

**Request for Proposal**

**HUMAN SERVICES BLOCK GRANT  
CATEGORICAL & SPECIALIZED SERVICES**

**LUZERNE COUNTY OFFICE OF HUMAN SERVICES**

**LUZERNE COUNTY PENNSYLVANIA**

**For the period beginning January 1, 2017, ending December 31, 2017**

**And**

**For the period beginning January 1, 2018, ending December 31, 2018**

**And**

**For the period beginning January 1, 2019, ending December 31, 2019**

**DUE DATE: Friday, October 14, 2016 by 4:00 P.M.  
Luzerne County Purchasing Department  
c/o Mark A. Zulkoski  
20 North Pennsylvania Avenue  
Suite 203  
Wilkes-Barre, PA 19711**

## **ATTENTION:**

RFPs will be received weekdays between the hours of  
9:00 AM to 4:00 PM only (excluding holidays).  
All RFPs must be delivered by the time stated in the bid packet.  
All RFPs must be delivered to the:

**Luzerne County Purchasing Department**  
**20 North Pennsylvania Avenue**  
**Suite 203**  
**Wilkes Barre, PA 19711**

Failure to follow these instructions will result in RFP rejection.

Any questions in regard to the RFP package, please contact Mark Zulkoski  
At 570 - 820 -6337 or [markzulkoski@luzernecounty.org](mailto:markzulkoski@luzernecounty.org).

## **ATTENTION**

**YOU MUST PRINT THE BELOW ADDRESS AND RFP INFORMATION AND AFFIX TO THE  
OUTSIDE OF YOUR RFP ENVELOPE. THE RFP WILL NOT BE ACCEPTED IF THIS INFORMATION  
IS NOT PROVIDED.**



**Luzerne County**  
**Purchasing Department**  
**Penn Place Bldg.**  
**Suite 203**  
**20 N. Penn Ave.**  
**Wilkes-Barre, PA 19711**

**All RFP returns must have this label attached  
With the name and reference number of  
the RFP to the outside of the return envelope  
(UPS, FEDEX, etc.) or it will be rejected.**

**RFP Name \_\_\_\_\_**  
**Company name \_\_\_\_\_**  
**Reference # \_\_\_\_\_**

### **Responders who use USPS Services, PLEASE NOTE:**

The Post Office does not deliver mail directly to Penn Place.  
You should allow additional time for your bid to be forwarded from the Court House to Penn  
Place. It is the Responders responsibility to get their RFP packets to the **Purchasing  
Department** by the time specified. It is the Responders responsibility to get their RFP packets to  
the **PURCHASING DEPARTMENT** by the time specified.

**LUZERNE COUNTY WILL NOT BE RESPONSIBLE FOR LATE OR MISDIRECTED MAIL.**

**Notice to Responders**

**SEALED RFP PROPOSALS must be submitted to THE LUZERNE COUNTY PURCHASING DEPARTMENT, C/O MARK A. ZULKOSKI, 20 NORTH PENNSYLVANIA AVENUE, SUITE 203, WILKES-BARRE, PA 19711 by 4:00 PM, Friday, October 14, 2016. Luzerne County Office of Human Services.**

RFP'S will be opened in the Luzerne County Purchasing Department. RFP packages may be obtained at the office of Luzerne County Purchasing Department in the Penn Place Building, 20 North Pennsylvania Avenue, Suite 203, Wilkes-Barre, PA 19711, and on the website at [www.luzernecounty.org](http://www.luzernecounty.org)

**RFP'S WILL BE RECEIVED WEEKDAYS BETWEEN THE HOURS OF 9:00 AM TO 4:00 PM ONLY (EXCLUDING HOLIDAYS)**

Failure to follow these instructions may result in bid rejection.

**THE ATTACHED LABELS MUST BE AFFIXED TO THE OUTSIDE OF THE MAILING ENVELOPE OR THE RFP WILL NOT BE ACCEPTED.**

**RESPONDENTS WHO USE USPS SERVICE PLEASE NOTE:**

*The Post Office does not deliver mail directly to Penn Place. You should allow additional time for your bid to be forwarded from the Court House to Penn Place. It is the Bidders responsibility to get their RFP packets to the Purchasing Office by the time specified.*

**LUZERNE COUNTY WILL NOT BE RESPONSIBLE FOR LATE OR MISDIRECTED MAIL**

*The responder must honor the prices for a period of one (1) year from the date of the execution of the contract and/or as negotiated and illustrated in the contract agreement. By signing and submitting a RFP, each responder shall be deemed to have consented in writing that the RFP may be awarded and shall remain open for up to sixty (60) days of the RFP opening. The County of Luzerne does not discriminate on the basis of race, color, national origin, sex, religion, age, family, and handicapped status in employment or the provision of services.*

The County of Luzerne is an Equal Opportunity Employer.

