



SFY 2027

REQUEST FOR PROPOSAL

PRE-PLATED FROZEN MEALS

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

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PART A

I. SUMMARY

In this Request for Proposal (RFP), MARC seeks proposals to provide pre-plated frozen meals, both prepared only and delivered meals. These meals are served to individuals in their home (Home-Delivered Meals). 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.

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. **For home-delivered meals, this principle applies to timely, consistent delivery and menu choices among other service characteristics that improve the consumer's experience.**

Respondents must submit the following documentation:

- 1) Proposal Narrative
- 2) Unit Cost Form (found in Proposal Forms file)
- 3) Sample Menu for one week (found in Proposal Forms file)
- 4) Menu Analysis, based on sample menu (found in Proposal Forms file)
- 5) NSIP Funds Justification form, utilizing sample menu
- 6) **If applicable**, Request for Waiver
- 7) 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) 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](http://marc.org), or by contacting Tonya Boston at 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 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. Responses to questions submitted will be posted on the [MARC website](https://www.marc.org). Proposals will be accepted via email at 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.

III. 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)

IV. 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.

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 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 covered 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. 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 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. A Business Associate Agreement (BAA) is required for all contracted providers.

VII. 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 E, 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.

VIII. 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.

VIX. 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.

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.

X. 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.

XI. 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.

XII. 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 R.S.Mo.:

- 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>.

XIII. 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."

XIV. 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.

XV. 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).

XVI. 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).

XVII. 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.

XVIII. 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. PRE-PLATED DELIVERED MEALS SERVICES REQUESTED

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

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 clients personally identifiable information (PII) and protected health information (PHI) data associated with MARC contracts are subject to HIPAA protection. Part A, Section VI of this RFP explains this data privacy compliance.

A. Definitions and Service Standards

The provision of frozen pre-plated prepared meals using food normally eaten by the majority of consumers, in the quantities requested by MARC, for delivery to the homes of clients and/or preparation of meals only for MARC in accordance with the scope of services outlined in this document.

Services requested:

- Prepared and delivered to the homes of clients
- Prepared and delivered to a MARC designated location

Types of meals by funding: (1) Title IIIC2 clients who will receive meals to be consumed Monday through Friday; and (2) Medicaid clients who have been authorized to receive meals ranging from 5 per month to 62 per month.

B. Performance Standards

1. The planning, preparation and delivery of meals must be in accordance with Missouri Division of Senior and Disability Services, MARC/COA standards and the scope of services found in this document. Meals are to be delivered, in amounts ordered, to MARC's designated location or to individuals in the home according to a prearranged schedule to be approved by MARC.
2. The contractor must comply with all federal, state and local laws and regulations governing the preparation, handling, and transportation of food. By the date of contract, the contractor and all staff (paid and volunteer) must be trained, certified and/or recertified by the appropriate local health department in order to have all necessary licenses, permits, and food handler's cards as are required by law. Lack of necessary licenses, etc., at

any time during this Agreement is cause for immediate termination of the agreement, at the option of MARC.

3. The contractor must make proper provisions to deliver frozen foods as defined by the city/county Department of Health): Frozen meals must be solidly frozen with no evidence of thawing/re-freezing.
4. If proposing to include to delivery to homes, Home delivered meals may be delivered weekly in packages of at least five.

C. Unit Definition

One unit is one meal.

II. SCOPE OF SERVICES

Fulfillment Requirements for delivery of meals to clients' homes

A. Packaging

1. Meals must be packaged in sturdy, dual ovenable, 3-compartment, sealed trays. Meal packages should be "older adult friendly" in terms of being easy to both open and prepare the meal for consumption.
2. Trays must be designed to function in temperatures from -40 to 350 degrees and must be sealed with tamper-evident film that is easily removed.
3. Each meal tray must have printed labels which include, at a minimum, the meal contents, ingredients, and specific heating instructions. Meals must allow even heating of all components when following heating instructions as indicated on the label. Labels must be easily readable. **Generally, labels printed directly on film covers are not easily read by MARC clients.**

