SUBJECT: HOMEMAKING SERVICES

BID #: SC-0409-22 **OPEN DATE:** 08/17/2022

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: ONE (1) YEAR FROM DATE OF AWARD WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: PARKS, RECREATION AND COMMUNITY SERVICES DEPARTMENT, SENIOR SERVICES DIVISION

BASIS OF AWARD: ALL OR NONE – TO THE TWO (2) OR THREE (3) LOWEST, RESPONSIVE, RESPONSIBLE BIDDER

NUMBER OF BIDS INVITED: 25 **NUMBERS RECEIVED**: 3 **OTHER** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to retroact the period of service from September 1, 2022 through date of award.

Recommend approval to reject the bid of Healing Hand Home Care due to not submitting the required documents as listed in Section II of Specifications (Detailed budget estimate for contract performance, copies of audited financial statements, list and brief description of home making services contract or similar servicing min. of 50 active home making clients, written description of training programs for employees, etc.).
Recommend approval of award to the next two (2) lowest, responsive, responsible bidders CDH Home Care, Inc. in the amount of $154,375.00 and PRAC Holdings, Inc. d/b/a Arcadia Home Care and Staffing in the amount of $162,500.00 for the home making services. Annual total award not exceed $316,875.00. Period of service will be from date of award through August 31, 2023 with three (3) one (1) year renewal options.

Funding to be encumbered by account 11406.162107.534100.010194.00000000.00000.0000000, to be executed by purchase order(s).

Attachments: Recommendation Memo, Bid Tabulation Sheet, Terms & Conditions, Specifications

ANALYST: _____ RUBEN OLA

RESPECTFULLY SUBMITTED _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Gloria Crawford, Chief, Senior Services Division

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE
MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

City of Jacksonville, Florida

Daryl Joseph, Director

Parks, Recreation and Community Services Department
214 N Hogan Street, 4th Floor
Jacksonville, FL 32202
(904) 255-7903
www.coj.net

ONE CITY. ONE JACKSONVILLE.

August 30, 2022

TO: Greg Pease, Chief
Procurement Division

THRU: Daryl Joseph
Director, Parks, Recreation & Community Services

FROM: Gloria Crawford
Chief, Senior Services Division

RE: Senior Services Homemaking Services Contract Bid SC-0409-22 Award Recommendation

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The Parks, Recreation and Community Service Department respectfully requests the Procurement Division reject bidder Healing Hands Home Care for not complying in submitting all the required documents as listed in Section II of the bid specifications. It is the recommendation that the Homemaking Services Contract Bid SC-409-22 be awarded to the next two (2) lowest responsive, responsible bidders: PRAC Holdings, DBA Arcadia Home Care & Staffing and CDH Home Care, INC.

Combined, the (2) bidders will be responsible for providing an annual total of 13,000 hours (units) of homemaking services. Each bidder will be assigned the following annual units and costs:

	HRS	Unit Cost	Total YR
PRAC Holdings, DBA Arcadia Home Care & Staffing	6,500	$25.00	$162,500.00
CDH Home Care, INC.	6,500	$23.75	$154,375.00

The term of this bid is for one (1) year from date of award with three (3) one (1) year renewal options.
The total bid amount shall not exceed $316,875.00 annually.
Funding will be executed by purchase order releases using the following accounting source:

11406.162107.534100.010194.00000000.00000 (RPAH1F6AS/03410/RCA029/21)

The current Homemaking Services Contract Bid #SC-0477-18 ends August 31, 2022. Therefore, it is requested that the Homemaking Services Contract Bid SC-0409-22 be retroactive, effective September 1, 2022, to allow for homemaking services expenditures to continue.

Your assistance in facilitating this request would be greatly appreciated. If you have any questions or need additional information regarding this request, please contact Gloria Crawford at 255-5401.

Attached: Bid **#SC-0409-22** Tabulation Sheet
GC/wp

BID TABULATION SHEET

TITLE: HOMEMAKING SERVICES
BID NO.: SC-0409-22
OPEN DATE: August 17, 2022
ANALYST: RUBEN OLA
No. Invited: (25) No. Received (3) No Bids: (0)
Bid Recorder: M. PIERCE Announcer: P. MITCHELL

