

Area Office on Aging of Northwestern Ohio, Inc.



Request for Proposal (RFP)

Home Delivered Meals,
Congregate Meals, Nutrition
Education, Nutrition Assessment

Program Years:
2010 – 2012

Purpose of RFP:

The Area Office on Aging of Northwestern Ohio, Inc. (AOoA) is seeking proposals from qualified applicants for the provision of Home Delivered Meals, Congregate Meals, Nutrition Education, and Nutrition Assessments. The awarded applicants will be required to provide services in accordance with AOoA Policies and Procedures for Nutrition Services (www.areaofficeonaging.com) and published rules from the Ohio Department of Aging (<http://aging.ohio.gov/information/rules/current.aspx>). Compliance with requirements will be the responsibility of the awarded applicant.

In order to provide the best service with the highest quality and most cost-effectiveness, applicants will have the opportunity to apply for as much of the nutrition services or as little of the nutrition services depending on capability and capacity.

Background Information:

The AOoA is a planning agency for senior services covering 10 counties in Northwestern Ohio; Defiance, Erie, Fulton, Henry, Lucas, Ottawa, Paulding, Sandusky, Williams, and Wood. Multiple programs and services are provided either directly or through contracted service providers. Funding for nutrition services comes from Older American's Act, State Block Grant, Nutrition Services Incentive Program, Lucas County Senior Services Levy, and participant donations.

Anticipated Contract Term and Available Funding:

Agreement awards (contracts) will be made for a three year period, January 1, 2010 – December 31, 2012. Available funding will be based on current funding availability with anticipated reductions taken into consideration. Payment for services is "unit of service" reimbursement. Payment will be made by the 15th of the month for services provided the month prior, providing fiscal and designated data base reports (i.e. SAMS database) were submitted by the 5th day of the month.

Eligible Applicants:

The AOoA is seeking providers for:

- Congregate meals
Provision, to an eligible client or other eligible participant, at a nutrition site, senior center or some other congregate setting, a meal which meets the standards established by the Older Americans Act and complies with the Dietary Guidelines for Americans published by the Secretaries of the Department of Health and Human Services and the United States Department of Agriculture. One unit is equal to one meal.

- Home Delivered Meals (HDM)
Provision, to an eligible client or other eligible participant, at the client's place of residence, a meal which meets the standards established by the Older Americans Act and complies with the Dietary Guidelines for Americans published by the Secretaries of the Department of Health and Human Services and the United States Department of Agriculture. One unit is equal to one meal.
- Nutrition Education
Nutrition education is designed to promote better health through discussion or distribution of nutrition-related information to participants/clients or their caregivers in a group setting or on an individual basis. Nutrition education is provided quarterly and one unit is equal to one consumer participating in a pre-approved nutrition education program.
- Nutrition Assessment
Within 10 working days of requesting HDM service, a nutrition assessment must be conducted in the home to ensure HDM eligibility and to assess the need and make referrals for other necessary home and community based services. The nutrition assessment must be repeated annually. One unit is equal to one in-home assessment.

All services must be conducted in accordance with AOoA Policies and Procedures for Nutrition Services available on our website (www.areaofficeonaging.com) and upon request.

Applicant must be in good standing with the local health department and/or United States Department of Agriculture, as documented by attaching a copy of the most recent Ohio Department of Agriculture/Ohio Department of Health Standard Inspection Report for each preparation site and a copy of current Food Service License for preparation sites.

This is a competitive process open to all entities: non-profit, for-profit, faith-based, private and public. Applicants, whose existing contracts with AOoA are not in good standing, will not be considered for a contract. AOoA is specifically interested in receiving proposals from organizations with previous or current experience in providing these services.

RFP Submission Information:

Proposal must be submitted by:

4:30 PM, Friday, November 6, 2009

Proposals must be submitted to:

Area Office on Aging of Northwestern Ohio, Inc.
Nutrition and Wellness Department
2155 Arlington Avenue
Toledo, Ohio 43609-1997

Proposals will be accepted prior to the due date, from 9:00 a.m. to 4:30 p.m. Monday – Friday at the same location. All proposals must be complete and submitted in a sealed envelope or package.

Incomplete and non-compliant proposals will not be reviewed. The outside of the envelope or package must clearly indicate “AOoA Nutrition and Wellness proposal.” The name and address of the applicant must also be clearly printed on the outside of the envelope or package. Faxed or e-mailed proposals will not be accepted.

Bidders’ Conference:

The Bidders’ Conference will be held on:

Wednesday, September 23rd at 2:00 p.m. at:

Area Office on Aging of Northwestern Ohio, Inc.
2155 Arlington Ave
Toledo, OH 43609

The purpose of the Bidder’s Conference is to clarify the RFP process and the scope of the required services. A question and answer session will follow the presentation. The AOoA strongly encourages all prospective applicants to attend the conference. Information stated at the meeting or in conversation with the Nutrition and Wellness staff is legally binding on the AOoA if it is contained in a written addendum to the RFP.

