



SENIOR NUTRITION SERVICES
2012 REQUEST FOR PROPOSALS

RESPONSE DEADLINE: The proposal, whether mailed or hand-delivered, must arrive at the Minnesota River Area Agency on Aging®, Inc. (MNRAAA) administrative office no later than 3:00 PM CDT, **08/01/2011**. Proposals must be mailed to or hand delivered to the address below, and physically received by 3:00 p.m. CDT, **08/01/2011**. MNRAAA does not accept a “postmarked” by date but rather requires that the submission be received by the deadline date.

Proposals may not be transmitted using electronic media such as facsimile (FAX) transmittal or email. Late responses shall not be accepted and shall automatically be disqualified from consideration and will be promptly returned. The method of delivery shall be at the discretion of the bidder, at the bidder’s sole risk.

Letters of Submittal must specify the geographic region(s) for which the proposer intends to bid.

DIRECT WRITTEN INQUIRIES TO:

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TABLE OF CONTENTS

1. Introduction	Page 3
I. Conditions	5
2. Scope of Work	6
I. Service Description.....	6
II. Service Activities.....	6
3. Proposal Content.....	9
I. Current Meal Service System.....	9
II. Targeting.....	9
III. Organization Profile	13
IV. Program Operations	14
V. Cost and Revenue	17
VI. Subcontracting	20
VII. Transition Plan	20
VIII. SDS – Consumer Choice Congregate Meals Plan.....	21
4. Required Documents	22
5. General Instructions.....	22
6. Proposal Evaluation and Selection Process.....	26
Appendix A-1: Narrative Responses	
Appendix A-2: Cost and Revenue Proposal	
Appendix B: General Contracting Requirements	
Appendix C: Title III-C Minimum Nutrition Standards/Definitions	
Appendix D: 2009-2014 Senior Nutrition Priorities and Directions	
Appendix E: Assurances of Compliance and Certifications Required by Federal Law	
Appendix F: Subcontractor Certifications	
Appendix G: Affirmative Action Plan	
Appendix H: Affidavit of Noncollusion	
Appendix I: Immigration Status Certification	
Appendix J: SDS Meals Proposal	

1. INTRODUCTION

The Minnesota River Area Agency on Aging®, Inc. (MNRAAA) is seeking a provider/s of senior nutrition services in the following geographic regions of its service area:

- 1) Northwest - including Big Stone, Chippewa, Lac qui Parle, Swift & Yellow Medicine Counties; and
- 2) Northeast, Southwest & Southeast – including Blue Earth, Brown, Cottonwood, Faribault, Jackson, Kandiyohi, Le Sueur, Lincoln, Lyon, Martin, McLeod, Meeker, Murray, Nicollet, Nobles, Pipestone, Redwood, Renville, Rock, Sibley, Waseca & Watonwan Counties.

The senior nutrition program provides meals to frail, older adults at the greatest risk of losing their independence. This program provides nutritionally balanced meals, both congregate and home-delivered preparation and delivery.

The federal Older Americans Act (www.aoa.gov/AoARoot/AoA_Programs/OAA/index.aspx), Sec. 306 (a)(4)(A), requires Title III nutrition services to be targeted to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement. Greater priority is to be given to low-income individuals who are members of diverse populations, have limited English proficiency, and/or reside in rural areas. The Minnesota Board on Aging (MBA), the state unit on aging in Minnesota, implements the Older Americans Act through funding allocations to the Area Agencies on Aging (AAAs) and the development of statewide policy for senior nutrition services provided through the AAAs.

In July 2008, the MBA established the Senior Nutrition Task Force (www.mnaging.org/admin/ntf.htm) to develop a new vision for the Senior Nutrition Program. **The vision is that older Minnesotans will maintain their independence through access to healthful foods.**

The Task Force identified the following as priority activity areas to achieve this new vision (See Appendix D for the full 2009-2014 Senior Nutrition Priorities and Directions).

- 1) Maximize resources in the time of a stressed economy,
- 2) Build relationships between all stakeholder groups, and
- 3) Create a sustainable program that will be viable in the long-term and meet the needs of older Minnesotans.

In order to implement these priority activities and reach the vision for older Minnesotans, the MBA has identified the following criteria for targeting senior nutrition services.

Congregate Meals: individuals age 60+ who are at moderate to high nutrition risk¹. Greater priority will be given to individuals with incomes at or below poverty level² and who meet at least one of the following criteria: (a) member of diverse population³, (b) limited English proficiency, and/or (c) lives in rural⁴ area.

Home Delivered Meals: individuals age 60+ who are at high nutrition risk and have 2 or more limitations in Activities of Daily Living (ADLs)⁵. Greater priority will be given to individuals with incomes at or below poverty level and who meet at least one of the following criteria: (a) member of diverse population, (b) limited English proficiency, and/or (c) lives in rural area.

MNRAAA is seeking proposals to provide meals to these target populations in a manner that is flexible and responsive to consumer needs and preferences, and also cost-effective. MNRAAA is interested in proposals that include innovations in meal types, service delivery models and consumer input. MNRAAA is not seeking proposals to serve a high volume of meals to the general population of 60+ older adults.

Completed proposals must arrive at the MNRAAA administrative office no later than 3:00 p.m. CDT **08/01/2011**. Proposals may not be transmitted using electronic media such as facsimile (FAX) transmittal or email. Late responses shall not be accepted and shall automatically be disqualified from consideration and will be promptly returned. The method of delivery shall be at the discretion of the proposer, at the proposer's sole risk.

The time period of this contract is January 1, 2012 through December 31, 2012. MNRAAA has the option to renew annually for up to four additional years. Renewal is contingent upon acceptable performance, the continuing availability of Older Americans Act Title III-C, state nutrition and federal Nutrition Services Incentive Program (NSIP) funds, and mutual agreement on contract terms between MNRAAA and the proposer. After a maximum of five years, the procurement process must be completed again.

