

**RESPONSES TO QUESTIONS SUBMITTED
CONCERNING FY 2010 ELDERLY NUTRITION PROGRAM PROCUREMENT
PROCESS
DECEMBER 5, 2008**

1. Will all answers be posted from all parties' questions? [Yes](#)
2. I understand that a caterer can not bid on the food services in a region that he/she will be applying to become the sponsoring agency, but can that caterer then use an "internal" food cost of their own (be their own caterer) when applying? [Question unclear – if "sponsoring agency" means ENP, see page 12 of the "Elderly Nutrition Program Resources Manual" under "Subcontracts for Meals". If a caterer is involved regardless of whether it is "internal" or another entity, a uniform bid process must be conducted for contracts over \\$100,000. Any meals not prepared directly by the ENP must follow the requirements for subcontracts outlined in the Manual.](#)
3. Will SWCAA consider hiring a candidate with either a nutrition or public health background for their assessment position? [This question does not relate to the submission of applications under this procurement process.](#)
4. Will SWCAA be requiring a small caterer and/or restaurant procurement process in our region? [The process does not REQUIRE small caterers or restaurants, however, if they are utilized in the design of individual programs, see pages 12 – 15 of the "Elderly Nutrition Program Resources Manual" for subcontracting requirements.](#)
5. Are their standards/requirements that can be shared with everyone for both the Grievance and Appeals Process required in the process? [Each ENP is required to develop their own Grievance and Appeals processes. See page 16 of the "Elderly Nutrition Program Resources Manual" for selection processes. See page 39 of the "Elderly Nutrition Program Resources Manual" for grievance procedures.](#)
6. Are their standards/requirements that can be shared with everyone regarding the process of assessing the caterer's bids? [See page 13, number 4 of the "Elderly Nutrition Program Resources Manual" for selection processes. "The ENP is required to develop an evaluation tool that must be used to evaluate the quotations. The ENP needs a scoring tool that measures services, quality and cost."](#)
7. Will three (3) price quotes be required for all caterer processes? [See page 13 of the "Elderly Nutrition Program Resources Manual" for contracting requirements.](#)
8. Is the process of counting individuals at nutrition education sessions for the record a new process that replaces what we do now (1 session = 1 unit on MIS)? [Effective October 1, 2009, the unit of service for nutrition education will change from per session to per person. Each individual will need to be counted separately.](#)

9. Are ENP's required to fundraise? See page 35 number 12 of the "Elderly Nutrition Program Resources Manual".
10. Is the process of including all in-kind – space and people – a new requirement that must be met by all or not accepted? See page 24 of the "Elderly Nutrition Program Resources Manual". All sources of in-kind must be included in the budget.
11. Are the standards/requirements for all Area Agencies on Aging the same for choosing an ENP? Are they available to us in writing? All Area Agencies on Aging are using a standardized tool to evaluate proposals. The tool will not be shared with applicants.
12. Are the standards/requirements for temperatures on pg. 42 #K in the Resource Manual available to us in writing? Question unclear – the requirement is stated on page 42 of the "Elderly Nutrition Resource Manual".
13. Being that vehicle replacement figures in Title III budgets has been questioned and looked upon negatively just recently in this past year in the New Haven Area, how should we complete this section? See page 20 of the "Elderly Nutrition Program Resources Manual" for the definition of the vehicle replacement line item. In addition see page 36 of the "Elderly Nutrition Program Resources Manual" number 14 Equipment.
14. Volunteer Receptions were removed from the last procurement process due to gifting, etc. Is it now acceptable to have a Volunteer Reception as long as everything is paid for by the ENP – especially the food? Yes
15. Do we need to use the sample menus that appear in the procurement process paperwork or can we use our own? The sample menus are provided as a guideline.
16. What do enhanced meals mean? "Enhanced meals" are those meals that are above the minimum requirements as outlined on page 47 – 64 in the "Elderly Nutrition Program Resources Manual". Is this where the option to provide our own menus becomes applicable? Yes, provided meals meet the minimum requirements as outlined on page 47 – 65 in the "Elderly Nutrition Program Resources Manual".
17. Where are the cost sheets that we are required to use in the subcontractor/caterer procurement process? The cost sheets are provided in the budget on page 15. Are we supposed to use the quotation sheets in the budget section? Yes
18. Are the requirements for small caterers listed on page 13 #2C also required for large caterers and restaurants? Large caterers' requirements should be based on the submission requirements as outlined on page 25 of the "Elderly Nutrition Program Resources Manual". The list includes information which must be submitted with the proposal. If the caterer will be responsible for any of the items outlined on the list, the ENP should secure them from the caterer as part of the quotation package.

