



REQUEST FOR PROPOSAL (RFP)
NUTRITION SERVICES-FULL BID
JULY 1, 2026 TO JUNE 30, 2027
PART 1-PROCESS

To Whom It May Concern,

Young at Heart Resources (YAHR) is pleased to announce a Request for Proposals (RFP) for organizations interested in providing services that support older adults within our service area. Services may include nutrition programs, such as congregate meals, home-delivered meals, and Medicaid meal services, as well as other supportive services in alignment with program requirements.

This RFP seeks organizations of all sizes with the experience, capacity, and commitment to deliver high-quality services in compliance with applicable state and federal regulations. We encourage both established providers and newer organizations to consider submitting proposals.

Proposals must be submitted according to the instructions and deadlines specified in the RFP. Incomplete submissions or proposals with missing information will not be considered.

YAHR appreciates your interest and looks forward to reviewing your proposals and exploring opportunities to serve older adults together.

Sincerely,

Penny Crawford

Chief Executive Officer

Young at Heart Resources

VISION STATEMENT

To empower and provide older adults of Northwest Missouri the opportunity to live safe, healthy, independent lives in the home environment of their choice.

MISSION STATEMENT

The mission of Young at Heart Resources is to promote systems that maintain and enhance the quality of life for older adults in the home environment of their choice.

This is done by listening to the needs, identifying and coordinating resources, planning, developing and implementing programs, services and systems for older adults and their caregivers. Young at Heart Resources strives to ensure effective, efficient use of resources and supports individual choice and informed decision making.

INTRODUCTION AND GENERAL INFORMATION

1. Introduction:

This document constitutes a Request for Proposal (RFP) seeking proposals from qualified organizations to provide meal services and nutrition eligibility assessments for Young at Heart Resources.

Young at Heart Resources is interested in awarding contracts for meal preparation and delivery services of hot meals, frozen meals, and shelf-stable meals, to authorized eligible individuals in Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Linn, Livingston, Nodaway, Mercer, Putnam, Sullivan and Worth counties in Northwest Missouri.

Young at Heart Resources may award multiple contracts for the individual categories of service listed above.

Estimated Schedule (Subject to Change):

Date	Activity/Time
April 1, 2026	Request for Proposal Released
May 1, 2026	Due Date of Application- 12:00 PM (CT)
June 1, 2026	Notification of Award-Letter of Intent
July 1, 2026	Tentative Contract Start Date

All Requests for Proposal (RFPs) must be clearly marked on the outside of the envelope as **“Request for Proposal SFY 2027.”** One (1) complete, typed or printed original, single sided proposal must be submitted with original signatures. Proposals must be tabbed to clearly identify each section.

Proposals must be received by Young at Heart Resources, 1003 W. Fourth Street, P.O. Box 185, Cameron, MO 64429, no later than **12:00 p.m. on Friday, May 1, 2026.**

2. Organization:

This document, referred to as a Request for Proposal, has been divided into the following parts:

Part One-RFP Process

- Letter from Young at Heart Resources CEO
- Vision and Mission Statement
- Introduction and General Information
- Scope of Work
- Proposal Review Process

Part Two-Attachments

- A- Services, Standards and Definitions
- B- Eligibility Assessments
- C- Reporting and Invoicing
- D-Allotment Table

Part Three-Documents

- 1-Checklist
 - 1.1-Submittal and Verification of Intent
 - 1.2-General Information
 - 1.3-General Provisions
 - 1.4-Business Entity Certification
 - 1.5-Assurances

- 1.6-Contractual Provisions
- 1.7-Debarment
- 1.8-Lobbying
- 2.1-Staffing
 - 2.1a-Staffing 2 Counties
- 2.2-Budget Expenses
 - 2.2a-Budget Expenses 2 Counties
- 2.3-Income
 - 2.3a-Income 2 Counties
- 2.4-Proposal Submission Form
- 3.1-Organizational Competency
- 3.2-Senior Center Listing
- 3.3-Approach
- 3.4-Holiday Schedule
- 3.5-Request for Waiver
- 3.6-ADA Checklist Results/Corrective Action Plan Form
- 5.1-Current Board Member List

This Request for Proposal and the submitted proposal by the organization will be incorporated in the final contract if awarded to the organization.