ITEM	DESCRIPTION	QUANTITY	CDH HOME CARE, INC. PRICE EACH	CDH HOME CARE, INC. EXT. PRICE	PRAC HOLDINGS, INC. DBA: ARCADIA HOME CARE & STAFFING PRICE EACH	PRAC HOLDINGS, INC. DBA: ARCADIA HOME CARE & STAFFING EXT. PRICE	HEALING HANDS HOME CARE PRICE EACH	HEALING HANDS HOME CARE EXT. PRICE
1	HOMEMAKING SERVICES	6500	$ 23.75	$ 154,375.00	$ 25.00	$ 162,500.00		BID RJECTED
		GRAND TOTAL:	$	154,375.00	$	162,500.00		
		FEDERAL FORMS (1,2):	✓		✓		✓	
		TERMS:						
		DELIVERY (Business Days):						
		Business/Corporate References:	✓		✓		✓	
		CONFLICT OF INTEREST:	✓		✓		✓	
		ADDENDUM (S) ( ):						
		NOTES:					Bid rejected for not submitting all the required documents	

PROCUREMENT DIVISION

NOTIFICATION OF RECOMMENDED BID REJECTION

Date: August 30, 2022

Via Email: hhhomecare_fl@yahoo.com; laseaneplatts83@gmail.com

Bidder's Name: Healing Hands Homecare

Address: 9135 4th Avenue
Jacksonville, Florida 32208

Contact Name: Attn: Laseane Platts

Bid No: SC-0409-22

Title: HOMEMAKING SERVICES

Date Opened: August 17, 2022

REASON FOR RECOMMENDED BID REJECTION: The City intends to reject the bid due to not submitting the required documents as listed in Section II of Specifications (Detailed budget estimate for contract performance, copies of audited financial statements, list and brief description of home making services contract or similar servicing min. of 50 active home making clients, written description of training programs for employees, copies of AHCA background screening results for all staff and homemakers, etc.)

If you wish to protest the recommended rejection of this bid, please respond in accordance with the City of Jacksonville's bid protest procedures and email a copy to the City Purchasing Analyst associated with the protested bid.

NOTE: This intended action is only a recommendation to the appropriate Awarding Authority. The authority recommending award for this bid is the General Government Awards Committee scheduled for Thursday, Sept. 1, 2022 at 1:00 p.m.

Purchasing Analyst's Signature: *Ruben B. Ola*
RUBEN OLA, Purchasing Analyst

Ola, Ruben

From: Ola, Ruben
Sent: Tuesday, August 30, 2022 2:31 PM
To: hhhomecare_fl@yahoo.com; laseaneplatts83@gmail.com
Subject: Notification of Recommended Bid Rejection: SC-0409-22 HOMEMAKING SERVICES
Attachments: Bid Rejection Letter Form - SC-0409-22 Healing Hands Homecare.pdf

Good Afternoon,

Attached is notification of recommended bid rejection for the above subject solicitation.
Thank you for participation and appreciate your interest in doing business with the City of Jacksonville.

Sincerely,

Ruben Ola, Buyer
City of Jacksonville
Procurement Division
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Phone: 904.255.8823
Fax: 904.255.8837
Email: rubeno@coj.net

One City. One Jacksonville.

TERMS AND CONDITIONS

HOMEMAKING SERVICES

1. SCOPE

The Senior Services Division of the City of Jacksonville, Florida is currently accepting bids to obtain source(s) of supply for the items as outlined in the bid documents provided. The purpose of this bid invitation is to obtain information about your firm and its ability to provide these item(s)/ service(s) and to obtain pricing commitments for HOMEMAKING SERVICES, as listed in the bid documents.

2. AWARD

Award will be **ALL OR NONE** to the three (3) lowest responsive, responsible bidders, who will be responsible for providing an annual total of 13,000 hours (units) of homemaking services. Each Contractor will be assigned 4,333.33 hours **(units)** each of homemaking services.

If there are only two (2) responsive, responsible bidders, each Contractor will be assigned 6,500 hours **(units)** each of homemaking services. Bidder must bid on all items and subject to availability of funds.

3. TERM OF AGREEMENT

The term of this agreement will be one (1) year from date of award with three (3) one (1) year renewal options. Renewal Options may be exercised at the discretion of the City based on supplier performance and adherence to the terms and condition set forth in the bid documents.

4. MINIMUM REQUIREMENTS

Bidders should submit or comply with the following requirements; failure to submit any of these requirements may be grounds for rejection:

a. Contractor shall provide proof of applicable local business license.

b. Bidder must furnish proof of having obtained a minimum of two (2) years of homemaking experience within the last two (2) years servicing a minimum of 50 active homemaking clients (or like homemaking) and to provide at least five (5) references of performance of homemaking services for the same contracts.

5. PRE-BID CONFERENCE

Not Applicable

6. STATE CONTRACTS

The City reserves the right to utilize contracts established by the State of Florida and or other governmental agencies for item(s)/service(s) covered under this bid. The city reserves the right to cancel this contract in whole or in part for such item(s)/service(s).

