

Request for Proposals

Webinar





Introduction to SFY 2027 RFP Webinar

Webinar Overview and Purpose

The webinar introduces the SFY 2027 RFP covering key Older Americans Act service areas in MARC's five-county region.

Service Areas and Compliance

Focus on In-Home Caregiver Services, Pre-Plated Frozen Meals, and Community Center Services with regulatory compliance requirements.

Proposal Priorities and Guidelines

Proposals must align with OAA priorities focusing on those with greatest need, limited English skills, and rural residents.

Application Process Details

The session covers submission timelines, review procedures, and appeals to ensure fairness and clarity for applicants.



About Aging and Adult Services

- ▶ Mid-American Regional Council (MARC) is the designated Area Agency on Aging (AAA) for the Missouri counties of Cass, Clay, Jackson, Platte and Ray.
- ▶ MARC's Aging and Adults Services Department consists of MARC employees, partner community-based organizations, vendors and individual contractors.

Our Management / Administration Team

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Funding

Older Americans Act

The Older Americans Act (OAA) is a federal legislation that provides funding for programs and services designed to meet the needs of the aging population in the United States. In the state of Missouri, the OAA plays a crucial role in supporting older individuals and their families.

Program Eligibility

Age – 60 years or older

Income

No requirement



Programs

Homemaker / Personal Care

National Family Caregiver In-Home Respite Services

Pre-Plated Frozen Meals

Community Centers

Contract Performance Period

Contract Period Timeline

The contract period spans from July 1, 2026, to June 30, 2027, aligning with Missouri's fiscal year.

Operational and Compliance Standards

Providers must maintain full operation and comply with reporting deadlines and regulations throughout the contract period.

Service Delivery and Documentation

All services require proper documentation, including client- and participant-level data to ensure accountability.

Audit and Monitoring Readiness

Contractors must be prepared for audits and monitoring visits at any time during the performance period.



Required Documentation

Core Documentation Requirements

Respondents must submit Board of Directors lists, IRS Form 990, registration reports, and name registrations if applicable.

Compliance Assurances

Include Civil Rights, ADA, E-Verify, Debarment, Suspension, and Drug-Free Workplace assurances in submissions.

Additional Provider Documentation

Meal providers must submit unit-cost forms, menus, nutritional analyses, and facility inspection reports before program start.

Community Center Documentation

Community centers should submit budget forms, training plans, and explanations of their confidentiality processes.

IN-HOME CAREGIVER SERVICES RFP





Homemaker and Personal Care Services

Homemaker Service Tasks

Trained staff assist with cleaning, laundry, shopping, meal planning and home organization to support independence.

Personal Care Support

Hands-on help with toileting, bathing, grooming, mobility and meal consumption supports daily living activities.

Training and Standards

Workers complete training per Missouri health guidelines and MARC standards to ensure quality care delivery.

Person-Centered Care

Services emphasize dignity, autonomy and cultural sensitivity to meet client preferences and individual needs.



Family Caregiver In-Home Services

Eligible Caregivers

Adults 18+ caring for seniors 60+, Alzheimer's patients and older relatives supporting youth or disabled adults receive services.

Service Features

Services provide temporary in-home relief emphasizing supervision, companionship and help with daily living activities.

Training and Compliance

Staff and volunteers receive training in recognizing, reporting and maintaining confidentiality related to elder abuse to ensure quality care.

Equitable Service Delivery

NFCS services follow client-centered approaches, ensuring fair access in rural and urban communities.

Proposal Narrative and Scoring

Proposal Narrative Essentials

Narratives must clearly describe services, capabilities, staffing, training, geography, and costs, addressing key priorities.

In-Home Caregiver Scoring

Scoring allocates 55 points for narrative quality, 30 for cost, plus points for bilingual capacity, geography, and privacy compliance.

Frozen Meals Scoring

Prioritizes cost and narrative quality at 40 points each, and menu quality at 20 points, with bonus for privacy and performance.