Timeline:

Release Date of this Request for Proposals:	September 16, 2009
Bidder’s Conference:	September 23, 2009
Application Due:	November 6, 2009
Award Notifications Made:	December 11, 2009
Anticipated Contract Start Date:	January 1, 2010

Format of the Proposal:

All Proposals must be prepared on 8 ½" x 11" letter size paper, typed, with page numbers, 1" margins, minimum 12 pt font, double-spaced, program narrative should be no more than 20 pages. Proposals must be securely bound to ensure that the entire contents remain complete and intact. Submit one (1) complete original signature set (clearly marked) "originals" and four (4) copies of all RFP documents.

Scoring:

Applications will be reviewed utilizing a point system. A non-biased Proposal Review Committee and AOoA staff will review all proposals submitted. Incomplete responses will be considered non-responsive and may disqualify applicant from award. Reviewers will assign points to each section based on the quality of the answer. The point value of each section is designated in the application section below. Total points available, 100.

Area Office on Aging of Northwestern Ohio
Application for HDM, Congregate Meals, Nutrition Education and / or
Nutrition Assessments
Fiscal Years 2010 – 2012

The proposal should consist of the following items, in this order:

- I. Applicant Information and Commitment:
 1. A cover letter affirming the applicant's commitment to provide the goods and services described in its proposal, signed by an authorized representative of the applicant's organization.
 2. Legal name, address, telephone number, fax number of Applicant Organization; as well as, address, telephone number and contact person for each site other than main headquarters out of which business under this contract would be conducted.
 3. Name, title, address, phone number, and fax number for Chairman of the Board, Chief Executive Officer or President of the Organization; as well as, name, title, address, phone number, and fax number for Individual in Charge of Project.

- II. Program narrative – not to exceed 20 pages (35 points):
 1. Please attach a list of tentative food vendors / sources, a buying plan and any other relevant information.
 2. Indicate your organization's experience in the provision of HDMs, congregate meals, nutrition education, and/or nutrition assessments to older adults. Provide a brief description of your experience for each service you are applying, as well as, the number of years that your organization has provided these services.
 3. Describe the experience of the staff which will be involved in each service for which you are applying and their qualifications. Attach copies of certifications and licenses where appropriate.
 4. Describe your food service delivery operation.
 5. Provide a general outline of how your organization addresses food service problems and food complaints.
 6. Describe how your program is self-monitored.
 7. Attach an Organizational Chart for the entire organization which indicates staff levels and functions.
 8. Describe staff training program that ensures continuing development of staff expertise in services for which you are applying.
 9. Describe the equipment that will be used for food preparation, storage, transportation, etc. Specify inventory quantities of equipment available to service this contract, and physical condition of the equipment.

10. Describe your organization's ability to deliver meals during a power outage and weather emergencies, such as excessive snow or extreme heat. Indicate what alternative plans you have during times of employee absence, power failures, machinery or delivery truck break downs.
11. If applying for Nutrition Education, please submit a lesson plan for the entire year and describe your ability to comply with AOoA Policy 321.

III. Budget and narrative (35 points)

1. Detailed budget listing all expenses for each service in which applicant is applying. Be sure to delineate a unit rate and food costs, wages, benefits, other administrative costs (i.e. indirect costs) and meal delivery; 15% cash / in-kind match of total Federal funds must be included. Be sure to include a narrative that describes how the total bid price reflects the itemized cost.
2. Geographical area in which applicant intends to provide services.
3. Anticipated number of each service applicant intends to provide on an annual basis.

IV. Program Innovations and Future Plans (30 points)

V. Attachments (Applicants need only submit one set of attachments regardless of number of services applied for.)

1. Proof that the organization is currently registered with the Secretary of State as a non-profit organization, association, or trust, a cooperative, or a for-profit business, limited liability company, limited partnership, or a partnership having limited liability.
2. A written statement of agreement to comply with non-discrimination laws, federal wage and hour laws, and workers compensation laws in the recruitment and employment of individuals.
3. An explanation of how the applicant intends to serve low-income minority individuals, older persons with limited English proficiency, and older persons residing in rural areas in the area the applicant intends to serve, please:
 - a. Specify how he/she intends to satisfy those persons' service needs;
 - b. Provide services to those persons; and
 - c. Meet objectives for providing services to those persons.
4. Evidence of at least one million dollars of commercial liability insurance coverage and insurance coverage for participant loss due to theft or property damage and the written procedure

- describing the step-by-step instructions a participant may follow to file a claim.
5. Copy of Official Articles of Incorporation.
 6. Copy of the most recent Ohio Department of Agriculture/Ohio Department of Health Standard Inspection Report for the facility or facilities where the food will be served, prepared, packaged, and/or stored. If citations were issued, signed statements of completed corrective action must also be included.
 7. Applicant's food service and any other food production license.
 8. Applicant's most recent fiscal audit report and annual report.
 9. A minimum of three verifiable business references regarding your organization's performance and description of the work which was done. These references should be on letterhead with contact information included.

Contact Persons:

Please direct any questions to:

Rebecca Liebes, Director of Nutrition and Wellness, (419) 725-6953,
rliebes@areaofficeonaging.com

Autumn Richards, Nutrition Program Assistant, (419) 725-6923,
arichards@areaofficeonaging.com