SFY 2021
COMMUNITY CENTER SERVICES
JACKSON AND PLATTE COUNTIES

REQUEST FOR PROPOSAL

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
January 31, 2020
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COMMUNITY CENTER SERVICES

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I. SUMMARY

In this Request for Proposal (RFP), MARC seeks proposals for modernized community centers that are prepared to meet the nutritional, social, and health education needs of older people.

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 of service delivery.

Respondents must submit the following documentation:
1) Proposal Narrative (cover page, narrative, budget, and budget justification); as applicable, supplemental information and budget and budget justification for supplemental services [i.e., on-site preparation meals; delivery of home-delivered meals; site transportation])
2) Service Proposal Form
3) If applicable, Intent to Perform as a Women and/or Minority Owned Business (WBE/MBE)
4) If applicable, Request for Waiver
5) 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 Jackson and Platte for State Fiscal Year (SFY) 2021 (July 1, 2020, through June 30, 2021):

- Telephonic Care Management
- Integrated Care Network Partner Services (expanded to Tai Chi for Arthritis)
- Community Center Services (Jackson and Platte Counties)
- Medically Sensitive Home-Delivered Meals

These documents will be released on Friday, January 31, 2020. There will be several conferences focusing on the various services being requested. All conference dates, times and locations can be obtained by contacting Ms. Tonya Boston at (816) 701-8290, or by email at tboston@marc.org. Questions relating to proposal procedures, requirements and evaluation will be answered at these conferences. Proposals will be accepted at the MARC office no later than Friday, 3:00 PM, March 6, 2020.

MARC hereby notifies all interested parties that it affirmatively ensures that all respondents to this notice are afforded full opportunity to submit proposals and that no
respondent will be discriminated against on the grounds of race, color, national origin, disability, sex or veteran status in consideration of an award.

III. PROPOSAL BACKGROUND

The structure of the Area Agency on Aging and authority of the Mid-America Regional Council to conduct this solicitation and to procure contractors is described under Part I and Appendix 1 of the MARC/Commission on Aging Policies and Procedures Manual. Refer to this manual for additional information regarding:

A. Legislative Authority and Funding Sources (Part I, Section 1)
B. Definition and Description of the AAA (Part I, Section 2)
C. Overview of Service System (Part I, Section 3)
D. Eligibility for Services (Part I, Section 6)

IV. CONTRACT PERFORMANCE PERIOD

The MARC aging program period coincides with the state fiscal year (SFY), which in Missouri is July 1 through June 30 of the succeeding calendar year. For SFY 2021 the period will be July 1, 2020, through June 30, 2021.

RENEWAL OPTION:

The initial award of this contract will be for a one (1) year period. MARC reserves the right to negotiate this contract for two (2) additional one-year renewal periods. MARC reserves the right to terminate the current contract without cause and solicit new bids. MARC shall notify the Contractor, in writing, of the intent to exercise the renewal option. However, failure to notify the Contractor does not waive MARC’s right to exercise the renewal option. The Contractor shall be required to submit documentation to MARC, as proof of any requested price increase. Under no circumstances shall an increase be granted that is greater than the Federal Consumer Price Index (C.P.I.) for the Kansas City area, without approval of MARC.

V. MINIMUM REQUIREMENTS OF ALL RESPONDENTS

Responses to this RFP will be accepted only from organizations meeting the following minimum requirements:

A. A business/organization eligible to do business in the 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’ 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).

VI. JOINT VENTURE

Joint ventures are acceptable and encouraged provided all parties of the joint venture satisfy the proposal requirements. Any joint venture must be identified as such and documentation for both entities must be submitted.

VII. SUBCONTRACTS

Subcontracts are acceptable, but will require the following:

A. The primary subrecipient/contractor and the proposed subcontractor must agree to all applicable requirements set forth in the primary contract. Municipalities administering programs are exempted from this requirement.

B. A primary transportation subrecipient/contractor must use only vehicles that are titled in the corporate name of the primary subrecipient/contractor or leased in the name of the primary subrecipient/contractor to provide MARC-funded services. Municipalities administering programs are exempted from this requirement.

C. Prior to MARC approving a subcontract, the primary subrecipient/contractor must submit a written copy of the proposed agreement to subcontract, and the same documentation required of the primary subrecipient/contractor will be required of the subcontractor agency.

