

| DeKalb County - Department of Purchasing and Contracting | | |
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| RFP Evaluation Summary for RFP No. 23-500644 In-Home Services for Seniors and Their Caregivers (Three (3) Year Multiyear Contract) | | |
| PROPOSERS: | CSS Corp dba CSS Healthcare Services, Inc. | Trusted Hands Senior Care, LLC |
| Criteria | | |
| Technical Approach | Provided some details about services they will be provide. They presented a good understanding of the project, but the Committee wished they would have provided more details regarding certain services, such as scheduling and services to clients who speak limited english. | Provided good details on the services they will provide. The Committee wished they elaborated more on services they would provide for the visually impaired. |
| Project Management | Provided very detailed project management description. | They provided good details in their proposal and it addresses what was requested in project management. |
| Personnel | The Responder did provide an organizational chart of their leadership and the responsibility of each position. Provided they have sufficient number of staff to provide services. Also provided requirements for criminal background and drug screening policy for hiring practices. | The Responder did mention the agency has 43- CNAs or Home Health Aides, 3- RNs, and 3 PT LPNs. The Responder did provide an organization chart that identifies current staffing. The Responder did provide information regarding criminal background checks and the agency location address. |
| Oranizational Qualifications | The Responder has provided experience and years as a licensure private homecare provider. Also, they offered their experiences in several Medicaid programs. | Displayed extensie experience on providing relevant services. Provided proof that they comply with GA State requirements. |
| Financial Responsibility | According to the DeKalb County Finance Department, they are a small firm, but well established company with good financials. | According to the DeKalb County Finance Department, Trusted Hands, LLC, financials are okay. Though small, they are profitable and have been in business since 2014. |
| References | Earned the maximum score of 5. References were favorable. | Earned the maximum score of 5. References were favorable. |
| LOCAL SMALL BUSINESS/ GFE | Earned the score of 2. GFE approved due to they would have had LSBE participation if the County had timely reviewed LSBE sub application. | Earned the score of 5. They are a certified LSBE-MSA. |