

# REQUEST FOR PROPOSAL

Central Coast Commission for Senior Citizens, Area Agency on Aging, is soliciting proposals for the provision of Elderly Nutrition services as authorized by Title IIIC of the Older Americans Act in the Counties of San Luis Obispo and Santa Barbara, for the period July 1, 2023 through June 30, 2024.

**AWARDING AGENCY:** Central Coast Commission for Senior Citizens, Area Agency on Aging  
528 South Broadway, Santa Maria, CA 93454

**CONTACT PERSON:** Aaron Pankratz, Contract Manager – 805.925.9554  
[aaron.pankratz@centralcoastseniors.org](mailto:aaron.pankratz@centralcoastseniors.org)

**DATE OF ISSUANCE:** November 27, 2023

**DEADLINE FOR SUBMISSION:** January 5, 2024, 5:00 p.m., close of business at 528 S. Broadway, Santa Maria, CA 93454 or received by email to [aaron.pankratz@centralcoastseniors.org](mailto:aaron.pankratz@centralcoastseniors.org). Proposals will not be accepted at any other location. Proposals must be hand delivered or mailed. E-mail will be accepted (confirmation email is proof of receipt). Late submissions will not be considered.

**TIMETABLE:**

|  | <b>Due Date</b>    | <b>Time</b> |
|--|--------------------|-------------|
| Applicant's Conference                                   | December 11, 2023  | 2:00 p.m.   |
| Letter of Intent (Mandatory)                             | December 15, 2023  | 5:00 p.m.   |
| Deadline for Question Submission                         | December 22, 2023  |             |
| Application Submission                                   | January 5, 2024    | 5:00 p.m.   |
| Evaluation of Proposals                                  | January 7-12, 2024 |             |
| Publication of PRC preliminary recommendations           | January 15, 2024   |             |
| Public Hearing on PRC draft recommendations              | January 17, 2024   | 1:00 p.m.   |
| PRC presents draft recommendations to Board of Directors | January 25, 2024   | 3:00 p.m.   |
| Awards Announced   | January 29, 2024   |             |
| Services Begin   | July 1, 2024       |             |

**APPLICANTS CONFERENCE:** A conference will be held on Monday, December 11, 2023 beginning at 2 p.m. at the Area Agency on Aging office located at 528 S. Broadway, Santa Maria, CA and via Zoom. The purpose is to briefly explain the proposal, review process, requirements, and other pertinent areas.

**LETTER OF INTENT:** Submission of a Letter of Intent is mandatory. It is the Applicant's responsibility to secure a receipt of its delivery to the Area Agency on Aging.

**FUNDS AVAILABLE:** The availability of the funds identified below is contingent upon receipt of adequate state and federal funds from the California Department of Aging.

**BACKGROUND:** The OCA's first major amendment in 1996 (AB 2800) established various Older Americans Act (OAA) programs and introduced additional Community Based Service Programs  
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(CBSP) not found in the OAA. Initially, these additional programs were funded primarily by the State's General Fund; budget cuts during the Great Recession, however, left these programs authorized but unfunded. With the increasing population of Californians over the age of 60, reinvestment into the Older Californians Act Programs is essential.

### **Allowable Activities**

#### **Program : Congregate Nutrition**

\$243,432. for the provision of 37,800 meals to 500 senior citizens at the congregate nutrition sites in San Luis Obispo County. The service provider must provide nutrition education.

\$ 1,421. for the provision of 4 sessions of nutrition education presentations (provided quarterly) to 600 senior citizens at the congregate nutrition sites in San Luis Obispo County.

#### **Program: Home Delivered Nutrition**

\$ 486,863. for the provision of 106,700 meals to 750 senior citizens in San Luis Obispo County. The service provider must provide nutrition education.

\$ 0. for the provision of 4 sessions of nutrition education presentations (provided quarterly) to 600 senior citizens at the through the home delivered meals program in San Luis Obispo County.

Nutrition Services Incentive Program for C1 and C2:

The Department of Health & Human Services provides cash assistance in support of the Elderly Nutrition Program through the Nutrition Services Incentive Program in accordance with Section 311 of the Older Americans Act. NSIP funds shall be used to purchase food used in the Elderly Nutrition Program.

A listing of equipment owned by the Elderly Nutrition service authorized through this RFP will be available upon request.

Allocations are dependent upon the reauthorization of the Older Americans Act and appropriation of Title IIIC funding. The goal of these funds is to maintain or improve the physical and social well-being of older persons through appropriate nutrition services.

**DEFINITIONS:** Congregate nutrition services are provided in a group setting and consist of the procurement, preparation, transporting, and the serving of meals at each site, as well as nutrition education and nutrition counseling. Units of Service: Meals and Nutrition Education

Meals: To provide one meal which assures a minimum of one-third of the Dietary Reference Intakes by the Food and Nutrition Board, Institute of Medicine, National Academy of Sciences (2006). UNIT: one meal served

Nutrition education: Informing recipients of congregate meals about current facts and information which will promote improved food selection, eating habits, nutrition, health promotion and disease prevention practices. UNIT: one presentation per participant.

**DEFINITIONS:** Home-delivered nutrition services are provided to older persons who are homebound by reason of illness, disability, or are otherwise isolated, and consist of the procurement, preparation, service and delivery of meals, as well as nutrition education.

Units of Service: Meals & Nutrition Education

Meals: To provide one meal which assures a minimum of one-third of the Dietary Reference Intakes by the Food and Nutrition Board, Institute of Medicine, National Academy of Sciences (2006). UNIT: one meal served

Nutrition education: Informing recipients of home delivered meals about current facts and information which will promote improved food selection, eating habits, nutrition, health promotion and disease prevention practices. UNIT: one presentation.

### Term of Contract

July 1, 2024 to June 30, 2025. The contract is issued in one-year increments and subject to three annual renewals creating the possibility of a contract period through the fiscal year 2027/2028. The contract is subject to renewal annually with the approval of the AAA Board of Directors, and subject to satisfactory performance of all contract requirements and annual appropriations.

As provided by the Amendments of the Older Americans Act, the Area Agency on Aging is soliciting proposals for services provided through an Area Plan.

### About the Area Agency on Aging (AAA)

The Central Coast Commission for Senior Citizens is the designated Area Agency on Aging for San Luis Obispo and Santa Barbara Counties. The Central Coast Commission for Senior Citizens, Area Agency on Aging, provides the administrative framework for the provision of social, nutrition and health promotion services to older persons and their caregivers in San Luis Obispo and Santa Barbara Counties through the Older Americans Act and the Older Californians Act. In conformance with its Area Plan, the Area Agency on Aging provides Contract awards to agencies in the two-county area for the provision of services. Preference will be given to organizations that serve the broadest portion of the two-county area.

### About the Planning and Service Area (PSA)

The Central Coast Commission for Senior Citizens, Area Agency on Aging, serves persons aged 60 and older living in San Luis Obispo and Santa Barbara Counties through the Older Americans Act.

There are seven cities in the San Luis Obispo County region and eight cities in the Santa Barbara County region. These cities and communities are geographically separated from others in the County. Preference will be given to organizations that serve the broadest portion of the geographic area.

### Preparing for this Request for Proposal (RFP)

When preparing a proposal in response to this request, please:

- Carefully read the entire RFP document before you start;
- Submit appropriate questions, as instructed, if clarifications are needed. Questions must be submitted in writing and received by the AAA by 5 p.m. on December 15, 2023;
- Submit the Letter of Intent by the required deadline;
- Submit a complete proposal by the required deadline;
- Make sure that all procedures and requirements of the RFP are accurately followed and addressed; and
- Contact the Central Coast Commission for Senior Citizens, Area Agency on Aging for access to manuals and resource materials pertinent to this RFP, or for any other issues relevant to the RFP.

### Area Agency on Aging Governing Rules

The AAA policy manuals and memoranda, AAA reporting requirements and procedures, and AAA program and fiscal assessment/evaluation criteria and instruments, are available from the AAA office. These govern the implementation of the Older Americans Act.

### Applicant Eligibility

Any public or nonprofit organization is eligible to submit an application under the following conditions:

1. The applicant organization, if incorporated, must be in good standing and qualified to conduct business in California.
2. The applicant organization must furnish proof of non-profit status, if applicable.
3. The applicant organization must be willing to provide Congregate and Home Delivered Meals services that can serve the targeted population.