VIII. WOMEN BUSINESS ENTERPRISE (WBE)/MINORITY BUSINESS ENTERPRISE (MBE) REQUIREMENTS AND PARTICIPATION

MARC encourages qualified businesses to actively participate in the procurement of MARC-sponsored contracts. MARC does not discriminate based on race, color, sex, national origin, age, military status, or disability. Women and/or minority owned business (WBE/MBE) are encouraged to participate as prime subrecipients/contractors, subcontractors or joint ventures.

WBE/MBE respondents must submit a completed Intent to Perform as a WBE/MBE Firm (Part E, Proposal Forms) for each proposed WBE/MBE subrecipient/contractor, subcontractor, or joint venture. MARC does not provide WBE/MBE certifications but will accept certifications of WBE/MBE from the City of Kansas City, MO or any other federal, state or local agency that participates in a WBE/MBE Certification Program. MARC will accept certified Disadvantage Business Enterprise (DBE) forms as certification of WBE/MBE status.
IX. **APPEALS PROCESS**

The purpose of the appeals process is to give current, past and potential service providers and consumers of MARC-operated programs an opportunity to express their grievance, or to appeal a decision in the proposed award of contracts.

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

**A.** A preliminary provider list will be approved by the MARC Board of Directors at its meeting on April 28, 2020. A formal response will be sent to all respondents officially notifying them of the Board’s recommendations subsequent to the meeting. Respondents wishing to submit an appeal of the preliminary contract award decision must submit a formal written request including the reason for appeal, by 5:00 p.m., May 5, 2020.

**B.** The appeals request should be addressed to the Executive Director of MARC detailing the basis for the appeal. The individual who was authorized to submit the original proposal must also submit the appeal.

**C.** If necessary, an appeals hearing will be held between May 6 and May 12, 2020.

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

Refer to Appendix 1, page iv (Appeals Process For Service Proposal Denial), of the MARC/Commission on Aging Policies and Procedures Manual for details regarding the steps a respondent is required to take to process an appeal.
PART B

Statement of Purpose

Over the past several decades, strong declines in attendance have been observed at senior centers nationally and, in many cases, throughout the Kansas City region. No sole reason has emerged as the primary cause of this decline, but most data support a shift in the culture of older people, including expectations that centers serve as gathering places and points of resource access.

What has clearly emerged is an urgent need to re-energize, re-invigorate, and re-think the senior center model. Centers that focus solely on basic provision of nutrition are not expected to thrive in the coming years, and they will be non-competitive under this RFP.

Recently, Missouri’s State Unit on Aging clarified service minimums for community centers, specifically, an average congregate meal service minimum of 50 meals per day. Under this RFP, MARC seeks to achieve these state minimums in addition to the highest-quality auxiliary services, programming, and local consumer appeal among partner community centers.

Centers that focus on excellence of core services and programming that meet the specific needs of geographically proximate populations appear to thrive in the context of declining attendance. A mixture of age groups, ethnic diversity, and revenue sources is also a hallmark of thriving centers.

Consolidation of centers and resources is a natural outcome of declining attendance.

Heightened collaboration, including combined administrative and operational efficiencies, are also deeply needed in the network of community centers throughout the Kansas City region. This collaboration must extend to the Kansas side of the metropolitan region, and must also include intense, deliberate engagement of integrated social health interventions.

In this context, it is MARC’s intention to provide a strong financial and technical supplement to dynamic, evolving, and innovative community centers that focus on a mixture of health promotion and disease prevention activities in their local communities, using diverse funding sources to ensure sustainability and stability. A constellation of high-impact practices, programs, and opportunities for consumers, backed by meaningful data will be increasingly necessary.

MARC also intends to support the professionalization of the aging network, including increased capacity to engage sustainable revenue flows from health entities, which will be critical to ongoing success of community centers that serve older people.

Nutrition programs should not be contained to the four walls of buildings set aside for older people. Support of programs offered at venues that older people desire to frequent, such as grocery stores, famer’s markets, and restaurants will be a major focus of the future.

