

# COVID-19 Home Health Agencies Request for Proposals (RFP)

Updated May 4, 2021

## About the Philadelphia Department of Public Health

The mission of the Philadelphia Department of Public Health (PDPH) is to protect and promote the health of all Philadelphians and to provide a safety net for the most vulnerable. PDPH is the City of Philadelphia's lead public health agency responding to the coronavirus disease pandemic.

## About COVID-19

The next phase of epidemic control to suppress COVID-19 requires three actions: containment, social distancing, and the protection of vulnerable populations. Isolation and quarantine (I&Q) are measures to help protect the public by preventing exposure to people who have or may have a contagious disease.

**Isolation** separates sick people from people who are not sick. **Quarantine** separates and restricts the movement of people who were exposed to a contagious disease, including contacts of a confirmed case, to prevent them from passing the infection to others if they become sick. One of the challenges of those exposed and/or infected with COVID-19 is being able to effectively isolate in their current living situations and making sure individuals comply with isolation regimens. Whether living with family, group settings, high-risk individuals, or alone, there are obstacles within each circumstance that impact one's ability to isolate.

To ensure the success of the containment initiative, individuals in isolation or quarantine must have proper support measures in place.

**Purpose of this Request for Proposal (RFP)**

The purpose of this RFP is to solicit proposals from qualified Home Health organizations to help provide the support and/or services needed to ensure successful I&Q for people with or exposed to COVID-19.

Ensuring that the needs of exposed and/or sick individuals can be met is essential to ensuring that they will remain in I&Q safely for up to 14 days. Some individuals may require assistance connecting with services or paying for those services. For example, while under isolation orders, an individual may need access to things such as meals, medications, and other provisions for themselves or their families. Additionally, there may be barriers for some to isolate, such as sharing a household with a high-risk family member or residing in a group setting, making it necessary for them to be able to isolate elsewhere. In these cases, individuals may qualify for housing at a separate facility. Finally, accessible transportation may be needed for those who must travel to a critical medical appointment who do not have access to a vehicle or ability to take public transit.

**General Overview of Services PDPH is Seeking:**

PDPH seeks to identify organizations capable of providing one or more services that will enable individuals designated by the Department of Public Health as needing isolation or quarantine for COVID-19 to successfully complete that isolation or quarantine. Individuals may be asked to isolate or quarantine in a COVID temporary housing facility or in their own home. Proposals may address service provision for either or both of these options.

**ABOUT THE COVID-19 ISOLATION AND QUARANTINE PROGRAM****Background****Isolation for Those Infected with COVID-19**

Containment actions are put into place to prevent community spread of COVID-19. People with the infection will be asked and provided with instructions to self-isolate for at least 10 days after the onset of symptoms to prevent the spread of the virus to others. [Note that this time period differs from the 14 days of quarantine for those exposed]. The City, working with other providers, will offer support as needed (for example, meals) for those who isolate at home and identify safe isolation accommodations for those who cannot safely isolate at home.

**Quarantine for Those Exposed to COVID-19**

Medium- and high-risk contacts (those who have spent more than 15 minutes in proximity to the case during the case's infectious period) will be asked to quarantine at home and monitored daily for 10 days after the last known exposure; low-risk contacts (those who spent fewer than 10 minutes near the case) will be advised to monitor their symptoms without quarantine.

## Special Populations

There are several challenges associated with I&Q measures for people who are experiencing homelessness, addiction, mental health conditions, intellectual disabilities or other situations that may increase their needs to maintain I&Q safely.

## Isolation and Quarantine Program Required Services

PDPH is partnering with Urban Affairs Coalition (UAC), a nonprofit organization, to seek proposals from qualified organizations to assist in supporting the various needs of individuals who have been exposed and/or infected with COVID-19. The goal for required services is to meet the needs of cases, which will eliminate the burden of isolation orders, thus promoting compliance. Listed are the minimum services and tasks that PDPH is requiring. Applicants may propose additional or revised tasks and activities but should explain why each is necessary and aligns with the Isolation and Quarantine Program's overall goals. These services include:

1. Service Coordination
2. In-person home medical visits
3. Access to healthcare and telehealth services
4. Transportation

