



**City of Seattle**  
**Human Services Department**

**2017**  
**Home Delivered Meals**  
**Request for Proposal**

## TABLE OF CONTENTS

<b>GUIDELINES</b>		<b>PAGE NUMBER</b>
I.	Introduction	3
II.	Timeline	4
III.	HSD Guiding Principles	4
	• Vision	4
	• Mission	4
	• Values	5
IV.	HSD's Outcomes Framework & Theory of Change	5
V.	HSD's Commitment to Funding Culturally Responsive Services	7
VI.	Investment Area Background & Program Requirements	8
	A. Overview of Investment Area	8
	B. Service/Program Model	8
	C. Criteria for Eligible Clients	10
	D. Priority Community and Focus Population	10
	E. Expected Service Components	11
	F. Expected Performance Commitments	12
	G. Description of Key Staff and Staffing Level	12
	H. Other Regulations Applicable to the Investment Area	11
VII.	Agency Minimum Eligibility Requirements	12
VIII.	Client Data and Program Reporting Requirements	13
IX.	Contracting Requirements	13
X.	Selection Process	14
XI.	Appeal Process	15

<b>APPLICATION (Instructions and Materials)</b>		<b>PAGE NUMBER</b>
I.	Submission Instructions & Deadline	18
II.	Format Instructions	19
III.	Proposal Narrative & Rating Criteria	19
	A. Program Design Description	19
	B. Capacity and Experience	20
	C. Collaborations and Subcontracting	21
	D. Cultural Competency and Responsiveness	22
E.	Budget and Leveraging	22
IV.	Completed Application Requirements	24
V.	List of Attachments & Related Materials	24
	Attachment 1: Application Checklist	25
	Attachment 2: Application Cover Sheet	26
	Attachment 3: Summary of Proposed Deliverables	28
	Attachment 4: Proposed Personnel Detail Budget	29
	Attachment 5: Meal Cost Worksheet	30
	Attachment 6: Proposed Program Budget	31
	Attachment 7: Cities and Regions of King County	33
	Attachment 8: Website References	34
	Attachment 9: 33% Dietary Reference Intake (DRI)	35
	Attachment 10: Nutrition Risk Screening	36
Attachment 11: Partnership Expectations	37	



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## **GUIDELINES**

### **I. Introduction**

The Aging and Disability Services Division of the City of Seattle Human Services Department (HSD) is seeking applications from agencies interested in providing home delivered meals for older adults in King County. This RFP is open to any legally constituted entities that meet the minimum eligibility requirements outlined in Section VII of the Guidelines. The home delivered meal program allows older adults to have a nutritious meal if they are unable to leave their home and prepare meals on their own. It is intended to serve the most vulnerable individuals so they are able to live in the community and age in place.

Approximately \$1,413,296 is available through this RFP from the following sources:

<b>Fund Sources</b>	<b>RFP Amount</b>
<i>Older Americans Act</i>	\$734,337
<i>Nutrition Services Incentive Program</i>	\$340,000
<i>HSD General Fund</i>	\$188,786
<i>HSD General Fund under 60</i>	\$150,173
<b>Total</b>	<b>\$1,413,296</b>

HSD intends to fund a maximum of three (3) proposals. Initial awards will be made for the period of **January 1, 2018 - December 31, 2018**. While it is the City's intention to renew agreements resulting from this RFP on an annual basis through the 2021 program year, future funding will be contingent upon performance and funding availability.

The City of Seattle Human Services Department seeks to contract with a diverse group of providers to help ensure that the outcome of HSD's Home Delivered Meals investments support our desire to promote healthy aging and lifestyle as indicated by older adults experience stable health and can age in place.

All materials and updates to the RFP are available on [HSD's Information for Grantees web page](#). HSD will not provide individual notice of changes, and applicants are responsible for regularly checking the web page for any updates, clarifications or amendments.

HSD will have no responsibility or obligation to pay any costs incurred by any applicant in preparing a response to this RFP or in complying with any subsequent request by HSD for information or participation throughout the evaluation and selection process.

If you have any questions about the Home Delivered Meals RFP, please contact: Angela Miyamoto via email at [Angela.Miyamoto@seattle.gov](mailto:Angela.Miyamoto@seattle.gov)

## II. Timeline

Funding Opportunity Released	Monday, April 10, 2017
*Information Session 1	Wednesday, April 19, 2017 Renton Highlands Library 1:00 pm - 3:30 pm 2801 NE 10th St, Renton, WA 98056
*Information Session 2	Thursday, April 20, 2017 Bellevue City Hall, Council Chambers 10:00 am - 12:30 pm 450 110 <sup>th</sup> Ave NE, Bellevue, WA 98009
*Help Session 1	Tuesday, April 25, 2017 Valley View Library 3:00 pm - 6:30 pm 17850 Military Rd S, SeaTac, WA 98188
*Help Session 2	Monday, May 1, 2017 Bellevue Library 9:30 am - 1:00 pm 1111 110th Ave NE, Bellevue, WA 98004
Last Day to Submit Questions	Thursday, May 11, 2017 by 12:00 p.m.
Application Deadline	Wednesday, May 24, 2017 by 12:00 p.m.
Site Visits, as needed	Monday, July 10, 2017 – Friday, July 14, 2017
Interviews, as needed	Monday, July 10, 2017 - Monday, July 17, 2017
Planned Award Notification	Thursday, August 17, 2017
Contract Start Date	Monday, January 1, 2018

\*Please contact RFP coordinator for accommodation requests: Angela Miyamoto at [Angela.Miyamoto@Seattle.Gov](mailto:Angela.Miyamoto@Seattle.Gov). Accommodations are not guaranteed but every effort will be made to fulfill requests.

## III. HSD Guiding Principles

In addition to the investment outcomes stated in this RFP, investments will reflect the Seattle Human Services Department’s vision, mission and values and support the department’s theory of change.

### Vision

The vision of the Seattle Human Services Department is that all basic needs in our communities are met through innovative and collaborative approaches. Greater Seattle is a place where the richness of our diversity is valued, all of our communities thrive, and people grow up and grow old with opportunity and dignity.

### Mission

The mission of the Seattle Human Services Department is to connect people with resources and solutions during times of need so we can all live, learn, work and take part in strong, healthy communities.

## Values

We accomplish our mission by adhering to core values and funding programs whose work supports them:

- **Results and Racial Equity** – our resources are devoted to addressing and eliminating racial, social, economic, and health disparities in our community.
- **Stewardship** – we fund and administer programs that are accountable, cost-effective, and research-based, ensuring people receive high-quality services.
- **Innovation** – we foster an environment where creativity and new approaches are valued, tested, refined, and implemented.
- **Collaboration** – we share the collective wisdom of our colleagues and community to develop and implement programs.

## IV. HSD’s Outcomes Framework & Theory of Change

HSD has developed a strategy for results-based accountability and addressing disparities to ensure that the most critical human service needs are met by:

- **DEFINING** the desired results for the department’s investments;
- **ALIGNING** the department’s resources to the desired results; and
- **EVALUATING** the result progress to ensure return on investment.

The results-based accountability “Outcomes Framework” helps HSD move from ideas to action to ensure that our work and investments are making a real difference in the lives of vulnerable people. HSD’s **Theory of Change** ensures that data informs our investments – particularly around addressing disparities – and shows the logical link between the desired results, indicators of success, racial equity goals based on disparity data, strategies for achieving the desired results, and performance measures.



All investments resulting from this funding opportunity will demonstrate alignment with HSD’s theory of change towards achieving the desired results of: All older adults experience stable health and are able to age in place.

### Home Delivered Meals Theory of Change

The theory of change describes the expectations for how the desired results and equity goals will be achieved through a set of specific activities (strategy) which are measured by quantity, quality, and impact performance measures.

