



**GREATER NASHVILLE
REGIONAL COUNCIL**

Senior Center Services and Evidence-Based Programs (Title IID) for Older Adults Older Americans Act

Request for Proposals RFP-2023-03

Greater Nashville Regional Council

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[GNRC.org](https://www.gnrc.org)

RFP Summary

About GNRC

The Greater Nashville Regional Council (GNRC) is a public agency established by the Tennessee General Assembly to convene local and state leaders for the purposes of planning and programming state and federal investments into public infrastructure and a range of social services.

GNRC is designated by the Tennessee Commission on Aging and Disability (TCAD) as the Area Agency on Aging and Disability (AAAD) for thirteen counties in Middle Tennessee. In this role, GNRC provides programs, services, advocacy, inter-agency coordination, and information-sharing opportunities to improve the quality of life for older or disabled Tennesseans. GNRC delivers a range of federal and state programs in partnership with local agencies and private-sector organizations. Find out more at www.GNRC.org.

About this Solicitation

The Greater Nashville Regional Council (GNRC) is seeking proposals from community facilities capable of providing a broad spectrum of services and a facility for recreational activities to older adults, adults with disabilities, and their caregivers. **The GNRC intends to award one or more contracts to qualified multipurpose senior centers capable of providing the services described in this RFP.**

Important Dates and Deadlines

RFP Issued: 11/13/2023

Submission Deadline: This is a rolling RFP. Proposals may be submitted through 12/31/2025 for services to be performed on or before June 30, 2026.

Inquiries and Contact Information

All inquiries should be directed in writing to rfp@gnrc.org with a subject line that includes the RFP number, 2023-03.

Amendments to this Solicitation

Any doubt as to the requirements of this RFP or any apparent omission or discrepancy should be presented in writing to rfp@gnrc.org. Oral statements or instructions will not constitute an amendment to this RFP. Any amendments to this RFP will be posted online at www.GNRC.org/Procurement.

Non-Discrimination

GNRC does not discriminate on the basis of race, color, national origin, limited English proficiency, gender, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. This policy applies to applicants for employment and current employees as well as sub-recipients and subcontractors of the GNRC that receive federal funding. Complaints must be filed within 180 days of the alleged discrimination to Grant Kehler, Non-Discrimination Coordinator, at 44 Vantage Way, Ste 450, Nashville, TN 37228, by phone at 615-862-8828, or by email to gkebler@gnrc.org. Complaints may also be filed with the state or federal agency involved, and with the Tennessee Human Rights Commission.

GNRC's full non-discrimination policy and additional information about **ADA** or **language accommodations** are available online at www.GNRC.org/legal.

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Section 1. Background

1.1 About the GNRC

The Greater Nashville Regional Council (GNRC) is a public agency established by the Tennessee Development District Act of 1965 and further empowered by Title 64, Chapter 7, Part 1, Tennessee Code Annotated (TCA), as amended (the Act) to convene local and state leaders for the purposes of planning and programming state and federal investments into public infrastructure and a range of social services. GNRC is owned by and operated on behalf of its local government membership comprised county governments in the counties of Cheatham, Davidson, Dickson, Houston, Humphreys, Montgomery, Robertson, Rutherford, Stewart, Sumner, Trousdale, Williamson, and Wilson, Tennessee, and all incorporated municipalities and metropolitan governments located within these counties.

GNRC is governed by a regional body comprised of city mayors, county mayors/ executives, state legislators, appointments representing business/industry, and appointments representing minority populations. The Regional Council’s Executive Board convenes monthly to enact the adopted Annual Work Program and Budget on behalf of the membership and oversee the GNRC’s programs and services carried out by its staff.

1.2 About the Project

GNRC is designated by the Tennessee Commission on Aging and Disability (TCAD) as the Area Agency on Aging and Disability (AAAD) for thirteen counties in Middle Tennessee. In this role, GNRC provides programs, services, advocacy, inter-agency coordination, and information-sharing opportunities to improve the quality of life for older or disabled Tennesseans. GNRC delivers a range of federal and state programs in partnership with local agencies and private-sector organizations. Find out more at GNRC.org.