3. Background:

The State of Missouri, Department of Health and Senior Services, under the authority of the Older Americans Act, has designated ten (10) Area Agencies on Aging (AAA) responsible for providing needed services to the individuals 60 years of age or older and their caregivers in their specified service areas throughout the State of Missouri. Young at Heart Resources seeks to procure such nutrition services for individuals 60 years of age or older in Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Linn, Livingston, Nodaway, Mercer, Putnam, Sullivan and Worth counties in Northwest Missouri.

According to the United State Census, the eligible aging population in the Young at Heart Resources service area is estimated at approximately 68,910 people over the age of sixty

(60), which is about twenty-two and a half percent (22.5%) of the total population. Of those 8,751 are low-income, and the majority live in rural areas. Young at Heart Resources attempts to meet the needs of those who are low-income, low-income minority, older adults with limited English proficiency and older adults in rural areas. The need for services to enable individuals, no matter what their background or culture, to remain living in their homes escalates as they advance in age. Young at Heart Resources' goal is to build a system of community-based care services and offer such services as alternatives to premature institutionalization. Young at Heart Resources utilizes a combination of federal, state, and local funds to provide services to individuals sixty (60) years of age and older and their caregivers to achieve its goal.

4. Purpose:

In order to ensure a comprehensive and coordinated system of community-based services for older individuals sixty (60) years of age and older, and adults with disabilities age 18-59, Young at Heart Resources wishes to contract with qualified and dedicated service providers for services listed herein to provide healthy and nutritious meals to eligible individuals.

Young at Heart Resources envisions the organizational group to be a mix of for-profit and not-for-profit businesses and organizations that have experience in the preparation and delivery of high-quality, nutritious meals for eligible individuals, and will provide quality service for the entire contract period.

5. Program Considerations:

Consideration will be given to proposals that demonstrate a combination of qualified experience, quality service, and creativity, as well as responsiveness to changing needs, performance, emergencies, strong internal controls, and reasonable costs.

6. Minority Participation:

It is the Young at Heart Resources policy that minority/women business enterprises will be afforded full opportunity to submit bids in response to this invitation. No bidder will be discriminated against on the grounds of race, color, age, nationality, origin, disability, gender, gender expression, or sexual orientation in consideration of an award.

7. Target Population:

The nutrition program is designed to target persons sixty (60) years of age and older with the greatest social and economic need, including specific objectives for providing services to low-income minority individuals and individuals residing in rural areas; individuals with limited English proficiency; and individuals at risk for institutional placement. Nutrition services are also provided on a limited basis to individuals with a disability, ages 18-59.

SCOPE OF WORK

1. Introduction:

The Contractor awarded a contract as a result of this Request for Proposal (RFP) shall provide the services outlined below on an as-needed basis.

Nutrition Services

- a. Congregate Meals
- b. Home Delivered Meals
- c. Other Meals

The Contractor shall expressly understand and agree that no quantity of meals or assessments is guaranteed under the contract, and Young at Heart Resources does not guarantee that the Contractor's services will be utilized to any degree under the contract.

2. Service Standards:

The Contractor must comply with all requirements and applicable service standards established by law, regulation, and Young at Heart Resources policy. The applicable service standards will become part of the fully executed contract for the purpose of this Request for Proposal. Exhibit A lists the scope of services, the minimum service standards acceptable, as well as known requirements or regulations which may not be currently included in the Young at Heart Resources Policy and Procedures Manual.

3. Contract Period:

The successful Contractor will operate under a contract with Young at Heart Resources for twelve (12) months, commencing July 1, 2026, and ending June 30, 2027, contingent upon continued funding, participant satisfaction, and successful fulfillment of contract requirements by the Contractor. This agreement may be extended for two (2) additional one (1) year periods. The Contractor shall furnish services as authorized by Young at Heart Resources during the contract period.

4. Contract Supervision / Monitoring:

In the performance of the services set forth herein, the Contractor shall expressly understand and agree that a contract exists between the Contractor and Young at Heart Resources upon approval and acceptance of the proposal by Young at Heart Resources. Notification of such acceptance and approval will be provided in the form of an award letter sent to the organization. The approved Request for Proposal, as accepted, will become part of the contract once the contract is signed and forwarded for signature.

