

PROPOSAL FOR IN-HOME SENIOR CARE SERVICES

REQUEST FOR PROPOSALS LCAO-RFP-2026-009



**Proposals Due
October 2, 2026**

SUBMIT PROPOSALS TO:

**COUNTY OF LEELANAU
ADMINISTRATOR'S OFFICE
8527 E. GOVERNMENT CENTER DR., SUITE #101
SUTTONS BAY, MICHIGAN 49682**

PHONE (231) 256-9711

FAX (231) 256-0120

TABLE OF CONTENTS

Article	Page
ARTICLE I. INTRODUCTION	1
Section 1.1 Purpose	1
Section 1.2 Background	1
Section 1.3 Qualifications & Experiences	1
Section 1.4 Period of Performance.....	1
ARTICLE II. GENERAL INFORMATION FOR CONTRACTORS	1
Section 2.1 Point of Contact	1
Section 2.2 Estimated Schedule of Procurement Activities	2
Section 2.3 Submission of Proposals	2
Section 2.4 Proprietary Information and Public Disclosure	3
Section 2.5 Revisions to the RFP.....	3
Section 2.6 Responsiveness	3
Section 2.7 Most Favorable Terms	3
Section 2.8 Costs of Proposal	4
Section 2.9 No Obligation Contract	4
Section 2.10 Rejection of Proposals and Reservation of Right to Negotiate	4
Section 2.11 Failure to Comply.....	4
Section 2.12 Commitment to Funds.....	4
Section 2.13 Signatures	4
Section 2.14 Prime Contractor Responsibilities	4
Section 2.15 Failure to Perform.....	4
Section 2.16 Non-Collusion Clause	5
Section 2.17 Withdrawal	5
Section 2.18 No RFP Response	5
ARTICLE III. PROPOSAL CONTENT	5
Section 3.1 Proposal Submission	5
Section 3.2 Cost Proposal	6
Section 3.3 Identification of Anticipated and/or Potential Project Problems.....	6
Section 3.4 Acceptance of Conditions	6
ARTICLE IV. CONTRACTUAL TERMS AND CONDITIONS.....	6
Section 4.1 Nondiscrimination Clause	6
Section 4.2 Indemnification and Hold Harmless	7
Section 4.3 Contractor Insurance Requirements	7

Section 4.4	Applicable Law and Venue.....	7
Section 4.5	Compliance with the Law.....	8
Section 4.6	Assignments.....	8
Section 4.7	Independent Contractor	8
Section 4.8	Iran Linked Business.....	8
ARTICLE V.	EVALUATION AND CONTRACT AWARD	9
Section 5.1	Evaluation Procedure.....	9
EXHIBIT A	SCOPE OF WORK	10
EXHIBIT B	CERTIFICATIONS AND ASSURANCES	19
EXHIBIT C	CERTIFICATE OF COMPLIANCE WITH PUBLIC ACT 517 OF 2012 FORM.....	21
EXHIBIT D	CHECKLIST FOR RESPONSIVENESS	22
EXHIBIT E	LEELANAU COUNTY BOARD POLICY.....	23

LEELANAU COUNTY REQUEST FOR PROPOSALS

The County of Leelanau (hereinafter referred to as the “County”) is seeking proposals from interested, experienced, and qualified individuals and firms (hereinafter referred to as “Respondents”) for the purpose of providing in-house Senior respite, personal care, medication management, homemaker, foot care services and transportation to medical appointments for eligible senior citizens in the County.

I. INTRODUCTION

1.1 Purpose

The County is requesting proposals from qualified trained professional service providers to provide respite, personal care, medication management, homemaking, foot care services, and transportation to medical appointments services to eligible senior citizens throughout Leelanau County.

1.2 Background

The County covers an area of approximately 341 square miles with its County seat located in the Township of Suttons Bay. The County operates a Senior Services Department that provides services to its eligible senior residents in area.

1.3 Qualifications & Experience

Respondent’s Personnel:

The awarded vendor shall provide only full time, qualified and trained personnel to perform the work that is subject to this contract.

Respondent’s Work Experience and References:

Respondents must have been in a business performing the work outlined in these specifications for a minimum of three (3) years.

1.4 Period of Performance

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin upon award of and execution of a contract. The County wishes to enter into a 2-year contract term, with an option for two automatic one-year renewals beginning January 1, 2027. The contract will include options to cancel both with and without cause.

II. GENERAL INFORMATION FOR SUBMISSIONS

2.1 Point of Contact

The County Administrator is the sole point of contact regarding this RFP. All communication between prospective Respondents, and the County upon receipt of this RFP shall be as follows:

**COUNTY ADMINISTRATOR
ADMINISTRATOR’S OFFICE
8527 E. GOVERNMENT CENTER DR., SUITE #101
SUTTONS BAY, MICHIGAN 49682
PHONE (231) 256-9711 and FAX (231) 256-0120
lcypher@leelanau.gov**

In preparing proposals, prospective Respondents are to rely only upon the contents of this RFP, accompanying documents, and any written statements issued by the County. Any other communication will be considered unofficial and non-binding on the County. **THE COUNTY IS NOT RESPONSIBLE FOR ANY ORAL INSTRUCTIONS.** If a prospective Respondent finds a discrepancy, error, or omission in the RFP, or require any written addendum thereto, the prospective Respondent is requested to notify the County Administrator in writing, so that written clarification may be sent to all prospective Respondents. Communication directed to parties other than the County Administrator may result in disqualification of the prospective Respondent.