Luzerne County Reserves the right to reject any or all RFP'S, or any part or items of the RFP'S

**LUZERNE COUNTY ADVERTISEMENT PUBLISHED BY  
ORDER OF C. DAVID PEDRI, ESQ.  
COUNTY MANAGER**

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**OFFICE OF HUMAN SERVICES  
REQUEST FOR PROPOSAL**

**LUZERNE COUNTY, PENNSYLVANIA**

**I. INTRODUCTION**

A. General Information

1. Notice of Invitation - The Luzerne County Office of Human Services invites qualified agencies to submit a proposal to provide one or more of the following programs as part of the Human Services Block Grant funding for the period beginning January 1, 2017, ending December 31, 2017, for the period beginning January 1, 2018, ending December 31, 2018 and for the period beginning January 1, 2019, ending December 31, 2019.

**HOMELESS ASSISTANCE SERVICES (HAS):**

Bridge Housing  
Case Management  
Rental assistance  
Emergency Shelter  
Other Housing Supports

**HUMAN SERVICES DEVELOPMENT FUND (HSDF) SERVICES:**

**Adult Services** – Adult Day Care, Adult Placement, Chore, Counseling, Employment, Home Delivered Meals, Homemaker, Housing, Information & Referral, Life Skills Education, Protective, Service Planning/Case Management, Transportation

**Generic Services** - Adult Day Care, Adult Placement, Centralized Information & Referral, Chore, Counseling, Employment, Homemaker, Life Skills Education, Service Planning/Case Management, Transportation

**There is no expressed or implied obligation for the Office of Human Services to reimburse responding agencies for any expenses incurred in preparing proposals in response to this request.**

2. Proposal Submission - Prospective agencies should submit detailed proposals on or before Friday, October 14, 2016 by 4:00 p.m. Proposal cover letters should designate who can answer questions concerning the submitted proposals. An officer empowered to bind the agency submitting the proposal must sign the proposal.

**Proposals should be mailed or delivered to:**

Luzerne County Purchasing Department  
c/o Mark A. Zulkoski  
20 North Pennsylvania Avenue  
Suite 203  
Wilkes-Barre, PA 19711

3. Proposal Format. Three copies of each proposal, each with original signatures, should be submitted in the format outlined in Section III "Proposal Document Instructions".



A. Scope of Work

The agency will provide and assume responsibility for the implementation of the program described in the service definition and the description in the Office of Human Services "Program Funding Request". The agency shall perform all services and work committed in a satisfactory manner as determined by the County and the Office of Human Services.

B. Standards to be followed

To meet the requirements of this request for proposals, the following shall be performed:

1. The agency will use the funds in the manner set forth in the Program Budget. Amendments may be made with permission from the Office of Human Services.
2. The agency agrees to develop program outcome measures and to collect Data as outlined in Program Outcomes.
3. The Agency agrees to follow the auditing standards set forth by the Department of Human Services in response to the Single Audit Act Amendments of 1996, June 1997, and June 2003 revisions of the U.S. Office of Management and Budget (OMB) Circular A-133, Audits of States, Local Governments, and Non-Profit Organizations.
4. The agency agrees to perform all obligations in accordance with all State and Federal rules and regulations including but not limited to: Equal Employment Opportunity, Affirmative Action Employment Plan, Americans with Disabilities Act, Drug Free Work Place, Client's Civil and Legal Rights, and Licensing and/or Other Quality of Service Standards.

