



Request for Qualifications

July 1, 2026 through June 30, 2027

In-Home Services

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YOUNG AT HEART RESOURCES RFQ SFY 2027 IN-HOME SERVICES

To Whom This May Concern,

Young at Heart Resources is pleased to announce the opening of a Request for Qualifications (RFQ) for qualified organizations interested in providing services in support of older adults within our service area.

The purpose of this RFQ is to identify organizations with the experience, capacity, and commitment necessary to deliver high-quality services in alignment with program requirements and applicable state and federal regulations. Services included under this RFQ may include in-home services such as homemaker assistance, personal care, and family caregiver respite.

Selected respondents will be considered for participation during the designated contract period, subject to funding availability and compliance with all contractual obligations.

Interested parties are invited to review the RFQ materials carefully and submit their qualifications in accordance with the instructions and timelines outlined in the RFQ. All submissions must be received by the stated deadline to be considered.

Young at Heart Resources appreciates your interest and looks forward to reviewing your qualifications. If you have questions regarding this RFQ, please refer to the contact information provided in the RFQ document.

Sincerely,

Penny Crawford

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.

GUIDELINES AND INFORMATION

BACKGROUND

Young at Heart Resources serves as the Area Agency on Aging for the eighteen counties of Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Linn, Livingston, Mercer, Nodaway, Putnam, Sullivan and Worth in Northwest Missouri. Area Agencies on Aging were established by the Older Americans Act to identify needs, resources and gaps in service, develop and coordinate programs, services and activities to help older adults remain safely in their home for as long as possible. In the Young at Heart Resources area, the elderly population consists of approximately 59,080 persons over the age of 60. The need for services increases greatly each year and with the increase in disabilities among this population, as well as the aging of the disabled population, this trend is expected to continue to accelerate.

ANTICIPATED FUNDING LEVELS

Actual funding levels cannot be determined by either the Federal or State Fund sources at this time. All Agreements are subject to available funding. The funds disbursed by Young at Heart Resources for In-Home services will be paid from the respective fiscal year funding in effect at the time each expense is incurred: for example, SFY 2027 includes only expenses incurred from July 1, 2026, through June 30, 2027.

PERFORMANCE STANDARDS

A. Governing Standards and Regulations

The planning, delivery and documentation of all services shall be in accordance with the Young at Heart Resources Policies and Applicable Codes of Federal and State Regulations, OMB Circulars and any amendments thereto. Failure to comply with these standards may result in delay of payment, disallowance of payments and/or termination of the Agreements.

B. Individuals to be Served

Services are to be provided to eligible individuals in the geographical area specified in this application, targeting those with greatest economic need, older individuals with greatest social need, with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, older individuals residing in rural areas, and those older individuals at risk for institutional placement.

C. Length of Agreement

The successful Participating Organization will operate under an Agreement for twelve (12) months, contingent upon continued State and Federal funding, and upon successful fulfillment of the Participation Agreement requirements by the Participating Organization.

D. Service Delivery Area

Young at Heart Resources is requesting Request for Qualifications for those counties you are willing to provide services for. Each county is considered a service delivery area. Agreements are to be made on a specific service delivery area, or a combination of areas. Each Participating Organization will be expected to provide continuous service over the entire Agreement period to those service delivery area(s) selected on Form II.2.

ACCOUNTABILITY

A. The Participating Organization shall comply with all applicable Federal, State and Local government laws and regulations pertaining to wages, hours of employment, and all employee fringe benefits. Particular reference is made to Title 45 Code of Federal Regulations Part 74 Administration of Grants, which is applicable to all contractors and specifies particular provisions that must be included in the prospective Agreement. Particular attention is drawn to the paragraph which requires that all Participation Agreements contain a provision allowing Young at Heart Resources, the Missouri Department of Health & Senior Services, the Administration on Aging, or representatives of any other duly

