

FORSYTH COUNTY BOARD OF COMMISSIONERS

MEETING DATE: OCTOBER 24, 2019

AGENDA ITEM NUMBER: 7

**SUBJECT: RESOLUTION AWARDING CONTRACTS FOR IN-HOME AIDE SERVICES
(FORSYTH COUNTY DEPARTMENT OF SOCIAL SERVICES)**

COUNTY MANAGER'S RECOMMENDATION OR COMMENTS: Recommend Approval

SUMMARY OF INFORMATION:

On August 12, 2019, Request for Proposals for In-Home Aide Services, were sent to twenty-six vendors, as well as advertised in the Winston-Salem Journal and on the City of Winston-Salem and Forsyth County websites. A mandatory pre-bid conference was held on August 26, 2019, at City Hall. There were fifteen companies represented at the mandatory conference.

Proposals were received by the City/County Purchasing Department at 12:00 p.m. on September 17, 2019, from nine vendors to provide Level I and Level III Home Management Services, as defined by the NC Division of Aging and Adult Services In-Home Aide Services Policies and Procedures Manual on behalf of the Forsyth County Department of Social Services (FCDSS).

Contracts provide for in-home aide services to an estimated 175-200 eligible individuals, providing an average of 8 units/hours of service per month, per customer. Total units/hours annually will average 16,800 to 19,200 based on annual funding availability.

FCDSS Adult Division staff will conduct client assessments of need and eligibility and will provide in-home aide contracted providers with client service plan and scheduling. As service plans change, FCDSS will provide updated documents to contracted providers. FCDSS Adult Division supervisors will verify the monthly invoices including customers served and unit billing. Approved invoices are processed by contracts manager and paid directly by the County. The County is required to maintain the contracts and ensure contract compliance.

The contract rate is not to exceed \$24.00/\$25.00 for Level I and Level III Home Management Services respectively, per in-home aide unit of service (unit equals one hour). Mileage is factored into the providers' unit rate.

The contract amount is not to exceed \$255,000.00 for the seven months (December 2, 2019, up to June 30, 2020) remaining in the 2019-2020 fiscal year.

Funding provided through Home & Community Care Block Grant (HCCBG) and County dollars.

ATTACHMENTS: YES NO

SIGNATURE: J. Audrey Watts, Jr. /AMS
COUNTY MANAGER

DATE: October 21, 2019

**RESOLUTION AWARDING CONTRACTS FOR IN-HOME AIDE SERVICES
(FORSYTH COUNTY DEPARTMENT OF SOCIAL SERVICES)**

WHEREAS on August 12, 2019, Request for Proposals for In-Home Aide Services, were sent to twenty-six vendors, as well as advertised in the Winston-Salem Journal and on the City of Winston-Salem and Forsyth County websites;

WHEREAS on August 26, 2019, fifteen vendors attended a mandatory pre-bid conference which was held at City Hall;

WHEREAS proposals were received by the City/County Purchasing Department at 12:00 p.m. on September 17, 2019, from nine vendors to provide Level I and Level III Home Management Services, as defined by the NC Division of Aging and Adult Services In-Home Aide Services Policies and Procedures Manual on behalf of the Forsyth County Department of Social Services (FCDSS);

WHEREAS proposals were evaluated and scored by a panel of seven members. The panel consisted of five FCDSS staff members, one Public Health staff member, and one Piedmont HomeHealth, Inc., member for compliance with the RFP, ability to best meet service criteria, provider employee training, cost effectiveness, experience in providing these services, and financial resources as summarized below:

NAME OF VENDOR:	TOTAL VENDOR RATING
Tender Care, Inc.	264.30
Bayada Home Health Care, Inc.	225.05
Touched By Angels Home Healthcare, LLC	213.95
Interim Healthcare Inc.	209.15
CNC/Access, Inc., dba All Ways Caring	205.10
Mount Eagle Health Care	191.80

WHEREAS three vendors' proposals were null and void for failure to comply with the Request for Proposal requirements concerning rates, location, and failure to attend the mandatory pre-bid conference;

WHEREAS Tender Care, Inc., Bayada Home Health Care, Inc., and Touched By Angels Home Healthcare, LLC, were identified as having the best overall proposals to fulfill the requirements of the Request for Proposal and County staff recommends retaining three providers to ensure availability and stability of services; and

WHEREAS it is the recommendation of the County Manager, the Social Services Director, and the Purchasing Director, on behalf of the Forsyth County Department of Social Services, that contracts to provide in-home aide services be awarded to Tender Care, Inc., Bayada Home Health Care, Inc., and Touched By Angels Home Healthcare, LLC, for an initial term, from December 2, 2019, up to June 30, 2020, with the right to extend each contract for one additional one-year term, subject to agreement by both parties and funds being available for this purpose;

NOW, THEREFORE, BE IT RESOLVED, by the Forsyth County Board of Commissioners, on behalf of the Forsyth County Department of Social Services, that contracts to provide in-home aide services are hereby awarded to Tender Care, Inc., Bayada Home Health Care, Inc., and Touched By Angels Home Healthcare, LLC, and all other proposals are hereby rejected.

BE IT FURTHER RESOLVED, that Forsyth County reserves the right to extend each of the contracts, at the same rates, for an one additional one-year term, terminating no later than June 30, 2021, provided that the parties to each contract are in agreement and funds are available for the purpose; and

BE IT FURTHER RESOLVED, that the County Manager and Clerk to the Board are hereby authorized to execute, on behalf of Forsyth County, for current and future fiscal years, for a maximum of three years duration terminating no later than June 30, 2022, contracts with Tender Care, Inc., Bayada Home Health Care, Inc., and Touched By Angels Home Healthcare, LLC, consistent with the terms of the RFP issued by the County, subject to a pre-audit certificate thereon by the County Chief Financial Officer, if applicable, and approval as to form and legality by the County Attorney.

Adopted this 24th day of October 2019.