



SFY 2027

**REQUEST FOR PROPOSAL
(Not-for-Profit Entities)**

COMMUNITY CENTER SERVICES

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

TO BE AWARDED BY:

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

**RELEASED
February 6, 2026**

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PART A

I. SUMMARY

This opportunity is limited to not-for-profit community-based organizations and city and county governments only.

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.

II. PUBLIC NOTICE

Notice is hereby given that the Mid-America Regional Council (MARC) will release Request for Proposal (RFP) documents for the provision of the following services in the Missouri counties of Cass, Clay, Jackson, Platte, and Ray for State Fiscal Year (SFY) 2027 (July 1, 2026, through June 30, 2027):

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

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

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

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

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

III. PROPOSAL BACKGROUND

MARC's role as an Area Agency on Aging (AAA) and its authority to conduct this solicitation and to procure contractors for these services is described in the MARC

Policies and Procedures Manual at <https://www.marc.org/aging-health/aging-and-adult-services>. Refer to this manual for additional information regarding:

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

IV. CONTRACT PERFORMANCE PERIOD

The MARC Aging and Adult Services program period coincides with the state fiscal year (SFY), which in Missouri is July 1 through June 30 of the succeeding calendar year. For SFY 2027 the period will be July 1, 2026, through June 30, 2027.

V. MINIMUM REQUIREMENTS OF RESPONDENTS

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

- A. A business/organization eligible to do business in the state of Missouri. Proposals from individuals will not be accepted.
- B. A business/organization that has current licenses and/or permits, as required for proposed service(s).
- C. A business/organization that has developed and implemented programs for compliance with federal and state regulations for equal opportunity, drug-free workplace, and ADA.
- D. The business/organization must have at least two years of experience in the delivery of services to the target population.
- E. The business/organization must be eligible to receive federal funds. MARC is prohibited from contracting with or making sub-awards under cover transactions to parties that are suspended, debarred, or otherwise excluded from, or ineligible for, participation in federal assistance programs or activities, or whose principles are suspended, debarred or otherwise excluded from, or ineligible for, participation in federal assistance programs or activities. Covered transactions include procurement contracts for goods or services equal to or in excess of \$25,000 (e.g., sub-awards to sub-recipients).

VI. DATA PRIVACY COMPLIANCE

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

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

VII. JOINT VENTURE

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

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

VIII. SUBCONTRACTS

Subcontracts are acceptable, but will require the following:

- A. The primary subrecipient/contractor and the proposed subcontractor must agree to all applicable requirements set forth in the primary contract. Municipalities administering programs are exempt from this requirement.
- B. Prior to MARC approving a subcontract, the primary subrecipient/contractor must submit a written copy of the proposed agreement to subcontract, and the same documentation required of the primary subrecipient/contractor will be required of the subcontractor agency.

IX. SINGLE AUDIT CERTIFICATION

Successful governmental and non-profit organizations receiving a contract from the Mid-America Regional Council as a result of submitting a proposal to this solicitation, that expend \$1,000,000 or more annually in federal financial assistance, must have a single audit performed in accordance with Subpart F Audit Requirements, of the Office of Management and Budget (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal, dated December 26, 2013. Successful organizations that expend less than \$1,000,000 annually are exempt from federal audit requirements for that year.

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

For audit purposes, all project income (voluntary contributions from service recipients) collected through the provision of this service will be considered federal funds and subject to the \$1,000,000 threshold mentioned above.

X. CIVIL RIGHTS COMPLIANCE

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

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

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

XI. AMERICANS WITH DISABILITIES ACT OF 1990

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

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

XII. E-VERIFY

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

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

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

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

XIII. ANTI-DISCRIMINATION AGAINST ISRAEL ACT CERTIFICATION

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

XIV. COMPLIANCE WITH THE DRUG-FREE WORKPLACE ACT OF 1988

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

XV. DEBARMENT AND SUSPENSION

All respondents must include with their proposal a signed Certification Regarding Debarment and Suspension. MARC, as a non-federal entity utilizing federal funds, is prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended, debarred or otherwise excluded from, or ineligible for, participation in federal assistance programs or activities, or whose principals are suspended, debarred or otherwise excluded from, or ineligible for, participation in federal assistance programs or activities. Covered transactions include procurement contracts for goods or services equal to or in excess of \$25,000 (e.g., sub-awards to sub-recipients).

