



REQUEST FOR PROPOSAL (RFP)

RFP: 001-21 home52 Transportation

**Hamilton County ESP
and
Other Transportation Services**

**home52, a subsidiary of Council on Aging of Southwestern Ohio
175 Tri County Parkway
Cincinnati, Ohio 45246**

Proposal Due Date: February 3, 2021 no later than 12:00 p.m. E.S.T.

Table of Contents

Section One: General Information	3
Section Two: home52 Transportation	6
Section Three: Proposal Submission Requirements	8
Section Four: Pricing.....	9
Section Five: Proposal Evaluation.....	10
Section Six: Insurance & Workers' Compensation	15
Section Seven: General Terms & Conditions.....	16

APPENDIX A: Emergency Preparedness Plan

APPENDIX B: Computer Hardware & System Requirements

APPENDIX C: Sample home52 Transportation Services Agreement

APPENDIX D: Sample Business Associate Agreement

APPENDIX E: Appeals Process

Attachment 1: home52 Transportation Overview

Attachment 2: Zones and Volume Data

Attachment 3: Bidder's Forms

Attachment 4: Bid Rate Worksheet Instructions for home52 Transportation

Attachment 4a: Zones and Capacity Worksheet

Attachment 4b: Bid Rate Worksheet for Year 1

Attachment 4c: Bid Rate Worksheet for Year 2

Attachment 4d: Bid Rate Worksheet for Year 3

Attachment 4e: Bid Rate Worksheet for Year 4 Optional Renewal

Attachment 4f: Bid Rate Worksheet for Year 5 Optional Renewal

Attachment 5: home52 Conditions of Participation

Attachment 6: home52 Transportation Service Specification

Section One: General Information

Bid Overview

home52, a subsidiary of Council on Aging of Southwestern Ohio (COA) is accepting proposals from qualified Bidders interested in contracting with home52 to provide transportation for older adults and/or adults with disabilities residing in Hamilton County, including the COA Elderly Services Program (ESP), the Fast Track Home (FTH) program and other home52 clients. This Request for Proposal (RFP) is for the provision of scheduled and same day transportation services to clients residing in Hamilton County.

The goal of this RFP is to attract the highest quality providers for the lowest cost who can meet the demand for services.

The contract period is April 5, 2021 to September 30, 2024, with two (2) additional one (1) year renewable options.

All Bidders must meet the Conditions of Participation, Service Specifications, and all terms and conditions within this document, including all Appendices and Attachments, if selected to receive an Agreement. Please read this document in its entirety.

Important Dates

Request for Proposal Number	ProposalName
RFP001-21	home52 Transportation January 6, 2021
Important Dates	
BiddersConference	Wednesday, January 13, 2021 at 2:00 p.m.
Last Day to Submit Questions	Wednesday, January 20, 2021
Last Day for COA to Answer Questions Submitted	Monday, January 25, 2021
Proposal Due Date	Wednesday, February 3, 2021 no later than 12:00 p.m.
Estimated Award Date	Wednesday, February 24, 2021
Contract Start Date	Monday, April 5, 2021

Bidders Conference

A virtual, online Bidders Conference regarding this RFP will be held Wednesday, January 13, 2021 at 2:00 p.m.

Anyone interested in learning more about this RFP, or the home52 Transportation program, may send an email of interest to provider_services@help4seniors.org. An email link to the Bidders Conference then will be sent to the inquiring Bidders. **Emails of interest to attend the Conference must be received no later than Tuesday, January 12, 2021.**

We ask that any questions Bidders wish to have addressed in this Conference be submitted to provider_services@help4seniors.org **no later than Monday, January 11, 2021.**

All questions regarding the RFP must be put in writing and submitted to:

provider_services@help4seniors.org

Submitted questions must reference **RFP 001-21: home52 Transportation**

Only questions submitted in writing to this e-mail address will receive a response. All questions must be submitted no later than **Wednesday, January 20, 2021**. Responses to questions submitted will be posted on home52's website at <https://www.home52.org/transportation-rfp/> no later than Monday, January 25, 2021.

Proposal Delivery

Each sealed submission must include **one (1) signed original and one (1) flash drive** containing an electronic version (*.doc or *.pdf) of the original proposal document with all narratives and forms scanned as a single document. For confidentiality purposes, on the electronic version, financial information can be marked "proprietary" or "confidential," scanned, and included as a separate file.

