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QUESTIONS & ANSWERS

Question 1: Are you suggesting that all the areas in Section III Packet should be covered in the responses to the RFP?

Answer 1: No. You can think of completing the RFP Application as an open book test; Section III is the book, and Section IV is the test. Section III has the things that are required and the things that we are expecting. Section IV is where you are going to tell us *how* you're going to do those things.

Question 2: For example: under hiring retention, AAA4 asks about background checks, I've completed the application. So I don't recall you asking about hiring and retention, but there isn't a specific question around background. Is that something that I would need to incorporate in one of the answers? So that's really what drives my question about all of this, some of them, the questions don't specifically pinpoint these areas. You're saying, this is for the test that we need to incorporate some of these things if they're not specifically asked?

Answer 2: Not all topics in Section III have questions in Section IV. This is because you are not being "tested" on everything that is "in the book." If, for example, there is not a specific question about background checks in your Section IV {FYI some Program Specs have different questions}, then that is because AAA4 did not find it necessary to ask for any specific information about background checks.

Question 3: What is the character limit and expectations around brevity?

Answer 3: There are no character limits in the application documents; however, there are page limits. These can be found in the instructions of each program specification and application.

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QUESTIONS & ANSWERS

Question 4: In regard to cost-effectiveness, and that being one of 6 factors, is that weighting the overall cost effectiveness, including matching leveraged funds or solely based on cost effectiveness of AAA4 funds versus service units?

Answer 4: The information that reviewers will be rating can be found in RFP Section V, Sample Evaluation Tool, subsection 6 on page 14 of 14.

Question 5: I understand that the case management section is closed out currently. Would it be possible, or would it possibly be available when it comes time to renew for FY 27-29, or is it completely off for the entire RFP timeframe?

Answer 5: In this context, the term "Case Management" refers to a specific service category under Title III-B of the Older Americans Act, and it is classified as a standalone service. Yes, that service category is off the table at this point in the RFP process. It will be revisited in two years.

Question 6: Do you require one proposal for all categories, regions? Or do you require separate applications?

Answer 6: A complete application includes one General Application and one or more Program Applications. If an organization is interested in multiple service categories, you'll need to submit one program specification/application for each category.

Question 7: Do we need to turn in a Board Resolution with the application?

Answer 7: No, this is not required by AAA4; however, it may be required by your organization.

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QUESTIONS & ANSWERS

Question 8: What are the limitations for the for-profit organizations?

Answer 8: It is written into both the Older Americans Act and the Older Californians Act that there is a preference for these dollars to be awarded to nonprofit organizations or governmental bodies. The State has to review and approve requests to award funds to nonprofit organizations. AAA4 is not aware of any particular criteria the State considers, but in our past experience, for-profits have only been awarded funds when they were the only applicant or when they were competing against another for-profit entity.

Question 9: Is the amount requested the same amount listed on the Notice of Intent document?

Answer 9: Yes. All the dollar amounts that have been designated for each service category and counties (or portions of counties) are in the Notice of Intent and in RFP Section I. These are the maximum funding amounts. You can ask for a lesser amount. You cannot ask for more than is listed.

Question 10: I've got one more follow-up question for the legal services category for Sacramento. We were notified that if you're going to serve Sacramento County, you also have to serve Yolo County as well. Should we put under that category legal services, Sacramento, and then the line item for legal services, yellow?

Answer 10: Yes, page 1 of the General Application should list those counties separately so it is clear what you're requesting.

QUESTIONS & ANSWERS

Question 11: If we don't request the full amount that is issued in the RFP, should we try to make it proportionate to the number of individuals who will serve within each county that we're requesting?

Answer 11: Not necessarily; however, it is helpful to explain why you are not requesting the full amount. Also, AAA4 encourages prospective applicants to communicate with one another if they are interested in serving the same geographic area.

Question 12: Regarding the General Application, page 1, do the drop-down categories include East and West for counties that are affected by those divisions?

Answer 12: No. You would specify that in the Geographic Area section of the program specification/application.

Question 13: For what reasons might maximum funding amounts have changed since the current fiscal year? For example, Yolo's C2. Funding has diminished for 25-29 versus 24-25.

Answer 13: The RFP funding amounts for Title III-C Nutrition do not include NSIP (Nutrition Services Incentive Program) awards. Also, in some cases, AAA4's Governing Board approved increases/decreases to the baseline funding amounts for SFY 2025-26 through the County Workgroup/Parity process.

