REQUEST FOR PROPOSAL

INFORMATION AND REFERRAL SERVICE

UNDER THE OLD AMERICANS ACT OF 1965, AS AMENDED

TO BE AWARDED BY:

MID-AMERICA REGIONAL COUNCIL
600 BROADWAY, SUITE 200
KANSAS CITY, MISSOURI

Released:
February 1, 2019
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I. SUMMARY

In this Request for Proposal (RFP), MARC seeks proposals to provide legal services, including services rendered under the National Family Caregiver Support program funds, to older adults that support health, well-being, and independent living in the community. Contracts for the service area can be written in full or in part, depending upon the interests and capabilities of applicants. Applicants are encouraged to develop rate schedules that forecast full or partial awards.

To reduce complexity and administrative burden, preference will be given to providers who are able to cover broader service areas. Innovative and technology-based solutions that enhance service quality and capacity are strongly preferred. MARC embraces the principle of person-centered, consumer-directed care that places individualized client needs at the forefront of service delivery.

Respondents must submit the following documentation:

1) Proposal Narrative (cover page, narrative, budget, and budget justification)
2) If applicable, Intent to Perform as a Women and/or Minority Owned Business (WBE/MBE)
3) If applicable, Request for Waiver
4) Remaining documents and certifications

All forms of the response/application process are available in simple .doc/.rtf formats on MARC’s RFP website (http://marc.org/Requests-for-proposals). Ultimate submission of the proposal and associated documents is via email.

II. PUBLIC NOTICE

Notice is hereby given that the Mid-America Regional Council (MARC) will release Request for Proposal (RFP) documents for the provision of the following services in the Missouri counties of Cass, Clay, Jackson, Platte, and Ray for State Fiscal Year (SFY) 2020 (July 1, 2019, through June 30, 2020):

- Legal Services
- Information and Referral Services
- Transportation Services
- Integrated Care Network Partner Services

These documents will be released on Friday, February 1, 2019. There will be several conferences focusing on the various services being requested. All conference dates, times and locations can be obtained by contacting Ms. Tonya Boston at (816) 701-8290, or by email at tboston@marc.org. Questions relating to proposal procedures, requirements and evaluation will be answered at these conferences. Proposals will be accepted at the MARC office no later than Monday, 3:00 pm, March 11, 2019.

MARC hereby notifies all interested parties that it affirmatively ensures that all respondents to this notice are afforded full opportunity to submit proposals and that no
respondent will be discriminated against on the grounds of race, color, national origin, disability, sex or veteran status in consideration of an award.

III. PROPOSAL BACKGROUND

The structure of the Area Agency on Aging and authority of the Mid-America Regional Council to conduct this solicitation and to procure contractors is described under Part I and Appendix 1 of the MARC/Commission on Aging Policies and Procedures Manual. Refer to this manual for additional information regarding:

A. Legislative Authority and Funding Sources (Part I, Section 1)
B. Definition and Description of the AAA (Part I, Section 2)
C. Overview of Service System (Part I, Section 3)
D. Eligibility for Services (Part I, Section 6)

IV. CONTRACT PERFORMANCE PERIOD

The MARC aging program period coincides with the state fiscal year (SFY), which in Missouri is July 1 through June 30 of the succeeding calendar year. For SFY 2019 the period will be July 1, 2018, through June 30, 2019.

RENEWAL OPTION:

The initial award of this contract will be for a one (1) year period. MARC reserves the right to negotiate this contract for two (2) additional one-year renewal periods. MARC reserves the right to terminate the current contract without cause and solicit new bids. MARC shall notify the Contractor, in writing, of the intent to exercise the renewal option. However, failure to notify the Contractor does not waive MARC’s right to exercise the renewal option. The Contractor shall be required to submit documentation to MARC, as proof of any requested price increase. Under no circumstances shall an increase be granted that is greater than the Federal Consumer Price Index (C.P.I.) for the Kansas City area, without approval of MARC.

V. MINIMUM REQUIREMENTS OF ALL RESPONDENTS

Responses to this RFP will be accepted only from organizations meeting the following minimum requirements:

A. A business/organization eligible to do business in the State of Missouri. Proposals from individuals will not be accepted.

B. A business/organization that has current licenses and/or permits, as required for proposed service(s).

C. A business/organization that has developed and implemented programs for compliance with federal and state regulations for equal opportunity, drug-free workplace, and ADA.

