



**Los Angeles County
Community and Senior Services
Area Agency on Aging (AAA)
3175 West Sixth Street
Los Angeles, CA 90020-1708**

**REQUEST FOR INFORMATION (RFI)
RFI NUMBER: CMD-AAA-OMB-1011-1314**

**TITLES III AND VII LONG-TERM CARE OMBUDSMAN
PROGRAM**

**For more information visit:
<http://css.lacounty.gov>**

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REQUEST FOR INFORMATION**

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**REQUEST FOR INFORMATION (RFI)
UNDER THE OLDER AMERICANS ACT (OAA)
LONG-TERM CARE OMBUDSMAN PROGRAM**

1.0 PURPOSE

- 1.1 Los Angeles County through the Department of Community and Senior Services (CSS) is requesting information from Vendors who are qualified and have the capacity to provide Long-Term Care (LTC) Ombudsman Program Services (herein after referred to as Program Services) for the Los Angeles County Area Agency on Aging (AAA).
- 1.2 This is a request for information (RFI) only. It is issued solely for information and planning purposes. Please note that submission of a response does not bind Los Angeles County or the Vendor to contract for program services. It does not constitute a Request for Proposal (RFP), Request for Statement of Qualifications (RFSQ), Invitation for Bids (IFB) or a promise to issue any such solicitation now or in the future. Los Angeles County will not pay for any information or administrative cost incurred by Vendor in response to this RFI.
 - 1.2.1 CSS reserves the right to select and award a contract(s) to one or more Vendors who have demonstrated capabilities in providing Program Services. CSS may also elect to take no further action.
 - 1.2.2 At the discretion of CSS, the information and ideas gathered from Vendors as a result of this RFI may be used by CSS to prepare and release a future solicitation (e.g., RFP, RFSQ, IFB or another Los Angeles County procurement method) to procure Vendor(s) who can provide the Program Services described herein.
 - 1.2.3 In the event a contract(s) is awarded, the contractor(s) will adhere to additional requirements for operating the Long-Term Care Ombudsman Program, which CSS, California Department of Aging (CDA) or Federal agencies shall impose.
- 1.3 This RFI requests information from Vendors that meet the minimum requirements specified in Section 3.0 (Minimum Qualifications and Other Requirements) and have the capacity to provide the Program Services listed in Section 4.0 (Specific Tasks) for Los Angeles County beginning July 1, 2010 (projected contract start date). Vendors who wish to offer these Program Services are requested to submit relevant information as outlined in Section 6.0 (Statement of Interest) and Section 8.0 (Submission Requirements). Upon review of all RFI Statements of Interest, CSS may ask select Vendors to provide supporting documentation of their capability to meet the requirements identified and/or answer additional questions.

2.0 BACKGROUND

2.1 Program Description

2.1.1 The Long-Term Care Ombudsman Program (herein after referred to as the LTCO Program) was established by the Older Americans Act (OAA) and the Mello-Granlund Older Californians Act (OCA) for the primary purposes of advocating for the rights of Clients (as defined in Section 4.1.3 of this RFI), working to resolve Clients' problems with care to bring about changes at the local, State and national levels and ultimately improving the care provided for all long-term care facility residents. The core of the LTCO Program uses volunteers and volunteer programs to accomplish the following objectives:

2.1.1.1 Investigate and resolve complaints made by or on behalf of Client.

2.1.1.2 Assist and advocate for the dignity, quality-of-life and quality-of-care for Client.

2.1.1.3 Educate both consumers (including Client and his/her family members) and long-term care providers about Client's rights and good care practices.

2.1.1.4 Promote activities, policies and practices needed to prevent, detect, assess, treat, intervene in, investigate and respond to elder abuse, neglect and exploitation (including financial exploitation).

2.1.2 Long-term care facilities provide care for people who have functional limitations or chronic health conditions and who need on-going health care or assistance with activities of daily living (ADLs) such as feeding themselves, bathing, taking medication, etc. There are various types of facilities providing long-term care services, including the following:

2.1.2.1 Skilled Nursing Facilities (SNFs): These facilities provide 24-hour skilled nursing care, related services or rehabilitative services on an extended basis for the injured, disabled or sick individuals.

