



TOWN OF BERLIN, CONNECTICUT

REQUEST FOR PROPOSALS FOR: Quality Management Services for Home Health Agency

RFP NUMBER: 2021-09

RFP OPENING DATE: December 29, 2020

RFP OPENING TIME: 11:00AM

RFP OPENING PLACE: Berlin Town Hall, Town Manager's Office

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The Town of Berlin Nursing Department/Visiting Nurse Association is seeking proposals for Quality Management Services from expert, qualified, and independent individuals/firms for its Home Healthcare Program. This is a multi-year contract with anticipated start date of July 1, 2021.

One (1) original and one (2) copies of sealed proposals must be received in the Town Manager's Office of the Berlin Town Hall, 240 Kensington Rd, Berlin, CT 06037 by the date and time noted above. The Town will not accept submissions by e-mail or fax. The Town will reject proposals received after the date and time noted above.

The Town Hall will remain closed to the public. It is strongly recommended that bidders mail, UPS, or FedEx bids. Bidders can call Maryssa Tsolis @ (860) 828-7048 if bids will be hand-delivered; Maryssa can meet your representative outside to receive the bid. There will be no live bids at this time.

The documents comprising the Request for Proposals may be obtained on the Town's website, www.town.berlin.ct.us, under "Bid and RFP Information," or from Maryssa Tsolis, Purchasing Agent, Berlin Town Hall, 240 Kensington Rd, Room 110, Berlin, CT 06037 during normal business hours. **Each proposer is responsible for checking the Town's website to determine if the Town has issued any addenda and, if so, to complete its proposal in accordance with the RFP as modified by the addenda.**

The Town reserves the right to amend or terminate this Request for Proposals, accept all or any part of a proposal, reject all proposals, waive any informalities or non-material deficiencies in a proposal, and award the proposal to the proposer that, in the Town's judgment, will be in the Town's best interests.

TOWN OF BERLIN, CONNECTICUT

STANDARD INSTRUCTIONS TO PROPOSERS

1. INTRODUCTION

The Town of Berlin is soliciting proposals for Quality Management Services for Home Health Agency from expert, qualified, and independent individuals/firms. This RFP is not a contract offer, and no contract will exist unless and until a written contract is signed by the Town and the successful proposer. Interested parties should submit a proposal in accordance with the requirements and directions contained in this RFP.

1. **Background and Intent**

The successful bidder will be expected to actively engage and partner with the Nursing Department to provide all services as further defined below in Section 3 – Scope of Services, to allow the Nursing Department to provide safe and quality care to the Town’s VNA patients. The Consultant will be expected to maintain expert knowledge of the quality management and patient safety landscape and related requirements and regulations in order to provide ongoing advance guidance and direction to the Town.

The Berlin Visiting Nurse Association is a community-based, non-profit, home health agency established in 1926. The mission of the Berlin VNA is to provide quality home health services to the residents of the Town, provide school health services to public and private schools under contract, and to promote further wellness in the community.

Berlin VNA is licensed by the State of Connecticut, certified by Medicare and Medicaid and accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Berlin VNA is committed to provide healthcare primarily to residents of Berlin, Kensington and East Berlin, with service also available in Cromwell, Newington and New Britain. The Town provides healthcare to approximately 80-85 active patients per week, with approximately 425 admissions per year. Referrals can be made by Physicians, Hospitals, Skilled Nursing Facilities, Rehabilitation Centers, Family Members and self. The Town is open to Consultant proposals for creative and patient friendly solutions to improve the safety and quality of care to patients.

The Contractor’s principal contact with the Town will be Wendy Russo, Director of Nursing.

2. **Qualifications**

Eligible quality management consultants will be those individuals, businesses and firms that have the following qualifications:

1. Proposer must have demonstrated experience and expertise in regard to providing the types of or similar services as those outlined in the Scope of Services.
2. Proposer must have a proven track record in providing these types of or similar services for municipal governments or Home Health agencies in Connecticut.
3. Proposer must be qualified and properly licensed in the State of Connecticut to perform its obligation under this proposal in compliance with all applicable Federal and State of Connecticut laws and regulations, statutes and policies.

