FY 2027 RFP OAA IIIC2 HMEL Q&A RESPONSES

Q1. What is the average per meal rate? What range are we looking for? Is this a maximum allowable unit rate? Is there a target/not-to-exceed?

Response:
JAAA does not establish an "average," target, maximum, or not-to-exceed per-meal unit rate for proposers. Proposers must submit a unit rate and budget that are reasonable, allowable, allocable, and adequately justified based on the proposer's actual costs and the scope of work required by the RFP.

For informational purposes only, the current average reimbursement rate among existing Home Delivered Meals providers is $5.09 per meal. This figure is provided solely as historical context and does not represent a required rate, a benchmark for scoring, or a maximum allowable amount.

JAAA administers limited federal and state Older Americans Act funds and must ensure responsible stewardship of those resources to support uninterrupted service for eligible older adults throughout the full contract period. Accordingly, proposed unit rates will be evaluated for cost reasonableness, fiscal capacity, and the proposer's demonstrated ability to manage funds in a manner that ensures full-year service continuity.

JAAA reserves the right to request supporting documentation or clarification of cost assumptions during the evaluation process.

Q2. Do meals have to be hot?

Response:
Meals must meet all OAA and KDADS nutritional requirements, including being nutritionally adequate and meeting applicable meal pattern/DRI requirements described in the RFP. The meals must be delivered in a manner that maintains food safety and quality (including temperature control as required by applicable health standards). Proposers must clearly describe the meal type(s) they will provide and the food safety/temperature control procedures they will use.

Q3. Is there flexibility with the delivery schedule—Is bi-weekly acceptable?

Response:
Proposers must comply with the service expectations and delivery schedule requirements stated in the RFP and any KDADS program requirements. If a proposer proposes a delivery

model that differs from a typical delivery schedule (including multi-day delivery or less frequent delivery), the proposer must clearly describe:
• how meals will remain safe and nutritionally appropriate;
• how the model supports client access and well-being;
• how wellness checks/client contact requirements will be met (if applicable); and
• how timely delivery will be ensured without creating gaps in service.
JAAA will evaluate proposed delivery schedules for feasibility, compliance, and service quality.

Q4. Are assessments required to be done in person?

Response:
Initial eligibility determinations Abbreviated Uniform Assessment Instrument (AUAI) must be completed in person to ensure accurate verification of eligibility, provision of required rights and responsibilities information, and proper documentation in accordance with KDADS requirements and JAAA policy.

Reassessments/annual re-registrations may be completed by telephone or other KDADS-permitted remote methods, provided that:

- All required eligibility information is obtained and documented;
- The participant is afforded the opportunity to receive and review rights and responsibilities information; and
- The method used is consistent with KDADS Field Support Manual guidance and is appropriately documented in the client record and KAMIS.

Proposers must describe the procedures they will use to ensure timeliness, completeness, and documentation of both initial in-person registrations and any remote re-registrations.

Q5. Contributions—Would JAAA take on collection of participant contributions?

Response:
Yes. JAAA is willing to assume responsibility for the collection of voluntary participant contributions (program income) for Home Delivered Meals if mutually agreed upon and incorporated into the resulting contract.
If JAAA assumes this function, procedures for offering participants the opportunity to contribute, safeguarding confidentiality, accounting, reporting, and use of program income will be established by JAAA and communicated to the Contractor.

If this function is not assumed by JAAA, the Contractor will remain responsible for the collection, safeguarding, documentation, and reporting of voluntary contributions in accordance with the Older Americans Act, KDADS Field Support Manual requirements, and the RFP.
All contributions must remain voluntary, and no eligible participant may be denied service for failure or inability to contribute.

Q6. Outreach—Is targeted outreach on the contractor? Are contractors expected to find people, or will people be referred to the provider?

Response:
Both apply. Contractors must implement the outreach requirements in the RFP, including targeted outreach to older adults with the greatest economic and social need. JAAA will also make referrals consistent with its intake, eligibility, and program processes.
Contractors are expected to coordinate with JAAA and other partners and to describe both:
• how they will conduct outreach and engage eligible individuals; and
• how they will respond to referrals and initiate timely service.

Q7. How many current vendors for HMEL are there?

Response:
There are currently two (2) contractors providing OAA Title III-C(2) Home Delivered Meals services within the Jayhawk Area Agency on Aging service area.

JAAA does not guarantee that the number of contractors will remain the same under this procurement. This RFP is conducted to ensure open and fair competition and does not provide any preference or guarantee of award to current providers.

Q8. In-person assessments—May a subcontractor complete assessments on behalf of the contractor?

Response:
Yes. A subcontractor may complete assessments/registrations on behalf of the Contractor only if subcontracting is permitted under the RFP and resulting contract and the Contractor maintains full responsibility for all program and compliance requirements.

