SFY 2021

REQUEST FOR PROPOSAL

MEDICALLY SENSITIVE HOME-DELIVERED 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:
January 31, 2020
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I. SUMMARY

In this Request for Proposal (RFP), MARC seeks proposals to serve pre-plated, medically sensitive, and delivered meals. 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.

The priority of this RFP is to establish a service line with intense consumer appeal that improves the satisfaction of consumers with the food that they consume, while also improving long-term health outcomes.

Through community conversations among stakeholders, five core values of this nutrition program emerged:
1. Reimbursable medically sensitive meals
2. A bi-state community asset that adequately serves the needs of the region
3. Provides workforce development
4. Expands service
5. Offers locally grown or produced foods (i.e., foods grown or produced in the US state or territory of food production)

To reduce complexity and administrative burden, preference will be given to providers who are able to cover broader service areas. 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. For home-delivered meals, this principle applies to timely, consistent delivery and tailored menu choices among other service characteristics that improve the consumer’s experience.

Respondents must submit the following documentation:
1) Proposal Narrative (cover page, narrative, budget, and budget justification)
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 to adults in the Missouri counties of Cass, Clay, Jackson, Platte, and Ray, and contract-dependent services for the Kansas counties of Johnson, Leavenworth, Miami, and Wyandotte, and other locations, for State Fiscal Year (SFY) 2021 (July, 2020–June, 2021). Services include: Community Center Services (Platte and Jackson Counties in Missouri); an extension of Integrated Care Network Partner Services to include Tai Chi for Arthritis and Telephonic Care Management; and, Medically Sensitive Home-Delivered Meals Services.

The RFPs will be released Friday, January 31, 2020. There will be several conferences focusing on the various services being requested. Conference dates, times and locations, as well as the RFPs may be obtained by contacting Tonya Boston at (816) 701-8290, or by email at tboston@marc.org. All proposals will be accepted at the MARC office no later than Friday, 3:00 PM, March 6, 2020—March 13, 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.

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 13, 2020.

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

I. MEDICALLY SENSITIVE DELIVERED MEALS SERVICES REQUESTED

Respondents are encouraged to develop proposals that respond to the overall challenge of delivering appealing, medically sensitive meals to the homes of consumers. Responses may include some or all the services listed in this RFP or may also include unique solutions to the challenge that were not considered by the RFP document.

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. Rate charts under different scenarios of full or partial award (e.g., by service line or geography), and varied volume of service is strongly encouraged. 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.

A. Definitions and Service Standards

The provision of pre-plated medically sensitive meals using food normally eaten by the majority of consumers, sensitive to individual health circumstances, in the quantities requested by MARC and delivered to the homes of clients in accordance with the scope of services outlined in this document.

Note: There are various types of clients for which we are soliciting the preparation and delivery of medically sensitive meals. (1) Title IIC.2 clients who will receive meals to be consumed Monday through Friday; (2) Medicaid clients who have been authorized to receive meals ranging from five per month to 62 per month; (3) Clients engaged in a health care and referred to home-delivered meals as a social health intervention. Health care clients have various specifications, determined by the health care partner. The respondent must have the capability to identify, bill, and develop reports according to the various types of clients and meals served.

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 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 hot and cold/frozen foods (hot and cold/frozen as defined by the city/county Department of Health):
   - Hot food must be delivered at 140 degrees F. or above.
   - Cold food must be delivered at temperature not above 40 degrees F.
   - Frozen meals must be solidly frozen with no evidence of thawing/re-freezing.

4. If frozen pre-plated meals are proposed for home delivered meals, then meal delivery may be weekly (normally, at least five meals in each delivery), but always according to contract specification(s). Home delivered meals must be delivered at least weekly to the home of each individual client, except in areas where such frequency is not feasible.

5. Responsive Teams

   Initial delivery of medically sensitive food items must not exceed 48 hours post-referral for certain contracts.

C. Unit Definition

   One unit is one meal.

