



**SFY 2027**

**REQUEST FOR PROPOSAL**

**HOMEMAKER/PERSONAL CARE  
AND  
NATIONAL FAMILY CAREGIVER IN-HOME SUPPORTIVE SERVICES**

UNDER THE **OLDER AMERICANS ACT** OF 1965,  
AS AMENDED

TO BE AWARDED BY:

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

**Released:**  
February 6, 2026

## RFP CONTENTS

PART A.....

- I. PUBLIC NOTICE.....
- II. PROPOSAL BACKGROUND .....
- III. CONTRACT PERFORMANCE PERIOD .....
- IV. MINIMUM REQUIREMENTS OF RESPONDENTS .....
- V. DATA PRIVACY COMPLIANCE.....
- VI. JOINT VENTURE.....
- VII. SUBCONTRACTS.....
- VIII. SINGLE AUDIT .....
- VIX. CIVIL RIGHTS COMPLIANCE .....
- X. AMERICANS WITH DISABILITIES ACT OF 1990 .....
- XI. E-VERIFY.....
- XII. ANTI-DISCRIMINATION AGAINST ISRAEL ACT CERTIFICATION .....
- XIII. COMPLIANCE WITH THE DRUG-FREE WORKPLACE ACT OF 1988 .....
- XIV. DEBARMENT AND SUSPENSION .....
- XV. CLEAN AIR ACT/CLEAN WATER ACT/EPA REGULATIONS .....
- XVI. PATENT AND COPYRIGHTS RIGHTS .....
- XVII. APPEALS PROCESS.....

PART B .....

- I. HOME AND COMMUNITY-BASED SERVICES REQUESTED .....
- II. GEOGRAPHIC SERVICE AREAS AND SITE EXPECTATIONS .....
- III. PROJECT MONITORING AND EVALUATION.....
- IV. COMMUNITY/CLIENT PARTICIPATION.....

PART C .....

- I. PROPOSAL NARRATIVE .....

II.	SUPPORTIVE DOCUMENTATION .....
III.	MARC REVIEW, PROPOSAL EVALUATION AND SELECTION.....
PART D.....	
I.	PROPOSAL FORMS.....

## PART A

### I. 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) 2027 (July 1, 2026, through June 30, 2027):

- Community Center Services
- Pre-Plated Frozen Meals
- In-Home Health Services

These documents will be released on Friday, Feb. 6, 2026. Documents may be obtained from the [MARC website](#), or by contacting Tonya Boston at [tboston@marc.org](mailto:tboston@marc.org) or at 816-701-8290.

There will be an RFP review webinar held on Wednesday, Feb. 11, 2026, that will cover the process for submitting a proposal. To attend, contact [tboston@marc.org](mailto:tboston@marc.org) to receive an email with a link and instructions for accessing the webinar. Due to time constraints, questions submitted during the webinar will not be answered live. Instead, responses will be provided in a written FAQ, initially posted following the webinar on Friday, Feb. 13, and updated and reposted weekly through the submission deadline.

All questions should be submitted via email to Tonya Boston at [tboston@marc.org](mailto:tboston@marc.org). Responses to questions submitted will be posted on the [MARC website](#). Proposals will be accepted via email at [tboston@marc.org](mailto:tboston@marc.org) **no later than 5 p.m. (CDT), Monday, March 9, 2026.**

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.

### II. PROPOSAL BACKGROUND

MARC's role as an Area Agency on Aging (AAA) and its authority to conduct this solicitation and to procure contractors for these services is described in the MARC Policies and Procedures Manual at <https://www.marc.org/aging-health/aging-and-adult-services>. Refer to this manual for additional information regarding:

- A. Legislative Authority and Funding Sources (Section 1)
- B. Mission of the AAA (Section 2)
- C. Overview of Service System (Section 3)
- D. Eligibility for Services (Section 5)

### III. CONTRACT PERFORMANCE PERIOD

The MARC Aging and Adult Services 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 2027 the period will be July 1, 2026, through June 30, 2027.

#### **IV. 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 of 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).