## Partners' Roles and Responsibilities

Organization	Responsibilities
Provider Organizations	<ul style="list-style-type: none"> <li>• Provide services as outlined in RFP</li> <li>• Spend funds in accordance with contract requirements</li> <li>• Submit required invoices detailing expenditures and required reports</li> </ul>
Philadelphia Department of Public Health (PDPH)	<ul style="list-style-type: none"> <li>• Provide funding</li> <li>• Provide clear instructions and criteria</li> <li>• Receive and approve all invoices</li> </ul>
Urban Affairs Coalition (UAC)	<ul style="list-style-type: none"> <li>• Administer contracts with Provider Organizations</li> <li>• Pay Provider Organizations</li> </ul>

## Factors of Successful Provider Organizations

Provider Organizations will have experience with providing one or more of the services listed below, will have connections to and experience with underserved and vulnerable populations, familiarity with safety protocols, and willingness to learn and understand HIPAA compliance. Provider Organizations may have

experience with patient care, including mental and behavioral health services, harm reduction services and/or community outreach.

### **Timeline and Proposal Process**

The I&Q Program will receive proposals online by May 31, 2021. Applications will be reviewed by PDPH, and the I&Q Program will notify applicants as soon as possible after receiving applications. Applicants should propose a timeline for providing services after notice of award. In general, PDPH expects awarded Provider Organizations to begin provision of services within ten (10) days of notice of award.

### **Contract Amount and Duration**

Contract amounts will vary with the number of persons served and the population served. Contracts will generally be awarded for a duration of six (6) months or less, although some may extend further. PDPH may discontinue or extend a contract at any time. Contracts are subject to available funding and compliance with contract terms.

### **Invoices and Fiscal Reports**

The successful Applicant shall report to UAC on a regular basis regarding the status of the project and its progress in providing the contracted services and/or products. At a minimum, the successful Applicant shall submit a monthly invoice detailing the services and/or products provided, the goals/tasks accomplished, and the associated costs. If hourly rates are charged, the invoice must also detail the number of hours, the hourly rate, and the individual who performed the service. Invoices shall conform to approved budget and shall not exceed awarded amount.

## **PROGRAM REQUIREMENTS**

PDPH requires the services listed below, including specific tasks and work activities described. Applicants may submit proposals to provide one (1) or more of the requested services, and are asked to propose how applicants would address each service within their proposal. Applicants are permitted to engaged subcontractors to provide services. Applicants may propose additional or revised tasks and activities but should explain why each is necessary and aligns with the I&Q Program's overall goals.

### **Deliverable 1: Service Coordination**

#### **Assessing needs**

Home healthcare agencies are uniquely qualified to treat individuals diagnosed or exposure to COVID-19 by providing service coordination of care to help individuals connect with services in the healthcare community, working with clients, family and support networks, and health care

professionals to put care plans in place and help patients make informed decisions by acting as their advocate regarding their clinical status and treatment options.

Following an assessment, the Service Coordinators will assign an individual to a service(s) with the appropriate service provider agency(ies). This work may be done in partnership, collaboration, or connection with additional City services and/or other Applicants; specifically:

- Mental Health Services – referral to work with Philadelphia Department of Behavioral Health and Intellectual disability Services
- Healthcare Assistance/Telehealth Services (see Deliverable 3)
- Health Insurance Assistance and/or Navigation (see Deliverable 2)
- Medicare/Medicaid Assistance (see Deliverable 2)
- Transportation (see Deliverable 4)

Following the intake and connection process, Service Coordinators will be available to their assigned individuals throughout the I&Q period to troubleshoot services and assess ongoing or new needs. PDPH will approve and screen all referrals prior to the start of services.

Applicants should ensure that service coordination services can be provided, connections to services can be made, and follow up will be completed. Service Coordinators will be responsible for closing out the services at the end of the I&Q period, and providing individuals with referrals to partner organizations to continue services beyond the I&Q period if necessary. Service Coordinators will include a private, secure computerized intake process that will keep records of the needs assessment, intake process, and other information collected during the I&Q period. This information must be able to be securely shared with PDPH staff.

