

This document contains all questions posed for each of the RFP's released by the AAA on Feb. 7, 2019. This is a working document and will be updated as new questions are posed and or information is requested. All questions posed will be reviewed at the Pre-Proposal Conferences.

A. General Questions

- 1) Can we get the Procurement RFP as a Word document so we don't have to re-type all of the assurance pages, and required attachment? If not the entire RFP maybe those pages, we have to fill out.

This document is the property of the Lowcountry Council of Governments Area Agency on Aging and may only be modified, amended, or revised by the Contact Person as disclosed within the RFP. The Lowcountry AAA will post on the LCOG solicitations page fillable Standard documents for the RFP to include the following forms:

- *Proposal Package Cover Page*
- *Certification of Agreement to General Terms and Conditions*
- *Unit Cost Analysis Table*
- *Offeror Certification – Non-Collusion*
- *Offeror Certification – Debarment*
- *Disclosure of Prior Non-Responsibility Determinants*

Note, additional required forms are the responsibility of the Offeror.

- 2) When will the RFP for Caterer be released?

All Lowcountry Requests for Proposals were released on February 7th and posted on Lowcountry Council of Governments Solicitation page on February 8, 2019.

- 3) Note, in Attachment A, it states type name of signatory official (in blue ink).

The Proposal Package Cover Page has been updated to include the typed name and title of the official signatory, as well as a line for signature of the official signatory.

- 4) Can you assist to locate the link to the grant RFP electronically?

All RFP documents are located on the LCOG Solicitations page at <http://lowcountrycog.org/solicitations/index.php>. Click on the yellow highlighted link for all current open RFPs.

- 5) Is there a fee or additional specialized equipment required above the required equipment listed in the RFP under 6.1 General Service Requirements to use the state approved database collection system?

The contractor shall use the State approved database system, even if there is an equipment or user fee to use such approved system. The contractor is responsible for any fees associated with such databases, if applicable. The current State database does have a user fee that will be passed to the contractor, if applicable.

- 6) Who would our contact be for the AIM software requirements?
Contacts for State database logistics, users, and software updates will be shared with the successful Offeror upon the award of the contract, as appropriate.
- 7) Will the PowerPoint from the Pre-Proposal Conference be available to the Offeror's?
The PowerPoint reviewed during the Pre-Proposal Conference will be available online at <http://lowcountrycog.org/solicitations/index.php>.
- 8) Will the RFP process need to be repeated annually: the submission of Proposals?
The Lowcountry AAA RFP process entails an initial Contract based on the acceptance of an offer and possible contract extensions. The initial contract is valid for (1) fiscal year, July 1- June 30. Prior to the ending of the fiscal year, the AAA may or may not offer the contractor a contract extension, based on funding availability and Quality Assurance and/or desktop monitoring outcomes. The opportunity to extend a contract may occur as many as (4) consecutive times. This would be a (5) year life span of the initial RFP.
- 9) Will the offerors that do not register with the LCOG Vendor Registry still receive updates?
All offerors that submitted a Letter of Intent will receive all addenda, updates and/or amendments to the RFP. This information will be sent to the contact person designated within the Letter of Intent.
- 10) Should I attend both meetings?
Parties who are interested in any or all of the (4) separate RFP's are encouraged to attend the Pre-Proposal Conference in reference to the Letter(s) of Intent submitted. Each Pre-Proposal Conference will only address the identified RFP.
- 11) Please clarify is that meeting in person at your offices or is it a telephone conference?
The pre-proposal conference will be held at the Lowcountry Council of Governments located at 634 Campground Road, Yemassee, SC 29945. A conference call line is available for those who may not be able to be in attendance. See page 4 of the RFP, Section 1.4 Pre-Proposal Conference under location for the call-in number.

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B. Caterer

- 1) Where is the RFP for meals?

The AAA posted four RFP's for various services at <https://vrapp.vendorregistry.com/Bids/View/BidsList?BuyerId=4349e3d2-685e-4b15-9530-e9ae2ea4cb04>.

The Meal Caterer RFP is titled AAA – CATERER-0001. This is a search for an entity to produce meals and deliver those meals to local AAA providers for Congregate Meal services and Home Delivered Meal services.

- 2) Do you have a list of all the Nutrition Sites by Address and number of meals at each location?

The AAA offers the current average number and type of meals delivered daily to local AAA Nutrition Program Providers on pages 24-31 of the AAA-CATERER-0001 RFP. Click on the following resource link for more information on Nutrition sites - [Nutrition Sites](#).