GNRC is seeking proposals from multipurpose senior centers and community facilities for the organization and provision of a broad spectrum of services.

Service Area

The planning and service area for GNRC includes Cheatham, Davidson, Dickson, Houston, Humphreys, Montgomery, Robertson, Rutherford, Stewart, Sumner, Trousdale, Williamson, and Wilson Counties. GNRC seeks to maintain a contract with at least one senior center located in each county, and this RFP is intended to support that goal. The following table indicates the demographics for each county:

Geography	Population		Language	Poverty			Rural
	60+ Population	% of 65+ who are minority	% of individuals ages 65+ who speak language other than English at Home	% of individuals ages 65+ who are below 100% FPL	% of total 65+ population who are below poverty	% of total 65+ population who are Low Income Minority	% of all 65 who are Rural
Cheatham County	7,757	5%	2.49%	8.39%	7.83%	0.49%	82.96%
Davidson County	108,865	25%	6.18%	8.69%	8.80%	3.58%	3.41%
Dickson County	10,694	8%	2.55%	9.38%	8.96%	0.78%	67.75%
Houston County	2,100	6%	4.48%	13.00%	12.63%	0.68%	100.00%

Geography	Population		Language	Poverty			Rural
	60+ Population	% of 65+ who are minority	% of individuals ages 65+ who speak language other than English at Home	% of individuals ages 65+ who are below 100% FPL	% of total 65+ population who are below poverty	% of total 65+ population who are Low Income Minority	% of all 65 who are Rural
Humphreys County	4,809	3%	1.05%	8.95%	8.62%	0.09%	82.49%
Montgomery County	24,283	20%	6.83%	7.25%	7.32%	2.46%	19.74%
Robertson County	12,834	9%	1.16%	7.75%	9.18%	1.31%	53.24%
Rutherford County	40,640	12%	4.89%	6.79%	7.30%	1.40%	17.02%
Stewart County	3,500	6%	4.46%	16.58%	17.45%	1.51%	100.00%
Sumner County	35,767	7%	2.78%	6.40%	5.80%	0.77%	27.88%
Trousdale County	1,793	17%	0.47%	9.61%	11.23%	1.79%	100.00%
Williamson County	35,577	7%	4.38%	4.60%	4.83%	0.43%	19.39%
Wilson County	26,003	8%	2.20%	5.75%	6.62%	0.93%	38.47%

Source: Tennessee Commission on Aging and Disability, February 2022

Funding Sources and Programs

Funding sources include federal Older Americans Act Title IIIB Supportive Services funds, federal Older Americans Act Title IIID Health Promotion and Disease Prevention funds, and State of Tennessee Senior Center Operations funds.

The following is a brief description of each program:

- **Multipurpose Senior Centers** (also referred to as Senior Centers) are community facilities that organize and provide a broad spectrum of services and that provide facilities for recreational activities for older adults. Services provided include health (including mental and behavioral health), social, nutritional, and educational services. Senior Centers are funded through the following:
 - **Older Americans Act (OAA) Title IIIB** funds, which provides an array of supportive services designed to allow persons aged 60 and over to reside in the community and in their own homes with the maximum amount of dignity for as long as possible. Title IIIB services are targeted to older individuals with the greatest economic need, with particular attention to low-income minority individuals, those with the greatest social needs, and those residing in rural areas. Federal funds require a 10% match of local cash or in-kind funds.
 - **State of Tennessee Senior Center Operations** funds supplement the operations of Multipurpose Senior Centers in conjunction with federal OAA funding. Eligibility and utilization of state funding correspond with OAA funding. State funds require a 50% match of local cash or in-kind funds.
- **Health Promotion and Disease Prevention Programs** (also referred to as Evidence-Based Programming) are designed to improve health and well-being and to reduce disease and injury for persons aged 60 and over. Eligible programs must meet all requirements of evidence-based programming as set by the Administration for Community Living (ACL). More information about these requirements is provided in Section 2.2. These programs are funded through OAA Title IIID funds.