Please have the signed original copy of your proposal divided into sections based on the Proposal Submission Requirements found in Section Three (3) of this RFP and presented in a three-ring binder. You can find the second (2nd) level evaluation requirements on pages 12 through 14 of this RFP.

All sealed bids must be received no later than NOON Eastern Standard Time on Wednesday, February 3, 2021.

COA staff will be accepting bids at 175 Tri County Parkway on Wednesday, February 3, 2021 from 8 a.m. to 12:00 p.m. if the prospective bidder wishes to hand deliver their proposal. COA strongly encourages hand delivery to COA staff to minimize the risk of late delivery via a courier/delivery service. Bids may also be submitted via courier, delivery service, or via United States mail. The Bidder is responsible for ensuring the bid arrives at COA's office prior to the submission deadline. If a receipt of delivery is desired by the Bidder, the Bidder is responsible for using a form of delivery service that supplies them with a timed and/or dated delivery receipt. Sealed bids must be sent to:

Council on Aging of Southwestern Ohio
Attention: Randy Quisenberry
175 Tri County Parkway
Cincinnati, Ohio 45246

No late bids will be accepted. COA and home52 are not responsible for, and will not open or consider, proposals arriving after the deadline because of missed delivery, improper address, insufficient postage, accident or any other cause. COA's building is open from 8:00 A.M. to 4:30 P.M., Monday through Friday. Please be aware that Monday, January 18, 2021 the COA offices will be closed.

Integrity of the Procurement Process

During the procurement process, Bidders interested in responding to the solicitation may submit questions via email only to the Provider Services team regarding procedural matters related to the RFP, or requests for clarification or modification of this solicitation, no later than the due date and time as set forth in the RFP. Questions or requests submitted after the due date and time will not be answered.

Prospective service providers shall not contact any Council on Aging or home52 personnel (with the exception of the COA Provider Services team), board or advisory council members, or program funders, including elected officials, for meetings, conferences, or discussions that are specifically related to this RFP at any time prior to any Notice of Intent to Award a contract. Unauthorized contact with any Council on Aging or home52 personnel, board or advisory council members, or its funders, including elected officials, may be cause for

rejection of the bidder's proposal.

Agency and Program Background

home52

home52 is a subsidiary of Council on Aging of Southwestern Ohio (COA). Leveraging nearly 50 years of experience, COA and home52 are experts at helping individuals, families and caregivers manage complex medical and long-term care needs. home52 offers services that align with COA's mission to help individuals remain independent in their homes and communities.

Council on Aging of Southwestern Ohio

COA was established in 1970 and was incorporated as a nonprofit agency in December 1971. In 1974, COA was designated by the Ohio Commission of Aging, now the Ohio Department of Aging (ODA), as the Area Agency on Aging for Butler, Clermont, Clinton, Hamilton and Warren counties. These five counties comprise Planning and Service Area Number 1 (PSA-1) in the State of Ohio.

COA, providing service to older adults for more than 50 years, is Southwestern Ohio's AAA. Our mission: Enhance lives by assisting people to remain independent through a range of quality services. These include advocacy, caregiver support, counseling, health promotion, home and community-based services, legal assistance, nutrition, senior centers, and transportation.

Providers that are selected through this RFP will contract with home52 but will be providing transportation services to COA and other clients.

Elderly Service Program (ESP)

The Elderly Services Program (ESP) helps older adults remain safe and independent in their homes by providing senior home care services such as personal care, housekeeping, meals, transportation and more. ESP expands care seniors may already receive from family and friends and prevents unnecessary nursing home placement. COA administers the Elderly Services Program in Butler, Clinton, Hamilton and Warren counties. These programs are funded by county tax levies.

Fast Track Home (FTH) Program

FastTrack Home is a program funded by Hamilton County's senior services levy to give older adults quick access to in-home care when it is needed most – as they return home from a participating hospital or care facility. FastTrack Home speeds up the normal enrollment process for ESP by determining eligibility in the hospital or care facility. This allows temporary in-home services such as homemaking, meals and medical transportation, to be in place when the older adult returns home.

Other Populations to be Served by home52 Transportation

The home52 Transportation service population is expected to expand over the contract period. Transportation providers contracted by home52 Transportation will also serve other clients residing in Hamilton County that may not be clients of COA. These clients may include those for which transportation services are purchased by medical providers, private pay clients and others.