2.2 Estimated Schedule of Procurement Activities

The County anticipates the following procurement schedule:

RFP ReleasedAugust 14, 2026
Questions Due to Administrator August 28, 2026, at 5:00 p.m.
Administrator Responses to Questions September 1, 2026
Intent to Bid September 8, 2026
Proposals Due October 2, 2026, at 3:00 p.m.
Notice of AwardOctober 14, 2026
Commence WorkJanuary 1, 2027

2.3 Submission of Proposals

Respondents are required to submit three (3) copies of their proposal. One (1) copy must have original signatures and the other copies can have photocopied signatures. Each copy of the proposal should be bound or contained in a single volume. All documentation submitted with the proposal should be contained in that single volume. The proposal, whether mailed or hand delivered, must arrive at the County Administrator’s Office no later than 3:00 p.m., local time, on October 2, 2026.

The proposal is to be sent to the County Administrator’s Office at the address noted in Section 2.1, above. The envelope submitted should be clearly marked “**Leelanau County Administrator’s Office: In-Home Senior Care Services**” and addressed to the attention of the County Administrator.

Respondents who mail proposals should allow normal mail delivery time to ensure timely receipt of their proposals by the County. Respondents assume the risk for the method of delivery chosen. The County assumes no responsibility for delays caused by any delivery service.

Proposals may not be transmitted using electronic media such as facsimile transmission or electronic mail.

Late proposals will not be accepted and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of the County and will not be returned. The opening and reading of a proposal does not constitute the County's acceptance of the Respondent as a responsive and responsible Respondent.

Respondents are requested to be brief in response. The inclusion of extraneous information beyond the description of service and project approach and information specifically required by this RFP is discouraged. Submission of a proposal establishes a conclusive presumption that the Respondent is thoroughly familiar with the RFP and specifications and terms set forth herein and that the Respondent understands and agrees to abide by each and all of the stipulations and requirements contained in the RFP.

2.4 Proprietary Information and Public Disclosure

Materials submitted in response to this RFP shall become the property of the County. All proposals received shall remain confidential until the deadline for submission of proposals has expired, as defined by Michigan statute (MCL 15.243(1)(i)), the Freedom of Information Act.

2.5 Revisions to the RFP

In the event it becomes necessary to revise any part of this RFP, addenda will be reduced to writing and submitted to all prospective Respondents known to the County. For this purpose, the published questions and answers and any other pertinent information will be considered an addendum to the RFP and will be provided to prospective Respondents. All such changes or addenda shall become part of the contract, and all prospective Respondents shall be bound by such changes and addenda. The County reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

2.6 Responsiveness

All proposals will be reviewed by the County to determine compliance with administrative requirements and instructions specified in this RFP. Failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive. The County also reserves the right, at its sole discretion, to waive minor administrative irregularities.

2.7 Most Favorable Terms

The County reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Respondent can propose. The County does reserve the right to contact a Respondent for clarification of its proposal. The Respondent should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate some of or the Respondent's entire proposal. It is understood that the proposal will become a part of the official procurement file on this matter without obligation to the County.

2.8 Costs of Proposal

The County will not be liable for any costs incurred by the Respondent in preparation of a proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

2.9 No Obligation Contract

This RFP does not obligate the County to award a contract for services specified herein.

2.10 Rejection of Proposals and Reservation of Right to Negotiate

The County reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP. The County also reserves the right to waive any informalities or irregularities in proposals, and/or negotiate separately the terms and conditions of all or any part of the proposals as deemed to be in the County's best interests at its sole discretion even though not the lowest cost. No proposal shall be accepted from any party who is in default on the payment of taxes or other liability due the Treasurer.

2.11 Failure to Comply

The Respondent is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive.

2.12 Commitment of Funds

No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

2.13 Signatures

The Letter of Submittal and the Certifications and Assurances form must be signed and dated by a person authorized to legally bind the Respondent to a contractual relationship, e.g., the President or Executive Director of a corporation, the managing partner of a partnership, or the proprietor of a sole proprietorship.

2.14 Prime Contractor Responsibilities

The Respondent, whose proposal is accepted by the County, will be required to assume responsibility for all services offered in the proposal regardless of whether or not they possess them within their organization or will be provided by a subcontractor. Furthermore, the County will consider the successful Respondent to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

2.15 Failure to Perform

For failure to deliver or perform in accord with the accepted bid, the County may consider the Respondent in default and take steps to protect the County's interest. The County may, if applicable and without impairing its other rights and benefits, purchase all or part of the contract goods or services on the open market and charge any additional costs to the contractor or his surety.

