

CITY OF LOS ANGELES

CALIFORNIA

JAIME H. PACHECO-OROZCO
GENERAL MANAGER

DEPARTMENT OF AGING
AN AREA AGENCY ON AGING
221 N. FIGUEROA ST., STE. 500
LOS ANGELES, CA 90012
(213) 482-7252



KAREN BASS
MAYOR

June 23, 2023

Honorable City Council
c/o Office of the City Clerk
Room 395, City Hall
Los Angeles, CA 90012

Honorable Councilmembers:

REQUEST APPROVAL FOR THE SELECTION OF PROPOSERS FROM THE 2023 SENIOR AND FAMILY CAREGIVER SERVICES PROGRAMS REQUEST FOR PROPOSALS AND THE EXECUTION OF AGREEMENTS WITH SELECTED PROPOSERS UPON SUCCESSFUL CONTRACT NEGOTIATIONS

The City of Los Angeles Department of Aging (LADOA) requests City Council and Mayoral approval of the selection of proposers resulting from various older adults and caregiver services programs Request for Proposals (RFP) and the execution of agreements with selected proposers pending successful contract negotiations with the organization and subject to the review and approval of the contract by the City Attorney, in accordance with ED3, see enclosed ED3 waiver.

For questions regarding this matter, please contact Jaime H. Pacheco-Orozco at (213) 810-4006.

Sincerely,

Jaime H. Pacheco-Orozco

JAIME H. PACHECO-OROZCO
General Manager

JHP:MFRmn:gdh/LADOA Modernization of OCA OM-2223-25 Transmittal Council Cover Ltr (Waiver)

cc: Chris Lee, City Attorney
Maria D. Gutierrez, City Administrative Officer
Susan Oh, Chief Legislative Analyst

TRANSMITTAL

TO Department of Aging	DATE 06/13/2023	COUNCIL FILE NO.
FROM The Mayor	COUNCIL DISTRICT	

APPROVAL FOR THE SELECTION OF PROPOSERS FROM THE 2023 SENIOR AND FAMILY CAREGIVER SERVICES PROGRAMS REQUEST FOR PROPOSALS AND THE EXECUTION OF AGREEMENTS WITH SELECTED PROPOSERS UPON SUCCESSFUL CONTRACT NEGOTIATIONS.

Approved, ED3 Waived, and Transmitted for further processing.



MAYOR
(Chris Thompson for)

JAIME PACHECO-OROZCO
GENERAL MANAGER

CITY OF LOS ANGELES

CALIFORNIA



KAREN BASS
MAYOR

DEPARTMENT OF AGING
AN AREA AGENCY ON AGING
221 N. FIGUEROA ST., STE. 500
LOS ANGELES, CA 90012
(213) 482-7252

June 13, 2023

Council File Number:
Council Districts: All
Contact Persons & Phone:
Jaime Pacheco-Orozco
(213) 810-4006

Honorable Karen Bass
Mayor, City of Los Angeles,
Room 303, City Hall

Attention: Legislative Coordinator

REQUEST APPROVAL FOR THE SELECTION OF PROPOSERS FROM THE 2023 SENIOR AND FAMILY CAREGIVER SERVICES PROGRAMS REQUEST FOR PROPOSALS AND THE EXECUTION OF AGREEMENTS WITH SELECTED PROPOSERS UPON SUCCESSFUL CONTRACT NEGOTIATIONS - REVISED

The General Manager of the Los Angeles Department of Aging (LADOA) respectfully submits this transmittal for your review and approval and forward it to the City Council for further consideration. This transmittal seeks approval of the selection of proposers resulting from various older adults and caregiver services programs Request for Proposals (RFP) and the execution of agreements with selected proposers pending successful contract negotiations with the organization and subject to the review and approval of the contract by the City Attorney.

RECOMMENDATIONS

The General Manager of the LADOA requests that the City Council, subject to the concurrence of the Mayor:

1. AUTHORIZE the General Manager of LADOA, or designee, to make the selection of various service providers through the Request for Proposals (RFP) procurement process.

BACKGROUND

In April 2023, LADOA posted twelve (12) RFPs on the City's Regional Alliance Marketplace for Procurement (RAMP) in search of service providers that can provide senior and family caregiver services funded by the Older Americans Act (OAA), Older Californians Act (OCA), Proposition A Transit Fund (Prop A), Community Development Block Grant (CDBG), and City's General Fund. These programs are designed to provide seniors, caregivers, and individuals with disabilities with services that promote positive quality of life and independence for the purpose of avoiding premature institutionalization.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER – AFFIRMATIVE ACTION EMPLOYER

The following is a brief description of the programs solicited in each of the RFP released as part of the procurement process of senior services.

