



PHILADELPHIA CORPORATION FOR AGING

Enriching lives, preserving dignity.™

REQUEST FOR PROPOSAL

OMBUDSMAN PROGRAM

SUBMISSIONS MUST BE RECEIVED BY:

NOVEMBER 10, 2025 5PM EST.

Contact: Elise Mendelsohn
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**PHILADELPHIA CORPORATION FOR AGING
COMMUNITY ENGAGEMENT DEPARTMENT
REQUEST FOR PROPOSAL FOR OMBUDSMAN SERVICES**

TABLE OF CONTENTS

PART A. GENERAL INFORMATION FOR BIDDERS.....	2
PART B. PROGRAM DESCRIPTION – OMBUDSMAN SERVICES.....	7
PART C. SERVICE SPECIFICATIONS.....	9
PART D. BID FORMAT REQUIREMENTS.....	16

PHILADELPHIA CORPORATION FOR AGING COMMUNITY ENGAGEMENT DEPARTMENT REQUEST FOR PROPOSAL FOR OMBUDSMAN SERVICES

PART A. GENERAL INFORMATION FOR BIDDERS

This Request for Proposals (“RFP”) provides potential bidders with information to enable them to prepare and submit proposals (used interchangeably with “bids”) for consideration by Philadelphia Corporation for Aging (“PCA”) to provide ombudsman services to Philadelphia's elderly residents in the greatest social and economic need.

This RFP covers a three (3) year contracting cycle of January 1, 2026 to June 30, 2028. The duration of each awarded contract will be twelve (12) months. Each awarded contract will be annually renewed for subsequent years within the contracting cycle if a provider's performance is fully satisfactory, as solely determined by PCA. Program and service descriptions can be found in Part B and Part C.

Please note that Appendix IV to this RFP contains exemplars of current reporting documents that ombudsman services providers submit to PCA on a monthly basis. Those exemplars are included as background information to apprise bidders of the post-contract reporting requirements, which may change from time-to-time based on funders' reporting requirements. Bidders will not be completing or submitting Appendix IV documents with their respective bid packages.

I. Contract Period and Contract Type

Subject to the availability of funds, PCA intends to select one or more bidders to provide ombudsman services to clients from January 1, 2026 to June 30, 2026 (**3Q-4Q FY26**). The contract(s) will be program-funded.

Contract budgets will remain fixed for a twelve-month contract term. Historically, PCA has renewed ombudsman services contracts with satisfactorily-performing ombudsman services providers on annual basis over a three-year cycle. The applicable three-year cycle for this RFP is January 1, 2026 to June 30, 2028.

II. Pre-Submission Virtual Question and Answer Session for Potential Bidders

PCA will host a Virtual Question and Answer Session (“Q&A”) to allow for clarification of the RFP's specifications and process on October 21, 2025, via Microsoft Teams at 12PM. The Q&A is the exclusive means for asking questions about the RFP. **Any bidder who submits a Letter of Intent shall receive an invitation to the Q&A. Importantly, to ensure that all potential bidders have identical access to RFP-related information, PCA will not respond to any potential bidder's RFP-related questions after the Q&A.**

Potential bidders are invited to submit questions by e-mail to the attention of Elise Mendelsohn at Elise.Mendelsohn@pcaCares.org by October 17, 2025 at 5PM.

At the Q&A session, PCA will first address pre-submitted questions before turning to any

questions from potential bidders attending the Q&A session, time permitting. Minutes documenting the questions and answers will be distributed to all potential bidders.

III. Amendments to the RFP

Amendments to the RFP, if any, will be distributed to all potential bidders.

IV. Letter of Intent to Bid

A potential bidder is required to complete and email a Letter of Intent to Bid, containing the information reflected in Appendix I, to **Elise Mendelsohn** at **Elise.Mendelsohn@pcaCares.org** by **October 24, 2025 at 5PM**.

V. Bid Deadline

To be considered, a bid **must be sent to Elise Mendelsohn, Elise.Mendelsohn@pcaCares.org via email, on or before 5 p.m. on November 10, 2025.** PCA is not responsible for the failure of a bidder or its delivery service to timely deliver a bid, regardless of the reason. Bidders are encouraged to use email tracking so they will have evidence of the transmittal time of a bid. **Late bids will not be accepted, under any circumstances, and will be returned, unopened, to the bidder.**

VI. Bids

A bidder is fully responsible for preparing a complete bid in the format provided in Part D (which may not be modified) and timely to PCA.

The Certification (Attachment B) page must be signed by an official authorized to bind the bidder to the representations in the bid.

IMPORTANT: A bid must strictly conform to the Bid Format Guidelines (RFP Part D). Points will be deducted from a bidder's score for each out-of-order section. Post-submission, a bidder may neither supplement nor revise a bid.

VII. Rejection of Bids; Potential Revisions to the Budget for or Volume of Ombudsman Services

PCA reserves the right to reject any nonconforming bid. Specifically, PCA will reject and not consider (1) conditional bids; and (2) bids that are incomplete or missing pages from any copy. Due to funding changes and/or other factors, PCA reserves the right to revise the budget for or volume of anticipated ombudsman services. PCA will notify bidders of all such changes.

VIII. Submitted Bid Documents

All documents, including binders, written material, manuals, and other material submitted, become the property of PCA upon submission and will not be returned. All information contained in a bid shall be held in confidence by PCA.

IX. Budget

PCA's ombudsman services contracts will be program-funded. The estimated budget for FY26 will be announced at the Virtual Q&A. Specific contract amounts will be negotiated with each contract awardee. A bidder must submit a budget using the forms in Attachment E and following the Proposal Format Guidelines (Part D).

X. Bid Solicitation

PCA reserves the exclusive and unilateral rights to (1) make an award for a greater or lesser amount than recited in a bid and (2) cancel this RFP for any reason. PCA's decisions shall be final, conclusive, non-appealable, and binding on each bidder.

