

Community and Senior Services of Johnston County (CSS) Requests for Qualifications (RFQ) for In-Home Aide 2026-2029

CSS is entertaining proposals from qualified providers for a contract for the period of “contract commencement” (typically July 1, 2026) through June 30, 2029.

To be eligible for consideration, the proposing company must be capable of supplying the services as noted herein and must be financially solvent as evidenced by financial statements or a Dun and Bradstreet or similar review.

I. Submittal Date, Location, and Opening

Proposals will be received until 5:00 pm on the date published as the Closing Proposal Date. Proposals sent in writing or faxed on the proposing firm’s letterhead or by email are acceptable. Proposing firms will be expected to allow adequate time for delivery of their proposals by mail. No late proposals will be accepted.

Proposals can be mailed to 1363 W. Market Street Smithfield, NC 27577, physically dropped off at the same address, or via email at sarahw@cssjohnston.org. If sent by email, a reply confirmation will be sent. If you do not receive a reply within 48 hours of submission, please call the main office at 919-934-6066 to inquire.

Proposals should be delivered in a sealed envelope plainly marked “Community and Senior Services of Johnston County In-Home Aide RFQ” or this statement should be used in subject line of proposal submitted via email. The proposers’ names will be recorded and listed; however, the proposals will not be public record until an award is made.

II. Late Proposals

The closing proposal date is **April 15, 2026, at 5 pm.** Late proposals will not be accepted under any circumstances.

III. Conditions of Proposal Submittal

- A. All proposing firms shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejections of the proposal. However, Community and Senior Services of Johnston County (CSS) reserve the right to change the conditions, requirements, and specifications as it deems necessary.
- B. The proposal must be signed by a duly authorized official of the proposing company submitting the proposal.
- C. No proposal will be accepted from any person, company, or corporation that is in arrears for any obligation to the agency, or that otherwise may be deemed irresponsible or unresponsive by agency staff or the Board of Directors.

- D. Only one proposal will be accepted from any person, company, or corporation.
- E. Community and Senior Services of Johnston County (CSS) reserves the right to reject any and all proposals or any part thereof and to award the contract to the most responsive and responsible proposing companies as deemed in the best interest of CSS.
- F. All proposals should be prepared in a comprehensive manner as to content, but no necessity exists for binders or promotional material. Promotional material will not be considered as part of the bid and will not affect the evaluation of the bid.
- G. All costs, including travel and expenses, incurred in the preparation of this bid shall be borne solely by the proposing company.
- H. Community and Senior Services of Johnston County (CSS) reserves the right to request additional references.
- I. Community and Senior Services of Johnston County (CSS) will not return to proposing firms' proposals or other information supplied to CSS.
- J. Community and Senior Services of Johnston County (CSS) seeks a minimum of two responsive proposals for evaluation. Should there be less than two (2), the RFQ may be let a second time. CSS reserves the right to award on less than two proposals and will identify the acceptable number of subcontractors based on funding levels and service needs. The targeted number of providers is 1-3.

V. Evaluation of Proposal

A selection will be made on the basis of the proposals received. The providers selected for the award will be chosen on the basis of the benefits to the Community and Senior Services of Johnston County. All proposals will be evaluated by a team assembled on the recommendation of Community and Senior Services of Johnston County's Executive Director. The committee shall make the final determination of the companies selected.

Community and Senior Services of Johnston County (CSS) reserves the right to reject any or all proposals or any part thereof and to select the most responsive proposal that is deemed in the best interest of CSS and its service clients. No proposals will be accepted from any person or organization that is in arrears for any obligation to CSS, or that otherwise may be deemed irresponsible or unresponsive by CSS staff.

Community and Senior Services of Johnston County (CSS) reserves the right to enter into an agreement with another proposing vendor(s) in the event that the originally selected vendor fails to execute a contract with CSS or defaults on their contract.

Community and Senior Services of Johnston County (CSS) reserves the right to negotiate with any, none or all of the proposing vendors. No agreements with any selected vendor shall be binding until a contract is signed and executed by CSS and authorized representatives of the vendor.

VI. Evaluation Criteria

The recommendation will be based on the proposals which best meets Community and Senior Services of Johnston County needs taking into consideration a number of criteria, including:

- A. The degree to which the proposal meets or exceeds the terms of the specifications as advertised, including insurances, licenses and assurances.
- B. Results of reference checks and past performance for other clients.
- C. Past performance with the Agency, including responsiveness to the needs of CSS both in the time to deliver and services to be offered.
- D. Perceived ability to provide quality service.
- E. Projected and demonstrated average time from receiving client referral to actually providing aide service in the home.
- F. Ability to adhere to the agreed upon hourly rate.
- G. At least three years of business operations in the proposed service.