Section 2. Scope of Project

2.1 Senior Center Requirements

The GNRC is seeking non-profit corporations and local governments with experience providing senior center services to older adults, adults with disabilities, and their caregivers. Selection of an Offeror to receive a contract means that the agency is referred to as a GNRC Senior Center. GNRC Senior Center participants, members, or attendees who are aged 60 and older are referred to as Older Adult Participants.

It is important to note that having a contract with GNRC does not mean that the services provided will automatically be eligible for reimbursement.

To be eligible for selection as a GNRC Senior Center, Offeror must meet the following criteria:

1. Be eligible to conduct business in the state of Tennessee and in the relevant city or county.
2. Have submitted a proposal to GNRC in response to this RFP as instructed in Section 3.
3. Be one of the following:
 - a. Chartered in the State of Tennessee as a non-profit corporation with a governing entity that is responsible for the overall operation and fiscal integrity of the organization with a written set of by-laws that defines the governing entity and establishes its organizational structure; or
 - b. A division of a city or county government that operates in accordance with policy and procedures of the city or county government, and is created by statute, resolution, or ordinance. The city or county government must have policies and procedures that address the administrative and fiscal policies that govern the operation and management of the Senior Center.
4. Be either:
 - a. A single purpose agency with programs and activities designed and operated only for the benefit of adults aged 60 and over; or
 - b. A multi-purpose agency with a broad spectrum of services, including but not limited to provision of health, social, nutritional, and educational services, as well as the provision of facilities for recreational activities for adults aged 60 and over.
5. Be open to the public at least 4 days per week for at least 4 hours per day.
6. Have public areas that are accessible for participants with limited mobility, including those participants using canes, walkers, or wheelchairs. Public areas include but are not limited to parking lots, entrances, restrooms, and activity spaces.

Standards of Conduct

GNRC Senior Centers must adhere to the following Standards of Conduct:

1. No GNRC Senior Center will exclude any person from participation in, deny any person benefits of, or subject any person to discrimination in the performance of services or in the employment practices of the Senior Center on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. GNRC Senior Centers will comply with all federal, state, and local laws, rules, and regulations, including, without limitation, civil rights laws.
2. Quality Assurance will be an ongoing process in which all entities including TCAD, GNRC, and GNRC Senior Centers will play a role.

3. No GNRC Senior Center will collect the social security number of any Older Adult Participant.
4. No GNRC Senior Center will deny any Older Adult Participant access to or provision of any service provided through GNRC funding because of non-payment of membership dues.
5. Non-coercive solicitation of voluntary contributions is allowed. These contributions will be considered program income and will be expended during the budget year in which it is received. Program income must be used to expand the service for which the contribution was given and not replace federal funding.
6. Outside of allowable voluntary contributions and membership dues, no GNRC Senior Center staff, volunteers, or guests (such as vendors) will sell any type of merchandise or service to Older Adult Participants; nor may they seek to encourage the acceptance of any particular belief or philosophy by any attendee or participant.

General Contract Requirements

Below are the general requirements and expectations that GNRC Senior Centers must agree to. By submitting a response to the RFP, Offerors are asserting that they agree to these general requirements and will enter a contract containing these requirements (sample attached as Attachment C).

1. Submit an annual report to the Secretary of State and to GNRC. GNRC Senior Centers who are non-profit organizations must also submit a copy of the Senior Center's 990 tax form.
2. Administer an annual satisfaction survey and submit the results to GNRC.
3. Post notices of nondiscrimination in conspicuous places that are available to all employees and applicants. Proof of these policies and notices must be made available upon request.
4. Post the following in a conspicuous place that is available to all participants:
 - a. Participant Grievance Procedures
 - b. Title VI Civil Rights Notice
 - c. Equal Employment Opportunity Poster
 - d. Public Accountability Poster (800# TN Comptroller's Office)
 - e. Call 911 for Emergency
 - f. Location of First Aid Kits, Fire Extinguishers, and other supplies
 - g. Monthly Calendar of Events
5. Record Older Adult Participant information on the Participant Registration Form (Attachment D), maintain the information on file, and record the information in an online database specified by GNRC.
6. Submit Older Adult Participant attendance monthly via an online database specified by the GNRC.
7. Require GNRC Service Provider staff and volunteers to participate in training relevant to their major job responsibilities and in GNRC- and TCAD-designated training when appropriate.
8. Allow GNRC to monitor operations at least annually.
9. Respond to requests for information from TCAD and GNRC.
10. Update the proposal information to GNRC as changes occur during the course of the contract period.
11. Report any abuse, neglect, or exploitation directly to Adult Protective Services, as required by law, as well as submit reports about incidences and action taken to GNRC.
12. Treat all participant information as confidential. Ensure that it is filed securely and accessed or shared according to the minimum necessary rule.