Section Two: home52 Transportation

home52 Transportation Overview

home52 Transportation is a centralized and coordinated system developed to meet the unique needs of riders who require specialized transportation services. The goal of home52 Transportation is to provide the right type of vehicle, at the right time and with the right support to meet individuals' needs.

home52 Transportation, through the use of a transportation management system, will have the ability to optimize routing, facilitate two-way communication between the driver and call center; and dispatch and schedule rides using multiple transportation providers. Once fully implemented, home52 Transportation will provide on-demand and advance-scheduled transportation for:

- Clients enrolled in Hamilton County's Elderly Services Program (ESP) and FastTrack Home (FTH)
- Patients discharging from area hospitals and skilled nursing facilities without appropriate transportation to get home
- Seniors and people with disabilities who need to get to routine, follow up or same-day health care appointments
- Seniors and people with disabilities who need non-medical transportation, such as to the grocery store or other activities that allow them to remain healthy, independent and connected to their communities

Additionally, for medical providers such as hospitals, health systems, dialysis clinics and federally qualified health centers, home52 Transportation will act as a centralized scheduling service, optimizing routes, schedules and vehicles to best meet the unique needs of their riders.

home52 provider requirements and program details are outlined in Attachments 1, 5, and 6.

home52 Transportation Launch and Expansion Plan

As a new service, home52 Transportation will launch in Spring 2021 with an initial focus on Hamilton County ESP and FTH clients of COA. The program will begin with a soft launch focused on a subset of Hamilton County ESP and FTH clients and will gradually expand to serve all Hamilton County ESP and FTH clients by September 30, 2021. See Attachment 1, Tables 1 and 2 for an illustration of the Hamilton County zone structure and Tables 3 and 4 for client volume estimates.

home52 Transportation also seeks to provide services to medical providers within its service region. In addition to ESP and FTH clients, patients of local hospitals and other medical providers may also be served in 2021 and beyond.

As home52 Transportation expands, the need for additional dedicated and non-dedicated services provided in partnership with transportation providers will expand.

As a result of the expansion plan, providers who already have a contract with COA who are also selected to contract with home52 may provide services under both contracts until September 30, 2021.

Ride Sharing

Provision of rides to multiple individuals – either multiple home52 clients or home52 clients and other clients of the transportation provider – are only permitted at the discretion of home52 Transportation. Prior approval must be obtained before ridesharing takes place. home52 Transportation will take multiple factors into consideration before approving ridesharing, which may include but are not limited to quality customer service needs; health and safety needs; and ride logistics for both home52 and the transportation provider.

Given current COVID conditions, ride sharing is prohibited in sedans and only permitted in vans or other vehicles when riders can be safely distanced six feet apart. Contracted providers will be notified when these restrictions are lifted but must still obtain home52 approval before ridesharing may occur.

Billing & Payment

Transportation providers will receive weekly payments from home52 Transportation. Payment will be based on accepted and completed rides logged in NovusMed TripSpark. Providers will have the opportunity to review rides completed for invoicing in NovusMed TripSpark.

Insurance

The awarded provider must provide evidence of proper insurance limits and workers compensation coverage prior to transporting the first home52 client. The following is required for home52 Transportation:

- 1) Comprehensive general liability not less than \$1,000,000 per occurrence and \$2,000,000 annual aggregate
- 2) Commercial automobile liability insurance, as applicable, covering all vehicles leased or owned by Provider that are used or operated to deliver service(s) of transportation with coverage against claims for injury and/or death in the amount of not less than \$1,000,000 per occurrence.
- 3) A commercial umbrella policy of \$1,000,000.
- 4) Bidders must submit a current Workers' Compensation Certificate with their proposal, including \$1,000,000 for Employers/Stop-Gap Liability.

The expansion of home52 Transportation will occur over several months; therefore, a provider awarded a contract in April may not be assigned clients until a date which aligns with the expansion of home52. Bidders are required to submit a current certificate of insurance and workers compensation certificate with the RFP. A bidder will not be excluded from the evaluation process if the insurance limits and workers compensation coverage do not currently meet requirements of the RFP.

Pre-certification and Program Requirements

Any bidder whose proposal successfully completes the evaluation process, but does not have a current contract with COA, is subject to a pre-certification review prior to receiving a home52 Transportation service agreement. All HCESP Transportation services will fall under home52. All bidders must adhere to and meet the ESP Conditions of Participation and home52 Transportation Service Specification which can be found in **Attachments 5 and 6**.