Desired Result	Indicator	Racial Disparity Data	Racial Equity Goal	Strategy	Performance Measure
Condition of wellbeing for entire population	Achievement benchmark – how we know the “result” was achieved	Data depicting socioeconomic disparities and disproportionality between ethnic/racial populations	Stretch goal for reducing and/or impacting the racial equity disparity	Activities or interventions that align to the results and indicators, and are informed by best or promising practices, cultural competency, and community engagement – what HSD is purchasing	What gets counted, demonstration of how well a program, agency or service is doing (quantity, quality, impact)
All older adults experience stable health and are able to age in place.	% of older adults 60+ experiencing food insecurity	Almost twelve percent of older adults (60+) of color experience food insecurity compared to 3.8% of their White, non-Hispanic counterpart. <sup>1</sup>	Older adults of color experience food security at the same rate as White, non-Hispanic older adults.	<p>Nutritious home delivered meals are offered in diverse communities where older adults of color live.</p> <p>Nutritious home delivered meals are culturally relevant and appropriate to maintaining health.</p> <p>Access to home delivered meal programs through culturally and linguistically relevant outreach and engagement.</p>	<p>Performance measures will be reported with race/ethnicity breakdown and expected to have equitable quality and impact outcomes across all race/ethnicities. Specifically, the focus populations.</p> <p><b>Quantity</b> – Number of unduplicated clients, number of meals served</p> <p><b>Quality and Impact</b> - Measurement tool will be developed in collaboration with successful applicant(s) which will demonstrate:</p> <p><b>Quality</b></p> <ul style="list-style-type: none"> <li>•Home Delivered Meals is a reliable service;</li> <li>•Older adults receive high quality nutritious meals;</li> <li>• Older adults receive meals that are culturally appropriate; and</li> </ul> <p><b>Impact</b></p> <ul style="list-style-type: none"> <li>•Participants have increased food security as a result of the Home Delivered Meals Program</li> </ul>

<sup>1</sup> Behavioral Risk Factor Surveillance System, 2003-2013

## V. HSD's Commitment to Funding Culturally Responsive Services

In conjunction with the Seattle Race and Social Justice Initiative (RSJI), which is a citywide effort to end institutionalized racism and race-based inequities in Seattle, HSD has developed investment principles that reflect our commitment to funding culturally responsive services to create positive outcomes for service recipients. Agencies applying for investment will demonstrate the capacity to institute these principles through routine delivery of participant-centered and strength-based services that are culturally:

**COMPETENT**, as demonstrated by “the ability to honor, understand, and respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and to diligently act on that understanding”.<sup>2</sup> It is “the ability to function effectively in the midst of cultural differences. It includes knowledge of cultural differences, awareness of one’s own cultural values, and ability to consistently function with members of other cultural groups”.<sup>3</sup>

**RESPONSIVE** to the cultural and linguistic needs of diverse populations. Agencies have the capacity to effectively serve and engage persons of diverse backgrounds. Agencies commit to practicing cultural responsiveness throughout all levels of the program, including policy, governance, staffing, and service model and delivery. Agencies make every effort to recruit and retain a work force (paid and voluntary), and policy-setting and decision-making bodies, that are reflective of the focus populations identified in the theory of change.

**RELEVANT** in addressing the cultural needs of diverse populations whose models of engagement or cultural standards differ from mainstream practices. Agencies are staffed with people who have the cultural competency to create authentic and effective relationships and provide culturally responsive services for members of specific cultural groups and/or communities of color. Commitment and experience of the agency reflects effective, mutually beneficial relationships with other organizations (such as grassroots or community-based organizations, churches, community networks, etc.) that are reflective of the populations being served.

**ACCESSIBLE** through language, location, and delivery style. Agencies have the capacity to overcome mainstream barriers and/or provide effective alternative strategies that enable residents to easily access mainstream and nontraditional programs and services.

## VI. Investment Area Background & Program Requirements

Aging and Disability Services is the Area Agency on Aging serving older adults and adults with disabilities in King County. Programs and services promote health and independence and allow older individuals to live in their community to the maximum extent practicable. Older Americans Act monies fund these programs which focus on individuals with the greatest social and economic need.

### A. Overview of Investment Area

The Home Delivered Meal Program is one of the aging network services funded by the Older Americans Act. The purpose of nutrition programs is to reduce hunger and food insecurity, promote socialization of older individuals, promote health and well-being, and delay adverse health conditions<sup>4</sup>.

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<sup>2</sup> Coyne, C. (2001) “Cultural Competency: Reaching Out to All Populations”. PT Magazine, pgs. 44-50.

<sup>3</sup> York, S. (2003) Roots and Wings: Affirming Culture in Early Childhood Programs. St. Paul, MN: Redleaf Press, pg. 161.

<sup>4</sup>Kowlessar N, Robinson, K, Schur C, Social & Scientific Systems, Inc. Older Americans Benefit from Older Americans Act Nutrition Programs. Research Brief Number 8, September 2015. Administration for Community Living.

Nutrition program participants are older, in poorer health, and more likely to live alone than their respective counterparts<sup>5</sup>. They are highly vulnerable and at risk of social isolation. Home Delivered Meal drivers may be the sole social contact for meal recipients and may also report safety or unhealthy environmental concerns back to agencies who can then address issues<sup>6</sup>.

## **B. Service/Program Model**

The Home Delivered Meal Program delivers nutritious meals to King County residents, 60 years of age and older. The program is tailored for older adults in King County and adults in the City of Seattle who are unable to leave their home unassisted, unable to prepare meals for themselves, and do not have a social support system to help them. Section G details client eligibility requirements.

Agencies must have at least two years of successful experience in providing food or nutrition-related services or two years of experience in serving the community identified in the agency's proposal and must provide Home Delivered Meals throughout all regions of King County (Attachment 7). Home Delivered Meal programs that do not provide service in all regions of King County will not be considered for funding. Formal partnerships and collaborations among meal providers are encouraged so eligible clients can access Home Delivered Meals wherever they reside.

Program requirements are detailed in the Senior Nutrition Program Standards (Attachment 8) and address service delivery components such as nutrition guidelines, food safety, staffing and experience, donation policies, assessments, and access to other services. Specifically, Home Delivered Meal programs should address the following categories. Programs meeting high quality criteria will be rated higher.

### **1. Assessment and Enrollment**

Eligible applicants must demonstrate the ability to:

- Conduct an initial assessment of participant eligibility within three weeks of first service.
- Reassess participants' eligibility on an annual basis, or more frequently if services were intended to cover a temporary or short-term need.
- Collect basic enrollment information for participants and update annually, or on an ongoing basis to complete demographic information.
- Develop screening criteria and delivery protocol to ensure services are provided to participants in greatest need.
- Develop and implement systems to ensure participants are not receiving the same service from more than one agency.
- Conduct outreach designed to reach and serve isolated, vulnerable groups.

High quality programs:

- Conduct an initial assessment of participant eligibility within the first week of first service.
- Apply cost effective strategies to expand and sustain service delivery including rural and geographically isolated communities.

### **2. Menus**

Eligible applicants must demonstrate the ability to:

- Offer a variety of Regular diet or Special diet meals. Regular diet meals are nutrient analyzed and meet one-third (1/3) of the Dietary Reference Intake (DRI) established by the Food &

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<sup>5</sup> IBID.

<sup>6</sup> IBID

Nutrition Board of the National Academy of Science, National Research Council (Attachment 9). Special diet meals are nutrient controlled or tailored for a specific medical condition (heart disease, hypertension, renal disease, GERD, etc.), modified texture or meals tailored for a specific cultural group or religion. Special diet meals must also meet the 1/3 DRI per meal except when nutrient-controlled for a specific medical condition.

- Provide monitoring and oversight by a registered dietitian (RD), or an individual of comparable expertise (ICE), to ensure menus meet nutritional guidelines.
- Involve participants in menu planning and solicit participant preferences in development of menus.

High quality programs:

- Include fresh fruits and vegetables and whole grains.
- Enable older adults to consume less sodium and sugar.
- Enable older adults to consume more: Vitamins D, E, K; calcium; potassium; and fiber.

### 3. Meal Preparation

Eligible applicants must demonstrate the ability to:

- Ensure food preparation facilities are eligible for a permanent food permit issued by Public Health—Seattle & King County (Attachment 8). Proposal review process may include verification of kitchen permit and assessment of inspection reports.
- Provide monitoring and oversight by a registered dietitian (RD), or individual of comparable expertise (ICE), to ensure meal preparation meets food safety guidelines.
- Agency must ensure that staff and volunteers receive adequate training and that food handler permits are up to date.

