicated Persons Count:** Unique count of clients who receive services between January 1, 2024 – March 31, 2025. Bidders submitting proposals are required to include an unduplicated person count to provide services. Reporting requirements are described and nonnegotiable for registered and nonregistered Mello-Granlund Older Californian Act Modernization (MOCA) Supportive Services Programs funded services.

**Voluntary Contributions:** Providing clients with the opportunity to contribute monetarily to the cost of the service/program provided by the successful bidder. The successful bidder should (a) inform the client of the opportunity to voluntarily contribute to the cost of service, including but not limited to the cost-of-service delivery, related activities to facilitate access to meals, and/or supportive services of the service (b) describe the amount of suggested client contribution and how it was determined, and (c) explain the method used to collect and record client contributions.

### III. AAA TECHNICAL ASSISTANCE AND COORDINATION

- (a) Sourcewise shall furnish information in a timely manner and provide technical assistance, both on-site and through written communications, to service providers under contract with the AAA. The assistance shall be based upon both of the following:
- (a) The AAA's assessment findings of the service providers.
  - (b) Requests made by service providers.

- (b) In addition to (a), the AAA shall provide technical assistance to other organizations concerned with the needs of older individuals upon the request of such an organization.

**Sourcewise shall:** Undertake coordination activities designed to develop or enhance the development of community-based systems of care in, or serving, each community, as defined by the AAA, in the PSA.

**(1) Require the service providers with which it contracts to both:**

- (a) Coordinate services with other appropriate services available in the community.
- (b) Ensure that no service constitutes a duplication of a service provided by other entities.

### IV. GENERAL INFORMATION FOR APPLICANTS

**A. Estimated Program Funding:**

Proposals must be limited to the amount of funds that correspond to the specific program stated. Each of the allocations represents a planning estimate provided by the California Department of Aging and/or Federal Government and is subject to change. Funding is contingent upon the availability of state and federal funds.

**B. Ensuring Equity in Program Planning & Delivery:** Programs, services, and activities must be extremely specific and explicit about the communities they are attempting to address. “Communities of color” or generic “diversity” language weakens and takes power away from the recommendation and the groups we aim to serve. To be explicit in terminology provides power to the group that has been systemically underrepresented or misrepresented.

The strengths of the assets of each community must be highlighted and used to help us move in culturally appropriate and inclusive ways.

Systemic racism, ageism, able-ism, and sexism can only be eliminated through systemic solutions. Programs and/or services should strive to transform the systems that impact the lives of those most affected by systemic and institutionalized discrimination and who, therefore, have experienced the most profound and adverse impacts.

Programs and/or services should not unintentionally further exacerbate inequities experienced by some communities.

**C. Required Program Match:** No match is required under the terms and conditions of this Agreement.

**D. Program Support:** Bidders must ensure that Mello-Granlund Older Californian Act Modernization (MOCA) Supportive Services Programs funds are not used to replace funds from non-federal sources and must take steps to obtain support from private sources and other public organizations for services. The intent of this funding is to serve as a catalyst for receipt of additional funding.

Funds made available under this RFP for the MOCA Supportive Service Programs shall supplement and not supplant other services.

**E. Equipment Monitoring and Availability:** Submit the model numbers, cost, age, and condition of equipment that will be or has been purchased with MOCA Supportive Services Programs Funding. Equipment purchased with MOCA Supportive Services Programs funding will be monitored annually. Equipment/Property with per unit cost over \$5,000 or any computing devices, regardless of cost requires justification from the Contractor and approval from Area Agency and must be included in the approved program budget.

**F. Contract Period:** The contract period for programs included in this RFP is a twelve-month period from January 1, 2024, through March 31, 2025. Yearly contract renewals are applicable for the MOCA Supportive Services Program Funds at the discretion of the AAA which is subject to annual renegotiation and availability of federal, State, and local funding.

**G. Multiple Contract Awards:** Sourcewise reserves the right to enter multiple contracts for any program at a lesser amount than listed in the Request for Proposal specifications.

**H. Eligible Organizations:** All interested applicants, whether public, private, non-profit, or profit-making agencies are eligible organizations. Contract awards made to for-profit organizations must be approved by the California Department of Aging. All recipients of funds that are private agencies must be incorporated to safeguard the interests of the California Department of Aging and Sourcewise.

## V. FEDERAL AND STATE PROGRAM REQUIREMENTS

Before completing the proposal, bidders should review the minimum program requirements outlined below. Bidders are unable to modify the requirements; these requirements become a condition of any contract awarded for the service. Sourcewise may negotiate modifications after the bid/proposal has been selected to assure that all necessary program requirements are covered before the contract is signed. The awarded proposal will become a part of the contract.