Overall, the network of community centers in the Kansas City region should prepare for strong growth and engagement of a burgeoning population of older people on their terms. A new model that emphasizes relevance and continuous improvement must be developed and implemented across the region, and the principles of this RFP aim to support that model.
I. SERVICES REQUESTED - COMMUNITY CENTER SERVICES

Following the example of other Area Agencies on Aging, MARC will provide supplemental financial and technical assistance to contract community centers based upon tiered advancement of performance. MARC funding is intended to only comprise a portion of a center’s overall budget or financing. Significant, documented other resources – from grants, program income, municipal funding, etc., must be in place for contract centers to receive MARC funding.

**Note:** Program income should not be interpreted as voluntary client contributions to MARC funded services that pass through the contract center to MARC – program income may be fees, charges, or other revenue from clients who are not eligible for MARC services.

In recognition of varying resources according to geography and population, tiered advancement will be available for two categories: 1) Rural and 2) Urban/Suburban. Categories will be co-determined by MARC and the center according to geography and predominant clientele.

All activities contained within the matrix, and 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 contract center’s responsibility to gather and report all necessary data elements – for all activities, programs, and 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.

To assist in transitioning to the excellence required of this RFP, temporary waivers for some requirements may be allowed at MARC’s discretion.

MARC will determine, at its discretion, any necessary exceptions to service models or reimbursement.

<table>
<thead>
<tr>
<th>MARC</th>
<th>Urban/Suburban</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Average Daily Meal Count of ≥ 50)</td>
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<tr>
<td></td>
<td>Tier Advancement Matrix</td>
</tr>
<tr>
<td></td>
<td>Yearly Objectives</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Bronze, $10,000</th>
<th>Silver, $20,000</th>
<th>Gold, $30,000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DIVERSITY &amp; STRENGTH OF PROGRAMS</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Educational</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology* (durable medical equipment, smartphone, in-home devices, apps)</td>
<td>12 Sr. Medicare Patrol (SMP)</td>
<td>12 Sr. Medicare Patrol (SMP)</td>
<td>12 Sr. Medicare Patrol (SMP)</td>
</tr>
<tr>
<td></td>
<td>4 Technology Classes</td>
<td>6 Educational Sessions</td>
<td>6 Technology Classes</td>
</tr>
<tr>
<td>Expressive &amp; Creative Arts</td>
<td>12 Activities</td>
<td>12 Activities</td>
<td>12 Activities</td>
</tr>
<tr>
<td>Leadership, Civic Engagement, Community Development, and Support Groups</td>
<td>2 Programs</td>
<td>6 Programs</td>
<td>10 Programs</td>
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<tr>
<td>Nutrition, Fitness &amp; Health Promotion</td>
<td>4 Nutrition Educ. Activities 6 Other Classes</td>
<td>4 Nutrition Educ. Activities 8 Administration for Community Living Top-Tier Evidence Based 6 Other Classes</td>
<td>4 Nutrition Educ. Activities 12 Administration for Community Living Top-Tier Evidence Based 8 Other Classes</td>
</tr>
<tr>
<td>Client Satisfaction</td>
<td>≥ 70%</td>
<td>≥ 78%</td>
<td>≥ 85%</td>
</tr>
<tr>
<td>• Center Hospitality</td>
<td></td>
<td></td>
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<tr>
<td>• Meal Prep./Presentation</td>
<td></td>
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<tr>
<td>• Staff Responsiveness</td>
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<td></td>
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<tr>
<td>• Events and programming</td>
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</tbody>
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### EXCELLENCE IN ADMINISTRATION

<table>
<thead>
<tr>
<th>Report Accuracy/Timeliness</th>
<th>100%</th>
<th>100%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-site preparation, congregate meal cost</td>
<td>≤ $2.50</td>
<td>≤ $2.50</td>
<td>≤ $2.50</td>
</tr>
<tr>
<td>Avg. Meals Per Day Increase</td>
<td>5% +</td>
<td>8% +</td>
<td>10% +</td>
</tr>
<tr>
<td>Marketing &amp; Media Presence</td>
<td>4</td>
<td>8</td>
<td>12</td>
</tr>
<tr>
<td>Monitoring Re-occurring Deficiencies</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Fundraising Activities</td>
<td>1 Activity</td>
<td>2 Activities</td>
<td>2 Activities</td>
</tr>
<tr>
<td>Growing Community Relationships</td>
<td>1 Partnership</td>
<td>3 Partnerships 1 Grant Application</td>
<td>5 Partnerships 3 Grant Applications</td>
</tr>
<tr>
<td>Volunteer Network</td>
<td>5%+ Contributed hours</td>
<td>8%+ Contributed Hours</td>
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<td>Volunteer Satisfaction</td>
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### Additional Services

**NOTICE:** MARC will not procure system-wide contracts for site transportation or delivery of hot daily home-delivered meals. Centers who desire these services must arrange for these capacities independent of MARC.