High quality programs:

- Use high quality ingredients, including fresh local produce, from regional farms and producers.
- Implement strategies to reduce food waste such as inventory control and adaptable menus (e.g., use of seasonal ingredients and maximizing use of available inventory).
- Utilize creative and cost effective approaches to food purchasing.

### 4. Meal Ordering and Delivery

Eligible applicants must demonstrate the ability to:

- Provide the opportunity for participants to make voluntary and confidential donations toward meal costs; donation requests should be culturally appropriate and not deter participation.
- Ensure safety of food being delivered.
- Ensure safety of participants, delivery staff, and volunteers.
- Provide participants with flexible and accommodating methods to order meals.

High quality programs:

- Encourage and support clients in selecting options to promote optimal health.
- Provide cultural/ethnic diversity in meal options.
- Promote effective communication between all parties (staff, volunteers, and participants or their family members/caregivers) during the ordering and delivery processes that responds to needs of participants.
- Provide ongoing training opportunities for staff and volunteers to help them better identify and respond to the needs of program participants.

### 5. Additional Services

Eligible applicants must demonstrate the ability to:

- Provide participants with nutrition and health education materials, including information on physical activity, at a minimum of two times per year.
- Provide participants with referrals to Community Living Connections and to the Washington State Basic Food Program, coordinating with local agencies and Department of Social & Health Services (DSHS) Community Service Offices as appropriate.
- Offer the Nutrition Screening Intake (NSI, Attachment 10) to all participants.

High quality programs:

- Offer additional nutrition education activities and materials beyond the required minimum, which incorporate older adult learning styles and address the needs and preferences of the participants.
- Follow-up with “nutritionally at-risk” participants (NSI score of >6) to identify opportunities for improving their nutritional status.

### **C. Criteria for Eligible Clients**

- King County resident age 60+; or
- City of Seattle resident age 18-59, low income with a chronic medical condition, as verified by a licensed medical provider

AND

- Unable to leave home unassisted; and
- Unable to prepare meals for themselves; and
- Unable to perform one or more of the Activities of Daily Living (ADL) or Instrumental Activities of Daily Living (IADL) or has a behavioral or mental health condition that could result in premature institutionalization; and
- Lack informal support system.

### **D. Priority Community and Focus Population**

Priority communities and focus populations for this funding are based on HSD’s outcomes framework, a results-based accountability method, and ensures that the department’s investments are dedicated to addressing disparities in the population.

Priority communities are identified as a group (or groups) comprising a specific demographic (seniors, youth, families, etc.) or having a specific issue in common (homelessness, mental health, violence involved, etc.).

Priority communities of congregate meal sites are defined by the Older Americans Act funding source and include older adults 60+

- Residing in rural areas
- Greatest economic need (income at or below federal poverty guidelines)
- Greatest social need
  - Cultural, social, or geographic isolation, including isolation caused by racial, ethnic, and/or sexual orientation status;
  - Limited English proficiency;
  - Severe disabilities;
  - Dementia or related disorders;
  - Risk for institutional placement;

- Providing care to individuals with severe disabilities.

Focus populations are identified as specific racial or ethnic groups within the priority community and with data showing the highest disparities in the investment area.

Focus populations for Home Delivered Meal Programs are:

- Older adults (60+) of color
- Low income older adults (60+) that speak another language and not able to speak English very well including Vietnamese, Ukrainian, Korean, Spanish, Chinese, Russian, Khmer, Arabic, Samoan, \*Cushite and others.<sup>7</sup>

\*Cushite includes Somali and Oromo

Applicants should demonstrate an intention and plan to address the disparities associated with the focus populations of Older Adults. Proposals that clearly describe a plan to address significant needs among other populations will also be considered.

## **E. Expected Service Components**

Meals will be reimbursed based on the following rate:

General Diet: \$3.00 per meal

Special Diet: \$4.50 per meal

See Section B (Service/Program Model) for the definition of a General Diet and Special Diet meals and for all other expected components.

Meal costs (Attachment 5) should be calculated using the following categories:

- Food: purchased food and estimated value of donated food or food grown on-site.
- Supplies: serving supplies, disposables, cleaning materials, non-capital supplies and equipment (e.g., small appliances and kitchen tools).
- Paid labor: labor costs for staff involved with components of service delivery (e.g., menu planning, meal preparation and delivery, nutrition education, assessments, and direct service supervision).
- Volunteer labor: estimated value of labor provided by volunteers for components of service delivery.
- Transportation: costs incurred for delivery of meals to participants' homes or program sites; includes fuel costs for meals delivered by volunteers.
- Other direct services and charges: other costs associated with components of service delivery (e.g., kitchen rental and permits, professional services, phone, internet, postage, advertising, utilities, insurance, repairs and maintenance).
- Indirect services: fixed overhead costs for administration (e.g., IT, management, human resources).

## **F. Expected Performance Commitments**

Performance measures will include, but not limited to, number of unduplicated clients and number of meals served. Quality and impact measures will be developed in collaboration with successful applicant(s) which will include, but not limited to:

Quality:

- Home Delivered Meals is a reliable service
- Older adults receive high quality nutritious meals
- Older adults receive meals that are culturally appropriate

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<sup>7</sup> American Community Survey Public Use Microdata Sample, 2015.

Impact:

- Participants have increased food security as a result of the Home Delivered Meals Program

#### **G. Description of Key Staff and Staffing Level**

- Program must have adequate number of qualified personnel to assure satisfactory program performance.
- A registered dietitian (RD), or individual of comparable expertise (ICE) must provide monitoring and oversight to ensure that meals meet nutrition and food safety guidelines. Registered Dietitians (RD) are defined and credentialed through the Commission on Dietetic Registration. An individual with comparable expertise (ICE) is defined as a nutritionist according to RCW 18.138, which requires a master's or doctorate degree in one of the following areas: human nutrition, nutrition education, foods and nutrition, public health nutrition, or nutrition sciences. It is recommended that the RD or nutritionist be certified by the State of Washington in accordance with RCW 18.138.

#### **H. Other Regulations Applicable to the Investment Area**

- Provide a minimum of 25% of the total program cost (in-kind or other non-federal fund sources) as match.
- RFP grant funds may be used only for operating expenses, staffing and food. Seattle HSD General Funds may only be used for services to City of Seattle residents.
- RFP grant funds may not be used for capital improvements, such as a kitchen or facility room remodel, or other one-time costs associated with implementing a new program.
- The total per meal cost is the amount that must be charged to non-eligible individuals and outside fund sources (e.g., COPEs, Adult Day Health, private pay services).
- Submit participant-level data reports (meals by client) as required under the National Aging Program Information System (NAPIS) (Attachment 8).

### **VII. Agency Minimum Eligibility Requirements**

Applications for this RFP will be accepted from any legally constituted entities that meet the following minimum eligibility requirements:

- Applicant must meet all licensing requirements that apply to its organization. Companies must license, report and pay revenue taxes for the Washington State Business License (UBI#) and Seattle Business License, if they are required by the laws of those jurisdictions.
- Applicant must have a Federal Tax ID number/employer identification number (EIN) to facilitate payments from the City of Seattle to the provider.
- Applicant must be incorporated as a private non-profit corporation in the State of Washington and must have been granted 501(C) (3) tax exempt status by the United States Internal Revenue Service, the applicant's 501(C) (3) status must be in good standing and must not have been revoked in the previous calendar year.  
OR
- Applicant is a federally-recognized Indian tribe in the State of Washington  
OR
- If the applicant is a public corporation, commission, other legal entity or authority established pursuant to RCW 35.21.660 or RCW 35.21.730, the applicant's status as a legal entity must be in good standing and must not have been revoked in the previous calendar year.

- Must have at least two years of successful experience in providing home delivered meals or in serving the community identified in the proposal.
- The applicant demonstrates the capability to meet program expenses in advance of reimbursement.

## **VIII. Client Data and Program Reporting Requirements**

Agencies must be able to collect and report client-level demographic and service data as stated in any resulting contract. Agencies must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases.