2.16 Non-Collusion Clause

By signing and submitting this bid, the Respondent states that Respondent's proposal is genuine and not collusive or sham; such Respondent has not colluded, conspired, connived, or agreed, directly or indirectly, with any other Respondent or person, to put in a sham bid, or that such other person will refrain from proposing and has not in any manner, directly or indirectly, colluded, conspired, connived, or agreed, with any person, to fix the price of affiant or any other respondent, or to fix any overhead, profit or cost element of said bid price.

2.17 Withdrawal

Proposals may only be withdrawn by written notice prior to the date and time set for the opening of proposals. No proposal may be withdrawn after the deadline for submission.

2.18 No RFP Response

Respondents who receive this RFP by invitation, but who do not submit a proposal, are requested to return a notice stating the reason(s) for not responding.

III. PROPOSAL CONTENT

3.1 Proposal Submission

Responses to this RFP must include the following:

Respondent shall provide a minimum of three (3) customer references.

A statement of your company's proposed handling of the project's Scope of Services as provided in Exhibit A and incorporated herein by reference.

Documentation demonstrating three (3) years of experience in the type of work outlined in the Scope of Services.

A current resume for all persons who would be working on the project which includes a description of qualifications, skills and current availability. It should also demonstrate each person's role in the project. At minimum, resumes for the project manager must be included.

Respondents shall provide a completed Certification and Assurances form with their proposal. See Exhibit B, Certifications and Assurances.

Respondent shall describe the proposed strategy and/or plan for achieving the objectives of the RFP. Respondent may utilize a written narrative or any other printed technique to demonstrate the ability to satisfy the scope of services.

If the Respondent has had a contract terminated for default in the last five (5) years, describe such incident. Termination for default is defined as notice to stop performance due to the Respondent's non-performance or poor performance and the issue of performance was either

(a) not litigated due to inaction on the part of the Respondent, or (b) litigated and such litigation determined that the Respondent was in default.

Submit full details of the terms for default including the other party's name, address, and phone number. Present the Respondent's position on the matter. The County will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. If no such termination for default has been experienced by the Respondent in the past five (5) years, so indicate.

Respondents shall submit the completed Checklist for Responsiveness attached as Exhibit D.

3.2 Cost Proposal

The evaluation process is designed to award this contract not necessarily to the Respondent of least cost, but rather to the Respondent whose proposal best meets the requirements of this RFP.

Identify all costs including expenses to be charged for performing the Services necessary to accomplish the objectives of the contract. The Respondent is to submit a fully detailed budget including staff costs and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract.

Costs for subcontractors are to be broken out separately.

3.3 Identification of Anticipated and/or, Potential Project Problems

Use this section of the proposal to identify and describe any anticipated and/or potential project problems, the Respondent's approach to resolving these problems, and any special assistance that will be requested from the County.

3.4 Acceptance of Conditions

Provide a definitive statement of intent to comply with the Contractual Terms and Conditions as delineated in this RFP. If proposed terms and conditions are not acceptable as described, note and explain any exceptions; however, failure to agree to the terms required by law or County purchasing and contractual requirements may be grounds for disqualification of the proposal.

IV. CONTRACTUAL TERMS AND CONDITIONS

Any contract arising out of this RFP shall contain provisions that include, but will not be limited to, the following:

4.1 Nondiscrimination Clause

The Respondent who is selected as the Contractor, as required by law, shall not discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions or privilege of employment, or a matter directly or indirectly related to employment because of race, color, religion, sex, gender identity, gender expression, national origin, disability or genetic

information that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, age or political affiliation.

The Contractor shall adhere to all applicable Federal, State and local laws, ordinances, rules and regulations prohibiting discrimination, including, but not limited to, the following:

4.1.1 The Elliott-Larsen Civil Rights Act, 1976 PA 453, as amended.

4.1.2 The Persons with Disabilities Civil Rights Act, 1976 PA 220, as amended.

4.1.3 Section 504 of the Federal Rehabilitation Act of 1973, P.L. 93-112, 87 Stat. 355, as amended, and regulations promulgated there under.

4.1.4 The Americans with Disabilities Act of 1990, P.L. 101-336, 104 Stat 327 (42 USC §12101 et seq), as amended, and regulations promulgated there under.

Breach of this section shall be regarded as a material breach of the agreement.

4.2 Indemnification and Hold Harmless

The Respondent who is selected as the Contractor shall, at its own expense, protect, defend, indemnify, save and hold harmless the County of Leelanau and its elected and appointed officers, employees, servants and agents from all claims, damages, lawsuits, costs and expenses including, but not limited to, all costs from administrative proceedings, court costs and attorney fees that the County of Leelanau and its elected and appointed officers, employees, servants and agents may incur as a result of any violations of federal or State of Michigan laws, codes, rules or regulations, willful or wanton misconduct, or negligent acts or omissions of the Contractor or its employees, servants, agents or Subcontractors that may arise out of the agreement.

The Contractor's indemnification responsibility under this section shall include the sum of damages, costs and expenses which are in excess of the sum of damages, costs and expenses which are paid out on behalf of or reimbursed to the County, its officers, employees, servants and agents by the insurance coverage obtained and/or maintained by the Contractor.