#### **V. DATA PRIVACY COMPLIANCE**

On August 21, 1996, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191, was enacted. The Department of Health and Human Services (DHHS) developed privacy regulations governing individually identifiable health information, which were published in final form August 14, 2002. These regulations, known as The Privacy Rule, as well as all Administrative Simplification rules, apply to the “covered entities”, meaning health plans, health care clearinghouses, and to any health care provider who transmits health information in electronic form in connection with transactions for which the Secretary of HHS has adopted standards under HIPAA.

All MARC subrecipients/contractors providing any MARC Older Americans Act program are considered to be “business associates” of MARC and are therefore required to comply with these adopted standards under HIPAA. Therefore, the business/organization must demonstrate willingness and capacity to comply with HIPAA and any other relevant data privacy laws.

#### **VI. JOINT VENTURE**

Joint ventures are acceptable provided all parties of the joint venture satisfy the proposal requirements (i.e., liability insurance, civil rights compliance, annual registration and/or fictitious registration, etc.). Any joint venture must be identified as such on Proposal Cover Sheet (Part D, Proposal Forms). The proposal must include:

- A. The name of each business entity in the joint venture including complete addresses and telephone numbers.
- B. The names of all owners of each business entity.
- C. An explanation of cooperative arrangements regarding decision-making, service delivery, and required reporting.
- D. A clear delineation of each entity's responsibilities.

## **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 exempt from this requirement.
- B. 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. 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 \$1,000,000 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 \$1,000,000 annually are exempt from federal audit requirements for that year.

All in-home health service programs will be 100% funded by federal sources, namely Title III, Part B, CFDA #93.044. All services pertaining to the National Family Caregiver Support Program will be 100% funded by federal sources, namely Title III, Part E, CFDA #93.052, if needed for audit purposes.

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 \$1,000,000 threshold mentioned above.

## **VIX. CIVIL RIGHTS COMPLIANCE**

The funds that will be contracted as a result of this solicitation are public funds and are therefore subject to the restrictions and conditions contained in law and regulations. The Civil Rights Act of 1964, as amended, contains precise conditions that are applicable to the expenditures of governmental funds and must be adhered to by MARC contractors.

- A. **Equal Access to Services** — All respondents must include with their proposal a signed assurance of Civil Rights Compliance.
- B. **Equal Employment Opportunity** — Each contractor, with 50 or more employees that is awarded contracts for \$50,000 or more, must submit documentation of an approved Affirmative Action Plan for the implementation of the goals of Title VII of the Civil Rights Act of 1964, as amended. Recipients of federal funds are prohibited from employment discrimination on the basis of race, sex, color, national origin, age or handicap.

Refer to Section 4 of the Policies & Procedures Manual, Programs Funded by Older Americans Act (OAA) for details regarding the specifications and standards regulating a contractor's compliance with civil rights regulations.

## X. AMERICANS WITH DISABILITIES ACT OF 1990

All respondents must include with their proposal a signed Assurance of ADA Compliance. ADA makes it unlawful to discriminate in employment against a qualified individual with a disability. The ADA also outlaws discrimination against individuals with disabilities in state and local government services, public accommodations, transportation and communications.

Refer to Section 4 of the Policies & Procedures Manual, Programs Funded by Older Americans Act (OAA) for details regarding the specifications and standards regulating a contractor's compliance with these regulations.

## XI. E-VERIFY

Pursuant to the state of Missouri's RSMO 285.530 (1), no business entity or employer shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the state of Missouri. As a condition of the award of any contract or grant in excess of five thousand dollars (\$5,000) by the State or a political subdivision of the State (e.g., MARC) to a business entity, the business entity (company) shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Every such business shall sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services (RSMo 285.530 (2)).

Those respondents awarded a contract providing services to MARC in an amount over \$5,000 shall comply with Sections 285.525 through 285.550 RSMo:

- A. Enroll and participate in the E-Verify federal work authorization program.
- B. Provide to MARC a notarized Affidavit of Work Authorization affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program.
- C. Provide documentation evidencing current enrollment and participation in a federal work authorization program (e.g., electronic signature from E Verify program's Memorandum of Understanding (MOU)).

For respondents that are not already enrolled and participating in a federal work authorization program, E-Verify is available through <http://www.sam.gov>.

## **XII. ANTI-DISCRIMINATION AGAINST ISRAEL ACT CERTIFICATION**

Section 34.600, RSMo, precludes MARC from entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.”