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- authorized agencies to have immediate access to any books, documents, papers, and records which are directly pertinent to the specific program for the purpose of making audits, examinations, excerpts and transcriptions. The Participating Organization shall retain all such books, records, documents, and property for six (6) years unless otherwise specified in Young at Heart Resources policies.
- B. The Participating Organization shall comply with all Federal, State and Local laws governing any services or actions included in this Agreement and shall procure and keep in effect all necessary licenses, permits, and inspections as are required by law.
- C. The Participating Organization shall indemnify Young at Heart Resources against any loss and/or damage (including attorney's fees and other costs of litigation) caused by negligence, omission or theft by their employees or the negligent acts or omissions of the Participating Organization's agents.

SUBMISSION GUIDELINES

This Request for Qualifications (RFQ) contains all the forms and instructions needed to complete and submit an RFQ for services. All forms must be filled out completely and submitted with all required attachments.

All RFQ's must be clearly marked on the outside of the envelope as **"Request for Qualification SFY 2027."** One (1) complete, typed or printed original, single sided RFQ must be submitted with original signatures. RFQ's 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.**

The Young at Heart Resources organization reserves the right to refuse any and all Agreements.

AMENDMENTS

The Request for Qualifications must be amended when:

- a. Key personnel and those authorized to obligate the organization change, or
- b. The service provider proposes to change or modify activities on those forms which are already submitted and approved, or
- c. The Provider ownership or name changes.

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AGREEMENT REVIEW PROCESS

Procedures:

Request for Qualifications are due at the Young at Heart Resources, Cameron office no later than **12:00 p.m., May 1, 2026**. The RFQ will be opened upon receipt and will be reviewed by Young at Heart Resources staff. Young at Heart Resources will contact the Participating Organization for any missing elements. Missing elements must be received before a Participation Agreement can be let.

NOTE: Young at Heart Resources reserves the right to reject any and all Request for Qualifications. Failure to include all information (including requested attachments) may result in the proposal being rejected from consideration. Failure to adhere to the format specified and include all information requested may result in the proposal being rejected from consideration.

DEFINITION OF TERMS AND SERVICE DEFINITIONS

YOUNG AT HEART RESOURCES

Young at Heart Resources, contracting with the participating organization to provide a service to participants 60 years of age or older. This organization will be referred to as Young at Heart Resources throughout the RFQ.

PARTICIPATING ORGANIZATION

The contracted vendor provides homemakers, personal care and respite services to participants 60 years of age or older.

HOMEMAKER

Homemaker services are activities directed toward home management and assistance with activities of daily living on a regular basis, for a client who has a multiplicity of needs and requires this assistance to remain in the home. These general household activities are provided by a trained homemaker for an individual who is unable to manage the home and care for themselves. Homemakers provide assistance to persons having difficulty with one or more of the following instrumental activities of daily living (IADL): preparing meals, shopping for personal items, or doing light housework. Unit = 1 hour

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PERSONAL CARE

Personal Care is providing personal assistance, supervision or cues for persons having difficulties with one or more of the following activities of daily living (ADL): eating, dressing, bathing, toileting and transferring in and out of bed.

Unit = 1 hour

RESPIRE

Respite service provides maintenance and supervision to a participant in the individual's residence to provide temporary relief to the usual caregiver(s). Respite care services shall include, at a minimum, the following:

- (A) Supervision -the respite care worker will provide personal oversight of the participant for the duration of the service period. Personal oversight includes making a reasonable effort to assure the safety of the participant and to assist the participant in meeting his/her own essential human needs as the caregiver would do.
- (B) Companionship - the worker will provide companionship during the participant's waking hours and attempt to make the client as comfortable as possible.

Unit = 1 hour

TERMS AND CONDITIONS

This contract expresses the complete agreement of the parties and performance shall be governed solely by the specifications and requirements contained herein. Any change must be accomplished by a formal signed amendment prior to the effective date of such change.