Section Three: Proposal Submission Requirements

A complete bid proposal includes the following:

1) Bid Forms and Documentation

- a) Bidder's Information Form (Attachment 3)
- b) Zone & Capacity Worksheet, Bid Rate Sheets for years 1 through 3 - including optional renewals for years 4 and 5 (Attachments 4-4f)
- c) Certificate of Secretary of State (current and in good standing)
- d) Current Bureau of Workers' Compensation Certificate (requirements in Section 6)
- e) Certificate of Insurance evidencing the Bidder's liability meets the proper requirements (requirements in Section 6)
- f) Bidder's Certification of Payment of Personal Property Tax (Attachment 3)
- g) Debarment, Suspension, Ineligibility and Exclusion Certification (Attachment 3)
- h) Non-Collusion Affidavit (Attachment 3)

2) First Level Evaluation

- a) Prior year's tax return (including all schedules)
- b) Prior year's statement of revenue and expenses
- c) Dated statement from a contracted CPA or an internal officer confirming that all federal, state, and local income and employment tax payments are current and paid through the most recent tax year.

3) Second Level Evaluation response:

2nd Level Evaluation response and any supporting documentation referenced within the response.

4) Proposal submission format:

- a) Each sealed submission must include **one (1) signed original proposal containing all of the items listed above and one (1) flash drive** containing an electronic version (*.doc or *.pdf) of the original proposal document with all narratives and forms scanned as a single document.
- b) The one signed original copy of the proposal should be divided into sections based on the Proposal Submission Requirements found above in this section and presented in a three-ring binder.

Section Four: Pricing

Instructions:

- Bidders are encouraged to bid on both dedicated and non-dedicated options. Bidders who propose to bid on non-dedicated vehicles must complete Table 1 (Zones) and Table 2 (Non-Dedicated Capacity). Bidders who propose to assign dedicated vehicles must complete Table 3 (Fleet). Bidders are required to complete the Zone and Capacity worksheet (Attachment 1a) for the bid to be considered complete.
- Bidders are encouraged to provide rates for both dedicated and non-dedicated options. Bidders are required to complete the 5 worksheets - (Attachment 4b) Year 1 Bid Rates, (Attachment 4c) Year 2 Bid Rates, (Attachment 4d) Year 3 Bid Rates, (Attachment 4e) Year 4 Option to Renew, and (Attachment 4f) Year 5 Option to Renew in order for the bid to be considered complete.
- Bid Rate Structure:
 - Dedicated vehicles will be contracted using a Rate Per Vehicle Hour.

Non-Dedicated vehicles will be contracted by either a base rate plus mileage **OR** a rate per mile option. If the base rate plus mileage option is selected, home52 will select one of the proposed tier structures (1, 5 or 10 miles) for the rate proposed by each bidder.

- Non-Dedicated vehicles are required to provide a wait extended time rate. One unit is the equivalent of 15 minutes. The home52 Transportation Service Specifications require vehicles to wait up to 15 minutes for clients with no additional payment. Should a non-dedicated vehicle be required by home52 Transportation to wait longer than the initial 15 minutes, an extended wait time rate will be applied.

Section Five: Proposal Evaluation

home52 shall award a Service Agreement to the bidder(s) who submit the best bid proposal(s) based on evaluation of all bids as determined by home52, in its sole discretion unless home52 rejects all bids.

home52 reserves the right to reject any or all bids, any part or parts of any Bid, and the right to waive any informality in any Bid. Any Bid which is conditional, obscure, or which contains additions not requested, or irregularities of any kind may be rejected.

home52 reserves the right to make changes in program requirements, procedures, and terms after the bids have been submitted, opened and reviewed in order to maximize delivery of services consistent with the objectives of the home52 Transportation Program.

home52 reserves the right to apply any of the following, if warranted, in home52’s sole opinion:

- Negotiate price
- Award to multiple providers
- Eliminate any term or condition that is not advantageous to home52, its clients, or funders
- Set ceiling/maximum rates for services provided resulting from this RFP

Bid proposals will be evaluated based on Bidder’s (1) Financial Analysis and Stability, Certificate of Insurance, and Workers Compensation Certificate (2) The Organization and Capabilities Overview and (3) Pricing. There are three categories of review identified in the tables below. The first category evaluation determines if the proposal meets the requirements of the RFP - that the organization is financially stable. The second category evaluation is for the organization and capabilities. The third category evaluation is based on Pricing. The tables below provide criteria, descriptions, and scoring guidelines.