XI. False Information

Any bidder providing false information shall be immediately disqualified from consideration.

XII. Minimum Qualifications

Each bidder must ensure that its proposed ombudsman services program will:

- a. **Provide ombudsman services to South Philadelphia, Southwest Philadelphia, and West Philadelphia residents; and**
- b. **Represent the interests of residents before government agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents.**

XIII. Ombudsman Selection Committee

PCA will appoint an Ombudsman Selection Committee ("Selection Committee"). The Selection Committee will read and score bids using a uniform rating form. The full Selection Committee, or a subcommittee thereof, also will conduct and score a brief interview of each bidder, as described in the next section.

XIV. Bidder Interviews with the Selection Committee

Each bidder who submits a timely bid will be required to participate in a brief interview with the Selection Committee, or a subcommittee thereof. PCA anticipates conducting those interviews in-person at PCA.

XV. Bid Scoring

The final composite score for each bid will be the sum of the scores for:

1. Written proposal
2. Interview
3. Bidder qualifications
4. Budget.

Scoring is further described in “Criteria for Provider Selection and Distribution of Points” (see Appendix II).

Points are awarded for positive references for a bidder not currently under contract with PCA or for past performance for a bidder currently under contract with PCA. For a bidder not currently under contract, but who had been under contract within the past three (3) years, points will be awarded for a combination of references and past performance.

Bidders not under contract with PCA during the last three years are hereby advised that references will be contacted between November 11, 2025 and November 14, 2025.

XVI. Selection of Providers

One or more bidders will be awarded contract(s) based on final composite scores, as described Appendix II, together with successful negotiation of a contract including, but not limited to, providing certificates evidencing all **mandatory** insurance coverages.

PCA will solely determine the number of bidders to which ombudsman services contracts will be awarded. If a selected bidder is unable to fulfill part or all of the contracted service during the contract year, PCA has complete discretion to determine whether and how it will solicit another ombudsman provider to fulfill remainder of the initial contract.

XVII. Sources of Law

Funding for this RFP is provided by the Pennsylvania Department of Aging (“PDA”) and the Administration on Aging through PDA. Recipients of funds through this RFP are required to comply with all applicable laws, regulations, and administrative requirements, including PDA’s appeals procedure for participant complaints.

XVIII. Insurance

Prior to the execution of a contract, a selected bidder must provide certificates of insurance satisfying the following minimum requirements:

Coverage Type	Limits
General liability	\$1,000,000 per occurrence/\$3,000,000 per annual aggregate
Physical Abuse & Sexual Molestation	\$500,000 per occurrence/\$2,000,000 per annual aggregate
Automobile liability	\$1,000,000 combined single limit
Workers' compensation	Statutory limits
Professional Liability	\$1,000,000 per occurrence/\$2,000,000 per annual aggregate

Professional liability insurance may be written on a claims-made basis, provided, however, that the policy permits the bidder to purchase extended reporting coverage (tail coverage) upon termination of the agreement.

Additional remarks **MUST** name PCA and the Commonwealth of Pennsylvania and their directors, officers, employees, and agents as additional insureds, with an endorsement stating that the coverage afforded the additional insureds shall be primary and non-contributory to any other coverage available. This applies to general liability, physical abuse & sexual molestation, automobile liability, and professional liability.

PCA reserves the right to reject self-insured bidders and withdraw a contract award if a selected bidder fails to provide satisfactory proof of insurance. Selected bidders will be provided with additional information concerning PCA's insurance requirements.

XIX. Criminal History Record Information

Selected bidders are required to obtain criminal history background screens for all employees who may have contact with PCA clients and shall exercise reasonable judgment in making employment decisions based thereon. Selected bidders must comply with governing law, including local ordinances, concerning the administration and evaluation of criminal history background screens.

XX. Office Technology

Contract awardees will be required to electronically submit to PCA invoices and monthly reports. PCA will provide file format(s), platforms, and/or other instructions concerning electronic submissions.

XXI. Notification

PCA will notify each bidder about their selection or non-selection.

PART B. PROGRAM DESCRIPTION –OMBUDSMAN SERVICES

I. Purpose of the Ombudsman Program

The purpose of the Philadelphia Long Term Care Ombudsman Program (PLTCOP) is to assist residents and participants of long term care facilities (nursing homes, personal care homes, assisted living facilities, domiciliary care homes, older adult daily living centers) and consumers of long term care services to protect their rights and to help assure the quality of care and life to which they are entitled. The program does so by:

- receiving, resolving and recording problems and grievances affecting residents of long term care facilities and consumers of long term care services;
- answering questions and providing information and referral about care and related services;
- promoting consumer, family and community involvement;
- providing public education and promoting awareness of residents and consumers' rights;
- conducting advocacy regarding systemic problems and issues;
- maintaining visibility within long term care facilities; and
- participating in survey outcomes.

II. Structure of the Ombudsman Program

1. Federal Role - Older Americans Act

Since 1978 the Older Americans Act has mandated that each state establish an Office of the State Long Term Care Ombudsman with at least one full time State Long Term Care Ombudsman, who may designate local ombudsman entities and representatives. Entities and individuals so designated have the following duties (Section 712 (a) (5) (b):

- Provide services to protect the health, safety, welfare, and rights of residents;
- Ensure that residents in the service area of the entity have regular, timely access to representatives of the program and timely responses to complaints and requests for assistance;
- Identify, investigate, and resolve complaints made by, or on behalf of, residents that relate to action, inaction, or decisions, that may adversely affect the health, safety, welfare, or rights of the residents;
- Represent the interests of residents before government agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents;
- 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 residents. Facilitate the ability of the public to comment on the laws, regulations, policies, and actions;
- Support the development of resident and family councils; and Carry out other activities that the State Ombudsman determines to be appropriate.