VII. Proposal Preparation and Information

- A. Proposals submitted shall contain all information as requested herein, and any additional information necessary to summarize the overall benefit of the bid to Community and Senior Services of Johnston County (CSS).
- B. **Proposals shall include the following:**
 - 1. A cover letter shall be provided that states the name, address, and telephone number of the proposing company. The letter must bear the signature of the person having the authority to make the proposal for the company and bind the company in a formal contract with Community and Senior Services of Johnston County.
 - 2. The cover letter must state that the vendor has reviewed the scope of work and contracting requirements
 - 3. The vendor must provide a current Certificate of Insurance (COI) verifying that the minimum insurance standards are met – see page 7. If the vendor does not currently have adequate coverage, but proposes to obtain minimum insurance levels prior to contracting, this note should be made in the accompanying cover letter. The current COI should still be submitted.
 - 4. Accompanying the cover letter and COI, the vendor should write a brief narrative describing their ability and general processes for accepting referrals, assessing clients for service, staffing cases, monitoring services for quality, and performing administrative tasks such as billing and submitting documentation. Describe your organizational structure, and the workforce in place to meet these expectations. Describe any areas in which you may not be able to serve due to location or level of care you may not be able to meet. This attachment should not exceed three pages.
 - 5. Hourly reimbursement rate for Level I, II, III care as well as Respite Care.
 - 6. Submission of a proposal shall be taken as an indication that the proposer has, or will have, after training, full knowledge of the scope, nature, quality, and quantity of the work to be performed, and the detailed requirements and conditions under which the service is to be provided. This would include a

working knowledge of the State standards and policies and procedures for in-home aide services under the Home and Community Care Block Grant found at [Microsoft Word - In-Home Aide Services 1992.doc \(ncdhhs.gov\)](#) covering such areas as aide competency, training and oversight, assessment and service planning, service priorities, and documentation and quality assurance. If you would prefer a hard copy of these standards, one will be provided for you for pickup at Community and Senior Services of Johnston County, with advance notice.

7. Monitoring of this service will be done in accordance with requirements and guidelines set forth by the North Carolina Division of Aging and Adult Services.

VIII. General Requirements of the Successful Proposing Company

Once the award has been made, the successful vendor shall enter into a written contract with Community and Senior Services of Johnston County within thirty (30) days after notice of the award.

IX. Inquiries and Corrections

All inquiries relating to this request shall be addressed to:

Community and Senior Services of Johnston County

Attn: Sarah Williams

1363 W. Market Street

Smithfield, NC 27577

or to

Sarah Williams, at sarahw@cssjohnston.org 919-934-6066.

If a proposing company finds discrepancies in or omissions from the specifications or should require additional clarification of any part thereof, a written request for interpretation shall be submitted to the Community and Senior Services of Johnston County Executive Director. Any interpretation of or change made to the RFQ will be made by written addendum to each proposing company and shall become part of the request for any contract awarded. Community and Senior Services of Johnston County (CSS) will not be responsible for the accuracy of any other oral explanations, interpretations, or representations. All inquiries shall be made in writing and all responses will be provided in writing (which may be in the form of an email). To be given consideration, inquiries must be received at least five (5) calendar days prior to the closing date established for the proposal. It shall be the responsibility of each proposing company to verify that every addendum has been received prior to submitting proposals.

Purpose of the RFQ for In-Home Aide Service

The Contractor(s) will offer Levels I, II, and III care as well as Respite Care in-home aide services to between 1 - 90 older adults in Johnston County for the fiscal year beginning July 1, 2026 (or the date of contract commencement) and continuing through June 30, 2029. The aide services include personal care, light housekeeping, meal preparation and other supportive services meant to enhance the client's ability to remain safe in the home. The Contract may also

cover in-home aide respite services as approved and arranged by the Agency. **Approved** vendors will be recorded on a vendor list, but all client assignments will be a matter of Community and Senior Services of Johnston County **choice based off of location and level of care needed.**

SCOPE OF WORK

The Contractor is expected to assist older adults by performing personal care essential to activities of daily living, with some home management tasks possibly included as incidental to the personal care. Such personal care and home management tasks are performed to enable individuals to remain in their own homes when they are unable to carry out these activities for themselves.

The Contractor is obligated to provide these in-home aide services for Community and Senior Services of Johnston County (CSS) in accordance with the requirements of the N.C. Division of Health Service Regulation and the service policies and procedures of the NC Division of Aging and Adult Services found at https://ncdhhs.s3.amazonaws.com/s3fs-public/In-HomeAide_Policies_and_Procedures.pdf covering such areas as aide competency, training and oversight, assessment and service planning, service priorities, and documentation and quality assurance. Potential vendors should review these standards carefully, as they include specific documentation requirements and other oversight provisions which will be discussed in the proposer's interview. A hard copy of these standards can be provided upon advance request, with pickup at Community and Senior Services of Johnston County.

The Contractors must assure the use of in-home aides who are qualified and appropriately supervised.