Agencies must have the ability to submit reports electronically to HSD. Current data specifications are available on the ADS website ([www.agingkingcounty.org](http://www.agingkingcounty.org); click “Service Providers” then “Reporting Requirements”). Agencies may be required to use the Community Living Connections-GetCare system to enter client level and service data.

## **IX. Contracting Requirements**

- Any contract resulting from this RFP will be between the City of Seattle, through its Human Services Department, and the applicant agency (referred to as “Contractor” in this section).
- Contracts may be amended to ensure that services and outcomes align with the community needs or due to availability of funding.
- Contractors will be required to comply with the Terms and Conditions of the Human Services Department Master Agency Services Agreement (MASA). These requirements shall be included in any contract awarded as a result of the RFP and are not negotiable. A copy of the MASA is available on [HSD’s Information for Grantees web page](#).
- HSD will attach Exhibits and Attachments to all resulting contracts which will further specify program terms, rules, requirements, guidelines and procedures.
- Contractors will be required to maintain books, records, documents, and other evidence directly related to performance of the work in accordance with Generally Acceptable Accounting Procedures. The City of Seattle, or any of its duly authorized representatives, shall have access to such books, records and documents for inspection, audit, and copying for a period of seven (7) years after completion of work.
- Contractors must complete all required reports and billing documentation as stated herein and in any resulting contract. Reimbursement will be contingent upon receipt and approval of required reports. Additional data may be required for audit or evaluation purposes.
- All programs funded through this RFP must publicly recognize HSD’s contribution to the program.
- Contractors will maintain a commercial general liability insurance policy with a minimum limit of \$1,000,000, naming the City of Seattle as insured.
- Contractors must have the capacity to protect and maintain all confidential information gained by reason of any resulting contract against unauthorized use, access, disclosure, modification or loss.

- Contractors must be able to collect and report data as described in Section VIII.

## X. Selection Process

This RFP is competitive. All interested parties must submit a complete application packet (as outlined in Section IV of the Application Instructions and Materials) by the deadline to be considered for funding. All completed applications turned in on or before the deadline that meet the minimum eligibility requirements (as outlined in Section VII of the Guidelines and Application) will be reviewed and individually scored by members of the rating committee.

Applications not meeting requirements of minimum eligibility or application completeness will be deemed ineligible and will be eliminated from further consideration. HSD reserves the right to seek clarification and accept or waive any nonmaterial irregularities or informalities in determining whether or not an application is eligible.

Eligible and complete applications will be rated based on the criteria for providing the required services outlined in the Guidelines and Application materials. HSD reserves the right to contact the primary contact person listed on the agency's completed Application Cover Sheet (Attachment 2) to clarify application contents. HSD also reserves the right to schedule and conduct interviews and/or site visits with some or all applicants prior to forwarding funding recommendations to the HSD Director. Following the rating process, including interviews if any, the rating committee will forward its funding recommendations to the HSD Director for final decision regarding the award(s). Notification of investment awards will be sent to the Executive Director of the applicant agency (or similar level agency management staff indicated on the application cover sheet).

Due to the competitive nature of this RFP beyond any scheduled information sessions or help sessions offered by HSD, no individual technical assistance will be provided until the appeals process has closed. Applicants may not rely on oral communication from HSD staff at any information session, interview, site visit or otherwise and must review all written materials and addendums related to this RFP.

HSD reserves the right to make an award(s) without further discussion of the proposal submitted. Therefore, the application should be submitted on the most favorable terms. If the application is selected for funding, applicants should be prepared to accept the proposed terms for incorporation into a contract resulting from this RFP.

HSD also reserves all rights not expressly stated in the RFP, including making no awards or awarding partial funding and negotiating with any proposer regarding the funding amount and other terms of any contract resulting from this RFP.

## XI. Appeal Process

An applicant is any legal entity that has responded to a formal funding process conducted by the City of Seattle Human Services Department in soliciting applications for the provision of defined services. Applicants have the right to protest or appeal certain decisions in the award process made by HSD.

The following outlines the opportunities for applicants to appeal a decision made by HSD at two distinct points in the funding process:

1. **Minimum Eligibility Screening Appeal Process:** This process is applicable to applicants notified by HSD that their application was incomplete and/or did not meet the minimum eligibility requirements outlined

in the Guidelines and Application document for the specific funding opportunity, and therefore will not be reviewed for funding consideration.

2. **Post-Notice of Award Appeal Process:** This process is applicable to applicants notified by HSD of the final status of their application, as determined by the HSD Director, upon the conclusion of the review and rating process.

While the grounds for appeals and deadlines differ, both processes will follow the same appeal format and content requirements and decision process, except as otherwise stated herein.

### **Minimum Eligibility Screening Appeal Process**

#### **Grounds for Appeals:**

This process applies only to applicants wishing to appeal a decision regarding failure to submit a complete application or failure to meet the minimum eligibility requirements outlined in the funding opportunity. An appeal will only be determined to have merit if the applicant proves that the application submitted was complete, did meet the minimum eligibility requirements, qualifications, and formatting standards, and that the initial determination of ineligibility was in error. No additional information or details not included in the original application will be considered.

#### **Appeals Deadlines:**

1. The Human Services Department will notify applicants in writing if their application was incomplete and/or did not meet the minimum eligibility requirements outlined in the Guidelines and Application document for the specific funding opportunity.
2. Any applicant wishing to appeal must submit a written appeal to the HSD Director within five (5) business days from the date of the written notification by HSD.
3. The HSD Director will review the written appeal and may request additional oral or written information from the appellant organization. A written decision by the HSD Director will be made within ten (10) business days of the receipt of the appeal. The HSD Director's decision is final.
4. HSD will not finalize a contract resulting from the solicitation until the appeal process has closed; however, an appeal based upon an application's incompleteness or failure to meet minimum eligibility requirements will not prevent HSD from moving forward with the review and rating process for other applications. HSD reserves the right to issue an interim contract for services to meet important client needs.

### **Post-Notice of Award Appeal Process**

#### **Grounds for Appeals:**

Only an appeal alleging an issue concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest.
- Violation of policies or failure to adhere to guidelines or published criteria and/or procedures established in a funding opportunity.

#### **Appeals Deadlines:**

1. The Human Services Department will notify all applicants in writing of the final status of their application. For awarded applications, if appropriate, the level of funding to be allocated will be stated.
2. Any applicant wishing to appeal a decision regarding award must submit the appeal in writing to the HSD Director within ten (10) business days from the date of the written notification by HSD.

3. The HSD Director will review the written appeal and may request additional oral or written information from the appellant organization. A written decision by the HSD Director will be made within ten (10) business days of the receipt of the appeal. The HSD Director's decision is final.
4. HSD will not finalize a contract resulting from the solicitation until the appeal process has closed; however, HSD reserves the right to issue an interim contract for services to meet important client needs.

**Appeal Format and Content:**

A notice to HSD staff that an applicant intends to appeal does not reserve the right to an appeal. The applicant must file an appeal within the required deadline and follow the proper format. A casual inquiry, complaint or an appeal that does not provide the facts and issues, and/or does not comply with the form, content or deadline herein, will not be considered by the Department or acted upon as an appeal.

All appeals shall be in writing and state that the applicant is submitting a formal appeal. Deliveries by hand, mail or email are acceptable methods. HSD is not responsible for ensuring that an appeal is received within the appeal deadlines. If HSD does not receive the appeal by the deadline, the protest will be rejected.

Appeals must be addressed to:

Catherine Lester, Director  
Seattle Human Services Department  
700 5<sup>th</sup> Avenue, Suite 5800  
P.O. Box 34215  
Seattle, WA 98124-4125

Email: [Catherine.Lester@seattle.gov](mailto:Catherine.Lester@seattle.gov)

Include the following information and any additional information you would like considered in the appeal. Failure to provide the following information may result in rejection of the appeal if the materials are not sufficient for HSD to adequately consider the nature of the appeal:

1. Agency name, mailing address, phone number and name of individual responsible for submission of the appeal;
2. Specify the funding opportunity title;
3. State the specific action or decision you are appealing;
4. Indicate the basis for the appeal including specific facts;
5. Indicate what relief or corrective action you believe HSD should make;
6. Demonstrate that you made every reasonable effort within the funding process schedule to resolve the issue, including asking questions, attending information sessions, seeking clarification and otherwise alerting HSD to any perceived problems; and
7. Signed by the Agency's Executive Director or similar level agency management staff.

