



**LEE-RUSSELL**  
COUNCIL OF GOVERNMENTS

**REQUEST FOR PROPOSAL  
FOR  
SENIOR NUTRITION PROGRAM  
(SENIOR CENTER MANAGEMENT)**

**LEE-RUSSELL COUNCIL OF GOVERNMENTS  
AREA AGENCY ON AGING**

**2207 GATEWAY DRIVE  
OPELIKA, AL 36801**

**334-749-5264 - Phone**

**334-749-6582 - Fax**

**[www.lrcog.com](http://www.lrcog.com)**

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## SECTION I – Introduction

### A. Purpose

The Older Americans Act (OAA) was enacted by Congress in 1965. This Act, and its subsequent amendments have the goal of maintaining or improving the physical, social and psychological well-being of persons sixty (60) years of age and older. This goal is partially carried out by the allocation of Title III-C funds for Congregate. These Federal funds are allocated to Alabama Department of Senior Services (ADSS) and subsequently, to local Area Agencies on Aging (AAA) who may in turn award contracts for service delivery to local municipalities or community organizations.

Currently, the Lee-Russell Council of Governments is the designated Area Agency on Aging for Lee County and Russell County, Alabama. The mission of the AAA is to coordinate the delivery of services to older persons in the region so they may maintain as much independence as possible.

The Area Agency on Aging is issuing a Request for Proposals (RFP) for the day-to-day operations of seven Senior Centers/Nutrition Sites within Lee and Russell Counties during fiscal year 2017-2018. This proposal is for congregate services only. The Area Agency on Aging has been providing this service in-house thru a waiver granted by the Alabama Department of Senior Services (ADSS).

The Area Agency on Aging may extend the contract for up to three additional one-year periods contingent on the availability of funds and Contractor performance. These services are currently being delivered directly by the AAA staff. This Request for Proposal will become part of the contract for the provision of services for FY 2017-2018.

## SECTION II – Program Description

### A. Program Objectives

The Area Agency on Aging is seeking new and innovative ways to deliver services to seniors in the region and invite applicants to submit new ideas for consideration. The following are minimum service categories which the Area Agency on Aging is seeking proposals. The goal of the Area Agency on Aging is to maintain or exceed the current level of services. The table below summarizes the Area Agency on Aging services units achieved for fiscal year 2015-2016.

Service Categories	Service Unit	Service Units Achieved in FY 2015-2016
<i>Congregate Meals</i>	1 meal = 1 unit	53,146
<i>Home Delivered Meals</i>	1 meal = 1 unit	61,283
<i>Nutrition Education (C-1)</i>	1 contact = 1 unit	12,916
<i>Information &amp; Assistance</i>	1 contact = 1 unit	1,593
<i>Outreach</i>	1 contact = 1 unit	1,379
<i>Recreation</i>	1 hour = 1 unit	129,000

**B. Title III-C1: Senior Nutrition**

The AAA has operated the Senior Nutrition Program since 1976. Nutrition Services is a core program that enables seniors to remain independent and at home for as long as possible. It fosters aging in place and promotes choice and quality of life. The objective of the Senior Nutrition Program is to provide meals to older individuals in the region. Currently, the AAA provide meals in a congregate setting / senior center. This setting is an atmosphere that is pleasant and encourages socialization. ADSS has a statewide contract with Valley Foods to prepare and deliver the meals to each senior center daily. The fiscal year 2017 hot meal cost is \$ 3.2825 per meal. Each eligible individual who receives a meal shall be given the opportunity to contribute to the meal cost. No eligible individual shall be denied participation because of failure or inability to contribute. The participant contribution is to be kept confidential. All contributions shall be identified as program income and used to increase the number of meals served.

Congregate meals are currently being provided at the following senior centers. The Centers operate a minimum of four hours, Monday- Friday except for approved holidays. Lunch is served at 11:30 AM (local time). The following centers are on Eastern Time: Beulah, Central Russell County, and Smiths Station.

