



## REQUEST FOR PROPOSAL 2020-2021

### REQUEST FOR PROPOSAL 2020-2021 MEAL VENDOR TITLE III C-2 HOME DELIVERED MEAL

Sourcewise is a nonprofit organization designated by the State of California Department of Aging as the Area Agency on Aging (AAA) for Santa Clara County. As the AAA, Sourcewise is responsible for planning, advocacy, coordination, and community development for senior programs and the contract administration of Older Americans Act and Older Californians Act funds allocated for seniors in Santa Clara County. The goal of Sourcewise is to provide a comprehensive system of services to older persons to allow them to live independently and avoid inappropriate institutional placement.

Sourcewise is requesting written proposals for the purpose of securing a service agreement with a qualified vendor to provide meal preparation, catering and meal delivery services for Title III C-2 Home Delivered Meals (HDM) aka Meals on Wheels for Sourcewise (PSA 10, Area Agency on Aging). The specifications and requirements of the service and meals sought are outlined in this 2020-2021 Request for Proposal (RFP).

The Request for Proposal specifications provides detailed instruction to support agency's through proposal development and submission process.

### SCOPE OF WORK

Interested bidders may submit proposals for the following service:

Sourcewise is seeking out a qualified vendor to prepare and deliver high-quality, cost-effective and nutrition meals to eligible homebound older adults in Santa Clara County. The meal provided to an eligible individual will be delivered to his or her place of residence, that meets all of the requirements of the Older Americans Act and State/Local laws, assures a minimum one-third of the current Dietary Reference Intake per meal ([https://ods.od.nih.gov/Health\\_Information/Dietary\\_Reference\\_Intakes.aspx](https://ods.od.nih.gov/Health_Information/Dietary_Reference_Intakes.aspx)), and shall comply with Dietary Guidelines for Americans (<https://health.gov/our-work/food-nutrition/2015-2020-dietary-guidelines/guidelines/>). Meals can be hot, fresh or frozen.

**Goal of Home Delivered Meals:** Provide nutrition meal aimed to assist older individuals in California to live independently, by promoting better health through improved access to nutrition, and reduced isolation through programs coordinated with nutrition-related supportive service. Aims to ensure older adults remain independent in their communities.

To reduce hunger and food insecurity and increase health and well-being of older individuals by assisting such individuals to gain access to nutrition to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.

Area to be Served, contract 1: Santa Clara County

Service Area Target Population: Provide services to all persons aged 60 and over.

Demonstrate serving the target population (at-risk socially/economically), keeping in line with the intent of the Older Americans Act. Reference 22 CCR § 7125 & 22 CCR § 7127.

The vendor providing this service will not be required to enroll or provide assessment services for interested program participants.

Contract term: Contract begins on July 01, 2020 – June 30, 2021 with an option to renew up to three (3) additional years.

Service Standard: 1 meal = 1 unit of service  
Est. minimum number of meals: 513, 890  
Est. unduplicated participants served: 1,100

Estimated number of Participants to be served background:

The estimated number of participants to be served provided below is based on the number of Title III C-2 Home Delivered Meal participants served in January 2020 - March 2020. The unit of service is one meal. The actual number of meals to be provided will be dependent on available funding; the number of older adults actively participating in the program on any given day; and the bidders proposed unit price per meal.

In the January – March 2020 timeframe, there were 2,779 Home Delivered Meal recipients in Santa Clara County.

As of January – March 2020 there were 1,079 active (unduplicated) Home Delivered Meal participants in Santa Clara County.

A total of 150,131 home delivered meals were provided for program participants in Santa Clara County.

Month / Year	Number of Participants**	Number of Meals**
January 2020	892	51,067
February 2020	907	45,668
March 2020*	980	54,096
<b>TOTAL</b>	<b>2,779</b>	<b>150,131</b>

\*COVID-19 emergency increase in the number of HDM participants and increase in number of meals provided.  
\*\*The number of active participants as of a specified date varies from the number of participants served within any given time frame as participants may be activated or deactivated within the span of the time frame.

Estimated Funding available:

The funding for this RFP is for the twelve-month period beginning July 1, 2020 through June 30, 2021 (fiscal year 2020-2021). Estimated maximum funding for this RFP, based on funding provided by the Older Americans Act and California Department of Aging.

Maximum funding available: \$1,602,528

These amounts are estimates; the maximum amount of funds available may vary in the actual Vendor Agreement due to several factors, including, but not limited to, the number of actual program participants during the term of the Vendor Agreement. Funding is valid and enforceable only if sufficient funds are made available from the California Department of Aging to the Agency on Aging and/or by the United States Government or the Budget Acts of the appropriate fiscal years for the purpose of this program. In addition, this Agreement is subject to any additional restrictions, limitations, or conditions enacted by the Congress or any statutes enacted by the Congress that may affect the provisions, terms, or funding of this contract in any manner.

Contract awards are limited to a one-year period; however, at the discretion of the Agency on Aging, contracts may be renegotiated up to a maximum of three additional one-year periods subject to annual renegotiation and availability of federal, state, and local funding. During renegotiations, the Agency on Aging shall consider actual expenditures and units of service, as well as current cost policy standards and changes in program requirements. The Agency on Aging shall assure that all cost increases are reasonable and necessary and are not the result of underbidding in the original proposal.

## PART II: REQUEST FOR PROPOSAL TIME SCHEDULE & DESCRIPTION

### I. SUBMISSION OF PROPOSAL

The Sourcewise Older American Act Application is available on the Sourcewise website at: <http://www.mysourcewise.com/area-plan>. An application is required to be completed for consideration. When the bidding vendor submits the application, an original, plus five copies should be submitted in the order in which it is presented.