3. Scope of Services

The following scope of services is provided as a general overview which may be expanded and further defined through negotiation:

- Clinical Record Review: Each quarter the consultant will audit 8 to 10 records. A standard set of reports will be generated quarterly and annually based on the data collected.
- Infection Control/Falls/Incident Reports: Data will be collected by the agency on an ongoing basis. This data will be collated, trended and interpreted by the consultant quarterly and annually.
- Process/Outcome Audit/Education: A clinical outcome will be selected for each of the three most common diagnosis groups. Education will be provided to the agency staff on improving the clinical outcome process and outcome data will be collected. Data to be collected quarterly for the trended quarters and recommendations to be made.
- Adverse Events/Audit Education: Oasis data regarding emergent care and acute care hospitalization will be gathered. The agency will be educated on process to decrease/avoid these adverse events.
- Report/Program Plan Preparation: The above listed elements will be synthesized into required Annual Quality Assurance Program Report for end of Fiscal Year presentation to the agency's Professional Advisory Committee (PAC). The Quality Assurance Program Plan for the subsequent year will be based on the trend analysis.
- 120 Day Report Analysis/Preparation: Based on recommendations of the PAC, an interim report will be prepared and presented to the PAC with the planned activities for the subsequent year and the first quarter data from the subsequent year.
- Consulting: Four hours of consulting services per month.

4. Agreement Period

The Town anticipates entering into a three (3) year contract with the selected Consultant commencing on or about FY 2021-22 with up to two (2) additional one (1) year renewals possible under a Town-held option.

The Town will contractually reserve the right to cancel the contract at any time. The agreement period for any contract or purchase order resulting from this RFP shall ultimately be as negotiated to the mutual agreement of the parties.

5. Management

Any contract or purchase order resulting from this RFP will be managed by the Director of the Nursing Department or designee.

6. Additional Conditions

All those submitting proposals must be willing to adhere to the following additional conditions and must positively state this in the proposal.

1. The proposer must certify that the personnel identified in its response to this RFP will be the persons actually assigned to the project. At its discretion, the Town may require the removal and replacement of any of the proposer's personnel who do not perform adequately, regardless of whether they were previously approved by the Town.
2. All subcontractors hired by the proposer awarded a contract or purchase order as a result of this RFP must have prior approval of the Town prior to and during the agreement period.
3. Any contract or purchase order resulting from this RFP process will represent the entire agreement between the proposer and the Town and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The Town shall assume no liability for payment of services under the terms of the contract or purchase order until the successful proposer is notified that the contract or purchase order has been accepted and approved by the Town. *Any contract resulting from this RFP may be amended only by means of a written instrument signed by the proposer and signed by the Mayor.*

2. RIGHT TO AMEND OR TERMINATE THE RFP OR CONTRACT

The Town may, in its sole discretion, clarify, modify, amend or terminate this RFP if the Town determines it is in the Town's best interest. Any such action shall be effected by a posting on the Town's website, www.town.berlin.ct.us, **Each proposer is responsible for checking the Town's website to determine if the Town has issued any addenda and, if so, to complete its proposal in accordance with the RFP as modified by the addenda.**

If this RFP provides for a multi-year agreement, the Town also reserves the right to terminate the Contract at the end of the last fiscal year for which funds have been appropriated, and the Town shall have no obligation or liability to the successful proposer for any unfunded year or years.

3. KEY DATES

RFP Advertised	12/08/20
Questions due from Vendors	12/22/20
RFP Open Date	12/29/20 at 11 A.M.
Interview of top Vendors	TBD
Contract Execution Date	FY 2021-2022

4. PROPOSAL SUBMISSION INSTRUCTIONS

A. Proposal Requirements & Required Format

Proposals must set forth accurate and complete information for each of the items listed below. At the Town's discretion, failure to do so could result in disqualification.