XVI. CLEAN AIR ACT/CLEAN WATER ACT/EPA REGULATIONS

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

XVII. PATENT AND COPYRIGHTS RIGHTS

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

XVIII. APPEALS PROCESS

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

- A. A preliminary provider list will be approved by the MARC Board of Directors at its May 2026 meeting. After the meeting, a formal response will be sent to all respondents officially notifying them of the Board's recommendations subsequent to the meeting. Respondents wishing to submit an appeal of the contract award decision must submit a formal written request including the reason for appeal, by 5:00 p.m. (CDT), June 3, 2026.
- B. The appeals request should be addressed to the Executive Director of MARC detailing the basis for the appeal. The individual who was authorized to submit the original proposal must also submit the appeal.
- C. If necessary, an appeals hearing will be held during the month of June, 2026.

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

PART B

I. 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. 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.

It is important that each center maintains 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.

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

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

All activities funded by MARC must have appropriate, adequate, and timely reporting tied to those activities. MARC reports these activities to State and Federal authorities for regular program accountability and occasional analysis of program or service effectiveness.

It is the contractor's responsibility to gather and report all necessary data elements — for all activities, programs, and services under MARC funding — using the software, processes, and formats required by MARC, as applicable. Usually, data elements are required at the individual client or individual participant level, unless restricted by law.

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

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.

Centers must have adequate staff and capacity to distribute MARC 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.

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.

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.

Reimbursement schedule: All Center Types will begin with a Base Fee of \$15,000. For each proposed service, the indicated fee will be added to the Base Fee. This total will represent the Maximum Administrative Fee amount.

Base Fee	\$15,000
Congregate Meals (Average 20 clients per day or more, must be open 5 days a week)	\$5,000
Transportation of Persons	\$3,000
Hot Home Delivered Meals	\$3,000
Frozen Home Delivered meals	\$2,000
On Site Prep - Cong	\$5,000
On Site Prep - HDM	\$5,000

A. Center Type

1. Home Delivered Meals Administration (Volunteer System)

- a. Definition:** A contractor within the MARC system that provides a facility to receive and deliver pre-plated hot and frozen home delivered meals. The contractor will transport these servings to a predetermined list of home-delivered meal clients, referred by MARC, within a designated geographic area utilizing a volunteer system.
- b. Core Requirements:** The successful respondent has an existing program and facility within the service area, the facility meets the minimum standards for food service to receive, store and deliver package meals.

The successful respondent has a volunteer component to recruit, train, schedule, and supervise volunteers who, on a daily basis, are available to deliver the meals. In addition, the respondent will demonstrate the ability and established procedures to facilitate access to a broad range of diverse activities and services provided to support healthy aging, independence, and engagement for older adults in the community.

2. Senior Activity Center

- a. Definition:** A contractor providing a facility and program that meets the minimum criteria or standards in Missouri regulations for the nutrition program but has limited capacity for the provision of congregate meals.
- b. Core Requirements:** The facility meets the minimum standards for a senior center (space, equipment, accessibility, kitchen, etc.) and provides congregate; coordinates services from other MARC contractors for clients at the center; provides basic Information and Assistance services regarding community resources; recruits, trains and supervises volunteers to assist with food service

and senior center activities; provides minimal social/recreational activities and other Code of State Regulations (CSR) mandated services.

3. Community Focal Point

- a. **Definition:** A highly visible community facility serving the varied needs of the elder population within its designated service area. This level of service expands upon the basic nutrition services to address the diverse needs and experiences of the older population in the immediate community. It is an integral part of the programming and activities of the sponsoring agency where older adults come together for services and activities that reflect their experience and skills, respond to their diverse needs and interests, enhance their dignity, support their independence, and encourage their involvement in and with the center and community.
- b. **Core Requirements:** The community focal point will meet ALL of the program requirements and standards noted for the senior center services levels of Home Delivered Meals Administration and Senior Activity Center. The contractor will provide staff (paid or volunteer) to manage their home-delivered meals clients and provide a range of activities to include, but not limited to:
 - congregate meals
 - basic and enriched information and assistance
 - legal assistance
 - volunteer opportunities
 - support groups
 - health screening/health promotion/referral
 - nutrition and consumer education
 - general educational programs (lectures, book reviews, political/community issues, governmental services, travelogues, etc.)
 - range of recreational and socialization activities for the active and sedentary
 - advocacy
 - senior transportation services: strongly encourage the center to provide, manage, coordinate and deliver transportation services to the senior center.

4. Comprehensive Senior Center

- a. **Definition:** The comprehensive senior center goes beyond the expanded services and programming of the community focal point to include community ownership and management of resources. It also has the capacity to manage multiple MARC service contracts through centralized program management and administration.
- b. **Core Requirements:** In addition to the services and requirements of the community focal point, the comprehensive senior center must:
 - i. Have a facility with adequate space for the operations of a fully functional senior center meeting all federal, state and local requirements for accessibility and safety.
 - ii. Have a proven record in the provision of core community services, 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.