The bidder will bear all costs of developing the proposal, and submitting one original and five copies to Sourcewise. Sourcewise reserves the right to reject all or part of any proposal if that proposal does not meet the minimum submission qualifications stated in the RPF document.

Each proposal shall include the following four sections:

- |                         |                              |
|-------------------------|------------------------------|
| (A) Program Description | (C) Program Budget           |
| (B) Program Management  | (D) Supporting Documentation |

Proposals may be withdrawn from consideration by the bidder who has submitted a proposal but who no longer wishes to be considered at any time prior to award. To withdraw a proposal an authorized bidder representative must deliver a written request of withdrawal in person to the Sourcewise office to the attention of Elizabeth Brown, Sourcewise Area Planner.

### II. SCHEDULE OF PREPARING AND SUBMITTING A PROPOSAL:

The RFP schedule is listed below by Title. The due dates are specific for each Title, please review carefully and plan accordingly. Detailed steps describing the RFP process is available on Page 09 – 10 of this document.

#### Schedule for Title III C-2 Home Delivered Meal Vendor

RFP for Title III C-2 Meal Vendor	<b>May 18, 2020</b>
Letter of Intent	<b>June 02, 2020</b>
Bidders Conference	<b>June 11, 2020</b>
Due date for proposals	<b>June 17, 2020</b>
RFP Evaluation	<b>June 19 – June 22, 2020</b>
Evaluation Committee recommendations	<b>June 23, 2020</b>

Board of Directors approval	June 24, 2020
Notification of contract awards email/mailed	June 24, 2020
Deadline for appeals	June 30, 2020
Contract negotiations	June 25 - June 29, 2020
Services begins	July 1, 2020

### III. STEP BY STEP INSTRUCTIONS

The following instructions correspond with each of the steps outlined above to successfully submit a proposal.

#### Step 1 Announcement of Request for Proposal:

View all Request For Proposal (RFP) available on the Sourcewise website at [www.mysourcewise.com/area-plan](http://www.mysourcewise.com/area-plan).

#### Step 2 Letter of Intent Submission:

The Letter of Intent must be submitted by the bidder on/or before Friday, June 02, 2020 to Sourcewise by 4:30 p.m.

All bidders must complete and return the letter of intent; partial submissions and alternative formats will not be accepted. The authorized signature can submit an digital/electronic signed Letter of Intent to Elizabeth Brown at [ebrown@mysourcewise.com](mailto:ebrown@mysourcewise.com).

#### Step 3 Bidders Conference:

Attend the Bidder's conference scheduled on Thursday, June 11, 2020 from 10:00 a.m. - 11:00 a.m. via teleconference.

Please email Elizabeth Brown to receive an invitation to the bidder's conference at [ebrown@mysourcewise.com](mailto:ebrown@mysourcewise.com).

To learn more about the purpose of a bidder's conference visit:

<http://www.businessdictionary.com/definition/bidder-s-conference.html>

#### Step 4 Proposal Submission:

**All completed proposals must be submitted on June 17, 2020 at 4:30 p.m.**

Proposals submitted after this deadline will not be accepted. Postmarked, faxed or e-mailed submissions are not acceptable.

#### Step 5 RFP Evaluation:

The Sourcewise RFP Evaluation Committee evaluates the proposals based on the criteria outlined in the RFP and submits recommendations to the Sourcewise Board of Directors. Members of the Evaluation Committee are comprised of Advisory Council members and Governing board members. They will evaluate all proposals to determine responsiveness to this RFP. The panel will recommend selection of a candidate bidder for final approval and negotiation of a contract. Proposals will be evaluated on the bidder's ability to meet the specifications and terms of conditions of this RFP.

No single objective will constitute the basis for selection. During the selection process, the Evaluation Committee may wish to interview bidders. Interviews will be for clarification purposes only. No new material will be permitted at this time.

**Step 6 RFP Recommendation:**

The Evaluation Committee submits their final recommendation to the Board of Directors for contract award(s)

**Step 7 Board of Directors Approval:**

The Sourcewise Board of Directors makes the final decision to select the contractors for award.

**Step 8 Notification of Award:**

A notification will be made by mail to both successful and unsuccessful applicants. A notice of adverse determination from the AAA shall meet all of the following conditions:

Be in writing and delivered by either of the following methods:

- (1) Faxed or emailed with a mailed follow-up original.
- (2) Certified or overnight mail return receipt requested.

Describe the grounds for the adverse determination in enough detail to enable the entity to respond.

Include all of the following information:

- (1) The reason(s) for the adverse determination.
- (2) The evidence on which the adverse determination is based.
- (3) The effective date of the adverse determination.
- (4) The legal or contractual citation upon which the adverse determination is based.
- (5) A citation to, or copy of, the hearing process to be followed, including the entity's right to a hearing and the time period in which to request a hearing.
- (6) In addition, an AAA shall include in its final notice of adverse determination to an existing service provider or an applicant service provider a statement that all appeal procedures have been exhausted.

**Step 9 Deadline of Appeals:**

Must be made in writing to the CEO of Sourcewise within five days of the notification of award, on June 30, 2020.

**Step 10 Contract Negotiations:**

As part of the review process, the evaluation committee and the Board of Directors may require modifications or revisions to a proposal. This assures that all necessary program requirements are covered before the contract is signed.

**Step 12 Service Begins:**

This is the date on which funded services begin and the date for beginning program monitoring and evaluation.

## **PART III: VENDOR SPECIFICATIONS**

**A. Meal Specifications:**

The vendor agrees all meals shall meet the requirements of Title 22, California Code of Regulations, Division 1.8( <https://govt.westlaw.com/>)

California Department of Aging (<https://www.aging.ca.gov/>); the California Retail Food Code (<https://www.cdph.ca.gov/pdf>); and the Agency on Aging Meals on Wheels Program Policies and Procedures manual.