## **XIII. COMPLIANCE WITH THE DRUG-FREE WORKPLACE ACT OF 1988**

Refer to Section 4 of the Policies & Procedures Manual, Programs Funded by Older Americans Act (OAA) for details regarding the specifications and standards regulating a contractor's compliance with the Drug-Free Workplace Act of 1988.

## **XIV. DEBARMENT AND SUSPENSION**

All respondents must include with their proposal a signed Certification Regarding Debarment and Suspension. MARC, as a non-federal entity utilizing federal funds, is prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended, debarred or otherwise excluded from, or ineligible for, participation in federal assistance programs or activities, or whose principals 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).

## **XV. CLEAN AIR ACT/CLEAN WATER ACT/EPA REGULATIONS**

Contractors that receive in excess of \$100,000 are required to comply with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15).

## **XVI. PATENT AND COPYRIGHTS RIGHTS**

All contractors shall comply with all requirements and regulations pertaining to patent rights with respect to any discovery or invention, and any copyrights and rights in data which arises or are developed in the course of or under such contract, where applicable.

## **XVII. 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 May 2026 meeting. After the meeting, 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 contract award decision must submit a formal written request including the reason for appeal, by 5:00 p.m. (CDT), June 3, 2026.

- 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 during the month of June 2026.

Refer to Section 14 of the Policies & Procedures Manual, Programs Funded by Older Americans Act (OAA) for details regarding the specifications and standards regulating the steps a respondent is required to take to process an appeal.

## PART B

### I. HOME AND COMMUNITY BASED SERVICES REQUESTED

For all services, MARC will identify and screen participants for eligibility, prioritize receipt of services using validated multi-domain measures of risk, and authorize units of service.

All activities funded by MARC must have appropriate, adequate, and timely reporting tied to those activities. MARC reports these activities to 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.

All individual client's personally identifiable information (PII) and protected health information (PHI) data associated with MARC contracts are subject to HIPAA protection. Part A, Section V of this RFP explains this data privacy compliance.

#### A. HOMEMAKER/ PERSONAL CARE

1. Definitions:
  - a. Homemaker services are general household activities provided by a trained homemaker, directed toward home management for clients needing assistance with multiple needs in order to remain in the home. Service specifications and standards can be found in the Policies & Procedures Manual, Programs Funded by Older Americans Act (OAA).
  - b. Personal care services are services provided to the client by a trained personal care worker in the individual's residence to assist with the activities of daily living. Service specifications and standards can be found in the Policies & Procedures Manual, Programs Funded by Older Americans Act (OAA).
2. Unit Definition: The unit of service for each of these services is one (1) hour of direct, allowable service in the client's home.
3. Age Eligibility: To be eligible for this program, the client must be age sixty (60) or older.

#### B. FAMILY CAREGIVER RESPITE DIRECT ASSISTANCE SERVICES

1. Definition:

Direct client assistance - Homemaker/personal care services to assist the caregiver in home management and personal care of the older care recipient.

2. Unit of Service: The unit of service for each of these services is one (1) hour of direct, allowable service in the care recipient's home.
3. Caregiver Eligibility: Eligible persons for these caregiver services include:
  - a. Adult family members or other informal caregivers aged 18 and older providing care to individuals 60 years of age and older
  - b. Adult family members or other informal caregivers aged 18 and older providing care to individuals of any age with Alzheimer's disease and related disorders
  - c. Older relatives, including parents, age 60 and older providing care to adults ages 18-59 with disabilities

## **II. GEOGRAPHIC SERVICE AREAS AND SITE EXPECTATIONS**

For planning and administrative purposes, this RFP pertains to MARC's five (5) county planning and service area (PSA), which consists of the Missouri counties of Clay, Cass, Jackson, Platte and Ray.

## **III. PROJECT MONITORING AND EVALUATION**

The monitoring process is used to evaluate the quality and quantity of service, but also to provide information useful in the planning and development of comprehensive, cost-effective, client-centered services. A written report of findings will be mailed to the Contractor within four (4) weeks of the monitoring visit in most cases and, if significant findings are found that could impact contracting, may be presented to the Commission on Aging for review.

The monitoring process includes an audit of data privacy and cybersecurity compliance.