- i. Aides must be non-relatives of clients (Unless prior approval from the agency is obtained) and at least age 18 and older,
- ii. Aides must demonstrate competence for the tasks they are assigned to perform. The files maintained by the employing agency should have written documentation that the aide has competency to perform assigned tasks and should be made available to Community and Senior Services of Johnston County in a manner that the Agency determines appropriate and before the aide provides any client service.
- iii. Aides who perform tasks at Level III Personal Care must be a Certified Nurse Assistant (CNA). Aides who perform tasks that would require them to be a CNA must have documentation that they were competency tested to perform the tasks and were approved by the NC State Board of Nursing to perform the tasks.
- iv. The Contractor must maintain documentation for review by the Agency showing in-service training of all aides that are serving Community and Senior Services of Johnston County (CSS) clients. While the frequency and nature of this training is to be determined by the Contractor, CSS will share material with the Contractor that it deems appropriate for consideration in this in-service training.

- v. The Contractor must provide CSS a copy of the licensure documentation for the registered nurse(s) and copies of all nurse aide certifications before these workers directly serve CSS clients.
- vi. The Contractor must provide CSS documentation in a manner that CSS determines appropriate for its contractor personnel who engage directly with CSS clients verifying that a criminal background check was conducted prior to serving clients.

Supervision and evaluation of the in-home aide is the responsibility of the Contractor and must, at a minimum, comply with the requirements for the in-home aide levels being provided. The Contractor is required to ensure that the in-home aides have received sufficient training in the level of tasks to be performed before they are allowed to work independently. Individual employee records must be maintained and include documentation of competency, training, supervisory visits and performance evaluations. The Contractor will provide documentation of aide supervision and competency testing to CSS annually as part of routine contract monitoring, and otherwise upon request by CSS.

The Contractor must establish and maintain a client record to include assessment of client's needs, the in-home aide service plan, and authorization for services.

The Contractor must comply with all relevant local, state, and federal laws and requirements. The Contractor must not have any experience during the past three (3) years where it has been suspended or debarred from the receipt of federal or state funding and must have paid its required taxes on a timely basis.

The Contractor must be prepared to conduct an annual reassessment for each CSS-sponsored client completed by an appropriate professional. At a minimum, each assessment/reassessment should address the client's physical health, ADL/IADL functioning, social support status, mental/emotional functioning, economic status and living environment.

The Contractor is to provide an updated plan of care for each client on an annual basis, based on a full reassessment completed by an appropriate professional, and after a hospitalization and whenever a change in plan or services is indicated by the client's condition. The plan of care must include a signature of the client or client representative and registered nurse signature. The detailed care plan must identify client goals, level of care and services to be performed, frequency of service provision, anticipated duration of the service, client safety and restrictions, as appropriate, and conditions for continuing or discontinuing the service.

The Contractor is expected to accept any new clients referred by CSS, without regard for race, gender, sexual orientation, age, illness, disability, religious beliefs, location, or condition of client's home environment, except in instances where the client's living situation is believed to endanger or pose a significant risk for the Contract employee.

The Contractor will consult with the appropriate CSS personnel before altering any services to CSS-sponsored clients or whenever services cannot be provided as outlined in the plan of care. In the event that the Contractor is not able to provide all services due, consultation with CSS personnel is necessary to determine priority of clients to be served.

The Contractor will provide on a monthly basis to CSS an invoice and supporting documentation for in-home aide services, including the total hours of services provided, in a manner acceptable to CSS. The Contractor must provide these reports by the 1st business day of the month following the close of the service period. Community and Senior Services reserves the right to not reimburse hours if the service is provided by an unqualified worker and/or in a manner that does not comply with the contract requirements.

The Contractor must maintain appropriate client files and employee personnel files at its licensed branch or main office and allow inspection of said files by CSS and/or its funders as necessary to evaluate service compliance.

The Contractor must provide insurance coverage within limits mutually agreeable to both parties, \$1,000,000 minimum, with coverage for (1) worker's compensation, (2) comprehensive general liability, (3) business auto liability (if applicable) and (4) professional liability. The contractor must provide an assurance of the adequacy of its insurance coverage with their proposal submission.

The Contractor will agree to protect, defend, identify and hold CSS, its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and character in connection with or arising directly or indirectly out of its work for CSS. The Contractor further agrees to investigate, handle, respond to, provide defense for and defend any such claims, etc., at his/her sole expense and agrees to bear all other costs and expenses related thereto, even if such claim is groundless, false or fraudulent.

ANTI-DISCRIMINATION AND EQUAL OPPORTUNITY CLAUSE

The Contractor must not discriminate against any employee or applicant for employment because of race, religion, color, gender, sexual orientation, national origin, or disability; will take affirmative action to ensure that applicants and employees are treated during their employment without regard to their race, religion, color, gender, sexual orientation, national origin, or disability.

Such actions shall not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising, layoffs, or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

The Contractor is expected to abide by the equal opportunity provisions of the Civil Rights Act of 1964 as amended, and the American Disabilities Act laws and regulations.