**B. The Meal Vendor must provide to each participating older individual:**

- i. Provide one daily meal for HDM recipients meeting one-third (1/3) of the current Dietary Reference Intake (DRI) as determined by computer nutritional analysis for the following nutrients: calories, protein, carbohydrates, total fat, saturated fat, total fiber, vitamins—A, C, D, E, K, thiamin, riboflavin, niacin, B6, folate, B12; and minerals—calcium, chromium, copper, iron, magnesium, potassium, sodium, and zinc; or
- ii. Provide two meals daily for HDM recipients meeting two-thirds (2/3) of the current Dietary Reference Intake (DRI) as determined by computer nutritional analysis for the following nutrients: calories, protein, carbohydrates, total fat, saturated fat, total fiber, vitamins—A, C, D, E, K, thiamin, riboflavin, niacin, B6, folate, B12; and minerals—calcium, chromium, copper, iron, magnesium, potassium, sodium, and zinc.

**C. Offer versus serve:**

Vendors for the Elderly Nutrition Program must offer participants all of the required menu items; however, participants may decline to eat an element of the planned meal.

**D. Menu Requirements:**

1. Vendor shall plan menus for a minimum four (4) week cycle and maximum of sixteen (16) week cycle. Menu cycles for each type of meal will be prepared in advance and submitted to the Agency on Aging Registered Dietitian for review and certification at least fifteen (15) days prior to the beginning of the month of the menu implementation.
2. Menu planning shall comply with all Meal Specifications contained in this section and shall also implement healthy nutritional principals as established in the Dietary Guidelines for Americans, 2015 - 2020. The menu requirements shall be assured by the meal vendor by computerized nutrient analysis or use of the component pattern and approved by the AAA Registered Dietician to ensure compliance.
  - i. Limiting the consumption of solid fats, replacing solid fats with plant-based oils, and elimination of trans-fat (CFRC 114377);
  - ii. Limiting intake of foods containing added sugars;
  - iii. Focus on dietary fiber;
  - iv. Consumption of a variety of vegetables, especially dark green, red, and orange vegetables;
  - v. Consumption of whole fruit rather than 100% fruit juice, and use of whole fruit as a dessert;
  - vi. Increasing intake of whole grain and limiting intake of refined grains;
  - vii. Reducing daily sodium intake and increasing consumption of potassium-rich foods; and
  - viii. Consumption of fat-free or low-fat dairy products, or calcium-fortified soymilk or orange juice.
3. The Vendor will write menus that take into consideration the food preferences of older adults. The menus shall include variations in cooking methods, texture, and color and be aesthetically appealing. The quality of the food provided must be acceptable to the Agency on Aging Registered Dietitian.
4. If providing frozen pre-packaged meals, accompaniment items such as milk and bread shall be fresh. Fruit and other dessert items may be fresh, canned, or frozen.
5. Vendor shall provide complete recipes of any menu item prepared in-house by the Vendor to the Agency on Aging Registered Dietitian for approval in advance of their use, as specified in Paragraph D.1 above. The Agency on Aging shall treat Vendor's recipes in a confidential manner.
6. Vendor shall provide the manufacturer's product information, specifications, portion weight, and complete nutritional analysis for all prepackaged items and all ingredients to be used in the nutrition program meals to the Agency on Aging Registered Dietitian for approval in advance of their use, as specified in Paragraph D.1 above.
7. Vendor shall supply modified therapeutic meals where it is feasible, appropriate and cost effective to meet the particular dietary needs that arise from religious or ethnic background or for the health needs of the diverse community of Santa Clara County older adult population.

8. The vendor shall furnish a menu inclusive of authentic ethnic cuisine, if able offering a variety of meals and/or foods from different ethnic groups to participants of Title III C-2 Home Delivered Meals.
9. Vendor shall furnish holiday meal cruising to home delivered meal participants.
10. Vendor shall furnish modified food textures and consistency to assist the older adults, including OAA defined vulnerable populations with chewing and swallowing problems. This may include chopping, grinding, pureeing, or blending foods. The provisions of such foods should be planned with the AAA/Sourcewise Registered Dietician.
11. Any and all changes or substitutions to previously approved menus must be submitted in writing to the AAA/Sourcewise Registered Dietitian for approval in advance of their use, as specified in Paragraph D.1 above. In the event of an emergency substitution, notification by telephone on the day of service, followed by written confirmation, must be provided. Failure to obtain this authorization may result in a partial or total disallowance of payments to Vendor for all meals affected by the item substitution.
12. Vendor must be willing to make any changes in menus requested by the Agency on Aging to assure compliance with federal and state program regulations.

#### **Routing and Delivered Schedule:**

1. The routing and delivery schedules for all meals will be determined by vendor, preferably Monday through Friday between the hours of 8:00AM and 5:00PM. When a holiday falls on a regular delivery day, notification of delivery change will be provided to the participant ahead of time. All meals are to be delivered within a one-hour window (1/2 hour before or 1/2 hour after) of the scheduled delivery time. Scheduling of home delivered meals must take into consideration meal additions, meal deletions, and requests to pause meal deliveries.
2. Vendor will adjust delivery schedules to accommodate these occurrences. Meals may not be delivered if no one is home to accept them. A process for non-delivery of meals shall be developed to notify the participant. For example, if a senior is not home during the delivery, HDM driver shall leave a tag on the door indicating the time/date of the attempted delivery and a request to contact Vendor. The non-delivery shall be communicated with the Sourcewise Meals on Wheels program. The vendor will not be paid for non-delivered meals.

