FY 2017-2019 NUTRITION PROCESS
RESPONSES TO SUBMITTED QUESTIONS

QUESTIONS CONCERNING THE RFP

1. On page two of the Request for Proposals, Section I. Procurement Process; B. Instructions; 3. Contract Period, it states, “Limits on price increases for subsequent years within the contract may be established.”  Question: Do the limits pertain only to catering and/or sub-contract pricing, or are there other costs where limits may be established?

   Response: The statement in the RFP refers to unit costs in contracts between AAAs and ENPs. ENPs may use similar language in their caterer contracts if they wish.

2. In the past the contract period was three years contract with an option to extend for a fourth year. On page two of the introduction number 3. Contract period It states that the contract period is 10/1/16 thru 9/30/17 with renewals for up to two additional years. Does this mean the contract for providers is not guaranteed for three years like it used to be? It has always been understood that if an ENP was not performing the AAA could terminate the contract. Without a three year assurance from the RFP it becomes difficult for Subcontractors and ENPs to invest in things like capital improvements etc.

   Response: As with the procurement process for the current contracts, contracts resulting from this process will be negotiated for the first year with renewals for up to two additional years, dependent on available funding and compliance (see RFP page 2).

3. On page three of the Request for Proposals, Section I. Procurement Process; B. Instructions; 5. Eligibility, it states, “Consideration shall be given to matters such as the integrity of the compliance with public policy”: Questions: Can you please specify the public policies that this statement is referring to? Please explain and provide examples of what factors would constitute an agency as having integrity in complying with public policy?

   Response: The reference to public policy includes all of the Federal, State & Public Health regulations that are referenced in the RFP. Questions in the application and attachments request information about how respondents will comply with these public policies.

4. On page three of the Request for Proposals, Section I. Procurement Process; B. Instructions; 6. Subcontracts: Questions:
   a. Is there a state website where Respondents can publish RFQ’s and legal notices for catering sub-contracts?
   b. Will the SDA and/or the Area Agencies on Aging post Respondent’s legal notices and RFQ’s on their websites?
   c. Should Respondent’s post legal notices before LOI’s are submitted, or concurrently?
   d. In past years the LOI submission had to include our information for soliciting bids from caterers. The LOI form doesn’t include that section this year. However, within the application/instructions, it refers to following the bidding process. Could you please explain what the process is that we must follow?
e. RFP, Section 1, B.6 on Page 3, Subcontracts – Will RFQs which exceed $100,000 require a minimum of three bids to be in compliance with the State of Connecticut procurement processes? If not, please provide guidance on when to find the state procurement processes.

Response: Respondents are expected to follow their agency’s subcontracting policies. At a minimum:

- All subcontracting processes must be fair and open.
- Submissions received should be evaluated utilizing a scoring process that measures service, quality, and cost. Individuals with any potential conflict of interest should not be involved in the review process.
- A formal Request for Quotations (RFQ) process should be utilized for all subcontracts which equal or exceed $100,000 in value.
- For subcontracts under $100,000, a less formal process may be utilized. Effort should be made to solicit submissions from multiple possible providers.
- Documentation of the process must be available for review if requested.

Agencies on Aging will not be publishing or posting notices of respondent’s requests for subcontractors.

5. On page four of the Request for Proposals, Section I. Procurement Process; B. Instructions; 9. Letter Of Intent: Questions: Can a Respondent obtain information about the LOI’s that have been submitted? Specifically:

- Can a Respondent obtain information on the LOI’s that have been submitted for each Designated Agency Region?
- Will that information be made available prior to April 15th, 2016?
- Will the number of LOI’s submitted for each Designated Agency Region be available to Respondents?
- Will a listing of the organizations that submitted LOI’s by Designated Agency Region be available to Respondents?
- Will Respondents be notified if there was only one LOI submitted for a Designated Agency Region?
- Will the identity of those submitting Letter(s) of Intent be made public?
- Will the list of all respondents to Letter of Intent request for each region be made public?

Response: No, LOIs will not be posted or released.

6. Does the letter of intent get emailed to our regional agency on aging or to ctagesonaging.org? If the latter, does it go to the webadmin@swcca.org address or to another one?

Response: Follow the instructions on pages 4-5 of the RFP.

7. On page five of the Request for Proposals, Section I. Procurement Process; C. Proposal Submission Format; 1. Submission Due Date And Time, it states, “Responsive proposals must: be based on firm caterer proposals or meal costs”. Question: Is the Respondent required to select and secure a caterer prior to April 15th, 2016? If no, is it acceptable for the Respondent to specify firm meal costs in the Proposal without the sub-contractor’s name.
Response: Any eventual contract with a AAA will be based on the meal costs included in the submitted budget.