- 3) Can you tell us which are currently self Op vs getting the meals from Senior Catering?

All current AAA local Nutrition Program providers receive daily bulk meals from Senior Catering, INC.

- 4) Do you have a list of the Senior Centers with the average Meal counts per day, the days that the sites are open, and the delivery times for the meals?

The AAA offers the current average number and type of meals delivered daily to local AAA Nutrition Program Providers on pages 24-31 of the AAA-CATERER-0001 RFP. Click on the following resource link for more information on Nutrition sites - [Nutrition Sites](#).

- 5) Can you include and note who the current vendor would be for Hot Meals? If it is Senior Catering or Self Op.

The current AAA contracted provider of hot bulk meals is Senior Catering, Inc. The AAA does not currently contract with Self Operating local providers of bulk meals.

**Note: The Lowcountry Area Agency on Aging is currently involved in an active Request for Proposals for the Nutrition Program. The current Providers and site locations are subject to change based on the outcome of the RFP.*

- 6) Can you confirm which forms need to be turned in for the Meal Vendor.
Section X Required Attachments - Forms on page 59 outlines all required attachments of this RFP to include all Minimum Meal Bid Specifications required attachments. Information on submitting these forms within your proposal can be found within Section V Proposal Requirements. Attachment G also provides a checklist of required proposal content.
- 7) Reference - page 38 Attachment C- Is this needed for the Meal Vendor?
Yes, this form is one of the required Minimum Meal Bid Specifications attachments. This form should depict the Offeror’s anticipated route for delivery of meals to sites to include travel time and window for delivery time. This information is important as it relates food safety and Standard 4.3 of the Scope of Work found on page 18.
- 8) Reference - page 40 Attachment E- Does this form apply to the Meal Vendor? Do we just fill out the top portion?
Yes, please check all Vendor Menu Types that will be supplied within your offer. A sample menu for each meal type being proposed is requested.
- 9) What is your current meal rate for Hot Meals, Frozen, and Shelf Stable?

Meal Type	Unit Rate
Regular, Picnic, Deli	\$3.02 \$3.07 with optional beverage
Regular Breakfast	\$3.02
Frozen with Fresh Supplements	\$3.16
TMS Frozen	\$3.80
Therapeutic Regular/Therapeutic TMS Frozen	\$5.00
Emergency Shelf Stable	\$3.01 (shipping included)
Therapeutic Regular/Therapeutic Frozen/Shelf Stable (Direct Ship – Ordered and Delivered)	\$5.23

- 10) Are Shelf Stable meals part of the RFP? If so, can you provide volumes or samples of what you currently use.
Yes, emergency shelf stable meals are a meal type that can be proposed. See page 23 to review all meal types as outlined on the Meal Bidding Schedule. As indicated in Appendix A - RFP Service Data at the bottom of page 78, there have been a total of 10,175 emergency shelf-stable meals ordered in the current FY. The amount of emergency shelf-stable meals ordered each year is dependent upon emergency preparedness measures as well as the number of weather-related emergencies/disasters that affect our region within that time span. The AAA currently orders emergency shelf stable meals in 5-packs.

11) Can you provide a current menu?

Click on the following resource link for our current emergency shelf stable meal menu - [Lowcountry Emergency Shelf Stable Meal Menu FY 18-19](#).

For a sample of a menu of a regular meal, please see the following resource link – [Sample Menu Plan](#).

(Note, this menu is strictly a sample. Nutritional analysis should be completed at the bottom of each menu for each meal as indicated on the form. This analysis should be aligned with the Minimum Meal Bid Specifications for nutrient requirements.)

For a chart outlining nutritional requirements, please see the following resource link - [Nutrient Requirements and Values for Analysis](#).

12) Please provide some past examples of nutrition education handouts that have been used.

Click on the following resource link for Nutrition Education Resources shared with Providers in the past - [Nutrition Education Resources](#)

13) Do we have the ability to serve only our frozen TMS and no hot HDM, excluding the Picnic/Deli meal recipients that are receiving as a second meal, to all Home Delivered Meal recipients?

Proposals must address all activities described in the applicable Scope of Work and the required services must be provided throughout each designated geographic service area being proposed for services. Qualified Offerors should only respond to the RFP that falls within their agency mission and vision and coordinates with the provider capabilities. Each RFP should outline the offerors capabilities for each meal type, for each service being proposed. By submitting a proposal, you are asking the Lowcountry Council of Governments to accept your offer for services and/or the sale of goods.