2.1.2.2 Distinct Part Facilities: These facilities provide skilled nursing and rehabilitative services on a 24-hour basis for individuals who stay in an acute hospital setting for a short time, generally a maximum of three weeks.

2.1.2.3 Residential Care Facilities for the Elderly (RCFEs):

These facilities provide non-medical care and supervision for individuals 60 years of age or older who may need assistance with ADLs.

2.1.2.4 Intermediate Care Facilities: These facilities provide in-patient care to ambulatory or non-ambulatory patients who have recurring need for skilled nursing supervision and need supportive care, but who do not require availability of continuous skilled nursing care.

2.1.2.5 Other similar adult care facilities.

2.2 Legislative Authority and LTCO Program Guidelines

2.2.1 CSS is seeking information from Vendors who can provide Program Services throughout Los Angeles County (excluding the city of Los Angeles) as authorized by the OAA (as reauthorized in October 2006) Titles III and VII, the OCA and the Long-Term Care, Health, Safety, and Security Act of 1973.

2.2.2 Vendor shall be informed that all Ombudsman contractors will be required to adhere to all County contract requirements as well as the guidelines established by the Office of the State Long-Term Care Ombudsman for operating the LTCO Program.

2.3 CSS' Designation as an Area Agency on Aging (AAA)

2.3.1 CDA has designated CSS as Planning Service Area 19 (PSA 19) for Los Angeles County through its Area Agency on Aging (AAA) program division. CSS receives funding from CDA to operate the LTCO Program in Los Angeles County and CSS is seeking information from qualified Vendors who can provide Program Services as required by the above regulations and guidelines on behalf of CSS.

3.0 MINIMUM QUALIFICATIONS AND OTHER REQUIREMENTS

3.1 Unless otherwise specified, Vendor shall have (and shall be able to demonstrate that it has) the qualifications and requirements indicated in this Section 3.0, Minimum Qualifications and Other Requirements, at the time it submits its Statement of Interest in response to this RFI.

3.2 Minimum Qualifications

3.2.1 Vendor's Experience

3.2.1.1 Vendor must have a minimum of eight (8) consecutive years of experience providing Program Services or

services substantially similar to the Program Services identified in Section 4.0, Specific Tasks, throughout Los Angeles County.

3.2.1.2 Vendor's experience must have been gained within the last ten years (i.e., experience gained prior to calendar year 2000 does not qualify toward meeting this requirement).

3.2.1.3 Vendor shall have familiarity and experience collaborating with the Los Angeles County network of Area Agency on Aging providers, Adult Protective Services agencies, law enforcement personnel, legal services providers, etc. This collaboration experience shall have been gained by Vendor during the time it was providing the Program Services or services substantially similar to the Program Services identified in Section 4.0, Specific Tasks.

3.2.2 Staffing Requirements

3.2.2.1 Vendor shall have sufficient number of staff necessary to fulfill the requirements of the LTCO Program as specified in Subsection 4.3, Program Staffing, by July 1, 2010.

3.2.2.2 Vendor shall currently have the specific staff who meet the qualifications of each staff position specified in Subsection 4.3, Program Staffing.

3.2.3 Location in Los Angeles County

3.2.3.1 Vendor shall currently maintain and shall have maintained an office located in Los Angeles County for the past eight (8) years.

3.2.3.2 Vendor shall have the capacity to obtain and maintain an office located in each of the five Supervisorial Districts in Los Angeles County by July 1, 2010.

3.2.4 Insurance Requirements

3.2.4.1 Vendor must have the following types of insurance coverage: commercial general liability, automobile liability and workers' compensation and employer's liability.