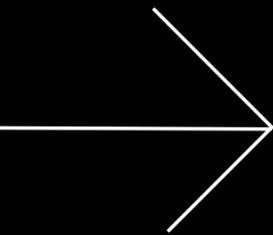
Community Center Scoring

Awards points for narrative alignment, program diversity, administration, and additional services, plus bonuses for privacy and history.

Scoring – In-Home Caregiver Services

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

Pre-Plated Frozen Meals RFP





Frozen Meals Program Overview

Program Scope and Eligibility

The program serves OAA Title III C2-eligible and Medicaid-eligible older adults who need nutritional support through frozen meal delivery or preparation.

Compliance and Safety Standards

Providers must comply with federal, state, and local food safety, MARC nutrition, and delivery protocols, ensuring client safety and meal quality.

Person-Centered Delivery

The program emphasizes timely, consistent, and responsive delivery, aligned with person-centered and consumer-directed service principles to enhance client satisfaction.

Innovation and Efficiency

Innovative solutions that leverage technology to improve efficiency and the client experience are encouraged to enhance program outcomes and reduce food insecurity.

Packaging and Labeling Requirements

Packaging Specifications

Frozen meals require sturdy, dual-ovenable, three-compartment trays with tamper-evident seals for safe cooking.

Labeling and Accessibility

Labels must show meal contents, ingredients and heating instructions in large, readable text for older adults.

Meal Integrity and Safety

Meals must remain fully frozen, with no signs of thawing, and be heated evenly when prepared as instructed.

Regulatory Compliance

Providers must comply with health regulations and ensure that food-preparation staff hold valid certifications.



Scoring – Pre-Plated Frozen Meals

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

HIPAA and Data Privacy Requirements + Scoring Impact

All MARC-funded providers are considered HIPAA Business Associates.

Must protect PII/PHI for all clients and caregivers.

Cybersecurity and privacy compliance required (HIPAA + MARC standards).

Applies to In-Home Caregiver, Frozen Meals and Community Center services.

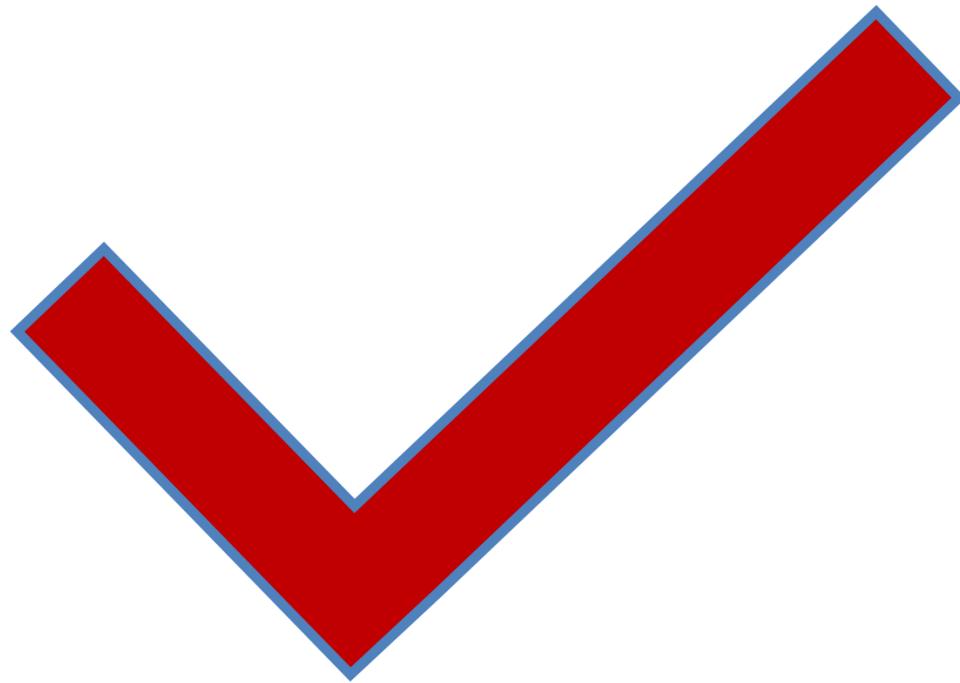
Bonus scoring points awarded for strong privacy capacity:

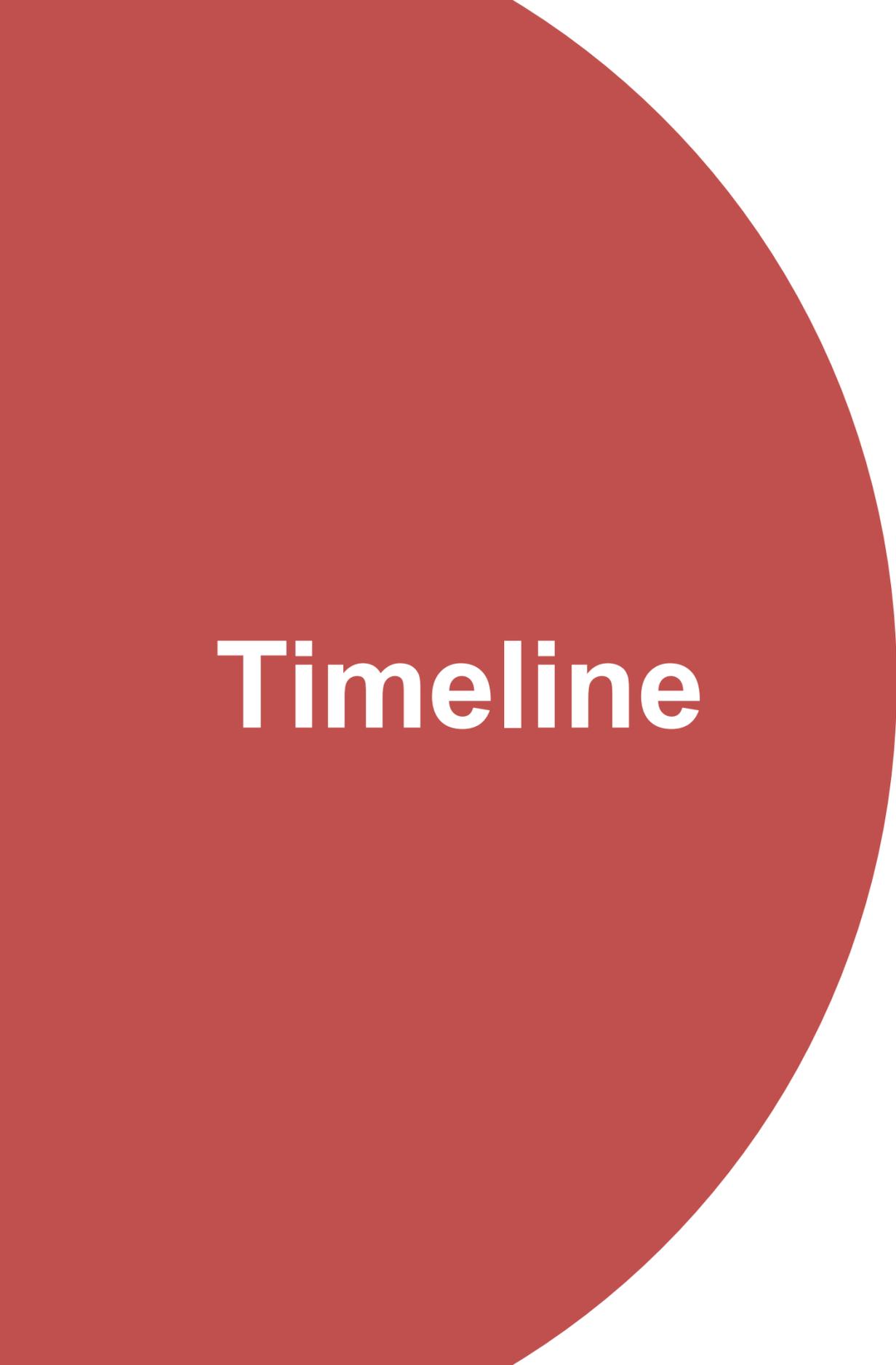
- In-Home Caregiver: +15 points.
- Frozen Meals: +10 points.



