



**Nutrition**  
**Request for Proposals**  
Issued March 1, 2019

**FAQ**  
**April 22, 2019**

**Application Questions**

- 1) For both C1 and C2, what is the allocation per service area? Has the Unit Rate increased?

We don't have standard allocations (grant amounts) per service area. We recognize that geographic areas can differ in terms of space rental rates, project income (client donations), staff wages; and organizations can differ in terms of their administrative structure and the amount of Local Cash they can contribute. We base funding on good coverage across suburban Cook County, proposed volume levels, overall reasonable budgets... Yes, the AAA Unit Rate has increased over the years, typically close to 3% per year. You can see the FY19 average budgeted unit rate at the bottom of the document entitled, "FY18 Project Income and Unit Rates," found under Program Information when you open each application.

- 2) We are trying to decide between keeping a C1 at its current location (which is more expensive due to higher rent and lower PI), or discontinuing it and opening a new location (we would not get any transfer of clients), or having both programs. What do you advise?

We cannot advise you. We ask that you keep in mind the funding priorities for C1 in terms of high need areas and food deserts. Would the current clients have another alternative?

- 3) We provide "Weekend Meals" but deliver them ahead of time on a weekday. Do we check the Saturday and Sunday Service boxes?

You are providing meals for Saturday and Sunday (even though they are delivered in advance) so yes, you should check those boxes.

- 4) In the C1 Program Narrative, Needs Statement question about Area, to what does "Area" refer?

"Area" in the Needs Statement of the Program Narrative does refer to both the geographic area your site will serve and the needs of the older-adult population in that area. These needs may include food insecurity due to low income or lack of adequate food sources (food deserts), limited English-speaking populations, a high-number of people living alone, etc. Use the demographic information provided and any other factors you may want to include.

- 5) If we have received funding from AgeOptions before, do we need to upload all the information in the Documents section of the Organization Profile? Or just those that may have updated (i.e., Org Chart, Board of Dir info, most recent fiscal info, etc.)?

You do need to upload the latest, updated versions of each requested form or document. (Information from previous RFPs is not in the Grants Portal and we want a complete file for each organization.) For example, the certifications will need to have the current date on them, even though the information being asserted may not have changed. Remember, you are only completing one Organizational Profile regardless of how many applications you are submitting.

- 6) Is there a sample list of attachments available for viewing so we can ensure we uploaded all of the requested documentation?

Please see the table below. Also, when you try to activate the organization profile the system will tell you if you are missing anything.

<b>Organization Profile Attachments</b>
Organizational Chart
By-laws
Incorporation papers and tax status
Affirmative Action plan
Current listing of Board of Directors and Advisory Council members. (Please asterisk all 60+ members)
Most recent fiscal and compliance audit
Most recent IRS 990 or 990-T Form or other appropriate tax form as filed with the IRS
Documentation of Minority Status (if applicable)
Assurances (form provided)
Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion (form provided)
Certification for Contracts, Grants, Loans and Cooperative Agreements (form provided)
Non-Discrimination Policy (form provided)
Assurance of Compliance with the Department of Health and Human Services Regulation under Title VI of the Civil Rights Act of 1964 (form provided)
Department of Health and Human Services Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973 (form provided)
Disaster Coordinator Contact Sheet (form enclosed)
<b>Application-level Attachments (“Documents”)</b>
Host Site Letter of Support: If applicable. (If applicant proposes to use a location owned by another organization, provide a Letter of Support from the proposed host site on the host site agency’s stationery. At a minimum, it should describe how the host and applicant will collaborate to assure services are well coordinated and not duplicated.)
Host Site Agreement: If applicable. (If applicant proposes to use a location owned by another organization, provide a letter of intent or Host Site Agreement that identifies the responsibilities and obligations of each party.)
Job descriptions of staff and volunteers who will be involved in proposed service (list positions)
Program Accessibility Self Evaluation (form provided)
New Applicant Letter(s) of Reference: If applicable. (Only for applicants that are not currently funded by AgeOptions.)

- 7) Regarding the attachments, who needs to sign them? The Board President? The CEO or Executive Director?

Only the Non-Discrimination Policy form requests that your Board of Directors attest to the policy and that it be signed by your Board President. The other downloadable forms require an authorized signature by whomever your organization has designated as the authorized signatory for your agency. This should be same person who will sign the entire application for submission as the last step in the process. This authorized signatory may be your Board President also, but can be someone different. It's whomever you want to designate.