#### **Delivery**

1. The vendors must:
  - i. Provide a daily report of meals delivered and non-delivered by delivery route.
  - ii. Make adjustment to the delivery routes up to 24 hours in advance of the delivery or later to allow for hold, cancellations, and emergency new participant additions.
  - iii. Deliver flyers, newsletters, surveys, and holiday cards to participants with meals as needed.
  - iv. Deliver shelf stable emergency meals to each participant without additional charge.
  - v. Provide assistance to participants when help is needed to put food away.

## **PART IV. HEALTH STANDARDS**

1. The Vendor shall insure the implementation and enforcement of proper food preparation, handling, and storage practices. Strict compliance with food preparation and sanitation practices shall be followed, as specified in the California Retail Food Code and California Code of Regulations, Title 22, Division 1.8 California Department of Aging.
2. The Vendor shall insure the maintenance of safe and proper food storage temperatures throughout the storage, preparation, and delivery of meals. Foods that are served cold must be delivered at appropriate temperatures to insure food safety. Cold foods must be at 40 degrees

Fahrenheit at the time of delivery to the meal program participant, and hot foods must be at 140 degrees Fahrenheit or above at the time of delivery to congregate sites and home-delivered meal program participants, as required by Title 22, California Code of Regulations, Division 1.8, California Department of Aging; California Retail Food Code; and the Agency on Aging Senior Meals Program Policies and Procedures manual.

3. Meals are to be transported utilizing equipment that will maintain all meals in their appropriate hot, cold or solidly frozen states throughout delivery time. Food service containers used for meal delivery shall be constructed of material that allows for maintenance of required hot and cold temperatures, ease of transport, and durability at the time of meal disbursement. The exterior of the containers shall be clean in appearance at all times. The AAA/Sourcewise Registered Dietitian shall approve the purchase and use of all food service containers.
4. Prepackaged individual frozen meals for home delivery shall be packaged in containers suitable for both conventional oven and microwave oven (“dual oven”) heating. Individually packaged hot, home delivered meals may be securely packaged in either sealable, aluminum containers or dual oven trays.
5. Any prepackaged perishable items provided, not previously labeled by the manufacturer with a “use by” date, shall identify same in bold, minimum 18-point lettering on the package. Frozen meals shall indicate a discard date printed on the label, in minimum 18-point lettering, of ninety (90) days after the date produced.
6. All meal preparation facilities of the Vendor shall be inspected by the local health department. Copies of health department inspections are to be forwarded to the Agency on Aging immediately following the inspection.

## PART VII. GLOSSARY OF TERMS

**AAA:** Area Agency on Aging is an identifiable private nonprofit or public agency designated by the Department of Aging which works for the interest of older Californians within the PSA. This agency engages in community planning, coordination and program development, and, through contractual arrangements, provides a broad array of social and nutritional services. SOURCEWISE is the designated AAA in Santa Clara County.

**Bidder:** The applicant organization responding to the Request for Proposal. This term is used interchangeably with ‘applicant.’

**CDA:** California Department of Aging

**Contract:** An official document binding both parties regarding the program and services to be provided. The selected proposed budget and Title III, Title VII program will become a part of the contract including requirements and agreement to comply with Older American Act, CFR, CCR and provisions required by Sourcewise.

**Focal Point:** A designated senior center that provides a broad spectrum of senior services.

**Greatest Economic Need:** Having an income at or below the federal official poverty line defined by the Federal Bureau of the Census and published annually by the Department of Health and Human Services.

**Greatest Social Need:** The need caused by noneconomic factors which include any of the following:

- (1) Physical and mental disabilities.
- (2) Language barriers.
- (3) Cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, sexual orientation, gender identity, or gender expression that does the following:



- a) Restricts the ability of an individual to perform normal daily tasks.
- b) Threatens the capacity of an individual to live independently.

**Matching Contributions:** The cash and/or in-kind contribution made by the bidder organization that qualifies as match for the request for funds.

**Minority Provider:** A nonprofit organization whose controlling board is comprised of at least 51% minority individuals who are African American, Hispanic, American Indian/Native Alaskan/Native Hawaiian, and/or Asian American/Pacific Islander.

**Minority:** A person of color who is any of the following:

- a. Black/African American: a person having origins in any of the Black racial groups of Africa.
- b. Hispanic: a person of Mexican, Puerto Rican, Cuban, central or South American, or other Spanish or Portuguese culture or origin regardless of race.
- c. Asian/Pacific Islander: a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Trust Territories of the Pacific including the Northern Marianas.
- d. American Indian/Alaskan Native: an American Indian, Eskimo, Aleut, or Native Hawaiian.

**Non-Profit:** Any agency, institution, or organization which is owned and operated by one or more corporations or associations with no part of the net earnings benefiting any private shareholder or individual.

**Older Americans Act:** The federal funding source for supportive service programs funded under this Request for Proposal.

**Older Californians Act:** The state funding source for Community-Based Services Programs.

**Open and Competitive Process:** The formal Sourcewise process followed to solicit proposals for the provision of services.

**Request for Proposal (RFP):** An official document that requests community organizations to respond to a formal invitation to provide a specific program of services. It contains the terms and conditions an operating organization must comply with in order to fulfill its contract with Sourcewise.

**Target Population:** Persons 60 years and older who are in the greatest social need, the greatest economic need, with particular attention to low-income minority older individuals, older individuals with Limited English Proficiency (LEP), and older individuals residing in rural areas.

**Unit of service:** The activity which describes the type of service Sourcewise is contracted for; all OAA programs funded programs must provide a required number of units for the program area.

