SFY 2021
REQUEST FOR PROPOSAL

NUTRITION ASSESSMENT, COUNSELING, AND DIETICIAN SUPPORT

TO BE AWARDED BY:

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

Released:
September 4, 2020
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Part A

I. SUMMARY

The Nutrition Assessment, Counseling, and Dietician Support (RFP) is an expedited release, requiring swift action from respondents.

In this RFP, MARC seeks proposals to provide services as a Nutrition Assessment, Counseling, and Dietician Support partner. These services are designed to assist MARC in pairing appropriate menu items with client need, providing individualized counseling materials and supports to escalated clients, and support of menu review and other professional activities by a licensed nutrition professional.

Respondents must submit the following documentation:
1) Proposal Narrative (cover page and narrative)
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) and Request for Qualifications (RFQ) documents for the provision of services to adults in the Missouri counties of Cass, Clay, Jackson, Platte, and Ray, and contract-dependent services for the Kansas counties of Johnson, Leavenworth, Miami, and Wyandotte, and other locations, for the remainder of State Fiscal Year (SFY) 2021 (November, 2020–June, 2021) for the RFQ, and remaining SFY 2021 and 2022 (November, 2020–June, 2022) for the RFP. Services include: Integrated Care Legal Services and Nutrition Assessment, Counseling, and Dietician support.

The Nutrition Assessment, Counseling, and Dietician Support RFP and the Integrated Care Legal Services RFQ will be released Friday, September 4, 2020. There will be several conferences focusing on the various services being requested. Conference dates, times and locations, as well as the Request documents may be obtained by contacting Tonya Boston at (816) 701-8290, by email at tboston@marc.org or at https://www.marc.org/Requests-for-Proposals. All proposals will be accepted by MARC no later than Monday, 5:00 PM, October 5, 2020.

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 Mid-America Regional Council conducts this solicitation and procures contractors according to set policies 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, if applicable:

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 this release, a portion of SFY 2021 will be covered (November 1, 2020 to June 30, 2021), and SFY 2022 (July 1, 2021, through June 30, 2022) will also be included, for a total of twenty (20) months.

RENEWAL OPTION:

The initial award of the Nutrition support contract will be for a 20-month 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 responses. 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 States of Missouri or Kansas, respective to their stated service area. Respondents who propose to provide services to residents of Missouri must be registered to do business in the State of Missouri. (See c. Annual Registration Report and Fictitious Name Registration under Supportive Documentation, on page 12.) 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.
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 Form (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.

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.

Due to the time constraints of this RFP release, the receipt of an appeal may interrupt service continuity in the service area, and the onset of agreements under this RFP may be delayed.

A. A recommended provider list will be approved by the MARC Board of Directors at its meeting on October 27, 2020. 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 5:00 p.m., November 4, 2020.

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 November 9 and 20, 2020, or at the discretion of the appeals hearing chair, with appropriate notice to all parties.

Refer to Appendix 1, page iv (Appeals Process For 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

MARC seeks community partners to provide services as a Nutrition Assessment, Counseling, and Dietician Support partner. These services are designed to assist MARC in pairing appropriate menu items with client need, providing individualized counseling materials and supports to escalated clients, and support of menu review and other professional activities by a licensed nutrition professional.

Only MARC-authorized clients are eligible for service under the terms Agreement to be signed upon award and finalization of terms, and clients are only eligible for the specific service(s) identified by MARC at the time of referral. “Walk-in” or other referral sources are not authorized under this service line.

I. NUTRITION SERVICES REQUESTED

This solicitation requests proposals from qualified providers for the following categories of service. A proposal may consist of one or more services, if applicable, but each type of service may be considered individually. MARC will award contracts to successful respondents for each specific type of service. Each service contract may specify service areas. Proposals may be evaluated recognizing no inter-dependencies among proposed services, unless otherwise stated by the respondent.

All activities funded by MARC must have appropriate, adequate, and timely reporting tied to those activities. MARC reports these activities to business partners, and State and Federal authorities for regular program accountability and occasional analysis of program or service effectiveness.