D. The business/organization must have at least two years’ experience in the delivery of services to the target population.
E. The business/organization must be eligible to receive Federal funds. MARC is prohibited from contracting with or making sub-awards under cover transactions to parties that are suspended, debarred, or otherwise excluded from, or ineligible for, participation in Federal assistance programs or activities, or whose principles are suspended, debarred or otherwise excluded from, or ineligible for, participation in Federal assistance programs or activities. Covered transactions include procurement contracts for goods or services equal to or in excess of $25,000 (e.g., sub-awards to sub-recipients).

VI. JOINT VENTURE

Joint ventures are acceptable and encouraged provided all parties of the joint venture satisfy the proposal requirements. Any joint venture must be identified as such and documentation for both entities must be submitted.

VII. SUBCONTRACTS

Subcontracts are acceptable, but will require the following:

A. The primary subrecipient/contractor and the proposed subcontractor must agree to all applicable requirements set forth in the primary contract. Municipalities administering programs are exempted from this requirement.

B. A primary transportation subrecipient/contractor must use only vehicles that are titled in the corporate name of the primary subrecipient/contractor or leased in the name of the primary subrecipient/contractor to provide MARC-funded services. Municipalities administering programs are exempted from this requirement.

C. Prior to MARC approving a subcontract, the primary subrecipient/contractor must submit a written copy of the proposed agreement to subcontract, and the same documentation required of the primary subrecipient/contractor will be required of the subcontractor agency.

VIII. WOMEN BUSINESS ENTERPRISE (WBE)/MINORITY BUSINESS ENTERPRISE (MBE) REQUIREMENTS AND PARTICIPATION

MARC encourages qualified businesses to actively participate in the procurement of MARC-sponsored contracts. MARC does not discriminate based on race, color, sex, national origin, age, military status, or disability. Women and/or minority owned business (WBE/MBE) are encouraged to participate as prime subrecipients/contractors, subcontractors or joint ventures.

WBE/MBE respondents must submit a completed Intent to Perform as a WBE/MBE Firm (Part E, Proposal Forms) for each proposed WBE/MBE subrecipient/contractor, subcontractor, or joint venture. MARC does not provide WBE/MBE certifications but will accept certifications of WBE/MBE from the City of Kansas City, MO or any other federal, state or local agency that participates in a WBE/MBE Certification Program. MARC will accept certified Disadvantage Business Enterprise (DBE) forms as certification of WBE/MBE status.
IX. SINGLE AUDIT CERTIFICATION

Successful governmental and non-profit organizations receiving a contract from the Mid-America Regional Council as a result of submitting a proposal to this solicitation, that expend $750,000 or more annually in federal financial assistance, must have a single audit performed in accordance with Subpart F Audit Requirements, of the Office of Management and Budget (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal, dated December 26, 2013. Successful organizations that expend less than $750,000 annually are exempt from federal audit requirements for that year.

All funds supporting Information & Referral will be derived from Title III, Part B, CFDA #93.044.

For audit purposes, all project income (voluntary contributions from service recipients) collected through the provision of this service will be considered federal funds and subject to the $750,000 threshold mentioned above.

X. APPEALS PROCESS

The purpose of the appeals process is to give current, past and potential service providers and consumers of MARC-operated programs an opportunity to express their grievance, or to appeal a decision in the proposed award of contracts.

A. A preliminary provider list will be approved by the MARC Board of Directors at its meeting on April 23, 2019. A formal response will be sent to all respondents officially notifying them of the Board's recommendations subsequent to the meeting. Respondents wishing to submit an appeal of the preliminary contract award decision must submit a formal written request including the reason for appeal, by 12:00 p.m., May 1, 2019.

B. The appeals request should be addressed to the Executive Director of MARC detailing the basis for the appeal. The individual who was authorized to submit the original proposal must also submit the appeal.

C. If necessary, an appeals hearing will be held between May 2 and May 14, 2019.

Refer to Appendix 1, page iv (Grievance Resulting from Service Proposal Denial), of the MARC/Commission on Aging Policies and Procedures Manual for details regarding the steps a respondent is required to take to process an appeal.
PART B

Statement of Purpose

Information and referral (I&R) is a critical service to the community under the Older Americans Act. Oftentimes, it is the pathway to services and resources that the public will first encounter when transitioning into functional declines, new diagnoses, or a change of circumstance that warrants support. A professional I&R service will competently assess need, forecast appropriate solutions and resources, and effectively make connections to those resources. MARC seeks a community partner call center to offer basic information and assistance, client intake, and processing of inquiries regarding aging services and supports, including services available through the Older Americans Act and other sources, to comprise its overall I&R service line. This function is to be conducted in close collaboration with aging professionals at MARC and MARC’s subcontracted partners.