7. QUANTITIES

Quantities indicated reflect the estimated quantities to be purchased throughout the contract period and are subject to fluctuation in accordance with actual requirements. The City reserves the right to add or delete items, or increase the volume of services required, or not to make any purchase against this bid if it so deems necessary at any time during the contract period.

8. DELIVERY

Homemaking services will be delivered in accordance with each specific Client Service Plan Authorization. Homemakers will be required to use their own personal vehicle to travel to each client's home.

9. ESCALATION/DE-ESCALATION

All pricing submitted shall remain firm for the initial term period. Upon renewal (if applicable), a supplier may submit in writing a request for price escalation/de-escalation for the percentage of change as listed in the Consumer Pricing Index (CPI) and/or documentation notifying of an industry wide increase. The City reserves the right to decline any price increase request.

10. PRICES

All unit prices shall include all supplies, equipment, gas for vehicle, and labor charges to provide services to various Duval County locations as required in the bid documents

11. PICK UP AND RETURNS

Not Applicable

12. COMPLIANCE WITH SPECIFICATIONS

The bidder, by affixing their signature to the bid form submitted, agrees to provide item(s)/service(s) in accordance with the bid documents provided. Bid only a single offering for each bid item. Multiple offerings, alternates (unless stated) and or stipulations may be cause for bid rejection. Bid only on forms provided herein unless otherwise stated. Bid submissions shall be in ink or typewritten. All corrections must be initialed.

13. INVOICING

Invoices will be issued once supplies/services are delivered and/or rendered to the City of Jacksonville or its agencies. At a minimum, invoices must include: purchase order number or contract number, item number and description, date of shipment, quantity ordered and shipped, unit prices, unit of measure, and extended totals. Payment terms are Net 30 days. All original invoices shall be submitted through the City of Jacksonville 1Cloud procurement system email at COJ1CloudInvoices@coj.net.

14. INSURANCE/INDEMNIFICATION

Each supplier shall maintain, for the entire term of this bid, current insurance coverage as stated in the bid documents. All insurance certificates shall list the City of Jacksonville as an additional insured. Bid number should be listed on certificate. The awarded bidder is required to submit their insurance certificate within ten (10) days after notice of award.

15. REPORTING

The City may request, during the term of this bid, reports including but not limited to; usage, pricing, and delivery. Suppliers will be required to provide reports requested in hard copy and electronic format as required.

SPECIFICATIONS
HOMEMAKING SERVICES

I. SPECIFICATIONS

A. SCOPE OF SERVICES: Contractor shall furnish Homemaker Services to assist functionally impaired elderly person (age 60+) for the period one year from the date of award. Determination of client eligibility for service will be made solely by the Jacksonville Senior Services Program.

Duration: All services will be provided Monday through Friday from 8:00 a.m. to 5:00 p.m., excluding holidays. Reimbursement will not be made to the Contractor for unauthorized services provided before 8:00 a.m., after 5:00 p.m., on Saturday or Sunday, or on holidays that the Jacksonville Senior Services Program Office is closed. The City of Jacksonville reserves the right to close the office for any reason deemed in the best interest of the citizens and its employees.

Service Units: A service unit is defined as one (1) hour of time spent in the provision of designated Homemaker duties as a qualified homemaker. It does not include time in transit to and from the client's place of residence except when providing shopping assistance or performing other approved errands on behalf of the client. Contracted services are at an inclusive rate which includes all expenses included in the delivery of the service and no additional money is allowed for administration, travel time, and mileage.

Cost: Total expenditures will be based on the provision of 13,000 units (hours) of homemaking services. Each Contractor will be awarded 4,333.33 or 6,500 **hours (units).** The number of units and total costs may be renegotiated during the service period due to a change in level of federal funding received from the funding agency.

B. Provided is a list of services that must be made available to each client. Every client will have his/her own individualized plan. Homemakers are required to have reliable transportation to travel to clients' homes. Attached are samples of the Client Service Plan Authorization (Appendix I) and the Homemaker Service Log (Appendix II). Copies of each are to be provided to each homemaker before commencing homemaking services in a client home.