C. Reports to be issued

The following reports are required to be issued in a timely manner:

1. The Agency's financial audit as guided by the above standards including the Pennsylvania DHS Single Audit Supplement subject to the application of Agreed-Upon Procedures. The Agency's financial audit must include a Supplemental Financial Schedule detailing Human Services Block Grant Revenues and Expenditures. The Agency's latest financial audit shall be forwarded to the Office of Human Services within 45 days of its receipt by the agency.
2. All reports and invoices are to be delivered to the Office of Human Services. Detailed invoices of actual expenditures for the prior month including an unduplicated count of clients served year to date. The Agency shall submit their invoices for payment by the 15<sup>th</sup> of the month following the month in which services were provided. Invoices and reports are to be addressed to:

**Luzerne County Office of Human Services  
Fiscal Department  
111 North Pennsylvania Blvd.  
Suite 110  
Wilkes Barre, PA 18701**

3. Submission of program outcomes shall be due within 45 days of the end of each calendar quarter.

4. All reports are to be delivered to the Luzerne County Office of Human Services.

#### D. Record Retention and Access

All records and reports must be retained for a minimum of four (4) years from the submission of a final report/invoice, or until completion of an audit for compliance begun but not completed at the end of the 4 years specified above, or until all audit findings not resolved at the end of 4 years are resolved. The agency will be required to make all records available to the following parties or their designees:

1. Luzerne County
2. Pennsylvania DHS
3. Inspectors General
4. Parties designated by the federal or state governments or by the agency as part of an audit quality review process.
5. Auditors of entities of which the County is a sub-recipient of grant funds.

The agency agrees to permit the County or authorized State representative to monitor and evaluate the terms of this agreement and services provided. Programmatic monitoring and evaluation shall include statistical review of required reports, on-site review of client files and adherence to reporting requirements.

### III. PROPOSAL DOCUMENT INSTRUCTIONS

#### A. General Requirements

Proposals should include the following:

1. The Office of Human Services Program Funding Request
2. Program Outcomes
3. Program Budget
4. "The term of any agreement that is awarded to a successful responder to this RFP shall, at the sole election of Luzerne County, be for a term either from January 1, 2017 to December 31, 2017 and from January 1, 2018 to December 31, 2018, and from January 1, 2019 to December 31, 2019

Responders to this RFP shall submit three (3) proposals, each with original signatures that address six (6) six (6) month scenarios, i.e., January to June and July to December proposals for each year.

#### B. Body of Proposal

The proposal should also include the agency's qualifications, competence, and capacity to undertake the requirements of this request for proposal. Qualifications should demonstrate the ability of the agency and of the particular staff to be assigned to this program.

The proposal should address all the points outlined in the request for proposal. The proposal should be prepared simply and economically, providing a straightforward, concise description of the agency's capabilities to satisfy the requirements of the request for proposal.

### IV. SPECIAL PROGRAMS

#### A. Prerogatives



The Office of Human Services reserves the following prerogatives.

1. To reject any or all proposals.
2. To terminate the contract following 30 days written notification to the Agency.

B. Contract Period

"The term of any agreement that is awarded to a successful responder to this RFP shall, at the sole election of Luzerne County, be for a term either from January 1, 2017 to December 31, 2017, from January 1, 2018 to December 31, 2018, and from January 1, 2019 to December 31, 2019.

Responders to this RFP shall submit three (3) proposals, each with original signatures, that address six (6) six (6) month scenarios, i.e., January to June and July to December proposals for each year .

C. Payment

Payment for services rendered based upon receipt of an itemized statement from the agency for actual expenditures for the prior month.

D. Ownership

All proposals and reports become the property of Luzerne County upon submission, For use as deemed appropriate.

After determining that a proposal satisfies the mandatory requirements stated in the request for proposal, the comparative assessment of the relative benefits and deficiencies of the proposal in relationship to published evaluation criteria shall be made by using subjective judgment. The award of a contract resulting from this request shall be based on the best proposal received in accordance with the evaluation criteria stated below:

After an initial screening process of the RFP, a technical question-and-answer conference or interview may be conducted, if deemed necessary by the Office of Human Services to clarify or verify the agency's proposal and to develop a comprehensive assessment of the service.

Luzerne County reserves the right to consider historic information and fact, whether gained from the agency's proposal, question-and-answer conferences, references or any other source, in the evaluation process.

The agency is cautioned that it is the agency's sole responsibility to submit information related to the evaluation categories and that Luzerne County is under no obligation to solicit such information if it is not included with the agency's proposal. Failure of the agency to submit such information may cause an adverse impact on the evaluation of the agency's proposal.