### **Assuring Services for Non-English Speakers**

The contractor should provide reasonable steps to provide access to services for individuals with limited English proficiency by incorporating oral language services on a weekly or more frequent basis and may include, but are not limited to:

- Provide on-site or telephonic translation of written documents (including forms, medications, public information materials, correspondence, web pages, etc.)
- Interpreters may interpret over the phone or telephonic interpreting or through video (remotely)
- Facilitate communication between clients with Limited English Proficiency (LEP) and the Deaf and hard of hearing and their physicians, nurses, lab technicians and other health care providers

### **Deliverable 2: In-person Home Medical Visits**

## Provisions and Medical Support

In order to safely isolate or quarantine for the required time, individuals must be able to meet their basic needs. Individuals may be in I&Q in a home or an alternate setting.

Qualified candidates will provide medical care and necessities for patient to be able to continue daily life without disrupting isolation or quarantine efforts. In-person home medical support must span the duration of the isolation or quarantine period. This list includes but is not limited to:

- Administering medications
- Wound care for pressure sores or surgical wound
- Monitoring vitals including blood pressure, temperature, heart rate and breathing
- Feeding tube care
- Catheter care
- Tracheostomy care
- Medication assistance
- Assistance with activities of daily living (ADL's) such as walking, bathing, dressing and grooming
- If necessary for successful isolation/quarantine, provision of hygiene and other items, laundry, meal preparation or delivery or culturally appropriate items to serve diverse populations
- Logistical support and courier/delivery services to support individuals in I&Q. Examples of this service includes but is not limited to:
  - Deliveries of necessary items from donating organizations
  - Delivery of basic need items

Provider organizations should consider various needs based on household size, should multiple individuals be in I&Q in the same location.

## **Deliverable 4: Access to Healthcare and Telehealth Services**

Applicants should submit proposals for connecting persons in I&Q with access to technology for the purpose of giving access to telehealth services.

Applicants should submit proposals for connecting individuals to care, including telehealth appointments. Strategies should include assistance with obtaining new patient appointments for individuals without an established healthcare provider, plans to successfully expedite appointments when necessary, and 24/7 phone access for emergencies.

Applicants should consider a wide range of health services, including but not limited to:

- Navigation of health care process
- Access to primary medical care visits
- Access to behavioral health services
- Supportive care for COVID-19 symptoms
- Connection to COVID-19 testing services
- Connection to other health services, including routine medical care, emergency care, and testing for HIV, etc.
- Support for individuals in active addiction and recovery

### **Deliverable 5: Transportation**

Applicants should submit proposals for provision of safe, low-occupancy transportation to and from homes, hospital and healthcare settings, and alternate housing options for individuals who do not have their own forms of transportation. Transportation needs may also include transport to critical medical appointments or services that PDPH deems necessary during an individual's time in isolation or quarantine.

## **HOW TO APPLY**

Applicants submit proposals through [the online submission form](#). The requirements for a complete proposal to be considered are:

### **A. Applicant Organization – *up to two (2) pages***

Provide information summarizing:

- Structure of Provider Organization (e.g., nonprofit, for-profit)
- Employer Identification Number (EIN)
- Services currently offered by Provider Organization and population(s) served
- Experience providing services similar to or relevant to those in the I&Q Program
- Names and contact information for two (2) references familiar with the work of the organization

#### *Additional Services:*

If an Applicant offers options and/or alternative solutions that are not requested in this RFP or are not included in its proposed prices, the Applicant must provide the following information for each:

- A detailed description of the option/alternative solution (including, but not limited to, all features, functionality, and/or services that will be unavailable if the option/alternative is not purchased);
- If not included in the proposed prices, a full explanation of the rationale for not including.

*Proposed Subcontractors:*

If relevant, state the intention to use subcontractors to perform any portion of the work sought by this RFP. For each such subcontractor, provide the name and address of the subcontractor, a description of the work Applicant intends the named subcontractor to provide, and whether the subcontractor can assist with fulfilling goals for inclusion of minority, woman, or disabled-owned businesses or disadvantaged businesses as stated in Appendix B. Note that if subcontractors at any tier may perform services arising directly out of a City contract resulting from this RFP, Applicants must inform them of the City's minimum wage and benefits requirements and must require them to comply with such requirements.

