



City of
Peterborough

To: **Members of the Committee of the Whole**

From: **Ken Doherty, Director of Community Services**

Meeting Date: **November 6, 2017**

Subject: **Report CSSS17-008**
Award of RFP P-28-17 Homemaker Services for the City and
County of Peterborough

Purpose

A report to recommend the award of Request for Proposal (RFP) P-28-17 for the supply of Homemaker Services.

Recommendation

That Council approve the recommendation outlined in Report CSSS17-008 dated November 6, 2017 of the Director of Community Services, as follows:

That Request for Proposals Document P-28-17 for Homemaker Services be awarded to We Care Health Services LP, at a cost not to exceed \$600,000 for the 4-year period January 1, 2018 until December 31, 2021, with the option for extension of three, one-year terms at the discretion of the City.

Budget and Financial Implications

The Homemaker Program is financed through an 80/20 cost share between the Ministry of Health and Long-term Care (MHLTC) and the City. The 20% is further cost shared approximately 80/20 between the City and County based on the residence of each person served. The proposed 2018 Operating Budget for the Homemakers Program is \$150,000. This is an increase from \$100,000 in 2017. If approved, the annual cost to the City will be approximately \$24,000. Over the four-year term of the contract the cost

would be approximately \$96,000. Sufficient funds are contained in the draft 2018 budget.

Background

Description of the Work

As the Ontario Works Delivery Agent, the City is able to deliver homemaker services to eligible residents in the City and County of Peterborough in accordance with the Homemakers and Nurses Services Act and Regulations. There are currently 70 clients receiving service with 62 in the City and 8 in the County.

Homemaker services are targeted to low income residents who have challenges completing routine, day-to-day activities in their home. All the clients receiving service have a disability or are a senior, or both. Services are limited to light housekeeping, meal preparation and laundry services. Most clients receive 2 hours of service every other week with some receiving more due to higher levels of need.

No medical or personal support services are provided through this program. The Homemaker Service does not duplicate, overlap or replace in-home medical services funded by the Central East Local Health Integration Network (CE LHIN).

The increased budget for the Homemakers Service Program will allow the City to accommodate the planned increase of the Minimum Wage without reducing service and accept a modest number of new clients. These services have proven to have significant benefit to clients. Clients have provided feedback stating:

- Their home would not get cleaned otherwise.
- Prevents hoarding.
- They are physically incapable to doing the work themselves.
- Allows them to stay in their home.
- Healthy meals are prepared that otherwise would not be made.
- Unable to afford the service.
- Reduces stress knowing home will be cleaned.

RFP Process and Evaluation

The Request for Proposals was issued on September 8, 2017 and closed on October 5, 2017 at 3:00 p.m. The evaluation team included the Community Development Program Manager, Purchasing Administrator, and an Ontario Works Supervisor.

This solicitation process was an RFP where a number of criteria were used to evaluate submissions. The criteria and their relative weighting were clearly set out in the RFP

document. Part 6, Section 6.4.3.i. of the City's Purchasing By-law 14-127 states that "as price is only one of the criteria evaluated, the award report will show the rating summary for each proponent and the total points. The award report will disclose the price of the recommended supplier but not the price submitted by other proponents."

Chart 1 below provides a summary of the evaluation process.

**Chart 1: Proponent Evaluation Criteria
RFP P-28-17 Homemaker Services**

	Total Points	We Care	Nightingale Nursing Registry	Bayshore Home Health
Compliance with RFP Submission Requirements	5	3.7	4.5	4.2
Pricing	35	35	26.8	32.2
Company Resources/Operations Manager & Admin Staff Qualifications	15	13.3	12	9.7
Homemaker Job Description, Training, Safety and Reporting	15	11.7	13.3	11.7
Relevant Experience, Policies and Procedures, and References	27	25.3	25.3	23
Sub-total	97	89	82	80.8
References	3	2.5	N/A	N/A
Total	100	91.5	82.1	80.8

Recommended Proponent

City staff recommends that We Care Health Services LP (We Care) be awarded the contract for delivering Homemaker Services in the City and County of Peterborough. We Care scored the highest in the overall evaluation by demonstrating strong marks in:

- Price
- Understanding of services
- Long history of delivering the identical service to other clients
- Commitment to high service standards

- Operating through a local office within the City or County of Peterborough to deal with staffing, client and customer liaison functions
- Comprehensive policies and procedures in place related to the service
- Exceptional reference checks

Accepting We Care as the service provider will result in a transition from Bayshore Home Health as the current provider.

Council Approval Required

Part 8, Section 8.2.1 of the Purchasing By-law 14-127 states Council must approve an award where the expenditure is greater than \$100,000. RFP P-28-17 meets this requirement and must be approved by Council.

Timelines

If the recommendation is approved, an agreement will be prepared and is to be signed by the CAO and Clerk, under their delegated authority to do so, before the work commences.

Summary

RFP P-28-17 for the supply of Homemaker Services has been issued in accordance with City's Purchasing By-law 14-127 and can be awarded within the proposed 2018 operating budget as recommended in this report.

Submitted by,

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Director of Community Services

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