Provisions from the Request for Proposal (RFP) will be incorporated into the contract for nutrition services that result from this competitive procurement process. The contract will contain service delivery, administrative, and financial terms and conditions, and provisions which, when taken together, define the services that the Contractor will provide. The accepted proposal will become a binding part of the contract and the Contractor will be monitored to ensure compliance with the proposal.

1. Moderate nutrition risk: an individual who scores 3-5 on the DETERMINE Your Nutritional Risk checklist published by the Nutrition Screening Initiative. High nutrition risk: an individual who scores 6 or higher. (www.mnaging.org/admin/sntf/determineNutrition.pdf).
2. <http://aspe.hhs.gov/poverty/11poverty.shtml>
3. Diverse populations include: African American or Black, Alaskan Native, American Indian, Asian, Native Hawaiian/Pacific Islander and Hispanic/Latino elders (NAPIS State Program Report, AoA).
4. Rural: any area that is not defined as urban. Urban areas comprise (1) urbanized areas (a central place and its adjacent densely settled territories with a combined minimum population of 50,000) and (2) an incorporated place or a census designated place with 20,000 or more inhabitants (NAPIS State Program Report, AoA).
5. Activities of Daily Living (ADL) include: eating, drinking, dressing, personal hygiene, taking medication, walking and transferring.

I. Conditions

- A. This RFP is a solicitation for offers and is not to be construed as an offer, a guarantee or promise that the services or goods referred to herein will be purchased by MNRAAA. MNRAAA retains full discretion to abandon the RFP at any time, for any reason, without liability to proposers for any damages including, but not limited to, proposal preparation costs.
- B. MNRAAA reserves the right to make a determination of capability without further discussion of the proposal submitted. Therefore, the proposal should reflect what the proposer is capable of providing. Modification of the proposal will be accepted only if requested by MNRAAA.
- C. Proposers must supply all required information or the proposal may be rejected.
- D. The proposal shall indicate any limitations to the proposer's ability to provide services as specified in the RFP.
- E. MNRAAA reserves the right to reject or negotiate the proposed costs (where applicable) if MNRAAA determines the proposal does not represent a reasonable price.
- F. MNRAAA reserves the right to introduce additional terms or conditions at the time a final contract is negotiated. Any additional terms or conditions would be limited to having the effect of clarifying the RFP language and/or correcting defects (such as omissions of statements or requirements) that may not have been incorporated into the RFP and that are discovered subsequent to its issue.
- G. The contract award will be made to the proposer whose proposal will be the most advantageous to the community and to MNRAAA. MNRAAA reserves the right, at any time and at its sole discretion and without penalty, to reject any and all proposals and to issue no contract(s) as a result of this RFP.
- H. Responses to this RFP should be the proposer's best offer and should be based upon the assumption that the resulting contract will not include MNRAAA furnished operating supplies, personnel, equipment, facilities, or delivery costs. Proposers should assume that the cost of providing all of these items is to be included in the budgets in the Cost and Revenue Proposal.
- I. Any misrepresentation within a proposal is grounds for disqualification of the entire proposal and is grounds for termination of any contract resulting from a proposal containing misrepresentation.

Misrepresentation includes failure to differentiate between current capacity and capacity to be developed. Be specific when describing current program and capacity versus program readiness and capacity yet to be developed. Be specific when identifying current policies and procedures versus policies and

procedures to be developed. Indicate reasonable time lines for program readiness, capacity, policies and procedures.

- J. Program standards will be met as required unless a request is submitted for a waiver to a specific requirement. The request must include rationale for seeking the waiver and must be approved by MNRAAA.

2. SCOPE OF WORK

I. Service Description

A program that provides high-quality, nutritious meals to persons aged 60 and older in a congregate or home setting.

The program must meet all federal, state and local requirements for meals and nutrition services as further detailed in the Appendices.

This service must reflect the needs of older persons to be served, be client centered, sensitive to cultural differences, targeted to individuals and populations with the greatest nutritional needs, and responsive to the multiple changing needs of communities.

Service delivery systems need to be designed in a manner which is effective in responding to the needs of older persons, efficient in its use of limited financial resources, and equitable in the manner in which services are organized and delivered, assuring fair and non-discriminatory practices.

II. Service Activities

MNRAAA is seeking a Contractor(s) to perform the following service activities for the period of January 1, 2012 to December 31, 2012.

Proposals must encompass either the Northwest geographic region including Big Stone, Chippewa, Lac qui Parle, Swift & Yellow Medicine Counties or the combined Northeast, Southwest and Southeast geographic regions including Blue Earth, Brown, Cottonwood, Faribault, Jackson, Kandiyohi, Le Sueur, Lincoln, Lyon, Martin, McLeod, Meeker, Murray, Nicollet, Nobles, Pipestone, Redwood, Renville, Rock, Sibley, Waseca & Watonwan Counties. Any proposal for a partial geographic region will be rejected. Proposers may apply for one or both of the geographic regions, but must submit two separate proposals if applying for both.

Proposals must include provision of both congregate and home-delivered meal services in the geographic region.

1. Congregate Meals

Serve high-quality nutritious congregate meals **five days** per week to eligible persons.

Refer to Meal Service Data by Site Chart in Appendix A-2 for more information.

All meals must meet the U.S. Dietary Guidelines (www.healthierus.gov/dietaryguidelines/) and the Recommended Dietary Allowances (RDA) and Adequate Intake (AI) for vitamins and elements for adults who are 70+ years of age, and be served to eligible persons in a congregate, or group setting, as further defined in the Appendices.

Congregate meals should be targeted to individuals who are at moderate to high nutrition risk. Individuals documented to be at high risk are eligible to receive meals seven days a week and/or second meals, based on approval by MNRAAA.

At a minimum, diabetic and no added salt diets (or modified meals) must be available. Providers will make special efforts to meet particular needs arising from health requirements, religious requirements, or ethnic backgrounds of eligible individuals. All menus must be reviewed and approved by a licensed dietitian/nutritionist.