Lee County Centers	Avg. Daily Meal Count	Russell County Centers	Avg. Daily Meal Count
Auburn Senior Center 410 Boykin Street Auburn, AL 36801	38	Central Senior Center 1500 14 <sup>th</sup> Street Phenix City, AL 36867	43
Beulah Senior Center 4918 Lee Road 270 Valley, AL 36854 <i>(A new Senior Center is currently under construction)</i>	25	Hurtsboro Senior Center 501 Owens Street Hurtsboro, AL 36860	30
Opelika Senior Center 201 Samford Way Opelika, AL 36801	25	Russell County Senior Center 540 Hwy 165 Fort Mitchell, AL 36856	40
Smiths Station Senior Center 3072 Lee Road 242 Smiths Station, AL 36877	28		

## **SECTION III – Proposal Timeline**

### **APPLICATION TO CONTRACT FOR SENIOR SERVICES PROGRAMS**

#### **Submission Requirements:**

One original proposal will be received by the Area Agency on Aging on 2207 Gateway Drive, Opelika, AL 36801 until 4 PM (CDT) by **February 22, 2017**

#### **Inquiries:**

All inquiries should be directed to Jackie Pinkard, Area Agency on Aging Director at [jpinkard@lrcog.com](mailto:jpinkard@lrcog.com) or 334-749-5264. Proposals may be picked-up from 8 AM – 4 PM. Monday-Friday at Lee-Russell Council of Governments, 2207 Gateway Drive, Opelika, AL or at the following website: [www.lrcog.com](http://www.lrcog.com)

#### **Vendor's Conference:**

On **March 7, 2017** starting at 10:00 AM, a conference will be held to discuss vendor's questions pertaining to this Request for Proposal. The conference will be held at Lee-Russell Council of Governments, 2207 Gateway Drive, Opelika, AL 36801

#### **Schedule of Key Dates and Deadlines:**

1. Proposal available: **February 22, 2017**
2. Application Vendor Conference: **March 7, 2017 at 10 AM**
3. Deadline for questions regarding the proposal: **March 13, 2017**
4. Deadline for submission of proposal: **April 14, 2016 by 4:00 PM (CDT)**
5. Date for evaluation of proposals: **April 17, 2017 – April 28, 2017**
6. Date for notice of contract awards: **May 1, 2017**
7. Deadline for execution of contract: **May12, 2017**
8. Submit to Alabama Department of Senior Services (ADSS) for approval
9. Dates of contract: October 1, 2017 - September 30, 2018

**These dates are subject to change as deemed necessary by the Area Agency on Aging**

**SECTION IV – Proposal Format**

**TITLE III-CI PROPOSAL FORMAT**

**The following items are required to process your proposal for services.**

**APPLICATION FOR TITLE III-CI  
FOR FISCAL YEAR 2018  
OCTOBER 1, 2017 – SEPTEMBER 30, 2018**

Agency (Contractor) Name: \_\_\_\_\_

Address: \_\_\_\_\_

Director: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Email for Contact Person: \_\_\_\_\_

During FY 2018, the Lee-Russell Council of Governments Area Agency on Aging plans to fund Congregate Nutrition Center services for senior citizens that comply with the approved Area Plan.

**PROPOSAL NARRATIVE**

**Describe in narrative form the following information:**

1. Describe your agency’s administrative capacity (include agency’s organizational chart) and list contact person.
2. Describe your agency’s experience in the proposed service area, how you plan to deliver quality services, and the degree of partnerships and pooling of resources utilized to deliver the proposed services.

**Persons to be served:**

The Area Agency on Aging targets services to individuals with greatest economic and social need. This includes low-income individuals, particularly low-income minority individuals; older individuals living in rural areas, older individuals with limited English proficiency, and older individuals at risk of institutionalization, particularly those with severe disabilities and those with Alzheimer’s Disease and related disorders and their family caregivers.

In Fiscal Year 2015-2016, the Area Agency on Aging served 532 persons age 60 and older thru the congregate setting. Of those, 173 were of low-income, and 144 were low-income minority. 406 of the older adults age 60 and older lived in rural areas. Less than 1% of the seniors we serve are Non-English speaking.

## BUDGET NARRATIVE

Give a narrative description of what federal funds are being requested, how these funds will be used. Describe the contractor's cash and/or in-kind match being provided (*see sample budget, pg. 8*). This contract shall not exceed \$245,000. Provide a detailed explanation for every item of proposed expenditure listed in your TOTAL column on the attached Budget Summary Sheet.