### A. Targeting:

**(a) Sourcewise (and thereby the contracted providers of Sourcewise) shall target services under MOCA Supportive Services Programs within the County of Santa Clara with the following characteristics:**

- (1) Aging in Place: Individuals with disabilities or functional impairments ages 18-59.
- (2) Caregiver Respite Programs: Older adults, aged 60 and older. Individuals aged 18 or older providing in home or community care assistance to someone 60 and older or to an individual of any age with Alzheimer's Disease or related disorder with neurological and organic brain function. Eligibility is limited to those individuals who are not eligible for public benefit programs such as IHSS.
- (3) Linkages Program: Persons 60 years and older who are in the greatest social need, not receiving duplicative care management services, that require assistance and supplemental supports to remain in their homes or chosen communities as they age rather than relocation or moving to an institutional setting. Enrollment priority for low-income individuals is applicable although there are no income criteria.

### B. Staffing & Volunteers:

Bidder must demonstrate recruitment and training of staff & volunteers to support the program.

Staffing & Volunteers goal must describe specifically how many staff and volunteers will be required to support the MOCA Supportive Services Programs and the kinds of tasks that will be performed by volunteers to further expand the provision of the MOCA Supportive Services Programs.

### C. Coordination:

Bidder shall form and administer cooperative agreements with other community-based agencies to demonstrate appropriate agency linkages and coordination to ensure comprehensive service delivery and avoid unnecessary duplication of services.

### D. Public Information and Outreach:

Bidders must have planned public information and outreach activities, including distribution of a brochure, to ensure the targeted populations are informed of the program. MOCA Supportive Services Programs funded by Sourcewise, are required to co-brand marketing/promotion materials with Sourcewise logo.

The awarded bidder must ensure that programs and services are available to all eligible caregivers and adults 60 years and older regardless of sexual orientation and gender identity. Evaluation of outreach efforts to gay, lesbian, bisexual, and transgender older adults will be included in the contract monitoring requirements.



**E. Client Contribution:**

Bidders must provide clients with the opportunity to provide voluntary contributions confidentially to support the cost of the program.

**F. Client Input:**

Bidder must have procedures in place for obtaining the views of the participants of the service being provided, including a written and distributed client grievance procedure.

Bidders must have a procedure for obtaining the views of the participants of the service being provided.

## VI. LOCAL SOURCEWISE POLICIES

1. **Priorities and Preferences:** Preference will be given to those bidders meeting the definition of minority provider<sup>1</sup>, specifically those applying for service provision to geographic areas with high concentrations of low-income minority elders and underserved/vulnerable populations in Santa Clara County.
2. **Single Agency Subcontracts with Minority Provider:** Where a program is offered on a countywide basis for a single agency contract, preference will be given to bidders that subcontract with minority providers which identify as the greatest economic need.
3. **Late Proposal Submissions or Revisions:** Proposals submitted after the deadline will not be accepted.
4. **Contract Award Requirements:** Following are additional contractual obligations for all Sourcewise contractors that will influence the submission of a proposal:
5. **Performance-Based Contracting:** Contract awards include a performance standard clause with a specific, negotiated per unit cost reimbursement rate and remedies if performance (quality or quantity) falls below a specified level in a specified period.
6. **Program, Fiscal Reporting, and Record Keeping:** Service providers will be required to submit weekly monthly and/or quarterly reports on various aspects of program activities in accordance with the Sourcewise standard format. All records of the service provider relating to the contract award must be maintained at the project site or local office and be made available for Sourcewise review as outlined in the contract agreement.

Service providers will be required to establish and maintain a fiscal management system that assures control over the use of contract funds and program income in accordance with federal and state requirements.

Registered service providers are required to submit monthly detailed fiscal reports by the 10<sup>th</sup> day of the following month for the previous month to request payment of contract services. All costs reported by the provider should be clearly identified in the financial supporting documentation, including required Sourcewise templates.

Non-registered service providers are required to submit a quarterly detailed fiscal report to successfully request contract funds by the 10<sup>th</sup> day of the following month after the quarter concludes. All costs reported by the provider should be clearly identified in the financial supporting documentation, including required Sourcewise templates.

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<sup>1</sup> Minority Agency: A nonprofit organization whose controlling board is comprised of at least 51% minority individuals who are African American, Hispanic, American Indian/Native Alaskan/Native Hawaiian, and/or Asian American/Pacific Islander.