2. Pennsylvania Office of the State Long Term Care Ombudsman

In addition to those responsibilities assigned to the local Ombudsman by the OAA, PDA defines the following responsibilities for designated local ombudsman programs (APD # 16-10-01):

- To receive, record, and resolve complaints related to the health, safety, or rights of older individuals who are consumers of long term care services.
- To maintain records of complaints and problems received, actions taken, and findings and results.
- To report data and information about complaints and problems relating to long term care services as required by the Pennsylvania Department of Aging (PDA).
- To inform and educate older individuals, service providers, and the public about the existence, means of access, and the objectives of the Long Term Care Ombudsman Program.
- To provide information and education relating to long term care services and the rights of individuals who are consumers of long term care.
- To ensure the confidentiality of all consumer information received by the Ombudsman Program.
- To conduct on-site visits of licensed nursing homes, licensed personal care homes, assisted living homes, certified domiciliary care homes, and older adult daily living centers for the purpose of complaint-handling and resolution, and quality assurance.
- To support the development of Pennsylvania Expert Empowered Residents (PEER), resident and family counsels.
- To attend, when possible, survey exit conferences of nursing facilities licensed by the Department of Health and personal care facilities as licensed by the Department of Public Welfare.

3. Philadelphia Long Term Care Ombudsman Program (PLTCOP)

The Philadelphia Long Term Care Ombudsman Program is administered by the Philadelphia Corporation for Aging (PCA). PCA subcontracts for the provision of ombudsman services to residents of nursing facilities, assisted living facilities, domiciliary care homes, personal care homes and older adult daily living centers, and cons and consumers of long term care.

PART C. SERVICE SPECIFICATIONS

I. Populations To Be Served

The PLTCOP responds to complaints made by, or on behalf of, any resident of a nursing home, assisted living facility, licensed personal care home, domiciliary care home, participant of older adult daily living center, and any consumer of long term care services in Philadelphia. Long term care services are defined by the Pennsylvania Department of Aging as those services designed to provide diagnostic, therapeutic, rehabilitative, supportive, or maintenance services for individuals who have chronic functional impairments. Long term care facility residents and consumers of long term care services are served by the PLTCOP regardless of race, color, sex, national origin, religion, or handicap. Long term care facility residents are served by PLTCOP regardless of age. Consumers of long term care services provided in their homes or community should be 60 years of age or older to be served by the PLTCOP.

II. Ombudsman Program Functions of Ombudsman Providers

The Ombudsman Program functions to be provided by the Ombudsman providers are: complaint-handling; public education; promotion of PEER, resident/consumer, family, volunteer and community involvement; visibility within facilities; and, advocacy.

1. Complaint-Handling

Complaint-handling is considered one of the Ombudsman provider's primary functions. The Ombudsman provider must respond to all complaints brought to the program's attention. The process of complaint-handling for residents of long term care facilities and consumers of long term care services includes:

- The intake of complaints received either by phone or mail;
- For complaints made by, or on behalf of, residents of long term care facilities, a face-to-face meeting with the resident to verify that he or she has a complaint; [Note: In cases where a face-to-face meeting would constitute a misuse of resources, as defined by PCA and the Ombudsman provider, the meeting would not occur.]
- For complaints made by, or on behalf of, consumers of long term care services received in their homes or community, the complaint will be handled by phone except in those cases where a home/site visit is necessary; [The necessity of a home/site visit will be determined by PCA.]
- An investigation to fully understand the situation;
- Those activities necessary to resolve the situation, including any necessary referrals to other agencies;
- Follow-up with the resident/consumer to ensure that the situation has been resolved to her/his satisfaction; and
- To assure that only staff and volunteers that have received Ombudsman program certification will investigate ombudsman complaints.
- Completion of necessary documentation

Complaints must be responded to within five (5) business days of receipt. The resident/consumer directs the course of the investigation and resolution process, and can terminate it at any point. If the Ombudsman finds that other individuals may be in jeopardy or may benefit from intervention based on the information presented, the Ombudsman may proceed as the complainant.

Complaint-handling activities shall be documented in WellSky, (the PDA data reporting system), within ten (10) business days.

Supervisory and 2nd party case review should be documented as a journal entry within thirty (30) business days and prior to each case closure.

The Ombudsman provider shall respond to all inquiries and problems other than complaints by providing information and/or making appropriate referrals. In accordance with directives from PDA, PCA's Notice of Adverse Action (a notice sent to consumers regarding service decisions and the consumer's right to appeal) includes the Ombudsman as a point of contact for assistance regarding their rights and the hearing and appeal process.

2. Public Education

Public education serves to publicize the Ombudsman Program and the services it provides and to promote awareness of the rights of residents and consumers. Public education targets but is not limited to:

- Residents of long term care facilities and consumers of long term care services, their families and friends;
- Professionals whose work affects the quality of life of residents and long term care consumers;
- Community groups and individuals who may have formal or informal contact with residents of long term care facilities and consumers of long term care services.

In all program activities, the title "Philadelphia Long Term Care Ombudsman Program" must be included and the staff involved be identified as a member of PLTCOP. A variety of presentation materials targeting residents should be maintained by the Ombudsman provider in order to publicize and provide education about the program. In publicizing Ombudsman services, only official PLTCOP materials may be used, including PLTCOP stationery, brochures, posters, reporting forms and business cards.

3. Visibility Within Facilities

Because there is a direct correlation between the visibility of the Ombudsman Program and the number of resident complaints, facility visitation is essential.