II. SCOPE OF SERVICES

A. Food Sourcing

   Local foods (i.e., foods grown or produced in the US state or territory of food production, for example, Kansas or Missouri) are strongly encouraged as an element of consumer appeal. Respondents must document the minimum percentage of local foods that will be utilized in the service, and clearly articulate their definition of local foods.

   Foods with strong consumer appeal are required under this RFP. Processed foods should be eliminated from proposals, including meats, and proteins should be 27 grams per meal of cooked, edible whole meat muscle, excluding skin and bone.

   Strong consumer choice, including breakfast items, meal options sensitive to cultural or ethnic preferences, and vegetarian sensitivities must be included in responses to this RFP. Specific documentation of these sensitivities must be outlined in the respondent’s proposal (i.e., for each set of meal options, respondent should provide a complete sample menu and nutritional analysis form). Respondents should explain their ability to offer consumer choice specific to these menu sensitivities. If applicable to the type of proposal, respondents should outline how the client selects menus, how many menus are available for
each category (e.g., vegetarian meals, ethnic meals, etc.) Adequate menu variation is a consumer expectation, and a minimum average menu rotation of 22 menus/month with no menu duplications is an expectation under this RFP.

In some regions, bulk meals are provided to a packaging site, generally immediately proximate to a cold-storage facility, and individual boxes of meals are prepared according to consumer preference, through local menu selection systems. This approach is acceptable under this RFP, and it is acceptable for entities to only respond to certain portions (e.g., food sourcing portion only), or generate partnerships to respond to all portions.

**Local food production (e.g., Kansas or Missouri) is preferred.** Inclusion of nonprofit, mission-driven community-based organizations in service provision is fundamental to the structure of this service line. Tax exempt public charity organizations, and other public entities, are strongly preferred and highly encouraged to respond.

Menus shall be reviewed and certified by a nutritionist or dietician. This individual must meet the standards set forth in MO 13 CSR 15-4.240(12). Copies of all certified menus shall be submitted to the area agency and shall be maintained for at least one (1) year.

It is the policy of the MARC Area Agency on Aging that meals provided to participants conform to the 2015 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 (https://health.gov/dietaryguidelines/2015/guidelines/). These guidelines must be given appropriate and meaningful consideration in menu planning as well as in the selection of recipes and food items.

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. To assure that each meal meets the nutritional requirements and fulfills the intent of these nutritional guidelines, the caterer shall have a qualified dietician assist in the planning of all menus.

As stated by the 2015-2020 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.

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.

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.
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).

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.

1. Quality

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.

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 UNREIMBURSABLE UNDER MARC FUNDING.

Periodic weight, volume, nutritional and biological studies of meals will be conducted to audit compliance with the terms and conditions of the contract. Meal weights will be conducted with a calibrated instrument, appropriately tared, and minor weight variations will be allowable within guidelines exhibited in “Part III, MARC Service Standards.” 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 plant-based protein in lieu of a meat protein, is only allowable through advanced written permission by MARC. Liquid milk only is allowable under MARC’s contract. “Dairy beverages” or any other milk substitute, including powdered milk, are not allowable.
2. Condition of Meals

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.

If the contractor fails to deliver food to the center/client’s home 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).

B. Packaging of Food Items

Presentation of individualized menus, with tailoring informed by client characteristics at enrollment and periodic re-assessment, is mandatory under this RFP. The system should accommodate digital and analog food item selection, and all solutions must strictly adhere to accessibility principles that are inclusive of individuals with a variety of impairments. E.g., picture-based ordering, wide leeway in interface routes to particular outcomes and high ease-of-use standards.

The food packaging entity must be responsive to client order forms and pack each box, if frozen, of meals according to the client’s indicated preference.

Provision of a digital food item selection solution by MARC is likely for SFY 2021. Respondents may be required to utilize the MARC system by having the capacity to respond to .csv or API report data for individualized packaging instructions.

Systems and processes must be in place to ensure and track only eligible and appropriate food items are paired to the particular consumer.

Systems, technology, and equipment must be utilized to ensure that frozen foods remain frozen throughout the shipping and delivery process, which may include but is not limited to dry ice, temperature monitoring and tracking devices, etc.