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<td>Hot Daily Home-Delivered Meals Delivery ($2.00/meal)</td>
<td>Include supplemental information with response to this RFP</td>
</tr>
<tr>
<td>Site Transportation ($2.50/unit)</td>
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</table>
### Service Re-Assessments
Centers with qualified staff should respond to the posted “Request for Qualifications – Aging and Adult Services Assessor” on the MARC website

### Evidence-Based Disease Prevention and Health Promotion
Check with MARC staff. Respond to separate Integrated Care Network Partner posted RFP by the required deadline, if appropriate

### Family Caregiver Support Programs
(Not called for during this cycle.)

### NOTICE: All advancement in the tier matrix, contract awards, and funding of programs and services is funding dependent. Additional funding due to tier advancement will be on a first come, first serve basis, until budgeted amounts are met. Advancement review will normally occur nine (9) months after contract initiation, with anticipated implementation at the following fiscal year.

### Tier Advancement Matrix

#### Yearly Objectives

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**Rural**
(Average Daily Meal Count of ≥ 50; 80% of participants must be classified as residing in rural areas)
- Meal Prep./Presentation
- Staff Responsiveness
- Events and programming

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<td>Family Caregiver Support Programs</td>
<td>Respond to separate RFP, when posted, by the required deadline.</td>
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**NOTICE:** All advancement in the tier matrix, contract awards, and funding of programs and services is funding dependent. Additional funding due to tier advancement will be on a first come, first serve basis, until budgeted amounts are met. Advancement review will normally occur nine (9) months after contract initiation, with anticipated implementation at the following fiscal year.
*MARC is strongly interested in technology training that facilitates health or well-being outcomes (e.g., training on a specific device, or device function that allows for health monitoring, social interactions, etc.)*

In addition to the requirements represented in the tier advancement matrix, centers must have adequate staff and capacity to distribute Home-Delivered Meals (HDM), as applicable to the HDM model in their geographic area, and have the physical space and skilled staff to deliver health promotion and disease prevention activities and education.

Volunteer networks for all center activities are critical to the ongoing sustainability and community investment in the center. Volunteer driver networks for HDM services are crucial.

On-Site Preparation centers must have adequate staff and capacity to offer congregate meals. Urban and suburban sites are expected to maintain a minimum of 50 average congregate meals per day. Rural sites will be expected to maintain a minimum of 50 average congregate meals per day. Sites that do not attain this State-required minimum will be subject to waiver approval by the Missouri Department of Health and Senior Services. Failure to obtain waiver approval will likely lead to contract termination. For this proposal, rural is generally defined as Clay and Platte Counties north of M-152, Cass County south of Belton, Jackson County east of Blue Springs and Lee’s Summit, and all of Ray County.

A. Center Type

1. **On-Site Preparation Center** – Contractor has a kitchen in which they prepare their own meals and serve at least 50 clients on a daily average basis (M-F). A volunteer network capable of delivering home-delivered meals in the respondent’s area is highly desired. Diverse programs and activities are offered to older people in the community. With specific regard to on-site meal preparation: The contractor shall have adequate space and equipment required for a commercial food preparation operation. By the date of contract, the contractor and all staff (paid and/or volunteer) shall 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 the program year shall be cause for immediate termination of the senior center services agreement between the respondent and MARC, at the option of MARC.

2. **Catered Center** – Contractor has adequate space to receive bulk food and serve meals to at least 50 clients on a daily average basis (M-F). A volunteer network capable of delivering home-delivered meals in the respondent’s area is highly desired. Diverse programs and activities are offered to older people in the community.

3. **Home-Delivered Meals Administration** – The center has a network of volunteers adequately trained and prepared to deliver home-delivered meals in the respondent’s area. Diverse programs and activities are offered to older people in the community.

MARC nutrition programming relies on client contributions. All contract centers must agree to post the suggested contribution rate, as co-determined by MARC and site participants.

