

## 2024 OAA Community Based Services Request for Proposal Questions & Answers

**CORRECTION** to the Request for Competitive Proposals Announcement: The announcement was made on September 27, 2023, instead of September 25, 2023.

**IMPORTANT UPDATE:** Due to unforeseen circumstances, the WRAAA offices will be closed during the week of October 16 – 20, 2023. Please submit the hard copy of your Competitive Proposal packet via US mail, postmarked by the due date and time.

**REMINDER:** One (1) Competitive Proposal packet with original signatures must be mailed to the Western Reserve Area Agency on Aging (WRAAA) at 1700 East 13<sup>th</sup> Street, Cleveland, Ohio, 44114 (mailed and postmarked by the due date) AND One (1) Competitive Proposal packet with signatures must be submitted via Dropbox by 3pm on October 20, 2023.

1. **Question:** Is transportation one of the services in the RFP that was announced today via email?

**Answer:** Yes. Transportation is included. Please refer to the links on our website at [www.areaagingsolutions.org](http://www.areaagingsolutions.org) under 2024 Older Americans Act Community Based Services Request for Proposal. The announcement is for all Older Americans Act Programs. The 2023 contract is the second year contract from the 2022-2023 proposal cycle.

2. **Question:** I'm working on the upcoming proposal. Is there an RFP number associated with it?

**Answer:** No, we do not utilize an RFP number.

3. **Question:** Our agency created a new enrichment and activities center for seniors in our area. Are there opportunities to get meals for these seniors?

**Answer:** If you are interested in providing meals for seniors at your new center through the Older Americans Act Community Based Services, you must submit an application. The proposal application documents are currently on our website at [www.areaagingsolutions.org](http://www.areaagingsolutions.org). Please note that programs must be up and running in order to apply for Older Americans Act funding.

4. **Question:** Will you accept delivery of the application via FedEx?

**Answer:** Yes. It must arrive at our office by the due date and time.

5. **Question:** Do you want docs that are multiple pages simply left in order or are paper clips acceptable? I'm thinking of docs like our audit but really asking about any docs that are 2 pages or more.

**Answer:** Documents that are multiple pages can be left in order. One big binder clip can be used to bundle all documents together.

**6. Question:** Since this is a four (4) year grant cycle, should the proposal include four (4) separate Contract Service Pages, four (4) separate Supporting Worksheets, and four (4) separate meal worksheets? If so, I am not sure how to do that since the title is 2024 on those specific documents.

**Answer:** You do not need to complete a set for each year. Just complete one set for each service you are proposing to do for one year. If your agency is granted a contract, you will complete contracting documents each year for the next four years.

**7. Question:** Are the worksheets to be submitted individually in PDF format or as an entire workbook as it is intact in Excel format? I am asking because the latter would include numerous blank pages.

**Answer:** For the electronic copy, you can submit the entire workbook in Excel format. For the paper copy you are submitting to our office, it can be either or and should just include all the tabs you completed in the workbook.

**8. Question:** Should the Agency Overview Questions and Conditions of Participation be submitted individually in PDF format or as an entire workbook as it is intact in Word? Again, I am asking because the latter choice would include numerous blank pages.

**Answer:** They can be submitted individually in PDF format. We only need the sets of questions you have answered.

**9. Question:** Since staples are disallowed, are paper clips and binder clips OK to use for the document (that include original signatures) being submitted to WRAAA?

**Answer:** One large binder clip is preferred over paper clips.

**10. Question:** I visited the WRAAA website but can't find the proposal regulations and application. Where exactly are they located? And what time is the Technical Assistance meeting and what is the format?

**Answer:** All documents and how to RSVP for the Technical Assistance Meeting are on the WRAAA website. They are located on the homepage under "2024 Older Americans Act Community Based Services Request For Proposal." Below is the direct link:

<https://areaagingsolutions.org/programs-services/older-americans-act-services/community-based-services-rfp-2024/>

**11. Question:** Is the Technical Assistance Meeting mandatory?

**Answer:** No, the Technical Assistance Meeting is not mandatory.

**12. Question:** For nutrition education: there appears to only be a contract service page, but not a cost service detail or revenue narrative pages to accompany it. Please confirm this is correct.

**Answer:** Nutrition education is a standard \$25 for each meal service and can be billed one unit per nutrition education session.

**13. Question:** In order to adhere to the Excel and WORD formats, are we to upload the entire application and workbook to Dropbox even though they will contain empty pages for programs not applied to?

**Answer:** For the electronic copy of the Excel workbook, you can submit the entire workbook in Excel format. For the paper copy of the Excel workbook you are submitting to our office, you can submit the entire workbook in Excel format or a PDF of just the workbook tabs you completed.

For the Agency Overview Questions and Conditions of Participation, you can submit them individually in PDF format. We only need the sets of questions you have answered.

**14. Question:** Are we to submit a 1 year budget or 4 year budget?

**Answer:** Funding is year by year for the contract period (2024 through 2027). Submit a budget workbook for the first year only for each service you are proposing. If your agency is approved for a contract, you will submit a new budget workbook for each service for review and approval each year. You can make changes to your budget before the start of each year and we will try to accommodate your request if funding is available.