The number of days per week which a hot meal is served should be determined on a site by site basis and informed by a cost-benefit analysis of options. For example, it may be necessary to have a particular congregate site open only 2 or 3 days a week serving hot meals with frozen meals available to participants for the days the site is not open. Such arrangements require the approval of MNRAAA. In addition, service may be extended to people not eligible for Title III-reimbursed meals as a means to increase volume and reduce overall cost. Ineligible participants must pay the full cost of the meal and service.

In addition, MNRAAA allows the provision of cold entrees during the summer months; frozen meals for second meals (based on documented high nutrition risk status), weekend and holiday meals (based on participant needs by site); and shelf stable meals for weather related or other emergencies.

Meals shall be served a minimum of 260 days per year with the exception of holidays as specified by the Proposer. Holidays may include but are not limited to: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas Day.

2. Home-Delivered Meals

Serve high-quality nutritious home delivered meals **five days** per week to eligible persons, who are homebound and unable to prepare their own meals.

Refer to Meal Service Data by Site Chart in Appendix A for more information.

The frequency of delivering meals (daily, weekly, or other frequency) should be based on the preferences of participants and a cost-benefit analysis of the different delivery options. Relatedly, the type of meal (hot or frozen) should be based on the preferences of participants and a cost-benefit analysis of the type of meal options.

All meals must meet the U.S. Dietary Guidelines (www.healthierus.gov/dietaryguidelines/) and the Recommended Dietary Allowances (RDAs) and Adequate Intake (AI) for vitamins and elements for older adults who are 70+ years of age. Home-delivered meals must be served only to eligible older persons who are homebound and are unable to prepare their own meals. Each person requesting home-delivered meals must be assessed in person prior to or within 10 working days after the beginning of meal delivery. Reassessment shall occur as needed, but at least annually.

Home-delivered meals should be targeted to individuals who are at high nutrition risk and have 2 or more limitations in Activities of Daily Living (ADLs: eating, drinking, dressing, personal hygiene, taking medication, walking and transferring). Individuals documented to be at high risk are eligible to receive meals seven days a week and/or second meals, based on approval by MNRAAA.

At a minimum, diabetic and no added salt diets (or modified meals) must be available. Providers will make special efforts to meet particular needs arising from health requirements, religious requirements, or ethnic backgrounds of eligible individuals. All menus must be reviewed and approved by a licensed dietitian/nutritionist.

MNRAAA allows the provision of cold entrees during the summer months; frozen meals for second meals (based on documented high nutrition risk status), weekend and holiday meals (based on participant needs by site); shelf stable meals for weather related or other emergencies; and delivery of meals with groceries and/or other needed goods, based on approval from MNRAAA. In addition, service may be extended to people not eligible for Title III-reimbursed meals as a means to increase volume and reduce overall cost. Ineligible participants must pay the full cost of the meal and service.

Meals shall be served a minimum of 260 days per year with the exception of holidays as specified by the bidder. Holidays may include but are not limited to: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas Day.

3. Self-Directed Services (SDS) - Consumer Choice Congregate Meals

All proposals for the combined Northeast, Southwest and Southeast geographic regions must provide SDS Consumer Choice Congregate Meals targeted to East African elders in the Willmar area. Additional Title III-C1 funds in the amount of \$5,000 are allocated for these meals. Expenditures and revenue for SDS meals are not included in the overall congregate meals budget. Successful proposers may request a waiver from MNRAAA to be exempt from dietary guidelines and requirements for SDS congregate meals for East African elders, if deemed necessary.

Refer to Meal Service Data by Site Chart in Appendix A for more information on SDS meals in Willmar.

4. Participant Registration and Meal Counts

The Contractor agrees to work with congregate and home-delivered meal program participants to complete NAPIS (National Aging Program Information System) Participant Registration Forms and ensure that current, accurate and comprehensive participant data is entered into the MBA approved NAPIS data system. The NAPIS data is used for meeting the requirements of the U.S. Administration on Aging, participant targeting and service planning, and verification of participant eligibility. The MBA is currently transitioning AAAs and providers to a new application for client tracking and NAPIS reporting called PeerPlace.

For congregate meal participants, particular attention must be given to 1) collecting complete and accurate information for basic eligibility determination and client demographics (date of birth, income level, race/ethnicity, number in household) and 2) determining nutrition risk level.

For home-delivered meal participants, particular attention must be given to 1) collecting complete and accurate information for basic eligibility determination and client demographics (date of birth, income level, race/ethnicity, number in household); 2) determining nutrition risk level; and 3) limitations in ADLs and Instrumental Activities of Daily Living (IADLs). Each person requesting home-delivered meals must be assessed in person prior to or within 10 working days after the beginning of meal delivery. Reassessment shall occur as needed, but at least annually.

3. PROPOSAL CONTENT – Refer to Appendix A-1 and A-2 for fillable format.

I. Current Meal Service System

Refer to Meal Service Data by Site Chart in Appendix A-2, Cost and Revenue Proposal for current meal service data by site for congregate and home-delivered meals. The data shows the currently provided meal type, meal preparation method, meal delivery method and the number of meals served by site for January 1, 2010 through December 31, 2010.

II. Targeting

Part A: Accommodations

1. Identify sites that are not accessible and explain how you will serve persons with disabilities in those locations. (Limit response to ½ page.)
2. Describe accommodations that will be made to serve eligible persons who are visually impaired, deaf/hard of hearing and/or who have functional limitations. (Limit response to ¼ page.)

Part B: Targeting Congregate Meals

1. Describe specific activities that will be undertaken to ensure the accuracy and comprehensiveness of the participant data in the NAPIS database.
2. Describe specific activities that will be undertaken to target congregate meals to persons who meet one or more of the targeting criteria. (See page 4 for information on targeting criteria.) Proposers are encouraged to explore alternative service and delivery models in order to make the most positive impact with the available resources. In addition, please complete the chart on the following page to indicate the number of persons you propose to serve in the Congregate Meal Program by category for a one-year period in the proposed service area.
(Limit responses to Part B, 1 & 2 to two pages.)