- 8) If our agency is not minority designated, do we simply not complete that step or is there something we have to upload to indicate that we are not that status?

You should not upload anything.

- 9) On the Program Accessibility Self Evaluation, how do we answer question VI. If the site is already accessible?

Reply as N/A (not applicable) already accessible.

- 10) How would we go about saving our organizational profile of the following do not apply to us: IRS 990, By-laws or Incorporation Papers?

For bylaws you can provide the most recently amended ordinance governing your provision of aging services. For incorporation status, you can provide a letter of tax exemption from the Illinois Dept. of Revenue. For the IRS 990, you can provide a letter from your government asserting that, as a government entity, you are exempt from IRS 990 reporting. Please see "Frequently Asked Questions" at the bottom of the resources provided on the first page your application. Go to the FAQ 4-1-19.pdf. The first answer provides a comprehensive chart of the documents that will be accepted from Townships and other governmental entities.

- 11) We are a religious organization and do not have an affirmative action plan. Can we use the equal opportunity employment statement as alternate documentation?

Yes; and review what you have submitted to AgeOptions in past applications.

- 12) We are a religious organization and do not submit an IRS 990. Do we need alternate documentation?

Yes; please submit a letter on your organization's letterhead stating that you are a religious organization and are exempt from IRS reporting.

- 13) We are a for-profit organization and do not submit an IRS 990. What should we submit instead?

Please submit your organization's most recent IRS tax filing.

**Budget Questions**

- 14) On the budget for IIC2, should I include the expense for our special diet caterer, and should it be the same amount we are using this year?

Yes, you do need to include both regular diets and special diets in your HDM budget. If you are using a caterer for each, you should determine which caterer, identify their per meal rate, decide how many meals your program will provide, and then calculate the food cost (units times caterer meal rate).

Please note that on the Eligible Caterer List, there are three caterers on the Special Diet section. You are not required to use the same caterer you are using this year.

- 15) We have a C2 application with M-F meals, 2<sup>nd</sup> meals, weekend meals and special diets. Do we need to distribute all expenses to all four services?

You do not have to distribute costs between M-F, 2<sup>nd</sup>, and Weekend Meals – you can choose to allocate all costs to M-F if you choose. However, each service needs to have its own unit projections. Special diets, however, should have their own costs allocated as their unit rates will likely differ.

- 16) Can we raise salaries from our current levels?

When we review your application, AgeOptions will be looking at the overall FY2020 AAA unit as it compares to the FY2019 unit rate, and scoring appropriately. How to distribute the increase throughout the budget (e.g., salaries, food, other) is at the discretion of the applicant.

- 17) We have completed the budget pages. On the Salary and Fringe page there are red boxes on fringe entries. I am not sure why.

There are a few possible reasons:

- a. There may be rounding errors.
- b. There may be math errors.
- c. You may have applied the fringe rate to the total salary instead of to the percentage of the salary indicated in the row above.

The Grants Portal reads the fringe % and does the math so that what you enter is the correct % based on the salary you entered.

- 18) I am having an issue with the salary and fringe section. I cannot get the amount of

fringe to verify with the percentage for one specific position. I have done the calculations many times and the number I have entered is the number I arrive at every time.

The Grants Portal reads the salary and the fringe % you enter and does the math: it validates that the total fringe cost equals the fringe percentage times the total salary for that person. In your budget, you listed a specific salary and a fringe %, but the fringe dollars you entered did not equal that percentage of the salary. (For example, salary = \$30,000 and fringe percentage = 16%, therefore total fringe dollars for that person must equal \$4800).

You can fix this either by adjusting the fringe rate to get to the fringe dollars you desire; or by adjusting the fringe costs so that they are equal to the fringe % you entered.

- 19) On the Budget Summary page, there are red boxes in both the Expenses and Resources tables.

You need to include the correct values in the “congregate meals” row of each section (as you have done in the “Ratios” section.)

- 20) We are receiving this error message: “Please correct the following errors and try again. Budget validation has failed. Please review all red highlighted cells.” We checked the Budget pages and do not see any red highlighted cells, and we cannot find any errors in the budget. Please help.

Try going back into the budget, putting a zero into a cell that should have a zero, and saving.

- 21) On the Project Budget section Salary & Fringe. It will not allow me to enter any figure into the Fringe box under the All Sources column. What should I do?

The cells to which you are referring do not require any data. In general, any cell you cannot click into does not require data. You will also find an answer to this in FAQ 4-8-19, in the "Frequently Asked Questions" resource at the bottom of the first page of your application when you open it.