<u>LIGHT HOUSEKEEPING</u>

Dust
Wash Dishes
Clean Kitchen Counters/Table
Wipe Off Outside of Appliances
Mop
Vacuum and/or Sweep
Change Linens
Clean All Mirrors (within arm's reach)
Clean Entire Bathroom
Take Out Garbage
Laundry
Fold and/or Put Away Clothes
Press Clothes

<u>SPECIAL SERVICES</u>

Shop (One store only)
Check Mailbox
Read Mail Aloud
Prepare Grocery List
Clean Inside of Stove/oven (once per month)
Clean Inside of Refrigerator (once per month)
Clean Lower Kitchen Cabinets (once per month)

C. OTHER SPECIFIC SERVICE REQUIREMENTS:

1. The contractor will provide the Jacksonville Senior Services Program with homemaker schedules to include day and time of services as indicated on each Client Service Plan Authorization. Contractor is responsible for sending updated homemaker schedules to the Jacksonville Senior Services Program. If a client is in the hospital or nursing home for short term rehab, the client's services will be placed on hold. The Jacksonville Senior Services Program will notify the contractor by email when a client's services should resume.

2. Provide each homemaker with a copy of the specific Client Service Plan Authorization for each client as provided by the Jacksonville Senior Services Program to the Contractor before the homemaker begins providing homemaking services in each home. This plan is to be followed specifically. Changes in day of week, time or services may be changed with authorization from the Senior Services Program. These changes may be verbally authorized, which must be followed up in writing and attached to the homemaker service log. This service plan provides the specific tasks to be performed, the amount of time to use, the frequency of services, and the day and time services are to be provided. The Jacksonville Senior Services Program will issue a new Client Service Plan Authorization to contractor and client if changes are warranted for the client.

3. The homemaker is to complete the homemaker service log with time of arrival and departure as well as services completed before asking client for signature. For reimbursement, the homemaker service logs must be completed with the client's signature verifying services received. Homemakers are to turn in each homemaker service log to the Contractor for submission to the Jacksonville Senior Services Program Office.

4. Submit Homemaker Service Logs electronically (Appendix II) to the Jacksonville Senior Services Program office by close of business the Tuesday following the previous week (except for the last week in the month). The service logs for the last week in the month should be submitted on the first business day of the following month. The City of Jacksonville Senior Services Program office will then record and subsequently reimburse the contractor for the hours of services provided.

5. Report any changes in client condition or behavior immediately to the Jacksonville Senior Services Program's personnel who will then refer client for other services or issue a new Client Service Plan Authorization as needed. Place written documentation of each change in the client's service file. Immediately follow appropriate emergency procedures in the event of an emergency. Afterwards, notify the Jacksonville Senior Services Program and complete an incident report. This report is to be submitted to the Jacksonville Senior Services Program office and placed in the Client's service file.

6. Client and homemaker cancellations are to be immediately communicated by phone and followed up with the Services Not Provided form (Appendix III) to the Jacksonville Senior Services Program office within 24 hours.

II. REQUIRED DOCUMENTATIONS:

A. Legal name and address of parent company and any applicable subsidiaries that would operate and administer contract; the type of entity (business); full name and address of principals and owners of operating company.

B. An organizational chart and an operational plan for administration of services in compliance with the specifications of the Bid.

C. A list and brief description of Homemaking service contracts (or similar) servicing a minimum of **50** active Homemaking clients which have been held within the last two (2) years to include location, contract dates, names and addresses, and telephone numbers for reference contacts.

D. A written description of training programs for employees, supervisors, and managers.

E. Copy of current license and registration with the Agency Health Care Administration (AHCA) operating under the Homemaker & Companion Service along with copies of AHCA background screening results for all staff and homemakers

F. Copies of audited financial statements certified by a public accounting firm for the prior two (1) years of operation.

G. Bidder must prepare and submit a detailed budget which would account for the expenditures to be made and revenues generated during the performance of the contract. The budget should detail, financially, the bidder's ability to provide sixty (60) days of working capital to allow for and ensure continuation of homemaking services during the time the Contractor's monthly invoice is being processed by the City.

III. OTHER CONTRACTOR RESPONSIBILITIES:

A. Contractor is required to have a minimum of seven (7) dedicated Homemakers employed to provide services for approximately 50 active Homemaking clients at the time of bid submission and to maintain seven (7) dedicated homemakers during the course of the contract. If the Contractor does not maintain seven (7) dedicated homemakers scheduled a minimum of five (5) clients per week, they will have thirty (30) days to come into compliance.

B. All services, including administration of the program, are required to be conducted Monday through Friday from 8:00 a.m. – 5:00 p.m., excluding City of Jacksonville holidays.

C. Bidder is required to be in "good standing" and free of any material violations for services monitored by the Agency for Health Care Administration (AHCA) and provide a current copy of such license and registration by AHCA.

D. The Contractor will also submit a job description for the Service Coordinator at the time of submission. The Service Coordinator is necessary to ensure consistency, quality services being responsible for the following:

1. The Contractor is responsible for maintaining a drug free workplace. Employees who leave the job and wish to be rehired after an absence of more than thirty (30) days must have a new drug test clearance.