13. Have procedures in place to ensure that no information about participants is obtained or disclosed by a GNRC Senior Center in a form that identifies the person without the informed written consent of that person or of his or her legal representative. Disclosure may be allowed by court order, or for program quality assurance by authorized federal, state, or GNRC staff so long as access is in conformity with the Privacy Act of 1974 or other governing law. All senior center participant information must be maintained in controlled access files. (Exception: A written release of information when making a referral for Adult Protective Services is not required.)
14. Follow the Health Insurance Portability and Accountability Act of 1996 (HIPAA) laws to further protect the privacy of center participants if the GNRC Service Provider is a Covered Entity or otherwise subject to HIPAA requirements.
15. Inform all individuals of their right to file a grievance and provide them with a copy of GNRC's required grievance procedures and follow the GNRC-required grievance procedures when a center participant is dissatisfied with service(s) being provided.
16. Have a policy in place to ensure that personnel or volunteers who have contracted any infectious illness or disease do not provide services to any senior center participants until they are without symptoms.
17. Have sufficient insurance to indemnify loss of federal, state, and local resources against loss. Insurance requirements are outlined in the attached sample contract (Attachment C).
18. Complete background checks according to GNRC guidelines and program requirements for GNRC Service Provider staff and volunteers who provide direct care for, have direct contact with, have direct responsibility for the safety and care of, or who have access to GNRC Client information. These background checks must be completed prior to GNRC Service Provider staff or volunteers gaining access to GNRC Clients or their information.
19. Document and maintain personnel files for each GNRC Service Provider staff or volunteer who provides direct care for, has direct contact with, or has direct responsibility for the safety and care of GNRC Clients. At minimum, personnel files must contain the following:
 - a. A statement of any prior convictions
 - b. Confidentiality statement renewed and signed annually.
 - c. Current job description
 - d. Results of employment history and personal reference checks
 - e. Results of background checks by the National Sex Offender Registry, Tennessee Felony Offender Registry, Tennessee Abuse Registries, Interstate Compact Offender Tracking System, and local or state law enforcement background checks
 - f. Results of any other requested checks
 - g. Justification of the decision to employ an individual, with reference to any information received from the background check. The justification must be signed by the GNRC Service Provider.
 - h. Evidence of orientation and training
 - i. Annual documentation of flu vaccine or declination

2.2 Requested Services

The Senior Centers selected through this RFP will provide health (including mental and behavioral health), social, nutritional, and educational services and facilities for recreational activities for persons aged 60 and older.

Senior Center Services

Offerors must provide Telephone Reassurance in addition to one or more of the following services during hours of operation:

Telephone Reassurance (Required)

Regular phone calls aimed at providing comfort and preventing loneliness for older adults who may otherwise be at risk for isolation. Older adults may opt to enroll in telephone reassurance services. Calls may be made by trained volunteers.

Health Education

Individual and/or group sessions that assist participants to understand how their lifestyle impacts their physical and mental health and to develop practices that enhance their total well-being. Includes programs relating to prevention and reduction of chronic disabling conditions, (including osteoporosis and cardiovascular disease), alcohol and substance abuse reduction, smoking cessation, weight control and stress management.

