

Lowcountry Council of Governments Area Agency on Aging
Pre-proposal Conference
Q & A Responses

1. How do I find out the unit cost of Evidence base that you are paying us now if it is not on the Schedule A for this year just so I have an idea. I am assuming this is Bingocize and prediabetes classes.

Unit cost is referenced for agencies or contractors that provide and facilitate Evidence Based Programing. Hosting Evidence Based Programs does not require a unit rate.

2. Page 49 at the button says Typed Name of Signatory Official (in blue ink) does this mean type his name and have him sign next to it in blue ink?

Signatures must be in blue ink, typed name may remain in black.

3. Are the home delivered meals delivered by the AAA volunteer staff or are they delivered by the awarded vendor?

Home delivered meals are delivered by the awarded contractor. Contractors are however allowed to use volunteers.

4. Are these meals hot meals or can they be frozen?

Congregate meals are served hot. HDM meals may be hot or frozen.

5. Is the typed signature supposed to be in blue ink and the signed signature next to it? Or is it ok to Type the name in black ink and have their signature next to it in blue ink?

Signatures must be in blue ink, typed name may remain in black.

6. We typically contract directly with the AAA/Counties to provide Home Delivered Meals for the OAA Program. As we prepare, package and deliver meals directly to clients (not to sites) as authorized by the AAA/County, can you advise or direct us to which proposal we would submit a proposal under? To meet the OAA requirements, we also offer nutrition education on a monthly basis in our coolers.

Both proposals would require a response if your interest is catering the meals (Meals RFP) and delivering the meals (Nutrition Services RFP).

7. Can we present a proposal that would serve only those zip codes in Beaufort County we presently service with our scaling up in future years?

The Contractor must provide service to all areas of the region or the entire county in which they have as stipulated by agreement with the AAA to serve.

Lowcountry Council of Governments Area Agency on Aging
Pre-proposal Conference
Q & A Responses

8. Anyone age 60 or over, regardless of income, is eligible for services. However, funding is limited so the OAA targets seniors with the greatest economic and social need. How are economic and social needs defined?

The AAA shall ensure that preference for service is given to those older persons in greatest social and/or economic need, with particular attention to: older individuals with low income; low-income, minority older individuals; older individuals with limited English proficiency; older individuals residing in rural areas; and older individuals at risk for institutional placement.

9. Accepted forms of financial status would include audits or reviews conducted by an independent accounting firm for those subject to audit requirements, board-approved financial statements, or comparable financial documentation. Would a Board resolution accepting the financial statement and a statement of attestation signed by the Board Chair and Treasurer meet this requirement?

If a financial statement is available, it is preferred.

10. How does the payment process work, and what data is expected from the organization to get reimbursement for services?

The AAA shall educate, train, and furnish the providers the tools necessary to fully perform the functions stipulated by the agreement and to input client data into client financial tracking system according to Department on Aging policies and procedures. The Department on Aging requires all providers to input client service data into the client data collection system for each site they serve and not collectively for the entire organization. By inputting the client service data by individual or separate sites, the AAAs and the Department on Aging can accurately monitor and audit each site's activities and services, thus ensuring data integrity for aging services. Billing for service unit reimbursement is based upon data in the client financial tracking system originated by the provider and approved by the AAA.

11. What is the process used to qualify clients for meal services? Could clients be qualified prior to July 1st, and how long does it take under normal circumstances to qualify a client?

The AAA uses the SCDOA Assessment to determine eligibility. Only clients who have been assessed by LCOG AAA and are deemed eligible and approved will receive services. The time frame from point of contact to service is 7-14 business days.

12. Does this contract put any restrictions on delivery to clients under the age of 60 within a route served?

There are no restrictions for your agency to serve clients under the age of 60; however, OAA funds are utilized for eligible individuals who are 60+, their spouse, and full-time caregiver.