Review and Selection Process

- All proposals screened for completeness.
- Non-conforming proposals rejected.
- Review committee evaluates qualifying proposals.
- Scoring based on published criteria.
- Recommendations go to Commission on Aging → MARC Board.
- Written notifications sent to respondents.
- Appeals allowed through formal process.





Timeline

Deadline: March 9, 2026

FAQs posted weekly

Appeals due June 3, 2026

Board approvals May 2026

MARC

MID-AMERICA REGIONAL COUNCIL

Aging and Adult Services

Connect with us.

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Website:

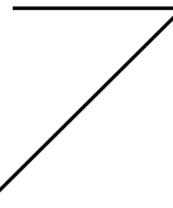
MARC.org

Funding and RFPs

Call Tonya Boston:

816-701-8265





Community Center Services RFP

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Community Center Overview

Target Organizations

Only not-for-profit and governmental entities with capacity to provide person-centered programs for older adults qualify.

Comprehensive Services

Centers offer nutrition services, educational programs, health promotion, social engagement and home-delivered meals.

Facility Requirements

Facilities must meet ADA standards with appropriate spaces for meal service, activities and administration.

Technology and Innovation

Centers must use Client Registry Management systems for accurate reporting and emphasize technology integration and innovative service models.



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Scoring – Community Center Services

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Proposal Narrative <ul style="list-style-type: none"> Including alignment with Older Americans Act service priority to low-income minority, rural, and limited English proficiency individuals 	50
<ul style="list-style-type: none"> Description of diversity and strength of programming 	20
<ul style="list-style-type: none"> Description of excellence in administration 	20
<ul style="list-style-type: none"> As applicable, detailed description of additional services (site transportation/hot daily home-delivered meal delivery) 	10
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
Contractor past performance <ul style="list-style-type: none"> Contractor has no/few complaints Contractor submits reports on time 	10

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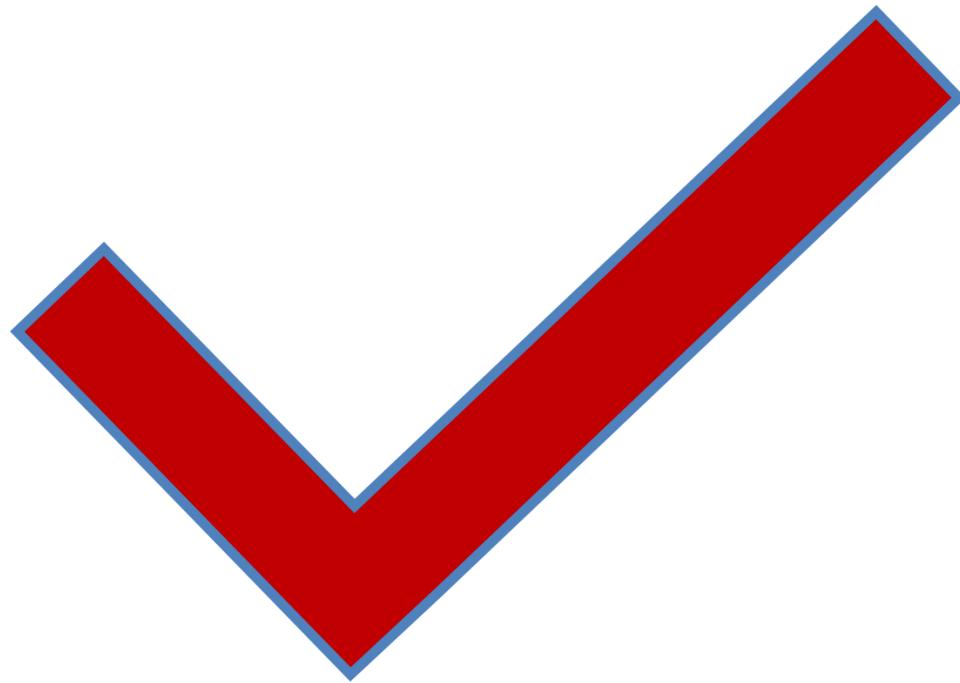
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- Community Centers 10+



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