



EAST TEXAS COUNCIL OF GOVERNMENTS
AREA AGENCY ON AGING OF EAST TEXAS

REQUEST FOR PROPOSALS
for
SENIOR NUTRITION SERVICES

Fiscal Years 2012 and 2013

Issued April 29, 2011

3800 Stone Road
Kilgore, Texas 75662

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PART I

General Information

The Older Americans Act, as Amended, provides funds for nutrition services for persons sixty years of age and older. Hot, nutritious meals provided five days a week, except with an approved waiver from Texas Department of Aging and Disability Services (TDADS), at a congregate meal site with home-delivered meals available to those who are not physically able to attend the meal site. Congregate meals are funded under provisions of the Older Americans Act, Title III, Section C.1. Home delivered meals are funded under the Older Americans Act, Title III, Section C.2, Title XIX of the Social Security Waiver and Title XX of the Social Security Act.

To subcontract for these funds, an agency must be a unit of governments, a political subdivision of the state, or a chartered profit or non-profit corporation. This generally excludes service clubs and organizations that only have a charter of affiliation.

A subcontractor must have sufficient financial resources to operate without reimbursement for up to 90 days in the event of billing or payments delays.

Nutrition service funds require a minimum of 10% match. This match is normally generated from third party contributions and any other non-federal in-kind sources. Program income, including participant donations, may not be used to meet match requirements.

Projects must be open to all individuals aged 60 years and older. Services should target minority, low income, and rural populations aged 60 and over; individuals aged 60 and over with limited English language proficiency; the severely disabled and person with Alzheimer's and related disorders who are aged 60 and over; and the caregivers of those populations. Proposals must cover prescribed services in one or more counties.

<u>Key Events</u>	<u>Date of Event*</u>
Release/Issuance of RFP (including posting on website, newspapers and Texas Register)	4/29/2011
Proposers Conference	5/17/2011 at 10:00AM (CST)
Questions Deadline	5/20/2011
Official Responses to Questions Posted	5/25/2011
Proposals Due	5/31/2011 at 5:00PM (CST)
Executive Committee Authorization for staff to negotiate with proposers based on AAC recommendations for Award	6/2/2011
ETCOG Staff perform review and cost analysis of proposals	6/1/2011 ad 6/6/2011
Ageing Advisory Committee meeting - presentation by Proposers followed by review and ranking of proposals	6/7/2011 16 10:00AM (CST)
Notification to all Proposers of Tentative Award and start of <u>10-day Appeal Time Period</u> based on recommendation by AAC	6/8/2011
ETCOG Staff perform on-site Pre-Awards with proposers ranked and recommendation by AAC.	6/8/2011 to 6/21/2011
Rate Negotiations	6/22/2011 - 7/13/2011
Contract Negotiations	7/14/2011 - 7/28/2011
Executive Committee Approval of Award	8/4/2011

**Dates may be subject to change and such changes will be posted on the ETCOG website.*

A. Purpose of RFP

East Texas Council of Governments operates a year-round Senior Nutrition Program, which provides daily nutritious hot lunchtime meals to East Texas residents who are sixty (60) years of age or older. Meals are currently offered in 36 congregate sites (dining locations for meals, socialization and public education), and are delivered to homebound clients, by paid staff and volunteers, to client's homes. The number of on-site meal locations may be adjusted during the course of the contract, however it is anticipated that a winning proposer will increase the number of locations available for seniors to congregate. This is based on the Department of Health and Human Services Administration on Aging's vision for older people. This vision is embodied in the Older Americans Act and is based on the American value that dignity is inherent to all individuals in our democratic society, and the belief that older people should have the opportunity to fully participate in all aspects of society and community life, be able to maintain their health and independence, and remain in their own homes and communities for as long as possible.

ETCOG is seeking proposals from qualified Individuals, organizations or agencies to prepare and deliver approximately 335,360 meals (97,780 congregate at approximately 36 congregate meal sites and 237,580 home delivered) within the East Texas fourteen county region.

The AAA may elect to award more than one contract per program (congregate, home-delivered), per function (administration, delivery and meal preparation), per county. If bidding on separate functions, co-proposals are strongly encouraged to ensure continuation of services. The AAA does not intend to award a contract fully on the basis of any response made to the proposal; AAA reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that Proposer whose proposal is deemed to best meet AAA's specifications and needs. It is the intention of the AAA to award the contract based on a plan that is the most advantageous to the East Texas region. The proposer will operate on a fiscal year(October 1 - September 30) and will share daily delivery within a timeframe established by ETCOG.

B. Background Information

The East Texas Council of Governments (ETCOG) is designated as the Area Agency on Aging (AAA) under contract with the TDADS. The ETCOG is a voluntary association of counties, cities, school districts and special purpose districts within the fourteen-county East Texas region. ETCOG assists local governments in planning for common needs, cooperating for mutual benefit and coordinating for sound regional development. Established in 1970, ETCOG, either directly, or through its contractors, provides programs and services for East Texas seniors, employers, and job seekers. ETCOG and its contractors also facilitate and manage the 9-1-1 emergency call delivery system, provide peace officer training, homeland security planning services; deliver rural transportation services, business finance programs, and environmental grant funding for the region.

C. Contract Person for the Area Agency on Aging

Claude I. Andrews
3800 Stone Road
Kilgore, Texas 75662
claude.andrews@etcog.org

D. Period of Performance for Contracts

This RFP is for fiscal years 2012 and 2013. Contracts are awarded for one year periods and all projects included in the RFP may begin no sooner than October 1st and terminate no later than September 30th for each contract year. Contract renewal for fiscal year 2013 is at the discretion of the AAA.