3.2.4.2 Vendor shall procure, maintain and provide County

evidence of insurance at coverage levels required by the County by July 1, 2010. The current levels required by County are as follows:

3.2.4. 2.1 Commercial General Liability

- General Aggregate – \$2 million
- Products/Completed Operations Aggregate – \$1 million
- Personal and Advertising Injury – \$1 million
- Each Occurrence – \$1 million

3.2.4. 2.2 Automobile Liability – \$1 million

3.2.4. 2.3 Workers' Compensation and Employer's Liability – Employer's Liability coverage with limits of not less than \$1 million per accident

3.2.4. 2.4 Sexual Misconduct Liability

- \$2 million per claim
- \$2 million aggregate

3.2.4. 2.5 Professional Liability (covering all Ombudsman activities including, but not limited to, investigation of patient complaints):

- \$1 million per claim
- \$2 million aggregate

3.2.5 Vendor's Business Status

3.2.5.1 Vendor's organization shall be either a non-profit private corporation or a public agency.

3.2.5. 1.1 Vendor's organization shall be either a Single-purpose or Multi-purpose agency. For purposes of this RFI, a Single-purpose agency is defined as an agency which provides Program Services (or services

substantially similar to the Program Services identified in Section 4.0, Specific Tasks) as its only primary business function. For purposes of this RFI, a Multi-purpose agency is defined as an agency which provides the Program Services (or services substantially similar to the Program Services identified in Section 4.0, Specific Tasks) as one of its several primary business purposes.

- 3.2.5. 1.2 If Vendor's organization is a public and/or Multi-purpose agency, it shall assure that none of its other sponsored programs conflict with the objectives and policies of the LTCO Program, and it must devote adequate resources to meet LTCO Program objectives. Sponsored programs are defined as those business activities that do not have the same or substantially similar services, goals and objectives as those of the LTCO Program.
- 3.2.5.2 Vendor's organization, including its officers, employees, volunteers, governing board and advisory council members, and members of their immediate families shall be free of any conflicts of interest.
 - 3.2.5. 2.1 Vendor shall not have a direct involvement in the licensing or certification of a long-term care facility or of a provider of a long-term care service.
 - 3.2.5. 2.2 Vendor shall not have an ownership or investment interest (represented by equity, debt or other financial relationship) in a long-term care facility or a long-term care service.
 - 3.2.5. 2.3 Vendor shall not be employed by, or participate in the management of a long-term care facility.
 - 3.2.5. 2.4 Vendor shall not receive or have the right to receive, directly or indirectly, remuneration (in cash or in-kind) under a compensation arrangement with an owner or operator of a

long-term care facility.

3.2.5.3 Vendor shall have current, written procedures to protect the confidentiality and privacy of Client information collected for LTCO Program purposes in accordance with California Code of Regulations, Title 22, Section 7500(b). This includes, but is not limited to, written procedures that assure that interviews, investigations, office space, telecommunications and e-mails protect the confidentiality of Client and all complaint-related communications and records.

3.2.5.4 The prospective contract is subject to the requirements of the County's Defaulted Property Tax Reduction Program ("Defaulted Tax Program") (Los Angeles County Code, Chapter 2.206). Vendor should carefully read the Defaulted Tax Program Ordinance. The Defaulted Tax Program applies to both Vendors and their Subcontractors. Vendor shall certify that it is in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the term of any contract that may be awarded or shall certify that it is exempt from the Defaulted Tax Program by completing the Certification of Compliance with the County's Defaulted Property Tax Reduction Program, Exhibit A. Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant contractor (Los Angeles County Code, Chapter 2.202). Vendors that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

3.2.5.5 Vendor shall be formed as a business entity or registered with the California Secretary of State. Formation as a business entity shall be defined as being recognized by the State of California as a legal business entity such as a corporation, limited liability corporation, limited partnership, etc. Formation requires an entity to file documents and forms with the California Secretary of State and adhere to additional statutory provisions that are required by the State of California or the Federal government such as obtaining licenses, permits, tax status, etc. Vendor shall have all current, required licenses and permits necessary to conduct business in the State, in Los Angeles County

and in the city where it is located. Vendor shall have its most recent Statement of Information filed with the Secretary of State. Vendor shall be in good standing with the Secretary of State and shall maintain that status continually while providing Program Services.