4.3 Contractor Insurance Requirements

The Respondent who is selected as the Contractor shall, at all times during the term of this Agreement, maintain insurance that meets the requirements of Leelanau County's Board of Commissioners Policy on "Insurance Requirements." A copy of said Board Policy shall be attached to this Agreement labeled as an Exhibit E. The attached Exhibit E will be incorporated by reference into this Agreement and shall be made a part thereof. (See Exhibit E).

4.4 Applicable Law and Venue

Any agreement resulting from this RFP shall be subject to and construed according to the laws of the State of Michigan. The County and the Respondent who is selected as the Contractor agree that the venue for any legal or equity action under this agreement shall be in Michigan Courts

whose jurisdiction and venue shall be established in accordance with the statutes and Court Rules of the State of Michigan. In the event that any action is brought under any agreement resulting from the RFP in Federal Court, the venue for such action shall be the Federal Judicial District of Michigan, Western District - Southern Division.

4.5 Compliance with the Law

The Respondent who is selected as the Contractor shall render the services to be provided pursuant to this Agreement in compliance with all applicable Federal, State, and local laws, ordinances, rules, and regulations.

4.6 Assignments

The Respondent who is selected as the Contractor shall not assign the award of the contract or any payment without the prior written approval of the County.

4.7 Independent Contractor

The Respondent who is selected as the Contractor shall be an independent contractor. The employees, servants and agents of the Contractor shall not be deemed to be and shall not hold themselves out as employees, servants, or agents of the County and shall not be entitled to any fringe benefits received by the County's personnel, such as, but not limited to, health and accident insurance, life insurance, longevity or paid sick or vacation leave.

The Contractor shall be responsible for paying all compensation to its personnel for services they have performed under this Contract and for withholding and payment of all applicable taxes to the proper Federal, State and local governments.

4.8 Iran Linked Business

The Respondent who is selected as Contractor shall certify to the County that neither it nor any of its successors, parent companies, subsidiaries, or companies under common ownership or control of the Contractor, are an "Iran Linked Business" engaged in investment activities of \$20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. It is expressly understood and agreed that the Contractor shall not become an "Iran linked business" during the term of this Agreement. See Exhibit C.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN \$250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS OF INVESTIGATION AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

V. EVALUATION AND CONTRACT AWARD

5.1 Evaluation Procedure

This document is an RFP. As a result of this RFP, the County expects to receive and evaluate proposals and select a qualified service provider. As such, the lowest price proposal will not guarantee an award. Proposals will be evaluated based around features of service, qualifications, experience, timeliness and what is determined by the County to be the best solution for the County. The County may also consider the past performance of the Respondent on other contracts with the County or other entities.

The County may select a limited number of Respondents with whom to schedule interviews.

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this solicitation and any addenda issued. All proposals received by the stated deadline will be reviewed by the County to ensure that Respondents meet all minimum requirements. Respondents that fail to meet stated qualifications or any proposal that does not contain all of the required information will be rejected as non-responsive. The County reserves the right to make such additional investigations as it deems necessary and may require the submission of additional information.

EXHIBIT A
SCOPE OF WORK
FOR
IN-HOME SERVICES, FOOTCARE, AND MEDICAL TRANSPORTATION

Purpose

Leelanau County Senior Services (LCSS) seeks proposals from qualified agencies to provide in-home services, foot care, and medical transportation to help older adults maintain independence, safety, and quality of life while remaining in their homes and communities.

Services to be Provided

The Contractor shall provide one or more of the following services to eligible residents of Leelanau County who are sixty (60) years of age or older. More than one agency may be selected for award.

- Respite Care
- Personal Care
- Medication Management
- Homemaking
- Foot Care
- Transportation to Medical Appointment

Service Eligibility

Services shall be provided to individuals who:

1. Are sixty (60) years of age or older
2. Be a Leelanau County resident with permanent resident status.
3. Meet program eligibility requirements established by Leelanau County Senior Services
4. Have been authorized for services by Leelanau County Senior Services.

Services

The Contractor shall provide qualified and trained personnel to deliver some or all of the in-home services, including:

1. Respite Care: Provide temporary relief for family caregivers through in-home supervision and support services. This service can be scheduled as needed to give family caregivers time to run errands, shop, or rest.
Services may include:
 - A. Companionship
 - B. Assistance with activities of daily living
 - C. Transportation to community activities.
2. Personal Care Service
Services may include:
 - A. Bathing and personal hygiene
 - B. Dressing and grooming
 - C. Toileting and incontinence care