Each center is expected to have the software, hardware, and personnel capacity to operate advanced Client Registry Management (CRM) systems, or equivalent, and generate timely reports to MARC and service partners, as requested.
It is important that each center maintain strong, diverse funding portfolios, of which MARC’s contribution is a supplement only. MARC funding cannot sustain individual community centers without significant, ongoing funding from other sources.

**B. Core Requirements:**

1. The successful respondent has a facility within the service area.
2. The facility conforms to the standards/regulations of the relevant public health agency.
3. The facility meets the minimum standards for food service (refrigeration, steam table or comparable holding equipment, 3-compartment sink, etc.) to receive and package meals.
4. The contractor has a volunteer component to recruit, train, schedule, and supervise volunteers who on a daily basis are available to receive, package, and deliver meals.
5. The contractor will recruit, train and supervise volunteers to assist with food service and recreational activities.
6. The facility conforms to the standards/regulations of the relevant public health agency.
7. The facility has adequate space for the operations of a fully functioning community center, meeting all federal, state and local requirement for accessibility, and safety.
8. The contractor must have a proven record in the provision of core community services.
9. The contractor must have a proven management structure for the administration and management of multiple contracts, including accounting for funds and maintaining adequate client files to verify activities for multiple funding agencies.
10. The cost to MARC for an on-site meal preparation component shall not exceed the per meal cost for a comparable catered service.

**C. UNIT RATE**

1. On-Site Preparation Centers should submit a proposal based on providing a proposed number of total meals at each center at a fixed rate per meal.

2. In calculating meal costs, price should reflect no more than three (3) decimal places.

3. A unit cost information form must be completed for each center for which a proposal is submitted.
PART C

Proposal Narrative

Due to a specific geographic service preference under this RFP (rural Eastern Jackson County), it is possible that existing MARC community centers in Jackson County do not need to respond to this RFP – please contact MARC staff to clarify prior to writing a proposal.

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

Proposal Narrative (Scope of Services): As supported by the details and requirements stated below, in a maximum of 8-10 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 (e.g., the type of center and suburban/urban or rural.) If the respondent wishes to propose various options or models of service provision, then the respondent should ensure that the proposal formatting conforms to requirements and is easy for reviewers to understand and read. For example, a table that outlines the various proposed options, and separate proposal narratives for each option is encouraged. Clarity in writing and proposed options is the sole responsibility of the respondent.

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.

1) Service Background and Experience
   a. Name (as the program will be called and listed in local telephone directory) and address of facility;
   b. Descriptions of areas within the structure to be used for senior activities (kitchen, dining area, activities, restrooms, counseling, etc.) including square footage for each area;
   c. Describe 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.
   d. 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?
   e. Proposed ADA compliance methods for individuals with disabilities.
f. **Supplemental Funding Sources:** Describe access to other funds and from what sources, and how the respondent proposes to implement service benefits to the client population using non-MARC funds. Include the plan for coordinating services with other providers of similar services and/or providers serving the same clients. Include only currently awarded sources.

g. **Summary of Volunteer Program:** Explain how the volunteer program operates in regard to the total spectrum of delivery of services. Include the listing of support/supply organizations, recruitment and screening procedures, training, evaluation and supervision. Training must include elder abuse and exploitation recognition.

h. Describe **confidentiality** of health records of 18-59 year old disabled participants, including a description of how this documentation will be received, handled and filed.

i. Descriptions of the provisions in place to accommodate individuals with disabilities:
   - Accessible restroom facilities
   - Accessible entrance to activity areas
   - Accessible, designated parking, procedures to enter building, and provisions to aid the mobility impaired during emergency evacuation of the center.

j. Briefly describe the core community and/or clients to be served:
   - A description of the immediate community or primary service area including other community resources available for the elderly (housing, social services, health clinics, etc.)
   - A description of the anticipated or current clients in terms of age, socio-economic needs, including average number of participants to be served on a daily basis. Also, include an estimate of the total number of unduplicated people to be served during a program year.
   - Verification or justification of need for a senior center at the proposed location.

k. Briefly describe client feedback or participation procedure:
   - Advisory/site council structure
   - Standard procedures/rules for senior center, including prohibited activities such as consumption of alcoholic beverages, or inebriation at the center
   - Criteria for suspension of a participant and criteria for expulsion
   - Procedures for handling of internal conflicts between participants.