I. INFORMATION AND REFERRAL SERVICES REQUESTED

A. Definitions and Service Standards

The provision of information and referral, “call center,” activities delivered to clients who call the MARC Aging and Adult Services Information and Referral line at 816-421-4980.

OPERATIONAL SERVICE DEFINITIONS

It is the contractor's responsibility to gather and report all necessary data elements – for all activities, programs, and services under MARC funding – using the software, processes, and formats required by MARC, as applicable. Usually, data elements are required at the individual client or individual participant level, unless restricted by law.

- The service objective of Information and Referral (I&R) Services is to provide linkage of services for individuals in our demographic through the gathering and maintenance of information on community resources and the dissemination of that information to individuals and professionals and relatives working on their behalf.

- The demographic of Area Agency on Aging clients receiving access services are older adults (aged 60 and above) and adults with disabilities, aged 18-59.

- The provider shall deliver I&R services sufficient to ensure that all qualified clients within the planning and service area have reasonably convenient access to information about the services available within their geographic region.
  - The service and planning area consist of five counties in Missouri: Cass, Clay, Jackson, Platte and Ray.

- I&R services shall include, at a minimum, the following provider capabilities:
  - Maintaining a database with respect to current resources and services available to the target population.
  - Utilizing staff specially trained to inform older adults or their advocates of the opportunities and services available.
Developing a plan to provide services to older adults with Limited English Proficiency.

Establishing a plan for the follow-up of referrals, as needed.

Providing training to all I&R/A staff, paid and volunteer, to ensure adequate delivery of I&R/A services.

Accessing AgingIS, a cloud-based Client Relationship Management (CRM) used by MARC to record demographic information on incoming calls.

Training with MARC staff on the use of AgingIS, including initial training and any addendums or changes that may occur.

Identifying I&R calls that should be escalated to an Integrated Care Specialist and/or Integrated Care Manager at MARC.

- Additional services are preferred, but are optional:
  - Auto-dialing, or other capacity for mass contact in the event of outreach, service interruptions, or emergencies.

**B. PERFORMANCE STANDARDS AND MINIMUM REQUIREMENTS FOR PROVIDERS**

- Provider shall comply with the most recent Alliance of Information & Referral Systems (AIRS) Standards, currently, the 8th edition, as detailed in the following document: [https://www.airs.org/files/public/AIRS_Standards_8_0.pdf](https://www.airs.org/files/public/AIRS_Standards_8_0.pdf)

- A supervisor shall be designated by the Provider as the program manager to supervise the day-to-day delivery of I&R/A services.
  - The designated program manager will successfully complete and maintain an AIRS certification of CIRS, CIRS-A/D, or CRS.
  - Supervisory responsibilities, as designated and appropriate to the Provider’s structure, shall include monitoring the provision of services by the I&R specialist to assure that services are being provided in a timely and accurate manner; and, evaluate each I&R specialist’s performance in writing each fiscal year.

- All I&R specialist will abide by a detailed handbook, updated regularly by MARC staff, regarding policies and procedures regarding the following:
  - The Older American’s Act
  - The function of an Area Agency on Aging
  - Calls specific to MARC’s AAA
  - New and existing MARC initiatives and the contact information of the lead staff member
Example Workflow

Most calls received will be either a request for an Older American’s Act Service or a general information and referral inquiry. Generally, MARC’s expectation is calls should be answered during regular business hours.

- Older American’s Act (OAA) Services require completion of a brief intake to determine qualification and risk (see Appendix).
- On average, the intake requires 10 minutes to complete.
- Approximately 70% of calls are requests for OAA services – information about the services and/or intakes to receive services.
  - Home-Delivered Meals: meals provided to individuals 60 and older and individuals ages 18-59 with a documented disability (receiving SSDI). Spouses are also eligible for meals.
  - In-Home Services: In-home services include light housekeeping, chores and personal care (such as assistance with bathing and grooming).
  - Transportation: We contract with local transportation companies to provide one round-trip ride per month. Lift-ramps are available to individuals requiring the use of mobility devices.
  - Care Management: a care manager meets with the older adult and/or his or her caregiver to provide a higher level of connection to community, state, and federal programs.
- Ombudsman: An ombudsman is a neutral, third-party representative who can listen to concerns about care of quality of life and works to become an advocate for the long-term care resident. Though this is an OAA service line, no intake is required at this time. Example guidance for screening complaints and referring appropriate clients to the MARC Ombudsman appears below.

- Approximately 30% of calls are requests for community resources, no intake form needed.
  - Requests for services such as utility assistance, housing resources, health clinics, food pantries, etc.
  - These calls often involve a referral to an outside agency.