E. Technical Assistance for Proposers

There will be a Proposers' Conference at 2:30 PM on May 17, 2011 at:

**East Texas Council of Governments
3800 Stone Road
Kilgore, Texas 75662**

At the Proposers' Conference, the RFP process, proposal requirements, and proposal contents will be discussed. No other technical assistance will be provided except written responses to questions submitted. Therefore, it is strongly suggested that each proposing organization send a representative to the Proposers' Conference.

F. Historically Underutilized Businesses (HUB)

Contracting opportunities for historically underutilized businesses (HUB's as defined in Texas Government Code 481-1010) shall be considered in the procurement process. In the event of a tie the winning proposer will be selected based on a coin toss.

G. Proposal Submittal

In order to be considered for funding, ETCOG must received proposals **no later than 5:00 PM on May 31, 2011 (CST). Time will be established by the clock in the reception area of ETCOG. Please be advised that we are closed from 12:00 PM to 1:00 PM for lunch. ONLY HARD COPIES WILL BE ACCEPTED.** Proposals must be submitted to:

**East Texas Council of Governments
Attn: Mr. Claude I. Andrews
3800 Stone Road
Kilgore, Texas 75662**

Proposals received after the date and time specified will not be considered for funding.

All documents relating to this RFP including but not limited to, the RFP, documents, questions, addenda, errata's and special notices will be posted under the "Senior Nutrition Services" on the ETCOG website.

It is the proposer's **sole responsibility** to review this site for questions and answers and retrieve all documents prior to the RFP due date.

Proposals must be complete and technically accurate at the time of submission. Each proposal will be reviewed as submitted. No modifications or technical corrections to proposals will be allowed after they are submitted without approval. Proposals must be submitted on ETCOG's prescribed forms.

A proposal will be withdrawn from consideration for funding only upon the written request of the proposing organization to the AAA contact person.

Proposing organizations should submit one original and one unstapled copy of the proposal document and all attachments bearing original signatures as required.

Once submitted, proposals become the property of the AAA. Proposals will not be returned to the proposing organization.

H. Review Process

a. Review Process

Each proposal will be reviewed by the ETCOG staff for responsiveness to the RFP, reasonableness of budgets and costs, number of units of service to be delivered, number of persons to be served, program design, and strategies to reach target populations. The ETCOG reserves the right to make a site visit to review facilities or to validate the financial portions of the proposal by reviewing any and all of the proposer's current financial records.

Summary information of each proposal will be presented to the Aging Advisory Committee (AAC) for review and discussion at the June 7, 2011 meeting.

Based on ETCOG staff and AAC recommendations, the Director of the AAA will submit recommendations and comments to the ETCOG Executive Committee for final award approval at the August 4, 2011 meeting.

b. Proposal Presentation

Proposers will be invited to make oral presentations of proposals before the AAC. At the June 7, 2011 meeting, presentations are limited to 10 minutes and additional time for questions and answers at the discretion of the AAC.

If the AAC rates two or more proposals for the same service, functions or service area as substantially equal, negotiations with the proposing organizations may be held to establish cost or technical differences. Proposals subjected to such negotiations will be re-evaluated by the AAC. Staff of the AAA will conduct all negotiations.

The AAC's recommendations will be forwarded to the ETCOG Executive Committee for final contract award decisions.

I. Review Criteria for Proposals

1. Responsiveness to RFP (Weight = 25%)

The Proposal will be rated in terms of the degree to which all required narrative and forms are included in the proposal and are technically correct. In evaluating proposals, the Aging Advisory Committee will consider such things as:

- a. Were all questions answered?
- b. Were responses complete?
- c. Were responses consistent throughout the proposal?
- d. Were all forms and documents submitted?

2. Potential Program Effectiveness (Weight - 25%)

The proposal will be rated in terms of the potential it demonstrates for providing effective and timely services. In evaluating proposals, the Aging Advisory Committee will consider the following criteria:

- a. Are proposed services targeted to meet the federal and state guidelines for the Senior nutrition programs?
- b. Are proposed services targeted to low-income, rural, and minority populations; persons with limited English language proficiency; and severely disabled participants, including individuals with Alzheimer's disease and related disorders and caregivers of those populations?
- c. Does the proposal include an appropriate quality assurance and process improvement plan?
- d. Does the proposal include a personnel orientation and training plan?

3. Cost (Weight - 25%)

The proposal will be rated on the overall costs effectiveness and efficiencies of the proposed program.

- a. Are rates consistent with those of other agencies that are providing similar services?
- b. Are unit rates realistic?

4. Administrative Capability (Weight = 25%)

Does the proposal reflect that the proposing agency is capable of administering these programs in an effective, efficient, and fiscally responsible manner?

J. Contract Award

Procedures for Awarding Contracts

1. Procedures for Announcing Requests for Proposals (RFP)

Public notices are placed in regional newspapers inviting interested service proposers to submit proposals. RFPs and other related files will be available electronically on the ETCOG website, by email if requested or interested proposers can pick up RFPs at ETCOG office located at 3800 Stone Road, beginning April 29, 2011.

2. Procedures for Review and Evaluation of responses to RFP

- a. The ETCOG staff reviews responses and evaluates proposals.
- b. The ETCOG staff presents a summary and recommendations to the AAC for discussion.
- c. The ETCOG and AAC recommends service provider(s) for consideration of contract award to the ETCOG Executive Committee.