## **IV. COMMUNITY/CLIENT PARTICIPATION**

Refer to Section 4 of the Policies & Procedures Manual, Programs Funded by Older Americans Act (OAA) for details regarding the steps a subrecipient/contractor is required to take to comply with specifications and standards for community/client participation and grievance procedures.

## PART C

### I. PROPOSAL NARRATIVE

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

Contact information (name, address, email, and phone number) 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)**

Please contact MARC staff for technical assistance in responding to this RFP or clarifying the required documents.

The specifications of provision of the service such as timelines from referral to service initiation, quality assurance, and compliance procedures are defined within this RFP, MARC's provider manual(s), including the Commission on Aging's Policies and Procedures manual, and the relevant Code of State Regulations (CSR). Respondents must be certain that they understand and comply with relevant CSRs — usually located in Missouri 19 CSR 15-7.

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 narrative response.

**Respondents should specify the following using concise, yet complete descriptions:**

- A. **Service lines:** Respondents should list those service lines applicable to their proposal (e.g., homemaker/personal care, etc.).
- B. **Service geography:** State areas of interest and include extant capacity for each area and/or expected capacity for each area.  
  
Cass, Clay, Jackson, Platte and Ray Counties in Missouri
- C. **Qualified staff:** Describe minimum staff qualifications for proposed services provision.
- D. **Other unique qualifications:** Please include any additional information that would be helpful to reviewers.
- E. Please be certain to present the proposed cost or rate within the proposal narrative. If multiple service options are presented for consideration, clearly outline which costs are associated with which options.
- F. **A training plan:** Each respondent awarded a contract will be required to implement a training plan that meets all Missouri Department of Health and

Senior Services and/or MARC standards. The training plan should include plans for providing staff training on types and signs/indicators of elder abuse, as well as methods and procedures for reporting to the Elder Abuse and Neglect Hotline. A log of training activities and persons attending must be available for review or monitoring at all times.

A specific outline/summary of the respondent's training program (both orientation and in-service training) must be included. The plan must also include a work plan for complying with the requirements of the Drug-Free Workplace Act of 1988.

- G. **Conflict of interest:** Description of written policies and procedures to prevent conflicts of interest. Upon award of contract, contractors must complete a conflict-of-interest review annually. Any identified conflicts must have been removed or remedied in accordance with the Individual or Organizational Conflict of Interest Identification, Removal, and Remedy procedures.
- H. Respondents must describe their process for conducting background checks to ensure compliance with the following:
  - 1. Use of the Family Care Safety Registry (FCSR) or an equivalent screening process;
  - 2. Verification against the Employee Disqualification List (EDL);
  - 3. Screening for criminal history or other disqualifications for all employees who:
    - a. access participants' personal information through conversation, applications, or assessments;
    - b. enter participants' homes for any reason;
    - c. who meet the requirements of the Family Care Safety Act (FCSA).
- I. A description of the procedures to be used to obtain **client feedback** and a **grievance-handling** plan:

Describe the procedures to be used to obtain client feedback and a grievance-handling plan. Describe how the respondent proposes to inform MARC clients of the opportunity to comment to the respondent's directors, and to MARC, on the quality of services the respondent is proposing to deliver.
- J. A description of the process for handling contributions:

Describe the respondent's plan and method for accepting and handling contributions; including a proposed copy of a letter from the respondent to clients explaining the voluntary contribution mechanism; and a description of how the respondent will inform clients they are receiving MARC funds and give an explanation of those funds.
- K. Documentation describing what, if any, cybersecurity standards the respondent meets, such as NIST or SOC 2. If the respondent does not currently meet any specific cybersecurity standards, please describe the respondent's capacity to

improve cybersecurity within the agency in order to meet MARC HIPAA compliance requirements during the term of the contract, if awarded.