- Escalation to MARC professionals
  - This will most likely occur in 5-10% of calls. Some examples of call escalation are the following:
    - An intake is completed, and the caller is found ineligible for OAA services. The caller may be upset or may have a complaint.
    - A caller expresses several needs and a care management referral is warranted. The caller wants to know more about care management and how it may help.
    - A caller presents a complaint about a MARC employee or contract worker.
The escalation should take no more than 2 minutes to explain to the caller who he/she will be talking to.

- A list of individuals and their direct phone numbers will be included in the Standard Operating Procedure.

Ombudsman Inquiries
The Information & Referral provider shall assist older adults (60 and up) and individuals with disabilities (ages 18-59) who inquire about issues relating to Skilled Nursing, Assisted Living Facilities, and Residential Care facilities.

- The I & R provider shall screen and assess calls for appropriate referrals to the Adult Abuse and Neglect Hotline.
- The I & R provider shall maintain a database of facilities who accept Medicaid/Medicare Benefits, Veteran Administration Benefits, and Private Pay Facilities and make appropriate referrals.
- The I&R provider shall assess long-term care complaints by utilizing a provided, brief screening tool to ensure that facility complaints have undergone the appropriate chain-of-command in the nursing facility prior to referral to the Regional Ombudsman Coordinator for Jackson, Clay, Cass, Ray, and Platte County.
- The I&R provider shall refer complainants from counties other than the above mentioned to the appropriate Ombudsman for other regions.

MARC Services Intake Screening
The Information & Referral provider shall complete an intake screening for OAA services provided by MARC: home-delivered meals, in-home services, transportation and care management.

- Based on the risk-factor, clients will receive assessments in their homes to verify the need for OAA services.
- All information will be entered in, or transmitted to, AgingIS, the Client Relationship Management class software utilized by the Missouri Area Agencies on Aging, during the intake process.
- Notification will be given to the appropriate MARC staff daily of eligible clients needing further assessment.

Transportation Trip Booking (Response optional; contingent upon transportation service provider(s) selected for SFY2020)
Respondents are encouraged to forecast a separate rate for booking transportation trips for MARC clients using an online portal for this purpose. This is in anticipation of changes in the nature and type of transportation providers, many of whom connect users without smart phones to rides using call centers connected to portal tools. A booking call by a MARC client is expected to last 3 minutes, on average, and approximately 400 calls would be expected during SFY 2020. It may be advantageous to clients for respondents to provide extended hours of coverage for this service.
II. OBSERVED LEVELS OF SERVICE (MONTHLY)*

<table>
<thead>
<tr>
<th>Month</th>
<th>Observed Calls</th>
<th>Intake Screens Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2018</td>
<td>N/A</td>
<td>94</td>
</tr>
<tr>
<td>August 2018</td>
<td>N/A</td>
<td>191</td>
</tr>
<tr>
<td>September 2018</td>
<td>N/A</td>
<td>108</td>
</tr>
<tr>
<td>October 2018</td>
<td>2,788**</td>
<td>142</td>
</tr>
<tr>
<td>November 2018</td>
<td>1,166</td>
<td>154</td>
</tr>
<tr>
<td>December 2018</td>
<td>930</td>
<td>131</td>
</tr>
</tbody>
</table>

**Observed calls may be unreliable for October 2018, due to a transition to a new phone system.

*NOTE: Call volume is seasonal for MARC’s Information and Referral line. The estimates include all calls, including administrative and internal to the I&R phone number listed in this RFP. The actual number of calls, and completed intake screens, may differ significantly from those observed during the stated time periods, the first for which MARC had trackable volume data. Currently, calls are only answered during regular business hours. The workflow previously described in this RFP outlines general call categories, their proportion to total calls, and the estimated time required to complete the call.
PART C

Proposal Narrative

Cover Sheet: (Part E, Proposal Forms) must be signed by an executive officer who is legally authorized to sign for respondent. Specify the service(s) being proposed. A contact person and telephone number must be included.

Contact information (email address) must be provided for the executive officer who is legally authorized to sign for the respondent, including the Board Chair for nonprofit entities.

Proposal Narrative (Scope of Services): As supported by the details and requirements stated below, in a maximum of 8 pages (Single-spaced, .5” margins, Arial 11-point font), describe what will be delivered and how it will be delivered.

As applicable, the narrative must specify approaches, plans, or descriptions that are relevant to the specific type of service proposed.