**Appeals Process:**

Within two (2) business days of receiving an appeal according to the appeals submission process outlined herein, the applicant will receive a receipt from the HSD Director's Office notifying the applicant of the date, time and method by which the appeal was received. If the applicant does not receive a receipt within two business days, it should be assumed that HSD did not receive the appeal and it will therefore not be considered.

The HSD Director will review the appeal. All available facts will be considered and the HSD Director shall issue a final decision. This decision shall be delivered in writing by email or mailed letter to the individual making the appeal and the Agency's Executive Director or similar level agency management staff who signed the appeal.

Each written determination of the appeal shall specify whether the HSD Director:

1. Finds the appeal lacking in merit and upholds the City action; or
2. Finds only immaterial or harmless errors in HSD's funding process and therefore rejects the appeal; or
3. Finds merit in the appeal and:
  - a. **For the Minimum Eligibility Screening Appeal Process:** proceeds with inclusion of the original application, as submitted, in the application review and rating process. (This does not guarantee an award from the funding process, but rather allows the originally rejected application to re-enter the evaluation process for funding consideration.)
  - b. **For the Post-Notice of Award Appeal Process:** states the appropriate action, which may include but is not limited to rejecting all intended awardees, making partial award, re-tabulating scores, or any other action determined by the HSD Director.

If HSD finds an appeal without merit, HSD may continue with the funding process (contract execution). Even if the appeal is determined to have merit, HSD may issue an interim contract for services to meet important client needs. Nothing herein shall diminish the authority of HSD to enter into a contract, whether an appeal action or intention to appeal has been issued or otherwise.



**City of Seattle  
Human Services Department**

**2017  
Home Delivered Meals  
Request for Proposal**

## **APPLICATION**

### **Instructions and Materials**

This Application Instructions and Materials packet contains information and materials for respondents applying for the 2017 Home Delivered Meals Request for Proposal (RFP). The RFP Guidelines is a separate document that outlines the RFP award process and provides more details on the service and funding requirements.

### **I. Submission Instructions & Deadline**

**Completed application packets are due by 12:00 p.m. on Wednesday, May 24, 2017.**

Application packets must be received in person, by mail, or electronic submission. No faxed or e-mailed proposals will be accepted. Proposals must be received and date/time stamped by the 12:00 p.m. deadline on Wednesday, May 24, 2017. *Late or incomplete proposals or proposals that do not meet the minimum eligibility requirements outlined in this RFP will not be accepted or reviewed for funding consideration.*

Applicants must make arrangements to ensure that applications are received by HSD by the deadline, regardless of the submission method selected. When using HSD's Online Submission System, it is advisable to upload application documents several hours prior to the deadline in case you encounter an issue with your internet connectivity which impacts your ability to upload documents. HSD is not responsible for ensuring that applications are received by the deadline.

- Electronic Submittal: Application packets may be submitted electronically via HSD's Online Submission System at <http://web6.seattle.gov/hsd/rfi/index.aspx>.
- Hand Delivery or US Mail: The application packet can be hand-delivered or mailed to:

Seattle Human Services Department  
RFP Response – Home Delivered Meals  
Attn: Angela Miyamoto

*Delivery*  
700 5<sup>th</sup> Ave., 58<sup>th</sup> Floor  
Seattle, WA 98104-5017

*Address Mailing Address*  
P.O. Box 34215  
Seattle, WA 98124-4215

## II. Format Instructions

- A. Applications will be rated only on the information requested and outlined in this RFP, including any clarifying information requested by HSD. Do not include a cover letter, brochures, or letters of support. Applications that do not follow the required format may be deemed ineligible and may **not** be rated.
- B. The application should be typed or word processed on double-sided, letter-sized (8 ½ x 11-inch) sheets. Please use one-inch margins, single spacing, and minimum size 11-point font.
- C. The application may not exceed a total of 12 pages including the narrative sections and attachments (unless the attachment is requested and specifically states that it will not count toward the page limit). Pages which exceed the page limitation will not be included in the rating.
- D. Organize your application according to the section headings that follow in Section III. For the narrative questions, please include section titles, and question numbers. You do not need to rewrite the questions for specific elements of each question.

## III. Proposal Narrative & Rating Criteria

Write a narrative response to sections A – E. Answer each section completely according to the questions. Do not exceed a total of 12 pages for sections A – E combined.

### NARRATIVE QUESTIONS

#### A. PROGRAM DESIGN DESCRIPTION (30 percent)

1. Describe your program model and outline the key service components in your program. Including:
  - a. Assessment and enrollment: Describe your assessment and enrollment process including key staff (who conducts the assessment and their relevant qualifications) and time frame (inquiry, assessment, enrollment and food delivery). Describe the process for conduction of the Nutrition Screening Intake with participants.
  - b. Menus: Develop and attach menu choices with nutrient analysis showing that DRI requirements are met for one week of meals (minimum of ten meals) for your proposed program. Nutrient restricted Special Diets should include an analysis with nutrient reference point if target values are less than the DRI. All components that are included with the meal should be included in the nutritional analysis (E.g. bread, rice, milk, etc). Menus will not count toward maximum page limit. Describe how your program will address cultural or other dietary preferences of participants.
  - c. Meal preparation: Explain your meal preparation process, including where the meals will be prepared and by whom. Describe relevant qualifications, training, experience, and supervision of staff/volunteers involved in meal preparation. Describe how you will ensure and monitor safety and hygiene regarding food preparation. Describe how/where you purchase food, and your systems for monitoring food costs and inventory.
  - d. Meal ordering and delivery: Describe how participants order meals. Explain how meals will be delivered, including: who will deliver them; screening for staff/volunteers; and training and other supports for delivery staff/volunteers. Describe how you will ensure and monitor safety and hygiene regarding meal delivery, including systems for packaging and maintaining appropriate temperatures. Describe your methods for soliciting and collecting participant donations.

- e. Additional Services: Describe the nutrition educational activities provided to enhance the participant's health and well-being. Describe how your program identifies and responds to additional needs presented by participants during the assessment, ordering and delivery processes. Describe your strategy for outreach and method of implementation.
2. Describe the focus population(s) and priority community(ies) to be served.
  - a. Describe how your program will recruit the focus population(s) and priority communities listed in Sections VI of the funding guidelines and any other priority community(ies) or focus population(s).
  - b. Describe your understanding of the unique characteristics and experiences of these populations such as strengths, needs, concerns, geographic region, age, ethnicity, language, and other defining attributes.
3. Complete the Summary of Deliverables (Attachment 3) to indicate the number of meals/participants by geographic region. This will not count toward maximum page limit. Service must be provided in all regions of King County to be considered for funding.
4. Attach your client satisfaction survey and describe how you plan to incorporate feedback to improve your program and gauge service reliability. Client satisfaction survey will not count toward maximum page limit.

***Rating Criteria – A strong application meets all of the criteria listed below.***

- Applicant demonstrates an ability to comply with program requirements and incorporates approaches that contribute to high quality programs.
- Applicant thoroughly describes assessment and enrollment process including conducting the Nutrition Screening Intake with participants.
- General and Special diet menus meet nutritional needs of older adults and are appropriate for the cultural and dietary needs of participants.
- Applicant thoroughly describes meal preparation, ordering and delivery process with appropriate staffing to match service descriptions.
- Applicant describes nutrition education activities enhancing the participant's health and well-being. Applicant demonstrates an ability to connect participants to appropriate social resources to address their specific needs.
- Applicant describes outreach and method of implementation.
- Applicant clearly defines the priority community(ies) and focus population(s).
- The program description shows a strong connection with the priority community(ies) and focus population(s) and an understanding of their strengths, needs, and concerns.
- Applicant demonstrates an understanding of the unique characteristics and experiences of the priority community(ies) and focus population(s).
- Applicant plans to serve all regions of King County.
- Applicant demonstrates a plan to incorporate input from program participants and gauge service reliability.