## II. SUPPORTIVE DOCUMENTATION

The respondent must submit the following supportive documentation (if applicable) regarding all proposed services:

- A. The respondent is required to provide a complete listing of the members of the Board of Directors for the years 2024, 2025 and 2026.
- B. The respondent is required to, if a tax-exempt organization, submit its most recent Form 990.
- C. **Annual Registration Report and Fictitious Name Registration** — Each respondent, except a governmental entity, must submit with the proposal 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 the 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. Please refer to Section 15 Insurance and Bonding of the Policies & Procedures Manual, Programs Funded by Older Americans Act (OAA) for types and coverage amounts of insurance that is required of MARC contractors. <https://www.marc.org/aging-health/aging-and-adult-services>
- E. **Documentation** establishing the relationship between the respondent organization and another organization when insurance certificates that are submitted as verification of insurance coverage indicate the name of a different organization.
- F. **Civil Rights Compliance** — All respondents are required to provide assurance of compliance with the Civil Rights Act of 1964, as amended (Part D, Proposal Forms).
- G. **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 D, Proposal Forms).
- H. **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 D, Proposal Forms).
- I. **ADA Assurance** — All respondents are required to provide assurance of compliance with the Americans with Disabilities Act of 1990 (Part D, Proposal Forms).

- J. **Assurance of Compliance Regarding Criminal Background Checks for In-Home Service Direct Care Workers** — All respondents proposing to provide adult day health care and/or direct in-home care or services to clients are required to provide assurance of compliance with regulations regarding criminal background checks for all direct care workers (Part D, Proposal Forms).
- K. **Drug-Free Policy Statement and Program** — Each respondent must submit a copy of its Drug-Free Workplace Statement and documentation of a Drug-Free Workplace Program for all employees in compliance with the Drug-Free Workplace Act of 1988.
- L. **E-Verify** — Assurance of Compliance with the Federal Work Authorization program, as described in Part A, XI. E-Verify above (Part D, Proposal Forms).
- M. **Anti-Discrimination Against Israel Act Certification** — Section 34.600, RSMo, precludes entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.” (Part D, Proposal Forms).

N. **Request for Waivers (Part D, Proposal Forms)**

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.

**III. MARC REVIEW, PROPOSAL EVALUATION AND SELECTION**

- A. All responses to this RFP must be received at MARC no later than 5:00 p.m. (CDT), **Monday, March 9, 2026**, in order to be given consideration. Late proposals will not be reviewed. All proposals are to be submitted electronically 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 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 March 30, 2026.
- 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. The narrative shall address, in detail, each specific question. If a question is not addressed, it will affect the overall proposal score.
  2. Conformance 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. A lack of prior service provision to MARC will not count against any respondent.
  4. The financial condition and management capacity of the respondent as evidenced by the most recent audit of the respondent, IRS Form 990 and/or other documentation.
  5. 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.
  6. MARC reserves the right to evaluate a respondent based upon historic information and facts, no matter the source. This includes client grievances and complaints, as well as the results of previous monitoring findings.
- 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 up 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 XVII of this RFP explains the appeals procedure.

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

Proposal Scoring Criteria	
Category	Maximum Points
Proposal Narrative <ul style="list-style-type: none"> <li>Entity is qualified to perform services, in good standing within the Kansas City community, and provides timely and accurate documentation required by the RFP and Program Requirements.</li> <li>Contractor past performance, if applicable, including breach of contract or notice(s) of termination.</li> </ul>	55
Meets service or capacity priority* <ul style="list-style-type: none"> <li>Entity is willing to provide a high-priority service, or will operate in needed geographic areas, particularly rural areas</li> </ul>	5
Bi-lingual staff available to serve limited-English speaking clients	10
Cost (lowest per service unit)	30
<b>Total</b>	<b>100</b>
Bonus Points	
Data Privacy Compliance <ul style="list-style-type: none"> <li>Entity demonstrates exceptional capacity to comply with data privacy requirements.</li> </ul>	15
*Service or capacity priority refers to market and customer demand	

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. During contract negotiations, MARC reserves the right to request supporting data that demonstrates the reasonableness and appropriateness of the proposed services and associated costs. Respondents may be asked to further define or adjust their proposed services. If such revisions are requested, respondents will have the opportunity to update their proposed pricing to reflect MARC's requested changes. Additionally, MARC may choose to modify the total volume of services required — either increasing or decreasing the scope — based on program needs.

I. The community-based care system comprises 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. Special consideration may be given to those respondents having the ability 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 proposals confidential. Respondents are required to identify those portions of their proposal document that they consider to be

proprietary. An entire proposal document may not be protected. All proposals and supporting documents will remain confidential until a final contract has been executed.

## **PART D**

### **I. Proposal Forms**

All forms are available with the RFP on the MARC website at:

<https://www.marc.org/about-marc/funding-and-rfps>