1. APPLICABLE LAWS AND REGULATIONS

- a. The contract shall be construed according to the laws of the State of Missouri. The contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contractor to the extent that the same may be applicable.
- b. To the extent that a provision of the contract is contrary to the Constitution or laws of the State of Missouri or of the United States, the provisions shall be void and unenforceable. However, the balance of the contract shall remain in force between the parties unless terminated by consent of both the contractor and Young at Heart Resources.
- c. 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.

- d. The contractor must file timely and pay all Missouri sales, withholding, corporate, and any other required Missouri tax returns and taxes, including interest and additions to tax.
- e. The exclusive venue for any legal proceeding relating to or arising out of the contract shall be in the Circuit Court of Clinton County, Missouri.
- f. The contractor shall only employ personnel authorized to work in the United States in accordance with applicable federal and state laws and Executive Order 07-13 for work performed in the United States.

2. INVOICING AND PAYMENT

- a. Young at Heart Resources does not pay state or federal taxes unless otherwise required under law or regulation. Prices shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed, unless otherwise specified herein.
- b. The contractor shall not transfer any interest in the contract, whether by assignment or otherwise, without the prior written consent of Young at Heart Resources.
- c. Payment for all equipment, supplies, and/or services required herein shall be made in arrears unless otherwise indicated in the specific contract terms.

3. DELIVERY

Deliveries of equipment, supplies, and/or services must be made no later than the time stated in the contract or within a reasonable period of time, if a specific time is not stated.

4. INSPECTION AND ACCEPTANCE

- a. No equipment, supplies, and/or services received by Young at Heart Resources pursuant to a contract shall be deemed accepted until Young at Heart Resources has had reasonable opportunity to inspect said equipment, supplies, and/or services.
- b. All equipment, supplies, and/or services which do not comply with the specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

- c. Young at Heart Resources' right to reject any unacceptable equipment, supplies, and/or services shall not exclude any other legal, equitable, or contractual remedies Young at Heart Resources may have.

5. CANCELTION OF CONTRACT

- a. In the event of a material breach of the contractual obligations by the contractor, Young at Heart Resources may cancel the contract. At its sole discretion, Young at Heart Resources may give the contractor opportunity to cure the breach or to explain how the breach will be cured. The actual cure much be completed within no more than ten (10) working days from notification, or at a minimum the contractor must provide Young at Heart Resources within ten (10) working days from notification a written plan detailing how the contractor intends to cure the breach.
- b. If the contractor fails to cure the breach or if circumstances demand immediate action, Young at Heart Resources will issue a notice of cancelation terminating the contract immediately. If it is determined Young at Heart Resources improperly canceled the contract, such cancelation shall be deemed a termination for convenience in accordance with the contract.
- c. If Young at Heart Resources cancels the contract for breach, Young at Heart Resources reserves the right to obtain the equipment, supplies, and/or services to be provided pursuant to the contract from other sources and upon such terms and in such manner as Young at Heart Resources deems appropriate and then charge the contractor for any additional costs incurred thereby.
- d. The contractor understands and agrees that funds needed to fund the contract must be appropriated by the Congress of the United States and the General Assembly of the State of Missouri for each fiscal year included within the contract period. The contract shall not be binding upon Young at Heart Resources for any period in which funds have not been appropriated, and Young at Heart Resources shall not be liable for any costs associated with termination caused by lack of appropriations.

6. REMEDIES AND RIGHTS

- a. No provision in the contract shall be construed, expressly or implied, as a waiver by the State of Missouri of any existing or future right and/or remedy available by law in the event of any claim by Young at Heart Resources of the contractor's default of breath of contractor's default or breach of contract.

- b. The contractor agrees and understands that the contract shall constitute an assignment by the contractor to Young at Heart Resources of all rights, title, and interest in and to all causes of action that the contractor may have under the antitrust laws of the United States or State of Missouri for which causes of action have accrued or will accrue as the result of or in relation to the particular equipment, supplies, and/or services purchased or procured by the contractor in the fulfillment of the contract with Young at Heart Resources.