3.2.5.6 Suspension and Debarment Requirements: Vendor and its principal(s) shall not be suspended, debarred, ineligible, or excluded from bidding or proposing, securing or performing work on any County, State or Federal funded contracts or that of other public entities or non-profit County corporation(s).

3.3 Other Requirements

3.3.1 Provision of Program Services

3.3.1.1 Vendor shall demonstrate its ability to provide Program Services for all five Supervisorial Districts by July 1, 2010.

3.3.1.2 Vendor shall have the capability to and shall provide all the tasks listed in Section 4.0, Specific Tasks, by July 1, 2010.

3.3.1.3 Vendor shall have the capability to and shall provide Program Services to the Client as requested by the Client or by the Client's family/friends who are acting on Client's behalf by July 1, 2010.

3.3.1.4 By July 1, 2010, Vendor shall provide Program Services in the event of an emergency or natural disaster to: the Client, as requested by the Client; Client's family/friends who are acting on Client's behalf; and, long-term care facility staff.

3.3.2 Funding Requirements

3.3.2.1 Vendor is required to match a minimum of 15% of its total OAA Title III, Part B LTCO Program costs with cash or in-kind contributions as of July 1, 2010.

3.3.2.2 By July 1, 2010, Vendor shall maintain a cash reserve equal to the amount it would cost to operate the LTCO Program for one month. Grant funds may not be used or counted toward maintaining the cash reserve.

3.3.3 State Certification Requirements

3.3.3.1 Vendor shall have Ombudsman Representatives who are certified by the State of California and maintain their certification status in accordance with requirements of the Office of the State (California) Long-Term Care Ombudsman.

3.3.3.2 Vendor's Ombudsman Representatives shall have been fingerprinted as part of the certification process.

3.3.4 Vendor shall have access to the internet-based National Ombudsman Reporting System (NORS) utilizing the AgingNetwork.com portal. Vendor shall have experience submitting and receiving confidential Client data on a quarterly and annual basis (or as designated by State/County) using NORS.

4.0 SPECIFIC TASKS

4.1 General Requirements

4.1.1 In addition to the qualifications listed in Section 3.0, Minimum Qualifications and Other Requirements, Vendor shall have the capacity to provide the Program Services outlined in this Section 4.0, Specific Tasks.

4.1.2 Vendor shall provide Program Services to protect the health, safety, welfare and rights of Clients.

4.1.3 For purposes of this RFI, all references to "Client" shall mean an individual who meets one of the following definitions:

4.1.3.1 An older individual, defined as 60 years of age or older, regardless of his/her socio-economic status, who resides in a long-term care facility located in Los Angeles County (excluding the city of Los Angeles).

4.1.3.2 An individual under 60 years of age, residing in a long-term care facility located in Los Angeles County (excluding the city of Los Angeles) if both of the following conditions exist:

4.1.3.2.1 A majority of the residents of the facility where the younger individual resides are over age 60.

4.1.3.2.2 Program Services provided to the younger

individual does not weaken or decrease Program Services to older individuals covered by the OAA (policy of the Office of Elder Rights Protection, Administration on Aging (AoA), July 15, 1996).

4.2 Information Technology System (ITS)/Statistical Analysis

4.2.1 Vendor shall participate in CSS' automated Information Technology System (ITS) as well as have a web-based compatible microcomputer system and a dedicated phone line. Vendor shall maintain equipment that can access ITS in accordance with the configuration specifically outlined and approved by CSS.

4.2.2 Vendor shall have access to the internet-based National Ombudsman Reporting System (NORS) utilizing the AgingNetwork.com portal.

4.3 Program Staffing

4.3.1 Vendor shall have no less than the minimum number of qualified staff necessary to provide the Program Services described in this Subsection 4.3, Program Staffing.