- d. The ETCOG Executive Committee awards the contract(s) and grants authority to the Executive Director to execute contract(s).

3. Award Procedure

- a. The award of any contract based on proposals received in response to this RFP is contingent upon the AAA Title III and NSIP funds from the TDADS.

The AAA reserves the right to award a contract without further negotiation of proposal content or budget. Therefore, proposals must be complete and technically accurate at the time of submittal. This RFP does not obligate the AAA to award a contract or to procure a contract for services or supplies.

The AAA reserves the right to reject any or all proposals received in response to this RFP. Any costs incurred by the proposer prior to the commencement date of a contract may not be paid for with contract funds, and these costs will not be reimbursed by the AAA.

The AAA may require the selected proposers to participate in negotiations and submit any price, technical or other revisions as may result from negotiations.

- b. Availability of Funds: Contracts will be awarded in amounts not to exceed the dollar figure listed for the service region in which proposers plan to provide services.
- c. Deobligation of Funds: Contract award amounts may be reduced if the AAA does not receive adequate funding from any proposed funding source or if the proposer fails to perform as set forth in Contract Agreement.

Changes in state and/or federal legislation may result in a requirement to renegotiate contracts at any time (before or during the contract period).

K. Award Letter

A provisional letter of award will be issued by the ETCOG Executive Director once recommendations of the AAC are considered and approved by the Executive Committee. This letter will offer the successful proposer agency a funding level for the proposed project. Negotiations for revisions to the scope of the program to be provided are also initiated through this letter.

On the basis of the award letter, the AAC will make budgetary allocations. However, only a fully executed contract is binding.

L. Guidelines for Fundable Services

This section contains information on each fundable services. The information is a definition of service, guidelines and minimum reporting requirements. The requirements contained in these guidelines become an integral part of subcontract for service.

1. Congregate, Home-Delivered Meals

- a. Nutrition Service Definitions and Units of Service defined:

The Nutrition Program for the Elderly is funded under Title III of the Older Americans Act of 1965, as amended. Its purpose is to serve a minimum of one nutritious meal, Monday through Friday, to persons 60 years of age and over in the East Texas Region.

- (1) Congregate Meal - A hot or other appropriate meal served to an eligible person which meets one-third (1/3) of the recommended dietary allowances (RDA) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences and complies with the "new" Dietary Guidelines for Americans found on the internet at [http://nutritionandaging.fiu.edu/DRI and DGs/DRI and RDAs.asp](http://nutritionandaging.fiu.edu/DRI%20and%20DGs/DRI%20and%20RDAs.asp) published by the Secretary and the Secretary of Agriculture, and which is served in a congregate setting which meets all requirements established by Texas Administrative Code, Title 40 Part 1, Chapter 84 Rule 84.5 Nutrition Service Requirements.

There are two types of congregate meals:

- Standard meal - A regular meal from the standard menu that is served to the majority or all of the participants.
- Therapeutic meal or liquid supplement - A special meal or liquid supplement that has been prescribed by a physician and is planned specifically for the participant by a dietician (e.g., diabetic diet, renal diet, pureed diet, tube feeding).

Unit Service: One Meal.

- (2) Home-Delivered Meal - Hot, cold, frozen, dried, canned or supplemental food (with a satisfactory storage life) which provides a minimum of one-third (1/3) of the daily recommended dietary allowance (RDA) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences and complies with the "new" Dietary Guidelines for Americans (copy attached as part of the RFP), published by the Secretary and the Secretary of Agriculture, and is delivered to an eligible person in the place of residence. The objective is to help the recipient sustain independent living in a safe and healthful environment.

A meal delivered to an eligible homebound person must meet requirements established by Texas Administrative Code, Title 40 Part 1, Chapter 84 Rule 84.5 Nutrition Service Requirements.

There are two types of home delivered meals:

- Standard meal - A regular meal from the standard menu that is served to the majority or all of the participants.
- Therapeutic meal or liquid supplement - A special meal or liquid supplement that has been prescribed by a physician and is planned specifically for the participant by a dietician (e.g., diabetic diet, renal diet, pureed diet, tube feeding).

Unit of Service: One Meal.

b. General Guiding Principles

(1) Service Delivery:

Effectiveness may be determined through a variety of means, such as new resources identified to meet consumer needs, documentation of services received, and consumer evaluation forms. The effectiveness of congregate and home-delivered meals, is determined through a variety of means, including but not limited to, cost per meal.

(2) Minimum Standards:

Title III - Adherence to standards as developed by the Texas Department of Aging and Disability Services is required of the contracting agency.

(3) Staffing and Training:

Staffing and Training is a management tool to assure effective and efficient operation. Equal training opportunities are also prescribed in the Civil Rights Act 1321,107(b).

Personnel will be trained in appropriate areas of food service such as sanitation, portion control, and food service management.

Proposers would have plans to provide continual training to ensure competent qualified staff and volunteers for meal service delivery.

Personnel will be trained in good casework procedures such as active listening techniques, interviewing, customer service, confidentiality and must have knowledge of available resources.

(4) Consumer Eligibility:

Title III consumers must have a need for services funded and be 60 years of age or above, or the caregiver of such individuals. The individual must be residing in a home within the East Texas service region to receive services, older persons with who are low-income, minority, living in rural areas, have limited English proficiency, and/or at risk of institutional placement are priority.

(5) Service Coordination:

Proposers should coordinate with other social service agencies for increased coordination of services.

The proposer should coordinate services with AAA subcontractors.