2) **Tier Advancement Matrix**

   a. Respondents should describe plans under the subheadings of “DIVERSITY & STRENGTH OF PROGRAMS” and “EXCELLENCE IN ADMINISTRATION” in detail. Respondents should name the level of performance that can be documented for their center (i.e., bronze, silver, or gold).

3) **Service Delivery/Additional Services**

   a. For centers desiring to provide on-site meal preparation, site transportation, and/or daily hot home-delivered meal delivery, a supplemental response is required.

   b. Description of the core facility and any offsite meal locations (e.g., partnerships with grocers, etc.)
c. 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, as applicable.
d. Contingency plan for continued delivery of critical services
   i. Plans stated in the respondent's proposal that are not enacted in a reasonable time period may be considered failure to perform under contract terms.

4) Innovation and Technology

a. Summarize how the innovative application of technology will enhance service quality and capacity in the Kansas City community.
b. Describe use of resource-efficient technology, and other efforts to combat waste and promote sustainability.
c. Describe innovations in health promotion and disease prevention, in detail, with supporting documentation, if applicable.
d. Describe innovations in intergenerational programming, activities, and initiatives, in detail, with supporting documentation, if applicable.

5) Data Sharing and Partnerships

a. Describe plan for sharing service utilization patterns, including participant characterization (individual and aggregate) with MARC.
b. Describe partnerships and/or capacity/quality enhancing collaborative efforts. How does the proposed service enhance the capacity of the Kansas City region's “aging network” to keep older people healthy, engaged, and in the community?
c. Describe, in detail, contract relationships with health care providers/payers/entities, and provide supporting documentation, if applicable.

6) Additional Requirements

a. An outline/summary of the respondent’s training program is to be included. The description of the training plans must comply with Program Standards issued by the Missouri Division of Senior and Disability Services that require training of paid personnel and volunteers who provide and are connected with the delivery of transportation services.
b. All of MARC’s clients are encouraged to make voluntary donations 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 funds and give an explanation of those funds. Note: At no time should contributions pass through the responding entity or the responding entity’s staff/subcontractors. Electronic donation solutions will be considered.

7) Budget and Budget Justification

a. Properly completed budget forms for all services must be submitted to MARC (as shown on the Unit Cost Determination and Service Budget page found in Part E, Proposal Forms). Computer generated facsimiles are acceptable. A budget justification of each expense item must be included with these pages.
Budget forms to be submitted

**Community Center Services (all respondents):**

- Community Center Services Budget

**On-Site Preparation (optional supplemental service):**

- Unit Cost Form
- NSIP Justification Form

**Site Transportation or Home-Delivered Meal Delivery (optional supplemental services):**

- Service budget for transportation – site transportation
- Service budget for transportation – home-delivered meals delivery

### III. ADMINISTRATIVE REQUIREMENTS

Refer to the MARC/Commission on Aging Policies and Procedures Manual for additional information regarding:

A. Fictitious name registration (Part II, Section 4, Subpart 4.10)
B. Subcontracts & minimum requirements of a contractor (Part II, Section 4, Subpart 4.9)
C. Insurance (Part II, Section 8)
D. Reports and Records (Part III, Section 5&6)
E. Training of Staff and Volunteers (Part II, Section 10)
F. Audits (Part II, Section 6)
G. Disaster Plan/Emergency Assistance/Inclement Weather (Part II, Section 2, Subpart 2.5)
H. Lobbying Certificate (Part I, Section 5, Subpart 5.11)
I. Clean Air/Clean Water Acts/EPA Regulations (Part I, Section 5, Subpart 5.15)

### IV. PROJECT MONITORING AND EVALUATION

The monitoring process is used, not only 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 will be presented to the Commission on Aging at its next meeting.

Refer to Part III, Section 7 of the MARC/Commission on Aging Policies and Procedures Manual for details regarding project monitoring.

### V. COMMUNITY/CLIENT PARTICIPATION

Refer to Part II, Section 11 of the MARC/Commission on Aging Policies and Procedures Manual for details regarding the steps a contractor is required to take to comply with
specifications and standards for community/client participation and grievance procedures.