Projected Number of Persons to be Served in the Congregate Meal Program
(Unduplicated)

NUMBER OF PERSONS (UNDUPLICATED) TO BE SERVED	Number	Below Poverty
Number of persons by frail/rural		
1. Number of persons with 2+ ADL limitations		
2. Number of persons living in rural areas		
Number of persons by race/ethnicity		
3. White, not Hispanic		
4. American Indian/Alaskan Native		
5. Asian/Pacific Islander		
6. Black, not Hispanic		
7. Hispanic		
8. Total all race/ethnicity (lines 4-7)		
9. Total persons to be served (lines 3-7)		
Number of persons by County		
Big Stone		
Blue Earth		
Brown		
Chippewa		
Cottonwood		
Faribault		
Jackson		
Kandiyohi		
Lac qui Parle		
Le Sueur		
Lincoln		
Lyon		
Martin		
McLeod		
Meeker		

Murray		
Nicollet		
Nobles		
Pipestone		
Redwood		
Renville		
Rock		
Sibley		
Swift		
Waseca		
Watsonwan		
Yellow Medicine		

- Use the Cost and Revenue Proposal, Proposed Services Changes Chart in Appendix A to propose changes to one or more sites. Proposers are not required to identify any changes; however, if changes are proposed, they must be identified in this chart. This chart is provided to accommodate recommendations that proposers may want to make to better reach and/or serve a target population or to more cost-effectively provide meal service in a particular area.

For each site included in the Proposed Services Changes Chart changes to the following components can be proposed:

- Site location
- Number of meals per year
- Serving/delivery day(s) and time
- Type of meal that will be served
- Method of meal preparation
- Name of meal provider
- Availability of holiday, weekend and/or evening (second) meals
- Types of special, religious, ethnic and/or culturally specific meals provided
- Availability of shelf stable meals or blizzard packs

Part C: Targeting Home-Delivered Meals

- Describe specific activities that will be undertaken to ensure the accuracy and comprehensiveness of the participant data in the NAPIS database.
- Describe specific activities that will be undertaken to target home-delivered meals to persons who meet one or more of the targeting criteria. (See pages 3-4 for information on targeting criteria.) Proposers are encouraged to explore alternative service and delivery models in order to make the most positive impact with the available resources. In addition, please complete the chart below to indicate the number of persons you propose to serve in the Home-Delivered Meal Program by category for a one-year period in the proposed service area.

(Limit responses to Part C, 1 & 2 to two pages.)

Projected Number of Persons to be Served in the Home-Delivered Meal Program (Unduplicated)

NUMBER OF PERSONS (UNDUPLICATED) TO BE SERVED	Number	Below Poverty
Number of persons by frail/rural		
1. Number of persons with 2+ ADL limitations		
2. Number of persons living in rural areas		
Number of persons by race/ethnicity		
3. White, not Hispanic		
4. American Indian/Alaskan Native		
5. Asian/Pacific Islander		
6. Black, not Hispanic		
7. Hispanic		
8. Total all race/ethnicity (lines 4-7)		
9. Total persons to be served (lines 3-7)		
Number of persons by County		
Big Stone		
Blue Earth		
Brown		
Chippewa		
Cottonwood		
Faribault		
Jackson		
Kandiyohi		
Lac qui Parle		
Le Sueur		
Lincoln		
Lyon		
Martin		
McLeod		
Meeker		
Murray		
Nicollet		
Nobles		
Pipestone		
Redwood		
Renville		
Rock		
Sibley		
Swift		
Waseca		
Watonwan		
Yellow Medicine		

3. Use the Cost and Revenue Proposal, Proposed Services Changes Chart in Appendix A-2 to propose changes to one or more sites. Proposers are not required to identify any changes; however, if changes are proposed, they must be identified in this chart. This chart is provided to accommodate recommendations that proposers may want to make to better reach and/or serve a target population or to more cost-effectively provide meal service in a particular area.

For each site included in the Proposed Services Changes Chart changes may be proposed to the following components:

- Delivery day(s) and time
- Number of meals per year
- Type of meal that will be served
- Method of meal preparation
- Method and frequency of meal delivery to individual homes
- Name of meal provider
- Availability of holiday, weekend and/or evening (second) meals
- Types of special, religious, ethnic and/or culturally specific meals provided
- Availability of shelf stable meals or blizzard packs

III. Organization Profile

Part A: Organization

1. State the overall mission or purpose of your organization.
2. List goals and/or objectives that are identified with the mission.
3. Explain how this proposal relates to the mission, goals, and other services your organization currently provides.

(Limit responses to Part A, 1-3 to one page.)

Part B: Personnel

1. Use the Cost and Revenue Proposal, Part A Personnel Costs Chart to list all personnel that would be involved in the provision of senior nutrition services under this proposal.
2. Attach an organizational chart of the proposing agency or organization (include line of responsibility from the parent organization, if applicable).
3. Attach an organizational chart of the proposed nutrition program personnel that are directly employed by the nutrition program.

Part C: Volunteers

1. What functions will volunteers perform in the program, and at what frequency (for both congregate and home-delivered meals)? (Limit response to ½ page.)

Part D: Involvement of Older Adults

1. Explain how older adults will be recruited and involved in program planning and decision making (beyond being a participant of the service). (Limit response to ½ page.)

IV. Program Operations

Part A: Financial Management

1. Describe how client service levels, expenditures and income will be monitored and managed to ensure funds will be fully utilized and there will be a continuity of service for the entire contract period. Include the number of anticipated weather-related site closures and other events that will impact continuity of service during the contract period. Describe how you will plan for and accommodate these disruptions and the resulting budget impact. (Limit response to one page.)