B. Delivery Requirements

1. Contractor must provide services to new clients as soon as possible, and never more than five working days after MARC has provided approval to the contractor. MARC will be responsible for the initial intake and any follow-up assessment of the clients and for providing contractor with the client service requirements and any details that should be considered in providing services to the newly MARC approved client.
2. Contractors shall be required to deliver each package of meals directly to the recipient and document that service has been provided.
 - a. At the client's request, the contractor must assist the client by delivering the meals "over the threshold" and, when necessary, assist in the unpacking and proper storage of the contents.
 - b. If a client is not home or does not respond when the driver attempts the delivery of his/her meals, then the driver must leave a door tag that states

a delivery attempt was made with the date and time the attempt was made. The door tag should include the phone number for the client to contact to arrange re-delivery of his/her meals. Meals must never be left without either the client or his/her designated representative receiving it.

- c. **Missed deliveries, for any cause, must be re-attempted within 24 hours.**
 - d. The driver should also notify the contractor of any concerns regarding the client that might be noticed while delivering the meals. The contractor must document and notify MARC of any client concerns.
- 3. Drivers are required to report all instances of suspected elder abuse and neglect to the State-administered Elder Abuse & Neglect Hotline, and when information is requested by the service recipient, to direct recipients to the MARC I&R (Information and Referral) phone line to assist older people and individuals with disabilities in accessing additional services. Drivers must be trained on the recognition and reporting of elder abuse, neglect, and exploitation, and all other privacy, confidentiality, and safety requirements, as outlined by MARC and relevant regulatory bodies.
 - 4. Contractor must maintain personnel for communication with clients, furnishing all clients with a toll free phone number and/or the delivery driver's cell phone number, allowing clients to be directly involved in the scheduling of deliveries and allowing for communication between the contractor and clients in the instance of deviations in the planned delivery schedule. If the contractor wishes to utilize this service option, then it should be described within the proposal narrative.
 - 5. MARC will notify contractor of any customer termination that indicates the last day of service and, when possible, the reason for terminating the client. Contractor will terminate services providing the notification is received no later than 24 hours prior to the next scheduled delivery.
 - 6. **Exclusive use of battery electric vehicles (BEVs), or other alternative fuels vehicles, in the delivery system is strongly encouraged.** Vehicles must meet all state and federal safety regulations, be clean in appearance and rigorously maintained. Description of an appearance and mechanical maintenance plan and facilities is required.

C. **Menu and Meal Planning Guidelines**

- 1. It is the policy of the MARC Area Agency on Aging that meals provided to participants conform to the 2020-2025 Edition of the Dietary Guidelines for Americans, as published jointly by the U.S. Department of Agriculture and the U.S. Department of Health and Human Services. These guidelines must be given appropriate and meaningful consideration in menu planning as well as in the selection of recipes and food items.

2. The menu planning process should design meals that reflect and respect participant preferences, conform to the recommendations of the Dietary Guidelines for Americans, and meet the nutritional needs of the participants.
3. As stated by the 2020-2025 Edition of the Dietary Guidelines for Americans, such meals should contain foods that are generally low in saturated fat and cholesterol and moderate in total fat and low in sodium. The meals should have a variety of protein foods, vegetables, fruits and grain/whole grain products. The meals should have foods and beverages moderate in total sugars and low on added sugars.
4. Individual daily menus should include a variety of nutrient dense foods distributed among the five food groups (grains, vegetables, fruit, dairy, and protein foods) as recommended by MyPlate/MyPyramid and include discretionary calories as needed.
5. Each meal should provide 1/3rd of the current Dietary Reference Intakes (DRI) as published by the Food and Nutrition Board of the Institute of Medicine. The Dietary Reference Intakes (DRI) include the RDA (Recommended Dietary Allowances), the AI (Adequate Intake), the EAR (Estimated Average Requirements), the UL (Tolerable Upper Intake Level), the EER (Estimated Energy Requirement), and the AMDR (Acceptable Macronutrient Distribution Range).
6. After MARC approves menus for each quarter, the contractor shall make no changes (substitutions) unless a designated MARC staff person gives approval at least twenty-four (24) hours in advance.

D. Quality

1. All foods must be of the highest standard and must conform to USDA requirements, in that they are all Grade A quality. All meat, poultry, and meat by-products shall come from plants inspected under a federally approved inspection plan.
2. Procedures used in food preparation shall include techniques for retaining the maximum amount of nutrients.