Selection

home52 will form a review committee made up of representatives from various functional areas within and outside of the organization. This review committee will base its recommendation on the evaluation criteria set forth in this RFP. The committee will conduct an initial evaluation based on information in the submitted proposals.

Scoring of Submission

The committee will base the evaluations on the following criteria:

Description	Evaluation Criteria
1 st Level Evaluation- Financial Stability and Licensing	1 or 4 points
2 nd Level Evaluation- The Organization and Capabilities	1-16 points
3 rd Level Evaluation- Pricing	Complete based on requested pricing information and competitive with other proposals

1st Level Evaluation: Financial Stability

This level of the evaluation will be evaluated using the categories, as shown below.

Category	Examples for Scoring	Points
<ol style="list-style-type: none">1. Provides prior year's tax return (including all schedules) and prior year's statement of revenue and expenses.2. Provides dated statement from a contracted CPA or an internal officer confirming that all federal, state, and local income and employment tax payments are current and paid through the most recent tax year.3. Provides Certificate of Insurance evidencing Bidder's liability insurance meets proper requirements.4. Provides Current Workers' Compensation Certificate.	<p>Example 1-Financial data not provided, or audits contain material findings or unaudited financials show lack of financial stability. Unable to provide Certificate of Insurance and Workers' Compensation Certificate.</p> <p>Example 4-No material findings present on audited financial reports. Provides current Certificate of Insurance and Workers' Compensation Certificate. Current certificate of insurance will be accepted if limits do not meet requirements of the RFP. The awarded provider must provide evidence of proper requirements prior to transporting the first home52 client.</p>	1 or 4

2nd Level Evaluation: The Organization and Capabilities Overview

This level of the evaluation will be evaluated using the categories, as shown below.

Number	Category	Examples for Scoring	Points
1. Experience and Commitment to Aging	<p>Proposal includes examples of:</p> <ol style="list-style-type: none"> 1. Previous history and experience in delivering transportation services to the elderly. Delivery of service should include (prior to COVID-19), your average number of unduplicated clients per month and average number of one-way trips per month. 2. Commitment to enhancing transportation services to clients in need by providing hands on assistance from inside the client's home to their final destination, which may be inside a medical facility or building. 3. The provider's strengths, as validated with references, are relevant and will enhance the program. Please provide references from local governments and or agencies that provide a large portion of referrals. 	<p>Example 0-Proposal does not address delivery of transportation services.</p> <p>Example 1-Proposal mentions with little detail history, experience and delivery of transportation services.</p> <p>Example 2-Proposal states previous years of experience providing transportation services and describes service levels with minimal detail. If no experience with seniors, proposal lists previous social services offered by the organization. Proposal includes client counts and number of one-way trips. Proposal includes references from non-governments or agencies which provide minimal referrals.</p> <p>Example 3-Proposal includes recent history providing transportation services to the elderly. Proposal describes experience and frequency of use of ambulatory and non-ambulatory (wheelchair, stretcher) vehicles. Proposal includes client counts and number of one-way trips. Proposal states levels of service will include hands on assistance door-to-door and door-through-door. Proposal includes references from local governments and or agencies which serve as a minimal referral sources which validate service delivery.</p> <p>Example 4-Proposal includes a comprehensive history and summary of delivering transportation services to the elderly. Proposal describes experience and frequency of use of ambulatory and non-ambulatory (wheelchair, stretcher) vehicles. Proposal includes details of the ability to provide hands on assistance door-to-door and door-through-door. Proposal includes several references from local governments and or agencies which serve as a large referral sources which validate service delivery.</p>	0 - 4