VII. SUPPLEMENTAL RESPONSE (ON-SITE PREPARATION, HOME-DELIVERED MEAL DELIVERY, AND/OR SITE TRANSPORTATION)

If on-site meal preparation or home-delivered meal delivery is proposed, then the following additional information must be provided, as applicable respective to the service proposed:

a. An appropriate description of respondent's facilities and equipment for preparation of meal, location of commissary, equipment to be used to maintain food temperatures. Attach copies of the current health inspections of the facility to be used in the preparation of the meals for MARC service.

b. A description of the internal food service management system. Include purchasing procedures, identification of vendors, menu item selection, receipt of foods, inventory procedures, number of meals to be served per day, per plate cost of the meal, and any other internal component used to assure the food service management system is cost effective.

c. A description of respondent's staff, staff qualifications, and organization of personnel, paid and voluntary, involved in service provision. In identifying the qualified dietitian who will prepare the menus, include resume, qualifications and R.D. number, if applicable.

d. Sample menus and a nutritional analysis of these meals for one week (five days). These forms can be found in Part E, Proposal Forms.

e. A description of the reservation system and how it determines the amount of food prepared for any given day.

f. Budget forms:

1. On-Site Preparation Unit Cost Form (see Proposal Forms)

2. On-Site Preparation NSIP Cash Justification (see Proposal Forms) – Respondents must demonstrate how MARC will be able to justify utilizing NSIP Cash in purchasing respondent’s meals, with regards to United States-produced food, as explained at the top of the “NSIP Cash Justification” form.

3. Home-Delivered Meals Delivery Service budget for transportation – home-delivered meals delivery (see Proposal Forms)

g. Procedures and/or agreements with public agencies and service providers for a co-location of services and the provision of information regarding other public services and/or assistance available to older persons. Include a listing of the services to be accessed through the center.
If site transportation is proposed, then the following additional information must be provided:

a. A full description of respondent's facilities and equipment in terms of location, vehicle types (vans, lifts, etc.; owned, leased, contracted), dispatch operation, bookkeeping offices, accessibility to the disabled, etc., as applicable to service proposal.

b. A description of respondent's staff, staff qualifications, and organization of personnel, paid and voluntary, involved in service provision. Regarding for-profit taxi operators and all for-profit and not-for-profit livery operators, additionally describe the licensing and permit regulations for participating drivers and participating vehicles. Identify the total number of employees, volunteers, contracted laborers, independent contractors, associated owners, and other personnel respondent proposes to involve in the delivery of MARC-funded services.

c. Describe in detail the services the respondent is proposing to deliver for MARC and the way that the respondent plans to deliver them. Include: when, where and how service will be available; how clients will be identified; and methods of reviewing and evaluating the quality of service delivered.

d. An explanation of respondent's plans to incorporate other funding sources in serving MARC's client population. Describe how the respondent proposes to access other funds and from what sources, and how the respondent proposes to implement service benefits to the client population using non-MARC funds. Identify the specific benefits that MARC clients will receive from the respondent using non-MARC funds.

e. A Training Plan: Describe the respondent's plans to comply with Program Standards issued by the Missouri Bureau of Senior and Disability Services that require training of paid personnel and volunteers who provide and are connected with the delivery of transportation services.

1. Each respondent awarded a contract will be required to implement a training plan that meets all Missouri Bureau of Senior and Disability Services and/or MARC standards. The training plan should include plans for providing staff training on the types and signs/indicators of elder abuse, as well as methods and procedures for reporting to the Elderly Abuse and Neglect Hotline. A log of training activities and persons attending must be maintained for inspection at all times.
2. An outline/summary of the respondent's training program is to be included. The plan must include pre-service and in-service training, and it must also include a work plan for complying with requirements of the Drug-Free Workplace Act of 1988.

f. A description of procedures to be used to obtain client feedback and a grievance-handling plan. Describe how the respondent proposes to inform MARC transportation clients that they have an opportunity to comment to the respondent's directors and to MARC on the quality of services the respondent is proposing to deliver.

g. A description of respondent's plan and method for accepting and handling contributions which must include a proposed copy of a letter from the respondent to be provided to clients explaining the voluntary contributions mechanism.

h. A description of the respondent's proposed procedures to be used for outreach to inform residents they are eligible to receive MARC-funded transportation services. Special effort should be made to insure that outreach efforts reach the low-income and minority populations within the service area.

i. **Budget forms:**

   1. **Site Transportation Service budget for transportation – site transportation** (see Proposal Forms)

For each additional contracted service to be incorporated into the contract Community Center, the respondent must submit a program narrative indicating ability to provide and comply with the current MARC/DHSS standards for that service. These additional program requirements are available upon request.
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 3:00 PM, Friday, March 6, 2020, in order to be given consideration. Late proposals will not be reviewed.