1. Proposer Information: Please provide the following information:

- a. Firm Name
- b. Permanent main office address
- c. Date firm organized.
- d. Legal Form of ownership. If a corporation, indicate where incorporated.
- e. How many years have you been engaged in services you provide under your present name?
- f. Names, titles, reporting relationships, background and experience of the principal members of your organization, including officers.

2. Experience, Expertise and Capabilities

- a. Philosophy Statement and Business Focus. A statement of the proposer's philosophy and approach in undertaking the services of the nature outlined in the RFP, as well as a description of its primary business focus.
- b. Summary of Relevant Experience. A listing of projects that the proposer has completed within the last three (3) years of a similar nature to those included in the Scope of Services in this RFP must be provided.
- c. The following additional information shall be provided by each bidder:
 - General description of the organization structure of your institution including parent and/or subsidiary companies and the number of employees.
 - Identify who will be the primary client relationship manager.
 - Provide examples of educational topics you have in-serviced past/present clients.
 - Provide a copy of a 120 day and Annual Report you prepared for past clients.
 - Provide a general representation of the key factors and other important considerations that you feel separates your institution/firm from others in providing the requested services.
 - Detail description of your firm's technical resources and experience in providing the desired scope of services to similarly sized entities.
 - Identify the location of the office(s) from which the services will be performed.
 - Disclose any current (last 3 years) business, financial, personal, or other types of relationships which may pose a conflict of interest.
 - Please list any contracts or purchase orders in the last three (3) years between the proposer and any agency of the Town.

3. Statement of Qualifications and Work Plan

- a. Qualifications. For **each** item listed in Section 1.2 - Qualifications, please describe your firm's qualifications, experience and capabilities as they pertain to each of the areas of qualifications listed, as well as those of the personnel to be assigned to this project.
- b. Work Plan. For **each** item listed in Section 1.3 - Scope of Services, please describe the approach that would be generally followed in undertaking these tasks.
- c. Services Expected of the Town. Identify the nature and scope of the services that would be generally required of the Town in undertaking these projects.

4. Information Regarding: Failure to Complete Work, Default and Litigation.

Please respond to the following questions:

- a. Have you ever failed to complete any work awarded to you? If so, where and why?
 - b. Have you ever defaulted on a contract? If so, where and why?
 - c. Is there any pending litigation which could affect your organization's ability to perform this agreement? If so, please describe.
 - d. Has your firm ever had a contract terminated for cause within the past five years? If yes, provide details.
 - e. Has your firm been named in a lawsuit related to errors and omissions within the past five years? If yes, provide details.
 - f. During the past seven years, has your firm ever filed for protection under the Federal bankruptcy laws? If yes, provide details.
 - g. Are there any other factors or information that could affect your firm's ability to provide the services being sought about which the Town should be aware?
5. Exceptions and Alternatives. Proposers wishing to take any exceptions to any requirement in the RFP shall state and explain such exceptions. The Town may accept proposals which take exception to any requirements in this RFP, or which offer any alternative to a requirement herein, as well as consider such exceptions and alternatives in evaluating responses. Any exception or alternative must be clearly delineated and cannot materially affect the substance of this Request for Proposals.

Your proposal should be submitted in a sealed envelope marked "**Quality Management Services Bid #2021-09**" to the Town Manager's Office at the Berlin Town Hall, 240 Kensington Rd, Room 101, Berlin, CT 06037, no later than 11:00A.M., Tuesday, December 29, 2020. Postmarks prior to the date and time do **NOT** satisfy this condition. The Town will not accept submissions by e-mail or fax. Proposers are solely responsible for ensuring timely delivery. The Town will **NOT** accept late proposals.

The Town Hall will remain closed to the public. It is strongly recommended that bidders mail, UPS, or FedEx bids. Bidders can call Maryssa Tsois @ (860) 828-7048 if bids will be hand-delivered; Maryssa can meet your representative outside to receive the bid. There will be no live bids at this time.

Proposal prices must be submitted on the Proposal Form included in this RFP. All blank spaces for proposal prices must be completed in ink or be typewritten.