**Unduplicated Persons Count:** Unique count of clients who receive services between July 1, 2020 – June 30, 2021. Reporting requirements are described and nonnegotiable for registered and nonregistered Older American Act funded services.

**Evaluation Committee:** a team of evaluators that assess and score RFP submissions.

### III. AAA TECHNICAL ASSISTANCE AND COORDINATION<sup>1</sup>

- (a) Sourcewise shall furnish information in a timely manner and provide technical assistance, both on-site and through written communications, to service providers under contract with the AAA. The assistance shall be based upon both of the following:

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<sup>1</sup> 22 CCR 7252

- (1) The AAA's assessment findings of the service providers.
- (2) Requests made by service providers.

**(b)** In addition to (a), the AAA shall provide technical assistance to other organizations concerned with the needs of older individuals upon the request of such an organization.

**(c) Sourcewise shall:**

- (1) Undertake coordination of Title III C-2 activities to develop or enhance the development of community-based systems of care in, or serving, each community, as defined by the AAA, in the PSA. These coordination activities shall include, but not be limited to, all of the following:
  - (a) **Coordination with services provided under both of the following:**
    - (1) **Title VI, Part A:** Grants for Native Americans, commencing with 42 U.S.C. 3057b.
    - (2) **Title VI, Part B:** Grants for Supportive and Nutrition Services to Older Hawaiian Natives.
  - (b) Programs described in 42 U.S.C. 3013
  - (c) The coordination of access, in-home and legal assistance services, with community-based organizations established to benefit individuals with Alzheimer's disease and their families.
  - (d) Agencies that provide services related to health, social services, rehabilitation and mental health services.
- (2) **Require the service providers with which it contracts to both:**
  - (a) Coordinate services with other appropriate services available in the community.
  - (b) Ensure that no service constitutes a duplication of a service provided by other entities.
- (3) **Conduct efforts to facilitate both of the following:**
  - (a) The coordination of community-based long-term care services designed to allow individuals to stay in their homes.
  - (b) The involvement of long-term care providers in the coordination of community-based long-term care services.
  - (c) The community awareness of and involvement in addressing the needs of residents in long-term care facilities, including residential care facilities and skilled nursing facilities.

#### **IV. GENERAL INFORMATION FOR BIDDERS**

**1. Estimated Program Funding:**

Proposals must be limited to the amount of funds that correspond to the specific program stated. Each of the allocations represents a planning estimate provided by the California Department of Aging and is subject to change. Funding is contingent upon the availability of state and federal funds.

**2. Required Program Match:**

All bidders must provide a share of the program cost. The match must directly relate to the project and expansion activities being proposed. Matching requirements are contingent based on the specific project funding source.

Older Americans Act funding is not intended to be sole support for any service provided. Funding from other sources is necessary to effectively provide services. Additional points for otherwise responsive proposals will be awarded for applicants who exceed the minimum matching requirements.

**3. Contract Period:**

The contract period for programs included in this RFP is a twelve-month period from July 1, 2020 through June 30, 2021. Yearly contract renewals up to three years following the initial contract year are allowable at the discretion of the AAA subject to annual renegotiation and availability of federal, State, and local funding.

#### **4. Eligible Organizations:**

All interested applicants, whether public, private, non-profit or profit-making agencies are eligible organizations. Contract awards made to for-profit organizations must be approved by the California Department of Aging. All recipients of funds that are private agencies must be incorporated in order to safeguard the interests of the California Department of Aging and Sourcewise.

### **V. FEDERAL AND STATE PROGRAM REQUIREMENTS**

The authorizing Federal and State statutes governing the RFP process and Sourcewise as an Area Agency on Aging are found in the Older Americans Act as amended in 2006, Title 22 of the California Code of Regulations, and Division 8.5 of the California Welfare and Institutions Code.

Before completing the proposal, bidders should review the minimum program requirements outlined below. Bidders are unable to modify the requirements; these requirements become a condition of any contract awarded for the service. Sourcewise may negotiate modifications after the bid/proposal has been selected to assure that all necessary program requirements are covered before the contract is signed. The awarded proposal will become a part of the contract.

#### **A. Targeting:**

**(a) Sourcewise shall target services to older individuals within the County of Santa Clara with the following characteristics:**

- (1) Older individuals with the greatest economic need, with particular attention to low-income minority individuals.
- (2) Older individuals with the greatest social need, with particular attention to low-income minority individuals.
- (3) Older Native Americans.

**(b) AAAs shall use outreach efforts to identify individuals eligible for assistance under federal law. Special emphasis shall be given to the following groups. Older individuals:**

- (1) Who reside in rural areas.
- (2) Who have greatest economic need, with particular attention to low-income minority individuals.
- (3) Who have greatest social need, with particular attention to low-income minority individuals.
- (4) With severe disabilities.
- (5) With limited English-speaking ability.
- (6) With Alzheimer's disease or related disorders with neurological and organic brain dysfunction and the caretakers of these individuals.

**(c) For the purposes of (a), targeting of services within the County of Santa Clara shall be addressed as follows:**

- (1) Determine the number, location, and needs of older individuals with these characteristics.
- (2) Consider the needs of the targeted groups in planning the services to be included in the Area Plan.
- (3) If possible, locate the provision of services in areas where a significant number of the targeted groups resides.

Develop methods specific to the local community to serve the targeted group.

**For the purposes of (b), outreach means to provide information and encouragement about existing services and benefits to individuals.**

**B. Coordination:**

Meal vendor must form and administer cooperative agreements with other community agencies and organizations in order to ensure comprehensive and coordinated service delivery and to prevent duplication of services.