4. The organization is technically and administratively capable of executing the services of the Congregate and Home Delivered Meals programs.

The California Department of Aging Contract with the Area Agency on Aging states that the AAA 'shall ensure that any contractors providing services under this Agreement shall be of sound financial status.' Due to this requirement, all applications must provide financial data (Audit Report dated within the past 12 months) validating the Agency has a sound financial status. The Area Agency on Aging will measure the 'working capital', 'current ratio', 'debt/equity' and other ratios – and will review the Auditor's notes for any 'on-going concern' or other issues that would impact financial status. Applications from agencies that do not have the required sound financial status will be rejected and returned as a 'not responsible' bid.

**OLDER AMERICANS ACT:** The overall goal of the Older Americans Act Title III contracts is to develop a comprehensive and coordinated service system for older persons to enable them to maintain a maximum level of independence and personal dignity. Elderly Nutrition services play an integral part in this service system.

The Older Americans Act makes funds available for the provision of Elderly Nutrition services. These services provided through Titles III are to be targeted to older persons in greatest social and economic need. For the purpose of this RFP and Contract award, a senior is defined as a person aged 60 years of age or older. A senior is in greatest social need if s/he has two or more of the following characteristics: handicapped, language/communication barriers, lives alone and is aged 75 and over. Any senior whose income is estimated to be equal to or less than the current SSI/SSP benefit level shall be counted as having the greatest economic need.

The Older Americans Act requires the Area Agency on Aging to include in each agreement made with a provider of any service, a requirement that such provider will specify how the provider intends to satisfy the service needs of low income minority individuals in the area served by the provider. In addition, the Area Agency on Aging funded service providers will provide services to low income minority individuals in at least the same proportion as the population of low -income minority older individuals bears to the population of older individuals of the area served by the provider. An outreach plan is required of all providers to ensure compliance with this requirement.

The AAA application for monies shall require information regarding the criteria and goals to ensure targeting of services. The AAA monitor tool shall assess the compliance of the project in meeting the goals and utilizing the criteria.

The Older Americans Act indicates that service recipients will be given an opportunity to contribute towards the cost of the service. Such contributions must be voluntary and collected in a confidential manner. No fees for services may be imposed. Participant income information may not be used to limit or deny services.

No senior may be denied services because of refusal or inability to make a contribution. Participant contributions must be used to increase the number of service units provided by the project. Older Americans Act funds may not be used to replace funds from any other source(s).

**REQUIREMENTS:** Services authorized by the Area Plan are required to be in compliance with all pertinent state, federal and local regulations, standards and legislation. A copy of the current year Award Agreement and the Standard Agreement from California Department of Aging (CDA) can be found on the AAA website. Go to the CCCSC web page ([www.CentralCoastSeniors.org](http://www.CentralCoastSeniors.org)). Scroll down to the bottom of the page. Click on the link 'Volunteer Access Page'. A list of folders will appear. Click on the folder titled 'AAA Subrecipients folder'. Password is 'aaa'. Click on folder titled 'RFP December 2023'.

It is possible that the CA Department of Aging will issue modifications of the Standard Agreement that may affect any or all applicants. This will be made available in a timely manner from date of receipt.

A copy of Program Memoranda of the California Department of Aging, authorizing statutes and federal and State regulations, Title 2 CFR Part 200 and 45 CFR Part 75, AAA policy manuals and memoranda, AAA reporting requirements and procedures, AAA program and fiscal assessment /evaluation criteria and instruments, Title 22-California Code of Regulations; Division 1.8 California Department of Aging, and AAA appeal procedures are

available on the CCCSC website. Changes or revisions of applicable laws and regulations may be issued during the Award period. Subrecipients are responsible to ensure that the provision of services is in compliance. Lack of knowledge regarding the rules does not exonerate the Subrecipient.

#### Payment Terms and Restrictions/Method of Payment

1. Payments. Payments will be made to the awarded Contractor in accordance with the California Department of Aging (CDA), Title III/VII Program Memos and the procedures of the Central Coast Commission for Senior Citizens, Area Agency on Aging.

2. Advances. A successful applicant, as Contractor, will be entitled to request and receive, an advance payment at the start of each month. The advance requests for the months of July, August and September can be up to 1/12 one-twelfth of the contract value. The advance requests for the remaining nine months can be up to the year-to-date earned value reported for prior months, less the amount already paid.

#### 3. Payment Procedures - Monthly Report of Expenditures and Request for Funds

This is a two-page report. Page 1 is the Request for Funds. Page 2 is the Report of Expenditures and Revenues. Subrecipients are required to submit a report of expenditures and revenues to the AAA no later than the fifteenth day of the month following the month being reported. One copy must be submitted to the AAA office in Santa Maria. Requests for Funds received by the fifteenth of the following month, will be accepted for processing. Requests for Funds received after the fifteenth of the following month, will be accepted and processed with the Request for Funds submitted two months from the reporting period.

If monies for C1, C2, and Nutrition Education are awarded, separate reports will be required. Payments will also be separate.

In addition, CDA has notified the Area agency on aging that a Report will be due quarterly that provides information about the waiting list for home delivered meals. The exact information to be requested and due date are unknown at this time.

#### Insurance Requirements

1. Coverage. Prior to commencement of any work under a contractual agreement, the final Contractor shall provide for the term of the contractual agreement, the following insurance:

a. General liability of not less than \$1,000,000 per occurrence for bodily injury and property damaged combined. The AAA in cases of higher than usual risks may require higher limits.

b. Automobile liability including non-owned auto liability, of not less than \$1,000,000 for volunteers and paid employees providing services supported by the contractual agreement.

If applicable, contractors and subcontractors shall comply with the Public Utilities Commission (PUC) General Order No. 115-E, which requires higher levels of insurance for chapter-party carriers of passengers and is based on seating capacity as follows:

\$750,000 if seating capacity is under 8

\$1,500,000 if seating capacity is 8 - 15

\$5,000,000 if seating capacity is over 15

c. Professional liability of not less than \$1,000,000. As it appropriately relates to the services rendered. Coverage may include medical malpractice and/ or errors and omissions.

2. Acceptable Insurer. The insurance will be obtained from an insurance company acceptable to the California Department of General Services, Office of Risk and Insurance Management, or be provided through partial or total self-insurance acceptable to the Department of General Services.

3. Evidence of Insurance. Evidence of insurance shall be in a form and content acceptable to the California Department of General Services, Office of Risk and Insurance Management. Insurance obtained through commercial carriers shall meet the following requirements:

- a. The Certificate of Insurance shall provide that the insurer will not cancel the insurer's coverage without thirty (30) days prior written notice to the CCCSC, or ten (10) days written notice if the reason for cancellation is non-payment of insurance premium.
- b. The Certificate of Insurance shall provide that the CCCSC, its officers, agents, and employees are included as additional insured's, but only insofar as the operations under the Award agreement are concerned. Professional liability coverage is exempt from this requirement.
- c. The CCCSC shall be named the certificate holder and the address must be listed on the certificate.

4. Period of Coverage. The insurance provided herein shall be in effect at all times during the term of the contractual agreement. In the event the insurance coverage expires during the term of the contractual agreement, the final Contractor will agree to provide the AAA at least thirty (30) days prior to the expiration date, a new certificate of insurance evidencing insurance coverage as provided herein for a period not less than the remaining term of the contractual agreement or for a period not less than one (1) year. In the event the final Contractor fails to keep in effect at all times said insurance coverage, the AAA may, in addition to any other remedies it may have, terminate the contractual agreement.

5. Worker's Compensation. The final Contractor must be insured against liability for Worker's Compensation or undertake self-insurance in accordance with the provisions of the Labor Code. The Applicant affirms to comply with such provisions before commencing any performance of the work of the agreement (Labor Code, Section 3700).

6. Certificate Submittal. A copy of each appropriate Certificate of Insurance referencing the contractual agreement number, or letter of self-insurance, shall be submitted to the AAA as part of the contract award contingency process.