At the end of your budget narrative, please provide this additional information:

- Budget (*see sample budget, pg.8, based on 2015 costs*)
- Current copy of liability insurance (*minimum of \$1,000,000*)
- Job descriptions for workers
- Confidentiality Policy

## MATCH REQUIREMENTS

The successful bidder agrees to provide a combination of 10 percent in-kind match / and or cash match of the total contract amount. The match is not reimbursable.

**SAMPLE ITEMIZED BUDGET**

<b>BUDGET CATEGORY</b>	<b>TOTAL BUDGET</b>	<b>CASH</b>	<b>IN-KIND</b>	<b>TITLE II FUNDS</b>
<b>Personnel (Itemized)</b>				
Senior Center Managers	145,500			
Program Coordinator				
<b>Fringe Benefits (itemized)</b>				
FICA	10,750			
WC	2,000			
Mileage	8,000			
Audit	0			
Trainings	2,000			
Building Space / Rent	11,000			
Electricity	15,500			
Gas				
Telephone, Internet	13,000			
Insurance (Itemized)	0			
Office Supplies/Postage/Equipment	5,000			
Janitorial Supplies	6,300			
Other Expenses (Itemized)	0			
<b>Administration Costs</b>	21,915			
<b>(No More than 10% of personnel and fringe benefits)</b>				
<b>TOTALS</b>	241,065			

**THE COMBINATION OF CASH AND IN-KIND SHOULD TOTAL 10%**



## ITEMIZED BUDGET

BUDGET CATEGORY	TOTAL BUDGET	CASH	IN-KIND	TITLE III FUNDS
<b>Personnel (Itemized)</b>				
Senior Center Managers				
Program Coordinator				
<b>Fringe Benefits (Itemized)</b>				
Mileage				
Building Space / Rent				
Electricity				
Gas				
Telephone, Internet				
Insurance (Itemized)				
Office Supplies/Postage/Equipment				
Janitorial Supplies				
Training				
Audit				
Other Expenses (Itemized)				
<b>Administration Costs</b>				
<b>(No More than 10% of personnel and fringe benefits)</b>				
<b>TOTALS</b>				

**THE COMBINATION OF CASH AND IN-KIND SHOULD TOTAL 10%**

## SECTION V – Scope of Services

### Title III-C1: SENIOR CENTER/CONGREGATE MEAL PROGRAM

#### I. Program Goal:

The goal of the Senior Nutrition Program is to provide nutrition services to individuals sixty (60) years or older that promote physical, psychological and social well-being, and reduce isolation through programs coordinated with nutrition-related supportive services.

#### II. Units of Service:

Congregate Meals                      One (1) meal is counted as one (1) service unit

#### III. Area to be Served:

Currently there are a total of seven congregate meals sites / Senior Centers operating in the Planning and Service Area (PSA). These sites are listed below.

Lee County Senior Centers	Russell County Senior Centers
Auburn Senior Center	Central Senior Center (Phenix City)
Opelika Senior Center	Hurtsboro Senior Center
Beulah Senior Center	Russell County Senior Center (Ft. Mitchell)
Smiths Station Senior Center	

#### IV. Scope of Services:

##### A. Eligibility for Nutrition Services

1. Congregate Meals – Individuals eligible to receive a meal at a Senior Center are:
  - a) Age 60 and over
  - b) Spouse of individuals age 60 and over
  - c) Person with Disability residing with eligible client
  - d) Person with Disability at Senior Centers located in Housing Facilities primary occupied by older individuals
2. Volunteer – A volunteer under the age of sixty (60) may be offered a meal if doing so will not deprive an older individual of a meal.

##### B. Requirements for Nutrition Services

1. Congregate Meals

a. Each Congregate Meal Provider shall:

1. Ensure that a Participant Enrollment Form is completed for each participant on the first day of service and updated annually in the Aging Information Management System (AIMS). A copy should be kept on file at the senior center.
2. Not preclude the service of a meal to a participant who has failed to make a reservation when food is available.
3. Maintain appropriate documentation on each client. Documentation shall be kept on file at the senior center and monitored by LRCOG and ADSS.

2. Hours of Operation

- a. Each center shall be open for a minimum of four hours per day, Monday through Friday, except for the following holidays:

Veteran's Day	Good Friday
Thanksgiving, and the day after	Memorial Day
Christmas	Independence Day
New Year's Day	Labor Day
Martin Luther King's Birthday	Columbus Day
President's Day	

- b. LRCOG may close the centers for additional days during Christmas. Alternative arrangements will be made to provide meals to those in critical need.