**C. Public Information and Outreach:**

Meal vendor have planned public information and outreach activities, including distribution of a brochure, to ensure the participation of those eligible older persons are of the target population.

**D. Recruitment and Training:**

Meal vendor demonstrate recruitment and appropriate training of staff and volunteers to support and meet the minimum program requirements of the funded services.

**E. Client Contribution:**

Meal vendor provide clients with the opportunity to contribute voluntarily and confidentially to the cost of the service.

**F. Client Input:**

Meal vendor have a procedure for obtaining the views of the participants of the service being provided.

**VI. LOCAL SOURCEWISE POLICIES**

**Single Agency Subcontracts with Minority Agencies:** Where a program is offered on a countywide basis for a single agency contract, preference will be given to agencies that subcontract with minority agencies/organizations for services to low- income minority persons.

**Late Proposal Submissions or Revisions:** Proposals submitted after the deadline will not be accepted.

**Contract Award Requirements:** Following are additional contractual obligations for all Sourcewise contractors that will influence the submission of a proposal:

1. **Performance-Based Contracting:** Contract awards include a performance standard clause with a specific, negotiated unit cost reimbursement rate and remedies if performance (quality or quantity) falls below a specified level in a specified period of time.
2. **Program, Fiscal Reporting, and Record Keeping:** Service providers will be required to submit monthly invoices including program costs in accordance to the Sourcewise standard format. All records of the service provider relating to the contract award must be maintained at the project site or local office and be made available for Sourcewise review as outlined in the contract agreement.

Service providers will be required to establish and maintain a financial management system that assures control over the use of contract funds in accordance with federal and state requirements.

3. **Grievance Procedure:** The agency is required to submit a written grievance process for reviewing and attempting to resolve complaints of older individuals receiving services funded the Older American Act.
4. **Transition Plan:** A transition plan for the termination or transfer of services is required as part of the bidding application process
5. **Insurance:** Prior to commencement of any work any Agreement with Sourcewise, the bidding agency shall be required to obtain the following:
  - **Liability Insurance:** procure and maintain comprehensive general liability insurance for the life of the agreement of no less than \$1,000,000 per occurrence for bodily

injury and property damage combined. Higher limits may be required in cases of higher than usual risks.

- **Workers' compensation and Employer Liability Insurance:** The bidding agency shall have in effect during the entire life of the proposed agreement to provide service, as prescribed by the laws of California and certificates of insurance, will be requested.
- **Automobile liability,** including non-owned auto liability, of not less than \$1,000,000 for volunteers and paid employees providing services supported by the contract.
- If applicable, or unless otherwise amended by future regulations, the provider shall comply with the Public Utilities Commission General order No. 115-F which requires higher levels of insurance for charter-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

6. **Bonding:** Service provided will be required to secure and maintain during the contract period a commercial fidelity bond in the penalty of either \$10,000 or 20% of the total contract award, whichever is larger, to protect against misappropriation of funds by any employee or volunteer or the agency.
7. **Audits:** Service providers will be required to submit to Sourcewise an audit of expenditures made under the contract award. This audit must be conducted by an independent auditor or auditing firm in accord with federal guidelines and must specifically identify revenue, expenditures, matching funds and program income from the project.

Contracts that expend \$750,000 or more in federal funds shall arrange for an audit to be performed as required by the Single Audit Act of 1984 (Public Law 98-502); the Single Audit Act Amendments of 1996 (Public Law 104-156); and 2 CFR 200.501 to 200.521 (formerly OMB Circular A-133).

8. **Other Applicable Regulations:** Applicants must be in conformity with the rules and regulations of the U.S. Administration on Aging and other applicable Federal and State mandates.
9. **Contracts in Excess of \$100,000**

If all funding provided herein exceeds \$100,000, the bidder shall comply with all applicable orders and requirements issued under the following laws:

- Clean Air Act, as amended [42 USC 1857]
- Clean Water Act, as amended [33 USC 1368]
- Federal Water Pollution Control Act, as amended 33 USC 1251, et seq.]
- Environmental Protection Agency Regulations [40 CFR, Part 15] and [Executive Order 11738]
- Public Contract Code Section 10295.3
- Certification Regarding Lobbying Section 1352, title 31, United States code.

Bidders can review Sourcewise policy & procedure manual, memorandums, and assessment/evaluation criteria and instruments with a written request submitted via regular mail or email to Sourcewise Chief Executive Officer, Aneliza Del Pinal ([adelpinal@mysourcewise.com](mailto:adelpinal@mysourcewise.com)).

# PART V: RFP SUBMISSION OF PROPOSAL GUIDANCE AND EVALUATION CRITERIA

Proposals will be evaluated according to the criteria outlined below for each section of the proposal.

## Part A: Program Description (54%)

### I. Program description narrative must cover the following topics:

- Adequacy of plan and methodology to provide proposed services within required program specifications.
- Comparison of program objectives and units of service to those specified in the RFP.
- Capability of proposed timetable and process for achieving objectives.
- Minority persons in greatest economic need proportionate to the total elderly population served.
- Adequacy of plan for client contributions.
- Adequacy of plan for the recruitment and use of volunteer and staff resources.
- Capability of agency process to work with and encourage client input in planning and program evaluation.
- Demonstration of appropriate agency linkage and coordination, including subcontracts or agreements with other community organizations and resources to increase cost effectiveness and reduce duplication.
- Adequacy of plan for expansion of existing service delivery.