(6) Consumer Contribution:

Proposers will provide an opportunity for all Title III participants to contribute to part or all of the service. No Title III consumer may be denied services due to inability to contribute. A contribution policy will

be provided to all consumers. A signed statement regarding acknowledgment of the voluntary contribution policy will be on file.

Proposers will assure that consumer contributions are confidential and private.

(7) Confidentiality:

Information collected concerning a consumer is confidential and cannot be revealed without written consent of the consumer. Consumer records are confidential and will be maintained in a secured area.

c. Minimum Record Keeping Requirements:

(1) The statewide Social Assistance Management System (SAMS) must be used to gather and maintain a variety of information on the elderly consumers receiving services. This information is maintained for individual consumers and can be useful when advocating for the needs of the consumers, designing a responsive service delivery system and demonstrating the effectiveness of that service delivery system. TDADS requires that a standardized consumer intake form must be completed on each consumer to create a data base to be used in monthly reporting of:

- Total number of units of service delivered monthly.
- Unduplicated number of persons who received service by age, ethnicity and economic need.
- Requests for reimbursement.

(2) Required Data Collection - information must be kept on each consumer with the following minimum information:

CLIENT INTAKE

Release of information approval (explained to client and boxed marked)

Client's primary language

Date of client intake or reassessment

SAMS unique ID Number

Client name, address (including county) and phone number

Date of Birth

Gender

Ethnicity

Race

Does the client live alone

Household income - identifying Low, Moderate or High

Emergency contact information

- Contact name and phone number
- Relationship to consumer
- Primary Care Physician and phone number

Note: Client Intake must be signed and dated by the provider/staff completing the form. A reassessment must be completed not less than once per year.

CLIENT ASSESSMENTS

Nutritional Risk Assessment (NRA) is required for all Title III eligible clients receiving a meal as established in Texas Administrative Code, Title 40 Part 1, Chapter 84, Rule 84.5, Nutrition Service Requirements. If an NRA is not completed the unit/meal cannot be included in reporting for eligible meal.

- The NRA must include the client name, date completed and a total score and all meal participants.
- Reassessment must be completed not less than once per year.

Consumer Needs Evaluation (CNE) is required for each Title III eligible client who receives an in-home service (Home-Delivered Meal) as established in Texas Administrative Code Title 40 Part 1, Chapter 83 Rule 83.3 & Texas Administrative Code, Title 40 Part 1, Chapter 84 Rule 84.5 Nutrition Service Requirements.

- The CNE must include the client name, date assessed, and signature of staff completing the assessment. "All" questions must be completed on each CNE and scored.
- Reassessment must be completed not less than once per year.

The Client Rights and Responsibilities (CRR) must be completed on every client and the form must be the standard CRR released by DADS. It must be completed correctly and include all required dates and signatures.

- If an older individual refuses to sign the CRR, the provider must indicate refusal, initial and date the CRR.

- (3) Compliant Grievance, Appeals, and Client Contribution/Program Income policies and procedures.

The provider is required to have these written policies available for review upon request.

- (4) Home-delivered meal delivery rosters

- Must include period served and date clearly identified.
- Client names must be clearly identified.
- Clearly identified unit(s) per client (e.g., meals)

- (5) Congregate Sign-in sheets

- Must include period served and date clearly identified.
- Client names
- Clearly identified unit(s) per client (e.g., meals)
- Clearly identified where services are provided

- (6) Holiday Schedule

FY 2012	
November 11, 2011	Veteran's Day
November 24-25, 2011	Thanksgiving
December 26, 2011	Christmas
January 2, 2012	New Year's Day
January 16, 2012	Martin Luther King, Jr. Day
May 28, 2012	Memorial Day
April 6, 2012	Good Friday
July 4, 2012	Independence Day
September 3, 2012	Labor Day

Subcontractors that change this Holiday schedule must submit changes in writing. A written plan for providing necessary service to consumers on the above holidays must be included with the proposal.

M. Modification of Project Content

The AAA may determine that changes in project content are required due to revisions in statute or program requirements. Such changes in content, procedures, or budgets during the life of the contract may be accomplished by negotiating contract modifications. No further solicitations of proposals will be required in such cases.

N. Appeal Procedure:

Process Appeal: An aggrieved proposer may appeal any alleged violation of law, regulation, or ETCOG policy with respect to the procurement process. A violation of law, regulation, or ETCOG policy, if such be found, shall not automatically result in the reversal of the decision to grant or deny funding. Rather, the proposal shall be examined under the "Outcome Appeal" standard set forth below in light of what would have happened had the law, regulation or ETCG policy been followed. Provided, however, that a violation of the law, regulation, or ETCOG policy shall result in automatic reversal of the decision if the remedy of reversal is expressly mandated by such law, regulation or ETCOG policy. Appeal is not available regarding alleged violation(s) which the proposer knew of, or through reasonable diligence should have known of, yet failed to raise with the Agency Advisory Committee before recommendation or the Executive Committee of ETCOG prior to decision . Appeal is not available regarding alleged violations which did not result in denial of your proposal. Regarding any alleged violation which did not result in denial of your proposal, you may notify ETCOG of the alleged violation in writing to the Executive Director.

Outcome Appeal: Dissatisfaction with the outcome of your proposal is not in and of itself a ground of appeal. Appeal is not an occasion to re-weigh anew the merits and demerits of any proposal, whether in its own right, or as compared to other proposals. The decision on a proposal shall stand unless there is no evidence to support the decision.