Physical Fitness and Exercise

Activities designed to improve strength, flexibility, endurance, muscle tone, reflexes, cardiovascular health and/or other aspects of physical functioning. Includes group exercise, music therapy, art therapy, and dance-movement therapy including programs for multigenerational participation.

Recreation

Activities (structured or unstructured) which foster the health and/or social well-being of individuals through social interaction and the satisfying use of leisure time.

Education

Activities designed to assist individuals to acquire knowledge, experience, or skills; provided to a group of older persons regarding issues related to their health, welfare, or well-being. Includes sessions to increase awareness in such areas as nutrition, financial management/consumerism, crime or accident prevention, promoting personal enrichment, increasing or gaining skills of a craft or trade.

Evidence-Based Programming

In addition to the services above, Offerors may elect to provide Health Promotion and Disease Prevention Programs (Evidence-Based Programming) through OAA Title IIID funding. The programs offered through this funding must meet evidence-based requirements as determined by ACL. This may include either of the following:

1. Evidence-based program(s) that have been approved as highest tier by the U.S. Department of Health and Human Services (DHHS); or
2. Program(s) that meet all of the following criteria:
 - a. Have demonstrated through evaluation that they are effective for improving the health and well-being or reducing the disability and/or injury among persons aged 60 and over.
 - b. Have been proven effective with the older adult (age 60+) population, having used an Experimental or Quasi-Experimental Design.
 - c. Have research/evaluation results that have been published in a peer-reviewed journal.
 - d. Have been implemented previously at the community level (with fidelity to the published research) and shown to be effective outside a research setting.
 - e. Include program manuals, guides, and/or handouts that are available to the public.

Section 3. Instructions to Offerors

3.1 Pre-Proposal Inquiries

All inquiries should be directed in writing to rfp@gnrc.org. The email must include a subject line that contains the RFP number as well as reference to the page and any section number the question involves. Answers will be provided in writing and be posted online at GNRC.org/Procurement as an addendum to the solicitation.

3.2 Submission Requirements

One electronic copy (PDF format) or one hard copy of the proposal must be received at GNRC, 44 Vantage Way, Suite 450, Nashville, TN, 37228. The proposal must be clearly marked "Attention: RFP 2023-03" on the outside surface of the package. A copy should be maintained for the Offeror's records.

Proposals should include all typed, completed forms included with this RFP. There are no page limits or specific formatting requirements, but Offerors are encouraged to be mindful of the level of effort involved in reviewing proposals.

3.3 Proposal Contents

The following items must be submitted with each proposal. Failure to include ANY of these items may result in a proposal being rejected.

Item 1. Cover Letter

Offeror must provide a cover letter signed by an authorized individual submitting the proposal on behalf of their agency. This letter must include:

- a. A statement that the accompanying proposal is in response to this RFP.
- b. A statement that Offeror is willing, if selected, to execute a contract with GNRC
- c. A statement describing the goals of the Offeror's organization in regard to the requested services of this RFP.
- d. A statement that Offeror will provide a 10% match for all Title III-B funds and a 50% match for all State funds.
- e. A statement identifying the individual(s) authorized to finalize a contract on behalf of the Offeror.

Item 2. Application

Include a completed application form, provided as Attachment A to this RFP. The application must include the appropriate signatures.

Item 3. Insurance

Include a copy of the Offeror's current Certificate of Insurance. Insurance coverage and policy limit requirements can be found in Attachment C, Sample Contract Terms and Conditions, under E.2.

Item 4. Organizational Chart

Provide an organizational chart showing both the overall agency and the single organization unit responsible for delivering proposed services. Indicate key roles that will be involved in the program and the supervisory structure related to proposed service delivery.

Item 5. Scope of Services

Include a completed Scope of Services, provided as Attachment B with this RFP, to indicate services covered under this RFP.