Respondents are strongly encouraged to address the service needs of low-income minority individuals, older individuals with Limited English Proficiency, and older individuals living in rural areas throughout the proposal. Moreover, respondents are encouraged to embrace principles of person-centered, consumer-directed care throughout the proposal.

The following headings and content are recommended for structuring the narrative.

1) Service Background and Experience
   a. First time respondents must give organizational experience in providing services to MARC’s target population. Where appropriate, also provide contractual experience. Funded services are not designed to provide seed money or pilot testing unless explicitly stated by MARC in the RFP document.
   b. How will the respondent satisfy the service needs of low-income minority individuals, older individuals with Limited English Proficiency, and older individuals residing in rural areas in the area served by the respondent?
   c. Proposed ADA compliance methods for individuals with disabilities.
   d. A summary of staff qualifications, certifications, and relevant credentials should be provided.
   e. Concisely describe known program impact derived from validated measures and methodologies.

2) Service Delivery
   a. Specify how the service will be delivered and what will be delivered
      i. A clear description of the service, including client processing after receiving a referral from MARC
   b. Contingency plan for continued delivery of critical services, if applicable
   c. Quality assurance (as applicable to the type of service requested)
      i. Anonymous responses from surveyed clients
      ii. Aggregate data electronically provided to MARC
      iii. Client grievance procedures
3) Innovation, Integration, and Technology
   a. Summarize how the innovative application of technology will enhance service quality and capacity in the Kansas City community.
   b. Summarize how the application will utilize innovative models of collaboration, integration with other sectors such as health care, or systems transformation to better serve the Kansas City community.

4) Data Sharing and Partnerships
   a. Describe plan for sharing service utilization patterns with MARC.
   b. Describe partnerships and/or capacity/quality enhancing collaborative efforts. How does the proposed service enhance the capacity of the Kansas City region’s “aging network” to keep older people healthy, engaged, and in the community?

5) Additional Requirements
   a. An outline/summary of the respondent’s training program is to be included. The description of the training plans must comply with Program Standards issued by the Missouri Division of Senior and Disability Services that require training of paid personnel and volunteers who provide and are connected with the delivery of transportation services.
   b. All of MARC’s clients are encouraged to make voluntary donations for services received. Describe the respondent’s plan for informing clients how to submit contributions directly to MARC and a description of how the respondent will inform clients they are receiving MARC funds and give an explanation of those funds. **Note: At no time should contributions pass through the responding entity or the responding entity’s staff. Electronic donation solutions will be considered.**

6) Budget and Budget Justification
   a. Properly completed budgets for all services must be submitted to MARC (as shown on the Unit Cost Determination and Service Budget page found in the online Proposal Forms packet at http://marc.org/Requests-for-proposals). Computer generated facsimiles are acceptable. A **budget justification** of each expense item must be included with this page.

   **Supporting Documentation (See Part E for link to forms)**

   The respondent must submit the following supportive documentation, if applicable, regarding all proposed services (supporting documentation does not apply to the proposal narrative page limit):

   a. The **respondent** is required to provide a complete listing of the members of the Board of Directors for the years 2017, 2018, and 2019.

   b. **The respondent is required to, if a tax-exempt organization, submit its most recent IRS Form 990. Any new not-for profit organizations to the MARC system will be required to also include its most recent A-133 audit report.**
c. **Annual Registration Report and Fictitious Name Registration** - Each respondent, except a governmental entity, must submit a copy of its most recent Annual Registration Report filed with the Secretary of State, and evidence of any and all Fictitious Name Registration(s) that the respondent currently has on file with Secretary of State. **A Certificate of Good Standing will not suffice.**

d. **Insurance and Licenses** - All respondents awarded contracts will be required to forward to MARC copies of all insurance certificates and appropriate licenses prior to the beginning of the program year. Successful respondents will be required to submit insurance certificates. Certificates do not need to be submitted within the proposal, but must be submitted prior to contract initiation.

e. **Civil Rights Compliance** - All respondents awarded contracts will be required to provide assurance of compliance with the Civil Rights Act of 1964, as amended (Part E, Proposal Forms).

f. **ADA Assurance** - All respondents are required to provide assurance of compliance with the Americans with Disabilities Act of 1990 (Part E, Proposal Forms).

g. **Assurance of Compliance Regarding Criminal Background Checks for In-Home Service Direct Care Workers** – All respondents proposing to provide direct in-home services are required to provide assurance of compliance with regulations regarding criminal background checks for all direct care workers (Part E, Proposal Forms).

h. **Suspension and Debarment Certification** - All respondents are required to certify that their organizations and its principals are not suspended or debarred from participating in Federal assistance programs or activities (Part E, Proposal Forms).