<p>2. Driver and staff training and availability</p>	<p>Describe your organizations:</p> <ol style="list-style-type: none"> 1. Training program that ensures employees are prepared to provide required services according to home52 Transportation Service Specification. 2. Driving staff including average number of years of service and total number of drivers. 3. Backup plan in the event a driver or staff member is unable to complete services or report to work. 	<p>Example 0- Proposal does not address staffing.</p> <p>Example 1- Proposal mentions with little detail training programs, employee levels and staff backup plans.</p> <p>Example 2- Proposal lists training programs for new applicants and refresher trainings. Proposal mentions number of drivers and staff employed by the agency. Proposal lists number of staff available to serve as backup.</p> <p>Example 3- Proposal includes an outline of training provided to new hires and education for current staff on program specifications. Proposal details the number of drivers and staff employed by the agency are available to meet client volume, needs and demand. Proposal includes written backup plan for coverage of services due to staff unavailability.</p> <p>Example 4- Proposal includes specific training courses and strategies to ensure staff are skilled and knowledgeable of program specifications. Proposal includes examples of training materials/training checklist and continuous education opportunities. Proposal details and supports the number of drivers and staff employed by the agency are available to meet client volume, needs and demand. Proposal includes written backup plan for coverage of services due to staff unavailability.</p>	<p>0 - 4</p>
<p>3. Continual Quality Improvement Process</p>	<p>Describe how your Quality Management System:</p> <ol style="list-style-type: none"> 1. Incorporates policies, processes and activities to reduce risk and improve all aspects of service delivery. 2. Addresses problems in a timely manner. 3. Engages and utilizes feedback from clients, employees, management and other stakeholders such as COA. 	<p>Example 0- Proposal does not address a quality improvement process.</p> <p>Example 1- Proposal mentions they have a quality improvement process.</p> <p>Example 2- Proposal mentions quality management policies with no examples/details on how they collect or use data.</p> <p>Example 3- Proposal includes quality management policies. Proposal includes some explanation of how they address problems, how they collect data and how they use the data.</p>	<p>0 - 4</p>

	4. Uses standardized data collection tools such as client satisfaction surveys.	Example 4 -Proposal includes thorough quality management policies. Proposal includes multiple examples of how problems are addressed in a timely manner. Proposal includes comprehensive details on how data is collected, who it is collected from, and what data is used for.	
4. County Presence	<p>Bidder demonstrates:</p> <p>A presence in the county where Bidder intends to provide services. County presence is defined as having a physical office location in the county, hiring employees who reside in the county and/or payment of payroll tax to the county (e.g., percentage of total payroll tax paid to the county), use of local suppliers who are based in the county as demonstrated by the total dollars and/or % of dollars spent in the county.</p>	<p>Example 1- Bidder is not physically located in Hamilton County. Bidder demonstrates history of hiring employees residing in Hamilton County.</p> <p>Example 4-Bidder has a physical location in Hamilton County. Bidder demonstrates history of hiring employees residing in Hamilton County.</p>	1 or 4

3rd Level Evaluation: Pricing			
Number	Category		
1.Pricing	<ol style="list-style-type: none"> Does the proposal demonstrate competitive pricing with respect to other proposals received? Does the proposal have pricing for each type of service for years 1 -3 as well as the renewal options for year 4 and 5? Proposal has returned the rate structure pricing grids completely. 	Price for the entire contract period based on information submitted on Attachments 4 through 4f Bid Rate Worksheets.	

Section Six: Insurance & Workers' Compensation

The bidder, at the bidder's sole expense, if awarded a contract, agrees to carry and maintain in full force and with no interruption of coverage during the entire contract period:

1. The bidder shall furnish home52 with a Certificate of Insurance (Acord 25 Form) evidencing bidder's liability insurance meets the proper requirements.
2. Comprehensive general liability not less than \$1,000,000 per occurrence and \$2,000,000 annual aggregate.
3. Third Party Fidelity or similar insurance covering client loss due to theft of client's property or money by any employee or volunteer of the Bidder.
4. Commercial automobile liability insurance, covering all vehicles leased or owned by Provider that are used or operated to deliver service(s) of transportation with coverage against claims for injury and/or death in the amount of not less than \$1,000,000 per occurrence.
5. A fidelity bond covering all individuals authorized by the Bidder to collect and/or disburse funds.
6. A commercial umbrella policy of \$1,000,000.
7. The Bidder shall have all of the above described insurance in full force and effect prior to the commencement of work. The insurance must be through a carrier licensed in the State of Ohio and reasonably acceptable to home52. The Insurance Certificate(s) for the above described insurance shall name "Council on Aging of Southwestern Ohio (COASW)" and "home52" as additional insured and shall include a provision that requires written notice to COA and home52 at least thirty (30) calendar days in advance of any cancellation or non-renewal of coverage.
8. The insurance required under this RFP shall cover acts or omissions of both paid employees and volunteers working for the Bidder.
9. The Bidder shall require the same amount of insurance from all subcontractors utilized under this agreement.
10. Bidders must submit a current Workers' Compensation Certificate with their proposal, including \$1,000,000 for Employers/Stop-Gap Liability.