**15. Question:** Are we able to get a copy of this presentation?

**Answer:** The Zoom session will not be recorded. However, we will post a copy of the Power Point on the website at [www.areaagingsolutions.org](http://www.areaagingsolutions.org). We also encourage you to thoroughly read and review the 2024 WRAAA Request for OAA Competitive Proposal Overview.

**16. Question:** Can you talk specifically about funded services?

**Answer:** OAA funds cover supportive services, nutrition services, family caregiver support, and evidence-based health activities. Supportive services (for example Title IIIB) provide a range of social services such as legal assistance, kinship, and referral services by a social worker or social service staff. ADRN assists consumers with public benefits, nutrition services, meals, family caregiver support, chore services, and transportation.

**17. Question:** Can you elaborate on the addition of new congregate meal sites for 2024?

**Answer:** If funding is available, we will review and approve new congregate meal sites, particularly if they are in areas where none currently exist.

**18. Question:** Can you explain how cash match works?

**Answer:** OAA funds require a match of 40% for WRAAA catered Congregate and Home-Delivered Meal service awards, 15% for OAA Title IIIB Supportive Services, 15% for Title IIID Evidence-Based Health Promotion and 25% for OAA Title IIIE Family Caregiver Support Services. Local government, levy or other grant maker funds may be applied as match. Match may be cash, in-kind, or a combination of both. Note that federal funds cannot be applied as match. Also, there is no match required for Nutrition Education.

**19. Question:** How does the entire budget work in the questions in the contract workbook? Who is the contract workbook expert? And does WRAAA or ODA set the prices for the programs?

**Answer:** You do not need to complete a workbook for each year of the proposal cycle. Just complete one workbook for one year for each service you are proposing. If your agency is approved for a contract, you will get a new workbook to complete each year. WRAAA does not create the prices for the Older Americans Act nor does it create your budget for you. Rather, you submit a proposed budget to WRAAA. Please be sure your proposed budget is correct. If we have any questions about your budget, we will ask.

**20. Question:** Is there a percentage that we can go over?

**Answer:** You do not have to keep your budget the same as previous years. Family caregiver support is 25%. HDM and congregate meals are 40%. Title IIIB is 15%. Title IIID is 15%.

**21. Question:** Can you confirm that I&R is IIIB?

**Answer:** Yes.

**22. Question:** Could you please say one more time that you want all the pages in the Dropbox even for services we are NOT applying for? Did I understand that right? Lots of blank pages are okay?

**Answer:** Yes.

**23. Question:** Can you say more about the 4 year budget - specifically if and how unit costs can be updated or employee wage adjustments in that time period?

**Answer:** Employee wages can be adjusted at that time.

**24. Question:** Just to clarify, we submit a 1 year budget. Does that mean static funding for the following years?

**Answer:** Yes, but you will have the opportunity to revise your budget each year and submit it for approval. In the past, we have found that most agencies' budgets do tend to stay the same year to year.

**25. Question:** On the budget, calculating the breakdown of staff salaries and benefits is challenging, especially if they are working across more than one service. Do you have any tips or advice?

**Answer:** Potentially, a percentage of your staff's salary based on the amount of time they spend on the service can be determined.

**26. Question:** Who determines evidence-based health promotion?

**Answer:** Evidence-based health promotion is identified through ODA. ODA approves what is considered evidence-based.

**27. Question:** There is no program income or cost sharing for IID shown. Is that true?

**Answer:** Health promotion and disease prevention programs are not subject to cost sharing. Although under Section 315 of the Act, providers may solicit and accept voluntary contributions for all services reimbursed with Older Americans Act funds.

**28. Question:** Should we go off of what we need for the year?

**Answer:** It should be based off your true budget.

**29. Question:** Can I overnight the application?

**Answer:** Yes. It must arrive at our office by the due date and time.

**30. Question:** The normal WRAAA contract has set prices. Will WRAAA set prices for this program?

**Answer:** You create your own budget, not WRAAA.

**31. Question:** What is the cutoff date and time to submit questions?

**Answer:** We will accept questions via [RFPQuestions@areaagingsolutions.org](mailto:RFPQuestions@areaagingsolutions.org) until noon on October 19, 2023.

**32. Question:** We are applying for Adult Day Services under Title III E. We also provide transportation for the participants in Adult Day Services. In the application, would we separate these as different programs and submit requests separately? On the Excel file workbook, I would fill in cost for Adult Day Services in CSP1 (and related tabs) and Transportation in CSP2 (and related tabs) or can we combine these as one program and include all costs in CSP1?

**Answer:** You would separate them by service as they are different programs and submit requests separately. On the Excel workbook you would use a separate set of budget sheets for each service just like the example you provided.

**33. Question:** Since the "Service Specific Questions " application responses are in WORD, thereby requiring the responses to be submitted in WORD, I am unsure how to separate the sections while preserving the WORD format. So, if the entire thing needs to be uploaded in Dropbox, and the various sections are responses corresponding to various numbered questions, does the naming of the uploaded document include all of the numbered sections in its title? Or, do we upload the entire document repeatedly, referencing the specific number that precedes each section?