4.3.2 Project Director (Local Ombudsman Coordinator)

Vendor shall have a full-time Project Director. Project Director shall meet the following requirements:

4.3.2.1 Completion of a bachelor's degree or higher in the social or health services field.

4.3.2.2 Ability to speak, read and write English fluently.

4.3.2.3 Shall be certified by the State and maintain current State certification as an Ombudsman Representative.

4.3.2.4 Have a minimum of five (5) years of professional experience (obtained within the past 10 years) that includes any of the following:

4.3.2. 4.1 Experience in management or leadership of community programs/organizations.

4.3.2. 4.2 Knowledge and experience in the field of gerontology and aging programs.

- 4.3.2. 4.3 Experience providing services to older individuals.
- 4.3.2. 4.4 Knowledge and experience in the field of long-term care.
- 4.3.2. 4.5 Experience in management and supervision of volunteer programs.
- 4.3.2. 4.6 Knowledge of laws and regulations in the area of long-term facilities.

4.3.3 Ombudsman Representative (State Certified Ombudsman Representative) – Staff (on Vendor payroll) and Volunteer

Vendor shall have full-time, Ombudsman Representative(s) Staff and Volunteer. All Vendor Ombudsman Representatives shall meet the following requirements:

4.3.3.1 Shall be State certified and maintain current State certification as an Ombudsman Representative.

4.3.3.2 Shall demonstrate effective verbal and written communication and analytical skills.

4.3.3.3 Vendor's Staff Ombudsman Representative shall have a minimum of 2 years experience (obtained within the past 10 years) in any of the following areas:

4.3.3. 3.1 Gerontology, long-term care or other relevant social services or health services programs.

4.3.3. 3.2 The legal system and the legislative process.

4.3.3. 3.3 Dispute or problem resolution techniques, including investigation, mediation and negotiation.

4.3.3. 3.4 Any other area that's directly related to the Program Services being provided.

4.3.3.4 In addition to satisfying the requirements of Subsections 4.3.3.1 and 4.3.3.2 above, Vendor's Volunteer Ombudsman Representative shall have, at a minimum, the following qualifications:

- 4.3.3. 4.1 An interest and commitment to provide services to older individuals.
 - 4.3.3. 4.2 The ability to make a commitment of time to serve as an Ombudsman Representative to advocate on behalf of Client.
 - 4.3.4 Other Program Staff
 - 4.3.4.1 Vendor shall retain staff who are qualified and sufficient in number to deliver all Program Services adequately including, both paid staff and volunteers, and other employees that Project Director deems necessary to conduct LTCO Program operations.
 - 4.3.4.2 Program staff shall be capable of establishing effective communication with Clients and their families.
- 4.4 Core Ombudsman Program Services
 - 4.4.1 Resident-Level Advocacy
 - 4.4.1.1 Vendor shall receive, identify, investigate and resolve complaints made by or on behalf of Client that relate to the action, inaction or decisions adversely affecting the health, safety, welfare and rights of Client.
 - 4.4.2 On-Going Presence/Facility Monitoring
 - 4.4.2.1 Vendor shall ensure that it maintains frequent, consistent and timely on-site presence in long-term care facilities to ensure that Client has regular and timely access to Ombudsman Representative.
 - 4.4.2.2 Vendor shall conduct unannounced, on-site monitoring visits on a basis to be determined by State/County. For purposes of this RFI, monitoring visit shall be defined as an activity that is performed by Vendor who goes to the long-term care facility to review, observe and assess the activities of the long-term care facility. Vendor shall use LTCO Program requirements as the standard to measure how well the long-term care facility is achieving those standards. Vendor shall document its efforts of this process and share the results of its review/assessment with the long-term care facility.
 - 4.4.2.3 Vendor shall monitor poor and best practices in long-term care facilities; and, Vendor shall communicate

best practices to facilities so that they can incorporate these practices into their current procedures.

4.4.3 Resident and Family Council Development and Support

4.4.3.1 Vendor shall assist Client and the family and friends of Client in developing an active resident council and family council, respectively. Resident council is defined as an independent group comprised of residents living in long-term care facilities, organized to act on behalf of all residents on issues affecting resident care and life in the facility. Family council is defined as an independent, organized group consisting primarily of the residents' family members and friends acting in concert on behalf of the long-term care facility residents.