19. Does the full 400 page Public Health Code need to be attached to subcontractor/caterer bid packages? [No, the Public Health Code can be referenced in the bid package.](#)
20. Page 88 of the **ENP Resource manual**. The heading for the page is Northeast Sub-Region, however, the towns shown are for the Southeast Sub-Region (same as page 87). Is this an error? [Yes, this is an error. Please see addendum number 1 on the website for the correct towns for Senior Resources.](#)
21. Should the FFY 2011 & FFY 2012 proposals include "COLAs" or should they all be for the same amount? [Only a FFY 2010 budget is to be submitted with the proposal. See the Request for Proposals, number "10 Contract Period. October 1, 2009 – September 30, 2010 with renewals for up to two additional years. Funding levels, however, will be awarded one year at a time and are subject to receipt of Federal and State funds. Limits on price increases for subsequent years with the contract may be established." In addition, see the first paragraph on page 10 of the "Elderly Nutrition Program Resource Manual".](#)
22. Page 6 **ENP Resource Manual**, first sentence on page, (continued from page 5 "Client Eligibility-Home Delivered)." In general, persons receiving a congregate meal are not eligible to receive home delivered meals on the same day." What does "in general" really mean? ["In general" means in most cases. Exceptions must be approved on an individual basis.](#)
23. Page 6 of the **ENP Resource Manual**, under Program Overview,B-3, Nutrition Education: Are the words "shall" and "should" used in this context suggested or mandatory method of nutrition education?(See below.)
"Home Delivered Nutrition Education **shall** be offered to homebound participants or their caregivers at least twice per year. One session **should** be a home visit with the participant or caregiver unless refused by participant or caregiver. If the nutrition risk score is six or above, the participant should instead receive one on one nutrition counseling by a registered dietician. Home Delivered Nutrition Education is a home visit taught in person by a nutritionist or other health professional with adequate background and training in nutrition to homebound participants or caregivers. One unit equals one in-person educational session." Are the words "shall" and "should" used in this context suggested or mandatory method of nutrition education? [Home delivered nutrition education must be provided to participants or their caregivers at least twice per year. The home visit session should be provided unless it can be documented that it has been refused or another source is providing nutrition education or counseling.](#)
24. Under "Request for Proposals" Elderly Nutrition Provider, Senior Resources - Agency on Aging ,page 3, regarding the phasing out of client assessments for the ENP to the AAA, what are the AAAs assigning as a cost associated with the assessment service? [This cost has not yet been assigned and will be determined by each AAA at a later date.](#) What is the guidelines around turnaround time to assess and place participants on the program? [These guidelines will be developed with the Agencies on Aging in the future. All efforts will be made to make referrals in a timely manner.](#)

25. Are any of the Elderly Nutrition Programs going out to bid this year? If so which ones. [All nutrition programs are going out to bid this year. Please see the website for all Requests for Proposals.](#)
26. I see that some AAA regions are performing their own client assessments and if that is the direction that AAA's are going in why bother bidding home delivered meals and instead issue individual service referrals similar to the State Home Care system. Is this the direction the State is going in? If so would that mean several MOW providers would be able to serve the region instead of one? This information is important because it may affect the pricing of the bid. [The Request for Proposal outlines the requirements for this contract period. Future direction of the program is not determined at this time.](#)
27. Where AAA's are providing the assessments for home delivered meals who are responsible for collecting the client contributions? The AAA or ENP? [Agencies on Aging will be completing assessments. ENP will be responsible for collecting client contributions.](#)
28. Would the State save money if the same rates were used under the State Home care system for home delivered versus the current ENP procurement process? [The Request for Proposal outlines the requirements for this contract period. Future direction of the program is not determined at this time.](#)
29. The Agency on Aging has the right to reject any proposal if it is deemed to be in their best interest. If someone's proposal is rejected even if it's lower in price than the winner would the Agency on Aging provide a written explanation for the reasons of rejection? [See "Elderly Nutrition Program Resource Manual" page 29 number 3 "Selection of Contractor".](#)
30. If the reasons for breaking out more sub-regions within an AAA region is to promote competition would the process consider providing bidders with more information such as client contributions, current volunteer services and local government support provided in serving the programs? (Without this information the goal of increasing competition will not be achieved.) [This information will not be provided.](#)
31. During the phase out of assessments from the ENP's responsibility to the AAA would the contracted price between ENP and AAA be reduced as assessments costs will not be incurred by the ENP? [Yes, funding levels, however, will be awarded one year at a time are subject to receipt of Federal and State funds.](#)
32. Where the assessments are performed by the AAA is the ENP still responsible for outreach and home nutritional education for home delivered meals? [Yes](#)
33. To foster better communication and technical assistance will the CT Agencies on Aging consider a bidders meeting with questions and answers in addition to written questions? [No, all questions and answers are posted on the website. The deadline for submitting questions was November 21, 2008.](#)