- D. Transferring and mobility assistance
 - E. Feeding assistance and meal support
 - F. Other activities of daily living as authorized by LCSS
 - G. Does not include transportation
3. Homemaker Services
- Services may include:
- A. Vacuuming, dusting, and mopping
 - B. Kitchen and bathroom cleaning
 - C. Laundry
 - D. Bed making
 - E. Cleaning of reachable surfaces
 - F. Homemakers shall not do heavy lifting, work on ladders, or do home repairs.
4. Medication Management Service: Please see Addendum A for comprehensive details
- Services may include:
- A. Directly assist clients in managing prescription(s) as prescribed by a physician, OTC (over the counter) medication, and nutritional supplements
 - B. Medication monitoring and documentation
 - C. Education and instructions to clients
 - D. Communication with healthcare providers as necessary, and adherence to the physician-prescribed medication regimen
 - E. Maintain a confidential client file with nurses' notes and medication charts.
 - F. The client and contractor will determine the schedule. In certain situations, visit schedules may be affected by input from the client's primary health care provider
 - G. The contractor will notify Leelanau County Senior Services immediately if unable to continue to provide the services.
5. Foot Care Services: Please see addendum B for comprehensive details.
- Provide routine foot care at salons or designated clinics throughout Leelanau County by qualified personnel, including:
- A. Foot assessments
 - B. Toenail trimming
 - C. Basic skin care
 - D. Identification of conditions that need to be addressed by a podiatrist.
6. Transportation Services
- Provide transportation to and from medical appointments, including
- A. Physician appointments
 - B. Therapy appointments
 - C. Diagnostic testing
 - D. Other approved medical-related appointments
- Drivers Shall:
- A. Maintain a valid driver's license
 - B. Carry required automobile insurance
 - C. Operate safe and properly maintained vehicles

D. Provide reasonable assistance to clients entering and exiting vehicles.

Contractor Qualifications

1. Be properly licensed and authorized to conduct business in the State of Michigan
2. Employ qualified, trained personnel capable of providing medication management services.
3. Maintain all applicable professional licenses and certifications.
4. Conduct background checks on all personnel providing services.
5. Maintain written policies regarding confidentiality, infection control, and incident reporting.
6. Maintain professional liability insurance and any other insurance required by the County.

Staff Requirements

The Contractor shall ensure that all personnel:

1. Are appropriately trained and supervised
2. Receive orientation and ongoing education, including dementia training
3. Are capable of safely performing assigned duties
4. Report suspected abuse, neglect, or exploitation in accordance with Michigan law.

Performance Standards

1. Begin services within two (2) weeks of receiving a referral
2. Notify LCSS within one (1) business day of any service interruption
3. Maintain staffing sufficient to meet service demands
4. Maintain a client satisfaction process and participate in collaborative meetings.

Reporting and Billing

1. The Contracting agency will submit a monthly financial statement. The financial statement shall include the invoice number, the total cost for the month, the client's name and address, the date of service, the service units, and the times of service.
2. The Contracting agency shall bill Leelanau County Senior Services only for services and units that have been authorized by LCSS.
3. The Contractor shall make reasonable efforts to ensure the services remain within authorized units. However, LCSS recognizes that unforeseen client health, safety, or care needs may occasionally require additional time.
 - a. Additional time beyond the authorized service period may be provided when necessary to protect the immediate health, safety, or well-being of the client. In such circumstances, the Contractor shall:
 - i. Document the reason for the additional time.
 - ii. Notify LCSS by the next business day if the additional time exceeds fifteen (15) minutes; and
 - iii. Obtain approval from LCSS before billing for additional units beyond fifteen (15) minutes.
4. In the event of the client's not being home or shortened visits, the Contractor shall make reasonable efforts to provide the scheduled services, including attempting to contact the client and, when appropriate, the client's emergency contact.
 - a. If the caregiver arrives at the client's residence and the client is unavailable,

refuses all or part of the services, or is not home, and doesn't provide 24-hour notice, the Contractor can bill for the full authorized services, up to 3 times per year.

- b. If a caregiver is dismissed or a client is not home, the Contractor must document the reason and notify LCSS by the next business day. After three scheduled visits where the caregiver is dismissed or the client is not home, LCSS will review the repeated client refusals and decide if changes to the authorization are necessary.
5. The Contractor shall maintain procedures to ensure staff are aware of each client's authorized service plan and approved units of service.

Unit of Service

1. Personal Care: One (1) service unit shall equal one (1) hour of service.
2. Medication Management: One (1) service unit shall equal (15) minutes of service.
3. Respite Care: One (1) service unit shall equal one (1) hour of service.
4. Homemaker: One (1) service unit shall equal one (1) hour or service.
5. Foot Care Services: One (1) service unit shall equal one (1) completed visit, OR one (1) service unit shall equal one (1) hour of providing foot care services at a clinic.
6. Transportation: One (1) service unit shall equal one (1) hour of service.

Addendum A
SCOPE OF WORK
FOR
MEDICATION MANAGEMENT SERVICE

Purpose

Leelanau County Senior Services seeks qualified contractors to provide medication management services to eligible older adults residing in Leelanau County. The purpose of this program is to assist seniors in safely managing prescribed medications, reducing medication errors, and supporting their ability to remain independent in their homes.

Service Eligibility

To be eligible for medication management services, an individual must:

1. Meet program eligibility requirements established by LCSS.
2. Be sixty (60) years of age or older.
3. Be a Leelanau County resident with permanent residential status.
4. Demonstrate a need for medication management services, including but not limited to:
 - a. Living alone
 - b. Being unable to independently set up medications
 - c. Having physical or cognitive conditions that impair medication management.