Disease Prevention and Health Promotion Services

The Disease Prevention, Health Promotion Programs are based on scientific evidence and demonstrated through rigorous evaluation to be effective in improving the health of older adults (age 60+). Title III D evidence-based health promotion programs help older adults learn techniques and strategies to delay and/or manage chronic health conditions and include activities that improve nutrition, physical fitness, fall prevention, and emotional well-being. The program targets the medically underserved older adult population in all Aging Service Areas and serves all ethnic groups in each Aging Service Area in which senior services are provided.

Elder Abuse Prevention, Education, and Training Services

The purpose of the Elder Abuse Prevention, Education, and Training program is to prevent, treat and remedy abuse, neglect and exploitation of older persons. The program educates and trains groups and/or agencies on how to identify and prevent elder abuse. Training also includes intervention and remedial treatment of the older adult who is a victim of abuse, neglect and/or exploitation. The program facilitates links with Adult Protective Services, and promotes interfacing with organizations and agencies providing services to older persons.

Family Caregiver Support Program Services for Those Caring for the Cognitively Impaired

The Family Caregiver Support Program (FCSP) for Those Caring for the Cognitively Impaired is a component of LADOA's comprehensive FCSP network that is accessed through a single point of entry. It is designed to ensure that families are recognized and supported with long-term care through a cohesive system of caregiver support.

Health Insurance Counseling and Advocacy Program (HICAP)

The HICAP provides information to the public regarding Medicare and long-term planning issues for senior citizens; counseling on Medicare, long-term care, health insurance and managed health care; deliver a system of legal services by referral when legal assistance is required; and provide support and training for its HICAP Counselors.

Legal Services

The Legal Services Program provides legal services to persons age 60 and older, and caregivers. These services assist seniors and family caregivers with securing their rights, benefits, and entitlements. Legal services include the provision of legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney.

Ombudsman Services

The Ombudsman program provides assistance to residents of long-term care facilities by identifying, investigating and resolving matters that may adversely affect their health, safety, welfare and/or rights of residents.

Multilingual Information and Assistance (I & A) Services

The Multilingual I & A program is structured to provide information and assistance services, citywide, in a variety of languages that are consistent throughout the culturally diverse communities of the City. Service providers must identify linkage with other I & A related agencies and provide planned outreach activities at different community locations that serve primarily Asian and Pacific Islander (API) and Spanish speaking senior populations.

Proposers interested in the Multilingual I & A service were required to identify which option, Asian and Pacific Islander (API) languages, Spanish, or both, they were interested in competing for.

Senior Multipurpose Center Services (Social Services, Nutrition, and Transportation Programs)

The Social Services and Nutrition programs are OAA services LADOA are required to provide. The Social Services program consists of various services that includes care management, information and assistance, and community services/senior center management. The remaining services are optional which include homemaker, housing, employment, security/crime, health and consumer services. The Nutrition program components are congregate meals and home delivered meals. The Transportation program provides paratransit transportation services for older adults and individuals with disabilities, providing an upgraded door-to-door service that is more beneficial than the traditional curb-to-curb transit services. Additionally, the RFP includes evidence-based programs giving older adults access to programs that enhance wellness skills in the areas of self-management/healthier living, physical activity, and caregiver support.

Proposers interested in submitting a proposal for the MPC services were required to elect one (1) or more Aging Service Area (ASA) in which they were interested in competing for.

Senior Mini-Multipurpose Center Services for the LGBTIQA

The services in this program is a scaled-down version of the senior and family caregiver services provided in the Senior MPC program as stated above. These services are provided as an overlay of the services provided through the fifteen (15) ASAs throughout the City and specifically targets the lesbian, gay, bisexual, transgender, intersex, queer/questioning, and asexual (LGBTIQA) community citywide.

Family Caregiver Support Program Services

The FCSP provides Information Services, Access Assistance, Support Services, Respite Care, and other Supplemental Services to assist family and informal caregivers to care for their loved ones at home for as long as possible. The program also provides these same services to Kinship Caregivers or Grandparents caring for children under 18 years of age or an individual of any age that has a disability.

Hotel Alert Services

The services in this program is also a scaled-down version of the senior and family caregiver services provided in the Senior MPC program as stated above, while also increasing the availability of social and nutritional services for the elderly residing within the Central Business District area of downtown Los Angeles.

Nutrition Consulting Services

The Nutrition Consulting services program provides nutrition education, nutrition counseling, menu planning, kitchen monitoring, and nutrition site monitoring for all of the LADOA's nutrition service providers.

RFP Evaluation Criteria

To be considered for funding, proposals were required to obtain a minimum average score of 70 points. However, an average score of 70 points or greater does not guarantee that a proposal will be funded. Program specific criteria were established for each of the RFP and the following evaluation criteria were used to score proposals.