7. Indemnification. The final Contractor must indemnify, defend and hold harmless the AAA, its officers, agents and employees from any and all claims and losses accruing or resulting to any contractors, subcontractors, suppliers, laborers and any other person, firm or corporation furnishing or supplying work services, materials, or supplies in connection with the performance of the contractual agreement and from any and all claims and losses accruing or resulting to any person, firm, or corporation who may be insured or damaged by the final Contractor in the performance of the contract agreement.

**MATCH REQUIREMENTS:** The required program matching contributions for Title IIIC is 10%. Each project must include a minimum match from non-federal sources based on total project expenditures. A minimum of 25% of the match value must be from local public sources. Minimum matching requirements are calculated on net costs, which are total costs less program income, non-match contributions, and State funds.

**DEFINITION OF MATCH:** Matching means the value of third-party in-kind contributions and that portion of program and administrative costs funded (cash or in-kind) by the contractor, subcontractor, or other local sources.

**PERFORMANCE BASED CONTRACT AND PAYMENT SYSTEM:** The Area Agency on Aging utilizes a performance-based contract and payment system with the services provided. The goal of the performance-based contract and payment system is to develop more cost-effective programs, encourage provision of contracted level of service and expand the capacity to serve older persons. If the service level for the fiscal year falls below 95% of the contract award level, the actual percentage performed will be used to calculate the maximum percentage of the contract award value to be reimbursed.

**PRIVACY AND SECURITY AWARENESS TRAINING:** The California Department of Aging Subaward with the AAA states that 'the AAA subrecipient agrees to provide ongoing education and training, at least annually, for all

employees and Subrecipients who handle personal, sensitive or confidential information. Subrecipients will complete the Privacy and Security Awareness Training module located on the Department's website, [www.aging.ca.us](http://www.aging.ca.us) within 30 days of the start date of the Agreement or within 30 days of the start date of any new employee or contractor. The Subrecipient must maintain certificates of completion on file and provide an electronic copy to the Area Agency on Aging within ten (10) days of completion.

**ENCRYPTION REQUIREMENTS:** Encryption is required on computer backup files. The Subrecipient is required to use 128 Bit encryption for data collected under this Agreement that is confidential, sensitive, and/or personal including data stored on portable computing devices (including but not limited to, laptops, personal digital assistants, notebook computers, and backup media) and/or portable electronic storage media (including but not limited to, discs and thumb/flash drives, portable hard drives, and backup media) and/or portable electronic storage media (including but not limited to, discs, thumb/flash drives, portable hard drives, and backup media). The Subrecipient shall ensure that all electronic information is protected by performing regular backup of automated files and databases, and ensure the availability of information assets for continued business.

**SAM NUMBER:** All Subrecipients are required to obtain a Unique Entity ID (UEI) and to maintain registered status in the Federal System for Awards Management (SAM).

1. UEI is the 12 character alphanumeric ID established and assigned by SAM to uniquely identify business entities. A non-Federal entity is required to have a UEI in order to apply for, receive, and report on a Federal Award.
2. The UEI number must be provided to the Area Agency prior to the execution of this Agreement.
3. The subrecipient must have complied with the federal requirement to keep the UEI and related updates on the website at <http://fedgov.dnb.com/webform>.
4. The subrecipient shall review all UEI information annually to ensure it is up to date.
5. If the Area Agency cannot access the Subrecipients' UEI information related to this federal award on the Federal Funding Accountability and Transparency Act Subaward Reporting System, the subrecipient must immediately update the information as required.

#### AUDIT REQUIREMENTS

Non-profit organizations that expend \$750,000 or more in Federal financial assistance in a year must have an audit performed as required by Title 2 CFR Part 200 and 45 CFR Part 75. The audit is required to be completed not later than nine (9) months after the end of the organization's fiscal year. A copy of the completed Audit Report must be submitted to the AAA not later than thirty (30) days after the completion of the audit.

The audit must be properly procured - use Title 2 CFR Part 200 and 45 CFR Part 75 procurement standards; and provide maximum opportunities to small and minority audit firms. It must be performed in accordance with Government Auditing Standards -should be performed by an independent audit firm; and be organization-wide. It must be all inclusive - include an audit of the financial statements; an assessment of internal controls, test of transactions; and a determination of compliance with laws and regulations of all major federal programs and selected non-major program transactions. It must be performed in accordance with and address all issues contained in any federal OMB Compliance Supplement that applies to the Award program.

Non-profit organizations must include in the contract with their selected audit firm, requirements that the auditors will comply with all applicable audit requirements, and that access to the work papers of the audit firm must be provided upon request, to the AAA and/or the CDA.

If the Non-profit organization is not required to obtain an audit in accordance with Title 2 CFR Part 200 and 45 CFR Part 75, the AAA must determine whether the organization expended the funds provided under this Award in accordance with applicable laws and regulations. The AAA Audit Monitoring procedures are available for review at the AAA office in Santa Maria.

Non-profit organizations which have federal awards expended of less than \$750,000 per year, and are thereby exempted under Title 2 CFR Part 200 and 45 CFR Part 75, may not charge to Federal Awards the cost of an audit, or any other agreed upon procedures the scope of which is less than that of an audit.

CDA requires additional reports to be included in Title 2 CFR Part 200 and 45 CFR Part 75 Audits:

- (a) Schedules that reflect a comparison to and any difference from actual audit amounts to the Budgets and to the Close-Out Reports on each CDA Contract.
- (b) The Schedule of Expenditures of Federal Funds (SEFA) has been modified by CDA requirements. CDA requires all State awards to be displayed in the SEFA in the same format as the Federal awards.
- (c) A report which also presents a determination of the accuracy to the close-out reports, program Income, matching and non-matching contributions (cash and In-kind), and to their compliance with applicable regulations.

#### Expected Minimum Performance of Selected Contractor

The Area Agency on Aging utilizes a performance based contract and payment system for the services provided. The goal of the performance based contract and payment system is to develop more cost effective programs and to expand the capacity to serve older persons. If the service level for the fiscal year falls below 95% of the contract award level, the actual percentage performed will be used to calculate the maximum percentage of the contract award value to be reimbursed.

#### Area Agency on Aging Requirements

The Service Provider Manual outlines the procedures and requirements required of all contractors receiving contracts through the AAA. It sets forth accounting, auditing and other financial management responsibilities; property management; and other general information necessary. The AAA requires its staff to review the program administration, services/ operations and fiscal management aspects of programs. These monitoring visits are conducted annually.

Contractors will be required to use software purchased and licensed by the Area Agency on Aging that will enable them to collect and transfer data for the purpose of submitting monthly Management Information System data to the Area Agency on Aging.

#### Application Process

##### General Instructions

This format allows for a complete description of the Applicant's proposal. Forms will be provided at the Applicants Conference, which must be used in accordance with the instructions. Applicants must not deviate from the format and forms provided. Proposals submitted in response to this RFP must be in accordance with the following preparation and formatting instructions.

##### Submission

###### 1. Proposal Package

Applicants submitting proposals in response to this RFP are doing so freely and are responsible for any development costs. Proposals will be submitted with the understanding that all proposals will be available for public inspection after the award has been made.

###### 2. Signature

Proposal documents must be signed by the applicant or by an agent of the Applicant, if s/he is a corporation officer authorized to sign Subawards on its behalf, a partnership member, or if s/he is properly authorized by a power of attorney or equivalent document submitted with the proposal. An unsigned proposal will be rejected as not responsive. A board resolution, board minutes or minute order must accompany the authorized signature.



### 3. Copies

For hard copy submissions-Two (2) master copies of the complete Application package with attachments with original signature(s) must be submitted. In addition, four (4) copies of the Cover Sheet, Program Summary, Scope of Work (Sections A-N), Budget, Budget Narrative and Cost Allocation Plan must be submitted. Also submit a Thumbdrive containing a copy of all documents submitted in the Application package. Documents on the thumbdrive may be in MS Word, MS Excel or PDF formats.

For electronic submissions master copies of the complete Application package with attachments with original signature(s) must be submitted. Documents may be in MS Word, MS Excel or PDF formats.

### 4. Submission Date

The closing date for the receipt of proposals under this announcement is January 5, 2024. The proposals must be received by January 5, 2024, 5 p.m. at the Area Agency on Aging office in Santa Maria or by electronic means (email, Dropbox or similar cloud delivery option) to [aaron.pankratz@centralcoastseniors.org](mailto:aaron.pankratz@centralcoastseniors.org) . Electronic submission are deemed received when they have been downloaded to an organization computer. Proposals received after January 5, 2024, 5 p.m. will not be considered. Mail or hand-deliver proposals to: Area Agency on Aging, 528 South Broadway, Santa Maria, CA 93454. It is the Applicant's responsibility to secure receipt of delivery to the Area Agency on Aging.