Lowcountry Council of Governments Area Agency on Aging
Pre-proposal Conference
Q & A Responses

13. Can we be provided with a list of data items that need to be keyed into the system and the timeline for doing this? Will keying data into the Aim system require our acquisition of software or a license?

All providers are expected to input client data into the Department on Aging's client financial tracking system regardless of whether they use another data system. An Operational Manual shall be provided with the start of the bid process so that the provider knows what is expected in advance if the provider gets the agreement. Data Items include units served, per client, by service. These units should be entered weekly into the AIM system and all units should be submitted by the 5th of the following month to be paid for services rendered.

14. How would the potential clients be identified given the requirements of economic need?

The AAA shall ensure that preference for service is given to those older persons in greatest social and/or economic need, with particular attention to: older individuals with low income; low-income, minority older individuals; older individuals with limited English proficiency; older individuals residing in rural areas; and older individuals at risk for institutional placement.

15. How many clients would we be required to serve in each of our current zip codes?

The AAA uses the SCDOA Assessment to determine eligibility. Only clients who have been assessed by LCOG AAA and are deemed eligible and approved will receive services. Services are not provided based on zip code, but by service area.

16. Is there a timeframe upon which meals are expected to be delivered?

Holding times for foods should not exceed four hours from the final stage of food preparation until the meal is served to participants.

17. Are there temperature requirements pertaining to the food being delivered?

Foods must meet the current recommended minimum holding temperatures as set by SCDHEC Regulation 61-25 Retail Food Establishments (Appendix 500 C (h)) until delivery to the home: a. Greater than or equal to (\geq) 135 degrees Fahrenheit ($^{\circ}$ F) for hot foods, and b. Less than or equal to (\leq) 41 degrees Fahrenheit ($^{\circ}$ F) for cold foods.

18. When would we receive the funds to provide these services?

The AAA shall pay the Contractor within thirty (30) days of the presentation of a valid invoice, provided that all required monthly reports and invoices are submitted. All payments will be in the form of reimbursement for actual services rendered.

Failure to submit any required report, complete and accurate, within the specified time will result in delay/withholding of payment to the Contractor until such report(s) are filed/submitted

Lowcountry Council of Governments Area Agency on Aging
Pre-proposal Conference
Q & A Responses

and verified. Failure to comply with data entry and invoice processing deadlines, completely and accurately, may result in liquidated damages (late fees) owed to the AAA by the Contractor, and will be processed as a deduction from their monthly reimbursement.

19. Would funds be issued upfront or on a regular basis?

The AAA shall pay the Contractor within thirty (30) days of the presentation of a valid invoice, provided that all required monthly reports and invoices are submitted. All payments will be in the form of reimbursement for actual services rendered.

Failure to submit any required report, complete and accurate, within the specified time will result in delay/withholding of payment to the Contractor until such report(s) are filed/submitted and verified. Failure to comply with data entry and invoice processing deadlines, completely and accurately, may result in liquidated damages (late fees) owed to the AAA by the Contractor, and will be processed as a deduction from their monthly reimbursement.

20. in terms of an invoice? What is the payment process? Do we have to issue an invoice and if so, what are the payment terms?

An invoice for services is to be submitted to LCOG by the 5th of each month. All data in the data system must match what is being requested by invoice. Payment is reimbursed within 30 days of the presentation of a valid invoice, provided that all required monthly reports and invoices are submitted.

21. Does food need to be delivered hot? USDA recommends delivery cold and not kept out of refrigeration over one hour when temperature exceeds 90.

The written food safety plan shall include time and temperature readings of required foods in home-delivered meals. This information shall be documented, including any actions taken, and maintained on file by the provider and made available for program monitoring. Foods must meet the current recommended minimum holding temperatures as set by SCDHEC Regulation 61-25 Retail Food Establishments (Appendix 500 C (h)) until delivery to the home: a. Greater than or equal to (\geq) 135 degrees Fahrenheit ($^{\circ}$ F) for hot foods, and b. Less than or equal to (\leq) 41 degrees Fahrenheit ($^{\circ}$ F) for cold foods.