Item 6. Targeting

OAA Funds are used to provide services to individuals 60 years of age and older; however, use of these funds should focus on serving persons with the greatest social or economic need. The table provided in Section 1.2 indicates the demographics for the district for which the Offeror is applying to serve. Explain, in detailed narrative format, the Offeror's ability to reach the following populations, considering the table provided in Section 1.2:

1. Low Income
2. Low Income Minority
3. Rural
4. English Limitation

Item 7. History, Experience, and Mission

Provide the following information about the Offeror's history, experience, and mission:

- a. A brief history of the Offeror and its service delivery system for senior center services.
- b. The number of years the Offeror has been in business.
- c. A description of the Offeror's organizational experience in working with older persons or adults with disabilities, including the number of clients the Offeror has served in the last year.
- d. A description of the demographic makeup of current Offeror's organizational participants utilizing the following categories:
- e. A description of the approach and plans for service implementation, including a sample calendar of the last 3-6 months of programming.
- f. A description of any other supportive and nutritional services available at the location.
- g. The Offeror's mission statement, values, and guiding principles

Item 8. Entity Type & Governing Body

Provide the following information about the Offeror's entity type and governing body, if any:

- a. A description of the Offeror's business entity type (for example, a non-profit corporation or be a division of a city or county government).
- b. A description of the structure and responsibilities of the entity's governing body.
- c. A list of the present membership of the board of directors or other governing body of the Offeror, including the following information about each member:
 - i. Name
 - ii. Address
 - iii. Sex
 - iv. Race
 - v. Disability status
- d. A description of the method used for selecting and replacing members or directors, such as a copy of bylaws or an operating agreement.

Item 9. Personnel

Provide the job descriptions for each position that will serve as direct service workers, including the required qualifications and competencies.

Item 10. Financial Capacity

Provide the following documentation to show the Offeror's financial management capacity:

- a. If available, the most recently completed audited financial statements of Offeror.
- b. If audited financial statements are not available, all the following:
 - i. IRS tax reporting forms/tax return for the most recently concluded fiscal year.
 - ii. A current written bank reference, in the form of a standard business letter, indicating that the Offeror's business relationship with the financial institution is in positive standing.
 - iii. Two current written positive credit references in the form of standard business letters from vendors with which the Offeror has done business, or documentation of a positive credit rating determined by an accredited credit bureau within the last six months.

Item 11. Corrections, Amendments, and Clarifications

Include signed copies of all corrections, amendments, and clarifications to this RFP. Such corrections, amendments, and clarifications will be posted to GNRC.org/Procurement alongside the original RFP document.

3.4 Terms and Conditions

Accuracy of Information

Failure to provide complete and accurate information in an offer to this solicitation may result in your proposal being deemed non-responsive. GNRC may institute debarment proceedings against the Offeror and terminate any contract or purchase order that has been awarded based on inaccurate information.

Validity of Proposals

All proposals shall be valid for a period of 120 days from the closing date of the solicitation unless another time limit is agreed to in writing by all parties. An Offeror's submission of a proposal does not obligate GNRC to contract with the Offeror.

Preparation Costs

GNRC will not be liable for any costs incurred by an Offeror in the preparation of its response to a solicitation, nor for the presentation of its proposal or participation in any clarifications, discussions, negotiations, or protests.

Ambiguity, Conflicts, and Irregularities

Offeror is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in this solicitation prior to submitting their offer, or it shall be waived. Claims of ambiguity after submission of the offer shall not serve as grounds for a protest.

If an Offeror discovers any ambiguity, conflict, discrepancy, omission, or other error in the solicitation, they shall immediately request modification or clarification in writing via email to the address of the person identified on the cover page. Required modifications or clarifications will be issued by solicitation amendment.

GNRC reserves the right to waive minor irregularities in proposals. Any such waiver shall not modify any remaining solicitation requirements or excuse the Offeror from full compliance with the solicitation specifications and other contract requirements if the Offeror is awarded a contract.

Acceptance Period

Offeror must indicate acceptance of the final version of this solicitation as amended. A response to a Request for Proposal is an offer to contract GNRC based upon the terms, conditions, scope of services and specifications contained in this Request for Proposal. Proposals are an irrevocable offer for 120 days after the proposal opening time and date.