Fulfillment Requirements for preparation of meals only delivered to MARC designated locations

A. Packaging

1. Meals must be packaged in sturdy, dual ovenable, 3-compartment, sealed trays. Meal packages should be "older adult friendly" in terms of being easy to both open and prepare the meal for consumption.
2. Trays must be designed to function in temperatures from -40 to 350 degrees and must be sealed with tamper-evident film that is easily removed.

3. Each meal tray must have printed labels which include, at a minimum, the meal contents, ingredients, and specific heating instructions. Meals must allow even heating of all components when following heating instructions as indicated on the label. Labels must be easily readable. **Generally, labels printed directly on film covers are not easily read by MARC clients.**

B. Delivery Requirements

1. Deliveries must be made to designated MARC locations as determined by MARC staff. Deliveries may need to be made on a weekly or monthly basis depending on delivery quantity and availability.
2. Deliveries will be accepted at MARC locations by appointment only, Monday-Friday, 8am-4pm. All deliveries will be inspected for expired or damaged products. All frozen meal deliveries must be received at 0° Fahrenheit or below. Any refrigerated product must be received at 45° Fahrenheit or below.
3. Contractor will deliver curbside at MARC locations. All deliveries will require a truck with a liftgate as MARC locations do not have an accessible dock door.

C. Menu and Planning Guidelines

1. It is the policy of the MARC Area Agency on Aging that meals provided to participants conform to the 2020-2025 Edition of the Dietary Guidelines for Americans, as published jointly by the U.S. Department of Agriculture and the U.S. Department of Health and Human Services. These guidelines must be given appropriate and meaningful consideration in menu planning as well as in the selection of recipes and food items.
2. The menu planning process should design meals that reflect and respect participant preferences, conform to the recommendations of the Dietary Guidelines for Americans, and meet the nutritional needs of the participants.
3. As stated by the 2020-2025 Edition of the Dietary Guidelines for Americans, such meals should contain foods that are generally low in saturated fat and cholesterol and moderate in total fat and low in sodium. The meals should have a variety of protein foods, vegetables, fruits and grain/whole grain products. The meals should have foods and beverages moderate in total sugars and low on added sugars.
4. Individual daily menus should include a variety of nutrient dense foods distributed among the five food groups (grains, vegetables, fruit, dairy, and protein foods) as recommended by MyPlate/MyPyramid and include discretionary calories as needed.
5. Each meal should provide 1/3rd of the current Dietary Reference Intakes (DRI) as published by the Food and Nutrition Board of the Institute of Medicine. The Dietary Reference Intakes (DRI) include the RDA (Recommended Dietary Allowances), the AI (Adequate Intake), the EAR (Estimated Average Requirements), the UL (Tolerable Upper Intake Level),

the EER (Estimated Energy Requirement), and the AMDR (Acceptable Macronutrient Distribution Range).

6. After MARC approves menus for each quarter, the contractor shall make no changes (substitutions) unless a designated MARC staff person gives approval at least twenty-four (24) hours in advance.

D. Quality

1. All foods must be of the highest standard and must conform to USDA requirements, in that they are all Grade A quality. All meat, poultry, and meat by-products shall come from plants inspected under a federally approved inspection plan.
2. Procedures used in food preparation shall include techniques for retaining the maximum amount of nutrients.

NOTICE

All meals must *meet or exceed* the printed net quantity statement on the meal label (either as printed on the PDP or the information panel). Meals that do not meet or exceed the net quantity statement will be rejected and treated as un-reimbursable under MARC funding.

Periodic weight, volume, nutritional and biological studies of meals may be conducted to audit compliance with the terms and conditions of the contract. Meal weights will be conducted with a calibrated instrument, appropriately tared. Minor weight variations will be allowable within guidelines exhibited in “Program Requirements: Meal Services.” Meal component volumes will be measured with an appropriate portion control serving implement, and volumes must always meet or exceed MARC standards. Nutritional and biological testing will occur via a neutral third-party laboratory.