14) Would there be an opportunity for breakfast for any of your clients?

Nutrition Program providers do have the option of serving breakfast food products, as reflected in the Minimum Bid Specs. The choice of food service and food products are optional to local Nutrition Program Provider and are based on the needs of the respective clients.

15) Is there an existing Senior Center, geographically close to center of the four counties involved, that we could use as a central commissary location with at least 1000 square feet of kitchen prep space available?

Lowcountry AAA does not currently contract with a local Senior Center that meets this description. There are several commercial kitchens located within this service area, however the Lowcountry AAA has no affiliation with these kitchens.

**Note: The Lowcountry Area Agency on Aging is currently involved in an active Request for Proposals for the Nutrition Program. The current Providers and site locations are subject to change based on the outcome of the RFP.*

16) If there is such a space available, would we be able to tour in the near future?

N/A

17) Can we obtain a listing of all current meal preparation equipment in all 12 of the existing Senior Centers? For example; chest freezers, reach in freezers and coolers, dollies, scales, etc.

Each local contracted provider may have standard kitchen equipment; however, it is the responsibility of the Caterer to provide all equipment necessary to serve a complete meal. Please reference the AAA-Caterer-001 RFP, Section VI Scope of Work - Service Delivery Standards 4.1-4.7.

General Information on service equipment and facilities can be found below.

- *Facilities – Current contracted Providers secure their own operating space. The Lowcountry AAA does not own or provide facilities for contracted providers.*
- *Owned Equipment - Each of the current meal sites house standard Kitchen appliances.*
- *No Ownership Rights Equipment – Each of the current meal sites are supplied with bulk Food Warming Tables.*

**Note: The Lowcountry Area Agency on Aging is currently involved in an active Request for Proposals for the Nutrition Program. The current Providers and site locations are subject to change based on the outcome of the RFP.*

18) Have these pieces of equipment been depreciated fully?

Local providers are responsible for maintenance and replacement of owned Equipment. The Meal Caterer is responsible for maintenance and replacement of supplied equipment. Depreciation of Contracted Provider operations equipment is the responsibility of the equipment owner.

19) Of the list of existing equipment, could you rate as “A” or new, “B” as < 1 year old and “C” as > 1 year old and “D” past useful life?

N/A

20) What are the numbers of paid staff and volunteers at each Senior Center?

This information is also subject to change over time. Operating conditions, to include staff and volunteers, are the responsibility of the contracted Provider. The Lowcountry AAA requests assurances that adequate staffing is present to perform quality services, however we do not dictate or monitor internal organizational processes.

- 21) Who is the incumbent for each Senior Center for C1?
Each Senior Center and/or Nutrition Provider Site is overseen by a Site Manager. The Site Manager reports to the contracted Provider's Agency Director who in turn reports to the contracted Provider's Agency Board of Directors.
- 22) What is the existing price per unit?
Please refer to Question 9.
- 23) Who is the incumbent for each Senior Center for C2?
Each Senior Center and/or Nutrition Provider Site is overseen by a Site Manager. The Site Manager reports to the contracted Provider's Agency Director who in turn reports to the contracted Provider's Agency Board of Directors.
- 24) What does the packaging for the Picnic/Deli meal look like currently?
Meal types and their packaging is at the discretion of the Caterer and is based on the needs of the contracted Provider.
- 25) Can you help me differentiate between the Nutrition Program Services RFP and the Nutrition Program Meal Caterer RFP?
The Nutrition Program Services RFP referred to is titled AAA-Nutrition-0001. This RFP is geared towards providers who have the capacity to offer Nutrition Services such as education, activities, and delivery of service as outlined in the Scope of Work for each service type (congregate services, home delivered services, and group dining transportation). The provider also disburses a meal that has been delivered by the Caterer.

The Nutrition Program Meal Caterer RFP referred to is titled AAA-Caterer-0001. This RFP is geared towards providers who have the capacity to prepare and deliver meals (in bulk or individual) on a daily basis to local Nutrition Program providers.
- 26) Will you be amending the RFP so as to include the version of the Minimum Meal Bid Specifications with the nutrient chart included?
The chart of Nutrient Values and Requirements referenced in number 11 will be added to the Minimum Meal Bid Specifications as an amendment as approved by the State.
- 27) Are you able to provide recent examples of nutrition Education topics that have been provided for your clients/HDM clients?
See question 12. This resource is a comprehensive list of approved nutrition education resources that have been or can be utilized by Nutrition Program Providers. Resources not included on this list may be considered with prior approval by the State.
- 29) May we get a copy of the specific master supply list for tabletop, coffee and tea station and condiment station. Is it a spork, a spoon, knife and fork?
This information is found on page 18, within the Minimum Meal Bid Specifications.