2. Indicate the type of accounting system that you use:

Cash _____
 Modified accrual _____
 Accrual _____

	Yes	No
3. Is an up-to-date chart of accounts maintained?		
4. Is an up-to-date accounting policies and procedures manual maintained which includes a complete description of the financial management functions?		
5. Are contract funds accounted for by separate fund accounts identified with the accounting system?		
6. Does the system adequately identify receipts and expenditures for each contract, contract or subcontract for each fund?		
7. Does the system require that all accounting entries be supported by adequate documentation?		
8. Are bank accounts reconciled monthly and copies of the bank reconciliation kept on file?		
9. Are financial statements prepared periodically in sufficient detail to disclose significant variations in any category of revenue and expenses?		
10. Is a trial balance prepared monthly to ensure accounting records are posted correctly and the book (general ledger) is balanced?		

11. Does the proposer have a written equipment inventory control procedure?		
12. Are duties and responsibilities separated (segregated) so no one employee has sole control over cash receipts, disbursements, and reconciliation of bank accounts?		
13. Was a certified audit conducted within the last year? Attach a copy of the last audit report if the proposer is not a current Title III nutrition provider for the congregate and home-delivered nutrition service areas specified in this RFP.		

14. If a position is paid with multiple funding sources, how is the time allocated to each funding source determined? Indicate method and describe below.

Time study _____
Time sheet _____
Other _____, please describe

(Limit response to ¼ page.)

15. If your agency is a for-profit organization, indicate the dollar amount of profit appearing in the budget for congregate nutrition services and the dollar amount of profit appearing in the budget for home-delivered nutrition services. Explain how the profits are shown on the budget. (Limit response to ¼ page.) Indicate N/A if not applicable.

Part B: Participant Contributions

1. List the suggested participant contribution per meal for congregate and home delivered meal participants and describe how these amounts are determined. List the full cost charged for meals served to ineligible persons under 60 years of age, including visitors and guests, and describe how this amount is determined. (Limit response to ¼ page.)
2. Describe how you will ensure that only eligible participants receive Title III-funded congregate and/or home-delivered meals and that all other participants pay the full price for the meal they receive, regardless of age of participant. (Limit response to ¼ page.)
3. Give examples of strategies you have used (or will use) and their results when informing participants of the opportunity to contribute for the service. (Limit response to ¼ page.)
4. Describe how you will handle participant donations to ensure privacy and confidentiality at all levels including volunteer operated sites. (Limit response to ½ page.)

Part C: Menus and Food Purchasing Specifications

1. In order to compare menu quality and food costs among bidders, proposals must include the following:

- a. A copy of the Proposer's menu (five-week minimum) that specifies the menu items to be served each day.
 - b. A copy of ethnic menu/s (if applicable).
 - c. A copy of the food purchasing specifications that will be used to procure the food.
2. Describe your organization's experience and results of implementing strategies for cost-effective purchasing. Give examples of cost effective purchasing strategies, the results you have attained in purchasing food for a service of this scope and the strategies you will implement for the proposed service. (Limit response to ½ page.)
 3. Describe your organization's procedure and policy for receiving bids on food and supply prices or food caterer services. Submit evidence of the last competitive procurement process. If a competitive bid process has not been conducted within three years prior to the 2012 contract year, describe plans to competitively bid food/caterer/supplies. (Limit response to ½ page.)

Part D: Quality Improvement

1. Describe your organization's ongoing plan for monitoring and improving the quality of meals and services provided by the proposed contract. Be sure to include subcontractors. Address the frequency of quality checks and the frequency and method of requesting consumer input. (Limit response to one page.)

Part E: Food Safety and Quality

1. Describe how your program will assure that the U.S. Dietary Guidelines and one-third (1/3) of the Recommended Dietary Allowances (RDA) for meals are met. Identify method used to evaluate the nutrient content of menus, including nutrient analysis software used and how you will address discrepancies.
2. Describe how you will assure that new and existing staff meets the Minnesota Food Manager Certification Rule (www.health.state.mn.us/divs/eh/food/fmc/index.html).
3. Describe the policy and procedures on use and handling of leftover food.
4. Describe how you will manage food quantities to ensure that sufficient food is available to serve all participants who attend, while avoiding waste by preparing too much.

(Limit responses to Part E, 1-4 to three pages.)

Part F: Data Collection and Analysis

1. Describe your organization's capacity to generate accurate and timely financial reports required for the contract. Describe staff capacity to collect NAPIS data, generate the required reports and analyze the data to inform the targeting of services. Specify how often you will analyze the data and how often you will use the analysis to inform changes to existing service arrangements. (Limit response to one page.)
2. Describe your computer capacity below.

Word Processing (name of software, year)	
Spreadsheet (name of software, year)	
Type of Internet Connection (i.e., high speed, dial up, DSL, etc.)	
Client Tracking Database	
Website Address	

3. Do you back-up data on a regular basis and store information off site?
Yes _____
No _____
4. Describe your normal computer backup and storage of information procedures including:
 - Back-up of tape rotation procedures used
 - Steps used to verify that the back-up tapes are backing up your data and your program files
 - Additional steps taken to safeguard the integrity of your computer system

V. Cost and Revenue Proposal – Appendix A-2

Cover Sheet – This page will self-fill by formula upon completion of Parts A – C.

Complete Parts A – C. The Cost and Revenue Proposal must describe the proposer's costs to deliver nutrition services and also the anticipated revenue. Complete the budget pages of the Cost Revenue Proposal using the following instructions. **Only forms in Appendix A-2 will be accepted. No additional cost and revenue forms will be accepted.**

Instructions for Part A: Personnel Costs

This form is used to calculate total personnel costs for providing nutrition services. Personnel costs should be broken out between project management and meals. Only

personnel *directly employed* by the proposer should be identified on this form. Insert additional rows if needed.