Missing entrees or other missing meal components will result in a notice of non-performance under the contract terms. Noncompliant meals discovered through weight, volume, nutritional, biological, or other compliance studies, or any other compliance means, will be considered representative of the entire meals supply chain, regardless of the specific meal(s) tested, and reimbursement will be adjusted accordingly.

Substitutions of meal components, for example substitution of a bag of nuts in lieu of a meat protein, or powdered milk in lieu of liquid milk are only allowable through advanced written permission by MARC.

E. Condition of Meals

1. MARC will not approve payment for meals delivered by the contractor that are found to be at improper temperatures, damaged, spoiled, incomplete, or otherwise not fit to be served.

2. If the contractor fails to deliver food in the quality (quality includes proper temperatures), quantities, and within the schedule agreed upon, MARC may procure foods in the quantities needed to fulfill the commitment for that day at that center and charge to the contractor any and all costs incurred by such purchases. If the contractor substitutes a menu item(s) without obtaining approval of the MARC nutrition staff, it will be considered a failure to provide the meal in the agreed upon quality and quantities. Approval must be requested no later than 24 hours prior to substitution, except in emergent circumstances (e.g., natural disaster).

F. Contractor Premises

1. The contractor's food preparation facility must conform to all federal, state and city health department requirements.
2. The contractor must maintain the highest possible standards of cleanliness in compliance with the Missouri State Health Codes relative to the premises and the handling, processing, packaging, sorting, and delivery of the actual foods.
3. The contractor must have at their disposal a recognized laboratory for analysis of food for the bacterial count and the nutritive value.
4. The contractor must submit to the MARC office the results of plate and coliform counts performed by a recognized laboratory at least quarterly.

G. NSIP Funds

1. MARC receives an amount of Nutrition Services Incentive Program (NSIP) funds for each meal served to age-eligible clients during each program year. The value of this cash is subject to change as determined by the U.S. Department of Health and Human Services. Currently, MARC receives approximately \$.80 per meal served to age-eligible clients. It is up to the contractor to ensure that, for each meal served to MARC participants, at least \$.80 is used to purchase U.S.-produced foods.
2. NSIP funds shall be spent for United States-produced foods only and shall inure only to the benefit of MARC's nutrition program.
3. The contractor shall maintain on its premises for a period of not less than five (5) years documentation verifying that the amount of reimbursement received by the contractor from NSIP funds was used to purchase food produced in the United States.

H. Supplies and Equipment

1. Condiments listed on the approved menu shall be provided in individual serving packets (e.g., salad dressing, mustard, ketchup, etc.)
2. Meals must be delivered in equipment, including containers and vehicles, which are able to maintain proper temperatures.

I. Closings

If proposal includes home delivery and scheduled deliveries are not possible due to inclement weather or should regularly scheduled deliveries fall on a national holiday, then contractor will be required to communicate with the client and schedule a delivery day. In such cases, or in the event of emergencies, deliveries may also be made on Saturdays and/or Sundays.

J. Invoices

1. The contractor must submit invoices monthly. The invoices must indicate the total number of meals delivered, and if delivering to homes, include documentation identifying all meal recipients, the days of the month on which meals were delivered, including the number of meals delivered to each client during the period billed.
2. The invoice and substantiating data shall be submitted monthly to the MARC Nutrition Program, where they will be reviewed for correctness and, if found in order, approved and transmitted to the fiscal officer for payment, which will be processed in three to four weeks from date of submittal under normal circumstances.
3. **It is the respondent's responsibility to gather and report all necessary data elements – for all services – using the software, processes, and formats required by MARC, as applicable. Usually, data elements are required at the individual client or individual participant level.**

K. Unit Rate

1. Proposal should be made on the basis of providing a proposed number of total meals at a fixed rate per meal. See **III. Anticipated Levels of Service** for estimated meal counts.
2. In calculating meal costs, price should reflect no more than two (2) decimal places.
3. If proposing to provide both delivered meals and prepared meals only, a unit cost information form must be completed for each.

III. ANTICIPATED LEVELS OF SERVICE (WEEKLY)

Proposals are requested for the delivery of pre-plated meals based on the following estimated number of meals.