### Proposal Format

#### 1. General Instructions

These instructions prescribe the proposal format and presentation of proposal information. The format allows for the Applicant's proposal to be completely described and ensures a fair and easily read comparison among proposals. Therefore, it is important to follow the guidelines. This format does not preclude applicants from elaborating on particular subjects or from identifying and discussing unique features of the proposal.

The proposal should be as thorough as possible. Forms are provided and must be used as instructed. Pages should be 8.5" x 11" white bond paper, numbered consecutively; single-spaced, using 12-point font. The Applicant must restate each question in the order presented and the response must immediately follow each question.

#### 2. Proposal Outline

- I. Cover Sheet
- II. Project Summary
- III. Scope of Work
  - A. Agency Background and Program Information
  - B. Current services
  - C. Proposed Services
  - D. Program description
  - E. Client Population
  - F. Nutrition Sites/delivery routes
  - G. Staffing Capability and Pattern
  - H. Utilization of Volunteers
  - I. Coordination with Network of Aging Services
  - J. Outreach and Publicity
  - K. Transportation
  - L. On Going Funding
  - M. Suggested Donation
  - N. Long Range Planning
  - O. Program Management Characteristics
- IV. Implementation Plan
- V. Assurances

## VI. Budget Summary and Budget Narrative and Cost Allocation Plan

## VII. Forms/Appendices

### Proposal Instructions

1. Project Summary Instructions. The Project Summary is a brief descriptive overview of the applicant agency, its administrative capabilities, and a summarized version of the overall project proposal as described in detail in the scope of work.

2. Scope of Work instructions. This section is the opportunity to describe in detail the proposal to deliver Congregate meals, Home Delivered Meals and Nutrition Education services.

### 3. Assurances

Project Contractors: The applicant agrees to screen and find acceptable only those subcontractors known to be fiscally responsible, administratively sound, and operationally reliable. The applicant must obtain approval of the Area Agency on Aging prior to committing to any subcontracts.

- Sufficient Cash Flow: Private nonprofit applicant organizations must assure that they have sufficient financial support to cover the program's expenses for a minimum of ninety (90) calendar days.
- Board Resolution: The applicant agency must assure that a resolution from the Board of Directors (or legal governing body) identifying the person authorized to sign and approve agreements is on file with the Area Agency.
- Records: The applicant agrees to maintain all program and fiscal records within the geographical service area, or to have all records available at the headquarters office within 48 hours upon request by the Area Agency.

### 4. Budget Summary and Budget Narrative Instructions

The AAA budget format is to be used. Forms will be provided at the Applicants Conference.

A Cost Allocation Plan is required for all allocated costs. PERSONNEL COSTS cannot be allocated. They must be direct program charges supportable by time cards/timesheets.

The Budget Narrative explains allocations on the Budget Summary and gives the formula and rationale for each line item amount. Explain all items and cost categories in the same order shown on the Budget Summary.

1. Cover Sheet:

| <b>I. Cover Sheet</b>   |  |
|---|--|
| <b>Requirements</b>   | <b>Evaluation Criteria</b>                   |
| 1.) Title of Project<br>2.) Program Services To Be Provided<br>3.) Type of Application<br>4.) Applicant Agency<br>4A.) Project Director<br>5.) Type of Agency<br>6.) Dates of Project Period<br>7.) Amount of Title III monies Requested<br>8.) Name, Title and Address of Official Authorized to Sign for Applicant Agency<br>9.) Payee<br>10.) Signature of person named in Item 8<br>11.) Advisory Council application recommendation meeting date | Evaluate Applicant completeness and accuracy |

2. Project Summary Instructions: The Project Summary is a brief descriptive overview of the applicant agency, its administrative capabilities, and a summarized version of the overall project proposal as described in detail in the scope of work. It also presents a recent four (4) year history of program services and client service data, if available. Use six (6) month data for 2019/20.

| <b>II. Project Summary</b>  |  |
|---|--|
| <b>Requirements</b>   | <b>Evaluation Criteria</b>                             |
| A. The Project Summary will include: <ul style="list-style-type: none"> <li>• Brief description of Applicant Agency</li> <li>• Administrative capabilities</li> <li>• Summary of overall project as described in scope of work</li> <li>• Recent four (4) year history of program services and client service data using six (6) month data for FY 19/20 if applicable</li> </ul> | A. Applicant submits complete and accurate information |

3. Scope of Work instructions: This section is the opportunity to describe in detail the proposal.

| <b>III-A: Agency Background and Program Information</b> |   |
|---|---|
| <b>Requirements</b>                                     | <b>Evaluation Criteria</b>                      |
| A. Describe Agency Mission Statement                    | A. Proposed program supports mission statement. |

|  |   |
|--|---|
| B. Describe Goals of Agency  | B. Program appears to help agency achieve its goals.  |
| C. Describe experience in community based services                       | C. Applicant's experiences providing community based services indicate a level of understanding and knowledge to ensure the provision of successful services. |
| D. Describe Agency history   | D. Agency's history fits the program requirements to successfully implement and administer proposed Program.  |
| E. Describe Geographic area served by the agency.                        | E. Applicant adequately describes area for the proposed services in the proposed geographical area.   |
| F. Include the current locations of headquarters and subsidiary offices. | F. Headquarters and subsidiary offices in the program area will ensure access to the targeted client population in an effective manner.                       |
| G. Describe size of Agency   | G. Evaluate if Agency is staffed to ensure an effective program.  |

| <b>III-B: Current Services</b>   |   |
|--|---|
| <b>Requirements</b>  | <b>Evaluation Criteria</b>  |
| A. Describe the services and activities that your agency is currently providing.   | A. A description of services provided by the agency is included & demonstrates a capability of delivering services to seniors.  |
| B. What are unmet needs of your current clients.   | B. Evaluate how agency identifies the unmet needs of clients and what steps have been taken to address those unmet needs.   |
| C. How many people are on your waiting list(s) for each program  | C. Evaluate size of waiting list to determine probability of Applicant meeting levels of seniors/s to be served.  |
| D. How is your waiting list being handled. Detail how referrals are assessed, prioritized and selected to receive meals. | D. Evaluate what Applicant has done and is doing to reduce size of waiting list, and how Applicant takes those on waiting list. Review criteria for selection to add to and remove from waiting list. |

| <b>III-C: Proposed Services</b>  |   |
|--|---|
| <b>Requirements</b>  | <b>Evaluation Criteria</b>  |
| A. Describe the program for which you are seeking funds from the Older Americans Act, Title IIIC.            | A. A description of proposed service model is provided and the Applicant demonstrates a detailed understanding of the specific model chosen.      |
| B. List the program goals for meal services, outreach and nutrition education.                               | B. Goals are clear and appropriate to the program, and are achievable if objectives are successfully implemented.                                 |
| C. List Program Objectives for meal services, outreach and nutrition education.                              | C. Objectives are specific, measurable and if achieved result in a successful Title III program.  |
| D. Describe census data of service area detailing age specific data or data regarding the target population. | D. Data indicates sufficient potential clients in service area and supports eligibility and targeting in accordance with the Older Americans Act. |