To ensure NORS compliance, one onsite quality assurance visit should be conducted once within each quarter (4), per contract year to each licensed facility, except Domiciliary homes and older adult daily living centers where a visit should be conducted once each year to each certified/occupied facility located within the designated service area. A quality assurance visit should

involve the following: the Ombudsman should contact a diverse group of residents throughout the facility; the Ombudsman should contact facility staff and provide an in-depth overview of the Ombudsman program; resident's rights brochures and Ombudsman contact information should be distributed; up-to-date Ombudsman posters should be posted throughout the facility in areas visible to residents, visitors and staff; the Ombudsman should observe and document resident/staff interaction, resident cleanliness, the staff's respect for residents' privacy, and staff response time; the Ombudsman should ensure that activity calendars are posted and readable, and that appropriate activities occur as scheduled; the Ombudsman should make sure that menus are posted and visible, and that the meals served correspond with the menus; the Ombudsman should note if residents are assisted in a timely manner with tray prep and eating; the Ombudsman should check the physical plant for unpleasant odors, cleanliness, lighting, sound levels, access to a telephone, and appropriate temperatures. Facility Coverage visits shall be documented and reported to PCA via WellSky.

Ombudsman visibility within a facility shall be increased when issues such as the following arise: in response to alerts received from the State Ombudsman office; the facility has a history of poor annual surveys; the facility has a high staff turnover; there is inconsistent quality of care; there are frequent complaints and/or complaints that require protective services; the facility demonstrates poor practices in delivery of services. High Profile Facility outcomes shall be documented in WellSky within 5 business after date of quality assurance visit and/or follow-up-action conducted by staff/or volunteer.

4. Promotion of Resident/Consumer, Family, and Community Involvement

The quality of life and care in long term care facilities, and the quality of long term care services in the home and community, can be positively influenced by resident/consumer, PEER, family, volunteer, and community involvement.

Successful resident councils provide a vehicle through which residents are empowered to influence life in their facility. The Ombudsman provider shall create and provide support to resident councils and through the development and implementation of PEER projects. Family councils serve similar functions, and can also benefit from Ombudsman support.

5. Volunteer Utilization

Volunteers can be an effective way to expand the Ombudsman Program. Community volunteers bring social contact to individual residents and extend the Ombudsman's knowledge of the experience of residents in individual facilities. Community volunteers should be recruited, trained, and supervised to provide socialization, increase program visibility, complete quality assurance visits, attend exit surveys, and act as ombudsman representatives in long term care facilities. Volunteers can also be utilized to monitor High Profile Facilities. The expertise of the Ombudsman Program Manager and Regional Ombudsman Coordinator should be utilized when obstacles and barriers involving volunteers are encountered. All volunteer activities shall be documented in WellSky.

6. Advocacy

Most advocacy by the Ombudsman provider is conducted through individual complaint-handling. In some cases, issues may be identified by the PLTCOP that extend beyond the individual situation being resolved.

Such broad advocacy issues may be addressed in a variety of ways including, but not limited to, comment and testimony on proposed laws, regulations and policies; participation on committees, task forces, and other bodies whose purpose is to improve the quality of life of long term care facility residents and the quality of long term care services provided in the home and community; and communication and coordination with agencies and entities which license, reimburse, or provide services to long term care facility residents and consumers of long term care in the home and community, such as the Departments of Health and Welfare.

7. Program Coordination

An Ombudsman Coordinator shall be designated by the Ombudsman provider, who will be responsible for communicating with the PLTCOP Supervisor/ Program Manager about Ombudsman activities and issues, for providing supervision and training of staff, and for conducting limited broad based advocacy related to issues identified through Ombudsman work. The Ombudsman Coordinator also serves as the contact person for contract administration with PCA. The Ombudsman Coordinator may, but is not required to, perform Ombudsman activities described in Part C.II.

8. Supervision

The Ombudsman Coordinator shall provide for:

- At least one hour of individual supervision with each staff member per week;
- Weekly review of cases/ activities, documentation, and review of each closed case; and
- Ongoing case consultation as needed.
- Supervision of the Volunteer Program

9. Staff Qualifications

The specific titles and job descriptions of the Ombudsman Program staff are to be designed by the subcontract agency and approved by the PLTCOP Program Manager. PCA reserves the right to take exception to using a person who, in PCA's opinion, would not be able to carry out the functions required of this program.

a. Qualification of an Ombudsman:

An Ombudsman must have at least:

1. A bachelor's degree or the equivalent;
2. Experience with nursing homes, licensed personal care homes, assisted

- living, community-based long term care, and/or the aged population; and,
3. Skills and/or training in social work, care management, nursing, law, investigation, advocacy, or related fields.

b. Qualifications of the Ombudsman Coordinator/ Supervisor

The Ombudsman Coordinator/ Supervisor must have at least:

1. A master's degree in a human service field or the equivalent,
2. Experience in supervision,
3. Experience with nursing home, licensed personal care boarding home, domiciliary care home, assisted living, older adult day living centers, community-based long term care and/or aged populations, and;
4. Skills and/or training in social work, care management, nursing, law, investigation, advocacy, or related field.

10. Training

The Ombudsman provider must have a training plan which describes how the training needs of its staff will be identified and addressed throughout the year. In addition, Ombudsman provider staff must attend training required by the State Ombudsman Office. The training plan should be made available to the PLTCOP Supervisor/ Manager.

11. Relationship Between Ombudsman Provider and the PLTCOP

The Ombudsman Coordinator and other staff are required to attend meetings of the PLTCOP. Reciprocal exchange of information among all service providers of the PLTCOP is encouraged, and, all appropriate PLTCOP staff are expected to participate in and support quarterly local and Southeast Regional LTC Ombudsman meetings, Enrichment Conferences/ Trainings and other related activities.

The PLTCOP Supervisor/ Program Manager must be contacted by any Ombudsman provider staff when:

- A circumstance which places long term care facility residents or consumers of long term care services at risk (e.g., a facility closure, is learned of, high risk issues);
- There is a change in provider operation (programmatic changes);
- Or when staff changes occur.

The PLTCOP Supervisor/ Program Manager will provide technical assistance in program development and implementation. The Ombudsman Supervisor/ Program Manager is the first point of contact for discussion of issues and problems relating to the PLTCOP and should be consulted accordingly. The Ombudsman Supervisor/ Program Manager administers PLTCOP contracts with provider agencies as necessary, and monitors program operations.