**B. Program Narrative – up to six (6) pages**

This section must respond to each item described in this RFP. Responses should state in detail how the Provider Organization will carry out each task, including the specific personnel and job titles responsible for completing each task. The Program Narrative should be organized using the same sections in this RFP.

- Deliverable 1: Service coordination
  - Describe the coordination of services or process to seek and subcontract for services, including number of service coordinators, total number of hours weekly, and the ability to relate to individuals on a continued basis until isolation or quarantine is complete
  - Describe knowledge of and partnerships with local service provider agencies, including experience making referrals, follow-up processes, and documentation
  - Describe strategies for ensuring the needs of persons with access and functional needs, including language access, are met
- Deliverable 2: In-person home medical visits
  - Describe the process of medical assessments
  - Explain how inventory is tracked
  - Describe process for organizing logistics and courier services during business hours as well as nights and weekends and ensuring that the service would be delivered in a timely manner
- Deliverable 3: Access to Healthcare and Telehealth
  - Describe strategies and products for connecting individuals with care throughout the isolation or quarantine period
  - Describe existing partnerships with healthcare provider organizations, if applicable
  - Describe plans for ensuring non-COVID-19 health, mental health, and related needs are met
- Deliverable 4: Transportation



- Describe process for providing transportation to individuals, including appropriate personal protective equipment and cleaning for vehicles
- Describe process for ensuring availability of transportation at short notice, including nights and weekends

C. Budget – *up to two (2) pages*

Applicants should submit a budget that describes line-item costs broken down into at least the following categories. Applicants may use more categories if desired.

- Personnel cost by role, including hourly rates and fringe/benefits costs if included
- Supplies (e.g., PPE)
- Transportation/delivery/logistics costs

The budget should not include costs for insurance reimbursable services, including lab sample collection fees and lab tests costs, if provision of clinical or screening services is part of the Applicant's proposal. In accordance with [45 CFR §75.430](#), staff compensation must be considered reasonable and comparable to similarly appointed positions in the labor market, and not more than \$197,300 annual salary per federal grant requirements.

Applicant can provide budget justification within two (2) total pages for this section. Overhead or administrative rates of up to ten (10) percent will be considered. Organizational infrastructure costs should be included in the maximum indirect rate of 10%, and may include but are not limited to utilities, building maintenance, and accounting. Budget proposals will be considered "fixed price" proposals, and thus no payment will be made beyond the total Budget amount proposed.

Eligible expenditures:

- Computers
- Equipment
- Furniture
- Lab test kits
- Lease costs
- PPE supplies
- Staff and benefits
- Training
- Waste disposal
- Leasing of Vehicles
- Supplies

Ineligible expenditures:

- Air travel
- Building acquisition
- Firearms
- Honoraria or gifts
- Legal fees
- Lab sample collection fees
- Lab test costs
- Loans
- Lobbying or advocacy
- Promotional items
- Research expenditures

- Food products/groceries
- Medications (over-the-counter and prescription co-pays)
- Durable medical equipment
- Purchase of Vehicles
- Fundraising Costs

## SELECTION PROCESS

PDPH will convene an internal selection committee to make award decisions. If PDPH chooses to award a contract, that contract will be awarded to the Applicant whose proposal the City determines, in its sole discretion, is the most advantageous to the City and in the City's best interest.

PDPH may, at its sole discretion, award a contract resulting from this RFP to a person or entity other than the responsible Applicant submitting the lowest price.

### Eligibility criteria

- Eligible applicants may be nonprofit or for profit.
- Must demonstrate the ability to provide services sought through this RFP.
- Must have experience complying with patient confidentiality and HIPAA requirements.
- Must have identified a person or position responsible for generating invoices for services.