7. **Grievance Procedure:** Upon award, the bidder is required to submit a written grievance process for reviewing and attempting to resolve complaints of older individuals receiving services funded the MOCA Supportive Services Programs, defined by Sourcewise include in the process outlined below at minimum:

Complaints may involve, but not be limited to, any or all the following:

- Amount or duration of a service.
- Denial or discontinuance of a service.
- Dissatisfaction with the service being provided or with the service provider. \*If the complaint involves an issue of professional conduct that is under the authority of another entity, such as the California Medical Board or the State Bar Association, the complainant shall be referred to the proper entity.

Ten-day time frame within which a complaint will be acted upon.

Written notification to the complainant of the results of the review, including a statement that the complainant may appeal to the AREA AGENCY if dissatisfied with the results of the Contractor's review.

Confidentiality provisions to protect the complainant's rights to privacy. Only information relevant to the complaint may be released to the responding party without the older individual's consent.

8. **Information Integrity & Data Security:** The awarded bidder, including potential subcontractors and vendors shall have in place operational policies, procedures and practices to protect State information assets, including those assets used to store and access Personal Information (PI), Personal Health Information (PHI), and any information protected under the Health Insurance Portability and Accountability Act (HIPAA), (i.e. public, confidential, sensitive and/or personal identifying information).
9. **Security Awareness Training:** The awarded bidder, potential subcontractors and vendor employees and volunteers must complete the required California Department of Aging Security Awareness Training within 30 days of the contract start date, by January 31<sup>st</sup>, 2024. Any new employees and/or volunteers hired throughout the duration of the contract are also required to complete the required training within the first 30 days. These details will be included in the awarded bidders contract agreement.
10. **Transition Plan:** A transition plan is required to identify the agency's plan to: (1) transition to service delivery through the extent of the pandemic including transitioning from Tier 1 – Tier 4; and (2) terminate and/or transfer services if required. The transition plan is required as part of the bidding application process.
11. **Insurance:** Prior to commencement of any work on any Agreement with Sourcewise, the bidding agency shall be required to obtain the following:
- a. **Liability Insurance:** procure and maintain comprehensive general liability insurance for the life of the agreement of no less than \$1,000,000 per occurrence for bodily injury and property damage combined. Higher limits may be required in cases of higher than usual risks.

- b. **Workers' compensation and Employer Liability Insurance:** The bidding agency shall have these policies in effect during the entire life of the proposed agreement to provide service, as prescribed by the laws of California and certificates of insurance, will be requested.
- c. **Automobile liability,** including non-owned auto liability, of not less than \$1,000,000 for volunteers and paid employees providing services supported by the contract.
- d. If applicable, or unless otherwise amended by future regulations, the provider shall comply with the Public Utilities Commission General Order No. 115-F which requires higher levels of insurance for charter-party carriers of passengers and is based on seating capacity as follows:
  - i. \$750,000 if seating capacity is under 8
  - ii. \$1,500,000 if seating capacity is 8-15
  - iii. \$5,000,000 if seating capacity is over 15

**12. Bonding:** Bidder will be required to secure and maintain during the contract period a commercial fidelity bond in the penalty of either \$10,000 or 20% of the total contract award, whichever is larger, to protect against misappropriation of funds by any employee or volunteer or the agency.

**13. Audits:** Bidder will be required to submit to Sourcewise an audit of expenditures made under the contract award. This audit must be conducted by an independent auditor or auditing firm in accordance with federal guidelines and must specifically identify revenue, expenditures, matching funds, and program income from the project.

Contracts that expend \$750,000 or more in federal funds shall arrange for an audit to be performed as required by the Single Audit Act of 1984 (Public Law 98-502); the Single Audit Act Amendments of 1996 (Public Law 104-156); and 2 CFR 200.501 to 200.521 (formerly OMB Circular A-133).

**14. Other Applicable Regulations:** Bidder must be in conformity with the rules and regulations of the U.S. Administration on Aging and other applicable Federal and State mandates.

### Contracts in Excess of \$100,000

If all funding provided herein exceeds \$100,000, the bidder shall comply with all applicable orders and requirements issued under the following laws:

- Clean Air Act, as amended [42 USC 1857]
- Clean Water Act, as amended [33 USC 1368]
- Federal Water Pollution Control Act, as amended 33 USC 1251, et seq.]
- Environmental Protection Agency Regulations [40 CFR, Part 15] and [Executive Order 11738]
- Public Contract Code Section 10295.3
- Certification Regarding Lobbying Section 1352, title 31, United States code.

For additional information regarding the RFP process reference the California Code Regulations [here](#).

For additional information related to program information reference the California Code Regulations [here](#).