- 30) Hours of operation at all 12 Senior Centers. What time is lunch served?
Currently, all contracted Providers served at 12:00 PM Noon. Please see question 4, for hours of operation for each of the 12 sites.
- 31) Concerning the Picnic/Deli meals; are those numbers spread out throughout the calendar year or are they for a special event.
Currently, all contracted Providers have the option of utilizing deli meals for regular meals and/or for events. This is based on the needs of the sites and their participants.
- 32) Can parts of the caterer bid be bundled with a particular service?
The RFP for Nutrition-0001 and the RFP for Caterer-0001 are two separate RFPs. Services cannot be bundled across RFPs; however, an Offeror may choose to submit a proposal for both RFPs. For example, an Offeror may choose to submit a proposal for Home-Delivered Meals, as well as a Proposal for Caterer. The Offeror will be bound to the requirements of the RFP in which they submit a Proposal for. All services are considered standalone, unless otherwise noted within the RFP. If a service is dependent on a decision made regarding a separate RFP, that information must be outlined within the RFP. If you take exception or are unable or unwilling to comply with a particular standard, you must identify the standard and provide an explanation as indicated on the General Terms Conditions Signature Page.
- 33) Can meals be delivered directly to a client's home instead of a nutrition program site?
The Lowcountry AAA Home Delivered meal program allows for hot, Deli/ Picnic and frozen daily meals to be delivered to eligible clients. Currently, the Nutrition Site staff deliver the HDMs to clients, however, this is not a requirement.
- 34) If meals can be delivered directly to a client's home, does an entity need to submit a proposal for the Caterer RFP and the Nutrition Program Service RFP or only the Caterer?
Please reference question # 32.
- 35) Are refrigerated meals acceptable under the Caterer RFP?
The Offeror may choose what meal types they are capable of offering in their proposal in response to this RFP. All meals served using OAA or state funding must meet the nutrient requirements and values of the federal Dietary Reference Intakes (DRI) and the Dietary Guidelines for Americans (DGAs). By submitting a proposal, you are asking the Lowcountry Council of Governments to accept your offer for services and/or the sale of goods. See question # 13 for similar information.

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C. EVIDENCE BASED DISEASE PREVENTION AND HEALTH PROMOTION

- 1) Please let me know exactly how the financial aspect of the grant works.
Evidence Based Disease Prevention and Health Promotion (EBHP) program activities and budget are negotiated prior to rendering service. The provider must complete the required AAA EBHP request documentation as stated in the RFP to include proposed class/class series and the cost for that class/class series. During the negotiation period, the frequency and volume of classes/class series will be discussed with the successful Offeror and agreed upon. See Section V Proposal Requirements – IV Financial Strength and Management for more information.

- 2) Can additional educational programs can be added to the list of approved Evidence Based Programs? I read that if a curriculum had been approved by an agency of HHS, such as CMS, it is possible to be used in this RFP.

The guidance of the South Carolina Department on Aging Policy and Procedures, Section 504: Evidence-Based Disease and Disability Prevention and Health Promotion Services (EBDDP/HP) reads:

The ACL recognizes programs that are considered “evidence-based” by any operating division of the United States Department of Health and Human Services (HHS) as acceptable for reimbursement under Title III-D. Additional EBP’s are listed on the ACL’s website: Aging and Disability Evidence-Based Programs and Practices, the Center for Disease Control’s (CDC’s) Compendium of Effective Interventions, Substance Abuse and Mental Health Services Administration’s (SAMHSA’s) National Registry of Evidence-Based Programs and Practices, National Institute of Health’s (NIH’s) Cancer Control Evidence-based Portal, etc. In addition, there are numerous evidence-based programs that are administered throughout HHS. For a list of the HHS Family Agencies, visit <http://www.hhs.gov/about/foa/index.html>. The National Council on Aging Center for Healthy Aging also maintains a chart of accepted EBP’s.

The following ACL Evidence Based Definition can be found at:
<https://acl.gov/programs/health-wellness/disease-prevention>

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D. CONSUMER CHOICE HOME CARE

- 1) Would you please pass along the anticipated reimbursement rate for approved Senior Home Care Providers?

The uniform rate for Home Care services is \$18.00 per hour. This information can be found on pages 3 and 16 of the AAA Home Care-0001 RFP.

