

Frequently Asked Questions from Request for Proposals Release

Webinar hosted on Feb. 11, 2026

Community Center Services

Will HDM and Site Transportation funding still be included under the Community Centers RFP?

Response from MARC: The funding categories under community centers remain intact

Will the RFP format be similar to previous years?

Response from MARC: The RFP will follow our standard procurement process. All details will be provided in the official release. Please monitor our website for updates.

Will this be an entirely new contract rather than an amendment to existing contracts?

Response from MARC: Yes, this will be an entirely new contract. Amendments don't require the RFP/procurement process.

Is there a word missing here? Maybe "meals"?

2. Senior Activity Center

- a. **Definition:** A contractor providing a facility and program that meets the minimum criteria or standards in Missouri regulations for the nutrition program but has limited capacity for the provision of congregate meals.
- b. **Core Requirements:** The facility meets the minimum standards for a senior center (space, equipment, accessibility, kitchen, etc.) and provides **congregate**; coordinates services from other MARC contractors for clients at the center; provides basic Information and Assistance services regarding community resources; recruits, trains and supervises volunteers to assist with food service

11

and senior center activities; provides minimal social/recreational activities and other Code of State Regulations (CSR) mandated services.

Response from MARC: Yes there is a word missing. It should read "congregate meals". Thank you.

On page 19 #1 it says a supplemental response is needed for on-site preparation, HDM, and/or site transportation, but on page 21 #3 it looks like a supplemental response is needed for evidence-based program services too? Can you clarify?

Response from MARC: The requirements outlined on page 19 are different for on-site meal prep, delivery of HD meals and site transportation because these are unit-based reimbursement services that would require budget forms to bid the unit cost and have different specific requirements.

If a respondent intends to provide any evidence-based services that would be facilitated/led by the center staff, then the respondent must specify this in their narrative and supply the required information as outlined on page 21. Evidence-based services reimbursements are predetermined so there is no need for budget forms to bid reimbursement costs.

Can you clarify if page 21, #3 is meaning “if center staff want to teach/offer evidence-based programming” they need to provide a supplement, or if the center is wanting MARC to provide the programming (like we currently have in place) we need to provide the supplement?

Response from MARC: Only centers that have their own staff facilitate an evidence-based program will receive direct reimbursement for facilitating/leading the workshops. Centers can host workshops at their center provided by outside facilitators/leaders, but this means that the center is not directly reimbursed for hosting the workshop at their center.

Are congregant meals still going to be offered to Centers that aren't equipped to cook on-site?

Response from MARC: Yes.

Under Proposal Forms, Part C – it references bronze, silver, or gold. This is the only reference I've seen in this year's docs. Is this a typo from previous years or is it still referring to something?

Response from MARC: Yes this is an error and should have been removed.

I noticed the matrix is not on here. Are the matrix and tiers going away? If so, does that mean having so many of xx programming throughout the year is also going away? (i.e. 12 educational, 6 technology, 4 nutrition/fitness, etc)

Response from MARC: Yes, the matrix has been removed from the RFP. The administrative fee will be determined by the chart on Page 11 of the RFP document. We encourage as much programming as possible, but it will not factor into the administrative fee.

Can we have a copy of the slide deck?

Response from MARC: Yes, a copy of the slide deck has been posted on the MARC website.

The links within the RFP to all forms of the response/application process are not working.

Response from MARC: All links have been checked and appear to be working properly. Please note that the links do not take you to a separate web page. When you click the link, it automatically downloads the additional documents to your downloads folder. Please check your downloads folder on your computer.

Is there a number of congregate meals that need to be served daily or number of days meals are served weekly?

Response from MARC: To receive the congregate meal fee in addition to the base fee, centers must serve an average of 20 clients per day or more, and they must be open five days a week (Monday-Friday).

Will you clarify – do all community centers must offer congregate food service and home delivered meals?

Response from MARC: No. Each center can bid to provide just congregate meals, just home delivered or a combination of the two.

When you mentioned the matrix was removed you said there was a tier in the RFP explaining programing and fees. I'm looking on page 11 of the RFP for Community Center Services. Is this what you're referring to?

Response from MARC: Yes. This is the fee schedule to use to determine how much you can propose for the Administrative Fee. The Community Center Services Budget Form in the Proposal Forms file will be used to calculate the Administrative Fee.

Reimbursement schedule: All Center Types will begin with a Base Fee of \$15,000. For each proposed service, the indicated fee will be added to the Base Fee. This total will represent the Maximum Administrative Fee amount under MARC COSTS on this form.

Base Fee	\$15,000
Congregate Meals (Average 20 clients per day or more, must be open 5 days a week)	\$5,000
Transportation of Persons	\$3,000
Hot Home Delivered Meals	\$3,000
Frozen Home Delivered meals	\$2,000
On Site Prep - Cong	\$5,000
On Site Prep - HDM	\$5,000

Will all center income be deposited into the MARC account (example MOW income?)?