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| E. Describe census data of service area by ethnic minority status                     | E. Data supports that the proposed service area will serve a multi-cultural target population.   |
| F. Describe census data of service area by Poverty level                              | F. Data supports that service area will have sufficient clients at or below the poverty level to ensure an effectively targeted program. |
| G. Describe methods of assuring inclusion of persons from these groups in the program | G. Applicant's processes and procedures for ensuring that all eligible clients are served is satisfactory.                               |

| <b>III-D: Program Description</b>  |  |
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| <b>Requirements</b>  | <b>Evaluation Criteria</b>   |
| A. Describe the components of the program regarding client intake, assessment, reassessment, referral and termination.   | A. The Applicant's response must contain a thorough evaluation of the procedures and processes for each component and be inclusive of quantifying each component.  |
| B. Describe the process for the development of the program menus, including role of participants, project advisory council, and RD.  | B. Proposed process will ensure that preferences of participants are considered in the development of menus.   |
| C. Provide the name and title of the person responsible for the writing of the menus. If another person is responsible for the menu certification, give that persons name and title, also. Provide ADA member number(s).   | C. Personnel writing and certifying menus is qualified and meets the requirements.   |
| D. Describe how foods will be transported from each kitchen to each site.<br>Describe your method of food transportation for both hot and cold foods. Include the method of packaging, type of equipment, and methods to ensure temperature maintenance and prevention of contamination, spillage and infestation. | D. Food transport from each kitchen to each site ensure safety and sanitation is adequate and satisfactory.  |
| E. Describe the food production time line in each kitchen. Provide the information by kitchen, times, arrival at site time and service time at site. Describe the method to document safe temperature.   | E. Food production schedule and methods ensures compliance and food safety.  |
| F. Describe plan to provide meal service on holidays that are celebrated by sponsoring Agency, food vendor or site. Be specific by site.   | F. Plan provides a reasonable means to ensure that all seniors are provided with access to needed meals.   |
| G. Describe the method(s)/activities to be used to ensure preference for providing services to ethnic minority older persons.  | G. Evaluate if Applicant has a reasonable approach and has described the methods, activities, time-lines and responsible people who will administer and monitor the activities to increase services and access to ethnic minority seniors. |

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| H. Describe the method(s)/activities to be used to ensure preference for providing services to older persons with greatest economic need   | H. Applicant presents methods, activities or procedures for ensuring preference for providing services to older persons with greatest economic need and demonstrates an understanding of the Older Americans Act. |
| I. Describe the method(s)/activities to be used to ensure preference for providing services to older persons with greatest social need. Include specific efforts to accommodate the homeless elders.   | I. Applicant presents methods, activities or procedures for ensuring preference for providing services to older persons with greatest social need and demonstrates an understanding of the Older Americans Act.   |
| J. Describe the method(s)/activities to be used to ensure preference for providing services to low income minority individuals   | J. Applicant presents methods, activities or procedures for ensuring preference for providing services to low income minority individuals and demonstrates an understanding of the Older Americans Act            |
| K. Describe the methods(s)/activities to be used to ensure preference to provide services to older individuals residing in rural areas   | K. Applicant presents methods, activities or procedures for ensuring preference for providing services to older individuals residing in rural areas and demonstrates an understanding of the Older Americans Act  |
| L. Describe the plan for emergency congregate meals including how often emergency food is rotated. If the plan differs for each site, describe plan for each site.   | L. Applicant presents a plan to ensure that safe foods are available for each site in the event of an emergency.  |
| M. Describe the plan to distribute information to participants on how to develop a personal emergency plan.  | M. Applicant presents a reasonable plan to assist participants in the development of a personal emergency plan.   |
| N. Describe the Disaster Preparedness Plan of the Agency in regard to client services.   | N. Agency plan is reasonable and responsive.  |
| O. Describe the plan for leftover food and shortages at each site.   | O. Applicant presents a plan that will ensure the ability to respond in a timely manner when delivery errors occur.   |
| P. Detail all of the procedures to implement, report and analyze the Nutrition Screening Initiative. Include at a minimum, who will administer the questionnaire, who will compile the results and how will the results be reported and what action will be taken for participants that are high nutritional risk. | P. Applicant presents an appropriate plan to ensure NSI data results are used to aide the participant and the program.  |

| <b>III-E: Client Population</b> |                            |
|---------------------------------|----------------------------|
| <b>Requirements</b>             | <b>Evaluation Criteria</b> |

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| <p>A. Provide an estimate of the clients to be served for each program (congregate and home delivered meals and nutrition education for each program).</p> <p>For each program provide the projected client profile by percentage of the following:<br/> <b>Ethnicity:</b> Identify as Hispanic/Latino or Not-Hispanic/Latino<br/> <b>Race:</b> If Not Hispanic/Latino identify as:</p> <ol style="list-style-type: none"> <li>1.) American Indian or Alaskan Native</li> <li>2.) Asian – If Asian identify Appropriate subgroup</li> <li>3.) Native Hawaiian or Pacific Islander</li> <li>4.) White</li> <li>5.) White-Hispanic</li> <li>6.) Black/African American</li> </ol> | <p>A. Projections appear to be appropriate to meet the goals of the Older Americans Act and achievable in the proposed service area with projected resources</p> |
| <p>B. Provide estimated numbers of seniors in greatest economic need to be served in each program: congregate meals and home delivered meals.</p>   | <p>B. Estimate appears to achieve targeted population goals as outlined in Older Americans Act.</p>  |
| <p>C. Provide estimated number of seniors in greatest social need to be served in each program: congregate and home delivered meals.</p>  | <p>C. Estimate appears to achieve targeted population goals of Older Americans Act</p>   |
| <p>D. Provide estimated numbers of low income minority seniors to be served in each program: congregate and home delivered meals.</p>   | <p>D. Estimate appears to achieve targeted population goals of Older Americans Act</p>   |
| <p>E. Provide estimated numbers of older individuals residing in rural areas to be served: congregate and home delivered meals.</p>   | <p>E. Estimate appears to achieve targeted population goals of Older Americans Act</p>   |
| <p>F. Estimate the number of units of service to be provided during the project period separately for each program (congregate and home delivered meals).</p>   | <p>F. The Applicant proposes a number of units of service that are reasonable and cost effective</p>   |

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| G. Define Units of service  | G. Definition of unit of service matches the prescribed definition in the RFP |
| H. Present the unit of services for congregate and home delivered meals, outreach and nutrition education at each site. Explain how the projections were developed. Detail the service unit projection by site. | H. Applicant ensures an equitable allocation of services.                     |
| I. Describe any changes in service delivery proposed in this application from the current FY 23/24 level and method of service delivery (if applicable)   | I. Proposed changes will enhance program capacity to meet client needs.       |

| <b>III-F: Nutrition Sites- Delivery routes</b>   |   |
|--|---|
| <b>Requirements</b>  | <b>Evaluation Criteria</b>  |
| A. Present a list of the congregate meal sites and why the site is appropriate to achieve the goals and objectives of the congregate meal service. | A. Information is provided that supports the selection of the sites as the cost effective means to be accessible to the target population of older persons. |
| B. Describe how routes for the delivery of HDM are developed and revised. Provide the time frame for each HDM route in each area.                  | B. Information confirms that time and safety requirements are in compliance..   |

| <b>III-G: Staffing Capability and Pattern</b>  |   |
|--|---|
| <b>Requirements</b>  | <b>Evaluation Criteria</b>  |
| A. Describe proposed staffing structure. List the categories and number of staff, as well as, the number of hours per week proposed for each staff position. | A. The Applicant's staffing structure includes the list of staff categories, number of staff, and hours per week for each staff position. The staff is sufficient to operate the Program to achieve its goals and objectives. |
| B. Include a brief statement of the duties of each staff member.   | B. Proposed staffing information includes comprehensive duty statements for each staff member.  |
| C. Detail how staffing meets the requirements of Title 22.   | C. Applicant describes staffing that meets requirements of Title 22.  |
| D. Describe the quality assurance plan.  | D. Applicant describes content and schedule for QA plan.  |
| E. Describe Staff Training Plan, including topics, dates, method of presentation, credentials of trainers and evaluation procedures.                         | E. Applicant describes content and schedule for staff training that complies with requirements.   |



| <b>III-H: Utilization of Volunteers</b>  |  |
|--|--|
| <b>Requirements</b>  | <b>Evaluation Criteria</b>   |
| A. Detail the use of volunteers in the program   | A. Volunteers will enhance program effectiveness and efficiency  |
| B. Describe Training Plan for volunteers   | B. Training for volunteers presents schedule and topics that will ensure volunteers can meet their responsibilities and duties.  |
| C. Describe experience using volunteers  | C. The use of volunteers is a crucial element in Program effectiveness and can significantly enhance the ability to deliver services to seniors                            |
| D. Describe method(s) to recruit volunteers  | D. Methods demonstrate effectiveness in recruiting volunteers  |
| E. Describe plan to supervise volunteers   | E. Supervision of volunteers is essential to effective and efficient performance of volunteer duties and responsibilities. Proposed plan will ensure adequate supervision. |
| F. Describe the role of the Project Advisory Council and its role in the preparation and review of this Application. Describe how members are selected, frequency of meetings and how agenda is developed. | F. Application ensures that input is secured from program participants in program operations.  |

| <b>III-I: Coordination</b>   |   |
|--|---|
| <b>Requirements</b>  | <b>Evaluation</b>   |
| A. Describe experience in cooperative relationships with community- based organizations.   | A. Applicant demonstrates experience in cooperative relationships with other community-based services.  |
| B. Describe experience, if any, working with regulatory agencies at the state and federal levels.  | B. Applicant demonstrates relationships with regulatory agencies at the state and federal levels.   |
| C. Describe methods that will be employed to coordinate with other aging/senior network services, community-based services.  | C. Applicant has described detailed methods of coordination with other aging/senior network, and community-based services. Applicant explains how this will enhance services to clients.                    |
| D. List existing resources within the service area that will enhance and demonstrate program capacity to serve seniors and the relationship with the proposed program.<br><br>List, if any, existing interagency agreements. | D. Resources within the service area for the target population are presented. Adequate explanation of the relationship with resources that if implemented will enhance capacity of program to address need. |