i. **Single Audit Certification** - All governmental and non-profit respondents are required to certify to MARC the total federal awards expended from all funding sources during the respondent’s most recently completed fiscal year (Part E, Proposal Forms).


k. **Intent to Perform as a WBE/MBE Firm** – To confirm the intent to perform as a primary subrecipient/contractor, subcontractor, in a joint venture or any other specified situation, this form must be completed and submitted in the proposal. A copy of the organization’s current certification certificate must be included as well (if applicable, Part E, Proposal Forms)
8) Request for Waivers

If, in the respondent's opinion, some requirements contained in this proposal packet are impossible, impractical, or uneconomical to uphold, a request for waiver may be included with the proposal. Only one waiver request should be contained on a page. There is no limit to the number of waiver requests that may be submitted.

Each waiver request will be reviewed on its own merits. No waiver will be granted for state-mandated regulations. Each request must include the alternative procedure that the respondent will implement to meet the intent of the procedure, process or compliance requirement.
PART D

CRITERIA FOR EVALUATION OF PROPOSALS

MARC Review, Proposal Evaluation and Selection

A. All responses to this RFP must be received at MARC no later than 3:00 PM, Monday, March 11, 2019, in order to be given consideration. Late proposals will not be reviewed.

MARC strongly encourages electronic submission to Tonya Boston (tboston@marc.org). **The respondent should only be certain of electronic submission after receiving the confirmation receipt email**. If a receipt email is not issued within 24 hours (48 hours on a weekend), please call the MARC offices at (816) 701-8290.

B. MARC reserves the right to select or reject any proposal, in whole or in part.

C. All proposals received by the aforementioned deadline shall be screened by MARC staff for completeness.

D. Non-conforming proposals shall be rejected. The respondent will be informed as such in writing by April 1, 2019.

E. In addition to the overall price of service contained in the proposal, the following factors will also be considered by MARC in evaluating the proposals:

1. It is imperative that all respondents to this RFP carefully read the document in its entirety prior to responding in writing. The narrative shall address in detail each specific question. If a question is not addressed it will affect the overall proposal score.

2. Conformity to service standards stated in the proposal package.

3. Past performance records as verified by monitoring reports, administrative reviews and participant input for any respondent who has previously provided services to MARC. But a lack of prior service provision to MARC will not count against any respondent;


5. Respondent’s financial condition and management capability, including copies of the current health inspections of the facility to be used in the preparation of the meals for MARC service (MARC will request if a tentative award is recommended).

6. The extent to which the respondent’s programs are actually or potentially coordinated with other services provided by the respondent, community based local organizations or applicable local governments.
7. MARC reserves the right to evaluate a respondent based upon historic information and fact, no matter the source.

F. A review committee will be established to review all proposals responding to this RFP. Representatives of each agency submitting an accepted proposal may be invited to a meeting held by this committee (time and place to be announced) to answer and possibly clarify any questions or concerns committee members may have. Evaluation scores will be summed and combined with recommendations from this committee, which will be submitted to the Commission on Aging. The Commission on Aging shall review this information and forward its recommendations to the MARC Board of Directors. Part A, Section X of this RFP explains the appeals procedure.

All proposals accepted for consideration will be evaluated using a weighted scoring system:

<table>
<thead>
<tr>
<th>Proposal Scoring Criteria</th>
<th>Maximum Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category</strong></td>
<td></td>
</tr>
<tr>
<td>Cost (lowest per service unit)</td>
<td>35</td>
</tr>
<tr>
<td>Proposal Narrative</td>
<td>35</td>
</tr>
<tr>
<td>- Including alignment with Older Americans Act service priority to low-income minority, rural, and limited English proficiency individuals</td>
<td></td>
</tr>
<tr>
<td>- Contractor past performance, if applicable, will be considered in scoring of this category, including breach of contract or notice(s) of termination.</td>
<td></td>
</tr>
<tr>
<td>Innovation, Integration, and Technology</td>
<td>30</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100</td>
</tr>
<tr>
<td><strong>Bonus points</strong></td>
<td></td>
</tr>
<tr>
<td>(DBE) Disadvantaged Business Enterprise</td>
<td>5</td>
</tr>
<tr>
<td>OR</td>
<td></td>
</tr>
<tr>
<td>Joint venture with DBE</td>
<td>2.5</td>
</tr>
</tbody>
</table>

G. MARC reserves the right, in the event of only one response to this RFP, to negotiate the terms and conditions, including the price included in the sole respondent's proposal.