Packaging may include packaging of side menu items and locally sourced milk.

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 open and in the preparation for consumption.

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.

Each meal tray must have printed labels which include, at minimum, the meal contents, ingredients, and specific heating instructions (if frozen). 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.**

C. **Meal Fulfillment**

Expansion of last-mile delivery is needed under this model, including delivery to addresses in Kansas. Advanced notification of delivery, including delivery tracking, precise dates and times of delivery, and ability of consumers to easily request changes is a priority under this RFP.

Direct delivery models (e.g., items delivered by mass delivery companies), to difficult-to-reach communities, may be considered for portions of this RFP, but should be used as an exception, and as defined by MARC.

**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, clearly labeled as Meals on Wheels, and rigorously maintained. Description of an appearance and mechanical maintenance plan and facilities is required.

**Additional Fulfillment Requirements**

1. Contractor must provide services to new clients as soon as possible. Contractor must also **always adhere to contract specifications, which may be altered during the performance period according to the type of client or the type of customer.** MARC will be responsible for the initial intake and any follow-up assessment of the clients and with providing contractor with the client service requirements and any details that should be considered in providing services to the newly approved client.

2. Contractors shall be required to deliver each package of meals directly to the recipient and secure the recipient’s signature documenting that service has been provided.

   a. Drivers are not allowed to sign for a client. Electronic signature solutions are strongly encouraged.

   b. 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.

   c. Meals are not to be left at the residence without the signature of the client, or that of a designated representative.

   d. 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.

e. **Missed deliveries, for any cause, must be re-attempted within 24 hours.**

f. 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.

**D. 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.
E. 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 $.75 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 $.75 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. NSIP Funds Justification letters must be completed and signed by all food providers and submitted by contractor to MARC at least annually, or by request.

F. Supplies and Equipment

1. Condiments listed on the approved menu shall be provided in individual serving packets (e.g., salad dressing, mustard, ketchup, etc.), if applicable to the type of meal (e.g., hot meals).

2. Meals, whether delivered frozen or hot, must be delivered in equipment, including containers and vehicles, which are able to maintain proper temperatures.

G. Closings

If 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.

H. Invoices

The contractor must submit invoices monthly. The invoices must indicate the total number of meals delivered and accepted during the period being billed, documented with a listing of each client and the total meals received, identifying the number of meals delivered to each client on each day of delivery during the billing period. Following a review of this information, and if found in order, it will be approved and transmitted to the fiscal officer for payment, which will be affected in three to four weeks from date of submittal under normal circumstances.

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.

I. Unit Rate

A. Proposal should be made based on providing a proposed number of total meals, of each type proposed (if applicable), at a fixed rate per meal.

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

C. A unit cost information form must be completed.

III. ANTICIPATED LEVELS OF SERVICE AND GEOGRAPHIC SERVICE AREA (WEEKLY)

Proposals are requested for the direct delivery of pre-plated meals to homebound clients throughout the Kansas City Metropolitan Area (including the Missouri counties of Cass, Clay, Jackson, Platte and Ray, and the Kansas counties of Johnson, Leavenworth, Miami and Wyandotte, as well as other possible locations beyond these counties. Medically Sensitive Home-Delivered Meals is a new service line, and as such, service volume estimates are not known at this time. But, in an attempt to make this a simpler proposition, we are requesting unit cost estimates based on the following tiers of service:

<table>
<thead>
<tr>
<th>Number of Clients</th>
<th>Number of Meals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 127 clients</td>
<td>Approximately 10,668 meals</td>
</tr>
<tr>
<td>128-500 clients</td>
<td>10,689 to 42,000 meals</td>
</tr>
<tr>
<td>500 plus</td>
<td>Over 42,000 meals</td>
</tr>
</tbody>
</table>

As the number of clients/meals increase, we would expect the unit cost to drop. If a higher volume is realized during the course of the program year, additional discounts will be considered.
PART C

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 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. 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. 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?
   c. Proposed ADA compliance methods for individuals with disabilities.
   d. Non-profit, public charity, 501(c)3 organizations, and other public entities are preferred.