LOCATIONS	Weekly Meals
Cass County	430
Clay County	360
Jackson County	1,733
Platte County	135
Ray County	115
Medicaid Meals throughout all five counties	2,751

NOTES: The above numbers are estimates only and do not represent a commitment to contract. The actual number of meals served will be determined by meal cost (proposals received), client needs and the availability of funds.

PART C

I. **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.

Proposal Narrative (Scope of Services): As supported by the details and requirements stated below, in a maximum of 5 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.

A. Service Background and Experience

1. Introduction

- 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 documentation.
- 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.

2. Service Delivery

- a. Describe how the service will be delivered and what will be delivered in terms of an appropriate description of respondent's facilities and equipment for preparation of meal, location of commissary, and equipment to be used to maintain food temperatures during transportation. Equipment used for meal quality assurance and compliance should be carefully described (e.g., automated weight or volume equipment on the production line). Attach copies of current health inspections of the facility to be used in the preparation of meals for MARC services.
- b. Describe respondent's organizational structure, including the person in charge of these nutrition services.

- c. Describe respondent's staff, staff qualifications, and organization of personnel, paid and voluntary, involved in service operation.
- d. In identifying the qualified dietitian who will prepare the menus, include resume, qualifications and RD number, if applicable.
- e. Include a description of training for staff and volunteers to ensure compliance with local health regulations for food handlers.
- f. Describe procedures to be used to obtain consumer input and respond to complaints.
- g. Describe plans and procedures to be followed in the event of last minute situations or that would otherwise prevent the timely delivery of safe food.
- h. Describe how quality assessment (as applicable to the type of service we are requesting) will be determined.
- i. Describe client grievance procedures that will be used to resolve client complaints.
- j. Describe use of resource-efficient technology, equipment (trucks) and other efforts to combat waste and promote sustainability.

B. Additional Requirements

All of MARC's clients are encouraged to make voluntary contributions 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-funded services. **Note: No contributions should pass through the responding entity or the responding entity's staff/subcontractors. Electronic donation solutions will be considered. All voluntary client contributions are considered federal dollars and must be treated as such.**

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.

C. Supporting Documentation (See Part E for link to forms)

The respondent must submit the following supportive documentation regarding proposed meals to be provided:

1. Unit Cost Form
2. Sample Menu for one week
3. Menu Analysis, based on sample menu

4. NSIP Funds Justification form, utilizing sample menu

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.

1. The respondent is required to provide a complete listing of the members of the Board of Directors for the years 2024, 2025, and 2026.
2. The respondent is required to, if a tax-exempt organization, submit its most recent Form 990.
3. **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.**
4. **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>
5. **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.
6. **Civil Rights Compliance** — All respondents are required to provide assurance of compliance with the Civil Rights Act of 1964, as amended (Part E, Proposal Forms).
7. **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).
8. **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).
9. **ADA Assurance** — All respondents are required to provide assurance of compliance with the Americans with Disabilities Act of 1990 (Part E, Proposal Forms).

10. **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 E, Proposal Forms).
11. **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.
12. **E-Verify** — Assurance of Compliance with the Federal Work Authorization program, as described in Part A, XII. E-Verify above (Part E, Proposal Forms).
13. **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 E, Proposal Forms).

14. Request for Waivers (Part E, 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.

PART D

I. 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** 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 XVIII 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
Cost (lowest per service unit; quality may impact score)	40
Proposal Narrative <ul style="list-style-type: none"> • Including alignment with Older Americans Act services and priority to clients of greatest social and economic need • Contractor past performance, if applicable, will be considered in scoring of this category, including breach of contract or notice(s) of termination. 	40
Menu quality and variety <ul style="list-style-type: none"> • Do menus have a variety of meals? 	20
Total	100
<i>Bonus points</i>	
Data Privacy Compliance <ul style="list-style-type: none"> • Entity demonstrates exceptional capacity to comply with data privacy requirements. 	10
Client communications (For Delivery to Client Homes ONLY) <ul style="list-style-type: none"> • How are missed deliveries and complaints handled? • How are clients notified of deliveries and other changes? 	10
Contractor past performance <ul style="list-style-type: none"> • Contractor has no/few complaints • Contractor submits reports on time 	10

- 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

I. Proposal Forms

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

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