Bidders can review Sourcewise policy & procedure manual, memorandums, and assessment/evaluation criteria and instruments with a written request submitted via regular mail or email to Sourcewise Chief Executive Officer, Aneliza Del Pinal. ([adelpinal@mysourcewise.com](mailto:adelpinal@mysourcewise.com))

## PART III: REQUEST FOR PROPOSAL GENERAL INFORMATION

### I. SUBMISSION OF PROPOSAL

The program specific requirements for eligible services included in the Request for Proposal for 2023-2024 fiscal year is available on the Sourcewise website at <https://www.mysourcewise.com/about/grantees/>

An application is required to be completed for each program. When the bidder submits the application, an original hard copy, plus five hard copies should be submitted in the order in which it is presented. One electronic version of the complete proposal should be submitted to [msantina@mysourcewise.com](mailto:msantina@mysourcewise.com) by the defined proposal due date below.

The Sourcewise MOCA Supportive Services Programs Application is available on the Sourcewise website at: <https://www.mysourcewise.com/about/grantees/>. The bidder will bear all costs of developing the proposal and submitting one original and five copies to Sourcewise. Sourcewise reserves the right to reject all or part of any proposal if that proposal does not meet the minimum submission qualifications stated in the RPF document.

Each proposal shall include the following four sections:

- |     |                     |     |                          |
|-----|---------------------|-----|--------------------------|
| (A) | Program Description | (C) | Program Budget           |
| (B) | Program Management  | (D) | Supporting Documentation |

Proposals may be withdrawn from consideration by the bidder who has submitted a proposal but who no longer wishes to be considered at any time prior to the award. To withdraw a proposal an authorized bidder representative must deliver a signed request of withdrawal by email to Marijeanne Santana, Sourcewise Area Planner at [msantina@mysourcewise.com](mailto:msantina@mysourcewise.com) and telephone call to (408) 350-3202 to confirm receipt of the withdrawal.

### II. SCHEDULE OF PREPARING AND SUBMITTING A PROPOSAL:

The RFP schedule is listed on the following page. Please review carefully and plan accordingly. Detailed steps describing the RFP process is available on the following pages of this document.

RFP SCHEDULE AND DUE DATES FOR MELLO-GRANLUND OLDER CALIFORNIAN ACT MODERNIZATION SUPPORTIVE SERVICES PROGRAMS (MOCA):

MOCA Supportive Services Programs announcement, Mercury Newspaper	10/13/2023
Notice of Funding Announcement on website	10/13/2023
MOCA Application & Program Standards available on website	10/16/2023
Bidders Conference	10/25/2023 at 10:00AM
Letter of Intent Due	10/30/2023 at 4PM
Due date for proposals	11/06/2023 at 4PM
RFP Evaluation	11/08/2023-11/14/2023
Evaluation Committee recommendations	11/20/2023
Board of Directors approval	11/30/2023
Notification of contract awards, mail & email	12/06/2023
Deadline for appeals	12/11/2023
Contract negotiations and signature	12/06/2023-12/20/2023
Services delivery start date	01/01/2024

### III. STEP BY STEP INSTRUCTIONS

The following instructions correspond with each of the steps outlined above to successfully submit a proposal.

#### Step 1 Announcement of Request for Proposal:

View all Request for Proposal (RFP) available on the Sourcewise website at [www.mysourcewise.com/area-plan](http://www.mysourcewise.com/area-plan).

#### Step 2 Bidders Conference:

Attend the Bidders conference scheduled on **10/25/2023 at 10AM.**

### SOURCEWISE VIRTUAL BIDDERS CONFERENCE

#### Join Zoom Meeting

<https://us02web.zoom.us/j/85853674686>

Meeting ID: 858 5367 4686

One tap mobile

+16694449171,,85853674686# US

+16699009128,,85853674686# US (San Jose)

To learn more about the purpose of a bidder's conference visit:

<http://www.businessdictionary.com/definition/bidder-s-conference.html>

#### Step 3 Letter of Intent Submission:

The Letter of Intent required. The bidding agency should submit on/or before **10/30/2023 at 4PM** electronically to Marijeanne Santina [msantina@mysourcewise.com](mailto:msantina@mysourcewise.com).

The authorized signature is acceptable in two formats: (1) ink signature and scanned or (2) signed electronically using DocuSign or Adobe Acrobat with authentic digital signature submit the signed Letter of Intent to Marijeanne Santina [msantina@mysourcewise.com](mailto:msantina@mysourcewise.com).