**B. CAPACITY AND EXPERIENCE (30 percent)**

1. Describe your organization's success providing home delivered meals or serving the community identified in your proposal. If your agency has no experience delivering the service, describe any related experience and a plan for rapid development of service capacity, and attach a start-up timeline. Home delivered meal services need to be fully operational by March 1, 2018. Your organization must have at least two years of successful experience in providing food or nutrition related services or in serving the community identified in the application.
2. Describe your organization's ability to address changes in funding, staffing, changing needs in the community, and developing and/or maintaining board or leadership support.
3. Describe your plan for staff recruitment, training, supervision and retention for the proposed program. Complete the Proposed Personnel Detail Budget (Attachment 4). Budget worksheets will not

count toward maximum page limit.

4. Provide a list of and a brief job description for all key personnel who will have a significant role in program coordination and service delivery.
5. Describe your organization's experience with data management – collecting, storing, and analyzing client information and program activities. What is your technical capacity for tracking client information and producing reports?

***Rating Criteria – A strong application meets all of the criteria listed below.***

- The program description demonstrates the applicant's experience in delivering home delivered meals or serving the community identified in this proposal for at least two years, OR (for applicants providing the service for the first time) the applicant presents a clear and realistic description and timeline for launching a new service.
- Applicant demonstrates successful experience adapting to changes in funds and community needs.
- Applicant's leadership is likely to provide strong ongoing support for the service proposed.
- Applicant describes processes for maintaining quality staff with positions and personnel budget that matches the levels needed to run the program as described.
- Applicant demonstrates an understanding of and capacity for data management and reporting.

**C. COLLABORATIONS AND SUBCONTRACTING (15 percent)**

Part A of this section refers to general program collaborations that support the program's ability to meet intended outcomes. Part B refers to subcontracting agreements that are jointly designed to achieve results and racial equity. Complete both sections if you plan to subcontract with another organization.

**Part A**

1. Describe how the proposed project will collaborate with other agencies/programs to deliver services. What are the benefits of this effort for program participants? Please identify any areas that will consolidate the provision of services across agencies.
2. If the proposal includes collaborations, name the agencies in this arrangement. Explain the roles and responsibilities of the various agencies. Please provide a letter of collaboration from any agency providing key program elements. Collaboration letters will not be counted toward the maximum page limit.
3. Describe how you will refer clients, in a proactive, seamless, client-friendly manner, to other programs and agencies that support participants.

***Rating Criteria – A strong application meets all of the criteria listed below.***

- Applicant describes effective collaborations that enhance service quality, minimize duplication, enhance the resources available and provide benefit to program participants.
- Applicant has submitted letters of collaboration from agencies that describe each agency's role in providing key program elements.
- Applicant describes how clients will be referred to other programs and agencies in a proactive, seamless, client-friendly manner.

**Part B**

Complete this section if your agency will enter into a subcontracting relationship with another agency to provide services.

1. Describe the proposed agreement including the agencies involved, the roles of each partner organization, and how the agreement was jointly designed. Include elements in Attachment 11. Describe how this partnership will support the provision of services to focus populations, the intended results, and racial equity goals of this RFP.

2. Describe how the applicant agency and subcontracting organization will work together. How will this support build the capacity of each organization to meet program outcomes and reporting requirements?
3. Describe how financial resources will be distributed between the partner agencies.

**Rating Criteria – A strong application meets all of the criteria listed below.**

- Applicant describes effective partnership that show clear roles and responsibilities of each partner including elements in Attachment 11 such as program outreach, recruiting volunteers and staffing obligations, and financial responsibilities.
- Applicant’s partnership supports the program’s ability to provide appropriate services to focus populations.
- Applicant agency has the capacity and ability to provide technical assistance and support to the smaller agency. Partnership is mutually beneficial to each organization.
- Applicant will equitably distribute resources to support the subcontracted agency in delivery of services.

**D. CULTURAL COMPETENCY AND RESPONSIVENESS (15 percent)**

1. Describe your experience providing services to diverse groups, including communities of color, immigrants and refugees, low-income populations, and English language learners. Describe your approach to providing culturally relevant services at all levels of service delivery (intake, assessment, ordering, delivery, meals, outreach, nutrition education, reassessment) for non-English proficient and minority elders.
2. What challenges and successes have you experienced, or do you anticipate, in providing services to people from diverse cultural and economic backgrounds?
3. Describe how the agency board and staff represent the cultural, linguistic and socio-economic background of program participants.
4. Describe your program’s strategy for ensuring cultural and linguistic competence is infused through your policies, procedures and practices.
5. What kind of trainings does your agency provide to support cultural competency?

**Rating Criteria – A strong application meets all of the criteria listed below.**

- Applicant demonstrates understanding of cultural competence and describes how cultural competence is incorporated into the program and service delivery.
- Applicant has a proven track record of providing culturally and linguistically relevant services to diverse priority community(ies) and focus population(s).
- Applicant demonstrates the ability to provide culturally competent services within diverse communities and shows an understanding of the challenges.
- Applicant’s staff composition reflects the cultural and linguistic characteristics of the priority community(ies) and focus population(s).
- Applicant’s board composition reflects the cultural and linguistic characteristics of the priority community(ies) and focus population(s).
- Applicant describes existing policies and procedures, or a strategy to develop policies and procedures that demonstrate a respect and appreciation for the cultural and linguistic characteristics of the priority community(ies) and focus population(s).
- Applicant has demonstrated a commitment to ongoing training and development within the agency to promote and support culturally competent service delivery.

**E. BUDGET AND LEVERAGING (10 percent)**

1. How many meals do you intend to serve? Complete the Meal Cost Worksheet (Attachment 5) and Proposed Program Budget (Attachment 6). Budget worksheets will not count toward the 12-page

narrative limit). The costs reflected in this budget should be for the service area only, not your total agency budget.

- a. Describe how these funds will be used and identify other resources and amounts that will be used to support the clients served by this program. Describe your efforts to build diverse financial support, including creating community awareness of your program through fundraising and marketing to develop sources of volunteers, resources and monetary contributions.
- b. Describe your organization's financial management system. How does your agency establish and maintain general accounting principles to ensure adequate administrative and accounting procedures and internal controls necessary to safeguard all funds that may be awarded under the terms of this RFP. Entities without such capabilities may wish to have an established agency act as fiscal agent.
- c. Describe how your agency has the capability to meet program expenses in advance of reimbursement.

***Rating Criteria – A strong application meets all of the criteria listed below.***

- Costs are reasonable and appropriate given the nature of the service, the priority community(ies) and focus population(s), the proposed level of service, and the proposed outcomes.
- The proposed program is cost effective given the type, quantity, and quality of services.
- The applicant identifies other funds to be used with any funds awarded from this RFP for providing the services described in the proposal, and provides evidence that these funds are sustainable.
- Applicant describes fundraising and marketing strategies to develop sources of volunteers, resources and monetary contributions.
- The applicant has a demonstrated capacity to ensure adequate administrative and accounting procedures and controls necessary to safeguard all funds that may be awarded under the terms of this RFP.
- The applicant demonstrates the capability to meet program expenses in advance of reimbursement.

**Total = 100 percent**

## IV. Completed Application Requirements

### AT APPLICATION SUBMITTAL

To be considered Complete, your application packet must include all of the following items or the application will be deemed incomplete and will not be rated:

1. A completed and signed two-page Application Cover Sheet (Attachment 2).
2. A completed Narrative response (see Sections II & III for instructions).
3. A completed Summary of Proposed Deliverables Attachment 3).
4. A completed Proposed Personnel Detail Budget (Attachment 4).
5. A completed Meal Cost Worksheet (Attachment 5).
6. A completed two-page Proposed Program Budget (Attachment 6).
7. Roster of your agency's current Board of Directors.
8. Minutes from your agency's last three Board of Directors meetings.
9. Current verification of nonprofit status or evidence of incorporation or status as a legal entity. Your agency must have a federal tax identification number/employer identification number.
10. If your agency has an approved indirect rate, a copy of proof that the rate is approved by an appropriate federal agency or another entity.
11. If you are proposing to provide any new (for your agency) services, attach a start-up timeline for each service.
12. If you are proposing a significant collaboration with another agency, attach a signed letter of intent from that agency's Director or other authorized representative.