- 22) In the Budget, how can I choose multiple municipalities (or townships) for the Service Area?

To choose multiple service areas, please hold down the Control key on your keyboard as you click. If you are on an Apple computer, use the Command key instead.

- 23) In the Budget, how can I see a list of the municipalities (or townships) that I chose for the Service Area?

The only way to view the list of selected areas is to go back to the Service Area page of the Budget and look through the lists - the ones you selected previously should still be highlighted.

**Caterer Questions**

- 24) We are considering using a new caterer (from the Eligible Caterer List) for our C1 site but that caterer is rather distant from our location. We were wondering if they currently serve another site in our area.

That caterer may be talking to other applicants in your area which we are not aware of. You should reach out to them (and to any caterer you'd be interested in working with) to ask about references, experience working in the area, or any other questions you'd ask a vendor.

- 25) If the caterer we are proposing offers special diets as needed for clients, should we indicate we are applying for special diets, or is that only for agencies proposing something with a special diet caterer.

You must apply for both regular diets and special diets. If your current caterer supplies both regular and special diets, then you don't need to work with a 2nd caterer. In your budget, you should list special diets as its own line item, with its own units (even if very low) and its own caterer rate (even if it's the same rate as your regular meals).

- 26) We are currently interviewing caterers and the topic of special diets was discussed. Although this specific caterer did not indicate capabilities to prepare special diets themselves on the caterer RFP (renal, diabetic, gluten- free) they did state they would offer/ be willing to outsource that function and deliver it to our site alongside the standard delivery. Can this even be considered/ is this even a possibility?

Yes, during the caterer selection process there were caterers that indicated a willingness to outsource special diets. That would be cost-prohibitive compared to the caterers we included on the Eligible Caterer List for Special Diets (which is why we did not select them for the Special Diets list). Therefore, please use one of the three caterers that appear on the Eligible Caterer List for Special Diets

If you choose this caterer for regular HDMs, you will also need to choose one of the special diet providers from the eligible list for special diets. Please note you can discuss delivery to your site with any of these three special diet caterers.

- 27) Should we request a letter of support from the caterer we've chosen to work with in our Request for Proposal and ask for inclusion of pricing information? At what point should we notify caterers if we are not moving forward with them for the RFP process? Is it necessary to delay our notification to the caterers until we've been notified by AgeOptions of our approved application?

We do not require (or need) a letter of support from your preferred caterer. There is no specific time frame in which you need to notify any potential caterer that you are not moving forward with them. This includes your current contracted caterer if you decide to change to a new caterer. (However you must adhere to the termination time frame indicated in your contract with your current caterer.)

### **Grants Portal Questions**

- 28) During the Webinar yesterday, someone mentioned that at the top right of our screen would be a "CRM" tab. One person on the call didn't have it and I don't either. What is it? Do I need it? And how do I get it?

We thought applicants could see that tab but apparently only AgeOptions staff see that, so please disregard.

- 29) I am looking for FAQ's and information regarding the nutrition application process. I thought I would find them on the site, but I am only finding the training documents for the portal, etc. Where are they?

You are correct: the Grants Portal training docs are located on your dash board when you log into your account. To see the RFP document you must click on the "Available Funding Opportunities" icon on the right side) of the dashboard. You will see both the C1 and C2 applications listed with the RFP links. To see the FAQs, open your current draft application. FAQs are located at the bottom of the resources links on the first page of your application when you open it.

- 30) Where do I go to add another C1 application for our location?

Click on the "Available Funding Opportunities" (right hand side) on the dashboard of your account. Click on the C1 application link to start a second C1 application. (At this point you will have two C1 applications, so please remember to enter different Program names). Remember, you don't have to do a second organizational profile and you can cut and paste any text that is relevant from your first C1 application to the new one.

- 31) I don't recall if I invited someone to be a collaborator on my application. Can AgeOptions look this up, and also see the date I sent the invitation?



An applicant can see whom they have added as a collaborator by clicking on the Invite Collaborator feature. It will list the previously added collaborators and show their status (invited, accepted).

AgeOptions can look at your application's list of collaborators and see who has been invited, accepted, cancelled, declined, etc., although it does not tell us the associated dates. Remind the invited collaborator that the e-mail may look like spam, with a DoNotReply address.

- 32) I added someone as a collaborator and that person accepted the invitation but he/she can't find the email sent to them about setting up their new password.