H. As part of any negotiations, MARC reserves the right to require any data that would support the reasonableness and acceptability of the proposal. Respondents may be asked to further define and/or refine the services they propose as part of contract negotiation. If so, they will be afforded the opportunity to refine their proposed cost to reflect MARC requested changes from the original proposal. Similarly, MARC may wish to increase or decrease the total amount of services required relative to those proposed.
I. The community-based care system is comprised of the total array of public and private resources available to assist the older person. Federal service funds are provided through Title III of the Older Americans Act, and the Social Services Block Grant. Special consideration may be given to those respondents having the capability to deliver services through multiple funding sources.

J. All proposals received by MARC are subject to the Missouri Sunshine Law and the U.S. Freedom of Information Act. To the extent possible, MARC will keep information contained in bid proposals confidential. Respondents are required to identify those portions of their bid document that they consider to be proprietary. An entire bid document may not be protected. All proposals and supporting documents will remain confidential until a final contract has been executed.

PART E

Proposal Forms: All forms are available in the online Proposal Forms Packet on the MARC website at http://marc.org/Requests-for-proposals
## Appendix 1 Client Intake Screen (Example only, subject to change)

<table>
<thead>
<tr>
<th>Date:</th>
<th>Client Intake Screen</th>
</tr>
</thead>
</table>

### Demographics

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>M</th>
<th>I</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Phone</th>
<th>Gender</th>
<th>☐ M (1)</th>
<th>☐ F (2)</th>
<th>DOB (mm/dd/yyyy)</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Lives Alone?</th>
<th>☐ Yes (1)</th>
<th>☐ No (0)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>County</th>
<th>☐ Cass (1)</th>
<th>☐ Clay (2)</th>
<th>☐ Jackson (3)</th>
<th>☐ Platte (4)</th>
<th>☐ Ray (5)</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>What is your income?</th>
<th>☐ &lt;$20k</th>
<th>list amount</th>
<th>☐ $21-49k</th>
<th>☐ $50k+</th>
</tr>
</thead>
<tbody>
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</table>

<table>
<thead>
<tr>
<th>Race</th>
<th>☐ Afr Am (1)</th>
<th>☐ Am Ind/Nat AK (2)</th>
<th>☐ Asian (3)</th>
<th>☐ Nat Hi/Pac Island. (4)</th>
<th>☐ White (5)</th>
<th>☐ Other (6)</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>Hispanic, Latino, or Spanish Origin?</th>
<th>☐ Yes (1)</th>
<th>☐ No (0)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Age 85+?</th>
<th>☐ Yes (1)</th>
<th>☐ No (0)</th>
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</thead>
<tbody>
<tr>
<td></td>
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</table>

**At risk if 85+**

<table>
<thead>
<tr>
<th>☐ At Risk (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

### Eligibility

<table>
<thead>
<tr>
<th>☐ Age (1)</th>
<th>☐ 18-59 Disabled (2)</th>
<th>☐ Family Caregiver 60+ (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

☐ Caregiver (Family Caregiver Programs) –or- ☐ Emergency Contact

Gather additional bolded information for Family Caregiver Programs funding

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
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<table>
<thead>
<tr>
<th>Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>
### What is your income?
- □ <$20k … list amount
- □ $21-49k
- □ $50k+

<table>
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<tr>
<th>Race</th>
<th>Afr Am (1)</th>
<th>Am Ind/Nat AK (2)</th>
<th>Asian (3)</th>
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<th>White (5)</th>
<th>Other (6)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Hispanic, Latino, or Spanish Origin?</th>
<th>Yes (1)</th>
<th>No (0)</th>
</tr>
</thead>
</table>

### Homebound derived from Musich et al., 2015 (Geriatr Nurs., 36, 445-450)

- How many days do you leave your home each week?
  - □ 0-1 (1)
  - □ 1-3 (2)
  - □ 3+ (3)

- If you left your home, was it difficult / did you need assistance?
  - □ Yes (2)
  - □ Somewhat (1)
  - □ No (0)

*At risk if leaves only 0-1 times/week; discontinue interview if ≥ 1/week w/o difficulty*  □ At Risk (1)

### SNAQ (Simplified Nutritional Assessment Questionnaire)

Source SLU Rapid Geriatric Assessment

- When I eat I feel full after eating…
  - □ few mouthfuls (1)
  - □ ~1/3 meal (2)
  - □ >1/2 meal (3)
  - □ most meal (4)
  - □ Hardly ever full (5)

- Normally I eat ___ meal(s) per day
  - □ < 1 (1)
  - □ 1 (2)
  - □ 2 (3)
  - □ 3 (4)
  - □ >3 (5)