In addition, the Contractor understands and agrees that Young at Heart Resources shall be responsible for the administration of the contract. Therefore, the Contractor agrees that Young at Heart Resources shall have general supervisory power over all programs and activities to be conducted under this contract and that Young at Heart Resources shall

make the final determination of all questions or disputes (not including employee disputes) of any nature arising out of this contract. Additionally, the Contractor will allow access to Young at Heart Resources, the Missouri Department of Health and Senior Services, any federal or state grantor agency, the Comptroller General of the United States, and/or any duly-authorized representatives of the aforementioned agencies, to any books, documents, papers, and records of the Contractor which are directly pertinent to the contract with Young at Heart Resources for the purpose of making audit, examination, excerpts, and transcriptions.

At a minimum, Young at Heart Resources will monitor and evaluate the contractor annually. The Contractor should perform self-monitoring and submit electronic documents as required for the purpose of monitoring by Young at Heart Resources, the State of Missouri, and the federal government. The successful Contractor agrees to participate in all mandatory meetings and training sessions scheduled by Young at Heart Resources. There will be four (4) required training sessions offered throughout the SFY27 contract year. These sessions are scheduled for August 25, November 19, February 23, and May 25 from 10:00 a.m. to 3:00 p.m. Attendance at these sessions is mandatory. Emergency exemptions from attendance may be granted by the CEO upon request. Any required training that is not attended must still be completed and submitted to YAHR. If the training is not completed, this will be included to determine the contractor's risk level. Travel expenses will be at the expense of the Contractor.

The contractor shall follow all Policies and Procedures in the Young at Heart Resources Policies and Procedures Manual.

The contractor shall have policies and procedures in compliance with Young at Heart Resources Policies and Procedures, but they can be more restrictive.

The contractor shall not engage in any activity which is inconsistent with its statutory mission prescribed in the OAA or YAHR policies and procedures.

The contractor shall provide services to older adults and family caregivers in a manner that is person-centered, trauma-informed, and culturally sensitive.

- a. Services should be responsive to their interests, physical and mental health, social and cultural needs, available supports, and desire to live where and with whom they choose.
 1. Person-centered service may include community-centered and family-centered approaches consistent with the traditions, practices, beliefs, and cultural norms and expectations of older adults and family caregivers.

If the Contractor chooses to use Title III C-1 funds to provide carry-out meals, no more than twenty-five (25) percent of the funds may be used after all transfers.

The contractor shall comply with 504 of the Rehabilitation Act of 1973 and Section 1557 of the Affordable Care Act.

Notwithstanding any other payment provision of this contract, if the Contractor fails to perform required work or services, fails to submit report when due, or is indebted to the

United States government, YAHR may withhold payment or reject invoices under this contract.

Other than the payments and reimbursements specified in the contract, no other payments or reimbursements shall be made to the Contractor.

The Contractor shall be responsible for assuring that all personnel are appropriately qualified and licensed or certified, as required by state, federal or local law, statute or regulation, respective to the services to be provided through this contract; and documentation of such licensure or certification shall be made available upon request.

For work performed under the contract, the Contractor shall only employ personnel authorized to work in the United States in accordance with applicable federal and state laws, including section 285.530, RSMo and Executive Order 07-13. If the Contractor employs personnel not authorized to work in the United States, YAHR shall have the right to cancel the contract immediately without penalty or recourse, and to pursue any other remedies permitted by the contract or by applicable state or federal law.

Prior to the performance of any services, a Contractor meeting the definition of a business entity in section 285.525, RSMo, shall maintain enrollment and participation in the E-Verify Federal work authorization program with respect to the employees hired after enrollment in the program for work in connection with the contracted services included herein. If the Contractor's business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, then the Contractor shall enroll and participate in the E-Verify program.

If the Contractor meet the definition of a company as defined in section 34.600, RSMo, and has ten or more employees, the Contractor shall not engage in a boycott of goods or services from the State of Israel; from companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Iseral; or from persons or entities doing business in the State of Israel as defined in section 34.600, RSMo.