Making an Appeal: Appeal must be made by giving notice, in writing, to the Executive Director requesting an appeal to the Executive Committee of ETCOG. Notice must be made within ten (10) days of the Executive Committee's decision regarding the proposal at issue. Notice must specifically state the law, regulation or ETCOG policy which is claimed to have been violated, setting forth the relevant portion thereof. Notice must further state how alleged violation resulted in denial of the proposal at issue. To the extent that the appealing proposer seeks to make a presentation to the Executive Committee, the notice shall further state the

estimated time requested, the number of individuals expected to testify or comment, and, if known, their identities.

Hearing of Appeal: The appeal will be heard at the next regularly scheduled meeting of the ETCOG Executive Committee. The time allotted for the appeal, and the manner of presentation is within the sole discretion of the Executive Committee.

O. Reporting Requirements

1. Each contractor shall submit to the AAA:
 - a. A Monthly Request for Reimbursement - The request for reimbursement shall reflect actual number of units served for the billing period (previous calendar month), the actual program income and local funds generated for the period. These reports must be submitted on a form that will be specified by the AAA. Requests for reimbursement must be received in the offices of the AAA within 15 calendar days of the reported month. Delinquent reports may be disallowed for payment.
 - b. Monthly Reports - Monthly reports shall be submitted on a form specified by the AAA. Each contractor will be required to maintain their data of services in the SAMS database.
 - c. Other periodic reports as may be required.

P. Other Required Documentation

Proposing organizations selected for contract will be expected to complete and provide the following additional documents within twenty (20) calendar days of notice of selection:

1. Insurance certificates for all vehicles, sites, and workers' compensation;
2. Copies of all subcontracts and agreements related to the operation of the proposed project;
3. Approved menus for the first thirty (30) days of operations;
4. Other documents that may be required by the contracting agency or the funding source.

Failure to provide the required documents and information may result in rejection of the proposal and selection of an alternate proposal.

Q. Available Reference Documents

The following documents are available for review at the office of the AAA during regular business hours for assistance in preparing the RFP response:

1. Older Americans Act, as Amended.
2. Regulations pertaining to Grants for State and Community Programs on Aging, 45 CFR 900 607; 45 CFR 84.11 et. seq.; 45 CFR 1321 et seq.
3. State Senior Nutrition Program requirements as specified in applicable sections of the Texas Administrative Code.
4. Area Plan of the AAA of East Texas.

PART II

Preparation of the Proposal Packet

Proposals must be prepared and submitted according to the following instructions. Proposals must be typewritten in 12 point on the supplied proposals forms. Proposals must be double-spaced. All attachments should be on letter sized paper (8.5 inches by 11 inches) using the same or similar type. Proposals are to be assembled in page order.

The cover sheet supplied in this packet must be used. The "Contact" should be an individual who can clarify any information included in the proposal -- usually the individual who prepared the proposal. The box at the bottom of the cover sheet is reserved for ETCOG use only. The Board Resolution for Contract Approval should be completed by all non-governmental proposing organizations. Governmental units may submit a letter of authorization to contract, signed by the agency's Chief Administrative Officer for the service area, and designating an individual as the Project Manager.

A. Introductory Narrative

Provide a concise description of the proposing organization. Respond to all questions and include other pertinent general information, as space allows.

B. Service Plan

Complete the "Central Kitchen Schedule" form, if applicable. mileage from the kitchen to each site is cumulative along the route. Departure time is the time the food left the kitchen, and should be the same for all sites on a single route. Additional pages of the "Central Kitchen Schedule" may be used if necessary and attached. Multiple routes on multiple central kitchens may be listed on one form. Do not list home-delivered meals on this form.

1. Congregate Meals

Provide a concise summary of how congregate meals will be provided in the proposed counties. Complete a "Congregate Meals by County and Site" form for fiscal year 2012. Proposals should be based on the numbers of participants and meals for each category of service as specified in Appendix A "FY10 Actual Units of Service."

2. Home Delivered Meals

Provide a concise summary of how home-delivered meals will be provided in the proposed counties. Complete a "Home Delivered Meals by County" form for the proposed service area for Fiscal Year 2012. Proposals should be based on the number of meals for each program as specified in Appendix A "FY10 Actual Units of Service."

3. Meal Planning

Must be based on the required Dietary Reference Intake (DRI) standards.

4. Serving Target Populations

Provide a concise statement of the organization's plan and activities that will assure access to service by all targeted groups.

5. Emergency Service Plan

Provide a concise summary of how the proposing organization will assure continuity of services in an emergency. Include provisions for: inclement weather, natural disasters, loss of facilities or equipment, loss delivery capacity, and loss of delivery capacity.

C. Financial Plan

1. Operating Budget

Narrative: The budget narrative (1-3 pages) should describe how the proposer will leverage Title III funds, including the names of other sources and community organizations providing matching in-kind and/or cash funds. Provide the name and title of the individual who prepares the budget.

The following funding levels contained in this Request for Proposal is approximate (based on prior history) and is contingent upon receiving sufficient funds from the Texas Department on Aging and Disability Services. These amounts do not include any carryover funds from previous years or any USDA funding.

Service	Total Funding
Congregate Meals	\$583,770
Home Delivered Meals	\$1,176,015

2. Budget Forms

The proposal budget (use budget forms provided) should contain all resources required to provide services to qualified persons. The budget should be written on the basis of actual requirements to operate the program in the service delivery area(s) encompassed by the overall proposal.

The budget will include all Title III, program income and minimum required 10% match.