- iii. In addition to senior center administration, have the capacity and experience to provide three or more of the core community-based contracted programs and/or services in accord with MARC and the Missouri Division of Senior Services standards through a unified administrative structure. These services include:
 - on-site meal preparation (see attachment regarding scope of services for on-site meal preparation and comprehensive senior centers)
 - senior center transportation of persons
 - delivery of home-delivered meals (transportation, minimum 50 meals/day)
 - regional home-delivered meals center (capacity to deliver at least 300 meals per day)

5. ON-SITE MEAL PREPARATION

To maintain high food quality and reduce overall expenses, all centers preparing meals are expected to utilize cooperative purchasing for food products and other supplies where available.

Under certain circumstances a respondent may propose to prepare congregate and home delivered meals on-site. The contractor shall comply with all federal, state and local laws and regulations governing the preparation and handling of food and shall procure and have in effect by the beginning of the program year 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. See the attachment regarding the scope of services for on-site meal preparation and the comprehensive senior center catering component.

- a. **On-Site Preparation Center** — Contractor has a kitchen in which they prepare their own meals 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.

b. Core Requirements:

- The successful respondent has a facility within the service area.

- The facility conforms to the standards/regulations of the relevant public health agency.
- 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.
- The contractor has a volunteer component to recruit, train, schedule, and, where appropriate, supervise volunteers who on a daily basis are available to receive, package, and deliver meals.
- The contractor will recruit, train and supervise volunteers to assist with food service and recreational activities.
- The facility conforms to the standards/regulations of the relevant public health agency.
- The facility has adequate space for the operations of a fully functioning community center, meeting all federal, state and local requirements for accessibility, and safety.
- The contractor must have a proven record in the provision of core community services.
- 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.
- 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

- Each On-Site Preparation Center should submit a proposal on the basis of providing a proposed number of total meals at its center at a fixed rate per meal.
- In calculating meal costs, price should reflect no more than two (2) decimal places.
- A unit cost information form must be completed. (Part E, Proposal Forms)

PART C

I. Proposal Narrative

Cover Sheet: (Part E, Proposal Forms) must be signed by an executive officer who is legally authorized to sign for the 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, describe what will be delivered and how it will be delivered.

As applicable, the narrative must specify approaches, plans, or descriptions that are relevant to the specific type of service proposed.

Respondents are **strongly encouraged** to address the service needs of low-income minority individuals, older individuals with limited English proficiency, and older individuals living in rural areas throughout the proposal. Moreover, respondents are encouraged to embrace principles of person-centered, consumer-directed care throughout the proposal.

The following headings and content are recommended for structuring the narrative.

A. Service Background and Experience

1. Introduction

- a. Name (as the program will be called and listed in local telephone directory) and address of facility.
- b. 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.

2. Service Area Description

- a. Briefly describe the core community and/or clients to be served
- b. A description of the immediate community or primary service area including other community resources available for the elderly (housing, social services, health clinics, etc.)
- c. 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
- d. Briefly describe 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.

- e. Verification or justification of need for a senior center at the proposed location.
- f. Proposed ADA compliance methods for individuals with disabilities.

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.

3. Service Delivery

- a. **Alignment with Older Americans Act:** 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?
- b. **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.
- c. **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.
- d. **Confidentiality Process:** 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.
- e. **Client Feedback:** Briefly describe:
 - 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 internal conflicts between participants.

B. Service Delivery/Additional Services

For centers desiring to provide frozen home-delivered meal delivery, on-site meal preparation, site transportation, and/or daily hot home-delivered meal delivery, a supplemental response is required. This response should describe the following:

1. **Where will the service occur?** Description of the core facility and any offsite meal locations (e.g., partnerships with grocers, etc.). Include a description of the desired service area for home-delivered meals delivery.
2. **What and who will be used for service provision?**
 - a. 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.
 - b. How many clients do you expect to serve?
 - c. Contingency plan for continued delivery of critical services. Plans stated that are not enacted in a reasonable time period may be considered failure to perform under contract terms.
 - d. What the respondent needs from MARC to successfully deliver the service.
 - Technical assistance to meet regulatory requirements
 - Equipment
 - Supplies/Software
 - Other

C. Additional Requirements (Separate attachments)

1. 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.
2. 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.
3. Respondents are required to adhere to the same procurement standards and policies as MARC under state and federal regulations.
4. Documentation describing what, if any, cybersecurity standards the respondent meets, such as NIST or SOC 2. If the respondent does not currently meet any specific cybersecurity standards, please describe the respondent's capacity to improve cybersecurity within the agency in order to meet MARC HIPAA compliance requirements during the term of the contract, if awarded.