#### PROPOSAL EVALUATION CRITERIA AND RATING

	<u>POINT VALUE</u>
1. Soundness of Approach	0 - 35
a. Project Description	
b. Description of target population	
c. Statement of need	
d. Project outcomes	
e. Potential for success	
2. Overall Qualifications of the agency	0 - 25
a. Experience with this service	
b. Experience working with proposed population	
c. Experience coordinating community resources	
3. Qualifications of Individuals performing the service	0 - 10
4. Budget	0 - 30
a. Overall analysis of budget	

**Responders Signature Form**

Responder\_\_\_\_\_

Proposal must be signed here\_\_\_\_\_

Address\_\_\_\_\_

Telephone number\_\_\_\_\_

**Individual Partnership or Corporation**

The responder certifies that they come under the class checked below:

**Please insert names:**

A. Individual owner\_\_\_\_\_

B. Partnership partners\_\_\_\_\_

C. Corporation\_\_\_\_\_

Exact name of corporation

\_\_\_\_\_  
State incorporated

**Note:**

All county proposals under the jurisdiction of Luzerne County Manager and Luzerne County Office of Human Services are furnished in duplicate. One copy of the proposal is to be filled out and submitted with the bid and the remaining copy to be retained for the responders' records.

**Proposals should be as net prices and shall prevail in the awarding of contracts.**

**Failure of the responders to sign the bid and have the signature of an authorized representative or agent on the proposal in the space provided will be cause for rejection of the proposal. Signatures must be written in ink. Typed, printed or stamped signatures will not be accepted.**

It is understood by both the county and responders that all trade names, catalogue numbers or bids "as per sample" offered on this proposal shall meet the specifications, unless the responder states that such trade names, catalogue numbers or samples are not equal to the specified item.

**Return to Purchasing Department**

**Proposal Blanks**

To the County Manager:

I, the undersigned being a duly authorized representative of

---

Submit for your consideration a proposal to supply

---

The price for which (I/we) will supply each item specified on the following pages is shown immediately after the description of the particular article.

(I/we) agree, if awarded the contract for any items shown on the attached specifications, to enter into a written agreement and to furnish the said items at the price shown, and to furnish a performance bond (if applicable) within sixty (60) days.

Date: \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Signature-typewritten

\_\_\_\_\_  
Signature-signed in ink

\_\_\_\_\_  
Street

\_\_\_\_\_  
City & State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Company telephone number

\_\_\_\_\_  
Company Representative's telephone number

\_\_\_\_\_  
Company fax number

\_\_\_\_\_  
E-Mail Address

State of \_\_\_\_\_

County of \_\_\_\_\_

\_\_\_\_\_, being first duly sworn, deposes and says that:

(1) She/He is the \_\_\_\_\_ (owner, partner, officer, representative or agent) of the Bidder that had submitted the attached proposal.

(2) She/He is fully informed with respect to the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal

(3) Such proposal is genuine and is not part of any conspiracy, collusion or deception.

(4) Neither the said responder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other responder, firm or person to submit a collusive or sham proposal in connection with the contract for which the attached bid has been submitted or to refrain from proposing in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other proposer, firm or person to fix the price or prices in the attached proposal or of any other responder, or to fix any overhead, profit or cost element for the prices or the proposal price of any responder, or to secure through any collusion, conspiracy connivance or unlawful agreement any advantage against the any person interested in the proposed contract; and the price or prices quoted in the attached bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the responder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(5) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication or agreement with any other contractor, proposer, or potential proposer.

(6) Neither the price(s) nor the amount of this proposal, and neither the approximate price(s) nor the approximate amount of this proposal, have been disclosed to any other firm or person who is a responder/proposer or potential proposer, and they will not be disclosed before proposal opening.

(7) No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than its proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.

(8) The proposal of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.

(9) The above representations are material and important, and will be relied on by Luzerne County in awarding the contract(s) for which this proposal is submitted. I understand and my firm understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from Luzerne County of the true facts relating to the submission of proposals for this contract.

(Signed) \_\_\_\_\_

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Title)

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

My commission expires \_\_\_\_\_

**Appendix B**

## Human Services Definitions

**Adult Day Care Service** – Provides a program of activities within a licensed, protective, nonresidential setting to four or more enrolled adults who are not capable of full-time independent living.

**Adult Placement Services** – Provides for the placement of dependent adults who require personal care in sheltered residential settings other than their own homes or with relatives if the primary mode of care is social rather than medical. Maintenance costs, including the cost of room and board, are not covered under this service.