Question 14: Regarding the General Application, page 4, the checklist that is required, if it applies to the service category that you are applying for, like the organizational org chart, staff program staffing chart, do you mark it as attached to your proposal?

Answer 14: You would be the one check-marking if it's attached. If it is not attached, you would indicate why. Please do not send us things that we didn't ask for; anything that we have not asked for does not get passed along to the reviewers.

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QUESTIONS & ANSWERS

Question 15: Does the page limit include the attachment pages?

Answer 15: No.

Question 16: Is a LOC (letter of commitment) required for partners who provide funding where there's no coordination of a direct service. They're simply putting funding towards a particular project, possibly, or maybe confirmed just in general. Do you need to have funded partners with the commitment, or a copy of a contract, etc? Or is it just for partners who are providing a service?

Answer 16: As stated in RFP Section VI, part c., a Letter of Commitment is only needed if some portion of the "day-to-day service functions" would be subcontracted to another entity.

Question 17: Regarding service referrals. Does this mean referrals specific to transportation or service referrals for seniors in general. Are you looking for information about the number of referrals we make for seniors to get transportation elsewhere? Or are you looking for the number of general referrals?

Answer 17: See RFP Section III, subsection 2. Program Parameters, I. Service Referrals. It could be people that need food, people that need housing and a variety of things.

Question 18: Regarding Section IV questions about the Service Plan, Outcomes, can the outcome be the same for all 3 categories?

Answer 18: Yes, if that is what you're proposing or how your program works.

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QUESTIONS & ANSWERS

Question 19: Regarding Section IV questions about the Service Plan, Outcomes, are you looking for measurable outcomes? For example: For transportation, seniors have access to safe transportation, or are you going to want the output there, too? That X amount of seniors have access. You say, tangible or intangible, so could you just clarify what you mean by that.

Answer 19: Yes, we are looking for measurable outcomes, but not necessarily numerical ones. We are looking for something that indicates outcomes have been met in the broad sense of how this is service helping people?

Question 20: How are the questions in Section IV numbered?

Answer 20: RFP Sections III and IV are outlined in the same way, and the numbering aligns with subsections therein. For example, questions 501, 502, etc. correspond to subsection 5. Assets, Revenues and Expenditures.

Question 21: In the HDM. Service application we have more routes than lines provided. Is it okay to combine them? Or would you prefer a separate sheet of paper detailing them.

Answer 21: Combine two routes under one line and ensure in the next column how many meals or days it would be operated. Ensure that there's a separation between the two.

Question 22: First, please clarify the program. Non-match. Can this be funded through other non-federal grants? Or just donations.

Answer 22: As stated in subsection 5 of the Program Specifications/Applications, Part A. Proposed Program Resources, "**Non-match (also be known as over-match) is additional resources an Applicant intends to voluntarily contribute to the program." Non-match can be cash, in-kind, both or neither. Non-match can come from any source.

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QUESTIONS & ANSWERS

Question 23: How does the program match and acceptable sources of program match differ from program non-match. And what is that referring to?

Answer 23: As stated in subsection 5 of the Program Specifications/Applications, Part A. Proposed Program Resources, "*Federal regulations require that OAA funds be matched at the local level." This subsection also describes the minimum match requirement. Applicants may not match Older Americans Act funds with federal funds from the same source (i.e., US Administration on Aging via the US Administration for Community Living via the US Department of Health & Human Services). Care must be taken because funds that are awarded by local organizations may originate from the US Department of Health & Human Services.

Question 24: Would a community services block Grant be a non-match?

Answer 24: It depends on where the funds originated (see previous question). This can be checked by looking at the CFDA (Catalog of Federal Domestic Assistance) number.

Question 25: Which "in kind" grants are allowable or not? For example, if I could use mileage. But then you were saying, if we use mileage, then we should have not been being reimbursed for gas. So is the same thing holds for rent. If we're asking for rent for the cafes where we have our congregates, then we can be requesting rent for the offices. So can you go a little bit of the in kind if we're requesting something in kind? What is it that we cannot ask for reimbursements.

Answer 25: You cannot ask for reimbursement for mileage if you are also asking for reimbursement for gasoline for the same miles travelled. This is duplicate billing because the mileage payment is intended to cover the cost of gas.