If a proposer intends to subcontract any function (including assessments/registrations), the proposal must clearly describe:

• the subcontractor's qualifications and experience;
• oversight, training, and supervision procedures;
• confidentiality and HIPAA protections; and
• how documentation will be completed, transmitted, and maintained in compliance with KDADS and JAAA requirements.

All subcontracted activities must comply with KDADS Field Support Manual requirements, the Older Americans Act, and all RFP and contract provisions. The Contractor remains fully responsible for the accuracy, timeliness, and compliance of all assessments and related documentation.

Q9. Meals are required to be 1/3 DRI, correct?

Response:
Yes. Home Delivered Meals funded under OAA Title III-C must meet the OAA requirement that meals provide at least one-third (1/3) of the Dietary Reference Intakes (DRIs) and comply with all applicable KDADS and health standards as referenced in the RFP.

Q10. What is the match requirement? We see match line items on the budget but nothing stated in the RFP.

Response:
Addendum #2 to the RFP clarifies that a non-federal match is required for OAA Title III-C(2) Home Delivered Meals services in accordance with the Older Americans Act and the KDADS Field Support Manual.

For purposes of proposal preparation, the required non-federal match is 10.5263% of the contractual unit rate for services provided under OAA Title III-C(2), consistent with KDADS methodology.

Proposers must:
• Budget for the required non-federal match;
• Identify allowable non-federal sources of match;
• Ensure that match is verifiable, allocable, and properly documented; and
• Ensure that program income, including voluntary participant contributions, is not used to meet the required non-federal match.

Match must be applied in a manner consistent with KDADS policy and federal requirements and will be validated during contract development and reimbursement.

Q11. NOA Threshold—What constitutes a "temporary service interruption" requiring a Notice of Action (NOA)? Can JAAA define the minimum threshold that constitutes a 'temporary service interruption' requiring issuance of a Notice of Action (NOA)? This clarification is necessary because the KDADS Field Service Manual (FSM) states only that NOAs are required for adverse actions affecting approved services: such as denial, reduction, suspension, or termination of service, without specifying how brief or temporary interruptions should be treated.

In contrast, the JAAA FY 2027 HMEL RFP explicitly requires NOAs for 'temporary service interruptions or unavailability' and other actions affecting Home Delivered Meals service, but does not define the scope, duration, or types of interruptions included in this requirement. This creates uncertainty regarding the operational threshold for issuing NOAs since this requirement does not appear in the KDADS FSM.

To ensure alignment with KDADS and to support consistent, compliant implementation across all providers, can JAAA clarify what forms of temporary service interruptions fall within this NOA requirement, and which do not?

Response:
The Notice of Action (NOA) requirement applies when an action results in a denial, reduction, suspension, or termination of approved services, including when a planned or unplanned service interruption results in a client not receiving approved meal(s) as authorized.

Short disruptions that do not affect the delivery of an approved service unit (for example, minor delivery delays that still result in same-day delivery and do not reduce the number of meals authorized) generally do not require an NOA.

A one-day hold or other brief, short-term pause in service that does not change the client's approved service plan (for example, a single missed delivery that is immediately resumed the next scheduled service day) does not require an NOA, but must be documented in the client record.

An NOA is required when the interruption results in:
• Missed meals beyond a brief, one-day hold;
• A reduction in the number or frequency of approved meals;
• A suspension of meal delivery;
• An inability to begin services as scheduled; or

• A longer-term hold in services, such as when a client is hospitalized, admitted to a rehabilitation facility, or otherwise unavailable for an extended period that results in suspension of authorized services.

In these cases, the Contractor must issue an NOA consistent with KDADS requirements and the RFP and must document the reason, anticipated duration, and plan for resumption of services, if applicable.

JAAA expects Contractors to apply consistent, documented thresholds and will review NOA practices during monitoring. When there is uncertainty regarding whether an NOA is required, Contractors must coordinate with JAAA prior to taking action.

Q12. If need exceeds the monthly 1/12 pacing limit, can the provider request authorization mid-month, or must it be obtained before the service month begins?

Response:
Authorization must be coordinated with JAAA before exceeding any pacing limit or delivering units above the authorized service level. Providers must request written authorization as soon as an overage is anticipated. Retroactive approval is not guaranteed, and units delivered in excess of authorized levels may not be reimbursed.

Q13. Shelf-stable emergency meals—Should providers plan to supply annually or only as needed? Is this new?

Response:
Providers must maintain the ability to ensure continuity of meal service during emergencies, including the capacity to deploy shelf-stable meals when normal operations are disrupted (e.g., severe weather, supply interruptions, facility closures, or public health events), as required by the RFP.

This expectation is not a new requirement. Continuity of nutrition services during emergencies, including the use of alternative meal service methods, has been an established for many years.

Providers are expected to maintain an emergency meal plan and operational readiness, including procedures for procurement, storage (as applicable), and distribution of shelf-stable meals when conditions warrant.