### Selection criteria

PDPH will base its selection on criteria that include, but are not limited to:

- PROPOSED SERVICES: The degree to which the services proposed in the narrative are described in sufficient detail and appear realistic to meet the deliverables.
- EXPERIENCE: Organizational experience providing similar services or supporting persons most likely to be in need of the services described in this RFP
- COMMUNITY CONNECTIONS: History of trusted relationships with targeted populations
- COST: Proposed budget per service
- READINESS TO PROCEED QUICKLY

## Rights and options afforded to PDPH, UAC, and the City

PDPH and UAC reserve and may, in their sole discretion, exercise any one or more of the following rights and options with respect to proposal selection:

- to reject any proposal if the City, in its sole discretion, determines the proposal is incomplete, deviates from or is not responsive to the requirements of this RFP;
- to reject any proposal if, in the City's sole judgment, the Applicant has been delinquent or unfaithful in the performance of any contract with the City or with others; is financially or technically incapable; or is otherwise not a responsible Applicant;
- to waive any defect or deficiency in any proposal, if, in the City's sole judgment, the defect or deficiency is not material to the proposal;
- to require, permit or reject, in the City's sole discretion, amendments (including, without limitation, information omitted), modifications, clarifying information, and/or corrections to their proposals by some or all of the Applicants at any time following proposal submission and before the execution of a final contract;
- to enter into simultaneous, competitive negotiations with multiple Applicants or to negotiate with individual Applicants, either together or in sequence, and to permit or require, as a result of negotiations, the expansion or reduction of the scope of services or changes in any other terms of the submitted proposals, without informing other Applicants of the changes or affording them the opportunity to revise their proposals in light thereof, unless the City, in its sole discretion, determines that doing so is in the City's best interest;
- to discontinue negotiations with any Applicant at any time prior to the execution of a final contract, whether or not a notice of intent to contract has been issued to the Applicant, and to enter into negotiations with any other Applicant, if the City, in its sole discretion, determines it is in the best interest of the City to do so;
- to rescind, at any time prior to the execution of a final contract, any notice of intent to contract issued to an Applicant, and to issue or not issue a notice of intent to contract to the same or a different Applicant and enter into negotiations with that Applicant, if the City, in its sole discretion, determines it is in the best interest of the City to do so;
- to elect not to enter into any contract with any Applicant, if the City determines that it is in the City's best interest to do so;
- to require any one or more Applicants to make one or more presentations to the City as determined by the City, at the Applicant's sole cost and expense, addressing the Applicant's proposal and its ability to achieve the objectives of this notice of contract opportunity;
- to conduct on-site investigations of the facilities of any one or more Applicants (or the facilities where the Applicant performs its services);
- to inspect and otherwise investigate projects performed by the Applicant, whether or not referenced in the proposal, with or without consent of or notice to the Applicant;
- to conduct such investigations with respect to the financial, technical, and other qualifications of each Applicant as the City, in its sole discretion, deems necessary or appropriate; and,

- to do any of the foregoing without notice to Applicants or others, except such notice as the City, in its sole discretion, elects to post online.

## OTHER REQUIREMENTS

### General disclaimer

This RFP does not commit PDPH or UAC to award a contract. This RFP and the process it describes are proprietary and are for the sole and exclusive benefit of PDPH. No other party, including any Applicant, is intended to be granted any rights hereunder. Any response, including written documents and verbal communication, by any Applicant to this RFP, shall become the property of UAC and may be subject to public disclosure by the City, or any authorized agent of the City. The City is not liable for any costs incurred by Applicants in preparing and submitting a proposal in response to this RFP or for any costs and expenses incurred in meeting with or making oral presentations to the City if so requested.

### Performance standards

PDPH reserves the right to reject any item of work that does not meet its minimum standards of performance and quality, or that does not conform to the services described in this RFP. Neither PDPH, the City, nor UAC shall be obligated to pay for rejected work.