1. **Position Title:** List all positions involved in project management in the identified section. List all positions involved in site operations and meal preparation in the identified section.
2. **Work Location:** Indicate administrative office, congregate site, central kitchen, etc.
3. **Hourly Rate of Pay:** In the column, enter the rate of pay.
4. **Hours per Project Year:** Place number of hours per contract year the person works.
5. **FTE (Full-time Equivalent):** FTE is the number of total hours worked divided by the maximum number of compensable hours in a work year. The work year is defined as 2,080 hours. This will calculate by formula.
6. **Annual Salary Cost:** Multiply Hourly Rate by Hours per Project Year to arrive at Annual Salary. This will calculate by formula.
7. **Annual Fringe Benefit Cost:** Indicate the cost of fringe benefits paid for each position.
8. **Total Salary and Benefit Cost:** This will add together by formula.
9. Enter the total Project Management and Meals salary costs and fringe benefits costs in the appropriate lines on **Part B: Nutrition Service Costs**.

Instructions for Part B: Nutrition Service Costs

This form is used to list the cash costs for the provision of nutrition services. This form reflects the allocation of costs across multiple services (e.g. AAA Nutrition Funded – Congregate, AAA Nutrition Funded – Home Delivered, Alternative Care and Elderly Waiver, Private Pay), if multiple services are being provided. One additional column is provided. If more services are provided, add a column for each additional service. Refer to the **definitions page** for guidance on allowable costs.

1. List costs for each service component (i.e., project management or meals) by line item category. If multiple nutrition services are provided, costs should be allocated across services in relative proportion to the number of meals provided under each service. Variations in allocations across services should be explained in the narrative. Caterer/Subcontractor and other costs will be totaled from the charts below.

2. List each caterer/sub-contractor and per unit price anticipated and number of meals per service in the chart provided.
3. All “Other Costs” must be identified in the chart provided.
4. Complete the “Assumptions” at the bottom of the chart from the meal service data chart. If the proposed costs include consideration of loss of operating days due to weather, indicate the number of closure days anticipated. These assumptions should be discussed and agreed upon during negotiations and may provide cause for renegotiation during the contract period.
5. Identify the number of meals being proposed for each service.

Instructions for Part C: Cash Revenue and Support

This form is used to list the revenue anticipated for all non-Title III nutrition services provided by the proposer. Refer to the **definitions page** for guidance. The final determination of the amounts of federal Title III nutrition funds, NSIP and state nutrition funds included in the meal reimbursement rate will be calculated by MNRAAA. Proposer should note that a 15% match (non-federal cash or in-kind) will be required on the amount of federal Title III nutrition funds included in the award to the successful proposer.

1. Complete the **Cash Revenue** form. To determine the amount of participant contributions anticipated, multiply the number of proposed meals by the average participant contribution identified in the Request for Proposal (RFP). Additional revenue sources can be added if needed.
2. Complete the **Source of Match** section of the form. If the match is non-federal cash, indicate the source of the cash and place an “X” in the “Cash” column. If the match is contractor-incurred in-kind, place an “X” in the “Contractor-incurred” column and identify the valuation method/justification in the “Value Determination” column.
3. Complete the “**Assumptions**” at the bottom of the page. If serving private pay meals, identify the amount charged per meal.

Instructions for Part C (a) (b): Third-Party In-Kind Support

Third-party in-kind contributions must be valued as “what it would have cost if the proposer had paid for the item or service itself”. Neither contractor-incurred costs nor third-party in-kind contributions count toward satisfying matching requirements unless they can be verified by the contractor’s records.

Part C (a)

1. List the type of support in the **In-Kind Support Description** column.
2. Identify the **location** where the support is provided (e.g. Admin office, Senior Center, XYZ town).
3. Quantify the support in the **Quantity** column. If the support description is volunteer hours, identify the number of hours; if the support is space, identify the number of square feet; if the support is utilities identify the number of months etc.
4. Apply the rate being used to determine value in the **Rate** column.
5. Value will calculate and display in the **Value** column.

The form can be used to record the in-kind support between project management and meals.

Part C (b) OPTIONAL

This is an optional section that may be used to list third-party in-kind support that is NOT used as match.

Acceptance of this optional information does not imply approval or agreement of representations made by proposer, either by MNRAAA or the MBA.

VI. Subcontracting (check one):

Do not plan to subcontract.

Plan to subcontract.

If you plan to subcontract, describe which service component(s) is to be subcontracted, the conditions under which it will occur, the rationale, and how it will be managed. (Limit response to one page.) Attach a sample contract.

VII. Transition Plan (For all proposers who are not a current Title III provider for the congregate and home-delivered nutrition service areas specified in this RFP.)

The proposer must include a plan for transition that ensures services will be available on January 1, 2012, without disruption or deterioration in the quality of service. Provide an initial proposal for a transition plan that addresses the following areas and demonstrates an understanding of the scope of activities involved in such a transition. Please submit separate transition plans for congregate and home-delivered services.

- A. Transition timetable.
- B. Plan for screening and hiring staff.
- C. Plan for orientation and training of employees.

- D. Final securing of leases and effective dates.
- E. Plan for providing continuity of service to clients.
- F. Estimated cost of transition, if applicable. MNRAAA is not responsible for the cost of transition and may not be charged for any costs incurred before the effective date of a contract.
- G. Amount and source of operating capital funds available for transition.
- H. Plan for having NAPIS database operational for tracking and reporting on January 1, 2012.

(Limit responses to Section VII, A-H to two pages.)

VIII. SDS – CONSUMER CHOICE CONGREGATE MEALS PLAN (if applicable)

All proposals for the combined Northeast, Southwest and Southeast geographic regions must provide SDS Consumer Choice Congregate Meals targeted to East African elders in the Willmar area. Additional Title III-C1 funds in the amount of \$5,000 are allocated for these meals. Refer to Meal Service Data by Site Chart in Appendix A for more information on SDS meals in Willmar.