Response from MARC: All voluntary contributions and ineligible guest fees will be deposited into the MARC contributions account. Other income will not be deposited into the MARC account.

If we prepare our HDM at a local hospital will that be acceptable?

Response from MARC: Yes, with MARC approval and as long as meals meet all dietary and food safety requirements.

When we get the recording – will all these chat questions and answers be available as well?

Response from MARC: Yes, all of the questions from the webinar chat will be on the FAQ, Frequently Asked Questions, that will be posted on Friday.

I am looking for a clearer understanding of how that reimbursement schedule is applied and what the maximum limits are.

Response from MARC: In past RFP cycles, the administrative fee for the Community Centers was determined by the Center Matrix. For this RFP, the administrative fee will be determined by the chart on Page 11 in the Community Center Services RFP. Centers will invoice for 1/12 of the total amount awarded every month during the 12-month contract period.

Are you available to help with the application process?

Response from MARC: Due to the competitive nature of the RFP process, we are unable to really help with completing proposals. As you have a chance to go through the documents from the website, questions can be submitted along the way and we will do our best to answer anything you might need.

Is there priority given to those who submit their forms before the March 9 deadline or not?

Response from MARC: No. The proposals remain unopened for review until after the deadline. Then they are all made available to our review committee to start the evaluation process.

Will there be an updated MARC Handbook on Policies and Procedures issued this year?

Response from MARC: Yes an updated version has been issued and is currently on the MARC website at this location. <https://www.marc.org/media/691>

Is there a benefit funding wise for being a Community Focal Point Center vs. a Senior Activity Center?

Response from MARC: No. This is a designation we report to the State but there is no funding benefit for one center designation over another. Please select the designation that best aligns with your center.

Will funding for Evidenced-Based Programs be at the same reimbursement rate as the 25-26 fiscal year if Evidenced-Based Program Services are proposed within a Community Center Services Response?

Response from MARC: Evidence Based Programs reimbursement rate will stay the same, but contract amounts will be determined by current year performance. If funding allows, we hope to award an increased contract amount for high performing centers.

If a Center is unable to provide Site Transportation, should a waiver be completed, or should we just not include anything about site transportation in the RFP response?

Response from MARC: If there is a possibility that your Center will provide Site Transportation at some point in SFY27, please complete the waiver and include in your proposal that you will possibly provide the service and complete the Service Budget form.

On the page labeled Request for Additional Administrative Funding, what types of things will be considered for additional funding?

Response from MARC: Please use the REQUEST FOR ADDITIONAL ADMINISTRATIVE FUNDING page only if requesting additional funding over your calculated Maximum Administrative Fee amount from the COMMUNITY CENTER SERVICES BUDGET FORM. You will need to include a detailed, written narrative justification for this request.

On the Home-Delivered Meals Delivery Budget Instructions it states "MARC also suggests a per meal cost of \$3.50 for each meal delivered for both tiers of service." Does this mean if 10 frozen meals are delivered to a recipient at the same time, the amount for making that delivery would be \$35 since 10 meals were delivered?

Response from MARC: The suggested per meal cost of \$3.50 for each meal delivered is for hot home delivered meals only. The frozen meal delivery reimbursement rate is predetermined and will be similar to previous years, depending on available funding.

Community Center Services, Program Requirements. Page 2, paragraph 3 says, “Usually, data elements are required at the individual client or individual participant level. Detail is provided in Section 4 of this document.” There are only 3 sections listed in this document’s TOC. Which section should I reference?

Response from MARC: Thank you for your question that highlighted this error. The reference to Section 4 was erroneously included in the document and will be removed. We appreciate your diligence in pointing this out, and we will ensure the information is corrected for clarity.

Community Center Services, Program Requirements. Page 8, section 2.15 says, “The provider shall follow all requirements in the Program Requirements for Meals for both home-delivered meals and meals served in the Community Center.” (emphasis in the original text) Page 9, section 2.24 references the Program Requirement for Meals as well. Where can I find the Program Requirements for Meals?

Response from MARC: The Program Requirements for All Meals will be posted to the MARC website, along with the Community Center RFP, by Tuesday, February 24, 2026, by 1 p.m.

Can you confirm that funds requested through the Community Center Services portion of the budget are separate from the per-unit rates we will request in the Additional Services (site transportation, HDM, evidence based programs) section?