Contractor Qualifications

7. Be properly licensed and authorized to conduct business in the State of Michigan
8. Employ qualified, trained personnel capable of providing medication management service.
9. Maintain all applicable professional licenses and certifications.
10. Conduct background checks on all personnel providing services.
11. Maintain written policies regarding confidentiality, infection control, and incident reporting.
12. Maintain professional liability insurance and any other insurance required by the County.

Staff Requirements

The Contractor shall ensure that all personnel:

5. Are appropriately trained and supervised
6. Receive orientation and ongoing education, including dementia training
7. Are capable of safely performing assigned duties
8. Report suspected abuse, neglect, or exploitation in accordance with Michigan law.

Medication Management Services

The Contractor shall provide qualified, trained personnel to perform medication management services that may include, but are not limited to:

1. Promoting strict adherence to the physician-prescribed medication regimen.

2. Assisting clients in managing prescription medications, over-the-counter medications, and nutritional supplements.
3. Performing medication set-up and providing instructions to clients regarding proper medication administration.
4. Monitoring medication compliance and identifying concerns that may require intervention.
5. Maintaining confidential client records, including nurses' notes and medication charts.
6. Obtaining and maintaining the following forms:
 - a. Release and waiver of claims
 - b. Authorization for the Release of Information
7. Coordinating schedule with the client and, when appropriate, incorporating recommendations from the client's primary healthcare provider.
8. Notifying LCSS immediately if the Contractor is unable to continue providing services to a client.

Service Documentation

The Contractor shall maintain documentation, including:

1. Date of service
2. Arrival and departure times
3. Service provided
4. Medication concerns or incidents
5. Client refusals or missed visits
6. Communication with healthcare providers
7. Changes in client condition

Reporting and Billing

1. The Contracting agency will submit a monthly financial statement. The financial statement shall include the invoice number, the total cost for the month, the client's name and address, the date of service, the service units, and the times of service.
2. The Contracting agency shall bill Leelanau County Senior Services only for services and units that have been authorized by LCSS.
3. The Contractor shall make reasonable efforts to ensure the services remain within authorized units. However, LCSS recognizes that unforeseen client health, safety, or care needs may occasionally require additional time.
 - a. Additional time beyond the authorized service period may be provided when necessary to protect the immediate health, safety, or well-being of the client. In such circumstances, the Contractor shall:
 - i. Document the reason for the additional time.
 - ii. Notify LCSS by the next business day if the additional time exceeds fifteen (15) minutes; and

- iii. Obtain approval from LCSS before billing for additional units beyond fifteen (15) minutes.
- 4. In the event of the client's not being home or shortened visits, the Contractor shall make reasonable efforts to provide the scheduled services, including attempting to contact the client and, when appropriate, the client's emergency contact.
 - a. If the caregiver arrives at the client's residence and the client is unavailable, refuses all or part of the services, or is not home, and doesn't provide 24-hour notice, the Contractor can bill for the full authorized services, up to 3 times per year.
 - b. If a caregiver is dismissed or a client is not home, the Contractor must document the reason and notify LCSS by the next business day. After three scheduled visits where the caregiver is dismissed or the client is not home, LCSS will review the repeated client refusals and decide if changes to the authorization are necessary.
- 5. The Contractor shall maintain procedures to ensure staff are aware of each client's authorized service plan and approved units of service.

Unit of Service

- 1. Medication Management: One (1) service unit shall equal (15) minutes of service.

Addendum B
SCOPE OF WORK
FOR
FOOT CARE SERVICES

Description of Required Services

Leelanau County Senior Services seeks qualified contractors to provide routine foot care services to eligible older adults residing in Leelanau County. The purpose of this program is to promote foot health, identify potential concerns requiring medical attention, and support seniors in maintaining mobility, independence, and overall well-being.

Service Eligibility

1. Be sixty (60) years of age or older
2. Be a Leelanau County resident with permanent residential status.
3. Purchase a foot care voucher prior to the scheduled appointment. The voucher shall serve as the authorization and referral for services.

Contractor Qualifications

1. Be properly licensed and authorized to conduct business in the State of Michigan
2. Employ qualified personnel with training and experience in providing routine foot care services.
3. Maintain all applicable professional licenses and certifications.
4. Conduct background checks on all personnel providing services.
5. Maintain written policies regarding confidentiality, infection control, and incident reporting.
6. Maintain professional liability insurance and any other insurance required by the County.

Staff Requirements

The Contractor shall ensure that all personnel:

1. Are appropriately trained and supervised
2. Receive orientation and ongoing education, including dementia training
3. Are capable of safely performing assigned duties
4. Report suspected abuse, neglect, or exploitation in accordance with Michigan law.

Foot Care Services

The Contractor shall provide routine foot care services at designated clinic locations throughout Leelanau County or at participating licensed salons.

- A. Soaking, drying, and inspecting the feet.
- B. Assessing the condition of the feet and identifying concerns that may require referral to a podiatrist or other healthcare provider.
- C. Trimming toenails and filing nails.