- a. Matching funds must be at least 10% of total cost. The amount of match required may be obtained by dividing the federal amount by "9". For example:

$$\begin{aligned} &\underline{\$25,000} \text{ Federal Funds divided by } 9 = \underline{\$2,778} \\ &\underline{\$25,000} + \underline{\$2,778} = \underline{\$27,778} \\ &\underline{2,778} = 10\% \text{ required match.} \end{aligned}$$

- b. Program Income is cash donations received from participants as a direct result of a funded service being provided, such as donations for meals. Program income is to be spent within one month from the time received for allowable, budgeted program costs or can be held and accumulated to purchase capital equipment. Program income may not be used for match.
- c. In-kind resources represent the value of non-cash/service contributions provided to the proposer. To be claimed, the value must be:

- identified in program records,
- necessary to the achievement of program objectives,
- fair and reasonable,
- proportionate to the time the resource was available for use,
- claimed only after the resource was actually used, and
- not included as contributions by any other federally assisted program.

Commonly claimed in-kind resources include:

- value of the use of property used to provide services to the elderly, and
- value attributable to the services of volunteers.

Total Costs	\$ 27,778	Total Federal	\$25,000
Required Match	<u>2,778</u>	Cash Match	1,000
		In-Kind Match	<u>1,778</u>
Federal Cost	\$ 25,000	Total Costs	\$27,778

(Certification of in-kind match must be submitted and attached with the proposal to support the use of in-kind match such as fair market value of property or space must be included with the RFP.)

3. Calculation of Unit Cost

Provide the unit rate and funds requested for each proposed year, based on the units of service for that year, as calculated using the methodology described under item C.2.

4. Fiscal Operations

Provide a concise explanation of the organization's business operations. Items C.3.a, C.3.b, C.3.c, and C.3.d are self-explanatory.

5. Program Integrity

Describe how the organization will assure proper allocation of funds and accountability of those funds.

D. Project Management

Provide information as requested. The organizational chart should include names of key personnel, titles of all positions, and clear indication of lines of authority and responsibility. **Attach it as the last page of the proposal packet.** Items D.1 and D.2 are self-explanatory.

E. Quality Assurance

1. Sanitation and Food Safety

This item is self-explanatory.

2. Orientation and Training

Briefly describe the organization's staff development plan, including orientation of new employees and the organizations on-going, job related in-service program.

3. Employee Performance Appraisal

This item is self-explanatory.

4. Complaint Resolution

This item is self-explanatory.

5. Process Improvement

Briefly describe the monitoring tools and indicators that management will use to identify opportunities to improve service delivery.

PART III**Appendix A****FY10 ACTUAL UNITS OF SERVICE: TITLE III C-1 (Congregate Meals)**

COUNTY	Meals Paid by DADS	Meals Paid by Program Income	Meals Paid by Local Match Funds	Total C-1 Meals
Anderson	9,657	2,810	105	12,572
Camp	7,425	1,041		8,466
Cherokee	0	40		40
Gregg	2,489	90		2,579
Harrison	2,964	701		3,665
Henderson	9,840	3,135		12,975
Marion	1,527	316		1,843
Panola	0	0		0
Rains	5,441	0		5,441
Rusk	75	393		468
Smith	13,847	5,427	608	19,882
Upshur	3,315	464		3,779
Van Zandt	3,129	779		3,908
Wood	34,130	2,055		36,185
TOTALS	93,839	17,251	713	111,803

FY10 ACTUAL UNITS OF SERVICE: TITLE C-2 (Home-Delivered Meals)

COUNTY	Meals Paid by DADS	Meals Paid by Program Income	Meals Paid by Local Match Funds	Total C-2 Meals
Anderson	30,054	1,850	6,600	38,504
Camp	16,013	99	0	16,112
Cherokee	5,742	1,644	600	7,986
Gregg	19,807	1,012	6614	27,433
Harrison	21,001	93	0	21,094
Henderson	25,698	1,915	6,543	34,156
Marion	6,524	5	0	6,529
Panola	19,772	215	0	19,987
Rains	5,467	0	0	5,467
Rusk	12,725	1,825	840	15,390
Smith	123,500	4,990	15,115	143,605
Upshur	25,129	1,552	4,433	31,114
Van Zandt	10,103	909	5,700	16,712
Wood	18,763	1,920	6,561	27,244
TOTALS	340,298	18,029	53,006	411,333

NOTE: Meals shown above in Appendix A are actual meals served by funding source for fiscal years 2010, the most recent period for which records are complete. Meals paid by DADS include Title III federal and state and NSIP sources only. Meals paid by the Texas Department of Aging & Disability Services (CBA and CCAD meals) are not included.

FY10 ACTUAL TITLE III NUTRITION PROGRAM PARTICIPANTS

COUNTY	C-1 Participants	C-2 Participants	Total Participants	C-2 Participant Assessments
Anderson	322	271	593	241
Camp	113	95	208	0
Cherokee	14	65	79	54
Gregg	32	198	230	0
Harrison	44	138	182	0
Henderson	208	309	517	0
Marion	38	41	79	0
Panola	1	115	116	0
Rains	55	32	87	0
Rusk	7	105	112	39
Smith	273	868	1,141	0
Upshur	52	211	263	0
Van Zandt	59	163	222	0
Wood	730	202	932	0
TOTALS	1,948	2,813	4,761	334

NOTE: Information on participant assessments are based on actual C-2 participation during fiscal year 2010. Assessments are conducted once a year for homebound clients.