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QUESTIONS & ANSWERS

Question 26: Can we ask questions during the RFP process?

Answer 26: All communication needs to be electronic, we're not able to speak with you after this Bidders' Conference. Applicants are free to talk to each other about the RFP, and about scenarios where you may be interested in both serving the same county, and what that might look like.

Question 27: Could you talk in more detail about indirect savings per client?

Answer 27: In the example from the Program Specification/Application for Transportation, page 18 of 19 when blank, estimated costs are compared for a hypothetical client who has a choice between using your service and using Dial-A-Ride which is more expensive for the community to provide. The cost difference is an indirect savings to the LTC system, because home and community-based services generally are cheaper than institutional services.

Question 28: In reference to indirect savings: What if we are an unduplicated service? Without our service, Meals on Wheels would not exist?

Answer 28: We are thinking of this from the perspective of what happens to that person. There are certainly people that live right outside of the bounds of where meal, delivery routes exists. What happens to them? You could speak about that.

Question 29: If an organization was not present at today's mandatory Bidders Conference can they still apply, or are they automatically disqualified to proceed with this RFP process?

Answer 29: If an organization was not present at the mandatory Bidders Conference, they cannot submit a proposal. They are disqualified from this RFP process. We are bound to follow the rules as they are laid out.

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QUESTIONS & ANSWERS

Question 30: Regarding the C1 Traditional Congregate Meals requirement. The RFP states that meals shall be served 5 days a week, Monday through Friday, with at least one site meeting. This schedule, considering many of us began working at our organizations post pandemic when several regulations and practices had shifted for C1 and C2.

Answer 30: Yes, that is a requirement. However, we, as the Agency on Aging, do have discretion to waive the requirement, if there's justification to do so.

Question 31: Client prioritization: There is no box to respond to it. Do we just send it in and include it in the application, a separate sheet of paper.

Answer 31: Some service categories require a written client prioritization plan and some do not. However, this is a requirement of Funded Partners NOT of applicants. Do not submit such plans with your application unless directly requested to do so.

Question 32: Once applications are complete, can a locked version of the PDF be submitted?

Answer 32: No. We request the General Application and the Program Specifications/Applications be submitted as Word documents.

QUESTIONS & ANSWERS

Question 33: This is a specific question for C2 requirements. These other methods of nutrition education for home delivered meals is new to me. How would we provide nutrition education to home delivered clients aside from handouts?

Answer 33: ATTENTION ALL NUTRITION APPLICANTS: The RFP was issued with outdated definitions of Nutrition Education. The new definition from the California Department of Aging combines C1 and C2 into a single definition as follows:

"An intervention targeting OAA participants and caregivers that uses information dissemination, instruction, or training with the intent to support food, nutrition, and physical activity choices and behaviors (related to nutritional status) in order to maintain or improve health and address nutrition-related conditions. Content is consistent with the DGA; accurate, culturally sensitive, regionally appropriate, and considers personal preferences; and overseen by a registered dietitian or individual of comparable expertise as defined in the OAA."

Question 34: For home delivered meals, will more than one provider be awarded?

Answer 34: It depends on the amount of funding that's available in that geographic area. AAA4 Staff feel the minimum Grant size should be no less than $30,000 because the administrative work that is necessary to comply with the contract exceeds the benefit of doing the service at that amount. However, our governing board ultimately decides, and they have and do and can award less than $30,000 grants. The other concern there would be duplication of effort. This is why we encourage you to speak to one another. If you're proposing to serve the same target population in the same geography, then then that's a competitive proposal.

Question 35: The section on prioritization requires funded partners to have a written prioritization plan. But there is no text box to this place.

Answer 35: See answer to Question 31 above.

QUESTIONS & ANSWERS

Question 36: Is our program considered traditional congregate (with a waiver on # of days requirement) or non-traditional congregate? Previously we were traditional with a waiver, so does that still hold, or should we apply as a non-traditional congregate program, as we are currently providing two congregate meals a week?

Answer 36: The primary distinction between Traditional and Non-Traditional Congregate Meals is not the frequency of service but the location where meals are provided. Historically, meals have been provided at Senior/Community Centers. Non-traditional approaches provide meals in restaurants, parks and other settings.

Question 37: Given the recent executive order that eliminated federal DEI initiatives, how should we approach the DEI elements in this application? We want to make sure our application complies with current requirements while also addressing the program's stated priorities.