4.4.3.2 Vendor shall attend resident/family council meetings upon invitation.

4.4.3.3 Vendor shall provide technical assistance.

4.4.3.4 Vendor shall train and involve the resident and family councils in long-term care activities.

4.4.4 Advance Health Care Directive/Property Transfer Witnessing

4.4.4.1 Vendor shall witness the execution of Client's advance health care directive prepared and executed pursuant to California Probate Code Sections 4673 – 4675.

4.4.4.2 Vendor shall witness property transfers of more than \$100 on behalf of Client.

4.4.5 Systems-Level Advocacy

4.4.5.1 Vendor shall review, and if necessary, comment on any existing and proposed laws, regulations and other government policies and actions, that pertain to the rights and well-being of Client.

4.4.5.2 Vendor shall facilitate the ability of the public to comment on the laws, regulations, policies and actions.

4.4.5.3 Vendor shall represent the interests of Client before government agencies and seek administrative, legal and other remedies to protect the health, safety, welfare and rights of Client.

4.4.6 Referrals

4.4.6.1 Vendor shall refer complaints and concerns from non-Client residents of long-term care facilities to the appropriate government agency in the event that such residents are ineligible to receive Program Services.

4.4.7 Other Activities

4.4.7.1 Vendor shall perform other activities deemed appropriate by the Office of the State Long-Term Care Ombudsman.

4.5 Elder Abuse Prevention Program Services

4.5.1 Outreach, Public Information and Community Education

4.5.1.1 Vendor shall provide for public education and outreach to identify and prevent elder abuse, neglect and exploitation.

4.5.1.2 Vendor shall provide for public education and outreach to promote financial literacy and prevent identity theft and financial exploitation of older individuals.

4.5.1.3 Vendor shall provide referrals for information regarding the State's Health Insurance Counseling and Advocacy Program (HICAP), Medi-Cal (Medicaid) and Medicare.

4.5.1.4 Vendor shall provide information about the resources that are available to help select a SNF or residential care facility for the elderly.

4.5.2 Service Provider Training

4.5.2.1 Vendor shall conduct training for individuals, including family caregivers who are described in OAA Title III Part E, professionals, and paraprofessionals in relevant fields on the identification, prevention and treatment of elder abuse, neglect, and exploitation with particular focus on prevention and enhancement of self-determination and autonomy.

4.5.2.2 Vendor shall provide technical assistance to programs that provide or have the potential to provide Program Services or other services for victims of elder abuse, neglect, and exploitation and for family members of the victims.

4.5.2.3 Vendor shall conduct special and on-going training for individuals involved in serving victims of elder abuse, neglect and exploitation on the topics of self-determination, individual rights, State and Federal requirements concerning confidentiality and other topics determined by State to be appropriate.

4.5.3 Data Collection and Analysis

4.5.3.1 Vendor shall promote the development of data systems, including elder abuse reporting systems and collection of information to quantify the extent of elder abuse, neglect, and exploitation in the service area.

4.5.3.2 Vendor shall analyze information from local Adult Protective Services (APS) programs and Program Services concerning elder abuse, neglect, and exploitation and use it to identify unmet service, enforcement, or intervention needs.

4.6 Supplemental Ombudsman Program Services

4.6.1 Staff and Volunteer Recruitment: Vendor shall recruit staff and volunteers to provide Program Services as Ombudsman Representatives.

4.6.2 Staff and Volunteer Training

4.6.2.1 Vendor shall provide on-going training and technical assistance to Staff and Volunteer Ombudsman Representatives.

4.6.2.2 Vendor shall ensure that all of its Ombudsman Representatives receive State certification and complete the annual 12 hours of training required to retain State certification.