- 2) Are you seeking one provider or multiple providers?

The Consumer Choice Home Care program offers participants the choice of participating providers, respective to their areas. The Lowcountry AAA's goal is to contract with multiple providers to allow for choice of provider in their areas. The Lowcountry AAA reserves the right to limit the number of providers that they will contract with. This RFP may result in multiple providers.

- 3) Are there contractors currently in place? Did they go through the RFP Process?

The AAA currently has (5) Home Care Providers, secured by an MOU.

- 4) Is Home Care one of the programs that will enter into AIM?

This requirement is a standard contract term for all contracted services. At this time, Home Care Providers are not required to input data directly into the State database.

This is subject to change at the discretion of the LCOG AAA and/or at the direction of the State. In the event that there are changes to data input and reporting requirements throughout the duration of the contract, appropriate training will be provided by the LCOG AAA in advance.

- 5) Does the AAA determine and allocate hours?

Currently, the Consumer Choice Home Care Program is designed that all homebound adults that require personal care assistance are granted 16 hours of service per month. Households with (2) persons of need are granted 24 hours of service for the household total. The number of allocated hours is subject to change on an annual basis based on funding.

- 6) How does the referral process work between the Contractor and the AAA?

The referral process is a bridge between the AAA and the Contractor.

- i. *The AAA Human Service Coordinator will notify a respective Contractor once the client makes the choice among providers. At this time, the Contractor will contact the respective client to coordinate service delivery based on the total number of*

Lowcountry RFP Questions and Answers

hours allowable as directed by the AAA.

- ii. *The Contractor, who may gain clientele via marketing, may refer any older adult who to any of the AAA programs or services as well as to the Information and Referral program for additional resources.*

7) **Are the current providers meeting the needs of the AAA?**

The current contracted providers of Home care service are meeting the needs of the Lowcountry AAA. However, there have been some impediments to service resulting in the client making a secondary choice to gain service. The following areas are areas of focus for the AAA moving forward.

- i. *Ensuring services are available to the entire geographic service area (workers available through the entire service area).*
- ii. *Ensuring the services requested are performed and properly tracked.*
- iii. *Ensuring quality assurance measures are taken by both the AAA and the Provider to ensure that the quality of service is being met.*
- iv. *Ensuring Providers are meeting contractual expectations for administrative tasks.*

8) **Is the Bid opening public?**

The Lowcountry RFP bid opening is not public, however it is witnessed and recorded.

9) **Can the AAA Quality Assurance/Quality Improvement measures be shared with Contracted Providers?**

The AAA will share with contracted providers any areas of concern. The tools used for quality assurance/quality improvement evolve around consumer choice, consumer satisfaction of the service itself and the service provider staff.

10) **Does the Lowcountry AAA have a waiting list for Home Care Services?**

Currently the Consumer Choice Home Care Program does not have a waiting list.

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E. NUTRITION PROGRAM

1) Please provide some past examples of nutrition education handouts that have been used. *Click on the following resource link for Nutrition Education Resources shared with Providers in the past - [Nutrition Education Resources](#)*

2) Will we have the ability to bid a price per unit based on a tier approach to award? For example, a price per unit for all four counties awarded, a price per unit for three counties awarded, a price per unit for two counties awarded and a price per unit for one county awarded.

Offerors may submit a proposal for the complete package of individual service(s), by county or the entire region. Services are not bundled, therefore proposals for multiple services and the proposed unit costs associated with those services are considered standalone unless otherwise noted within the Offeror's proposal. Offerors should include additional information or factors that may affect the proposed unit cost.

3) Who is the incumbent for each Senior Center for C1? What is the existing price per unit? *Each Senior Center and/or Nutrition Provider Site is overseen by a Site Manager. The Site Manager reports to the contracted Provider's Agency Director who in turn reports to the contracted Provider's Agency Board of Directors.*

Home Delivered Meal and Congregate meal service rates range from \$7- \$8 including the raw food cost which averages anywhere from \$3 to \$4 depending on meal type. The highest current unit cost rate for Nutrition Program services (congregate and home-delivered services) is \$7.64.

4) Who is the Incumbent for each Senior Center for C2? What is the existing price per unit? *See question #3.*

5) Can we obtain documentation of existing routes for C2?

This information is specific to the current Caterer. Delivery routes for meals to sites is unique to the Provider's geographic location and their service delivery route. Routes may include additional stops for other clients the Provider contracts with. Offeror's routes should reflect their unique geographic location and their proposed service delivery plan to include travel time and window for delivery time. This information is important as it relates food safety and Standard 4.3 of the Scope of Work found on page 18.