The table below shows our planned request for SFY 2027 funding with a few dollar amounts redacted:

Community Center Services	Base Fee	\$ 15,000.00
Community Center Services	Congregate Meals	\$ 5,000.00
Community Center Services	Transportation of Persons (Site Transportation)	\$ 3,000.00
Community Center Services	Hot HDM (Meals on Wheels)	\$ 3,000.00
Community Center Services	On Site Prep - HDM	\$ 5,000.00
	Total:	\$31,000.00
Services below this line are reimbursement models, only paid for units served/delivered		
Additional Services	Site Transportation - x,000 units at \$x.xx per unit	\$ xx,xxx.00
Additional Services	Hot Home Delivered Meals - x,000 units at \$x.xx per unit	\$ xx,xxx.00
Additional Services	Evidence Based Programs	\$ xx,000.00

Response from MARC: Yes, the fee schedule/budget for the Community Center Services Administration is separate from the Additional Services, per-unit based service rates to be proposed.

In-Home/Caregiver Services

Last year, to complete our RFP, it was just "renewed". This year, do we need to get on the website to get the In-Home services RFP document?

Response from MARC: Yes, in order to continue with services for SFY 27 you will need to submit a full proposal for the services you wish to provide.

Is the Homemaker/Personal Care included in the National Family Caregiver in-Home Respite Services?

Response from MARC: Yes.

Pre-Plated Frozen Meals

Program & Meal Design

Meal Type: The RFP references "frozen meals." Please clarify whether refrigerated/chilled meals (delivered cold, stored under refrigeration, and reheated by the client) are acceptable.

Response from MARC: Chilled meals may be proposed as long as they meet all dietary, safety and delivery requirements.

Meal Labeling: Is there a minimum font size requirement for meal labels and heating instructions?

Response from MARC: No, but we generally discourage heating instructions on individual meal labels as these can be difficult to read for clients.

Delivery Model & Logistics

Delivery Frequency: Can you confirm whether home-delivered meals may be delivered on a less frequent cadence (e.g., biweekly) with multiple meals delivered at once?

Response from MARC: Yes, frozen home delivered meals may be delivered weekly or biweekly.

Third-Party Delivery: May contractors utilize third-party delivery partners to complete home deliveries?

Response from MARC: Yes, but contractors are not allowed to enter the home unless they have a background check.

Unattended Delivery: Please indicate whether meals may be left at a member's residence in the member's absence when temperature-controlled packaging is used and the member has been notified of the delivery schedule.

Response from MARC: Yes, meals may be left at a client's home with approved temperature-controlled packaging and client approval.

Pricing & Financial Assumptions

Current Unit Rates: For planning purposes, can MARC share the current unit rates paid for frozen, home-delivered meals, inclusive of delivery?

Response from MARC: Due to the competitive nature of the procurement process, current rates will not be provided. It is up to the respondents to propose a competitive bid.

Pricing Expectations: Does MARC have an anticipated target range or not-to-exceed threshold for unit rates by meal type?

Response from MARC: Due to the competitive nature of the procurement process, current rates will not be provided. It is up to the respondents to propose a competitive bid.

Submission & Administrative

Proposal Submission: Are there any file size limits for email submissions? If an email submission fails, is there an alternate email or submission method that should be used?

Response from MARC: If a respondent has a large document that they feel might not make it through for submission, it can be sent in several separate documents to ensure that it does make it through for submission. At this time, we have not had any issues with documents being received. 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. MARC encourages all respondents to submit proposals ahead of the deadline.

In the event a client is not home at the scheduled delivery time, may the re-delivery occur beyond the standard 24-hour re-delivery window?

Response from MARC: The delivery may occur beyond the standard 24-hour window if the provider contacts the client and confirms re-delivery within 24 hours of the missed delivery. The delivery must be made within three business days of the original missed delivery.

The SFY2027 RFP specifies a lower carbohydrate requirement than the current program. At the stated levels, we are concerned that it may be challenging to meet the requirement when including milk, bread, fruit, and or dessert as part of the daily meal service while remaining compliant.

Response from MARC: The nutrient requirements in this RFP are the same as the current requirements.

Are the nutrient requirements to be met weekly or daily? For example, currently, sodium is met weekly.

Response from MARC: Nutrient targets may be met as a weekly average. For example, sodium must average between 800-1000 mg for the week.

Will meal pattern menus that meet the required nutritional standards be accepted in lieu of menus specifically analyzed to provide one-third (1/3) of the DRI?

Response from MARC: No, pre-plated frozen meals must provide one-third (1/3) of the DRI daily and/or as an average for that week.

Who is the current vendor providing meals currently

Response from MARC: Trio Community Meals

How many people currently receive meals?

Response from MARC: Currently, approximately 1700 clients are receiving frozen pre-plated meals each month.

How many meals do they receive per week?

Response from MARC: Total weekly frozen meals provide to clients varies from 5/week to 15/week.

How many locations does MARC have that do congregate meals. If we provide meals to these locations from outside your location how many meals go to each location per week and how many meals can we store frozen at each location? Also, can you identify where the locations are?

Response from MARC: Pre-Plated Meal vendors will not provide meals at congregate meal locations. Pre-Plated Meal vendors only prepare meals for home delivered meal clients. Meals may be prepared and delivered directly to client's homes or may be prepared and delivered in bulk to a designated location.