Section Seven: General Terms & Conditions

1. home52 reserves the right to accept any proposal, in whole or in part, to waive any informality in any proposal, to negotiate further with one or more bidders regarding any terms of their proposals in order to achieve the best proposal for the benefit of the communities and residents home52 serves as determined by home52 in its sole discretion, and to reject any or all proposals, or any part or parts of any proposal, for any reason whatsoever.
2. Products and services to be purchased under this RFP are contingent upon home52 funding and are in no way a guarantee to the Provider that everything described will be purchased. Any award of this contract does not give Provider the exclusive rights to products and services offered in this RFP including future offerings.
3. Bidders are responsible for compliance with all terms and conditions of this RFP and contract. As such, they are expected to read all documents issued completely.
4. home52 is not liable for any errors or omissions in proposals and is not required to make corrections or amendments to errors identified in proposals. If Bidders discover any ambiguity, conflict, discrepancy, omission, or other error in this RFP, they shall immediately notify COA via provider_services@help4seniors.org of such error in writing and request clarification or modification of the document.
5. home52 reserves the right to remove any term or condition in any proposal that is not in the best interest of the communities or residents it serves as determined by home52 in its sole discretion.
6. Any resulting contract will include the RFP, any addenda issued, presentation material, if requested, and the Bidder's proposal as Exhibits. The documents shall be interpreted in the following order:
 - a. Agreement
 - b. RFP and all attachments and addenda including presentation material if presentations are requested, and clarification sought by home52
 - c. Bidder's proposal
7. home52 requires that all Providers be able to accept Electronic Funds Transfers (EFTs).
8. The laws of the State of Ohio shall govern this contract and any subsequent purchases. Should there be any disagreement that requires Court action such action must take place in Hamilton County, Ohio in Cincinnati, Ohio.
9. Providers are required to be current on all employment, federal, state, and local income tax payments related to provision of the services rendered or products delivered.
10. No bid may be withdrawn after it has been deposited with home52.
11. No oral statements of any person shall, in any manner or degree, modify or otherwise affect or alter the terms of this RFP, the Contract, or any other document comprising a part or attachment to this RFP.
12. home52 reserves the right to adjust rates and establish ceilings for the initial contract and each annual renewal.
13. All proposals become the property of home52 and will not be returned to the Bidder. home52

has the right to use all ideas contained in any proposal received at no cost to home52. Selection or rejection of a proposal will not affect this right.

14. Only information which is the nature of legitimate trade secrets or non-published financial data may be deemed proprietary. Any material within a proposal identified as such must be clearly marked "proprietary" and will be handled accordingly. Any proposal marked "proprietary" or "confidential" in its entirety may be rejected without further consideration. Any challenge to home52 withholding this information as "proprietary" or "confidential" requiring legal defense, the cost of such defense shall be borne by the Bidder.
15. home52 is not responsible for any costs incurred by prospective Bidders. Costs associated with developing the proposal and any other expenses incurred in responding to this RFP are entirely the responsibility of the prospective Bidder and shall not be reimbursed by home52.
16. Bidders who are successful and awarded Contracts must agree to provide all documentation and assurances as outlined in the attached sample contract.
17. home52 reserves the right to make changes in program requirements, procedures, and terms after the Bids have been submitted, opened and reviewed, in order to maximize delivery of services consistent with the objectives of the program.
18. Provider must carry adequate insurance coverage to meet the specifications of this RFP provided as part of the Insurance and Workers' Compensation section.
19. Provider must abide by the specifications set out in the Provider Requirements in an Emergency provided in Appendix A: Emergency Preparedness Plan.
20. If awarded services, the selected Bidder will enter into an Agreement substantially similar to the sample agreement shown in Appendix C.
21. In the event the Bidder is not awarded a contract and desires to appeal home52's decision, the Bidder must follow the instructions provided in Appendix E: Appeals Process.
22. No identifying information protected by HIPAA shall be submitted in your proposal. Submitting HIPAA protected information, or other such protected information will be grounds for rejection of the proposal. This includes information known by, or previously reported to, home52 or COA. Bidders are reminded that bid documents are open to public scrutiny under Ohio Public Records laws.