- 6) Our SimpleCook Kitchen requires a 90 day start up period. The time between award and start of business is only 60 days. Would there be an opportunity to discuss a “back up” plan for the additional 30 days needed to order and secure the equipment, etc., needed?
The Lowcountry AAA contract start date is firmly set at July 1, 2019. All supplies, materials and supports must be on site and ready to operate services before July 1, 2019.

In every case, where the Offeror’s proposal cannot fully comply with the requirements of the request for proposal the proposal must list all exceptions on the required general terms and conditions signature page, and should include the Offeror’s plan to mediate the exception (i.e. alternatives to providing the required services), if possible.

- 7) From page 9 “Proposals must be submitted in a sealed opaque envelope/container showing the above proposal name and opening date. What is an opaque envelope/container?”

An Opaque envelope or container is such that is Impenetrable by light; neither transparent nor translucent.

- 8) Page 11 what kind of binding will be accepted? One original bound version and six additional bound copies?

The most common examples of bound materials are, 3 ring binders and Pressboard Side-Bound Report Binders contained in a sealed box.

- 9) Explain what is expected as “an organizational business license” on page 12

The establishment and management of both profit and nonprofit organizations require strict compliance with a variety of federal, state and local regulations (DHEC Certification, Business License, Non-Profit designation, etc.,). According to the description of the organization, the offeror should submit the appropriate supporting documentation from the governing body the authorizes you to conduct business/services.

- 10) Do providers need to register on the LCOG Solicitations page as a Vendor?

It is not required that providers register as a vendor on LCOG Solicitations page. However, by using the registry, this will enable the AAA to notify interested parties to receive addenda or important information regarding the RFP.

- 11) On page 14 what does ingress/egress mean as it related to this RFP?

Offerors are asked to provide a listing of safety features and accommodations if any describing reasonably safe means of free and unobstructed passages from all parts of the service building.

- 12) Is Attachment G completely fillable? Problems typing at the bottom of the page.

Attachment G is not completely fillable. The space provided for the Signature of Signatory Official (in blue ink) is not fillable.

- 13) Page 41 & 43 when asked to give annual salary, percentage of time assigned.... Can the salary be given as administrative staff and groups of similar position i.e. Site Managers, Van drivers, HDM Van drivers.

This information may be given by position. Please note the projected allocation of percentage of time directly associated with each of these positions per service must be included.

- 14) Under the budget line item 'Equipment' can a new van cost be listed/included?

The Unit Cost Analysis and Budget Narrative should reflect the Offerors expected cost to provide the respective services annually. Capital purchases should be spread over the useful life of the purchase. This RFP is a competitive bidding process. While cost is not the principle deciding factor, it will bear weight, in the evaluation process.

- 15) Do we need to submit a Resume for every employee or just those in management or administrative position? Does this include site managers?

Each organization offers a variety of services and thereby has a structure that identifies what is considered Key Personnel. Standard Key personnel are Executive Directors and Program Managers, and/or anyone who directly influences the operations of the program. Please list the Key Personnel that are involved in the service(s) that you are bidding on.

- 16) Should resumes be in a separate attachment in the back of the proposal or slide in to the section where it is requested for example page 12 under III. Organizational Capacity

All of the supplemental materials identified and requested must be submitted and made a part of the Proposal as outlined within the Proposal Requirements format. Supporting documentation is preferred to be included within the appropriate section of which it is requested. If the Offeror chooses to utilize attachments, it is the Offeror's responsibility to ensure all attachments are clearly and accurately sited within the appropriate sections of their response.

- 17) What will the back-up plan be if there is not an award for the Nutrition Service Provider? Who will deliver the meals?

A contracted Provider must be secured by the AAA. If the current RFP is void and a successful Offeror is not selected, the AAA has the option to re-release the RFP or sole-source for the service as outlined in State Department on Aging's Policies and Procedures.

- 18) Can you propose to provide services for all zip codes in your county except one?

Offerors may submit a proposal for the complete package or any combination of individual service(s), by zip code, county, or the entire region. For the purpose of this RFP, 100% of each zip code will be served. Offerors must serve 100% of the geographic area of the respective zip codes bound within the counties bid upon. An Offeror may be requested to provide services at the same cost to additional areas in a county, if needed. This RFP may result in multiple providers to ensure the entire geographic area is served.