Routine or automatic annual distribution of shelf-stable meals is not required unless an emergency or service disruption necessitates their use. Deployment should be based on actual need.

Q14. Should "underserved" clients receiving self-pay meals be included in monthly waitlist reporting totals?

Response:
Yes. OAA-eligible individuals who are receiving meals through non-OAA funding sources (including self-pay, local funds, or donations) due to limited OAA capacity must be reported as "underserved" in monthly waitlist reporting.

Reporting must be completed in accordance with the Jayhawk Area Agency on Aging (JAAA) Older Americans Act (OAA) Home Delivered Meals Wait List Tracking Policy and Procedure, approved by the JAAA Advisory Council on December 9, 2025, and the JAAA Board of Directors on December 11, 2025.
That policy defines:

- Unserved: OAA-eligible individuals not receiving meals from any funding source; and
- Underserved: OAA-eligible individuals whose nutritional needs are not fully met, including those receiving meals through non-OAA funding due to limited OAA capacity.

Providers must:

- Use the definitions and reporting format specified in the JAAA policy;
- Submit monthly reports by the last business day of each month using the JAAA template; and
- Maintain documentation supporting classification and reported totals.

Individuals receiving non-OAA meals should not be reported as "unserved" unless they are receiving no meals from any source.

Q15. Indirect cost rate—Does JAAA require a federally negotiated rate or accept 10% de minimis?

Response

JAAA does not require a federally negotiated indirect cost rate.

Proposers may:

- Use a federally negotiated indirect cost rate, if available; or

- Elect to use the 10% de minimis indirect cost rate in accordance with 2 CFR Part 200 (Uniform Guidance) if the organization has never had a federally negotiated rate.

However, the use of an indirect cost rate does not change the required cost classification and reporting structure for OAA Title III-C Congregate Meals.

All proposed costs must be:

- Allowable
- Allocable
- Reasonable
- Consistently applied
- Properly categorized in the JAAA Schedule EE budget format

The cost per meal must include all appropriate costs incurred in the provision of the meal, including:

- Primary Meal Costs
  Purchased food, food preparation labor, kitchen supplies, NSIP commodities and cash, and other direct meal production costs.
- Associated Meal Costs
  Building space and utilities, equipment maintenance and repair, and other allowable facility costs directly supporting meal production.
- Project/Program Management Costs
  Appropriate administrative and management costs.

All costs must be allocated to the appropriate program in accordance with generally accepted accounting principles (GAAP) and KDADS policy.

Proposers must enter costs under the appropriate Schedule EE program categories:

- Primary & Associated Costs – Caterer and costs directly related to meal preparation and delivery to distribution sites
- Program Management – Personnel not involved in preparing or serving meals, travel, audits, consultants, insurance, rent, office equipment, and supplies
- Meal Delivery Cost – Only if applicable to home-delivered meals (not congregate)

Education and outreach costs should be included under Program Management.

If a proposer elects to use the 10% de minimis indirect rate, those costs must still be placed in the appropriate Schedule EE category and may not be used to reclassify or remove required meal production costs from the cost per meal calculation.

For evaluation and JAAA reporting purposes:

Cost per meal = Total program request ÷ Total meals proposed

Proposers may work backward from a calculated cost per meal; however, the final budget must be reconciled to this methodology and the Schedule EE categories.

- Depreciation may not be charged to OAA programs in accordance with State of Kansas policy.
- Capital equipment requests require separate documentation and State pre-approval and must not be included in the cost per meal.
- Indirect costs must not be used to duplicate, supplant, or obscure direct meal production or allowable program management costs.

JAAA reserves the right to request during the evaluation process:

• Detailed cost allocation methodology
• Supporting financial documentation
• Clarification of indirect cost calculations

Q16. Will JAAA publish a master checklist of required attachments to avoid non-responsive findings?

Response:
JAAA will not issue a separate master checklist. All required proposal components, forms, certifications, and assurances that must be submitted by proposers are identified within Section 6 of the RFP and the official Proposal Response Template. In accordance with the Procurement Requirements and Submission Standards, the responsibility for submitting a complete and responsive proposal rests solely with the proposer. Failure to include required components may result in a proposal being deemed non-responsive.

Q17. Are digital signatures acceptable on required forms?

Response:
Yes. Digital/electronic signatures are acceptable, provided the signature is attributable to the authorized official and the submitted documents are complete, legible, and submitted in the required format by the deadline. Proposers are responsible for ensuring the signer has authority to bind the organization.

Q18. Where will written Q&A be posted?

Response:
Written Q&A responses will be posted on the Jayhawk Area Agency on Aging, Inc. website www.jhawkaaa.org/procurement in the same location where the RFP and addenda are posted.

Proposers are responsible for monitoring the website for:

- Written Q&A
- Addenda
- Official procurement updates

Only materials posted in writing by JAAA through this process are considered official and binding.