- D. Removing excess epithelial tissue using appropriate instruments.
- E. Exfoliating dead skin from the heels and soles of the feet using a pumice stone or similar instrument.
- F. Applying lotion and assisting clients with replacing shoes and socks as necessary.
- G. Providing education regarding proper foot care and referral recommendations when appropriate.
- H. The Contractor shall not perform services that exceed the provider's scope of practice or constitute medical treatment unless otherwise licensed and authorized to do so.

Service Locations

The Contractor shall provide services at clinic locations approved by LCSS throughout Leelanau County and shall coordinate clinic schedules with LCSS.

The Contractor shall maintain a safe, clean, and sanitary environment and comply with all applicable infection control practices.

Service Documentation

- 1. Client name
- 2. Date of service
- 3. Voucher number

Reporting and Billing

- 1. The contractor shall submit endorsed vouchers to Leelanau County Senior Services for reimbursement.
- 2. If a client fails to appear for a scheduled appointment, the Contractor shall document the no-show and notify LCSS.
- 3. No-show appointments are not reimbursable.

Unit of Service

- 1. Foot Care Services: One (1) service unit shall equal one (1) completed visit, OR one (1) service unit shall equal one (1) hour of providing foot care services at a clinic.

EXHIBIT B
CERTIFICATIONS AND ASSURANCES

THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR PROPOSAL.
FAILURE TO SUBMIT THIS COMPLETED FORM MAY RESULT IN DISQUALIFICATION.

Firm Name: _____

I/we make the following statement of assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. The prices and/or data have been determined independently, without consultation, communication, or agreement with other Respondents for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
2. The attached proposal is a firm offer for a period of one hundred twenty (120) days following receipt, and it may be accepted by the County without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the one hundred twenty (120) day period.
3. In preparing this proposal, I/we have not been assisted by any current or former employee of Leelanau County whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of proposal. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
4. I/we understand that the County will reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of the County, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
5. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Respondent and will not knowingly be disclosed by him/her prior to opening, in the case of a proposal directly or indirectly to any other respondent or to any competitor.
6. No attempt has been made or will be made by the Respondent to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.

8. I/we acknowledge communication of any kind regarding my/our proposal directed to parties other than the Project Administrator may result in my/our disqualification.

9. I/we warrant that no conflict of interest knowingly exists for any member of the project team that contributed to this proposal or prospective contract.

Signature

Date

Title

EXHIBIT C

CERTIFICATE OF COMPLIANCE WITH PUBLIC ACT 517 OF 2012 FORM

(Please type or print clearly in ink only)

I certify that neither _____ (Company), nor any of its successors, parent companies, subsidiaries, or companies under common control, is an "Iran Linked Business" engaged in investment activities of \$20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. In the event it is awarded a Contract as a result of this solicitation, Company will not become an "Iran linked business" during the course of performing the work under the Contract.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN \$250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

(Name of Company)

By: _____

Date: _____

Title: _____

EXHIBIT D
CHECKLIST FOR RESPONSIVENESS

_____ Proposal was submitted on or before 3:00 p.m., local time, on _____, 20__.

_____ Required number of proposal copies were submitted.

_____ Proposal was formatted into eight major sections: Letter of Submittal, including a signed Certifications and Assurances; Project Manager and Team Qualifications, Experiences and Requirements; References; Related Information and History; Cost Proposal and Compensation; Identification of Anticipated and/or Potential Project Problems; Signed Certificate of Compliance with Public Act 517 of 2012 Form; and Acceptance of Conditions.

_____ Respondent meets minimum qualifications:

1. Licensed to do business in the State of Michigan.
2. Will comply with the Certificate of Assurances set forth in Exhibit B.
3. Has certified that it is not an Iran Linked Business.
4. Submit proposals as specified in this RFP.

_____ Letter of Submittal and Certifications and Assurances were signed by an individual authorized to bind the Respondent to a contractual relationship, e.g., the President or Executive Director of a corporation, the managing partner of a partnership, or the sole proprietor of a sole proprietorship.

_____ Three (3) references from three (3) previous clients provided.

NOTE: "Yes" answers must be given to each element above for the proposal to be considered responsive.

(Name of Company)

By: _____

Date: _____

Title: _____

EXHIBIT E

LEELANAU COUNTY BOARD POLICY

GENERAL SUBJECT:	Administration/General (County Administrator)	Policy No.	13
SPECIFIC SUBJECT:	Insurance Requirements Policy	Adopted:	04/17/1990
		Revised:	02/15/1994
		Revised:	05/21/2013
		Revised:	12/19/2017

APPLIES TO: All Leelanau County Employees and Elected Officials.

PURPOSE: The Leelanau County Board of Commissioners hereby establishes a policy on insurance requirements for contractors, vendors, individuals, and/or organizations receiving monies from Leelanau County. The purpose of these requirements is to assure that the parties referenced above are accepting appropriate responsibility for insuring their own operations, and that they are not unduly exposing Leelanau County taxpayers to liability and/or loss.