### AFTER MINIMUM ELIGIBILITY SCREENING AND DETERMINATION OF A COMPLETED APPLICATION

If HSD does not already have them on file, any or all of the following documents may be requested after applications have been determined eligible for review and rating. Agencies have four (4) business days from the date of written request to provide requested documents to the RFP coordinator:

1. A copy of the agency's current fiscal year's financial statements reports, consisting of the Balance Sheet, Income Statement and Statement of Cash Flows, certified by the agency's CFO, Finance Officer, or Board Treasurer.
2. A copy of the agency's most recent audit report.
3. A copy of the agency's most recent fiscal year-ending Form 990 report.
4. A current certificate of commercial liability insurance. Note: if selected to receive funding, the agency's insurance must conform to MASA requirements at the start of the contract.

## V. List of Attachments & Related Materials

- Attachment 1: Application Checklist
- Attachment 2: Application Cover Sheet
- Attachment 3: Summary of Proposed Deliverables
- Attachment 4: Proposed Personnel Detail Budget
- Attachment 5: Meal Cost Worksheet
- Attachment 6: Proposed Program Budget
- Attachment 7: Cities and Regions of King County
- Attachment 8: Website References
- Attachment 9: Dietary Reference Intake (DRI)
- Attachment 10: Nutrition Risk Screening
- Attachment 11: Partnership Expectations

## 2017 Home Delivered Meals RFP Application Checklist

This optional checklist is to help you ensure your application is complete prior to submission. Please do not submit this form with your application.

### HAVE YOU....

- Completed and signed the 2-page Application Cover Sheet (Attachment 2)?\***
- Completed each section of the Narrative response?**
- Must not exceed 12 pages (8 ½ x 11), single spaced, double-sided, size 11 font, with 1 inch margins.
  - Page count does not include the required forms (Attachments 2, 3, 4, 5 and 6) and supporting documents requested in this RFP.
  - A completed narrative response addresses all of the following:
    - Program Design Description (30%)
    - Capacity and Experience (30%)
    - Collaborations and Subcontracting (15%)
    - Cultural Competency and Responsiveness (15%)
    - Budget and Leveraging (10%)
- Completed Summary of Proposed Deliverables Attachment 3)?\***
- Completed Proposed Personnel Detail Budget (Attachment 4)?\***
- Completed Meal Cost Worksheet (Attachment 5)?\***
- Completed Proposed Program Budget (Attachment 6)?\***
- Attached the following supporting documents?\***
- Roster of your current Board of Directors
  - Minutes from your agency's last three Board of Directors meetings
  - Current verification of nonprofit status or evidence of incorporation or status as a legal entity
  - If your agency has an approved indirect rate, have you attached a copy of proof that the rate is approved by an appropriate federal agency or another entity?
- If you are proposing to provide any new services (for your agency), have you attached a start-up timeline for each service, beginning March 1, 2018?\***
- If you are proposing a significant collaboration with another agency, have you attached a signed letter of intent from that agency's Director or other authorized representative?\***

*\*These documents do not count against the 12 page limit for the proposal narrative section.*

All applications are due to the City of Seattle Human Services Department by **12:00 p.m. on Wednesday, May 24, 2017**. Application packets received after this deadline will not be considered. See Section I for submission instructions.



**City of Seattle**  
**Human Services Department**

**2017 Home Delivered Meals RFP**  
**Application Cover Sheet**

1. Applicant Agency:			
2. Agency Executive Director:			
3. Agency Primary Contact			
Name:	Title:		
Address:			
Email:			
Phone #:			
4. Organization Type			
<input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other (Specify):			
5. Federal Tax ID or EIN:		6. DUNS Number:	
7. WA Business License Number:			
8. Proposed Program Name:			
9. Funding Amount Requested:			
10. # of clients to be served:			
11. Does the agency have the capacity to meet program expenses in advance of reimbursement?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
Explain:			
12. Partner Agency (if applicable):			
Contact Name:	Title:		
Address:			
Email:	Phone Number:		
Description of partner agency proposed activities:			

## 13. Partner Agency (if applicable):

Contact Name:

Title:

Address:

Email:

Phone Number:

Description of partner agency proposed activities:

**Authorized physical signature of applicant/lead agency**

*To the best of my knowledge and belief, all information in this application is true and correct. The document has been duly authorized by the governing body of the applicant who will comply with all contractual obligations if the applicant is awarded funding.*

Name and Title of Authorized  
Representative:

Signature of Authorized Representative: \_\_\_\_\_ Date: \_\_\_\_\_

**2017 Home Delivered Meals RFP  
Summary of Proposed Deliverables**

Geographic Sub-Region	Number of Meals (2018 Contract Year)		% of Total Meals	Number of Participants (Unduplicated for 2018 Contract Year)	% of Total Participants
	<i>Special Diet</i>	<i>General Diet</i>			
<i>*Example: North Urban</i>	<i>5,000</i>	<i>5,000</i>	<i>10%</i>	<i>1000</i>	<i>10%</i>
Seattle					
North Urban					
East Urban					
South Urban					
East Rural					
South Rural					
<b>Total Meals:</b>			<b>Total Participants:</b>		

\*Example based on 1,000 total participants and 100,000 total meals.

**Optional Service:**

	Number of Meals Special Diet	Number of Meals General Diet	Number of Participants
Seattle 18-59			

**2017 Home Delivered Meals RFP  
Proposed Personnel Detail Budget  
January 1, 2018-December 31, 2018**

<b>Applicant Agency Name:</b>	
<b>Proposed Program Name:</b>	

Agency's Full-Time Equivalent (FTE)		hours/week			Amount by Fund Source(s)				
=									
Position Title	Staff Name	FTE	# of Hours Employed	Hourly Rate	Requested HSD Funding	Other Fund Source	Other Fund Source	Other Fund Source	Total Program
<b>Subtotal – Salaries &amp; Wages</b>									
<b>Personnel Benefits:</b>									
FICA									
Pensions/Retirement									
Industrial Insurance									
Health/Dental									
Unemployment Compensation									
Other Employee Benefits									
<b>Subtotal – Personnel Benefits:</b>									
<b>TOTAL PERSONNEL COSTS (SALARIES &amp; BENEFITS):</b>									

**2017 Home Delivered Meals RFP  
Meal Cost Worksheet**

Provide a brief description of costs associated with each category and the estimated amount for the program year. Total cost (sum of direct and indirect costs) should align with Total Program Cost/Total Expenditures on Proposed Line Item Budget, Attachment 5. Complete a separate worksheet if costs differ between General Diet or Special Diet meals.

Type of meal:    General Diet    Special Diet    Both

<b>Category</b>	<b>Description</b>	<b>Amount</b>
<b>Direct Costs</b>		
• Food*		\$
• Supplies		\$
• Labor, paid staff		\$
• Labor, volunteer		\$
• Transportation		\$
• Other direct services and charges		\$
<b>Sum of Direct Costs</b>		\$
Indirect Costs		
<b>Total Costs (Sum of Direct and Indirect Costs)</b>		\$
Total Number of Meals Proposed		
Cost per Meal (total costs divided by number of meals)		\$

\*Food is included in operating supplies (Item #2200) on the line item budget (Attachment 5).