#### Step 4 Proposal Submission:

Complete paper & electronic proposals must be submitted to Sourcewise, or they will not be considered for funding on **Monday, 11/06/2023, at 4PM.** The below submissions are required:

- **Emailed:** One (1) complete electronic proposal submitted by email to Marijeanne Santina [msantina@mysourcewise.com](mailto:msantina@mysourcewise.com)
- **Hardcopies:** One (1) original and five (5) hard copies should be delivered or mailed to Sourcewise at, 3100 De La Cruz Blvd, Suite 310, Santa Clara, CA 95054

**Proposals submitted after this deadline will not be accepted. Postmarked or faxed submissions are not acceptable.**

#### Step 5 RFP Evaluation:

The Sourcewise RFP Evaluation Committee evaluates and scores the proposals based on the criteria outlined in the Request for Proposal and submits the recommendation to the Sourcewise Board of Directors. Members of the Evaluation Committee are comprised of Advisory Council members and Governing board members. They will evaluate all proposals to determine responsiveness to this RFP. The panel will recommend selection of a candidate

bidder for final approval and negotiation of a contract. Proposals will be evaluated on the bidder's ability to meet the specifications, terms, and conditions of the RFP. Each evaluation committee member scores each proposal independently using a predefined rubric that resembles the RFP Proposal Submission criteria outlined in Part (A) – Part (D) on page 14 – 17 of this documents. Recommendations from the evaluation committee are based on the highest scores.

During the selection process, the Evaluation Committee may wish to interview bidders. Interviews will be for clarification purposes only. No new material will be permitted at that time.

**Step 6 RFP Recommendation:**

The Evaluation Committee submits their final recommendation to the Board of Directors for contract award(s) and non-award(s).

**Step 7 Board of Directors Approval:**

The Sourcewise Board of Directors makes the final decision to select the contractors for award and non-award(s).

**Step 8 Notification of Award:**

A notification will be sent to both successful and unsuccessful applicants. A notice of adverse determination will be provided by the AAA and will.

1. Be in writing and delivered by either of the following methods:
  - Emailed with a mailed follow-up original.
  - Certified or overnight mail return receipt requested.
2. Describe the grounds for the adverse determination in sufficient detail to enable the applicant to respond.

**Step 9 Deadline to Appeal:**

Must be made in writing to the CEO of Sourcewise and must identify which of the perceived deviations Sourcewise allegedly did not adhere to as specified in 22 CCR § 7704(c)(3) (a-c) within five business days of the notification of award, on December 6, 2023.

**Step 10 Contract Negotiations:**

As part of the review process, the evaluation committee and the Board of Directors may require modifications or revisions to a proposal. This assures that all necessary program requirements are covered before the contract is signed.

**Step 12 Service Begins:**

This is the date on which funded services begin and the date for beginning program monitoring and evaluation.

## PART IV: RFP SUBMISSION OF PROPOSAL GUIDANCE AND EVALUATION CRITERIA

Proposals will be evaluated according to the criteria outlined below for each section of the proposal. There is a possible one hundred points available.

### Part A: Program Description (50 points)

**I. Program description narrative must cover the following topics:**

- Adequacy of plan and methodology to provide proposed services within required program specifications. (7 points)
- Adequacy of plan to provide services to minority persons in greatest economic & social need proportionate to the total population served. (7 points)

- Adequacy of plan to provide equitable service delivery aim to target vulnerable populations. (7 points)
- Comparison of program objectives and units of service to those specified in the RFP. (7 points)
- Adequacy of plan for the recruitment and use of volunteer and staff resources. (3 points)
- Structure of bidder organization and staffing patterns of paid staff and volunteers and its potential impact on achievement of proposed objectives and serving target population. (5 points)
- Adequacy of training plan for staff and volunteers. (2 points)
- Capability of bidder process to work with and encourage client input in program evaluation. (4 points)
- Demonstration of appropriate bidder linkage and coordination with local community organizations and resources to increase cost effectiveness and reduce duplication of service. (4 points)
- Adequacy of bidder plan to solicit and collect client contributions. (4 points)

## II. Goals and objectives must be specific, measurable, and attainable.

### Targeting

Bidder must have established methods, other than use of means testing, to provide services to the populations listed below. Programs, services, and activities must be extremely specific and explicit about the communities they are attempting to address gaps in service delivery.

- a. **Target: MOCA Supportive Services Programs within Santa Clara County shall target service delivery with the following characteristics**
  - A. **Aging in Place:** Individuals with disabilities or functional impairments ages 18-59.
  - B. **Caregiver Respite Programs:** Individuals aged 18 or older providing in home or community care assistance to someone 60 and older or to an individual of any age with Alzheimer's Disease or related disorder with neurological and organic brain function. Eligibility is limited to those individuals who are not eligible for public benefit programs such as IHSS.
  - C. **Linkages Program:** Persons 60 years and older who are in the greatest social need, not receiving duplicative care management services, that require assistance and supplemental supports to remain in their homes or chosen communities as they age rather than relocation or moving to an institutional setting. Enrollment priority for low-income individuals is applicable although there are no income criteria.