**Chore Service** – Provides for the performance of unskilled or semi-skilled home maintenance tasks, normally done by family members, and needed to enable a person to remain in his own home if the person is unable to perform the tasks himself and if there is no other responsible person available or capable of providing the service. The service includes buying necessary materials. The service is provided to maintain the person's health and safety in the home, not for purely aesthetic improvements to the home or yard. The term does not include major housing repairs, such as rewiring, extensive painting, or activities specifically covered by other services such as homemaker services. Specific activities provided vary according to individual needs and are described in the person's written service plan.

**Counseling Service** - Non-medical, supportive or therapeutic activities based upon a service plan developed with the person and his family, to assist in problem solving and coping skills, intra- or inter-personal relationships, development and functioning.

**Employment Services** – Activities to enable persons with special needs, including the mentally disabled, who are not adequately served by existing programs, to gain or retain either paid employment or training leading to paid employment or training leading to paid employment. The service does not include the cost of training, including on-the-job training, except in the case of mentally or physically disabled persons working in a sheltered employment situation. The payment of salaries to clients is not included under the service.

**Home Delivered Meals Service** – Provides meals, which are prepared in a central location, to homebound individuals in their homes. Each client is served a minimum of one but no more than two meals daily, up to 7 days a week. Each meal is well balanced, nutritious, and attractive and contains at least 1/3 of the current daily-recommended allowances as established by the National Academy of Sciences - National Research Council.

**Homemaker Services** – Activities provided in the person's own home by a trained, supervised homemaker if there is no family member or other responsible person available and willing to provide the services or to provide occasional relief to the person regularly providing the service. The term includes instructional care if the person is functionally capable but lacks the knowledge, and home help and non-medical personal care if the individual is functionally unable to perform life-essential tasks of daily living.

**Housing Service** – Activities to enable persons to obtain and retain adequate housing. The cost of room and board is not covered.

**Information and Referral Service** – The direct provision of information about social and other human services, to all persons requesting it, before intake procedures are initiated. The term also includes referrals to other community resources and follow-up, as appropriate. The service may be

provided only by agencies with a defined responsibility and staff identified for providing the service. The term does not include provision of information through mass media or general public information methods except for the costs of advertising for the high school diploma.

**Life Skills Education Service** – Provides to persons the practical education and training in skills needed to perform safely the activities of daily living. The service is provided in formal classes, in informal classes, or, if needed and indicated by an individual’s written service plan, in his own home or community. The term does not include job readiness training, instruction in a language, or remedial education and directed toward the attainment of a high school diploma.

**Protective Service** – A system of social service intervention activities to assist eligible persons in a crisis situation. The term includes social service activities necessary to remove the person from the dangerous situation as detailed in the written service plan. The term may also include the provision to the client for no more than 30 days in a 6-month period, emergency shelter or housing in the form of room and board; transportation services; and if other resources, including Titles XVII and XIX of the Social Security Act (42 U.S. C.A. Sections 1395 – 1395xx, 1396 – 1396p) are not available, emergency health services and financial aid only if the client is any of the following:

- i. In imminent danger of death of physical injury.
- ii. Abandoned or abused.
- iii. Acutely incapacitated mentally or physically

**Service Planning/Case Management-** Is a series of coordinated staff activities to determine with the client what services are needed and to coordinate their timely provision by the provider and other resources in the community.

**Transportation Service** – Activities which enable individuals to travel to and from community facilities to receive social and medical service. The service is provided only if there is no other appropriate person or resource available to transport the individual.

**Bridge Housing** – Transitional services that allow individuals who are in temporary housing to move to supportive long-term living arrangements while preparing to live independently.

**Case Management** – Services designed to provide a series of coordinated activities to determine, with each individual, what services are needed to prevent the reoccurrence of homelessness and to coordinate their timely provision by administering agency and community resources.

**Rental Assistance** – Provides for payments for rent, mortgage arrearage for home and trailer owners, rental costs for trailers and trailer lots, security deposits, and utilities to prevent and/or end homelessness or possible eviction by maintaining individuals and families in their own residences.

**Emergency Shelter** – Refuge and care services to persons who are in immediate need and are homeless; e.g., have no permanent legal residence of their own.

**Other Housing Supports** – Other supportive housing services outside the scope of existing Homeless Assistance Program components for individuals and families who are homeless or facing eviction. An individual or family is facing eviction if they have received either written or verbal notification from the landlord that they will lose their housing unless some type of payment is received.