Standard Contracting Terms

A sample contract containing GNRC's standard terms for senior centers are attached to this solicitation as Attachment C. Contract terms appearing in brackets may not apply to all contracts. Offeror must be willing to accept the standard terms and conditions. Any desired exceptions to the terms and conditions must be identified in the proposal cover letter. If no exceptions to the contract are stated, they might not be granted after the contract is awarded. Contract exceptions may result in the rejection of the proposal as non-responsive; if, in the sole evaluation of GNRC, the requested changes are unacceptable.

Offeror's Rights

All materials submitted in response to this RFP become the property of GNRC upon delivery and are to be appended to any formal documentation which would further define or expand the contractual relationship between GNRC and Offeror.

Section 4. Selection Process

4.1 Proposal Reviews

Proposals will be reviewed on a rolling basis as they are received. After a preliminary review to determine if the Offeror has demonstrated the requisite qualifications identified in Section 2.1 and that the Offeror has met the submission requirements identified in Section 3.2, the submission will be considered a “Qualified Proposal.” Qualified Proposals will be evaluated using the following scoring criteria. In the event two or more Offerors have submitted Qualified Proposals to provide the same or similar services, proposals will be ranked according to their score. Proposals will be evaluated on the following criteria:

WEIGHT	CRITERION
1-5 points	Proposal Completeness
1-5 points	Proven ability to perform multipurpose senior center activities
1 point	Demonstrated consideration for the development and continuation of senior center activities
1 point	Organizational History and Experience
1-3 points	Proven ability to serve diverse populations
1-5 points	Targeting (Ability to reach underserved populations)
5 points	Proposal fills a gap in GNRC Senior Center Network

4.2 Final Evaluations

Based on the evaluation of the written proposals, GNRC may request to visit the Offeror’s location at which senior center services would be provided to review the facility and non-sensitive files and to conduct interviews with key staff.

In its discretion, GNRC may request the submission of any documents that may have been omitted from the Proposal.

4.3 Solicitation Outcomes

GNRC is not obligated to contract with anyone as a result of this solicitation. Offerors who do not receive an invitation to contract with GNRC are eligible to resubmit a proposal for an ongoing RFP. Any resubmission should include a description of changes to the business or service delivery model that distinguishes the new application from the previous one.

Notwithstanding any other provision of this RFP, the GNRC expressly reserves the right to:

- Waive any immaterial defect or informality,
- Reject proposals that are incomplete,
- Reject any or all proposals, or portions thereof,
- Make changes to or reissue this Request for Proposal,
- Contract with any Offeror with a Qualified Proposal who did not initially receive a contract.
- Cancel the solicitation.

4.4 Protests

Disputes concerning the procurement process, selection outcomes, or any request for stay of award will be lodged and resolved as follows:

1. The aggrieved party will document its protest in writing. The protest must contain:
 - The name, phone number, email address, and physical address of the person or entity protesting.
 - A statement of grounds for the protest, including the law or process alleged to have been violated.
 - The date that the protestor became aware of the issue.
 - A statement of relief requested.
2. The protest must be emailed to rfp@gnrc.org or hand-delivered to the GNRC office to the attention of GNRC Procurement no more than 7 business days after the protestor knew or should have known about the event or situation that predicated the protest.
3. Ordinarily, a protest will pause the procurement selection process. However, GNRC reserves the right to continue the selection process should GNRC determine that it or its constituents will be harmed by the delay.
4. The Finance Director will notify the protestor of the receipt of protest and may elect to meet with the protester.
5. The Finance Director will endeavor to issue a decision on the protest within five business days, but no delay in the decision will be grounds for protest. The decision will be delivered by email and deemed received one business day after it is sent.
6. A protestor may appeal against the decision in writing to the Executive Director. The appeal must be received by no more than 5 business days after receipt of the original decision. The Executive Director's decision on the matter will be final.
7. In some circumstances, state or federal law may provide for a protest procedure. Protestors must exhaust their administrative remedies with GNRC before using the state or federal process.

Attachment A. Application

Attachment B. Scope of Services

Attachment C. Sample Contract Terms

Attachment D. Participant Registration Form