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| E. Describe the health and safety inspections you are subject to and how you obtain the needed inspections, include the frequency of inspections. | E. Applicant accurately presents inspections and how they will ensure they are completed. |
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| <b>III-J: Outreach and Publicity</b>   |  |
|--|--|
| <b>Requirements</b>  | <b>Evaluation Criteria</b>   |
| A. Describe how the agency intends to communicate with culturally diverse communities.   | A. The Applicant demonstrates how it will communicate with culturally diverse communities. Proposal appears reasonable for program success in achieving targeting goals.       |
| B. Describe how the agency intends to communicate with underserved populations   | B. The Applicant demonstrates how it will communicate with underserved populations. Proposal appears reasonable for program success in achieving targeting goals.              |
| C. Describe how the agency intends to communicate with low-income populations  | C. The Applicant demonstrates how it will communicate with low-income populations. Proposal appears reasonable for program success in achieving targeting goals.               |
| D. Describe plans for providing education and educational materials to the community   | D. The Applicant provides detailed plans for community educational activities and development of educational materials.  |
| E. Describe plans to increase public awareness of program services   | E. Applicant provides detailed plans of how it will increase public awareness and demonstrates how these plans will achieve maximum public awareness of the proposed services. |
| F. Describe the methods to be used to satisfy the needs of low income minority older persons for each service. Present specific objectives, activities and outcomes. | F. Applicant describes methods that will ensure services will meet the needs of low income minority older persons.   |
| G. Describe the methods to be used to ensure preference for providing services to older persons with greatest social and economic need. Present specific             | G. Applicant describes methods that will ensure services will ensure preference for providing services to older persons with greatest social and economic needs.               |

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| objectives, activities and outcomes. |  |
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| <b>III-K: Transportation and Access</b>   |   |
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| Requirements  | Evaluation Criteria   |
| A. Describe the various kinds of transportation available for participants to and from each of the sites.     | A. Applicant demonstrates the ability to ensure various kinds of transportation for participants to access the congregate meal sites. |
| B. Describe how the site will ensure access to people with hearing, visual, physical and mental disabilities. | B. Applicant describes access plans and/or procedures at the program sites for people with disabilities.                              |
| C. Describe how Applicant will ensure services to seniors with limited English proficiency.                   | C. Applicant describes a process or procedure demonstrating full access to services for seniors with limited English proficiency.     |

| <b>III-L: On-Going Funding</b>  |  |
|---|--|
| Requirements  | Evaluation Criteria  |
| A. Describe potential sources of funding, short-term and long-term, for the program and a plan to secure these funds. | A. Implementation of a plan to secure additional funds appears realistic.  |
| B. Describe fund raising plans  | B. Detailed fund raising plan is provided, appears feasible and if successful ensures financial solvency of program. |
| C. If less funding is received than requested, describe contingency plan.   | C. Applicant provides a contingency plan that will maintain the highest level of client services                     |

| <b>III-M: Suggested Donation</b>  |   |
|---|---|
| Requirements  | Evaluation Criteria   |
| A. Describe the method(s) by which the client is provided an opportunity to donate money to the Program at each site. | A. Description of the contribution method is provided ensuring seniors are aware the service is free and contributions are voluntary and confidential.                    |
| B. Describe how a suggested donation schedule has been developed for each site.                                       | B. A description of how the suggested donation schedule will be developed is provided and it reflects input from clients served by program and local community standards. |
| C. Detail the suggested donation by site for both the congregate  | C. Suggested donation reflects community standards.   |

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| and home delivered meal program.   |   |
| D. Describe how the donation will be collected at each site.                           | D. Collection method will ensure that each donation is confidential and its solicitation indicates no means test is given or implied. |
| E. Detail methods to ensure the donation is protected from loss, mishandling or theft. | E. Procedures are adequate to ensure safety in the collection of the donation and its processing.                                     |

| <b>III-N: Long Range Planning</b>   |   |
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| Requirements  | Evaluation Criteria   |
| A. Describe the process by which the program will develop a 3-5 year Strategic Plan. Provide a copy of the current Agency Strategic Plan. | A. The Applicant demonstrates the capability to develop a Strategic Plan. |

| <b>III-O: Program Management Characteristics</b>  |  |
|---|--|
| Requirements  | Evaluation Criteria  |
| A. Detail the monitoring procedures of the agency regarding the project. Describe the role of the Board of Directors, Project Advisory Council and Staff.   | A. Applicant has an adequate internal quality assurance program.   |
| B. Describe the agency's capacity to deliver services and utilize the services of workers who are fluent in the language spoken by a predominate number of seniors/s who are of limited English-speaking ability. | B. Applicant provides evidence that language is not a barrier to delivery of services and describes how this will be accomplished. |
| C. Describe the Client Grievance Procedure  | C. Proposed Client Grievance Procedure complies with CDA requirements  |

4. Implementation Plan: If the Applicant is starting a Title III Program for the first time, or will be assuming program performance previously administered by another agency, then a start up or implementation plan must be provided. The implementation plan should consist of information about the initiation, planning, execution, risk assessment, and maintenance/quality control of the Title III services.

| <b>IV: Implementation Plan</b>                                    |  |
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| Requirements  | Evaluation Criteria  |
| A. Describe how the Applicant will develop an Implementation Plan | A. The Applicant demonstrates the capacity to develop an Implementation Plan that appears satisfactory to ensure program success. Implementation Plan includes elements that are consistent with a |

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|  | comprehensive plan such as initiation, planning, execution, risk assessment, and maintenance/quality control. |
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5. Assurances: Establishing a level of capability and demonstrating confidence that the program services will be executed in accordance with the RFP.

a.) Project Subcontractors: The applicant agrees to screen and find acceptable only those subcontractors known to be fiscally responsible, administratively sound, and operationally reliable. The applicant must obtain prior written approval of the Area Agency on Aging prior to committing to any subcontracts.

b.) Sufficient Cash Flow: Private nonprofit applicant organizations must assure that they have sufficient financial support to cover the program's expenses for a minimum of ninety (90) calendar days.

c.) Board Resolution: The applicant agency must assure that a resolution from the Board of Directors (or legal governing body) identifying the person authorized to sign and approve agreements is on file with the Area Agency.

d.) Records: The applicant agrees to maintain all program and fiscal records within the geographical service area, or to have all records available at the AAA Santa Maria office within 48 hours upon request by the Area Agency.

| <b>V: Assurances</b>   |   |
|--|---|
| Requirements   | Evaluation Criteria   |
| A. Applicant to make assurances as listed above, i.e; a, b, c & d. | A. Applicant submits complete and accurate information. Proposal appears to ensure program success. Proposal complies with rules and regulations. |

#### 6. Budget Summary, Budget Narrative and Cost Allocation Plan

| <b>VI: Budget Summary, Budget Narrative and Cost Allocation Plan</b> |  |
|--|--|
| Requirements   | Evaluation Criteria  |
| A. Applicant must submit Budget Summary                              | A. Budget presents adequate resources to achieve program's goals and objectives. Proposed program is cost effective. |
| B. Applicant must submit Budget Narrative                            | B. Budget narrative clearly describes costs. Costs presented are allowable. Calculations are correct.                |
| C. Applicant must submit Cost Allocation Plan                        | C. Cost Allocation Plan is prepared correctly. Presents a reasonable approach.                                       |

The AAA budget summary format is to be used. Forms will be provided at the Applicants Conference.