Service providers must show intent and methodology to serve the needs of care recipients:

- Age 60+
- Disabled
- Low Income (federal poverty)
- Minority

### Staffing & Volunteers

Bidder must demonstrate recruitment and training of staff & volunteers to support the program.

Staffing & Volunteers goal must describe specifically how many staff and volunteers will be required to support the MOCA Supportive Services program and the kinds of tasks that will be performed by volunteers to further expand the provision of MOCA Supportive Services.



### **Coordination**

Bidder shall form and administer cooperative agreements with other community-based agencies to demonstrate appropriate agency linkages and coordination to ensure comprehensive service delivery and avoid unnecessary duplication of services.

### **Public Information/Outreach**

Bidders must have planned information and outreach activities, including distribution printed materials co-branded with funding agency (Sourcewise) to promote services to target populations and geographic region in the community.

Awarded agency must ensure that programs and services are available to all older adults/caregivers regardless of sexual orientation and gender identity. Evaluation of outreach efforts to gay, lesbian, bisexual, and transgender older adults will be included in the contract monitoring requirements.

### **Client Input**

Bidder must have procedures in place for obtaining the views of the participants of the service being provided, including a written and distributed client grievance procedure.

Describe the annual process by which regular client input is received and areas that are monitored for quality service.

### **Client Contribution**

Bidder must provide clients with the opportunity to voluntarily contribute to the cost of the program.

Describe the process for collecting voluntary client contributions including (a) how clients will be informed of the opportunity to contribute to the cost of the service, (b) the amount of suggested client contribution and how it was determined and (c) the method used to collect and record client contributions to ensure confidentiality.

## **Part B: Program Management (23 points)**

### **I. Program Management narrative must cover the following topics:**

- Experience of bidder, particularly in providing the proposed services. (4 points)
- Experience of bidder in serving older persons particularly the target population. (3 points)
- Description of how the services will be provided in line with the existing State and local [Blueprint for a Safer Economy](#) guidelines including service delivery in Tier 1 – 3 and Tier 4. (3 points)
- Adequacy of bidder’s facility to accomplish the proposed program. (3 points)
- Adequacy of bidder’s plan to self-evaluate and monitor proposed objectives. (3 points)
- Capability of bidder’s plan to obtain additional funding support from private and other public sources. (2 points)
- Adequacy of bidder’s system of record keeping and data collection for evaluation purposes. (4 points)
- Status as a minority provider. (1 points)

## **Part C: Budget (18 points)**

### **I. The program budget template is located on the Sourcewise website here:**

<http://www.mysourcewise.com/area-plan> The proposed program budget will be scored based on the agency’s ability to include:

- Reasonable estimated cost of proposed program. (3 points)

- Demonstrate reasonable allocation of bidders MOCA Supportive Services programs proposed request for funds in the program budget to administer direct services, compared to administrative and indirect costs. (4 points)
- Description of cost-effective strategies, including policies and procedures of bidding agency as it relates to the total request for funds and program cost. (4 points)
- Comparison of total program costs with program objectives and units of service for geographic area to be served. Reference objectives above to allocate costs to successfully meet objectives. (4 points)
- The percentage of the bidder's match and relativity of the match directly relate to the project and expansion activities being proposed. (3 points)-Not applicable for MOCA funding, automatic 3 points to bidder.

## II. General Program Budget Requirements:

One program budget must be submitted on the forms attached (C-1 through C-5) for each proposal application. The program budget must include all costs, both cash and in-kind, required to provide all service activities proposed.

The program budget must cover the entire contract period and include the requested amount of MOCA Supportive Services funds, other sources of cash, anticipated program income and the value of all donated services and materials.

If the program budget includes start-up costs of a one-time-only nature, please list these on a separate sheet of paper. This is in addition to including them in the program budget. Start-up costs should be identified using the proper budget category, source, and amount of anticipated expenditure.

## III. Additional Budget Requirements:

On budget forms C-1 through C-5, the individual funding sources must be listed and the sum of all the funding sources must equal the Total Program Cost (column A) for each budget category. The funding sources are defined as follows:

1. **Funds Requested:** This column reflects the actual amount from Sourcewise. The total of this column must equal the amount of funding provided for the program as specified in the Program Standards section.
2. **Non-Federal Match:** This column reflects non-federal cash or in-kind resources received by the applicant not applicable for MOCA Supportive Services.

### Example of Non-federal Matching Sources:

- a. Revenues from city, county, and state sources;
  - b. Revenues from private organizations;
  - c. Individual contributions not tied to receiving service;
  - d. United Way revenues;
  - e. Revenue sharing;
  - f. Volunteer services, space, consultants, and any sources.
3. **Cash Match:** Non-federal cash received by the service provider/bidders and used to fulfill the local match requirement, not applicable for MOCA Supportive Services Program.
  4. **In-Kind Match:** Equivalent value of donated or volunteer services, supplies, etc. from non-federal third-party sources and used to fulfill the local match requirement, as applicable. In-kind Match is not applicable for MOCA Supportive Service Programs.