**C. Staffing**

The Provider shall employ a manager for each center, to be responsible for overseeing daily operations of all program activities and services.

**D. Requirements for Senior Center Activities**

1. Provide activities designed to enable older individuals to attain and / or maintain physical and mental well-being. Activities must be provided at Senior Centers and may also be offered at other locations.
  - a. Centers shall meet site specification and standards as set forth in AL Elderly Nutrition Program Guide to Meal Services.
  - b. Provider (in conjunction with LRCOG) shall determine how many meals will be served at each center, taking into consideration such factors as elderly population in each community, need for and availability of transportation, center's attendance history, etc. A minimum of 25 meals per day must be served at each center. It is expected and highly encouraged that each senior center exceeds 25 meals served per day.

- c. A hand-washing sign shall be posted in bathrooms and at kitchen sinks. Food Temperature signs must be displayed in all kitchen areas.
- d. Provider shall maintain liability insurance (1) to insure the building(s) and contents against loss or damage from normal hazards such as fire, theft or vandalism, and acts of God and (2) to insure against bodily injury, property damage and general personal injury. Said coverage will encompass the persons employed by Provider and volunteers, as it relates to the site, activities and services associated with the Title III program. The amount of such coverage shall adequately cover the building and contents and shall provide normally accepted limits of liability coverage established within the insurance industry. Provider will provide LRCOG with a certification of insurance coverage from the insurance carrier.
- e. Provider shall insure that adequate supplies and equipment are on hand for operation of centers, including arts and crafts supplies, and other recreational equipment. (*See sample budget, pg. 8*)
- f. Provider shall monitor daily attendance at each center. Provider (in conjunction with LRCOG) shall adjust, as needed, number of meals at each center to insure that attendance averages 100 % of the congregate meals received by each center. The Provider is responsible for paying for any unserved or **ineligible** meals. An **ineligible** meal is any meal leftover and not served to an eligible participant or volunteer who helps out at mealtime. Each meal served to eligible participants must be confirmed by participant signature; any meals served as *seconds* and/or not confirmed by signature are counted as **ineligible meals**.
- g. It is the responsibility of the Provider to give each senior center manager an adequate amount of petty cash for cases where replacement food items or other items are needed.
- h. Provider shall develop a waiting list for each center to insure provision of services to all older persons who desire to participate and to insure that those persons with the greatest economic and social need receive priority. Schedule shall be in writing and monitored regularly.
- i. All food service, safety, emergency procedures and all center operations shall be handled in compliance with standards set forth in this contract and the AL Elderly Program Guide to Meals Services. The AL Department of Senior Services (ADSS) will provide quarterly *nutrition education* for use at the center.

## E. Program Requirements

### 1. Client Intake Sheet

- a. The Provider will ensure that each participant completes the Client Enrollment Form at the beginning of service and then annually thereafter for each client on the program.

- b. The Provider will deliver all required paperwork to LRCOG on weekly and monthly bases. Accurate program records shall be maintained at each center, including, but not limited to:

- Participant Attendance Records
- Participant Enrollment Forms
- Participant Narrative Form
- Incident Reports (as they occur)

(Sample forms are attached.)

2. Accurate program reports, including but not limited to those below shall be submitted to LRCOG as indicated:

- a. Weekly reports are due in LRCOG office by 2:30 pm on Tuesday.

- ADSS Meal Delivery Tickets (accompanies each meal delivery from Valley)
- Weekly Meal/ Contributions Report
- Participant Enrollment Forms

Sample forms are attached

- b. Monthly reports to be received by LRCOG by 2:30 pm on the tenth day of each month:

- AIMS Single and Multi- Services Worksheet Log
- Meals Served to Eligible Clients Daily Reconciliation Sheet

Sample forms are attached

- c. The Provider shall conduct surveys of the participants.

3. Provider shall develop a means of obtaining views of program participants and shall encourage their opinions on a regular basis.

### 3. Site Council

- a. Each center shall have an organized and functioning Center Site Council, composed of and elected by its participants.

- b. Center Site Council functions may include but not limited to the following:

- Develop by-laws to govern Council.
- Conduct monthly meetings, with minutes of each meeting to be shared with all participants.
- Serve as Center Grievance Committee.
- Plan and conduct one program per month.
- Assist with plans for one special occasion per year, which invites outside guests (open house, holiday party, bazaar, etc.)