A Cost Allocation Plan is required for all allocated costs. PERSONNEL COSTS cannot be allocated. They must be direct program charges supported by time cards/timesheets.

The Budget Narrative explains allocations on the Budget Summary and gives the formula and rationale for each line item amount. Explain all items and cost categories in the same order shown on the Budget Summary.

7. Forms/Appendices: Forms provided by AAA as part of the application must be used as provided without alteration.

The below list of required items must be included in the application:

1. Statement of the purpose of the Organization or a copy of the Corporation By-Laws
2. Organizational chart
3. Articles of Incorporation
4. List of staff and job descriptions of all project personnel
5. A copy of the most recent audit report, not more than 12 months old at time of submission and certified by an independent certified public accountant
6. Governing body resolution authorizing Title III application
7. Latest IRS and State Franchise Tax Board reports
8. List of Board of Directors (or governing body) on form provided
9. Minutes of the Project Advisory Council meeting that reviewed the application
10. A copy of the minutes of the past three meetings of the Board of Directors
11. Statement listing any pending litigation involving the organization or key personnel of the organization
12. A copy of the Grievance Policy/Statement.
13. List of Project Advisory Council on form provided.
14. A copy of the forms used for internal evaluation.
15. A copy of the Client Satisfaction Survey form.
16. A copy of the latest corporate balance sheet.
17. Job descriptions of volunteers.
18. The proposed menu cycle, providing the analysis to demonstrate its compliance.
19. A list of all internal policies and procedures specific to the nutrition program.
20. A copy of all required insurance policies.
21. A copy of the Disaster Plan for each congregate meal site and for delivery to home bound clients.
22. SAM Registration verification
23. Copy of form used to solicit client donations.
24. Status Report (not older than four (4) weeks from date of submission) from the Secretary of State.
25. Status Report (not older than four (4) weeks from date of submission) from the State Attorney General.

| <b>VII: Forms/Appendices</b>                        |  |
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| Requirements  | Evaluation Criteria                                    |
| A. Submit all forms and appendices, i.e.;1-25 above | A. Applicant submits complete and accurate information |

Review and selection process

### Screening

The Area Agency will evaluate each application with the same process to select applicant(s) who best respond to the Area Agency's requirements and Congregate and Home Delivered Meals program needs, and provides the broadest area of services across the county area.

Required attachments to be submitted with proposal, include, but may not be limited to, the following:

- Applicant Information Sheet

- Budget Summary and Narrative and Cost Allocation Plan (Note: Must contain categories in the budget format provided)
- Proof of Nonprofit Status of Organization (not applicable for governmental agencies)

The Area Agency reserves the right to award a contract with or without further discussion of the proposal submitted. Therefore proposals should be submitted initially on the most favorable terms, from both budget and programmatic standpoints, which the applicant can propose. The Area Agency on Aging also reserves the right to reject any and all proposals received by reason of the Request for Proposal. The Area Agency on Aging also reserves the right to negotiate modifications after the bid/ proposal has been selected and before the Agreement is executed.

The Program Proposal and budget of the successful applicants shall be appended to and incorporated in the Contract Award. The terms and conditions set forth in the Contract Award should be reviewed carefully by interested parties. Compliance with the Subaward conditions is mandatory.

The Area Agency on Aging has a policy regarding the time period to satisfy contract award contingencies. The Central Coast Commission for Senior Citizens, Area Agency on Aging, shall require the satisfaction of Contract Award contingencies within 45 days of the date of Contract Award. If contingencies are not satisfied within this period; (1) the applicant can request a waiver, within 90 days, which includes a hearing before the Board at its regular meeting. The hearing will be limited to: (A) circumstances of request and (B) basis of exempting contract allocation reduction; the contract allocation shall be reduced on a pro rata basis, from the beginning of the subaward period.

When deemed advisable by the Area Agency on Aging, the Area Agency reserves the right to arrange on-site fiscal and program assessments by the staff of the Area Agency to determine the applicant's ability to meet the terms and conditions of the Request for Proposal, application and Contract Award. The Area Agency on Aging will also include the Application For Funding as a part of the Contract Award Agreement, thereby ensuring that the Applicant is held to the application submitted.

#### Selection Evaluation Criteria and Proposal Evaluation

A Proposal Review Committee (PRC) has been designated by the Area Agency on Aging to be responsible for the review and evaluation of all applications and the development of recommendations to be presented to the Area Agency on Aging Board of Directors. The Proposal Review Committee consists of members from the Area Agency on Aging Advisory Council and the Commission Board of Directors.

The Agency staff will review each application and present its analysis to the Proposal Review Committee. The Proposal Review process will include an interview of each applicant agency. The interview is considered a vital part of the application process because it may impact the rating given to each application in this competitive process. The applicant agency is strongly encouraged to send representatives that are informed about both the program and the specifics in the application.

The Area Agency will evaluate the Applicant's compliance with performance criteria, documentation and procedures required by this RFP. The proposal must demonstrate that all requirements are satisfied. Any need for clarification of proposals will be identified and clarifications requested.

#### Award of Contract and Protest Procedure

##### 1. Award Determination.

Each Applicant will be mailed a copy of the notice of contract award or non-award.

##### 2. Appeals.

An appeal concerning the evaluation method, the selection process, or other aspect of the RFP must be received no later than five (5) days after receipt of notification of non-award. An appeal must state the reasons for the protest, citing the law, rule, regulation, or practice on which the appeal is based. Protests must be in writing and sent by

certified or registered mail to Central Coast Commission for Senior Citizens, Area Agency on Aging, 528 South Broadway, Santa Maria, CA 93454.

#### Disposition of Proposals

All materials submitted in response to this RFP will become the Property of the Area Agency. Materials may be returned only at the Area Agency's option and at the Applicant's expense. One copy of the proposal shall be retained in official files as required by retention schedules.

**The weighted criteria to be used by the Proposal Review Committee are outlined below:**

| <b>I: Cover Sheet</b>   |                 |
|---|-----------------|
| The Applicant completes the agency information page completely and accurately |                 |
| Total   | <b>5 Points</b> |

| <b>II: Project Summary</b>   |                  |
|--|------------------|
| The Applicant completes a brief description of the agency, demonstrates administrative capabilities, completes an overview or summation of the overall project as described in the scope of work, and presents a recent four (4) year history of program services and client data , including recent 6 month 11-12 data. |                  |
| Total  | <b>10 Points</b> |

| <b>III: Scope of work</b>  |                  |
|--|------------------|
| <b>III –A Agency Background and Program Information</b>  |                  |
| The Applicant's proposed program support their Mission Statement. Program appears to help Agency achieve its goal. Applicant's experiences providing community based services indicate a level of understanding and knowledge to ensure the provision of successful services |                  |
| Total  | <b>10 Points</b> |

| <b>III- B: Current Services</b>   |                  |
|---|------------------|
| A description of services provided by the agency is included & demonstrates a capability of delivering services to seniors. Evaluate how agency identifies the unmet needs of clients and what steps have been taken to address those unmet needs. Evaluate size of waiting list to determine probability of Applicant meeting levels of seniors/s to be served. Evaluate what Applicant has done and is doing to reduce size of waiting list, and how Applicant takes those on waiting list. Review criteria for selection to add to and remove from waiting list. |                  |
| Total.  | <b>15 Points</b> |

| <b>III- C: Proposed Services</b>   |  |
|--|--|
| A description of proposed service model is provided and the Applicant demonstrates a detailed understanding of the specific model chosen. Goals are clear and appropriate to the program, and are achievable if objectives are successfully implemented. Objectives are specific, measurable and if achieved result in a successful Title III program. Data indicates sufficient potential clients in service area and supports eligibility and targeting in accordance with the Older Americans Act. Data supports that the proposed service area will serve a multi-cultural target population. Data supports that service area will have sufficient clients at or below the poverty level to ensure an effectively targeted |  |