Have the collaborator check their spam mail; it may have been sent there if the sender was not recognized.

- 33) I added someone as a collaborator but that person does not seem to have edit rights (he can see what I have entered but cannot enter information himself.) Why?

This will occur if both of you are logged in and trying to access the Org Profile at the same time. Whoever accessed that page first will have edit rights and anyone else will have "read-only rights until the 1<sup>st</sup> person leaves that page.

- 34) I added someone as a collaborator on several draft applications several weeks ago, but that collaborator only responded to one (never clicked on the other links that were sent to them). I re-invited the same collaborator, the collaborator received new e-mails with links, but the new links do not work and are resulting in an error message.

This may be occurring if you were logged in to the grants portal at the time. You are getting these as e-mails, do all of the accepting first before going into any one application.

- 35) I don't see a preview button anywhere. Where might I find it so I can print out my information?

At the top of the application, just above the "Details" tab on the left side of the application navigation bar, there should be a blue "Preview" button. Clicking it will open a printable window with all the text you have entered. File names of each PDF will be indicated in the appropriate sections and the PDFs will be printed at the end of the window. Uploads not in PDF format (for example, WORD or Excel) will show file names only. For each of the four Budget pages, you'll see a "Print" button right under the word "Budget," top left. You'll have to print those individually.

- 36) I am having trouble opening the budget pages to enter information. Client Projections and Reimbursement open just fine. The other day I was able to enter information for

Salary Detail for our C2 application. Now I can only see maybe one line of the form at a time.

Try logging out of the Grants Portal, making sure you're using Chrome as your browser, and logging back in. Before clicking the Open button to open the Budget form, please make your browser window larger either by using the maximize button (found near the top right) or by resizing the window.

Once you have the Budget open, you should be able to scroll down if you are not seeing all rows – click inside of the Budget form, and then look to the right hand side to use the scroll bar.

- 37) I believe I have submitted everything into the system as far as the attachments in the organization profile. When I am in the application I am still getting a message that the organization profile is not complete. What can I do?

You may be getting the "Org Profile is not complete" error because you have not activated the Org Profile. Go into the Org profile and at the bottom of the screen click on Activate. You will get a confirmation message, click Yes. Then when you go into the application and try to save, you should no longer see the error about the Org Profile.

- 38) I am ready to submit my application. Is there somewhere else that I have to sign off on as the Authorized Contact?

There are two steps as the authorized representative:

Go to "Acknowledgements", agree and accept.

Then you will get a notice to authorize and submit – this is done again on the "Acknowledgments" page.

- 39) As we are preparing to submit our proposals, I want to confirm that my understanding of the submission process is correct: during the Webinar, we were informed that the "authorized representative" required to submit the proposals does not have to be the CEO, as long as the representative is someone who has the authority to submit the proposals on behalf of the organization. Also, each contact (including the CEO and authorized representative) must have a unique email address attached to their name. Is my understanding correct?

Yes, the authorized representative can be anyone whom your organization has designated as such. And, yes, each contact or application collaborator should have a unique email address and log in credentials. No one should share their access to the application with someone else.

- 40) I am ready to submit the application and a prompt comes up, "Send to Authorized

Signed.” I am the Authorized Signed. How do I get past that prompt?

On the Acknowledgment Page, the “Accept” box needs to be checked – that will create the “Submit to Authorized Representative” button, at which point that can be clicked. All the validations will occur at that point. If they all pass, the Authorized Signer will receive an e-mail indicating that the application is ready to be signed. She would then login and navigate back to the Acknowledgment page to fill out the signature and submit.

- 41) We thought we clicked the Submit button on the application but we received a message asking if we want to withdraw the application (Yes or No). What happened and how should we answer?

To get a prompt asking if you want to withdraw the application (Yes or No), you would have had to click the “withdraw application” button (which is next to Submit). So if you don’t want to withdraw the application, select “No.”

- 42) At the moment, two staff people are working together for C1 & C2 proposals. How can we login to the system together? I seems if one staff logs in and another one attempts to log in as well, one of them is kicked out of the system.

You should each be able to log in to the system at the same time (using two separate credentials!), and even work on the same application at the same time-- as long as you are not in the same part of the application. For example, one person could be working on the narrative and the 2nd person could be working on the budget. You cannot both work on the budget, or both work on the narrative, or both work on the Organization profile. (In those cases, the 2nd user will see that section as "read-only."

### **CLARIFICATIONS**

None