MARC strongly encourages electronic submission to Tonya Boston (tboston@marc.org). The respondent should only be certain of electronic submission after receiving the confirmation receipt email. If a receipt email is not issued within 24 hours (48 hours on a weekend), please call the MARC offices at (816) 701-8290. As in every proposal submission process, vendors should submit early so that they have ample time to correct any issues with the submission.

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 May 22, 2020.

E. In addition to the overall price of service contained in the proposal, the following factors will also be considered by MARC in evaluating the proposals:

1. It is imperative that all respondents to this RFP carefully read the document in its entirety prior to responding in writing. The narrative shall address in detail each specific question. If a question is not addressed it will affect the overall proposal score.

2. Conformity to service standards stated in the proposal package.

3. Past performance records as verified by monitoring reports, administrative reviews and participant input for any respondent who has previously provided services to MARC. But a lack of prior service provision to MARC will not count against any respondent;


5. Respondent's financial condition and management capability, including copies of the current health inspections of the facility to be used in the preparation of the meals for MARC service (MARC will request if a tentative award is recommended).
6. The extent to which the respondent’s programs are actually or potentially coordinated with other services provided by the respondent, community based local organizations or applicable local governments.

7. MARC reserves the right to evaluate a respondent based upon historic information and fact, no matter the source.

F. A review committee will be established to review all proposals responding to this RFP. Representatives of each agency submitting an accepted proposal may be invited to a meeting held by this committee (time and place to be announced) to answer and possibly clarify any questions or concerns committee members may have. Evaluation scores will be summed and combined with recommendations from this committee, which will be submitted to the Commission on Aging. The Commission on Aging shall review this information and forward its recommendations to the MARC Board of Directors. Part A, Section IX of this RFP explains the appeals procedure.

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

<table>
<thead>
<tr>
<th>Proposal Scoring Criteria</th>
<th>Maximum Points</th>
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<tbody>
<tr>
<td><strong>Cost (lowest per service unit)</strong></td>
<td>35</td>
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<tr>
<td><strong>Proposal Narrative</strong></td>
<td>30</td>
</tr>
<tr>
<td>- Including alignment with Older Americans Act service priority to low-income minority, rural, and limited English proficiency individuals</td>
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<tr>
<td>- Description of diversity and strength of programming</td>
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<td>- Description of excellence in administration</td>
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<td>- As applicable, detailed description of additional services (site transportation/hot daily home-delivered meal delivery)</td>
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<tr>
<td>- Contractor past performance, if applicable, will be considered in scoring of this category, including breach of contract or notice(s) of termination.</td>
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</tr>
<tr>
<td><strong>Funding Sources</strong></td>
<td>20</td>
</tr>
<tr>
<td>- Meaningful, substantive, and diverse funding sources contribute to the operating expenses of the center</td>
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<tr>
<td>- Generally, municipal and county funding contributions</td>
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are stable, if a meaningful contribution can be documented

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<tr>
<td>Innovation and Technology</td>
<td>15</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
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**Bonus points**

| (DBE) Disadvantaged Business Enterprise | 5 |
| OR                                      |    |
| Joint venture with DBE                 | 2.5 |

G. MARC reserves the right, in the event of only one response to this RFP, to negotiate the terms and conditions, including the price included in the sole respondent's proposal.

H. As part of any negotiations, MARC reserves the right to require any data that would support the reasonableness and acceptability of the proposal. Respondents may be asked to further define and/or refine the services they propose as part of contract negotiation. If so, they will be afforded the opportunity to refine their proposed cost to reflect MARC requested changes from the original proposal. Similarly, MARC may wish to increase or decrease the total amount of services required relative to those proposed.

I. 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**

Proposal Forms: All forms are available in the online Proposal Forms Packet on the MARC website at [http://marc.org/Requests-for-proposals](http://marc.org/Requests-for-proposals)