12. Relationship Between PCA and the State Ombudsman Office

The PLTCOP Supervisor/ Program Manager is the official contact person with the State Ombudsman Office and informs the state of program developments, changes and the names and positions of all PLTCOP Ombudsman provider staff.

13. Relationship With Other Agencies

All Ombudsman provider staff are expected to honor any agreements the PLTCOP makes with other agencies. Additionally, local Ombudsman provider staff must develop their own ongoing, working relationships with other agencies involved with long term care facility residents and consumers of long term care in the homes and community. Ombudsman provider staffs are expected to work responsibly with other agencies as necessary to resolve residents' complaints.

14. Record-Keeping

The Ombudsman provider is responsible for creating and maintaining a process for receiving and recording complaints made by, or on behalf of, residents/consumers. Case information is to be listed in WellSky by resident or consumer. Complaint information and all Ombudsman program activities shall be documented and saved in the WellSky data reporting system. Documentation requirements as in APD# 16-10-01 must follow specified timeframes for ensuring documentation of Ombudsman case and program activities in the state wide reporting system. Per APD # 16-10-01: client records/ cases are required to be retained for at least three (3) years following closure of a case or activity unless the records are relevant to ongoing litigation, claims or audits.

15. Reporting To PCA

A. Service Reporting

Cases shall be reported by case number utilizing the WellSky system.

Activities related to community education; volunteer, PEER, resident/consumer, and family council development; advocacy; training for ombudsman & volunteers, consultations to individuals and providers, facility coverage, work with media, monitoring/ work on laws, regulations and resident visitation, training for facility staff and participation in surveys shall be documented in the WellSky reporting system within the required documentation timelines according to APD# 16-10-01.

B. Invoicing

Monthly invoices for program costs must be submitted to the PLTCOP Supervisor/ Program Manager by the designated date (15th of each month) to ensure timely payment. PCA Ombudsman providers are subject to an annual audit of their program financial records.

16. Monitoring By PCA

Monitoring occurs informally on a day by day/ monthly basis using the WellSky reporting system, through monthly conference calls and by standardized procedures which include at least bi-annual site visits to ensure compliance with the program specifications and to evaluate progress towards the Service Objectives. The Ombudsman program will be subject to PCA's

internal Quality Assurance Process.

17. Conflict Of Interest

No staff involved in the PLTCOP shall be subject to a conflict of interest, as defined by APD # 16-10-01:

- A financial interest in a long term care facility or service subject to the Ombudsman Program.
- Employment at or by a residential long term care facility subject to the Ombudsman Program.
- Appointment to the Board of Directors, whether paid or unpaid, of a long term care facility or service subject to the Ombudsman Program.
- Individual responsibility for the licensure or certification of long term care services subject to the Ombudsman program

18. Confidentiality

All Ombudsman Program information, resident/consumer information, and facility data gained in the process of complaint investigation will be deemed and treated as confidential. No resident/consumer information will be communicated orally outside the PLTCOP without the resident being informed and involved. No resident/consumer information will be transferred in writing without the written consent of the resident/consumer to release the information. The consent form shall be recorded and maintained in the case file.

PART D. BID FORMAT REQUIREMENTS

A. Bid Organization.

The following format is to be used in preparing a bid in response to this RFP for ombudsman services. The bid **must** adhere to the sequence reflected in the below table and text. Bidders **must** identify each bid subsection and appendix with the applicable letter or numerical designation as reflected in the following table and text.

Bid Proposal Format	
Cover Sheet (Attachment A)	
Assurances (Attachment B)	
Officers (Attachment C)	
Board Members (Attachment D)	
Table of Contents for Bid Narrative (with page numbers)	
Bid Narrative	
Budget (Attachment E)	
Exhibits to Bid Submission:	
1. Evidence of Financial Stability	
2. Proof of Insurance	
3. Organizational Chart	
4. Job Descriptions	
5. Resumes	
6. Internal Reports	
7. Retainer Agreements	

B. Budget.

1. Budget Form for Program-Funded Services.

Complete the budget form, which is Attachment E. The total costs of operating the program should be used in completing the columns headed “PCA Request” and “Other Revenue & Support,” i.e., adding these two columns together should result in the total cost of the program.

NOTE: Due to funding limits, the budget should focus on allocating funds to operational costs that directly serve the target client population, e.g., staffing. Funds allocated toward administrative, information technology, and occupancy costs are to be limited. PCA reserves the right to restrict its support of such expenses.

2. Budget Narrative.

- **Describe cost bases.** Explain how bidder arrived at the costs for each category on the budget form. **The basis for cost for each line item must**

be described.

- **Other current funding sources for similar ombudsman services for the target population.** If bidder currently is providing ombudsman services to older adults through other funding sources (e.g., Corporation funds, United Way funds, etc.), please identify each funder and associated grant amount. Describe how bidder will maintain existing services levels if bidder becomes a PCA ombudsman provider.

C. Bid Narrative.

1. Statement of Understanding.

Describe bidder's understanding of the older population to whom PCA directs its ombudsman program.