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| program. . Applicant's processes and procedures for ensuring that all eligible clients are served is satisfactory. |                  |
| Total  | <b>20 Points</b> |

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| <b>III- D: Program Description</b>   |                  |
| The Applicant's response must contain a thorough evaluation of the procedures and processes for each component and be inclusive of quantifying each component. Proposed process will ensure that preferences of participants are considered in the development of menus. Personnel writing and certifying menus is qualified and meets the requirements. Food transport from each kitchen to each site ensure safety and sanitation is adequate and satisfactory. Food production schedule and methods ensures compliance and food safety. Plan provides a reasonable means to ensure that all seniors are provided with access to needed meals. Applicant has a reasonable approach and has described the methods, activities, time-lines and responsible people who will administer and monitor the activities to increase services and access to ethnic minority seniors. Applicant presents methods, activities or procedures for ensuring preference for providing services to older persons with greatest economic need and demonstrates an understanding of the Older Americans Act. Applicant presents methods, activities or procedures for ensuring preference for providing services to older persons with greatest social need ( including homeless elders) and demonstrates an understanding of the Older Americans Act. Applicant presents methods,activities or procedures for ensuring preference for providing services to low income minority individuals and demonstrates an understanding of the Older Americans Act. Applicant presents methods, activities or procedures for ensuring preference for providing services to older individuals residing in rural areas and demonstrates an understanding of the Older Americans Act. Applicant presents a plan to ensure that safe foods are available for each site in the event of an emergency. Applicant presents a reasonable plan to assist participants in the development of a personal emergency plan. Agency disaster plan is reasonable and responsive. Applicant presents a plan that will ensure the ability to respond in a timely manner when delivery errors occur. Applicant presents an appropriate plan to ensure NSI data results are used to aide the participant and the program. Meal plan/menu comply with requirements. |                  |
| Total  | <b>50 Points</b> |

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| <b>III- E: Client Population</b>   |                  |
| Projections appear to be appropriate to meet the goals of the Older Americans Act and achievable in the proposed service area with projected resources. Estimate appears to achieve targeted population goals as outlined in Older Americans Act. The Applicant proposes a number of units of service that are reasonable and cost effective. Definition of unit of service matches that identified. Applicant ensures an equitable allocation of services. Proposed changes will enhance program capacity to meet client needs. |                  |
| Total  | <b>35 Points</b> |
| <b>III- F: Nutrition sites/delivery routes</b>   |                  |
| A. Information is provided that supports the selection of the sites as the cost effective means to be accessible to the target population of older persons. Information confirms that time and safety requirements are in compliance.  |                  |
| Total  | <b>15 Points</b> |

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| <b>III- G: Staffing Capability and Pattern</b>   |  |
| The Applicant's staffing structure includes the list of staff categories, number of staff, and hours per week for each staff position. The staff is sufficient to operate the Program to achieve its goals and objectives. Proposed staffing information includes comprehensive duty statements for each staff member. Applicant describes staffing that |  |

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| meets requirements of Title 22. Applicant describes content and schedule for QA plan. Applicant describes content and schedule for staff training that complies with requirements. |                  |
| <b>Total</b>   | <b>15 Points</b> |

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| <b>III- H: Utilization of Volunteers</b>  |                  |
| Volunteers will enhance program effectiveness and efficiency. Training for volunteers presents schedule and topics that will ensure volunteers can meet their responsibilities and duties. The use of volunteers is a crucial element in Program effectiveness and can significantly enhance the ability to deliver services to seniors. Methods demonstrate effectiveness in recruiting volunteers. Supervision of volunteers is essential to effective and efficient performance of volunteer duties and responsibilities. Proposed plan will ensure adequate supervision. Application ensures that input is secured from program participants in program operations. |                  |
| <b>Total</b>  | <b>15 Points</b> |

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| <b>III- I: Coordination</b>  |                  |
| Applicant demonstrates experience in cooperative relationships with other community-based services. Applicant demonstrates relationships with regulatory agencies at the state and federal levels. Applicant has described detailed methods of coordination with other aging/senior network, and community-based services. Applicant explains how this will enhance services to clients. Resources within the service area for the target population are presented. Adequate explanation of the relationship with resources that if implemented will enhance capacity of program to address need. Applicant accurately presents health and safety inspections and how they will ensure they are completed. |                  |
| <b>Total</b>   | <b>10 Points</b> |

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| <b>III- J: Outreach and Publicity</b>   |                  |
| The Applicant demonstrates how it will communicate with culturally diverse communities. Proposal appears reasonable for program success in achieving targeting goals. The Applicant demonstrates how it will communicate with underserved populations. Proposal appears reasonable for program success in achieving targeting goals. The Applicant demonstrates how it will communicate with low-income populations. Proposal appears reasonable for program success in achieving targeting goals. The Applicant provides detailed plans for community educational activities and development of educational materials. Applicant provides detailed plans of how it will increase public awareness and demonstrates how these plans will achieve maximum public awareness of the proposed services. Applicant describes methods that will ensure services will meet the needs of low income minority older persons. Applicant describes methods that will ensure services will ensure preference for providing services to older persons with greatest social and economic needs. |                  |
| <b>Total</b>  | <b>25 Points</b> |

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| <b>III- K: Transportation</b>   |                  |
| Applicant demonstrates the ability to ensure various kinds of transportation for participants to access the congregate meal sites. Applicant describes access plans and/or procedures at the program sites for people with disabilities inclusive of all disabilities mentioned in the requirements section. Applicant describes a process or procedure demonstrating full access to services for seniors with limited English proficiency. |                  |
| <b>Total</b>  | <b>10 Points</b> |

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| <b>III- L: On Going Funding</b> |  |
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| Implementation of a plan to secure additional funds appears realistic. Detailed fund raising plan is provided, appears feasible and if successful ensures financial solvency of program. Applicant provides a contingency plan that will maintain the highest level of client services |                  |
| Total  | <b>10 Points</b> |

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| <b>III- M: Suggested Donation</b>   |                  |
| Description of the contribution method is provided ensuring seniors are aware the service is free and contributions are voluntary and confidential. A description of how the suggested donation schedule will be developed is provided and it reflects input from clients served by program and local community standards. Suggested donation reflects community standards. Collection method will ensure that each donation is confidential and its solicitation indicates no means test is given or implied. Procedures are adequate to ensure safety in the collection of the donation and its processing. |                  |
| Total   | <b>10 Points</b> |

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| <b>III- N: Long Range Planning</b>                                     |                  |
| The Applicant demonstrates the capability to develop a Strategic Plan. |                  |
| Total  | <b>10 Points</b> |

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| <b>III- O: Program Management Characteristics</b>   |                  |
| Applicant has an adequate internal quality assurance program. Applicant provides evidence that language is not a barrier to delivery of services and describes how this will be accomplished. Proposed Client Grievance Procedure complies with CDA requirements. |                  |
| Total   | <b>10 Points</b> |

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| <b>IV: Implementation Plan</b>  |                  |
| The Applicant demonstrates the capacity to develop an Implementation Plan that appears satisfactory to ensure program success. Implementation Plan includes elements that are consistent with a comprehensive plan such as initiation, planning, execution, risk assessment, and maintenance/quality control. |                  |
| Total   | <b>10 Points</b> |

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| <b>V: Assurances</b>  |                  |
| Applicant submits complete and accurate information regarding assurances. Proposal appears to ensure program success. Proposal complies with rules and regulations. |                  |
| Total   | <b>10 Points</b> |

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| <b>VI: Budget summary, budget narrative and cost allocation plan</b>   |                  |
| Budget presents adequate resources to achieve program's goals and objectives. Proposed program is cost effective. Budget narrative clearly describes costs. Costs presented are allowable. Calculations are correct. Cost Allocation Plan is prepared correctly. Presents a reasonable approach. |                  |
| Total  | <b>10 Points</b> |

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| <b>VII: Appendices/Forms</b>  |  |
| Applicant submits complete and accurate Appendixes on proper forms. |  |

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| Total | 15 Points |
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Contingency: The awarding of contracts is contingent upon the receipt of sufficient monies and a Notification of Contract Award from the California Department of Aging by the Central Coast Commission for Senior Citizens, and upon the regulations of the Older Americans Act. The Area Agency on Aging may not award a contract to any Agency that has not fulfilled the contract award conditions of prior year periods.