34. Will the winning bidder and all other bidder's prices for subcontracting services as well as ENP prices be public information after the award? [Requests will be decided by Freedom of Information regulations.](#)
35. What is the current per meal unit cost and number of meals for all home delivered and congregate programs in all of the regions. [See the Request for Proposal for information on the number of home delivered and congregate meals. Current unit costs are not necessary to complete the proposals.](#)
36. Who are the incumbent elderly nutrition program providers and caterers for all of the regions? [Information regarding incumbent providers is not necessary to complete the proposals.](#)
37. Page 3 of the ENP RFP for the North Central Area Agency on Aging, Inc. indicates that Nutrition Education includes Nutrition Counseling, Senior Resources and AASCC indicates that it may include nutritional counseling. What is the requirement? [See page 6 of the "Elderly Nutrition Program Resources Manual" regarding the requirements for nutrition counseling.](#)
38. Is it mandatory to include nutritional counseling costs in the budget? Please clarify. [Nutrition counseling should be included in the budget columns for Nutrition Education – In Home Visits.](#)
39. Please provide the current program client demographics (low income minority, rural population, impaired individuals, those at nutritional risk, limited English speaking proficiency) for clients currently being served in the home delivered and congregate programs for all the regions. [No additional information will be provided. Information needed to complete the proposal has been provided.](#)
40. In addition to individual region bids, can an organization submit a region-wide application? Submitting a region wide application would allow applicant agencies to take advantage of economies of scale related to personnel, transportation, equipment, occupancy, raw food costs, etc. generally result in a lower per meal cost. [No, region-wide proposals will not be accepted. See number 2 on the Request for Proposal. Letters of intent and applications must be submitted separately for each region.](#)
41. What is the standard statewide criteria and scoring scale? How will each of the sections of the applications be scored and weighted? [See page 28 of the "Elderly Nutrition Program Resources Manual" for the evaluation process. All Area Agencies on Aging are using a standardized tool to evaluate proposals. The tool will not be shared with applicants.](#)
42. Page 31 references "The Regulations of the Community Services Policy Manual – General Area Agency Responsibilities" please provide this information. [The Community Services Policy Manual is available on the website \[www.ctagenciesonaging.org\]\(http://www.ctagenciesonaging.org\) under Connecticut DSS Community Services Policy Manual.](#)

43. For the labeling on home delivered meals please clarify what special meal means? “Special meals” are home delivered meals which need to be delivered to a specific person due to dietary constraints.
44. Does the instruction for preparation need to be printed on every meal, or can it be included as part the orientation information clients receive about the program when they sign up. It is not a requirement; however it is strongly recommended that it be provided with every meal.
45. Please clarify Meat, Eggs, Legumes, Nuts meal patterns. Page 55 indicates 3 ounces per lunch and supper. Some of the menus in the sample menus (page 61-64) do not have the required 3 ounces. The requirements are published on page 55 and 56 of the “Elderly Nutrition Program Resource Manual”. The meal analysis is based on a complete meal.
46. Previously, waivers could be requested for 4 hours delivery time. Please clarify if this is no longer possible. See page 42 and 43 of the “Elderly Nutrition Program Resource Manual”. This is a change in the existing program. Meals must be delivered within 2 hours from the time food preparation ends. Waivers may be granted by the Agency on Aging to a maximum of 3 hours.
47. Is Suffield correctly listed in the Farmington Valley Region? Yes
48. Are service levels (number of clients) available per town for the meals on wheels program? If so, please provide information for all towns in all of the regions. Information needed to complete the proposal has been provided.
49. Please clarify in person, home delivered nutrition education staffing requirements? See page 6 of the “Elderly Nutrition Program Resource Manual”.
50. On the budget forms, when identifying what Other is, the item description does not carry forward to the Budget Summary or Budget Narrative. Due to the sheet being protected, we are not able to identify what Other is on these two sections of the budget form. In both places there are cell references to identify the items.
51. Please clarify, we need to break out budget expense for congregate and home delivered nutrition education, but we will not be provided with a separate reimbursement rate for nutrition education? See page 5 of the budget – “Reimbursement for nutrition education is included in the per meal cost rates.” See page 24 of the “Elderly Nutrition Program Resource Manual” under Title III Federal and State Cost Per Unit for an explanation.
52. Will letters of intent become public information? Yes, they will be publish on the website www.ctagenciesonaging.org