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.

Primary responsibilities are separated across the three requested service roles:

Assessment

- A research-based assessment tool to be used by the MARC team to determine appropriate dietary therapy based on evidence-based nutrition practice, with special focus on geriatric syndromes, conditions, and requirements.
- Training for relevant MARC and partner staff on assessment administration.
  a. Approximately 10 MARC staff and 20 community partner staff will require initial training. Group settings, including virtual, will be acceptable training modes.
  b. Recorded training, or a brief written assessment tool administration guide is a preferred outcome of this project.
- Creating a practical tool with parameters for classifying/grouping meal items to create therapeutic meals. The tool will guide MARC partners; provide boxes that reflect appropriate dietary therapy, based on evidence-based nutrition practice. Meals should tailor to a client’s medical diagnosis, symptom(s), and allergies, for improved health outcomes.
The resultant tool draft is desired within 90 days of contract initiation for user acceptance testing. The tool must be brief and easily administered by lay assessors. A short battery of validated instruments, or individual items drawn from various validated instruments may be acceptable with appropriate rationale. Target administration length is no more than three (3) minutes.

User acceptance testing may reveal needed modifications, fewer items, or alterations to training methods or materials.

Counseling
- For complex cases that need to be escalated beyond the assessment tool, per indication through scoring on the tool or upon assessment staff recommendation, individualized nutritional education is needed.
- A comprehensive case note on the counseling session, with counselor recommendations, must be provided to MARC.
- An action plan, akin to a care plan, should be drafted and made available to the consumer and MARC.

Dietician Support (19 CSR 15-4 and MARC-defined)
- A qualified dietitian/nutritionist will assist MARC in monitoring and providing technical assistance to service providers in the areas of food and nutrition.
- The dietitian/nutritionist must meet one of the following qualifications: a) Dietitian – A person who holds a bachelor of science degree from an accredited college or university with a major in dietetics, food and nutrition or institutional food management and is eligible to take the registration examination offered by the American Dietetic Association; b) Registered Dietician (RD) - a dietitian who has successfully completed the required examination for registration with the American Dietetic Association and maintains the status by meeting continuing education requirements; (C) Nutritionist—A person who holds a bachelor of science degree with a major in human nutrition or a major in dietetics from an accredited college or university; (D) Food and Nutrition Specialist—A person who holds a bachelor of science degree with a major in food and nutrition or institutional food management; or (E) Public Health Nutritionist—A person who holds a master of public health nutrition or master of science with a major in public health nutrition.
- Provide regular menu analysis/approval and nutritional advice and support for emergency substitutions.
  - Technical assistance and training for nutrition education, modified diets and menu planning shall be provided by a dietitian/nutritionist.

All Services

Minimum Service: Award as provider in no way guarantees referral of clients, any minimum reimbursement, nor any minimum contract amount. Services rendered are driven by available funding.

Service Specifications: The provider shall have all appropriate licenses and certificates to provide the service(s) that they propose, follow all guidelines outlined by state and Federal law, and adhere to provisions within the Agreement that is executed upon award. Any facility to be used for the direct provision of services to clients, if applicable, shall meet the accessibility standards of the ADA and all applicable local and state standards for health and safety.
PART C

Proposal Narrative

Part C provides instructions on what to include in your written proposal narrative, including suggested headings and proposal length.

The final submission should include a cover page, the proposal narrative, and the budget/budget justification; it should also include any other required supporting documentation and forms from other Parts within this RFP.

It is likely that existing MARC contractors and vendors do not need to respond to this RFP in order to provide services – please contact MARC staff to clarify prior to writing a proposal.

Respondents are encouraged to present service options in their response. For example, a respondent may choose to only provide dietician support, or counseling for only a certain category of client. In this case, the respondent is encouraged to develop a rate and approach to the various functions that they wish to provide. The various options that MARC should consider from the respondent must be clearly delineated, with separate budget sheets, proposal narratives, etc., as needed.