D. Budget and Budget Justification (Separate attachments)

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). A **budget justification** of each expense item must be included with these pages.

E. Budget forms to be submitted

1. Community Center Services (all respondents):
 - a. Community Center Services Budget
 - b. Optional justification for additional Center Services funding (see budget justification in Proposal Forms document)
2. On-Site Preparation (optional supplemental service):
 - a. Unit Cost Form
 - b. Menu Nutrient Analysis (optional)
 - c. Sample Menu in Meal Pattern template, found in Proposal Forms
 - d. NSIP Justification Form, found in Proposal Forms
3. Site Transportation or Home-Delivered Meal Delivery (optional supplemental services):
 - a. Service budget for transportation – site transportation
 - b. Service budget for transportation – home-delivered meals delivery (both hot and frozen meals)

F. ADMINISTRATIVE REQUIREMENTS

Refer to the Policies & Procedures Manual, Programs Funded by Older Americans Act (OAA) for additional information regarding (found at link: <https://www.marc.org/aging-health/aging-and-adult-services>):

1. Fictitious name registration (Section 10)
2. Subcontracts & minimum requirements of a contractor (Section 10)
3. Insurance (Section 15)
4. Reports and Records (8 Section 8)
5. Training of Staff and Volunteers (Section 16)
6. Audits (Section 11)
7. Disaster Plan/Emergency Assistance/Inclement Weather (7 Section 7)
8. Lobbying Certificate (Section 4)
9. Clean Air/Clean Water Acts/EPA Regulations (Section 4)

G. 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, if significant findings are found that could impact contracting, may be presented to the Commission on Aging for review.

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

H. COMMUNITY/CLIENT PARTICIPATION

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

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

1. 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.
 - d. Sample menus for one week (five days).
 - e. A description of the reservation system and how it determines the amount of food prepared for any given day.
- f. **Budget forms:**
 - **On-Site Preparation Unit Cost Form** (see Proposal Forms)
 - **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.
 - **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.

2. 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 respondents propose 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.
 - i. 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 available for review or monitoring at all times.
 - ii. 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 ensure that outreach efforts reach the low-income and minority populations within the service area.
 - i. **Budget forms:**
 - i. **Site Transportation Service budget for transportation — site transportation** (see Proposal Forms)
3. If **Evidence-Based Program Services** are proposed, Respondents should specify the following using concise, yet complete descriptions:
- a. Specific evidence-based programs being proposed to provide: Respondent should list those programs applicable to their proposal (e.g., A Matter of Balance, etc.)
 - b. Service geography: State areas of interest and include capacity for each area and/or expected capacity.

Cass, Clay, Jackson, Platte and Ray Counties in Missouri

- c. Qualified staff: Describe minimum staff qualifications for proposed services provision.
- d. Other unique qualifications: Please include any additional information that would be helpful to reviewers.
- e. A training plan: Each respondent awarded a contract will be required to implement a training plan that meets all Missouri Department of Health and Senior Services and/or MARC standards. The training plan should include plans for providing staff training on types and signs/indicators of elder abuse, as well as methods and procedures for reporting to the Elder Abuse and Neglect Hotline. A log of training activities and people attending must be available for inspection at all times.

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

- f. A description of the procedures to be used to obtain client feedback and a grievance-handling plan:

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

- g. A description of the process for handling contributions:

Describe the respondent's plan and method for accepting and handling contributions, including a proposed copy of a letter from the respondent to clients explaining the voluntary contribution mechanism; and a description of how the respondent will inform clients they are receiving MARC funds and give an explanation of those funds.

- h. A description of the respondent's approach to maintaining HIPAA compliance and adhering to privacy laws through the use of technology.

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.

J. 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):

1. The respondent is required to provide a complete listing of the members of the Board of Directors for the years 2024, 2025, and 2026
2. The respondent is required to, if a tax-exempt organization, submit its most recent 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.
3. **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.
4. **Insurance and Licenses** — All respondents awarded contracts will be required to forward to MARC copies of all insurance certificates and appropriate licenses prior to the beginning of the program year. Please refer to Section 15 Insurance and Bonding of the Policies & Procedures Manual, Programs Funded by Older Americans Act (OAA) for types and coverage amounts of insurance that is required of MARC contractors. <https://www.marc.org/aging-health/aging-and-adult-services>
5. **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).