## Part B: Program Management (20%)

### I. Program Management narrative must cover the following topics:

- Structure of organization and staffing patterns of paid staff and volunteers and its potential impact on achievement of proposed objectives.
- Experience of applicant agency, particularly in providing the proposed services.
- Experience of applicant agency in serving older persons, particularly the target population.
- Qualifications of personnel to achieve proposed objectives and access the target population.
- Adequacy of training plan for staff and volunteers.
- Adequacy of applicant's facility to accomplish the proposed program.
- Adequacy of agency's system of record keeping and data collection for evaluation purposes.
- Capability of agency plan to obtain additional funding support from private and other public sources.
- Adequacy of agency plan to self-evaluate and monitor proposed objectives.
- Status as a minority organization, or organizations serving the target population of highest social and physical need.

## Part C: Budget (20%)

### I. The program budget template is located on the Sourcewise website here:

<http://www.mysourcewise.com/area-plan> The proposed program budget will be scored based on the agency's ability to include:

- Reasonable estimated cost of proposed program.
- Estimated agency match must directly relate to the project and expansion activities being proposed.
- Percentage of program budget allocated for direct service costs vs. administration, overhead and indirect costs.
- Comparison of total program costs with program objectives and units of service for geographic area to be served.
- Comparison of total program costs with program objectives and units of service for geographic area to be served.
- Competitive salary/benefit package. Supervision/Training built into budget.

### II. General Program Budget Requirements:

One program budget must be submitted on the forms attached (C-1 through C-5) for each proposal application. The program budget must include all costs, both cash and in-kind, required to provide all service activities proposed.

The program budget must cover the entire contract period and include the requested amount of Older Americans Act funds, other sources of cash, anticipated program income and the value of all donated services and materials.

If the program budget includes start-up costs of a one-time-only nature, please list these on a separate sheet of paper. This is in addition to including them in the program budget. Start-up costs should be identified using the proper budget category, source, and amount of anticipated expenditure.

### III. Additional Budget Requirements:

On budget forms C-1 through C-5, the individual funding sources must be listed and the sum of all the funding sources must equal the Total Program Cost (column A) for each budget category. The funding sources are defined as follows:

1. **Older Americans Act Funds Requested:** This column reflects the actual Title III amount from Sourcewise. The total of this column must equal the amount of funding provided for the program as specified in the Program Standards section.
2. **Non-Federal Match:** This column reflects non-federal cash or in-kind resources received by the applicant and used to fulfill or exceed the local 11.1% match requirement. The amount of required match is computed by dividing the total amount of Older Americans Act funds by 9. This figure is the minimum required match.

#### Example of Non-federal Matching Sources:

- a. Revenues from city, county and state sources;
- b. Revenues from private organizations;
- c. Individual contributions not tied to receiving service;
- d. United Way revenues;
- e. Revenue sharing;
- f. Volunteer services, space, consultants, and any sources.

3. **Cash Match:** Non-federal cash received by the agency and used to fulfill the local match requirement.
4. **In-Kind Match:** Equivalent value of donated or volunteer services, supplies, etc. from nonfederal third-party sources and used to fulfill the local match requirement. It may also include the value of agency owned property utilized in the program.
5. **Program Income:** This column reflects the anticipated amount of funding or earnings to be received by the provider during the contract period from the following: client contributions for service, other individual donations rents, payments and residuals to the program for use of facilities, interest, etc.

Program income received as a direct result of the program must be used for costs directly related to that program and shall be spent before Sourcewise funds are applied. It cannot be used to meet the local match requirement.

6. **Other Resources:** This column reflects any other cash or in-kind governmental (public) or private resources (United Way, foundation grants, etc.), which are used in the program.

Budget Summary (Form C-1) should be completed after the detailed cost breakdown, forms C-2, C-3, C-4 and C-5. List by budget category for summary totals from Forms C-2 through C-5 for each funding source in columns B through E. Column A should reflect the total costs for each budget category and match the totals for each budget category in the detailed breakdown. Refer to the definition of each funding source as outlined above.

A detailed breakdown of budget categories (Forms C-2 through C-5) represents the detailed itemizations for each budget category. All entries should be rounded off to the nearest dollar. Detailed costs must be shown for each expenditure made in support of the program. The budget categories is included in the [Appendix A](#).

## Part D: Supporting Documentation (8%)

### I. Include the following:

- Organizational Chart: Attach a copy of the agency's organization chart including the proposed program.
- 501 c3 designation
- Job Descriptions: Attach job descriptions of the staff that will be paid with the Title III or VII funds.
- Board of Directors roster
- Bond & Insurance certification information including; fidelity bond, general liability, private vehicle insurance, project vehicle insurance, worker's compensation insurance.
- Documentation of Emergency plan that can be activated in an emergency.
  - (1) The plan should include assurances that the facility is prepared and that the staff, volunteers, and participants have been trained in the emergency plan and in fire safety.
  - (2) Describe how Title III or Title VII service will be provided based on the existing COVID-19 shelter-in-place order and/or if social distancing practice is required after July 01, 2020.
- Submit the agency's written grievance process for reviewing and attempting to resolve complaints of older individuals.
- Transition plan for termination or transfer of services
- Plan for additional and/or decreased funding, including:
  - (1) Describe how additional funds would be used if additional funds become available
  - (2) Describe how services would be reduced due to a reduction of funds

Selection is based on the highest overall score.

## IV. Terms and conditions

### A. Certification

By submitting a proposal, bidder certifies that it has fully read and understood this RFP and has full knowledge of the nature of this service, including scope and quality of work to be performed. Bidder also certifies that its proposal was prepared without prior understanding, agreement, or connection with any other bidder submitting a proposal for this RFP, and is in all respects fair and without collusion or fraud, so that all proposals will result from free, open, and competitive proposing among all bidders.

### B. Assignment and Guarantee

No assignment by the bidder of the contract or any part thereof, or of funds to be received hereunder, is binding unless Sourcwise has given written consent before such assignment. There is also no guarantee of a minimal amount of work or compensation for any bidder selected for contract negotiations.