7. BANKRUPTCY OR INSOLVENCY

Upon filing for any bankruptcy or insolvency proceeding 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 Young at Heart Resources immediately. Upon learning of such actions, Young at Heart Resources reserves the right, at its sole discretion, to either cancel the contract or affirm the contract and hold the contractor responsible for damages.

8. INVENTIONS, PATENTS, AND COPYRIGHTS

The contractor shall defend, protect, and hold harmless Young at Heart Resources, its officers, agents, and employees against all suits of law or in equity resulting from patent and copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

9. NON-DISCRIMINATION AND AFFIRMATIVE ACTION

In connections with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate recipients of services or employees or applicants for employment on the basis of race, color, religion, national origin, sex, sexual orientation, gender expression, age, disability, or veteran status unless otherwise provided by law. If the contractor or subcontractor employs at least 50 persons, they shall have and maintain an affirmative action program which shall include:

- a. A written policy statement committing the organization to affirmative action and assigning management responsibilities and procedures for evaluation and dissemination;
- b. The identification of a person designated to handle affirmative action;

- c. The establishment of non-discriminatory selection standards, objective measures to analyze recruitment, an upward mobility system, a wage and salary structure, and standards applicable to layoff, recall, discharge, demotion, and discipline;
- d. The exclusion of discrimination from all collective bargaining agreements; and
- e. Performance of an internal audit of reporting system to monitor execution and to provide for future planning.
- f. If discrimination by a contractor is found to exist, Young at Heart Resources shall take appropriate enforcement action which may include, but not necessarily be limited to, cancelation of the contract, suspension, or debarment by the state until corrective action by the contractor is made and ensured, and referral to the Attorney General's office, whichever enforcement action may be deemed most appropriate.

10. AMERICANS WITH DISABILITIES ACT

In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall comply with all applicable requirements and provisions of the Americans with Disabilities Act (ADA).

11. FILING AND PAYMENT OF TAXES

The commissioner of administration and other agencies to which the state purchasing law applies shall not contract for goods and services with a vendor if the vendor or an affiliate of the vendor makes sales at retail of tangible personal property or for the purpose of storage, use, or consumption in this state but fails to collect and properly pay the tax as provided in chapter 144 RSMo. For the purposes of this section, "affiliate of the vendor" shall mean any person or entity that is controlled by or is under common control with the vendor, whether through stock ownership or otherwise.

12. COMMUNICATIONS AND NOTICES

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.

RFQ SECTION I: GENERAL INFORMATION AND ASSURANCES

Form 1.1 GENERAL INFORMATION

Purpose: To provide information to Young at Heart Resources to facilitate payments, assure only authorized personnel obligate the Participating Organization and provide certain assurances to Young at Heart Resources.

Instructions: Fill out all information at the top of the page pertinent to the Agreement. Provide typed names and titles as well as sample **of original** signatures of all persons authorized by the governing body to sign documents, billings, etc., or in any way obligate the organization. Check the appropriate line beside **each** name as to whether they have unlimited authorization or limited authorization to sign for the participating organization. **Note:** if any person has limitations than those limitations should be explained in the “Documents Authorized to Sign” section. (Example: “May only sign reports and billings.”)

Revisions: A revision is required when any of the people listed have changed, or if any authorizations have changed. A revision is also required if any of the people listed are no longer associated with the organization. These revisions must be sent to Young at Heart Resources fiscal department within thirty days of the change.

Form 1.2 GENERAL ASSURANCES

Purpose: Indicates the participating organization’s agreement to comply with requirements and policies set forth by applicable federal, state and local agencies.

Instructions: Read carefully. Sign and return with RFQ.

Revisions: No amendment required.

Form 1.3 DEBARMENT

Purpose: This certification is required by the regulations implementing Executive Order 12549 Debarment and Suspension, 29 CFR Part 98.510, Participants’ Responsibilities.

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Instructions: Read the Instructions for Certification before signing this document and return with the RFQ.

Revisions: Annually or if there is a status change.