Proposal 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):

The Nutrition Assessment, Counseling, and Dietician Support RFP is different than some MARC RFPs. Services are defined and/or clients are assigned through MARC. Therefore, an exhaustive proposal narrative is not necessary, and the process is designed to be as easy as possible for potential partners. Please contact MARC staff for technical assistance in responding to this RFP or clarifying the required documents.

Respondents should specify the following using concise, yet complete descriptions, in approximately 2-3 pages or fewer (for each service area, assessment, counseling, and dietician support that the respondent is proposing):

Use a clear heading or title to indicate to reviewers which service area(s) response you are presenting.

All Service Areas

1) Background
   Recommended length: 1 paragraph
a. Please describe unique qualifications of the responding entity, staff, or individual, including credentials and relevant experience
b. Describe competency in serving diverse groups of older adults and individuals with disabilities

2) **Approach**
   
   **Recommended length: 1-1.25 pages**
   
   a. Concisely describe the goals of the proposed project and major objectives
   b. Describe the methods used to achieve the goals and expected outcomes
   c. If the service is provided directly to clients, clearly outline a workflow process, describe relevant geographies, volume targets, or other information to better describe who will implement the project, how, and where. If desired, a graphic may be appended to assist with communication.
   d. Describe major challenges and barriers that are anticipated and how the project will be able to overcome them.
   e. If relevant to the service, provide a timeline and/or workplan for achieving the stated outcomes. If desired, a separate timeline or workplan may be appended at the end of the narrative.

3) **Outcomes**
   
   **Recommended length: 1 paragraph**
   
   a. If not defined by MARC in the RFP, identify measurable outcome(s) that will result from the project

4) **Quality Assurance**
   
   a. Briefly describe quality assurance activities, customer-centered focus, and how problems will be resolved for MARC and clients.

5) **Special considerations**
   
   **Recommended length: 1-2 paragraphs**
   
   a. **Assessment**
      
      Please provide any relevant information on a literature review, domains that will be included in the tool (e.g., allergies, diabetic-sensitive nutrition, etc.), and validity information, especially among older adults and communities of color.
   
   b. **Counseling**
      
      Describe the credentials and notable methods of the counseling team, if applicable. Describe suggestions for receiving referrals from MARC and providing timely and helpful counseling to older adults and individuals with disabilities.

6) **Budget/Justification**
   
   **Recommendation: Include as separate spreadsheet or other document**
   
   Present project line items, total budget, any per unit pricing (if applicable), and justification/explanation of all budget components.

**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 2018, 2019, and 2020.
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. These documents were first released on Friday, September 4, 2020. Questions relating to proposal procedures, requirements and evaluation may be addressed to Tonya Boston (tboston@marc.org).

The Nutrition Assessment, Counseling, and Dietician Support RFP and the Integrated Care Legal Services RFQ will be released Friday, September 4, 2020. There will be several conferences focusing on the various services being requested. Conference dates, times and locations, as well as the Request documents may be obtained by contacting Tonya Boston at (816) 701-8290, by email at tboston@marc.org or at https://www.marc.org/Requests-for-Proposals. All proposals will be accepted by MARC no later than Monday, 5:00 PM, October 5, 2020.

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(s) shall be screened by MARC staff for completeness.

D. Non-conforming proposals shall be rejected. The respondent will be informed as such in writing within a reasonable period of time following submission.

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>Proposal Narrative</td>
<td></td>
</tr>
<tr>
<td>- Entity is qualified to perform services, in good standing within their community, and provides timely and accurate documentation required by the RFP.</td>
<td>20</td>
</tr>
<tr>
<td>Cost estimate (lowest per service unit)</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>25</td>
</tr>
</tbody>
</table>

**Bonus points**

| Women Business Enterprise (WBE)/(MBE) Minority Business Enterprise | 5 |
| OR | |
| Joint venture with WBE/MBE | 2.5 |

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. 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 proposals confidential. Respondents are required to identify those portions of their document that they consider to be proprietary. An entire 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