5. **Program Income:** This column reflects the anticipated amount of funding or earnings to be received by the provider during the contract period from the following: client contributions for service, other individual donations, rents, payments, and residuals to the program for use of facilities, interest, etc.

Program income received as a direct result of the program must be used for costs related to that program and shall be spent before Sourcewise, awarded MOCA Supportive Services Program funds are applied. Program income cannot be used to meet the local match requirement.

6. **Other Resources:** This column reflects any other cash or in-kind governmental (public) or private resources (United Way, foundation grants, etc.), which are used in the program.

Budget Summary (Form C-1) should be completed after the detailed cost breakdown, forms C-2, C-3, C-4, and C-5. List by budget category for summary totals from Forms C-2 through C-5 for each funding source in columns B through E. Column A should reflect the total costs for each budget category and match the totals for each budget category in the detailed breakdown. Refer to the definition of each funding source as outlined above.

A detailed breakdown of budget categories (Forms C-2 through C-5) represents the detailed itemizations for each budget category. All entries should be rounded off to the nearest dollar. Detailed costs must be shown for each expenditure made in support of the program. The budget categories are included in the [Appendix C](#).

#### Part D: Supporting Documentation (9 points)

##### I. Include the following:

- Organizational Chart: Attach a copy of the bidder's organization chart including the proposed program. (1 point)
- 501 (c)(3) designation letter from the IRS, if applicable (1 point)
- Job Descriptions: Attach job descriptions of the staff that will be paid with the MOCA Supportive Services funds described in the budget (1 point)
- Board of Directors roster (1 point)
- Bond & Insurance certification information including fidelity bond, general liability, private vehicle insurance, project vehicle insurance and worker's compensation insurance. (1 point)
- Documentation of Emergency plan that can be activated in an emergency. (1 point)
  - (1) The plan should include assurances that the facility is prepared and that the staff, volunteers, and participants have been trained in the emergency plan and in fire safety.
  - (2) Include the COVID-19 Agency Procedures as applicable for the contract for which the bidder is applying.
- Submit the bidders' written grievance process for reviewing and attempting to resolve complaints of older individuals. (1 point)
- Transition Plan for: (1) service delivery through the extent of the pandemic including transitioning from Tier 1 - Tier 4 (2) the termination and/or transfer of services as required as part of the bidding application process. (1 point)
- Plan for additional and/or decreased funding, including: (1 point)
  - (1) Describe how additional funds would be used if additional funds became available.
  - (2) Describe how services would be reduced due to a reduction of funds.

The recommendation to the Sourcewise Board of Directors for award is based on the highest overall score out of a possible 100 points.

## IV. TERMS AND CONDITIONS

### A. Certification

By submitting a proposal, the bidder certifies that it has fully read and understood this RFP and has full knowledge of the nature of this service, including scope and quality of work to be performed. Bidder also certifies that its proposal was prepared without prior understanding, agreement, or connection with any other bidder submitting a proposal for this RFP and is in all respects fair and without collusion or fraud, so that all proposals will result from free, open, and competitive proposing among all bidders.

### B. Assignment and Guarantee

No assignment by the bidder of the contract or any part thereof, or of funds to be received hereunder, is binding unless Sourcewise has given written consent before such assignment. There is also no guarantee of a minimal amount of work or compensation for any bidder selected for contract negotiations.

### C. Financial Responsibility for Proposal Costs

Sourcewise accepts no financial responsibility for any costs incurred by the bidder in responding to this RFP. Proposals will become the property of Sourcewise and may be used by the agency in any way deemed appropriate.

### D. Clarification

Should discrepancies or omissions be found in this RFP or should there be a need to clarify this RFP, questions or comments should be directed to Marijeanne Santina, [msantina@mysourcewise.com](mailto:msantina@mysourcewise.com) no later than **October 25, 2023** Sourcewise shall not be responsible for, nor be bound by any oral instructions, interpretations or explanations issued by any representative of the agency.

### E. Discrimination

The bidder and all subcontractors must not discriminate, nor permit discrimination against any person on the grounds of race, national origin, sex, disability, sexual orientation, veteran status, or any other legally protected classification, in their employment practices, in any of their contractual agreements, and/or in all services and accommodations that they offer the public or in their business operations.