PROPOSAL SUBMITTAL PACKET TO PROVIDE

TITLE III C-1 CONGREGATE, and TITLE III C-2 HOME-DELIVERED MEALS

Fiscal Years 2012 and 2013

Issued: April 29, 2011

Proposing Agency: _____

Mailing Address: _____

Contact: _____

Telephone Number: _____

E-Mail Address: _____

Counties Included in the Proposal: _____

FOR ETCOG USE ONLY:

Date Received: _____ Time Received: _____

BOARD RESOLUTION FOR CONTRACT APPROVAL

State of _____

County of _____

On the _ day of _____, 20____, at a meeting of the Board of Directors of _____

_____, a corporation, held in

the city of _____, State of _____, with a

quorum of the directors present, the following business was conducted:

It was duly moved and seconded that the following resolution be adopted:

BE IT RESOLVED that the Board of Directors of the above corporation does hereby authorize (name and title) _____ and his/her successors in office to negotiate, on terms and conditions that he/she may deem advisable, a contract or contracts with the effective date of _____, and to execute said documents on behalf of the corporation, and further do we hereby give him/her the power and authority to do all things necessary to implement, maintain, amend, or renew said document.

The above resolution was passed by a majority of those present and voting in accordance with the by-laws and articles of the corporation.

I certify that the above and foregoing constitutes a true and correct copy of a part of the minutes of a meeting of the Board of Directors.

HELD ON THE _____ DAY OF _____, 20____.

Secretary

A. Introductory Narrative: Describe the type of organization submitting the proposal (governmental organization, not-for-profit corporation, for-profit corporation, etc.), its governing body, its history and its long-range plans. Does the organization currently operate either congregate or home-delivered meal services? Has the organization operated similar nutrition services in the past? Does the proposing organization have experience providing other types of service to elder populations? If so, describe those services.

B. Service Plan: Complete items B.1, B.2, B.3, B.4, and B.5, below. Additionally, if a central kitchen is used to prepare meals which are then delivered to remote meal sites for either congregate meals or subsequent home delivery, complete the “Central Kitchen Schedule” form on page 28. Additional pages may be inserted as needed.

B.1. Congregate Meals: Describe planning, preparation, and delivery of meals. What specific plans do you have to improve participation at the meal sites? Identify how food temperature is maintained on site. Complete a “Meals by County and Site” form, pages 29 through 31, for each county included in the proposal.

B.2. Home-Delivered Meals: Describe planning, preparation, and delivery of meals. Describe any meal and delivery options offered to homebound clients. Describe how proper temperatures will be maintained. Complete the “Meals by County and Site” information on page 32.

B.2.a Describe the participant assessment process for C-2 home-delivered meals.

B.3. Meal Planning: Provide the name and ADA registration number of the Registered Dietician who prepares the menus and meal plans.

B.4. Serving Target Populations: Describe how the proposing organization will assure accessibility of services to target senior populations including: racial/ethnic minorities, individuals living in rural areas, individuals with limited English language proficiency, severely disabled individuals, those with the greatest economic need, and persons with Alzheimer’s disease or related disorders. Will congregate eating sites be located in or near neighborhoods with high percentages of target populations? Will congregate eating sites be served by public transportation? Will sites be fully compliant with ADA accessibility requirements? How will management expand services to the target populations?

B.5. Emergency Service Plan: Describe the proposing organization's plan to assure continuity of both congregate and home-delivered meals in an emergency. How will it deal with weather emergencies such as snow and ice, natural disasters in the service area such as tornadoes, damage to facilities and equipment, and unexpected supplier delays? How will it deal with acts of terror and other similar events?

C. Financial Plan: For each of the following provide the requested information and, describe the applicable fiscal and business management policies and procedures.

C.1. Operating Budget: The budget narrative (1-3 pages) should describe how the proposer will leverage Title III funds, including the names of other sources and community organizations providing matching in-kind and/or cash funds. Complete the Summary Budget form. Include all sources of revenue and all project expenses.

C.1.a. Provide the name and title of the individual who prepares the budget.

C.1.b. Provide the name and title of the organization's Chief Fiscal Officer.

C.2. Calculation of Unit Rate and Funding Request: The unit rate is derived by dividing total expenses for each type of service by total number of units for that service. The funding requested for each type of service is derived by multiplying the federal and state funded units by the unit rate for that service. Participant assessment may be calculated separately or incorporated into the home-delivered meal calculation. If participant assessment is included in the home-delivered meal calculations, leave the participant assessment sections blank. Complete the following table for each type of service for fiscal year 2012. Provide a projection for fiscal year 2013 based upon the projected service units for that year. Refer to Appendix A of instructions for suggested units for each county. Semi-annual home-delivered meal participant assessments are reimbursable. (NOTE: Home-delivered meal rates are currently capped at \$4.95/meal.)

FISCAL YEAR 2012

TYPE OF SERVICE	Locally Funded Units	Fed. & State Funded Units	Unit Rate	Funds Requested
C-1, Congregate Meals				
C-2, Home-Delivered Meals				
C-2, Participant Assessment				
TOTALS				

FISCAL YEAR 2013

TYPE OF SERVICE	Locally Funded Units	Fed. & State Funded Units	Unit Rate	Funds Requested
C-1, Congregate Meals				
C-2, Home-Delivered Meals				
C-2, Participant Assessment				
TOTALS				

C.3. Fiscal Operations: Describe the organization’s policies and procedures relating to contracting, purchasing, billing, payment, and record keeping.