**2017 Home Delivered Meals RFP  
Proposed Program Budget  
January 1, 2018-December 31, 2018**

<b>Applicant Agency Name:</b>	
<b>Proposed Program Name:</b>	

Type of Meal	Unit Rate	Total Cost
<b>Number of General Diet Meals:</b>		
<b>Number of Special Diet Meals:</b>		
<b>Number of General Diet Meals, 18-59:</b>		
<b>Number of Special Diet Meals, 18-59:</b>		
<b>Total:</b>		

Item	Amount by Fund Source			Total Project
	Requested HSD Funding	Other <sup>1</sup>	Other <sup>1</sup>	
<b>1000 - PERSONNEL SERVICES</b>				
1110 Salaries (Full- & Part-Time)				
1300 Fringe Benefits				
1400 Other Employee Benefits <sup>2</sup>				
<b>SUBTOTAL - PERSONNEL SERVICES</b>				
<b>2000 - SUPPLIES</b>				
2100 Office Supplies				
2200 Operating Supplies <sup>3</sup>				
2300 Repairs & Maintenance Supplies				
<b>SUBTOTAL – SUPPLIES</b>				
<b>3000 - 4000 OTHER SERVICES &amp; CHARGES</b>				
3100 Expert & Consultant Services				
3140 Contractual Employment				
3150 Data Processing				
3190 Other Professional Services <sup>4</sup>				
3210 Telephone				
3220 Postage				
3300 Automobile Expense				
3310 Convention & Travel				
3400 Advertising				
3500 Printing & Duplicating				
3600 Insurance				
3700 Public Utility Services				
3800 Repairs & Maintenance				
3900 Rentals – Buildings				
Rentals - Equipment				
4210 Education Expense				
4290 Other Miscellaneous Expenses <sup>5</sup>				
4999 Administrative Costs/Indirect Costs <sup>6</sup>				

<b>SUBTOTAL - OTHER SERVICES &amp; CHARGES</b>					
<b>TOTAL EXPENDITURES</b>					

<sup>1</sup> Identify specific funding sources included under the "Other" column(s) above:

	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>2</sup> Other Employee Benefits - Itemize below:

	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>3</sup> Operating Supplies - Itemize below (Do Not Include Office Supplies):

	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>4</sup> Other Professional Services - Itemize below:

	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>5</sup> Other Miscellaneous Expenses - Itemize below:

	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>6</sup> Administrative Costs/Indirect Costs - Itemize below:

	\$
	\$
	\$
	\$
<b>Total</b>	<b>\$</b>

<sup>6</sup> Administrative Costs/Indirect Costs: Human Services Department policy places a fifteen percent (15%) cap on reimbursement for agency indirect costs, based on the total contract budget. Restrictions related to federal approved rates and grant sources still apply.

Does the agency have a federally approved rate?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, provide the rate.		

## Cities and Regions of King County

Region	Cities
North	<ul style="list-style-type: none"> <li>• Bothell</li> <li>• Kenmore</li> <li>• Lake Forest Park</li> <li>• Shoreline</li> <li>• Woodinville</li> </ul>
Seattle	<ul style="list-style-type: none"> <li>• Seattle Neighborhoods</li> </ul>
East Urban	<ul style="list-style-type: none"> <li>• Bellevue</li> <li>• Issaquah</li> <li>• Kirkland</li> <li>• Medina</li> <li>• Mercer Island</li> <li>• Newcastle</li> <li>• Beaux Arts</li> <li>• Redmond</li> <li>• Sammamish</li> </ul>
East Rural	<ul style="list-style-type: none"> <li>• Baring</li> <li>• Carnation</li> <li>• Duvall</li> <li>• Fall City</li> <li>• Gold Bar</li> <li>• North Bend</li> <li>• Preston</li> <li>• Skykomish</li> <li>• Snoqualmie</li> </ul>
South Urban	<ul style="list-style-type: none"> <li>• Auburn</li> <li>• Burien</li> <li>• Covington</li> <li>• Des Moines</li> <li>• Federal Way</li> <li>• Kent</li> <li>• Normandy Park</li> <li>• Redondo</li> <li>• Renton</li> <li>• Sea Tac</li> <li>• Tukwila</li> <li>• Vashon</li> </ul>
South Rural	<ul style="list-style-type: none"> <li>• Black Diamond</li> <li>• Enumclaw</li> <li>• Hobart</li> <li>• Maple Valley</li> <li>• Ravensdale</li> </ul>

Complete list of Sub Region by Zip Code and City Name can be found here:

<http://www.agingkingcounty.org/about-us/contracted-providers/>

Under "Sub-Region by Zip Code"

Website References

Senior Nutrition Program Standards:

<https://www.dshs.wa.gov/sites/default/files/AL TSA/hcs/documents/SNPStandards.pdf>

Public Health – Seattle and King County, Permanent food service business permit:

<http://www.kingcounty.gov/depts/health/environmental-health/food-safety/food-business-permit/permanent.aspx>

Aging and Disability Services, National Aging Program Information System (NAPIS) reporting file specifications:

<http://www.agingkingcounty.org/wp-content/uploads/sites/185/2016/09/HdDataSpecs.pdf>

## 33% Dietary Reference Intake (DRI) (Highest level required for all adults age 51-70 and &gt;70)

	1 meal/day 33% DRI (≥ 70 year old Male)
*Kilocalories (Kcal)	667
*Protein (gm)	19
Carbohydrate (gm)	43
*Fat (gm)	20-35% of total Kcals
#Saturated Fat	< 10% of total kcals
*Dietary Fiber (gm)	9.3
*Vitamin A (mg RAE)	300
*Vitamin C (mg)	30
#Vitamin D (IU)	267
Vitamin E (mg AT))	5
Thiamin (mg)	.40
Riboflavin (mg)	.44
Vitamin B6 (mg)	.57
Folate (mcg DFE)	133
Vitamin B12 (mcg)	.8
*Calcium (mg)	400
Copper (ug)	300
Iron (mg)	2.7
Magnesium (mg)	140
Zinc (mg)	3.70
Potassium (mg)	1567
**Sodium (mg)	767

Reference: [https://fnic.nal.usda.gov/sites/fnic.nal.usda.gov/files/uploads/estimated\\_average\\_requirements.pdf](https://fnic.nal.usda.gov/sites/fnic.nal.usda.gov/files/uploads/estimated_average_requirements.pdf);  
<http://health.gov/dietaryguidelines/2015/guidelines/appendix-7/>

\*Nutrients marked with an asterisk (\*) are found on the Nutrition Facts Label. At a minimum, these must be included in a nutrient analysis report.

\*\* 2300 mg per 2015 DGA There is strong evidence for the benefit of lowering sodium for people who have high blood pressure, e.g. 1500 mg per day.

# It is very difficult to achieve this level of Vitamin D from food alone. Vitamin D supplementation is generally recommended for older adults.

## Nutrition Risk Screening

### Senior Nutrition Program Standards:

“Nutrition screening is a first step in identifying individuals at nutritional risk or with malnutrition. The OAA requires nutrition programs to provide nutrition risk screening. At a minimum, nutrition program service providers must administer the DETERMINE your Nutritional Risk checklist published by the Nutrition Screening Initiative (NSI) to participants and determine their nutrition risk scores.”

### Determine Your Nutritional Health

The warning signs of poor nutritional health are often overlooked. Use this checklist to find out if you or someone you know is at nutritional risk. Read the statements below. Circle the number in the yes column for those that apply to you or someone you know. For each yes answer, score the number in the box. Total your nutritional score.

	<b>YES</b>
I have an illness or condition that made me change the kind and /or amount of food I eat.	2
I eat fewer than two meals per day.	3
I eat few fruits or vegetables, or milk products.	2
I have three or more drinks of beer, liquor or wine almost every day.	2
I have tooth or mouth problems that make it hard for me to eat.	2
I don't always have enough money to buy the food I need.	4
I eat alone most of the time.	1
I take three or more different prescribed or over-the-counter drugs a day.	1
Without wanting to, I have lost or gained 10 pounds in the last six months.	2
I am not always physically able to shop, cook and/or feed myself.	2

**TOTAL** \_\_\_\_\_

### Total your nutritional score. If it's--

0-2	Good! Recheck your nutritional score in six months.
3-5	You are at moderate nutritional risk. See what can be done to improve your eating habits and lifestyle. Your office on aging, senior nutrition program, senior citizens center or health department can help. Recheck your nutritional score in three months.
6 or more	You are at high nutritional risk. Bring this checklist the next time you see your doctor, dietitian or other qualified health or social service professional. Talk with them about any problems you may have. Ask for help to improve your nutritional health.

## Partnership Expectations

Applicant agency responsibility to include, but not limited to:

- Compliance with contract and program standards
- Technical assistance including data collection, generating reports, establishing a system to meet data and reporting requirements
- Record keeping and invoicing

Memorandum of agreement signed and dated by each party. To include, but not limited to:

- Program outreach
- Volunteer support including stipends or recruiting volunteers
- Staffing - responsibilities and obligations of each party
- Costs or payments, if any, to be paid or incurred by either party