### F. Indemnification

Bidder, at its own expense and without exception, shall indemnify, defend, and pay all damages, costs, expenses including but not limited to, attorney fees, and otherwise hold Sourcewise, its officials, its officers, its employees, and agents harmless from all liability of any nature or kind arising out of or related to the preparation or presentation of a proposal in response to this RFP.

### G. Gratuity Prohibition

Bidder shall not offer any gratuities, favors or anything of monetary value to any official, employee, or agent of Sourcewise for the purpose of influencing consideration of this proposal.

### H. Contract provisions

If a contract is awarded, the selected bidder will be required to adhere to a set of general contract provisions contained in the Sourcewise contract, including but not limited to: (1) indemnification; (2) General liability insurance with limits of not less than \$1,000,000 per occurrence for bodily injury and property damage combined (higher limits may be required by Sourcewise in cases of higher than usual risks) (3) professional liability insurance of no less than \$1,000,000 as it appropriately relates to services rendered; such coverage may include medical malpractices and/or errors and omissions; (3) automobile liability insurance, including non-owned auto liability,

of not less than \$1,000,000 for volunteers and paid employees provided services supported by the Sourcewise contract; (5) workers compensation; (6) maintenance of necessary licenses; permits, and certificates; (7) recordkeeping; (8) non-discrimination; and adherence to all applicable federal, state and local laws. Exceptions will not be granted.

I. **Right of Refusal**-Sourcewise reserves the right to reject all proposals for any reason.

## APPENDIX A: PROGRAM BUDGET CATEGORY DEFINITIONS

**101. Personnel:** List the exact number of paid or in-kind staff members used in support of the proposed program, their title, percentage of time in the program and annual salary at 100% or FTE (full-time equivalent). Any change of salary status anticipated during the contract period must be listed.

**102. Payroll Taxes & 103 - Fringe Benefits:** Enter the appropriate payroll taxes and employee benefit costs for paid staff. The rates for formulating totals should be shown. State if an employee is exempt. All benefits provided to paid staff must be shown as broken out on this form.

**103. Travel:** This category is for all staff or volunteer travel costs related to the program. Staff travel and operational travel (such as mileage paid for escort service) must be listed separately. Staff travel must be in support of the program. The mileage reimbursement rate for staff and operational travel must be shown under description of budget item, as follows.  
(Month    miles    cents    Staff    )

**104. Training:** This category refers to expenses incurred for paid staff and volunteer attendance at conferences, conventions and meetings that relate to the proposed program.

**105. Equipment:** Separate listings should be made in this category if equipment is to be purchased, or to be leased, and each item must be listed and described. If equipment is to be leased, indicate the cost per month. Also included in this category should be the cost of operations, repairs, and/or maintenance for equipment. Enter a separate listing for each item and indicate whether the cost is for operations, repairs and/or maintenance. Reference the applicable fiscal year Equipment Purchasing Policy and approval process. The purchasing approval threshold is \$5,000 per unit. Note all computing devices regardless of the per unit price require Sourcewise and State approval prior to purchasing. Include the value of in-kind contributions.

**106. Occupancy:** Enter the cost and specifics of all building space and utilities charged to this program. Indicate square footage, monthly rent, and time duration of lease, if applicable. If utilities are not included in the rental agreement, indicate and list separately. In-kind contributions should be entered at the fair market value or rental rate.

**107. Telephone:** Enter the cost of telephone service necessary to support the program.

**108. Consumable Supplies:** Enter the cost of items which are regularly consumed, including: bank checks, accounting or program forms, paper and fluid for duplicating, pens, paper clips, etc.

**109. Printing and Publications:** Enter the cost of outside printing. If a special or regular printing or mailing is to be done, indicate as a separate line item (Project Brochure - 5,000 @ Twelve cents per brochure). Enter the cost of publications that relate to the proposed program as a separate line item.

**110. Postage:** Enter the cost of postage for regular and special mailings.

**11. Insurance:** Record the cost of all insurance (except Workers Compensation or any employee health insurance) under this category, necessary to support the proposed program.

**12. Other Costs:** Enter additional cost items which cannot be assigned to any other category. Any item listed must be organization, amount, period, and a brief description of the service must be included. Some examples of other costs include audit, accounting, taxes, licenses, legal services, and advertising.

**13. Indirect Costs:** This category is used only when the program is to be administered by an operating organization which is multi-operational. Indirect costs are those (a) incurred for a common or joint purpose benefiting more than one cost objective, and (b) not readily identifiable with the program itself, but which are nevertheless incurred by the contractor. To budget indirect costs, it is preferred that the contractor have an established indirect cost rate approved by the Department of Health and Human Services.

Sourcewise will allow indirect costs up to a maximum of **10%** of direct costs, excluding in-kind contributions, capital equipment and contract services.