### C. Financial Responsibility for Proposal Costs

Sourcwise accepts no financial responsibility for any costs incurred by the bidder in responding to this RFP. Proposals will become the property of Sourcwise and may be used by the agency in any way deemed appropriate.

### D. Clarification



Should discrepancies or omissions be found in this RFP or should there be a need to clarify this RFP, questions or comments should be directed to Elizabeth Brown, [ebrown@mysourcewise.com](mailto:ebrown@mysourcewise.com) no later than 4:30 pm on June 17, 2020. Sourcewise shall not be responsible for, nor be bound by any oral instructions, interpretations or explanations issued by any representative of the agency.

#### **E. Discrimination**

The bidder and all subcontractors must not discriminate, nor permit discrimination on any person on the grounds of race, national origin, sex, disability, sexual orientation, veteran status or any other legally protected classification, in their employment practices, in any of their contractual agreements, and/or in all services and accommodations that they offer the public or in their business operations.

#### **F. Indemnification**

Bidder, at its own expense and without exception, shall indemnify, defend and pay all damages, costs, expenses including but not limited to, attorney fees, and otherwise hold Sourcewise harmless, its officials, its officers, its employees and agents from any and all liability of any nature or kind arising out of or related to the preparation or presentation of a proposal in response to this RFP.

#### **G. Gratuity Prohibition**

Bidder shall not offer any gratuities, favors or anything of monetary value to any official, employee, or agent of Sourcewise for the purpose of influencing consideration of this proposal.

#### **H. Contract provisions**

If a contract is awarded, the selected bidder will be required to adhere to a set of general contract provisions contained in the Sourcewise contract, including but not limited to: (1) indemnification; (2) General liability insurance with limits of not less than \$1,000,000 per occurrence for bodily injury and property damage combined (higher limits may be required by Sourcewise in cases of higher than usual risks) (3) professional liability insurance of no less than \$1,000,000 as it appropriately relates to services rendered; such coverage may include medical malpractices and/or errors and omissions; (3) automobile liability insurance, including non-owned auto liability, of not less than \$1,000,000 for volunteers and paid employees provided services supported by the Sourcewise contract; (5) workers compensation; (6) maintenance of necessary licenses; permits, and certificates; (7) recordkeeping; (8) non-discrimination; and adherence to all applicable federal, state and local laws. Exceptions will not be granted.

#### **I. Right of Refusal**

Sourcewise reserves the right to reject any and all proposals for any reason.

## APPENDIX A: PROGRAM BUDGET CATEGORY DEFINITIONS

**101 Personnel:** List the exact number of paid or in-kind staff members used in support of the proposed program, their title, percentage of time in the program and annual salary at 100% or FTE (full-time equivalent). Any change of salary status anticipated during the contract period must be listed.

**102 Payroll Taxes & 103 - Fringe Benefits:** Enter the appropriate payroll taxes and employee benefit costs for paid staff. The rates for formulating totals should be shown. State if an employee is exempt. All benefits provided to paid staff must be shown as broken out on this form.

**104 Travel:** This category is for all staff or volunteer travel costs related to the program. Staff travel and operational travel (such as mileage paid for escort service) must be listed separately. Staff travel must be in support of the program. The mileage reimbursement rate for staff and operational travel must be shown under description of budget item, as follows  
( Month        miles        cents        Staff        )

**105 Training:** This category refers to expenses incurred for paid staff and volunteer attendance at conferences, conventions and meetings that relate to the proposed program.

**106 Equipment:** Separate listings should be made in this category if equipment is to be purchased, or to be leased, and each item must be listed and described. If equipment is to be leased, indicate the cost per month. Also included in this category should be the cost of operations, repairs, and/or maintenance for equipment. Enter a separate listing for each item and indicate whether the cost is for operations, repairs and/or maintenance. Include the value of in-kind contributions.

**107 Occupancy:** Enter the cost and specifics of all building space and utilities charged to this program. Indicate square footage, monthly rent, and time duration of lease, if applicable. If utilities are not included in the rental agreement, indicate and list separately. In-kind contributions should be entered at the fair market value or rental rate.

**108 Telephone:** Enter the cost of telephone service necessary to support the program.

**109 Consumable Supplies:** Enter the cost of items which are regularly consumed, including: bank checks, accounting or program forms, paper and fluid for duplicating, pens, paper clips, etc.

**110 Printing and Publications:** Enter the cost of outside printing. If a special or regular printing or mailing is to be done, indicate as a separate line item (Project Brochure - 5,000 @ 12 cents per brochure). Enter the cost of publications that relate to the proposed program as a separate as a separate line item.

**111 Postage:** Enter the cost of postage for regular and special mailings.

**112 Insurance:** Record the cost of all insurance (except Workers Compensation or any employee health insurance) under this category, necessary to support the proposed program.

**113 Other Costs:** Enter additional cost items which cannot be assigned to any other category. Any item listed must be organization, amount, time period, and a brief description of the service

must be included. Some examples of other costs include audit, accounting, taxes, licenses, legal services and advertising.

**114 Indirect Costs:** This category is used only when the program is to be administered by an operating organization which is multi-operational. Indirect costs are those (a) incurred for a common or joint purpose benefiting more than one cost objective, and (b) not readily identifiable with the program itself, but which are nevertheless incurred by the contractor. In order to budget indirect costs, it is preferred that the contractor have an established indirect cost rate approved by the Department of Health and Human Services.

Sourcewise will allow indirect costs up to a maximum of **8%** of direct costs, excluding in-kind contributions, capital equipment and contract services.