- A. Complete the Budget Proposal for SDS Consumer Choice Meals and SDS Persons to be Served form in Appendix J: SDS Meals Proposal. Expenditures and revenue for SDS meals should not be included in the overall congregare meals budget.
- B. Describe how you will maintain and/or expand the current SDS Consumer Choice Congregate Meals service targeted to East African elders in the Willmar area. At a minimum address cultural and language barriers and solutions to overcoming those barriers, methods for providing cost effective and ethnically appropriate meal service, outreach efforts, collection of participant contributions, and data collection and reporting (including completion of accurate NAPIS Registration Forms). Also indicate if you intend to request a waiver from MNRAAA to be exempt from dietary guidelines and requirements for SDS congregare meals for East African elders. (Limit response to one page.)

4. REQUIRED DOCUMENTS

Completed response to the Request for Proposal (RFP), including:

- Letter of Submittal with original signature
- Appendix A-1, Proposal Contact – Narrative Responses
- Appendix A-2, Cost and Revenue Proposal
- Appendix J – SDS Meals Proposal, if applicable
- Statement of Assurances
- Copy of menu (five-week minimum)
- Copy of ethnic menu(s), if applicable
- Index of All Attachments

Copy of recorded certificate of incorporation and current articles of incorporation, or if not incorporated, description if owned singly or in a partnership, type of organization and name(s) of individuals (i.e., owners, partners)

IRS tax-exempt determination letter, if applicable (all private non-profits must submit)

Latest total agency financial audit, if audited; latest annual financial statements if no audit has been performed

Affirmative action and non-discrimination plans – applicable for contracts in excess of \$100,000 and for proposers who had 40 full-time employees (or more) in Minnesota on any single day during the previous 12 months

Insurance certificate(s) or government self-insurance certification; contractors must have: proof of workers' compensation insurance, commercial general liability, commercial automobile liability, and *fidelity bond* prior to service commencement

List of governing board members

Business licenses necessary to operate this program (state, local, etc.)

Affidavit of Noncollusion

State of Minnesota – Immigration Status Certification – submit the certification with the proposal and certify use of the *E-Verify* system established by the Department of Homeland Security

5. GENERAL INSTRUCTIONS

A. Required Proposal Content and Copies of Response for Proposers

1. Each proposer must submit a complete response to this RFP. A complete response contains the following sections:

- a. A Letter of Submittal with original signature (see 3 below).
- b. A completed Statement of Assurances with original signature.
- c. A completed response to the RFP, including Appendix A-1: Narrative Responses, Appendix A-2: Cost and Revenue Proposal, Appendix J: SDS Meals Proposal (if applicable), and all attachments specified in the RFP; all attachments must be referenced.
- d. A copy of the menu cycle, including any for ethnic meal sites, and a copy of proposer's food-purchasing specifications.
- e. A completed Index of All Attachments.

2. Attachments

Each attached item or document must accompany the questionnaire and be labeled properly. Specify which question the attachment responds to.

3. The Letter of Submittal

A signed Letter of Submittal and a signed Statement of Assurances must be submitted as an indication of the proposer's ability and intention to comply with federal, state, and MNRAAA program and administrative requirements. It must be signed by a person authorized to bind your organization to a contract.

Your Letter of Submittal must:

- a. Specify the geographic region(s) for which proposer intends to bid.
- b. Identify information about your organization:
 - (1) Proposer organization name (legal name)
 - (2) Proposer organization address
 - (3) Executive officer's name
 - (4) Board president's name
 - (5) Chief Administrative Officer
 - (6) Project Manager
 - (7) Accountant
 - (8) Contact person for proposal and phone number
- c. Describe the type of organization you operate:
 - (1) Private for-profit, provide Federal Tax ID and Minnesota Business License number, or
 - (2) Private non-profit, provide IRS 501(c)(3) number, or
 - (3) Public agency, specify unit of government, or
 - (4) Other, specify

- d. List all RFP amendments you have received by amendment issue date. If you have received no RFP amendments, write a statement to that effect within the letter.

B. Rules for Submittal

1. The proposal, whether mailed or hand-delivered, must arrive at the MNRAAA administrative office no later than 3:00 PM CDT, **08/01/2011**. Proposals must be mailed to or hand delivered to the address on the cover page of this RFP and physically received by 3:00 p.m. CDT, **08/01/2011**. MNRAAA does not accept a postmarked by date but rather requires that the submission be received by the deadline date.

Proposals may not be transmitted using electronic media such as facsimile (FAX) transmittal or email. Late responses shall not be accepted and shall automatically be disqualified from consideration and will be promptly returned. The method of delivery shall be at the discretion of the bidder, at the bidder's sole risk.

2. Costs of Proposal Preparation. MNRAAA will not pay any bidder costs associated with preparing, presenting, or submitting any proposal in response to this RFP.
3. Responses to the RFP must be submitted on MNRAAA forms and within the length requirements included in the RFP unless otherwise directed. Responses submitted on forms other than those provided by MNRAAA will be considered non-responsive.
4. Proposals must be computer-generated and printed single-sided. Only Appendix A-1 will be accepted for Narrative Responses, Appendix A- for Cost and Revenue Proposal information and Appendix J for SDS Meals Proposal (if applicable). The font style/size used in Appendix A-1: Narrative Responses must be 12 point Arial. Narrative responses must not exceed the space limitations indicated.
5. Proposals that are **incomplete** or that do not supply the requested information or attachments may be evaluated as non-responsive and eliminated from competition; however, MNRAAA reserves the right to waive minor or immaterial irregularities.
6. Submitted proposals and attachments to the proposal will not be returned to the proposing agency and become the property of MNRAAA.
7. **Clearly mark any portion(s) of the proposal that constitutes a trade secret or is confidential. The proposer must meet the burden of establishing that the information constitutes a trade secret or is confidential and should reference the Minnesota Government Data Practices Act and other relevant**

laws and regulations prior to marking any portion(s) of the proposal. Portions marked as a trade secret or confidential must include a written reference to the applicable Act, law and/or regulation.