The Contractor, and any and all of their subcontractors, shall not commence any work until they have met the insurance requirements outlined in this policy. All coverage shall be with insurance companies licensed and admitted to do business in the State of Michigan. All coverages shall be with insurance carriers acceptable to Leelanau County and have a minimum A.M. Best Company (www.ambest.com) Insurance Report rating of not less than A or A- (Excellent).

1. Workers' Compensation Insurance: The Contractor shall procure and maintain during the life of the contract, Workers' Compensation Insurance, including Employers' Liability Coverage, in accordance with all applicable statutes of the State of Michigan. Workers' Compensation and Employers' Liability Insurance are required if the party hires one or more persons or currently has employees. If a party currently does not have any employees, and is a sole proprietor, an affidavit must be filed with the County Clerk stating that the party currently has no employees and will not hire any while working for Leelanau County as a contractor or a subcontractor, etc. If a party currently does not have any employees and is incorporated (Inc.) or a limited liability corporation (LLC), they must file a Notice of Exclusion, WC-337, with the State of Michigan and then provide a copy of the State-approved document to the County Clerk.
2. Contractor's Tools & Equipment: The Contractor shall be responsible for insuring all its tools, equipment and materials which it may leave at the Project's work site. The County

shall not be responsible for any loss or damage to the Contractor's tools, equipment and materials.

3. Professional Liability (Errors and Omissions) Insurance: [For contracts for professional services, e.g., Architect, Engineers, Doctors, Dentist, etc.] The Contractor shall possess Professional Liability Insurance (errors and omissions) with limits of not less than \$1,000,000.00 per occurrence or claim. If the Professional Liability Insurance is on a claims-made basis, the Contractor shall purchase extended reporting period "tail" coverage for a minimum of three (3) years after termination of the Agreement.
4. Commercial General Liability Insurance: The Contractor shall procure and maintain during the life of their contract, Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability not less than \$1,000,000.00 per occurrence and aggregate combined single limit, Personal Injury, Bodily Injury, and Property Damage. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent; (E) Deletion of all Explosion, Collapse, and Underground (XCU) Exclusions, if applicable.
5. Motor Vehicle Liability: The Contractor shall procure and maintain during the life of their contract Motor Vehicle Liability Insurance, including Michigan No-Fault Coverage, with limits of liability not less than \$1,000,000.00 per occurrence combined single limit, Bodily Injury, and Property Damage. Coverage shall include all owned vehicles, all non- owned vehicles, and all hired vehicles.
6. Deductibles: The Contractor shall be responsible for paying all deductibles in its insurance coverages.
7. Additional Insured: Commercial General Liability and Motor Vehicle Liability Insurance, as described above, shall include an endorsement stating that the following shall be ***Additional Insureds:*** Leelanau County, all elected and appointed officials, all employees and volunteers, all boards, commissions, and/or authorities and board members, including employees and volunteers thereof. The Contractor's insurance coverages shall be primary to the Additional Insureds and not contributing with any other insurance or similar protection available to the Additional Insureds, regardless of whether said other available coverage be primary, contributing or excess.
8. Cancellation Notice: Workers' Compensation Insurance, Commercial General Liability Insurance, and Motor Vehicle Liability Insurance, as described above, shall include an endorsement stating the following: "It is understood and agreed that Thirty (30) days Advance Written Notice of Cancellation, Non-Renewal, Reduction, and/or Material Change shall be sent to the office of the Leelanau County Administrator.

9. Owners' and Contractors' Protective Liability: [For Contracts for Construction or Large Repair or Maintenance Projects such as road work, sewer work or building projects] The Contractor shall procure and maintain during the life of the contract, a separate Owners' and Contractors' Protective Liability Policy with limits of liability not less than \$1,000,000.00 per occurrence and aggregate combined single limit, Personal Injury, Bodily Injury, and Property Damage. Leelanau County shall be "Named Insured" on said coverage. Thirty (30) day Notice of Cancellation shall apply to this policy.
10. Proof of Insurance Coverage: The Contractor shall provide Leelanau County at the time that the contracts are returned by him/her for execution, A "Certificate of Liability Insurance," on Accord Form #25, with the necessary coverages included, as listed below:
- a. Certificate of Insurance for Workers' Compensation Insurance;
 - b. Certificate of Insurance for Commercial General Liability Insurance;
 - c. Certificate of Insurance for Vehicle Liability Insurance;
 - d. Certificate of Insurance for Professional Liability Insurance on Projects where such insurance is required.
 - e. Original Policy, or original Binder pending issuance of policy, for Owners' & Contractors' Protective Liability Insurance, where such insurance is required.
 - f. If so requested, Certified Copies of all policies mentioned above will be furnished.
11. If any of the above coverages expire during the term of the contract, the Contractor shall deliver renewal certificates and/or policies to the Leelanau County Administrator at least ten (10) days prior to the expiration date.

Failure to comply with these insurance requirements could result in the termination of a contract or delay in receipt of funds. Questions regarding the scope of applicability of this policy may be directed to the Leelanau County Administrator.