Each Senior Center currently has an active Site Council. The Provider is encouraged to become involved with the Council in developing and maintaining an array of activities.

#### 4. Supportive Services

Supportive Services shall be provided at each center, including but not limited to:

- a. *Information and Assistance* – As requested or when learned about by staff.
- b. Daily Exercise – daily group exercise and /or individual use of exercise equipment.
- c. *Nutrition Education*, posted visual. At least one professional program per month. The program information is provided by ADSS.
- c. *Public Education* - At least one professional program per month.
- e. *Recreation* - Daily activities such as games, crafts, projects
- f. Birthday Party - one per month to honor participants born that month.
- g. Daily meal comments
- h. Calendar – A weekly / monthly calendar of activities must be posted in the center for participants to view.

#### 6. Donations and Confidentially

- a. Participants shall be given the opportunity to make anonymous monetary contributions to the program.
- b. Center staff shall provide the opportunity for contributions through weekly verbal presentations and visual reminders posted at each center.
- c. A sign which informs eligible individuals and guests about the opportunity to contribute, shall remain posted near the donation lock box.
- d. No eligible individual shall be denied participation because of failure or inability to contribute.
- e. Provider shall ensure that the amount of each participant's donation is kept confidential.
- f. Guests will pay the actual cost of the meal.
- g. Contributions must be counted each day and either deposited to a designated LRCOG- AAA bank account OR delivered directly to the AAA office in a secure locking bank bag no later than Friday afternoon.
- h. All contributions shall be counted by two individuals and shall be used to increase the number of meals.

- i. Deposit slips must be made out in triplicate (bank keeps a copy, one copy remains at the center, the other copy is forwarded to Provider) and the bank must validate all copies.
- j. All deposits slips will reflect and identify each individual senior center separately.
- k. Weekly bank deposits must balance with the contribution amounts indicated.

## 7. Outreach

- a. The Provider is required to provide outreach in the community. Example of community outreach include participating at a health fairs, speaking to social, civic and religious groups.
- b. All outreach activities shall be documented and reported to LRCOG monthly.

## 8. Emergency Procedure

- a. The Area Agency on Aging is responsible for providing training and a written emergency / disaster plan to the provider.
- b. Provider must ensure that each center maintains an evacuation plan identifying the emergency exits.
- c. Staff must be knowledgeable of emergency procedures.

## Section VI- Application Submission

### A. General

1. All interested and qualified applicants are invited to submit an application for consideration. Submission of an application indicates that the applicant has read and understands this entire RFP, and agrees that all requirements of this RFP have been satisfied.
2. Applications must be submitted in the format described in this Section. Applications are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP.
3. Applications must be complete in all respects as required in this Section. An application may not be considered if it is conditional or incomplete.
4. Applications will be received by the Area Agency on Aging, 2207 Gateway Drive, Opelika, AL 36801 until 4 PM April 14, 2017.

5. All applications and materials submitted become the property of the AAA.

**B. Application Presentation**

1. One original, which may be bound is required.

All applications must be typewritten on 8 1/2 inches by 11 inches white paper, single-sided printing, and double-spaced using a 12-point or larger font, with 1 inch margins on all sides. Each page must be clearly and consecutively numbered at the bottom center of the page.

**Section VII – Application Evaluation and Award:**

**A. Evaluation Process**

All applicants will be subject to a standard review by the AAA.

**B. Evaluation Criteria**

1. Initial Review – All applications will be initially evaluated to determine if they meet the following requirements:
  - a. The application must be complete, in the required format, and be in compliance with the requirements of this RFP.
  - b. Applicants must meet all requirements listed in the Scope of Services.
  - c. The applications will be evaluated by a panel.
  - d. LRCOG/ Area Agency on Aging reserves the right to reject any or all proposals received.

**C. Contract Award**

Contract will be awarded based on a competitive selection of applications received. The contents of the proposal / application will become contractual obligations, and failure to accept these obligations in a contractual agreement may result in cancellation of the award.

**D. Final Authority**

The final authority to award a contract rests solely with Lee-Russell Council of Governments.

**E. Termination**

The provider shall give the Area Agency on Aging at least a 60-day written notice of termination of the contract.