*Score of 0-7 indicates significant risk of at least 5% weight loss within 6 months*  □ At Risk (1)

### FRAIL Questionnaire

- Fatigue: Are you fatigued? Do you have daytime tiredness?
  - □ Yes (1)
  - □ No (0)

- Resistance: Can you walk up one flight of 10 stairs?
  - □ Yes (0)
  - □ No (1)

- Aerobic: Can you walk one block?
  - □ Yes (0)
  - □ No (1)

- Illnesses: Do you have more than 5 illnesses?
  - □ Yes (1)
  - □ No (0)
Loss of weight: Have you lost a significant amount weight in the last 6 months? □ Yes (1) □ No (0)

Scoring: 3+ = frailty (at risk); 1 or 2 = prefrail □ At Risk (1)

### SARC-F (Strength, Assistance in walking, Rise from a chair, Climb stairs, Falls) Screen for Sarcopenia (Loss of Muscle)

<table>
<thead>
<tr>
<th>Difficulty lifting &amp; carrying 10 lbs?</th>
<th>None (0)</th>
<th>Some (1)</th>
<th>A lot or unable (2)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Difficulty walking across a room or transferring from a chair or bed?</th>
<th>None (0)</th>
<th>Some (1)</th>
<th>A lot, use aids or unable (2)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>How many times have you fallen in the last year?</th>
<th>None (0)</th>
<th>1-3 Falls (1)</th>
<th>≥4 Falls (2)</th>
</tr>
</thead>
</table>

Total score of 3+ indicates at risk (Sarcopenia) □ At Risk (1)

<table>
<thead>
<tr>
<th>Total Risk</th>
<th>Low</th>
<th>Moderate</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>

Notes:

Service Authorization (EXAMPLE ONLY)

<table>
<thead>
<tr>
<th>Completed by (staff initials)</th>
<th>Packet sent to client (date)</th>
<th>Click or tap to enter a date.</th>
</tr>
</thead>
</table>

Services (check if authorized)

<p>| Home-Delivered Meals |</p>
<table>
<thead>
<tr>
<th>Home-Delivered Meals</th>
<th>Valley Service Area</th>
<th>Harrisonville (3)</th>
<th>Vesper (4)</th>
<th>Guadalupe (5)</th>
<th>Don Bosco (6)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐ Belton</td>
<td>☐ Palestine</td>
<td>☐ Shep Ctr</td>
<td>☐ Excelsior</td>
<td>☐ Palmer</td>
</tr>
<tr>
<td></td>
<td>☐ Ray</td>
<td></td>
<td></td>
<td></td>
<td>☐ Platte</td>
</tr>
</tbody>
</table>

Frozen HDM eligibility:
- ☐ Owns freezer, microwave/oven (1)
- ☐ Capable of heating/consuming meals (1)

Hot Daily:
- ☐ On-Site Prep (1)
- ☐ Volunteer Driver Route (2)
- ☐ Incapable of frozen (3)

Referred to assessor:
- ☐ Date
  - Click or tap to enter a date.
  - Assessor:

Transportation:
- ☐ Demand Transportation
  - ☐ KC Taxi (816.777.1118)
    - 2 trips/month
  - KC TAXI: We’ve covered the cost of the first 10 miles each way. If your trip goes over 10 miles, you pay the driver directly, $2/mile. You pay in the car with cash, credit, or debit. When you call the dispatcher to schedule your ride you can ask how many miles your trip will be.

- ☐ Lift-Ramp Transportation
  - ☐ KC Taxi (816.777.1118)
    - 2 trips/month
  - KC TAXI: We’ve covered the cost of the first 10 miles each way. If your trip goes over 10 miles, you pay the driver directly, $2/mile. You pay in the car with cash, credit, or debit. When you call the dispatcher to schedule your ride you can ask how many miles your trip will be.

Non-Urban Transportation:
- ☐ Ray County Transportation

Care Management:
- ☐ Care Management
  - ☐ JFS (limited area)
  - ☐ KC Care

- ☐ Family Caregiver Care Management
  - ☐ JFS (limited area)
  - ☐ KC Care

In-Home Services
<table>
<thead>
<tr>
<th>General In-Home</th>
<th>Caregiver In-Home</th>
</tr>
</thead>
</table>

**Priority Service Start Date Deadline (e.g., hospice, hospital discharge, etc.)**

- **Date**  Click or tap to enter a date.

<table>
<thead>
<tr>
<th>Referred to provider</th>
<th><strong>Date</strong>  Click or tap to enter a date.</th>
<th>Provider(s):</th>
</tr>
</thead>
</table>