The Contractor must meet the requirements for conducting business in the State of Missouri, prior to performance of services under the contract, and for the duration of the contract. The Contractor must be registered and maintain good standing with the Secretary of State of the State of Missouri and other regulatory agencies, as may be required by law or regulations. Such business requirements for formation and operation include, but are not limited to, those in Chapters 347-359, RSMo.

Unless expressly provided by Missouri law to the contrary, pursuant to the Constitution of the State of Missouri, Article III, section 39, subsections 2 and 5, YAHR shall not indemnify, hold harmless, or agree in advance to defend, any person or entity.

The Contractor and YAHR agree that if a dispute concerning the contract arises that the parties shall make an attempt to resolve the dispute through informal methods before initiating litigation.

YAHR does not agree to any arbitration. YAHR does not voluntarily agree to the payment of attorneys' fees. YAHR may, but is not required to, mediate any dispute arising under the

contract, and any Vendor provisions requiring mediation or dispute resolution processes shall not be binding upon the state.

Pursuant to section 310.021, RSMo, the contract and related documents are available for public review. Pursuant to section 310.021, RSMo, responses and related documents shall not be available for public review until after a contract is executed.

The Contractor must timely file and pay all Missouri sales, withholding, corporate and any other required Missouri tax returns and taxes, including interest and additions to tax. No contract shall be awarded to a Vendor that does not meet the conditions of section 34.040.7, RSMo.

The Contractor understands and agrees that YAHR cannot save and hold harmless and/or indemnify the Contractor or the Contractor's employees against any liability incurred or arising as a result of any activity of the Contractor or the Contractor's employees related to the Contractor's performance under this contract. Therefore, the Contractor shall acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect YAHR, its agencies, employees, clients, and the general public against any such loss, damage, and/or expense related to the Contractor's performance under the contract. General liability and other non-professional liability insurance shall include an endorsement naming YAHR as an additional insured. Self-insurance coverage or another alternative risk financing mechanism may be utilized, provided that such coverage is verifiable, financially reliable, and provides protection to YAHR equivalent to that provided by standard insurance coverage, including naming YAHR as an additional insured where applicable. In the event that any required insurance coverage is cancelled, non-renewed, or materially changed, YAHR must be notified at least thirty (30) calendar days prior to such cancellation, non-renewal, or change.

YAHR reserves the right to monitor the Contractor during the contract period to ensure financial and contractual compliance.

If YAHR deems a Contractor to be high-risk, YAHR may impose special conditions or restrictions on the Contractor, including but not limited to the following: withhold authority to proceed to the next phase of the project until YAHR receives evidence of acceptable performance within a give contract period; requiring additional, more detailed financial reports or other documentation; additional project monitoring; requiring the Contractor to obtain technical or management assistance; or establishing additional prior approvals from YAHR. YAHR may impose special conditions or restrictions at the time of the contract award or at any time after the contract award. YAHR will provide written notification to the Contractor prior to the effective date of the high-risk status.

Neither party shall disclose or use any confidential information of the other party, except as reasonably necessary to perform its obligations or to exercise its rights pursuant to the contract or with the other party's prior written permission.

The Contractors shall safeguard Protected Personally Identifiable Information (PII) as defined in 2 CFR 200.1. The Contractor agrees it will assume liability for all disclosures of Protected PII and breaches by the Contractor and/or the Contractor's subcontractors and employees.

The Contractor must notify YAHR immediately if the Contractor becomes aware of action, suit, or proceedings, pending or threatened that will have a material adverse effect on Contractor's ability to fulfill the obligations under the contract. The Contractor's public findings with the United States Securities and Exchange Commission (SEC) shall meet the notice requirement set forth herein.

Upon filing for any bankruptcy or insolvency proceedings by or against the Contractor, whether voluntary or involuntary, or upon the appointment of a receiver, trustee, or assignee for the benefit of creditors, the Contractor must notify YAHR immediately.

The Contractor agrees that during the term of the contract neither the Contractor nor any of its employees or subcontractors shall acquire any other contractual relationships which create any actual or perceived conflict of interest.

Any notice to the Contractor shall be deemed sufficient when deposited in the United States mail postage prepaid, transmitted by facsimile, transmitted by email or hand carried and presented to an authorized employee of the Contractor.