MNRAAA reserves the right to reject a claim if it determines the proposer has not met the burden of establishing that the information constitutes a trade secret or is confidential. MNRAAA will not consider prices or costs submitted by the proposer to be a trade secret or confidential. Any decision by MNRAAA to disclose information designated by the proposer as a trade secret or confidential will be made consistent with the Minnesota Government Data Practices Act and other relevant laws and regulations. If certain information is found to constitute a trade secret or confidential, the remainder of the proposal will become public; only the trade secret/confidential information will be removed and remain nonpublic.

C. PROCUREMENT SCHEDULE*

- | | |
|-------------------------------------|---|
| 06/06/11 | Request for Proposal available to proposers on MNRAAA website
www.mnraaa.org |
| 06/24/11 | Written questions about content and process due to MNRAAA |
| 07/11/11 | Written answers to proposers' questions posted on MNRAAA web site |
| 08/01/11 | Proposals due to MNRAAA administrative office by 3:00 p.m. |
| 08/09/11 | Questions regarding proposals sent to proposers |
| 08/16/11 | Proposer responses to questions due to MNRAAA |
| 09/08/11
or
09/09/11 | Evaluation Committee evaluates proposals and develops recommendations |
| 09/19/11 | Evaluation Committee recommendations provided to MNRAAA Board |
| 09/28/11 | Selection of successful proposals by MNRAAA Board |
| 10/12/11 | Final day to submit appeal to MNRAAA executive director by 3:00 p.m. |
| 10/17/11 | Contract negotiations with selected proposers completed |
| 10/26/11 | MNRAAA Board action on negotiated contracts |
| 10/27/11 | Contracts mailed for signature |
| 11/15/11 | Signed contracts due back to MNRAAA administrative office |

01/01/12 Service delivery begins

*Schedule is subject to changes and/or additions as needed or as requested by the MNRAAA Board. Any changes to the schedule will be posted on the MNRAAA website – www.mnraaa.org.

6. PROPOSAL EVALUATION AND SELECTION PROCESS

Each proposal will be reviewed and evaluated based on the Evaluation Criteria outlined below. The Evaluation Criteria correspond to the components of the RFP. The MNRAAA Board will appoint an evaluation committee representing a variety of perspectives, i.e. dietetics, public health, non-profit sector, aging, et al. Evaluators will score each proposal based on the Evaluation Criteria and will develop recommendations to the Board for proposal selection.

Scores received through the evaluation process are not the sole basis for decisions. The MNRAAA Board will select the proposals that are in the best overall interest of the 27 county Planning and Service Area (PSA).

EVALUATION CRITERIA

1. Proposed steps will ensure the accuracy and completeness of participant data for nutrition program participants. (Narrative 3.II)

- 0-1 points – The proposed steps will not ensure the accuracy and completeness of participant data for nutrition program participants.
- 2-3 points – The proposed steps meet expectations for demonstrating the likelihood that they will ensure accuracy and completeness of participant data.
- 4-5 points – The proposed steps exceed expectations for demonstrating the likelihood that they will ensure accuracy and completeness of participant data.

Comments:

2. Proposed service design and program management will target services to persons who meet one or more of the targeting criteria. (Narrative 3.II)

- 0-1 points – The service design and program management will not result in a larger number of targeted persons served.
- 2-3 points – The service design and program management meets expectations for reaching a larger number of targeted persons.
- 4-5 points – The service design and program management exceeds expectations for reaching a larger number of targeted persons.

Comments:

3. The project demonstrates the capacity to provide the proposed services. (Narrative 3.III and 3.IV)

- 0-1 points – The project does not demonstrate the capacity to provide the proposed services.
- 2-3 points – The project meets expectations for demonstrating the capacity to provide the proposed services.

- 4-5 points – The project exceeds expectations for demonstrating the ability to provide the proposed services.

Comments:

4. The project provides evidence of the capacity to manage the financial resources associated with the proposed services, including participant contributions. (Narrative 3.IV)

- 0-1 points – The project does not provide evidence of the capacity to manage the financial resources.
- 2-3 points – The project meets expectations for providing evidence of the capacity to manage the financial resources.
- 4-5 points – The project exceeds expectations for providing evidence of the capacity to manage the financial resources.

Comments:

5. The proposed quality assurance activities are appropriately detailed and relevant to assuring high quality meals and participant satisfaction.

(Narrative 3.IV Parts C-E)

- 0-1 points – The quality assurance activities are not appropriately detailed and they lack relevance to assuring high quality meals and participant satisfaction.
- 2-3 points – The quality assurance activities meet expectations for detail and they are relevant to assuring high quality meals and participant satisfaction.
- 4-5 points – The quality assurance activities exceed expectations for detail and relevance to assuring high quality meals and participant satisfaction.

Comments:

6. Reasonableness of meal cost. (Narrative 3.V)

- 0-2 points – The total cost per meal is unreasonable. Meal costs are not allocated across program category in proportion to the number of meals proposed.
- 3-5 points – The total cost per meal is reasonable. Meal costs are allocated across program category in proportion to the number of meals proposed.

Comments:

A. Notification of Selected Proposers

Both successful and un-successful proposers will be notified in writing following the selection of successful proposals by the MNRAAA Board.

B. Appeal Process and Procedures

Un-successful proposers have the right to appeal. A proposer must provide written notice of its intent to appeal. Notice of appeal must be received by the executive director of MNRAAA via mail or hand delivery by 3:00 p.m. on **10/12/2011**. Notice by electronic media such as facsimile (FAX) transmittal or email will not be accepted.

Only appeals of procedures will be considered; issues of merit will not be considered.

C. Negotiations Phase

Contract negotiations begin after the selection of successful proposals and may run concurrently with an appeal process, should an appeal be requested. All items in a proposal are negotiable. Proposals will not be made public until contracts have been negotiated, signed and fully executed.