Answer 37: We suggest Applicants use the following response to questions about or directly related to Diversity, Equity and Inclusion subjects: "We are awaiting guidance from the California Department of Aging as to how this topic pertains to Executive Orders that have been issued by President Trump."

Question 38: Regarding RFP Section IV, Question #305 {NOTE: Different Program Specs/Apps sometimes have different question numbers}, looking at the underserved categories list-- we're in Nevada County, which is rural but doesn't all fit the "remote rural" definition of under 2,500 people. In the application, how can we best show our rural challenges and needs in the application, even if not all of our clients perfectly fit the "remote rural" box?

Answer 38: In your case, there should be a previous question (#304) which asks about your primary audience. This would be the appropriate place to discuss your plans regarding rural communities in general.

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QUESTIONS & ANSWERS

Question 39: Regarding RFP Section IV, Question #211: We need clarification on what exactly qualifies as individuals "successfully connecting" with programs they are referred to. Does it count as connected when:

a. We simply make the referral to another organization
b. The client makes initial contact with the referred organization, or
c. The client actually receives services from the referred organization?

(…and if it is one of the second two options, what is the best way for us to track this?)

Answer 39: The answer depends on which service category you are applying for. See RFP Section III, subsection 2. Program Parameters, item I. Service Referrals for details.

Question 40: Regarding RFP Section IV, Question #205: Nutrition Education specifics? Logistically, how do we provide nutrition education to HDM clients besides handout materials?

"Nutrition Education (C2): A program to promote better health by providing participants with accurate and culturally sensitive information and instruction on physical fitness or nutrition (including nutrition-related health topics). Methods of education may include demonstrations or audio-visual demonstrations. **Handout materials may also be used so long as they are not the sole education component**."

(It seems this question was addressed at the Bidders conference, but I thought I would include it just in case it needed to be in writing)

Answer 40: See answer to Question 33 above.

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QUESTIONS & ANSWERS

Question 41: Regarding RFP Section IV, Question #216: If we pre-distribute emergency meals to clients and then, if no emergency occurred, designate specific dates for them to eat these meals before they expire - can we count these as meal units in our reporting? These would be meals that were initially meant for emergencies, but since no emergency happened, we'd give clients specific days to eat them rather than let them go to waste. (Or do emergency meals count as meal units already?)

Answer 41: Yes, emergency meals already count as meals.

Question 42: In the applications for HDM and both traditional and non-traditional congregate dining, ROI calculations are requested. To clarify, should "total program resources" include ALL other sources in our annual operating budget (i.e. - private philanthropic revenue, client contributions, reimbursement revenue, primarily)? Or, is it only some sub-set of our resources that are considered relevant to this calculation?

Answer 42: Each Applicant must decide whether to include “extra” (i.e., Non-match) dollars in their program budget. In some cases, these dollars may exceed the AAA4 award; in other cases, they may be a much lesser amount. Either way, including Non-match dollars in an AAA4 budget means that clients served with those funds are considered “AAA4 clients” who are subject to the Section III and Section IV rules and regulations associated with the service category.

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QUESTIONS & ANSWERS

Question 43: Regarding RFP Section IV, Program Parameters - 201 and 202. These two programs are not required to track Unduplicated Clients. Therefore, should we enter the total number of potential clients served knowing that some of these may be duplicated?

For example, for LTCOP we can use the number of Complaints + Cases + I&As knowing that there are minimal duplications. For Elder Abuse Prevention, it's impossible to count unduplicated. However, we can count our estimated "reach" through social media, website, etc.

Answer 43: If the number of Unduplicated clients is unknown, please use your best guess and indicate the figure you have provided is an estimate.

Question 44: Regarding RFP Section IV, Question 308 & 309 are duplicates: "Briefly explain how prospective clients will be screened, assessed, and prioritized.

Answer 44: Please answer only Question 308. For Question 309, please state this question is a duplicate and has been answered under Question 308.

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QUESTIONS & ANSWERS

Question 45: Required Activities - Elder Abuse Prevention: The definition provided in the RFP is different than what is provided on the CDA 1037 (REV 05/2016) reporting form. Please clarify if this activity is limited to Title IIIE recipients or can be provided to all caregivers.