6. **ADA Assurance** — All respondents are required to provide assurance of compliance with the Americans with Disabilities Act of 1990 (Part E, Proposal Forms).
7. **Assurance of Compliance Regarding Criminal Background Checks for In-Home Service Direct Care Workers** — All respondents proposing to provide meal delivery services are required to provide assurance of compliance with regulations regarding criminal background checks for all meal delivery workers (Part E, Proposal Forms).
8. **Suspension and Debarment Certification** — All respondents are required to certify that their organizations and their principals are not suspended or debarred from participating in Federal assistance programs or activities (Part E, Proposal Forms).
9. **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).
10. **Anti-Discrimination Against Israel Act Certification** — Section 34.600, RSMo, precludes entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.”
11. **E-Verify** — Assurance of Compliance with the Federal Work Authorization program, as described in Part A, VII. E-Verify above (Part E, Proposal Forms).
12. **Drug-Free Policy Statement and Program** — Each respondent must submit a copy of its Drug-Free Workplace Statement and documentation of a Drug-Free Workplace Program for all employees in compliance with the Drug-Free Workplace Act of 1988.
13. **Conflict of Interest** — Description of written policies and procedures to prevent conflicts of interest. Upon award of contract, contractors must complete a conflict-of-interest review annually. Any identified conflicts must have been removed or remedied in accordance with the Individual or Organizational Conflict of Interest Identification, Removal, and Remedy procedures.
14. Respondents must describe their process for conducting background checks to ensure compliance with the following:
 1. Use of the Family Care Safety Registry (FCSR) or an equivalent screening process;
 2. Verification against the Employee Disqualification List (EDL);
 3. Screening for criminal history or other disqualifications for all employees who:
 - a. access participants' personal information through conversation, applications, or assessments;

- b. enter participants' homes for any reason;
- c. who meet the requirements of the Family Care Safety Act (FCSA).

K. 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** 5:00 p.m. (CDT), **Monday, March 9, 2026**, in order to be given consideration. Late proposals will not be reviewed. All proposals are to be submitted electronically to Tonya Boston (tboston@marc.org). The respondent should only be certain of electronic submission after receiving the confirmation receipt email. If a receipt email is not issued within 24 hours (48 hours on a weekend), please call the MARC offices at 816-701-8290.
- B. MARC reserves the right to select or reject any proposal, in whole or in part.
- C. All proposals received by the deadline shall be screened by MARC staff for completeness.
- D. Non-conforming proposals shall be rejected. The respondent will be informed as such in writing no later than March 30, 2026.
- E. In addition to the overall price of service contained in the proposal, the following factors will also be considered by MARC in evaluating the proposals:
 - 1. 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. A lack of prior service provision to MARC will not count against any respondent.
 - 4. 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).
 - 5. The extent to which the respondent's programs are actually or potentially coordinated with other services provided by the respondent, community based local organizations or applicable local governments.
 - 6. MARC reserves the right to evaluate a respondent based upon historic information and facts, no matter the source. This includes client grievances and complaints, as well as the results of previous monitoring findings.

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

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

Proposal Scoring Criteria	
Category	Maximum Points
Proposal Narrative <ul style="list-style-type: none"> • Including alignment with Older Americans Act service priority to low-income minority, rural, and limited English proficiency individuals 	50
<ul style="list-style-type: none"> • Description of diversity and strength of programming 	20
<ul style="list-style-type: none"> • Description of excellence in administration 	20
<ul style="list-style-type: none"> • As applicable, detailed description of additional services (site transportation/hot daily home-delivered meal delivery) 	10
Total	100
<i>Bonus points</i>	
Data Privacy Compliance <ul style="list-style-type: none"> • Entity demonstrates exceptional capacity to comply with data privacy requirements. 	10
Contractor past performance <ul style="list-style-type: none"> • Contractor has no/few complaints • Contractor submits reports on time 	10

- G. MARC reserves the right, in the event of only one response to this RFP, to negotiate the terms and conditions, including the price included in the sole respondent's proposal.
- H. During contract negotiations, MARC reserves the right to request supporting data that demonstrates the reasonableness and appropriateness of the

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

- I. The community-based care system 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 ability to deliver services through multiple funding sources.
- J. All proposals received by MARC are subject to the Missouri Sunshine Law and the U.S. Freedom of Information Act. To the extent possible, MARC will keep information contained in bid proposals confidential. Respondents are required to identify those portions of their bid document that they consider to be proprietary. An entire bid document may not be protected. All proposals and supporting documents will remain confidential until a final contract has been executed.

PART E

I. PROPOSAL FORMS

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

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