5.0 FUNDING

5.1 Los Angeles County depends on Federal and State funding received from CDA to operate the LTCO Program. Funding for the LTCO Program is received and allocated on a fiscal year basis and the amount may vary significantly each fiscal year depending on the availability of Federal and State funds. The anticipated amount of funding for the LTCO Program is estimated at \$597,000 for fiscal year 2010-2011. In the event of an award, continued contract funding is contingent upon the availability of funds, contractor's program performance and contractor's fiscal solvency.

- 5.2 The term for the anticipated LTCO Program contract is a total of four years commencing on July 1, 2010 through June 30, 2014. The contract term is also subject to the availability of Federal and State funds.

6.0 STATEMENT OF INTEREST

6.1 General Instructions

- 6.1.1 Interested Vendors shall prepare a Statement of Interest (SOI) in accordance with the instructions outlined in this Section 6.0, Statement of Interest.
- 6.1.2 The SOI shall be prepared as simply as possible and provide a clear, concise and accurate description of the Vendor's professional qualifications required to perform Program Services in support of the LTCO Program.
- 6.1.3 Vendor shall submit one original, signed SOI and one copy to CSS by the date specified below in Section 8.0, Submission Requirements. The original SOI must be signed by an individual authorized to represent and bind the Vendor's agency.
- 6.1.4 Vendor's SOI shall not exceed seven (7) pages, including the cover letter.

6.2 Elements of the Statement of Interest

6.2.1 Cover Letter

- 6.2.1.1 Vendor shall prepare a cover letter, using its company letterhead, for the SOI. The cover letter shall not exceed two (2) pages in length, and must be signed by the authorized representative of the Vendor's agency.
- 6.2.1.2 Vendor shall detail its exact legal business name, type of organization (e.g., non-profit private corporation or public agency), mailing address, number of years it has been in business, contact person's name and title, telephone number, fax number and e-mail address.
- 6.2.1.3 Vendor shall provide a statement confirming that the submission of the SOI in response to this RFI gives CSS the authority to verify and confirm any and all related information, credentials, resources and references listed in the response.
- 6.2.1.4 Vendor shall provide its Entity Number as assigned by the California Secretary of State. An inquiry with the

Secretary of State utilizing Vendor's Entity Number shall indicate that Vendor is a domestic business entity, which has filed its Formation Document and is authorized to carry out its business activities in California.

6.2.1.5 Vendor shall provide both its Federal Tax Identification Number (also known as the Employer Identification Number) issued by the Internal Revenue Service (IRS) and its Los Angeles County Vendor I.D. Number (the Vendor I.D. Number is obtained after registering online at Los Angeles County's Vendor Registration website). If Vendor does not currently have a Los Angeles County Vendor I.D. Number, Vendor shall complete the registration and obtain the I.D. Number prior to July 1, 2010.

6.2.2 Description of Vendor's Organization, Experience and Capability

6.2.2.1 Vendor shall provide a brief overview of its organization. Vendor shall provide all necessary information to clearly demonstrate that Vendor meets all requirements specified in Section 3.0, Minimum Qualifications and Other Requirements, and has the ability to provide the Program Services outlined in Section 4.0, Specific Tasks.

6.2.3 Vendor shall organize its SOI by specifically addressing each Subsection outlined in Section 3.0, Minimum Qualifications and Other Requirements, individually, and providing information in increasing numerical order according to the Subsection number.

6.3 General Information

6.3.1 False, misleading, incomplete, deceptive responses submitted in connection with this RFI shall be sufficient cause for rejection. The evaluation and determination in this area shall be at the sole discretion of CSS and its decision shall be final.

6.3.2 All information received becomes the exclusive property of Los Angeles County.

6.3.3 This RFI is solely for the purpose of collecting information and planning purposes. It does not constitute a solicitation and should not be considered as a Request for Statement of Qualifications or Request for Proposals. CSS reserves the right to incorporate in any future solicitations or contract, information or ideas that are found in response to this RFI. All information received becomes

the exclusive property of Los Angeles County. All responses to this RFI become a matter of public record and shall be regarded as public records. Exceptions will be those elements in the California Government Code, Section 6250 et seq. (Public Records Act) and which are marked "trade secret", "confidential" or "proprietary". Los Angeles County shall not in any way be liable or responsible for the disclosure of such records, including, without limitation, those so marked, if disclosure is required by law, or by an order of the court of competent jurisdiction.