8. On page 5 of the RFP format instructions are given re: numbering when more than 1 page is needed to answer a question; “if more than one page is needed for any question, then number each page with the correct page number with a,b,c, etc.” Just to be clear, if we have a response 3 pages long, starting on page 5, it would be proper to number those pages as 5.a, 5.b, 5.c – is that correct?

Response: Yes

9. On page 6, we are instructed to submit legible copies of four most recent local health inspection reports for each “kitchen” being utilized. Does this mean the kitchen preparing the meals or does this also mean any kitchen located at a site where the meal is served?

Response: Local health inspection reports must be submitted for each kitchen that is used to prepare or serve Title III meals.

10. RFP, Section II, C.4 on Page 12, Form 5 Intake Assessments, Next to last sentence—indicates that the Agencies of Aging will be conducting all home delivered assessments and reassessments. Please confirm that ALL Agencies on Aging will conduct the intake assessments and annual reassessments.

Response: Note: The assessments and annual reassessments referenced refer to the home visit at which nutritional needs and home-bound eligibility are assessed. All AAAs will conduct these assessments and reassessments.

The Form 5 Intake Assessment is usually an earlier step in the process of adding a new home-delivered meal client.

- In the North Central, Eastern, South Central, and Southwestern Areas, the initial Form 5 intake assessment is the responsibility of the ENP, who will forward the information to the AAA’s nutrition assessor.
- In the Western Area, referrals are made directly to WCAA. The initial Form 5 intake assessment (and determination of need for therapeutic meals) is the responsibility of WCAA. The form 5 and all other relevant information is provided to the ENP.

QUESTIONS CONCERNING RFP ADDENDA

11. SWCAA, Amendment 1, Page 4 of 5—The Hill House Senior Housing in Greenwich has a caterer chef on site and Stamford Senior Center in Stamford has a subcontract with the cafeteria on site. Does each town, participants, or Title III pay for this additional level of service? Please describe what is the funding mechanism for these locations.

Response: SWCAA currently pays the ENP the same rate for all congregate meals in the Greater Norwalk/Stamford Region.

12. Additional information is needed to reply to RFP Addendum #5 (WCAA). Is it acceptable to contact the AAA designated contact person for clarification?

Response: No.

2/11/2016
13. WCAA Addendum 5, Page 2, Last sentence at the top of the page – Please provide clarification what is meant by the statement “Bidders are cautioned to submit bids for one or more of the four (entire) regions.

   Response: There are 4 regions comprised of three geographically based areas and one “region” that includes all of our Congregate Housing Services Program congregate meal sites. That is the fourth “region” and we are requesting a price to serve those sites.

14. WCAA Addendum 5, Page 2, first table at the top of the page—please reconfirm the Actual Number of Home Delivered Meals Served in FFY2015 for the Central Naugatuck Valley Region is 365,496 for only Title III or does it include other meal programs counts?

   Response: The questioner is correct in that the figure of 365,496 is incorrect. The correct figure is 165,425 and we apologize for the error.

QUESTIONS CONCERNING THE APPLICATION

15. ENP Application, Management, D. Service Targets, Page 3 of 19 – Given the statement in RFP, Section II, C.4 on Page 12, Form 5 Intake Assessments that the Agencies will conduct all initial assessments and reassessments, how do you want us to respond to the Home-Delivered Meals table? We will not have access to the client census data for: Clients at or below 100% of poverty level, Minority clients, Minority clients at or below 100% of poverty level, Participants at or below 150% of Poverty, Rural Participants, Participants w/limited English Proficiency, Participants w/Severe Disabilities, Participants at risk of Institutionalization, Participants w/Alzheimer’s & Related Disorders.

   Response: Review the instructions for these charts. This questions asks for projections of the number of meals to be provided in the FFY2017 grant year and the number of clients in the required Older Americans Act populations that are expected to be served. Census data should be referenced for assistance in determining the numbers of seniors who are in various target categories in the areas to be served.

16. ENP Application, Quality, D.3, Page 4 of 19 – How will clients be identified who are in need of therapeutic meals? How do you want us to respond to this question if the Agency on Aging are conducting the initial assessment and reassessments?

   Response: Applications to be submitted to the Western Area need not respond to this question. For applications to Western, write “Not Applicable” for this question

   For the other four Areas: The respondent should explain their proposed process for determining whether clients will be eligible to receive therapeutic meals.