2. Background Statement and Experiences.

In narrative form, describe bidder's general history of providing ombudsman services to elderly persons. This section should include, but is not limited to, the following items:

- a. **Mission.** Describe the bidder's primary mission. Indicate when and why it was organized, historical and/or anticipated material changes in focus, and how it has responded to the ombudsman services needs of the elderly. If bidder is part of a larger organization or multi-service agency, explain bidder's relationship with the organization.
- b. **Bidder size.** Describe bidder's size in terms of annualized client count, and number of elderly clients it serves per year, and staff size and structure. If bidder's organization has limited or no experience in providing ombudsman services to the elderly, describe related experience or steps bidder intends to implement to enhance capacity.
- c. **Attach most recent audited financial statement as Exhibit 1.**
- d. **Current relevant services.** Describe bidder's current services for the elderly population including, but not limited to, entitlement programs, senior centers, other ombudsman services, etc.
- e. **Reference list.** A bidder not under contract with PCA during any part of the last three years must provide a list of at least four (4) references from organizations or individuals who regularly refer clients to bidder for the provision of ombudsman services to the elderly or for ombudsman

services of the type(s) bidder proposes to undertake in response to this RFP. **Include with each reference a phone number and the names of a principal contact person and alternate contact person.** Do not include PCA staff on bidder's reference list. PCA will contact references between November 11, 2025 and November 14, 2025. PCA will not be responsible for any inability to contact references. The references contacted will be scored. For any references who cannot be contacted between the dates specified, zero points will be assessed. **Note: Prior to November 11, 2025, a bidder should contact each reference to authorize his/her/its/their discussions with PCA.**

3. **Organization and Administration.**

- a. **Attach organizational chart as Exhibit 2.** The organizational chart for bidder's program must reflect the following information:
 - Lists each position related to the program, noting if a position currently exists or is proposed.
 - Identifies each position as full- or part-time and specify the average number of weekly hours that will be committed to the program.
 - Depicts the lines of authority among all existing and proposed staff positions.
- b. **Attach job descriptions as Exhibit 3.** The job descriptions must include minimum education and training requirements for each position on the organizational chart.
- c. **Attach resumes as Exhibit 4.** A bidder should include resumes for all personnel who will provide the proposed ombudsman services including, but not limited to, the program administrator and/or program director, other ombudsman, and administrative staff. PCA reserves the right to take exception to using a person, who in PCA's opinion, would not be able to meet the qualifications as described in Part C.II.9.
- d. **Describe supervision and performance evaluation processes.** Detail the administrative and technical supervision and staff evaluation process for each level of staff who will be involved in providing ombudsman services to the elderly if bidder becomes a service provider.
- e. **Describe training opportunities.** Describe anticipated training opportunities that for each level of program staff during FY26. Explain why these training topics and methods were selected.

4. **Work Plan.**

In narrative form, describe bidder's processes for the following:

- a. **Intake and follow-up.** Describe bidder's intake, case assignment, and referral processes.
- b. **Fragile clients.** How will bidder deliver services to homebound, institutionalized, and isolated clients? How will bidder serve a client unable to participate in or appear for court hearings or administrative proceedings and/or who may require assistance or alternative arrangements?
- c. **Clients with limited English proficiency.** How will bidder provide ombudsman assistance to limited English proficient clients?
- d. **Case/matter updates.** Describe bidder's process for regularly updating clients on the status of their cases/matters.
- e. **Case/matter reviews.** Describe bidder's case review process. Identify who will review the cases/matters and specify review frequency.
- f. **Matter referrals.** Describe how bidder will handle matters outside of its areas of expertise, document those inquiries, and refer those matters to other providers.
- g. **Client satisfaction metrics.** How will bidder measure client satisfaction?
- h. **Client grievances.** Describe how client grievances will be handled.
- i. **Voluntary client contributions and solicitations for contributions.** Explain bidder's client contribution policy and plan for soliciting contributions.
- j. **Staffing needs.** If bidder is selected as a ombudsman provider, describe any anticipated structural and staffing changes, and set forth a plan for implementing the changes. If additional staff must be hired, provide a schedule for recruitment and training.
- k. **Community outreach efforts.** Detail bidder's plan for outreach and community education, specifying the method(s), intended audience, number of events and topics. Specify how bidder's plan

will advance the objectives of informing the target audience about ombudsman resources and increasing access to ombudsman services. Include the estimated the units of service, i.e., ombudsman assistance hours, required to implement bidder's plan.

5. **Accessibility.**

- a. **Office location.** Describe the physical accessibility of bidder's ombudsman services program including all of the following factors:
- (1) Clearly marked signs directing clients to the program, with posted office hours;
 - (2) Located where the target population resides;
 - (3) Near major public transportation lines;
 - (4) Physically accessible to elderly and disabled; and
 - (5) Open to walk-in clients during regular business hours.
- b. **Telephone Access.** Indicate how the following will be available through bidder's program:
- (1) Telephonic interviewing of clients during business hours, including handling communications with limited English proficient callers;
 - (2) Staff available to handle emergency calls; and
 - (3) Telecommunication Device for the Deaf (TDD).

6. **Resources.**

Technology resources. Describe how bidder uses or plans to use computer technology in the management of its ombudsman services program.

7. **Service Reporting and Invoicing.**

- a. **Service reporting:**
- Describe internal records and reports that will be developed or are now used to record services provided to clients;
 - Attach copies of internal reports, as appropriate, as Appendix 6.
- b. **Invoicing:** Outline the process that bidder's program will implement to ensure that invoices are electronically submitted to PCA by mandatory deadlines.

**PHILADELPHIA CORPORATION FOR AGING
COMMUNITY ENGAGEMENT DEPARTMENT**

REQUEST FOR PROPOSAL FOR OMBUDSMAN SERVICES

ATTACHMENTS

Attachment A:	Cover Sheet
Attachment B:	Assurances
Attachment C:	Officers
Attachment D:	Board Members
Attachment E:	12-Month Budget Form

RFP APPENDICES

Appendix I:	Letter of Intent to Bid Template
Appendix II:	Criteria for Provider Selection and Distribution of Points
Appendix III:	Background on PCA
Appendix IV:	Monthly Program Performance Reporting Forms (for reference only)