Proposals may be withdrawn personally or in writing provided that the Town receives the withdrawal prior to the time and date the proposals are scheduled to be opened. Proposals are considered valid, and may not be withdrawn, cancelled or modified, for sixty (60) days after the opening date, to give the Town sufficient time to review the proposals, investigate the proposers' qualifications, secure any required municipal approvals, and execute a binding contract with the successful proposer.

An authorized person representing the legal entity of the proposer must sign the Proposal Form and all other forms included in this RFP.

5. QUESTIONS AND AMENDMENTS

Questions concerning the process and procedures applicable to this RFP are to be submitted **in writing** (including by e-mail or fax) and directed **only to:**

Name: Maryssa Tsohis

Position: Purchasing Agent

Email: mtsolis@town.berlin.ct.us

AND

Name: Wendy Russo

Position: Nursing Director

Email: wrusso@town.berlin.ct.us

Proposers are prohibited from contacting any other Town employee, officer or official concerning this RFP. A proposer's failure to comply with this requirement may result in disqualification.

The appropriate Town representative listed above must receive any questions from proposers no later than seven (7) days before the proposal opening date. That representative will confirm receipt of a proposer's questions by e-mail. The Town will answer all written questions by issuing one or more addenda, which shall be a part of this RFP and the resulting Contract, containing all questions received as provided for above and decisions regarding same.

At least four (4) calendar days prior to proposal opening, the Town will post any addenda on the Town's website, www.town.berlin.ct.us. **Each proposer is responsible for checking the website to determine if the Town has issued any addenda and, if so, to complete its proposal in accordance with the RFP as modified by the addenda.**

No oral statement of the Town, including oral statements by the Town representatives listed above, shall be effective to waive, change or otherwise modify any of the provisions of this RFP, and no proposer shall rely on any alleged oral statement.

6. ADDITIONAL INFORMATION

The Town reserves the right, either before or after the opening of proposals, to ask any proposer to clarify its proposal or to submit additional information that the Town in its sole discretion deems desirable.

7. COSTS FOR PREPARING PROPOSAL

Each proposer's costs incurred in developing its proposal are its sole responsibility, and the Town shall have no liability for such costs.

8. OWNERSHIP OF PROPOSALS

All proposals submitted become the Town's property and will not be returned to proposers.

9. FREEDOM OF INFORMATION ACT

All information submitted in a proposal or in response to a request for additional information is subject to disclosure under the Connecticut Freedom of Information. Proposers are encouraged **not** to include in their proposals any information which is proprietary a trade secret or otherwise confidential. All materials associated with this procurement process are subject to the terms of state laws defining freedom of information and privacy, and all rules, regulations and interpretations resulting from those laws.

10. REFERENCES

Each proposer must complete and submit the Proposer's Statement of References form included in this RFP.

11. LEGAL STATUS

If a proposer is a corporation, limited liability company, or other business entity this is required to register with the Connecticut Secretary of State's Office, it must have a current registration on file with that office. The Town may, in its sole discretion, request acceptable evidence of any proposer's legal status. Each proposer must complete and submit the Proposer's Legal Status Disclosure form included in this RFP.

12. PRESUMPTION OF PROPOSER'S FULL KNOWLEDGE

Each proposer is responsible for having read and understood each document in this RFP and any addenda issued by the Town. A proposer's failure to have reviewed all information that is part of or applicable to this RFP, including but not only any addenda posted on the Town's website, shall in no way relieve it from any aspect of its proposal or the obligations related thereto.

Each proposer is deemed to be familiar with and is required to comply with all federal, state and local laws, regulations, ordinances, codes and orders that in any manner relate to this RFP or the performance of the work described herein.

By submitting a proposal, each proposer represents that it has thoroughly examined and become familiar with the scope of work outlined in this RFP, and it is capable of performing the work to achieve the Town's objectives. If applicable, each proposer shall visit the site, examine the areas and thoroughly familiarize itself with all conditions of the property before preparing its proposal.

13. TAX EXEMPTIONS

The Town is exempt from the payment of federal excise taxes and Connecticut sales tax and use taxes. Such taxes must not be included in prices.