RFP Evaluation Criteria

<u>Criteria</u>	<u>Points</u>
1. Operations	60
2. Experience, Qualification, and Administration	20
3. <u>Cost-Effectiveness</u>	<u>20</u>
TOTAL	100

Responses to the RFP

RFPs that Received One Proposal

Of the twelve (12) RFPs released by LADOA, six (6) RFPs received only a sole bid from the current service provider. The Multilingual I & A RFP received one (1) proposal each for the API languages and for Spanish. Neither of the submitted proposals indicated interest in providing services for both language options. Additionally, of the fifteen (15) ASAs available for service in the Senior MPC RFP, LADOA received only one (1) bid, from the current service provider of each of the ASA, for fourteen (14) ASAs (ASAs 2 through 15) to provide the senior services listed in the RFP. LADOA assigned a single rater from its staff to evaluate these proposals. The following summarizes the individual proposal score received by the Service Provider.

Table 1: Score Summary of RFPs Receiving Only One Proposal and Service Provider Recommendations for Contract Award

RFP No.	RFP / Service Provider	Rater 1	Rater 2	Average Score	Recommendation
1	Disease Prevention and Health Promotion Services				
	Partners in Care Foundation, Inc.	97		97	Fund
2	Elder Abuse Prevention, Education, and Training Services				
	WISE & Healthy Aging	86.3		86.3	Fund
3	Family Caregiver Support Program – Cognitively Impaired				
	Alzheimer's Greater Los Angeles	96.5		96.5	Fund
4	Health Insurance Counseling and Advocacy Program				
	Center of Health Care Rights	96		96	Fund
5	Legal Services				
	Bet Tzedek	92		92	Fund
6	Ombudsman Services				
	WISE & Healthy Aging	98.5		98.5	Fund
7	Multilingual Information and Assistance Services				
	Chinatown Service Center – API Languages	94		94	Fund
	Mexican American Opportunity Foundation – Spanish	78		78	Fund

Table 1 Continued: Score Summary of RFPs Receiving Only One Proposal and Service Provider Recommendations for Contract Award

RFP No.	RFP / Service Provider	Rater 1	Rater 2	Average Score	Recommendation
8 (a)	Senior MPC ASA #2 - Northeast Valley				
	San Fernando Valley Interfaith Council, Inc.	96		96	Fund
	Senior MPC ASA #3 - Southwest Valley				
	ONEgeneration	94		94	Fund
	Senior MPC ASA #4 - Mid Valley				
	San Fernando Valley Interfaith Council, Inc.	90		90	Fund
	Senior MPC ASA #5 - Southeast Valley				
	San Fernando Valley Interfaith Council, Inc.	86		86	Fund
	Senior MPC ASA #6 - Westside				
	Jewish Family Service	91		91	Fund
	Senior MPC ASA #7 - West Wilshire				
	Jewish Family Service	77.5		77.5	Fund
	Senior MPC ASA #8 - Northside				
	St Barnabas Senior Center of Los Angeles	93		93	Fund
	Senior MPC ASA #9 - Eastside				
Mexican American Opportunity Foundation	77		77	Fund	
Senior MPC ASA #10 - City					
St Barnabas Senior Center of Los Angeles	89		89	Fund	
Senior MPC ASA #11 - Southwestern					
Watts Labor Community Action Committee	95		95	Fund	
Senior MPC ASA #12 - West Adams					
Watts Labor Community Action Committee	93		93	Fund	
Senior MPC ASA #13 - Central					
Watts Labor Community Action Committee	93		93	Fund	
Senior MPC ASA #14 - South LA					
Watts Labor Community Action Committee	87		87	Fund	
Senior MPC ASA #15 - Harbor					
Wilmington Jaycees Foundation, Inc.	75		75	Fund	

RFPs that Received More than One Proposal

The senior MPC RFP - ASA #1, the Senior Mini-MPC for the LGBTIQA community, and the Family Caregiver Support Program RFP each received two (2) proposals. LADOA formed a two-member Evaluation Committee (Committee) to evaluate these proposals using the evaluation criteria established in the RFP. The following summarizes proposal scores by each Committee member, the average score received by the service provider, and the recommended action for funding.

Table 2: Score Summary of RFPs Receiving Multiple Proposals and Service Provider Recommendations for Contract Award

RFP No.	RFP / Service Provider	Rater 1	Rater 2	Average Score	Recommendation
8 (b)	Senior MPC ASA #1 - Northwest Valley				
	ONEgeneration	92	97	94.5	Fund
	San Fernando Valley Interfaith Council, Inc.	84	87	85.5	Not Fund
9	Senior Mini-MPC – LGBTIQA				
	Los Angeles LGBT Center	96	94	95	Fund
	St Barnabas Senior Center of Los Angeles	81	84	82.5	Not Fund
10	Family Caregiver Support Program				
	St Barnabas Senior Center of Los Angeles	96	93	94.5	Fund
	Special Service for Groups, Inc.	97	87	92	Fund

RFPs that Received Zero Proposals

Lastly, LADOA did not receive any proposals for two (2) RFPs. The following summarizes the RFPs without any proposals and the recommended action.