### Expectations of awarded Provider Organizations

It is the expectation of PDPH and UAC that Provider Organizations can meet the following criteria:

- Provider Organization has all required licenses and permits and is current with respect to the payment of City taxes and or other indebtedness owed to the City, including, but not limited to, taxes collected by the City on behalf of the School District of Philadelphia, and is not in violation of other regulatory provisions contained in the Philadelphia Code.
- Provider Organizations will exercise its “Best and Good Faith Efforts” to assure participation by Minority Business Enterprises (“MBE”), Woman Business Enterprises (“WBE”) and Disabled Business Enterprises (“DSBE”) (collectively, “M/W/DSBE”) as those terms are defined in City of Philadelphia Executive Order 03-12.
- Provider Organizations will adhere to the [City of Philadelphia’s Fair Practices Ordinance](#), as defined in Chapter 9-1100 of the Philadelphia Code. The Fair Practices Ordinance prohibits discrimination in the delivery of City services on the basis of ancestry, breastfeeding, color, disability, domestic or sexual violence, ethnicity, gender identity, familial status, marital status, national origin, race, religion, retaliation, sex, and sexual orientation.
- Provider Organization can attest it has no civil, criminal, or bankruptcy litigation; debarment or suspension proceedings; criminal convictions or indictments; or any order or agreement issued by

a court or local, state, or federal agency that would impact its ability to safely and credibly meet Program requirements.

- Provider Organization is fiscally solvent and has the financial capability to perform the work sought by this RFP.
- Provider Organization is in compliance with the [City of Philadelphia's 21st Century Minimum Wage and Benefits Ordinance](#), as defined in Chapter 17-1300 of the Philadelphia Code.
- Provider Organization understands that the work to be provided under any contract entered into pursuant to this RFP may be subject to the federal Health Insurance Portability and Accountability Act (HIPAA), as amended, and/or other state or federal laws or regulations governing the privacy and security of health information. Applicant must understand and comply with the "Terms and Conditions Relating to Protected Health Information" which are posted on the City's website at <https://secure.phila.gov/eContract/> under the "About" link.

### **Use of subcontractors**

Applicant must state the intention to use subcontractors to perform any portion of the work sought by this RFP. For each such subcontractor, provide the name and address of the subcontractor, a description of the work Applicant intends the named subcontractor to provide, and whether the subcontractor can assist with fulfilling goals for inclusion of minority, woman, or disabled-owned businesses or disadvantaged businesses.

### **Revisions to this RFP**

PDPH and/or UAC reserves the right to change, modify or revise the RFP at any time. Any revision to this RFP will be posted online. It is the Applicant's responsibility to check the website frequently to determine whether additional information has been released or requested.

### **City Employee Conflict Provision**

City of Philadelphia employees and officials are prohibited from submitting a proposal in response to this RFP. No proposal will be considered in which a City employee or official has a direct or indirect interest.

### **Proposals are binding**

By submitting its proposal, each Applicant agrees that it will be bound by the terms of its proposal for a minimum of 180 calendar days from the application deadline for this RFP. An Applicant's refusal to enter into a contract which reflects the terms and conditions of this RFP or the Applicant's proposal may, in the City's sole discretion, result in rejection of Applicant's proposal.

## ACRONYMS AND DEFINITIONS

Case	A person with a confirmed disease diagnosis
CDC	Centers for Disease Control and Prevention
City	City of Philadelphia
DBH	Department of Behavioral Health and Intellectual disAbilities
Contact	A person who has come into contact with a person with a confirmed disease diagnoses; Can be categorized as low-, medium- or high-risk contact
COVID-19	Novel coronavirus disease 2019
HIPAA	Health Insurance Portability and Accountability Act
I&Q	Isolation & Quarantine
Isolation	Separation of sick people from people who are not sick
PDPH	Philadelphia Department of Public Health
PPE	Personal protective equipment
Quarantine	Separation and restriction of the movement of people who were exposed to a contagious disease, including contacts of a confirmed case, to see if they become sick
RFP	Request for Proposals
UAC	Urban Affairs Coalition

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## KEY CONTACTS

All questions concerning this RFP must be submitted in writing via email to Sherri Wayne, Philadelphia Department of Public Health, at [sherri.wayne@phila.gov](mailto:sherri.wayne@phila.gov)

PDPH and UAC will respond to questions it considers appropriate to the RFP, but reserves the right, in its discretion, not to respond to any question. Responses will be posted on the Program's application website. PDPH and UAC reserve the right, in their discretion, to revise responses to questions after posting, by posting the modified response. No oral response to any Applicant question by any City, PDPH, or UAC employee or agent shall be binding or in any way considered to be a commitment by the City.