C.3.a. Describe how the proposing organization will assure and maintain a cash reserve sufficient to cover operating expenses for up to 90 days. Include such information as current fund balances or lines of credit.

C.3.b. Provide the name and title of the individual who is authorized to negotiate and sign contracts.

C.3.c. Provide the name and title of the individual who is responsible for purchasing.

C.3.d. Provide the name and title for the individual who is responsible for all accounting records.

C.4. Program Integrity: If the proposing organization operates other programs, or is involved in other business enterprises, how will it assure proper and accurate allocation of funds?

C.4.a. Who conducts independent financial audits of the proposing organization, and how often are those audits conducted? Include the date and type of the last audit.

D. Executive Management: Provide the name and title of the Chief Executive Office of the proposing organization. List the names and addresses of the officers and members of the Board of Directors, if the organization is an incorporated entity. (An extra page may be inserted following this page if additional space is required.) Attach an organizational chart as the last page of this packet.

D.1. Criminal History: Has the Chief Executive Officer, Chief Financial Officer, or any member of the governing body of the proposing organization been convicted of a felony offense? If yes, please provide details.

D.2. Litigation: Is the proposing organization a party to any current or pending litigation? If yes, please provide details.

E. Quality Assurance: Describe how the proposing organization's management will address each of the following.

E.1. Sanitation and Food Safety: Describe the procedures that personnel will use to insure that all food products and meals are stored, prepared, delivered and served according to established food safety standards. Address supervision and monitoring of personnel engaged in preparation, delivery, and serving of meals.

E.2. Orientation and Training: Briefly describe the proposing organizations plan for orienting new employees and providing periodic job-related training for all employees. Include frequency and proposed training topics.

E.3. Employee Performance Appraisal: Describe the employee performance appraisal process. How is it done, who does it, and how often is it done?

E.4. Complaint Resolution: Describe the proposing organization's procedures for receiving, addressing, and resolving client complaints relating to quality of service or meals.

E.5. Process Improvement: How will management identify opportunities to improve services, and how will management develop strategies to implement those improvements?

CONGREGATE MEALS BY COUNTY AND SITE

COUNTY: ANDERSON

Location	C-1 Meals
Frankston Senior Center	
Palestine Senior Center	

COUNTY: CAMP

Location	C-1 Meals
Newsome Nutrition Site	
Pittsburg Nutrition Center	

COUNTY: CHEROKEE

Location	C-1 Meals
Jacksonville Nutrition Center	

COUNTY: GREGG

Location	C-1 Meals
Gladewater Senior Citizens Center	
Longview Nutrition Center	

COUNTY: HARRISON

Location	C-1 Meals
Marshall Senior Nutrition Center	
Waskom Senior Nutrition Center	

COUNTY: HENDERSON

Location	C-1 Meals
Athens Senior Citizens Center	
Cedar Creek Lake Nutrition Site	
Chandler Senior Citizens Center	
Malakoff Senior Citizens Center	

COUNTY: MARION

Location	C-1 Meals
Jefferson Senior Center	

COUNTY: PANOLA

Location	C-1 Meals
Carthage Nutrition Site	

COUNTY: RAINS

Location	C-1 Meals
Emory Nutrition Center	

COUNTY: RUSK

Location	C-1 Meals
Henderson Senior Center	

COUNTY: SMITH

Location	C-1 Meals
Lindale Nutrition Center	
Troup/Arp Nutrition Center	
Tyler Senior Center	
Tyler University Christian Church	
Whitehouse Nutrition Center	
Winona Nutrition Center	

COUNTY: UPSHUR

Location	C-1 Meals
Big Sandy Nutrition Center	
Gilmer Senior Nutrition Center	

COUNTY: VAN ZANDT

Location	C-1 Meals
Canton Senior Citizens Center	
Edgewood Senior Citizens Center	
Van Nutrition Site	
Wills Point Senior Citizens Center	

COUNTY: WOOD

Location	C-1 Meals
Alba Nutrition Center	
Hainesville Nutritional Center	
Hawkins Senior Nutrition Center	
Quitman Nutrition Center	
Mineola Nutrition Center	
Winnsboro Nutrition Center	
Yantis Congregate Meal Site	

HOME DELIVERED MEALS BY COUNTY

Location	C-2 Meals
Anderson	
Camp	
Cherokee	
Gregg	
Harrison	
Henderson	
Marion	
Panola	
Rains	
Rusk	
Smith	
Upshur	
Van Zandt	
Wood	

PROJECTED SUMMARY BUDGET: FISCAL YEAR 2012

Project Revenue

Source	Amount
Title III, Federal and State	
NSIP	
Program Income, Third Party Contributions	
Program Income, Participant Contributions	
Other Income (specify)	
Total Revenue	

Project Expenses

Category	Amount	Sub-Total
Director's Salary		
Other Administrative Salaries		
Food Preparation Salaries		
Other Salaries		
Fringe Benefits		
Sub-Total: Personnel		
Raw Food and Consumables		
Preparation and Service Equipment and Utensils		
Sub-Total: Food Preparation and Service		
Vehicles		
Fuel		
Routine Maintenance		
Insurance		
Sub-Total: Meal delivery		
Rent		
Utilities		
Janitorial Services		
Routine Maintenance		
Sub-Total: Facilities		
Furniture and Office Equipment (other than food service equip.)		
Consumable Supplies (other than food service supplies)		
Contracts and Service Agreements		
Sub-Total: Administrative		
Other Operating Expenses (specify)		
Total Expenses		