2. The Service Coordinator is required to be available by phone, email, and fax during daily hours of operation of the Jacksonville Senior Services Program, Monday-Friday, 8:00 a.m.-5:00 p.m., excluding holidays.
   The Service Coordinator is responsible for notifying the Jacksonville Senior Services Program immediately by phone when a homemaker cancels to notify the client in a timely manner. The coordinator will follow up with the Services Not Provided Form.

3. The Service Coordinator is prohibited from communicating with program clients either by written or oral communication of matters involving changes to policies and procedures that are prescribed by the Jacksonville Senior Services Program. The Service Coordinator is required to secure and submit to the Jacksonville Senior Services Program all required paperwork for each employee prior to employment. Contractor employees are NOT eligible to begin performance of homemaking duties until the Jacksonville Senior Services Program has been furnished: the name, address, telephone number, social security number, date of employment, documentation of 16 hours of pre-service training, background screening and identification badge.

4. The Service Coordinator is responsible for providing each homemaker with a schedule, Client Service Plan Authorization, and homemaker log for each client before homemaker begins services in a home.

5. The Service Coordinator is required to provide the Jacksonville Senior Services Program with any updated schedules and a new Client Service Plan Authorization and Provider Change Request (Appendix IV) is provided to the Contractor.

6. The Service Coordinator is also required to maintain a file on each client assigned to Contractor. Files are required to include Client Service Plan Authorization, copies of completed homemaker service logs, a record of client or homemaker cancellations and documentation of any emergency situations.

7. The Service Coordinator is responsible for monitoring homemakers in their employ for this Program verifying arrival and departure times as well as compliance to the service plan. The Service Coordinator will communicate any problems to the Jacksonville Senior Services Program.

8. The Service Coordinator will verify homemaker service logs by the individual client plan for accuracy in the type of services rendered, the number of hours rendered, and the day and time services were rendered. Homemaker service logs will be submitted to the Jacksonville Senior Services office each week no later than Tuesday.

9. The Service Coordinator is required to attend bi-monthly meeting with the Jacksonville Senior Services Program Personnel to solve problems, discuss concerns, and to exchange ideas concerning the Program to maintain consistent compliance with Bid Specifications.

10. The Service Coordinator is required to complete any required documentations as requested by the Jacksonville Senior Services Program.

D. Contractor is required to have a minimum of **seven (7)** dedicated homemakers employed, at the time

of bid submission to provide services for approximately 50 active homemaking clients. The Contractor is required to have proof of employment of these homemakers by furnishing resumes or a list of homemakers' names, complete addresses, social security numbers, telephone numbers, background screening, and documentation of 16 hours of pre-service training. The homemakers must be available to begin providing services in all areas of Duval County at the time of Bid award. Contractor is also required to submit names and resumes of the firm's principal officers with the bid.

E. The Contractor is responsible for submitting, with the bid, emergency procedures to be followed by the homemaker in the event something happens to the client during the delivery of services. This shall include Covid 19 protocols.

F. The Contractor is responsible for providing adequate Comprehensive General Liability insurance, Workers Compensation and Auto Liability coverage on a comprehensive basis during the period of this procurement. Please reference the insurance document of the Bid for specific coverage limit requirements. This insurance coverage includes the bonding of all employees as they may handle money on behalf of the client in terms of shopping, paying bills and picking up a prescription. The bidder shall furnish the Jacksonville Senior Services Program with written verification of the existence of such insurance coverage currently in effect. The Certificate of Insurance must list the City of Jacksonville as additionally insured within ten (10) days after notification of award.

G. Contractor is required to provide a sample of their picture identification card with the bid. Homemakers are required to always wear identification badges when entering a client's home.

H. The Contractor agrees not to subcontract any portion of the duties of the Bid Specifications as described herein.

IV. RETENTION OF RECORDS AND MONITORING

A. Contractor will retain all client records, financial records, supporting documents (including electronic storage media) pertinent to this procurement for a period of five (5) years after termination of this procurement, or if an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings.

B. Persons duly authorized by Elder Source, the City of Jacksonville (Council Auditor, Program Accountant etc) DOEA and Federal auditors pursuant to 45 CFR Part 92 43(e) (1) and (2) shall have full access to the right to examine or duplicate any of said records and documents during said retention period or so long as records are retained, whichever is later.

C. Bidder should prepare and be available for monitoring for compliance with Bid Specifications and DOEA guidelines by the Program Accountant or Program Services Supervisor that would involve client, financial and other records, documentation, and schedules pertinent to the administration of the project as deemed necessary. (Appendix V)