22. What do we do when the client is not home when we deliver?

Upon delivery, if the client is not home, please call the emergency contact person. Undelivered hot and cold meals must be discarded. If the integrity of a frozen meal is intact (still frozen hard) the meal may be returned to the center's freezer. The AAA and provider must have established policies for undelivered meals. Meals shall not be left at the door, or anywhere else, unattended.

Lowcountry Council of Governments Area Agency on Aging
Pre-proposal Conference
Q & A Responses

23. Pg 2 What is the opening date and opening time?

Received proposals will be opened on March 14, 2024 at 3:30 PM EST

24. Pg 2 Will you please bring an opaque envelope to the pre-proposal conference for clarification of color?

We will provide a sample envelope. The envelope must not be transparent in order to keep inside documents confidential.

25. Pg 5 If you bid for HDM in a zip-code, does this mean the entire area of the zip-code must be served by the provider?

The meal provider must provide service to all areas of the region or the entire county in which they have as stipulated by agreement with the AAA to serve.

26. Pg 15 Experience Providing Services (3 pages of less) Where is this place in the proposal?

Please see section VII number 5

27. Pg 27 VII Is three (3) letters of support and three (3) business references being required to be included in the proposal?

Please see section VII required attachments number 6

28. Pg 29 What info is to be placed on the flash drive?

All applicable documents submitted in the proposal should also be included on the flash drive.

29. Will the tasting for Meal Caterer RFP require shelf and frozen meals to be submitted? Is this tasting only for hot meals?

The testing for Meal Caterer will be for hot and frozen meals. A sample of the shelf stable meal box should be presented but does not have to be tasted.

30. How often will sites need shelf stable deliveries?

Shelf stable meals are stored in each county of the Lowcountry region in case of emergency. These are distributed as needed based on emergencies or circumstances determined by the AAA. If no emergency arises prior to the expiration date, shelf stable meals will be dispersed during the holiday preceding the expiration date, as determined by the AAA. Shelf stable meals should have expiration dates at least six months out from time they are received, requiring at least two distributions per year.

Lowcountry Council of Governments Area Agency on Aging
Pre-proposal Conference
Q & A Responses

31. Will medically tailored meals require same nutritional guidelines?

All meals shall comply with the Older Americans Act nutrient requirements. These requirements follow the current Dietary Reference Intake (DRI), as established by the Food and Nutrition Board of the Institute of Medicine and the National Academy of Sciences.

32. Inflation has spiked over the past 4 years. How can we best account for actual cost when the price per unit for reimbursement is currently under the actual cost per unit?

Unit cost increases shall be held to the Consumer Price Index (CPI). If a rate increase is necessary, justification for the increase shall be provided.

33. Are all reimbursement payments made strictly on the price per unit that is provided by AAA (the Schedule A)?

In consideration for the services to be rendered by the Contractor, the AAA agrees to pay the Contractor on a fixed unit price basis, in accordance with the Schedule A – Contracted Units and Rates budget form.

34. Is there a particular formula to be used to best calculate a cost per unit estimate?

Please see Attachment E: Unit Cost Analysis and Budget Narrative for unit cost estimate.

35. What are the requirements if weather restricts meal delivery and at what point are meals not required to be delivered (evacuation, etc)?

In the event there is an impending storm, frozen meals may be delivered preceding storm if possible. If this is not possible and there will be a 4 day period of clients not receiving meals, other arrangements must be made, i.e. delivering shelf stable meals to be used as “emergency” meals or delivering meals before anticipated weather to include “cold” meals or using frozen meals if normally delivering hot meals. See question 30 for more information on shelf stable meals.

36. Can a provider deliver the meals to a partner agency to then deliver the meals to their close proximity? Or client base.

This question requires further detail, which was not obtained prior to posting of responses.