General Business Compliance-the Contractor must be in compliance with the laws regarding conducting business in the State of Missouri. The Contractor certifies by signing the signature pages that the Contractor and any proposed subcontractors either are presently in compliance with such laws or shall be in compliance with such laws prior to any resulting contract award. Likewise, the Contractor shall remain in compliance with such laws for the duration of the resulting contract. The Contractor shall provide documentation of compliance upon requested by YAHR. The compliance to conduct business in the state shall include, but not necessarily be limited to:

- 1-Taxes (eg. City/county/state/federal)
- 2-State and local certifications (eg. Professional/occupations/activities)
- 3-Licenses and permits (eg. City/county license, sales permits)
- 4-Insurance (eg. Worker's compensation/unemployment compensation)

Contractor Whistleblower Protection:

- a. The Contractor shall comply with the provisions of 41 U.S.C. 4712 that states an employee of a Contractor, subcontractor grantee, or subgrantee may not be discharged, demoted, or otherwise discriminated against as a reprisal for “whistleblower”. In addition, whistleblower protections cannot be waived by an agreement, policy form, or condition of employment.
- b. The Contractor’s employees are encouraged to report fraud, waste, and abuse. The Contractor shall inform their employees in writing they are subject to federal whistleblower rights and remedies. This notification must be in the predominant native language of the workforce.
- c. The Contractor shall include this requirement in any agreement made with a subcontractor or subgrantee.

PROPOSAL PROCESS

Term:

This contract is effective on July 1, 2026, for the following service(s) and shall govern the contact period commencing July 1, 2026 and ending June 30, 2027. The organization shall provide services for clients within the Service Delivery Area(s) awarded as specified for the geographic area in this Request for Proposal with Young at Heart Resources.

Contract Extension: This contract will terminate on June 30, 2027. If extensions are offered, they will be awarded approximately thirty (30) days prior to the new contract period.

Young at Heart Resources preferred serving time for meals would be 11:00 AM to 12:30 PM.

Estimated number of meals to be served daily consist of the following:

SDA	Service Delivery Area	Average Hot Meals Per Day	Service Delivery Area	Average Hot & Frozen Meals Per Day
	Congregate		Home Delivered	
1	Andrew County	58	Andrew County	62
2	Atchison County	50	Atchison County	61

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3	Buchanan County	70	Buchanan County	211
4	Caldwell County	14	Caldwell County	62
5	Clinton County	86	Clinton County	64
6	Daviess County	39	Daviess County	55
7	DeKalb County	21	DeKalb County	125
8	Gentry County	25	Gentry County	52
9	Grundy County	45	Grundy County	97
10	Harrison County	52	Harrison County	98
11	Holt County	31	Holt County	91
12	Linn County	65	Linn County	182
13	Livingston County	56	Livingston County	104
14	Mercer County	37	Mercer County	39
15	Nodaway County		Nodaway County	52
16	Putnam County	53	Putnam County	85
17	Sullivan County	28	Sullivan County	132
18	Worth County		Worth County	14

Procedure to be Utilized

Proposals will be reviewed for completeness and evaluated according to the published criteria by Young at Heart Resources staff and Young at Heart Resources Board of Directors.

1. Criteria for Award

An OFFEROR must receive a minimum of 70 out of the 100 total possible points to be considered:

Overall Completeness of RFP	5 points
Cost	50 points
History	10 points
Expertise	10 points
Plan of Operation	25 points

Required Signatures-By signing below, the Contractor certifies and agrees that:

1. The information submitted in Part 1 of this RFP is complete, true, and accurate to the best of their knowledge.
2. The Contractor has read, understands, and fully agrees to comply with all terms, conditions, and requirements of this RFP, including all attachments and documents.
3. The Contractor acknowledges that YAHR **cannot indemnify or hold harmless** the Contractor or its employees and that the Contractor is solely responsible for maintaining all required insurance coverage.
4. The Contractor understands that failure to comply with RFP requirements may result in disqualification from consideration.
5. The individuals signing below is legally authorized to bind the Contractor to all statements, representations, and commitments contained in this RFP.

Board Chair Signature

Date

Center Administrator Signature

Date