Attachment A
Ombudsman Services RFP
COVER SHEET

SECTION 1: COMPANY INFORMATION
Legal Business Name:
Trade Name (DBA):
Registered Address:
City, State, Zip Code:
Business Address if Different from Registered Address:
State of Incorporation/Registration:
Tax Identification Number (TIN/EIN):
Phone Number:
Email Address:
Website:
Primary Contact Person Name and Title:
Primary Contact Phone Number and Email Address:
Contact Person for Contractual Notices (if different from above):
Contact Person Title for Contractual Notices:
Contact Person Phone Number and Email Address for Contractual Notices:
Name, Title, and Email Address of Person Signing Contract (if any):

SECTION 2: BUSINESS TYPE:
☐ For-profit Corporation (insert type):
☐ Nonprofit Corporation
☐ Limited Liability Company
☐ Limited Partnership
☐ Sole Proprietorship
☐ Government Agency
☐ Other business formation type :

SECTION 3: SERVICES & CAPABILITIES:
Type(s) of Work or Services Provided:
Licenses & Certifications (if applicable):
Philadelphia Geographic Areas Served:
Non-Philadelphia Areas Served:

SECTION 4: COMPLIANCE
In the last ten (10) years, has your company had any legal, administrative, or regulatory disputes: ☐ Yes ☐ No
If yes, please provide details:
In the last ten (10) years, has your company been subject to debarment, citation, or other penalty for failing to comply with any federal, state, or local regulation: ☐ Yes ☐ No
If yes, please provide details:
Do you have any outstanding tax liens or judgments? ☐ Yes ☐ No

**Attachment B
CERTIFICATION**

I, the undersigned, certify that:

1. I am familiar with the Request for Proposal and contents of this proposal and will commit bidder's resources to ensure the successful completion of all services and programs described in the proposal.
2. All information submitted in this bid is presently or will be at the time an award is made, operable.
3. The information, documents and computations are true, correct, and complete to the best of my knowledge, information, and belief.
4. I, the undersigned, certify that the information provided in this form is accurate and complete to the best of my knowledge. I understand that any misrepresentation may result in disqualification from consideration for contracting opportunities.

Signature of Chief Executive

Date

Name & Title of Chief Executive Officer

**Signature of Authorized Local Office
Administrator, if applicable**

Date

Attachment C
OFFICERS*

Name and Title	Address and Phone number

***Copy page as needed.**

**Attachment D BOARD
MEMBERS***

Name and Title	Address and Phone number

***Copy page as needed.**

Attachment E
12-MONTH BUDGET FORM PERIOD: JANUARY 1, 2026 TO TO JUNE 30, 2028

Bidder: _____

<u>Personnel Salary Positions:</u>	Annual Salary	% of Time on Project	PCA Cash Costs	Other Revenue & Support
Category Total:				

<u>Personnel Fringe Benefits Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

12-Month Budget Form (continued)

<u>Occupancy Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

<u>Communications Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

12- Month Budget Form (continued)

<u>Supplies & Minor Equipment Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

<u>Transportation Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

12 Month Budget Form (continued)

<u>Contract Services Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

<u>Other Operating Expenses Items:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

Total PCA Request: (1) _____

Total Other Funding: (2) _____

Total Program Costs: (3) _____

Appendix I
LETTER OF INTENT TO BID TEMPLATE

SEND TO: Elise Mendelsohn
Contract Manager
Business Administration Department
Philadelphia Corporation for Aging
642 N. Broad Street
Philadelphia, PA 19130
Voice: 215.765.9000 ext. 5633
Email: Elise.Mendelsohn@pcaCares.org

A bidder must submit its Letter of Intent to Bid by October 24, 2025 at 5:00 p.m. A bidder is welcome to use this template or use its own format as long as its Letter of Intent includes the information sought in the following template.

I intend to submit a bid to provide ombudsman services during the period of January 1, 2026 to June 30, 2028.

Bidder's Name:	
Address:	
Signed:	
Printed Name:	
Title:	

Appendix II

CRITERIA FOR PROVIDER SELECTION AND DISTRIBUTION OF POINTS

Complete and timely-submitted bids will be evaluated and scored by the Philadelphia Corporation for Aging, for the purpose of selecting bidders who most closely meet the requirements of the Ombudsman Services Program as described in this RFP. Below is the breakdown of maximum points for each criterion:

Max Points	Criterion
40	Proposal - Points will be awarded based on responses to RFP questions in light of the following: Bidder's understanding of the described need for ombudsman services; background and experience; program organization and administration; volume of service; work plan; accessibility; staffing and resources; service reporting and invoicing (if applicable); quality assurance; comprehensiveness of proposed representation; and adherence to RFP procedural requirements.
15	Interview - Points will be awarded based on the following factors: Bidder's familiarity with the RFP's ombudsman services objectives and requirements; flexibility; and appropriateness, substantiveness, and directness of responses to interview questions.
15	Bidder Qualifications – Points will be awarded for: (a) References (new bidders only) which indicate that the bidder has the capacity to provide the ombudsman services described in this RFP; or (b) Performance record (current subcontractors) based on PCA monitoring of the provider; or (c) References and performance record (bidders not currently under contract, but who had been under contract within the past three years).
30	Budget - The budget evaluation will include projected cost per case/matter; occupancy and administrative costs; personnel expenses; amount of local support; and cost of the proposal vis a vis its scope and quality.
100	Total Potential Points

Appendix III

BACKGROUND ON PCA

PCA is a non-profit organization established in 1973 to serve as the Area Agency on Aging for Philadelphia. Its mission is to improve the quality of life for older Philadelphians and people with disabilities and to assist them in achieving their maximum level of health, independence, and productivity. PCA advocates for all older Philadelphians, while giving special consideration to assuring that services are provided to those with the greatest social, economic, and health needs. Founded on the principle that older persons have the ability and the right to plan and manage their own lives, PCA seeks ongoing input from older adults. PCA recognizes the dignity of all older people and respects their racial, religious, gender, sexual, and cultural differences. PCA's vision is to be a caring organization that values and supports people as they age. PCA stands for excellence, compassion, and dignity as realized through our responsive and nurturing culture.