- 6.3.4 Los Angeles County shall not in any way be liable or responsible for costs incurred in responding to this RFI.
- 6.3.5 After receipt of the Statements of Interest, Los Angeles County may do one of the following: 1) Issue a Request for Statement of Qualifications (RFSQ) or Request for Proposals (RFP) to select contractors for the LTCO Program; 2) Negotiate a contract with a limited number of qualified providers who have demonstrated capability and who express interest in the LTCO Program; or 3) Take no further action.

7.0 RFI QUESTIONS/CONTACT

- 7.1 Questions regarding the RFI must be submitted in written form and received no later than 12:00 p.m. Pacific Standard Time (PST) on Monday, March 29, 2010. Questions may be sent by e-mail (preferred method), mail or fax to:

Carol Domingo, Program Manager
Contract Management Division, AAA Section
RE: LTC OMBUDSMAN PROGRAM RFI
3175 West Sixth Street, Room 403
Los Angeles, CA 90020-1708
AAARFP@CSS.LACOUNTY.GOV
Fax: (213) 386-3296

- 7.2 CSS will post Questions and Answers (Q&A's) no later than 5:00 p.m. on Wednesday, March 31, 2010 on CSS' website: <http://css.lacounty.gov/Bid/Bid.html#pagetop>.

8.0 SUBMISSION REQUIREMENTS

- 8.1 The Statement of Interest may be submitted by mail, e-mail or in person and must be received by CSS no later than 12:00 p.m. PST on Monday, April 12, 2010.

8.2 Instructions for E-Mail Submissions

8.2.1 Vendor shall submit its SOI as an Adobe Acrobat file, which is viewable using Adobe Reader version 6.0 or higher to the address provided in Subsection 8.3 below. Vendor shall e-mail its SOI no later than 12:00 p.m. PST on Monday, April 12, 2010.

8.2.2 In addition to Vendor's e-mailed SOW, Vendor's original, signed, hardcopy SOI must be received by CSS no later than 5:00 p.m. PST on Monday, April 12, 2010. Please note that Vendor will not be required to provide an additional duplicate copy when using the e-mail option.

8.3 Submit your Statement of Interest to:

Carol Domingo, Program Manager
Community and Senior Services
Contract Management Division, AAA Section
RE: LTC OMBUDSMAN PROGRAM RFI
3175 West Sixth Street, Room 403
Los Angeles, CA 90020-1708
AAARFP@CSS.LACOUNTY.GOV

8.4 Vendor shall bear all risk associated with delays in the United States Postal Service and other delivery services. Statements of Interest received after the due date may be considered for review solely at the discretion of CSS, if it is determined to be in the best interest of Los Angeles County.

EXHIBIT A

**CERTIFICATION OF COMPLIANCE WITH THE COUNTY'S
DEFAULTED PROPERTY TAX REDUCTION PROGRAM**

Company Name:					
Company Address:					
City:		State:		Zip Code:	
Telephone Number:		Email address:			
Statement of Interest/Contract For:		Services			

The Vendor/Contractor certifies that:

- It is familiar with the terms of the County of Los Angeles Defaulted Property Tax Reduction Program, Los Angeles County Code Chapter 2.206; **AND**

To the best of its knowledge, after a reasonable inquiry, the Vendor/Contractor is not in default, as that term is defined in Los Angeles County Code Section 2.206.020.E, on any Los Angeles County property tax obligation; **AND**

The Vendor/Contractor agrees to comply with the County's Defaulted Property Tax Reduction Program during the term of any awarded contract.

- OR -

- The Vendor/Contractor is exempt from the County of Los Angeles Defaulted Property Tax Reduction Program, pursuant to Los Angeles County Code Section 2.206.060, for the following reason:

I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.

Print Name:		Title:	
Signature:		Date:	

Date: _____