17. ENP Application, Management, E.Identification and Qualifications of Staff, Page 5 of 19 – Please describe the difference between QFO and ServeSafe certifications.

   Response: ServeSafe is one of several courses approved by the CT Department of Public Health for QFO qualification. See the Public Health website if you need further information.

2/11/2016
18. ENP Application, Cost, Page 15 of 19, Outline of Meal Handling Processes and Responsibilities, 
Addition Information Column – The instructions are not clear how detailed our response should be 
for compliance. Our response could be 30+ pages withal the steps we perform to adequately 
describe our meal handling process. Please provide a sample which indicates the level of detail 
required.

Response: Only a concise outline of who is responsible for each identified step is needed (i.e. 
subcontractor or respondent, which kitchen, equipment to maintain temperatures).

QUESTIONS CONCERNING BUDGET

19. Instructions for the budget form state: List every job title for direct or direct allocable staff and 
volunteers that will provide support to the elderly nutrition project. If we are not allocating any cost 
to volunteers, do we need to list volunteers on the budget form?

Response: If the project will utilize volunteers, the value of the volunteers’ time must be included 
in the budget. See budget instructions.

20. The budget form has a line for “indirect” costs. Since we have a federally approved indirect rate for 
administration may we use this line on the budget form? In prior years we were told this was not 
allowable and to directly allocate all administrative support – is that true for this RFP as well?

Response: If a respondent’s agency has a federally approved indirect rate or a Cost Allocation 
Plan, that rate should be used to calculate the indirect costs attributable to G&A amount. See the 
definition of G&A in the budget package. Be sure to explain the calculation and what is included in the budget narrative.

21. Budget Document, Tab Revenue—4, Third Party Column—The application budget must include all 
anticipated costs and revenue to provide the Elderly Nutrition Project in the application region.”
Please confirm that this means no Title III activity, revenue or expenses from a different region, 
should be reported on the budget package in the Third Party Column.

Response: True

26 On the budget, the way the Personnel page is divided into two sections is confusing. Is the top 
section only for administrative personnel and the bottom section for program staff?

Response: The break on the personnel page is merely to allow for the possibility that applicants 
might need more than one page. All personnel should be listed in the first section, moving to the 
second section if additional lines are needed. We realize that with some printers the break may 
not appear at the bottom of a page.

MISCELLANEOUS

27. Do you know if there will be a meeting to review the changes in the new RFP process?

2/11/2016
Response: There will not.

28. Is it possible to obtain a copy of the scoring scale that will be used for the evaluation?

Response: No, see page 7 of the RFP for available scoring information.

29. Can you specify for each region the actual cost/meal for the incumbent providers?

Response: No.

30. We are looking at moving away from caterers in favor of preparing meals ourselves in what will be our new, fully-licensed commercial kitchen. If we do that:
   a) What criteria do we need to follow in order to get our kitchen approved for the ENP?
   b) What is the process for getting our menus approved, and by whom?
   c) Are there any other, or more specific, Elderly Nutrition standards that need to be followed with regard to food preparation and the kitchen, other than what may be contained in the links under C. STATUTORY AND REGULATORY COMPLIANCE on page 15 of the RFP?

Response:
   a) Appropriate health department regulations
   b) See the application: Quality Section, Question C and the Assurance of Ability to Meet Requirements of the Elderly Nutrition Program: Items 16-24.
   c) Links to all pertinent regulations are included in the RFP and on the website.

31. Do we need letters of support or letters of agreement from our Senior Community Café host sites?

Is it permissible to submit a sample congregate site MOU with the RFP? Once a contract award is made, the actual MOU would be forwarded to the Agency on Aging.

Response: See the Application: Management Section, Question H. Include whatever information you have that will respond to the details requested.

32. If we want to add more congregate and/or home-delivery sites, do we just say so in the application? Or do we need to discuss it first with our regional agency or someone else?

Response: If additional sites can be accommodated within the estimated available funding, include the proposed additions to the meal site or route chart in the application.

33. Does the regional agency maintain lists of senior housing facilities that might want an on-site café or might want home-delivered meals? Likewise, does the agency maintain a list of private individuals who have expressed interest in home-delivered meals?

Response: North Central is the only Area that maintains a list of potential café sites. The list will be forwarded to any respondents submitting a Letter of Intent to North Central AAA. The other AAAs do not maintain such a list.

None of the AAAs maintain a waiting list of potential home delivered meal participants.

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