14. AWARD CRITERIA & SELECTION

All proposals will be publicly opened and read aloud as received on the date, at the time, and at the place identified in this RFP. Proposers may be present at the opening.

The Town reserves the right to correct, after proposer verification, any mistake in a proposal that is a clerical error, such as a price extension, decimal point error or FOB terms. If any error exists in an extension of prices, the unit price shall prevail.

The Town reserves the right to accept all or any part of a proposal, reject all proposals, and waive any informalities or non-material deficiencies in a proposal. The Town also reserves the right, if applicable, to award the purchase of individual items under this RFP to any combination of separate proposals or proposers.

The Town will accept the proposal that, all things considered, the Town determines is in the best interests. Although price will be an important factor, it will not be the only basis for award. Due consideration may also be given to a proposer's experience, references, service, ability to respond promptly to requests, past performance, and other criteria relevant to the Town's interests, including compliance with the procedural requirements stated in this RFP.

A. Evaluation Criteria

The following specific criteria are expected to be among those utilized in the selection process. They are presented as a guide for the proposer in understanding the Town's requirements and expectation for this project and are not necessarily all inclusive or presented in order of importance.

Pricing	30%
Feature Compliance	30%
Technical Compliance	15%
Qualifications/References	25%

The Town will not award the proposal to any business that or person who is in arrears or in default to the Town with regard to any tax, debt, contract, security or any other obligation.

The Town may elect to have the proposals evaluated by a committee as part of making a selection. If deemed necessary, the Town reserves the right to arrange for interviews/oral presentations as part of the selection process, which invitations for interviews may involve a short-listing of the proposals received.

If the proposer does not execute the Contract within ten (10) business days of the date of notification, unless extended by the Town, the Town may call any proposal security provided by the proposer and may enter into discussions with another proposer. **The Town will post the Preliminary Notice of Award and related information on its website, www.town.berlin.ct.us, under "Bid and RFP Information."**

The Interview and Contract Execution dates in Section 3's Key Dates are anticipated, not certain, dates.

15. ATTACHMENTS

The following attachments are included below and must be completed, as detailed within the RFP.

- A. Proposal Form
- B. Proposer's Statement of References



TOWN OF BERLIN, CONNECTICUT

ATTACHMENT A: PROPOSAL FORM

Quality Management Services for Home Health Agency 2021-09

PROPOSER'S FULL LEGAL NAME:

Pursuant to and in full compliance with the RFP, the undersigned certifies this proposal is submitted without collusion and all responses are true and accurate. If awarded this proposal, it is agreed this forms a contractual obligation to provide services at fees specified in this Proposal Form, subject to and in accordance with all instructions, conditions, requirements contained in the documents, including addenda, which are made part of this proposal.

Pricing

1. Year 1 \$ _____

2. Year 2 \$ _____

3. Year 3 \$ _____

4. Option Year 4 \$ _____

5. Option Year 5 \$ _____

Hourly Rate for Excess Consulting Hours \$ _____

NOTE: This document, in order to be considered a valid proposal, must be signed by a principal officer or owner of the business entity that is submitting the proposal. Such signature constitutes the proposer's representations that is has read, understood and fully accepted each and every provision of each document compromising the RFP, unless an exception is described above.

Name and Title of Authorized Representative

Signature of Representative, Duly Authorized

Date

Phone # and Fax #



TOWN OF BERLIN, CONNECTICUT

ATTACHMENT B: PROPOSER'S STATEMENT OF REFERENCES
Quality Management Services for Home Health Agency 2021-09

Provide at least three (3) references:

1. BUSINESS NAME _____
ADDRESS _____
CITY, STATE _____
TELEPHONE: _____
INDIVIDUAL CONTACT NAME AND POSITION _____

2. BUSINESS NAME _____
ADDRESS _____
CITY, STATE _____
TELEPHONE: _____
INDIVIDUAL CONTACT NAME AND POSITION _____

3. BUSINESS NAME _____
ADDRESS _____
CITY, STATE _____
TELEPHONE: _____
INDIVIDUAL CONTACT NAME AND POSITION _____