CDA 1037:

Training Sessions for Caregivers Served by Title IIIE: These Units of Service only apply to training sessions delivered to *unpaid* adult family or other identified caregivers who are informal providers of in-home or community-based care to an older individual or to an individual with Alzheimer's disease or a related disorder, with neurological and organic brain dysfunction *and* who receive benefits under Title IIIE, the National Family Caregiver Support Program of the Older Americans Act. The goal of the training is to improve caregiver understanding of the identification, prevention, and treatment of elder abuse, neglect, and exploitation, with an emphasis on prevention and the enhancement of the elder individual's self-determination and autonomy. One presentation is counted as one session.   Unit: One Session

RFP:

Training for Caregivers: Training provided to unpaid adult caregivers (including caregivers receiving services from Title III-E) who are informal providers of in-home or community-based care to an older individual or an individual with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction. Training should improve caregiver understanding of the identification, prevention, and treatment of elder abuse, neglect, and exploitation, with an emphasis on prevention and the enhancement of the elder individual's self-determination and autonomy. One presentation is counted as one session

QUESTIONS & ANSWERS

Answer 45: As of July 1, 2024, the CDA 1037 form is no longer applicable and there have been updates to the definition to the Elder Abuse Prevention service category. According to CDA's Data Dictionary 2024, the definition for III-E in the Program Specification and Application is current.

Question 46: Can you please clarify the requirements below? After the pandemic, we received permission to stay three days a week. Do we need to get permission again, or is it okay to stay three days a week for this proposal? Should we plan to open one of our cafes five days a week by July 1st to meet the requirements of this RFP?

Traditional Congregate Meals shall be served at lunchtime five (5) days a week, Monday through Friday, unless an exemption has been requested and approved by AAA4. By regulation, at least one site must serve meals five (5) days a week. Meal service shall be provided a minimum of two-hundred and fifty (250) days a year, assuming a twelve (12) month contract period.

Answer 46: That is a requirement for C1. However, we, as the Agency on Aging, do have discretion to waive the requirement if there's justification to do so.

Question 47: On the I&A RFP, page 9, question 4 states that you need to have a membership with both AIRS and CAIRS. I went to the AIRS website, which we are a member of, to find information about CAIRS. In the affiliates drop-down menu, it listed the CAIRS Facebook page. I went to the page, which hasn't been updated since June 2023. I went to their website, cairs.org, and it no longer exists. Does CAIRS still exist? Please advise.

Answer 47: AAA4 will investigate the status of CAIRS. For the purposes of this RFP, it is sufficient to indicate that yes, you intend to comply with the CAIRS requirements beginning in SFY 2025-26.

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QUESTIONS & ANSWERS

Question 48: On the application form, on question 604, you have Dial-a-ride as a comparable service to the services we provide. We provide medical transportation and Dial-a-ride does not – can we substitute the Dial-a-ride example with a comparable one?

604. Calculate the Indirect Savings/Client to the Long-Tern Care System

Example:

143 one-way rides/client/year x $7.50/one-way ride via Applicant = $1,073/client/year

143 one-way rides/client/year x $14.00/one-way ride via Dial-a-ride = $2,002/client/year

$2,002/client via dial-a-ride - $1,073/client via Applicant = $929/client to the LTC system

[ ] one-way rides /client/year x	$[ ]/one-way ride via Applicant =	$[ ] /client/year

[ ] one-way rides /client/year x	$[ ]/one-way ride via Dial-a-ride =	$[ ] /client/year

$[ ] /Client via dial-a-ride -	$[ ]/client via Applicant =	$[ ] /client to the LTC system

Answer 48: You are not able to change the contents of the application, but you can enter a dollar amount comparable to the service you are proposing to provide.

Question 49: Can we submit the same 5-day menu and photo for both C-1 and C-2, if we serve them the same meals?

Answer 49: Yes, but you need to submit it twice since C1 and C2 are separate service categories. Be sure to name the attachments specifically one for C1 and one for C2.

Question 50: For transportation in Yolo County, do we need to separate out the dollars between one-way-rides and vouchers? Or can we combine both amounts into one?

Answer 50: When the application provides space to separate one-way rides from vouchers please do so. When the application does not allow for that, please combine them.

AGENCY ON AGING AREA 4

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QUESTIONS & ANSWERS

Question 51: If there is no text box space avaible to type under a specific question, do we submit an attachment?

Answer 51: No. In the areas where there is no text box, please answer the question in the previous question. Add the question number to your answer.

Example: Question 102 is missing. Answer Question 102 under Question 101.