2) Service Delivery  
   a. Specify how the service will be delivered and what will be delivered
   b. 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.
      i. Equipment used for meal quality assurance and compliance should be carefully described (e.g., automated weight or volume equipment on the production line).
   c. 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.

d. Quality assessment (as applicable to the type of service we are requesting)
   i. Anonymous responses from surveyed clients
   ii. Aggregate data electronically provided to MARC
   iii. Client grievance procedures

3) 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.

4) 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?

5) Additional Requirements

   a. MARC’s Title III C 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.**
   b. Other types of clients may not be solicited for voluntary contributions. Respondent must clarify with MARC staff on which clients may be solicited for contributions.

6) Budget and Budget Justification

   a. Properly completed Unit Cost Forms for all services must be submitted to MARC, found in Part E, Proposal Forms. Computer generated facsimiles are acceptable.
   b. Sample menu, for each set of meals/meal type(s) proposed
   c. Menu analysis, for each set of meals/meal type(s) proposed
7) Supporting Documentation (See Part E for link to forms)

The respondent must submit the following supportive documentation, if applicable, regarding all proposed services (supporting documentation does not apply to the proposal narrative page limit):

a. The respondent is required to provide a complete listing of the members of the Board of Directors for the previous three years 2018, 2019, and 2020.

b. If a tax-exempt organization, the respondent is required to submit its most recent IRS Form 990. Any new not-for-profit organizations to the MARC system will be required to also include its most recent A-133 audit report.

c. Annual Registration Report and Fictitious Name Registration - Each respondent, except a governmental entity, must submit 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 Secretary of State. A Certificate of Good Standing will not suffice.

d. Insurance and Licenses - All respondents awarded contracts will be required to forward to MARC copies of all insurance certificates and appropriate licenses prior to the beginning of the program year. Successful respondents will be required to submit insurance certificates. Certificates do not need to be submitted within the proposal but must be submitted prior to contract initiation.

e. Civil Rights Compliance - All respondents awarded contracts will be required to provide assurance of compliance with the Civil Rights Act of 1964, as amended (Part E, Proposal Forms).

f. ADA Assurance - All respondents are required to provide assurance of compliance with the Americans with Disabilities Act of 1990 (Part E, Proposal Forms).

g. Assurance of Compliance Regarding Criminal Background Checks for In-Home Service Direct Care Workers – All respondents proposing to provide direct in-home services are required to provide assurance of compliance with regulations regarding criminal background checks for all direct care workers (Part E, Proposal Forms).

h. 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).

i. 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).

j. Drug-Free Policy Statement and Program - Each respondent must submit a copy of its Drug-Free Workplace Statement and documentation of a Drug-Free

k. **Intent to Perform as a WBE/MBE Firm** – To confirm the intent to perform as a primary subrecipient/contractor, subcontractor, in a joint venture or any other specified situation, this form must be completed and submitted in the proposal. A copy of the organization’s current certification certificate must be included as well (if applicable, Part E, Proposal Forms)

8) **Request for Waivers**

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 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 aforementioned 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>Category</th>
<th>Maximum Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost (lowest per service unit)</td>
<td>35</td>
</tr>
<tr>
<td>Proposal Narrative</td>
<td>55</td>
</tr>
<tr>
<td>- Alignment with Older Americans Act service priority to low-income minority, rural, and limited English proficiency individuals</td>
<td></td>
</tr>
<tr>
<td>- Contractor past performance, if applicable, including breach of contract or notice(s) of termination.</td>
<td></td>
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<tr>
<td>- Facilities and equipment</td>
<td></td>
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<tr>
<td>- Staff qualifications</td>
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<tr>
<td>- Conformance to service standards and requested scope</td>
<td></td>
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<tr>
<td>- Menu</td>
<td></td>
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<tr>
<td>- Organizational structure</td>
<td></td>
</tr>
<tr>
<td>- Consumer input</td>
<td></td>
</tr>
<tr>
<td>Innovation and Technology</td>
<td>10</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
</tr>
</tbody>
</table>

**Bonus points**

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

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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