PCA carries out its mission through 4 major functions: protection and advocacy, care at home, community connection administration, and responsible stewardship of public and private funds. PCA receives funding from the Older Americans Act, Medical Assistance and the Pennsylvania Lottery, and receives oversight from the Pennsylvania Department of Aging. In addition, PCA receives funding from federal sources, private foundations, and individual donors. Guided by its Board of Directors and an Advisory Council, PCA employs more than 500 people and contracts with over 150 community organizations and service providers to deliver a variety of services to more than 140,000 older Philadelphians and people with disabilities each year. These services include: Advocacy; Care at Home Services; Employment Assistance; Health and Wellness Programs; Home Repair; Information and Referral; Legal Assistance; Home-delivered Meals; Protective Services; Senior Community Centers; Congregate Meal Sites; and Transportation.

By helping to create positive social and physical environments, PCA's programs and services help promote good health and quality of life for older adults and people with disabilities. The PCA Helpline is the primary gateway to aging services in Philadelphia. In fiscal year 2019 the Helpline saw 138,758 calls, an increase of more than 4,000 calls per year since 2015. Helpline staff provides connection, information, and answers to people across Philadelphia County by answering approximately 513 calls each day. Also, in fiscal year 2019, 20,000 older adults were connected to Senior Centers where 540,000 congregate meals were served. This represents an increase of 2,000 participants and 37,000 meals since fiscal year 2016.

PCA staff also plays an important role in helping consumers connect to a multitude of services in the long-term service and support continuum of care. In fiscal year 2019, 25,061 initial and follow-up assessments were conducted to determine level of care. Additionally, in fiscal year 2019 PCA's Older Adult Protective Services staff was called upon to investigate 4,297 reports of need, an increase of 1,000 cases annually since 2015. In the coming years, PCA will continue to advocate for the needs of victims and work to increase awareness on risk factors for abuse, neglect, and exploitation.

Appendix IV
MONTHLY PROGRAM PERFORMANCE REPORT

SUBCONTRACTOR: _____ MONTH REPORTING: _____
SUBMISSION DATE: _____ DIRECTOR: _____ (signature)

A. **Referral Source of New Cases by Problem Areas**

1. Benefits and Entitlements	Total	PCA LTC Prog.	PCA OAPS	PCA Senior Helpline	Self	Family/ Friends/ Neighbor	Health Care Provider	Senior Center	Other Legal Prog.	Residential Care Providers	Police/ Court/ District Attorney	Advocacy Org.	Other
a. Social Security													
b.SSI													
c. Social Security Disability													
d. Veterans Benefits													
e. Pension Benefits													
f. Medicare													
g. Medical Assistance													
h. Railroad retirement benefits													
i. Public assistance													
j. Supplemental Nutrition Assistance Program (food stamps)/ nutrition													
k. property tax/ rent rebates													
l. PACE/PACENET													

m. energy assistance														
n. Other (specify) _____														

2. Probate, Estates, and Fiduciaries	Total	PCA LTC Prog.	PCA OAPS	PCA Senior Helpline	Self	Family/ Friends/ Neighbor	Health Care Provider	Senior Center	Other Legal Prog.	Residential Care Providers	Police/ Court/ District Attorney	Advocacy Org.	Other
a. probate, estate, and fiduciary matters													
b. POA execution/ revocation													
c. long-term care planning													
d. preparation of wills													
e. living wills (advanced directives)													
f. other (specify) _____													

3. Real Estate/Housing	Total	PCA LTC Prog.	PCA OAPS	PCA Senior Helpline	Self	Family/ Friends/ Neighbor	Health Care Provider	Senior Center	Other Legal Prog.	Residential Care Providers	Police/ Court/ District Attorney	Advocacy Org.	Other
a. public housing													
b. landlord/tenant issues													
c. property taxes													
d. deeds to property													
e. code enforcement													
f. property liens													
g. mortgage foreclosures													
h. other mortgage problems													
i. predatory lending													
j. other (specify) _____													

4. Consumer Protection	Total	PCA LTC Prog.	PCA OAPS	PCA Senior Helpline	Self	Family/ Friends/ Neighbor	Health Care Provider	Senior Center	Other Legal Prog.	Residential Care Providers	Police/ Court/ District Attorney	Advocacy Org.	Other
a. Private health/ hospital Insurance													
b. property damage													
c. utilities													
d. repair contracts													
e...fraud/unfair sales practices													
f. sales contracts and warranties													
g. credit collection and denial													
h. PCBH & NH admission agreements and residents' rights													
i. other (specify) _____													

5. Domestic	Total	PCA LTC Prog.	PCA OAPS	PCA Senior Helpline	Self	Family/ Friends/ Neighbor	Health Care Provider	Senior Center	Other Legal Prog.	Residential Care Providers	Police/ Court/ District Attorney	Advocacy Org.	Other
a. protection from abuse orders													
b. defiant trespass													
c. child custody and visitation													
d. support													
e. other (specify) _____													

B. OVERALL CASE STATISTICS

1.	Number of cases from last month	
2.	Number of cases opened this month	
3.	Number of cases closed this month	
4.	Number of cases carried to next month	
5.	Number of brief contacts this month	
6.	Number of visits this month	
7.	Number of court appearances this month	
8.	Number of referrals made:	
	a. Other	
9.	Total number of hours	
	a. Spent on all PCA cases	

PUBLIC EDUCATION AND PROMOTING AWARENESS

1. **Community Education**
 - a. Number of educational programs offered during the month:
 - b. Number of participants/attendees:
 - c. Hours expended on education programs and provide the address, date, and subject matter for each education program
2. **Training for Professionals**
 - a. Total # programs given
 - b. Total # professionals attending
 - c. Total # hours spent
 - d. Attach training outlines, include training dates
3. **Other Outreach/Publicity Efforts (explain).**

Enclose copies of new informational brochures, news, articles, flyers, etc.