Table 3: Summary of RFPs Not Receiving a Proposal and Recommended Actions

RFP No.	RFP / Service Provider	Rater 1	Rater 2	Average Score	Recommendation
11	Hotel Alert Services				
	None	N/A	N/A	N/A	Sole Source or Re-Bid
12	Nutrition Consulting Services				
	None	N/A	N/A	N/A	Sole Source or Re-Bid

Notice of Successful Bidder Awards and Contract Negotiations

Family Caregiver Support Program (FCSP) funding received by LADOA from OAA were able to fund two (2) service providers in the past. This ensures the FCSP program receives a broader array of family caregivers receiving services from the City. LADOA recommends to continue this practice and fund both organizations that submitted proposals to provide this service.

On May 19, 2023, organizations were notified of their score, actual or average, and recommendation of contract funding. Proposers were offered an opportunity to review their scores and file an appeal against LADOA recommendation of selection or non-selection for contract award.

After the RFP process is complete, LADOA will enter into contract negotiations with the successful bidders to establish contracts for service, subject to the review and approval of the City Attorney. The initial contract shall have a term from July 1, 2023 through June 30, 2024. At the discretion of the City, the contract may be extended for up to two (2) additional years in one-year increments through June 30, 2025, subject to the availability of funds, the Service Provider's performance, and the best interests of the City.

One-year Contract Extension and Re-release of RFPs

The service provider for the Nutrition Consulting Services RFP plays a key role with inspecting service provider food facilities, ensuring nutrition service providers are complying with the dietary requirements set forth by the US Department of Health Services and the USDA, and supporting LADOA nutritionist with the monitoring of nutrition service provider sites. This service is an essential component to the nutrition programs provided by the department. Additionally, the Central Business District is an area in the City that critically needs senior services for the older adults within that specific community.

For these two (2) RFPs, LADOA recommends re-releasing the RFP for a second round of procurement. The department will use its extensive network to make it known to organizations that these two contracting opportunities will be made available for bid.

Since it is imperative that services in this part of the City is not interrupted, LADOA recommends extending the contract of current service providers for one year while the department awaits the results of the second round of procurement. LADOA anticipates completing the second procurement in time for the 2024-2025 fiscal year.

Appeals Process

Unsuccessful proposers were afforded an opportunity to appeal the result of the evaluation, if a procedure in the process can be identified that imposed a disadvantage to the bidder. Appeals must be based upon specific facts demonstrating that the RFP criteria or process were not followed in the review of proposals. A disagreement with, or objection to, the points awarded does not constitute a basis for an appeal. Differences of opinion about the merits of a proposal do not constitute grounds for submitting an appeal.

Organizations not selected were informed of their rights to appeal the RFP process. LADOA received one letter, from San Fernando Valley Interfaith Council, Inc. (SFVIC), appealing LADOA recommendation of non-selection for ASA #1. The appeals hearing was held on June 13, 2023 in LADOA headquarters.

During the appeals hearing, the Department provided an overview of the RFP and the processes the Department used to complete the evaluations. SFVIC was afforded the opportunity to present its case to the appeals committee. After SFVIC's argument was heard by the appeals committee, the Department maintained its recommendation of denying the appeals brought by the Proposer because the Department contends it followed consistent processes throughout the RFP process and appellant failed to demonstrate that LADOA's did not follow criteria or processes as identified in the RFP. The Proposer did cite in its appeal letter that one of the raters overlooked a document that was included in their proposal as requested in the RFP. After deliberating, the appeals committee made the recommendation to add the maximum weighted points for the overlooked attachment to the Proposer's total score. Since the adjusted total, 85.5 points, still falls short of highest scoring proposal, 94.5 points, received for ASA #1, the appeals committee concurred with the Department's decision and rejected the Proposer's appeal. Table 2 above displays the updated score, which includes the additional points, for the SFVIC's proposal.

Page 8
Honorable Karen Bass
June 13, 2023

FINANCIAL IMPACT

The proposed actions only involve the selection of proposers from the procurement process and do not impact the City General Fund.

Sincerely,

Mariella Freire-Reyes

[Mariella Freire-Reyes \(Jun 13, 2023 16:41 PDT\)](#)

MARIELLA FREIRE-REYES
Assistant General Manager

JHP:MFR:mn:gdh/LADOA New Year RFP Recommendations Transmittal-Revised 061323

cc: Regina C. Mills, Deputy City Attorney
Rafael Garcia, Office of the City Administrative Officer
Maria Gutierrez, Office of the City Administrative Officer
Wendy Caputo, President of the City of Los Angeles Council on Aging