Form 1.4 LOBBYING

Purpose: Certification is prerequisite for making and entering into this transaction imposed by Section 1352, Title 31, U.S. Code.

Instructions: Please read and sign and return with the RFQ.

Revisions: Annually and anytime there is a change in circumstance.

Forms 1.5 BUSINESS ENTITY CERTIFICATION

Purpose: A condition of your award will be to affirm your enrollment and participation in a federal authorization program with respect to employees working in connection with the contracted services. Therefore, any Participating Organization that carries out any program funded by DHSS and Young at Heart Resources must participate in a work authorization program such as E-verify.

Instructions: The provider must register with the E-verify site at www.E-verify.com. All new employees' I-9 forms, after July 1, 2009, must be verified to work in the United States through E-verify within three days of hire. This Affidavit must be notarized, signed with an authorized signature, and accompany your RFQ.

Revisions: Annually and anytime there is a change in the authorized signature.

RFQ SECTION 2: SUPPORTING INFORMATION

Form 2.1 Provider Profile

Purpose: To gain information and an understanding of the Participating Organization’s location, if your organization is a for-profit or non-profit entity, and experience in providing services. The Participating Organization must have an adequate number of staff (paid or volunteer) who are qualified to perform assigned functions in order to implement the activities and services. The Participating Organization must employ a director to assure the effective and efficient administration of the program. This form identifies key staff and their qualifications and experience, as well as who will be needing access to Aging IS.

Instructions: CENTRAL OFFICE

Please fill in the location of your central office, along with phone, fax, email, web address and office hours. Also fill in the staff person in charge at that location with their title and name.

SUB OFFICE

Please fill in the location of your sub office, along with phone, fax, email, web address and office hours. Also fill in the staff person in charge at that location with their title and name.

KEY PERSONNEL (DIRECTOR/DESIGNATED MANAGER/REGISTERED NURSE)

Please list your key staff, qualifications and experience.

PRIVATE PAY RATES

Please list your private pay rates in this section. This is used to calculate your match to your federal funding.

AGING

IS

List the individuals that you will give access to Aging IS along with their title.

MULTI-LINGUAL STAFF

The Participating Organization must also have multi-lingual staff available when there are substantial numbers of non-English speaking service

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recipients as identified by Young at Heart Resources. Please tell us how you handle client language barriers within your organization. If you do not have multi-lingual staff you must show a plan as to how you acquire that assistance, if needed.

Revision: Form shall be revised and submitted to Young at Heart Resources when there is **ANY** change to the information provided. This revised form must be submitted within thirty days of the change.

Form 2.2 IN-HOME SERVICE AREA COMMITMENT

Purpose: This section of the RFQ contains the page to be completed regarding what service(s) and what area(s) you are willing to provide in-home.

Instructions: The counties are listed in the left column and the services along the top. Please place an “X” in the service column across from the corresponding county you are willing to provide services in.

Revision: Form shall be revised and submitted to Young at Heart Resources when there is **ANY** change to the information provided. This revised form must be submitted within thirty days of the change.

Form 2.3 SCOPE OF WORK

Purpose: Indicates the Participating Organization’s agreement to comply with requirements and policies set forth by applicable federal, state and Young at Heart Resources.

Instructions: Read carefully. Sign and return with RFQ.

Revisions: No amendment required

RFQ SECTION III: REQUIRED ATTACHMENTS

This section is for items the organization must provide with the complete RFQ. See checklist for more information.

Certificate of Good Standing from Missouri Secretary of State

Current SAM's Registration

Organizational Chart

List of Board of Directors-must include name, mailing address, phone number and email address

Copy of Board of Directors By-laws

Participation Agreement with Missouri Health Net or Veterans Administration

Policy and Procedures

Proof of Insurance

Job Descriptions

COOP/Disaster Plan

Attachments should be revised and submitted to Young at Heart Resources when there is any change to the information provided. These revised attachments must be submitted within thirty days of the change.