53. Pg 8 b. Can a caterer bid on a program as a subcontractor and also submit proposal to be an ENP? **No.** See page 8 of the “Elderly Nutrition Program Resource Manual”. Any entity submitting a bid as a subcontractor can not submit a proposal to become an ENP for the same sub-region.
54. Pg 12 #2 How should ENP Evaluation Process for Caterer Quotations be performed? i.e. How many on panel?, questions to be asked?, scoring system to be used? Will a standard process be used for all ENP's? See page 13 number 4 of the “Elderly Nutrition Program Resources Manual” for selection processes. The ENP needs a scoring tool that measures services, quality and cost.” Is this to be done between Feb. 6 and April 3rd? **Yes.**
55. Pg 12 #4 What guidelines should be followed to develop evaluation tool? Shouldn't these be the same for all ENP's? **Each ENP is required to develop an evaluation tool.**
56. Pg 13 #2C Does subcontract for meals using large caterer require same information as small caterer? i.e. current food service license, 4 most recent health inspections, etc. Large caterers’ requirements should be based on the submission requirements as outlined on page 25 of the “Elderly Nutrition Program Resources Manual”. The list includes information which must be submitted with the proposal. If the caterer will be responsible for any of the items outlined on the list, the ENP should secure them from the caterer as part of the quotation package.
57. Pg 16 The ENP is to develop an Appeals Process - Does this need to follow a particular protocol? **Each ENP is required to develop their own Appeals processes. See page 16 of the “Elderly Nutrition Program Resources Manual” for selection processes.**
58. Pg 18 Please clarify "Nutrition Education - one unit equals education session for each person", we currently report nutrition education as 1 unit per site visit is this correct or do we report 1 unit per person attending/receiving nutrition education? **Effective October 1, 2009 the unit of service for nutrition education will change from per session to per person. Each individual will need to be counted separately.**
59. Pg 21 Community Cafe Costs- Space - when sending out in-kind for space used should Senior Center/Housing facility be responsible to value space at fair market value and square footage? **Yes, the facility should be responsible for valuing the space.**
60. Pg 28 & 29 #2 Evaluation of proposal - Agencies on Aging have developed standard statewide scoring scale, but will points awarded be standardized statewide? **All Area Agencies on Aging are using a standardized tool to evaluate proposals. The point system is standardized as well.**
61. Pg 39 #7 Should grievance procedure be that of agency or ENP? **Each ENP should establish a grievance procedure.**
62. Pg 42 K "Refuse or discard hot foods received at less than 130 degrees and potentially hazardous cold foods received at more than degrees. "Have never been

provided with this information at any food service training, is this a statewide policy that must be adhered to? [This is NOT a new policy. Yes, it must be adhered to.](#)

63. Are there standard "Meal Cost Quotation Sheets" to be used? None in manual or application. [The cost sheets are provided in the budget on page 15.](#)

64. If a bidder wishes to bid on more than one region, may the bidder submit a combined application for 2 or more regions in addition to a separate application for each region? Note: A combined bid for 2 or more regions would most likely result in a lower per meal cost. [No, region-wide proposals will not be accepted. See number 2 on the Request for Proposal. Letters of intent and applications must be submitted separately for each region.](#)

65. Currently Roxbury is served by NOI through the CNV/HV ENP. Does the WCAAA wish to continue this arrangement? [No. See the Request for Proposal for specific towns in each region.](#)

66. Matching Requirement- Is this 15% of Federal project costs or 15% of total project costs including State funds, NSIP funds, client donations, fundraising, other revenue? [See the Request for Proposal number 8 "Availability of Funding" for specific details on matching requirements. Also see page 34 of the "Elderly Nutrition Program Resource Manual" number 6.](#)

67. If only Federal TIII funds are subject to matching requirement, please indicate the breakdown of TIII, State and NSIP funds so matching requirement can be determined. [Matching requirements are based on total program costs. Breakdown by funding sources is not required.](#)

68. HD Assessments – WCAAA RFP does not specify if WCAAA will continue to assess hd participants for program eligibility and nutrition status. Please clarify if WCAAA will continue to be responsible for this function. [See the Request for Proposal for WCAAA number 7. Assessments are not included in the list of services for which proposals are being requested.](#)

69. Nutrition Education – If ENP is not responsible for annual assessments of hd clients, the cost of required annual in-home nutrition education will add a significant cost to the program. Is it permissible for education to be done through distribution of nutrition education materials and may counseling by an RD to be done by telephone to keep costs within reason? [See page 6 of the "Elderly Nutrition Program Resources Manual" for details of nutrition education.](#)

70. In order to budget sufficient financial resources to pay for required RD in-home nutrition counseling of all hd participants w/ nutrition risk score of 6 or higher, specific information is needed re: the current number of participants in this group. [Unfortunately this information is not available. The number of participants in this group must be estimated based on the number of current clients.](#)

71. Small Caterer Procurement Process – What if there are not 3 potential providers available, ie kosher meals? All efforts must be made to contact 3 potential providers. If there are not three potential providers, the process can be conducted with fewer bidders.
72. To derive the unit cost on the budget form we divide the program cost by the number of units. How do we derive separate costs for a single meal unit and a double meal unit? All costs are expected to be single meal units.