**Answer:** You can just submit the entire Word document for your service specific questions.

**34. Question:** Do we need to have WRAAA named on the insurance policy prior to submission?

**Answer:** No, not prior to submission. If awarded a contract with WRAAA you will need to have it updated to have WRAAA included.

**35. Question:** Many of the questions are directed towards current WRAAA sites. We were a WRAAA site many years ago but have not applied for 10 years or so. We were offering meals at our agency (funded in large part by DSAS and CDBG). That program was halted due to the pandemic. We want to relaunch it. How do I answer questions such as #8: Does the applicant use the ODA fomr0010?. We do not currently as we are not WRAAA site but will comply with all directives, should we be funded. Should I answer "NO" to these and indicate in the space at the bottom the reason I just outlined to you?

**Answer:** Please indicate no on the checklist and then provide the explanation at the bottom.

**36. Question:** a) My agency has more than 17 services to detail due to requesting funds to provide several different evidence-based health promotion programs in 4 counties. I believe there will be 24 services. I may be missing it but I don't see the instructions for how you wish me to show those on the Contact page(s). Should I simply replicate the contact page and continue the CSP numbers with 18 or start over with 1 on the new face page?

b) The unit description for Matter of Balance in the definitions, based on what my agency believes are the current requirements of the Program, is incorrect. Matter of Balance must be delivered as 8 sessions of 2 hours, either 8 weeks for once a week or 4 weeks for twice a week. We would be out of fidelity if we held 1 hour sessions.

c) Although the Evidence-Based Programs are not listed on page 15 of the RFP Application Overview, it is my understanding that program income is required. Please let us know if we are wrong.

**Answer:** a) Yes, you can make copies of the contract workbook until you have enough budget sheets for each service you are applying for.

b) Thank you, that is an error.

c) That is correct.

**37. Question:** My agency's audit is 115 pages long. Do you want the entire audit appended to the RFP response or would an exec summary suffice?

**Answer:** Please submit the entire audit.

**38. Question:** I have a question about item #22 on the document checklist. My agency is requesting one service - congregate meals. I see that I must submit the contract service page and supporting sheets for item #21. Is there a different tab in the workbook for item #22?

**Answer:** Yes, the tabs CSP, REV, and COST (#21) is one set of budget sheets. The nutrition Education tab (#21) must be completed as well as the last tab which is the meal worksheet (#22).

**39. Question:** III C1 is for congregate meals and III C2 is for home delivered (homebound and community), correct? Contract Service Page D4 Direct Service Travel and Transportation is for....? This is for our fleet maintenance?

**Answer:** C1 = Congregate Meals  
C2 = Home Delivered Meals

Community Meals is a separate contract that will be given to your agency if awarded funding.

Direct Service Travel and Transportation is prepopulated from the COST tab. Once you fill out the COST tab with the appropriate amounts it will fill in that section for you.

**40. Question:** Our Community Meals are part of our home delivery service – there is not a tab in this RFP for that service and is not considered home delivery, is that correct?

**Answer:** Community meals are meals ordered through our meal order system that your agency pays for. You cannot be reimbursed for community meals. Community meals can be ordered for congregate, or home delivered if you have a fully executed contract.

**41. Question:** We received your memo yesterday regarding the closure of WRAAA offices. Please confirm that the hard copy with original signatures is to be mailed to your office instead of being dropped off.

**Answer:** Yes, the hard copy is to be mailed to our office and must be postmarked by the due date and time.

**42. Question:** When I submitted the Competitive Proposal Packet Folder via Dropbox, the email confirmation indicates that only 14 of the 24 files contained within the folder successfully uploaded. Please advise how to proceed in order to be in compliance to meet the deadline.

**Answer:** We receive an autoreply directly from Dropbox confirming the number of files you uploaded along with a list of those files. We then forward that confirmation to you. If the list is not correct, you will need to determine what files were not uploaded and resubmit accordingly.

**43. Question:** I have a question about the signed documents. I know the request is that all documents be single sided, but I was wondering if this would be acceptable for the hard copy of the application?

**Answer:** Please do not submit double sided documents.

**44. Question:** Need help with figuring out how to figure out A4 on each service sheet D8 divided by D5?

**Answer:** A4 is the number of units you are proposing. It is not a calculation.

**45. Question:** We are applying for HSM funding.

- a) On the HHS Assurances of Compliance Form, who's name should appear as the designee? We are a municipality, is the mayor the designee and the recipient our office, i.e. the Office for Older Adults?
- b) For HDM – do we use our own supplier, or is the supplier designated by WRAAA?
- c) We currently charge \$3.75 per meal, but I understand that other municipalities who receive this funding charge a \$1 suggested donation per meal- which figure should I use?
- d) Is it possible through this program to deliver two meals/day to clients? We currently only offer one.

**Answer:** a) Your agency determines who is the designee.

b) The caterer is designated by WRAAA.

c) You create your own suggested donation per meal. All donations are considered program income. Consumers are not charged for OAA meals.

d) You can order one meal per consumer per day in our meal order system. Although if you have leftovers, you can offer seconds.