



East Tennessee Human Resource Agency
East Tennessee Area Agency on Aging and Disability

9111 Cross Park Drive, Suite D-100
Knoxville Tennessee, 37923

Request for Proposal

Nutrition Services
Congregate Meals and Home Delivered Meals

Issued: February 17, 2026

Due: March 31, 2026 no later than 4:00, P.M. (Eastern Standard Time)

Contract Period: July 1, 2026 – June 30, 2027

One copy must be delivered to Aaron Bradley, Director, East Tennessee Area Agency on Aging and Disability at 9111 Cross Park Drive, Suite D-100; Knoxville, Tennessee 37923 and one copy sent via e-mail to Aaron Bradley at mailto:ETAAAD_RFP_Questions@ethra.org.

IMPORTANT NOTES:

MANDATORY INFORMATION and FORMS – *To properly respond and prepare your proposal response, please make sure you pay close attention to all mandatory information/forms requested, including signing and attaching all forms as required. This bid clearly documents and outlines the format and what information is required at the time of proposal submission.*

TABLE OF CONTENTS

- I. INTRODUCTION**
- II. MINIMUM PROPOSER REQUIREMENTS**
- III. CORRESPONDENCE & QUESTIONS**
- IV. PROPOSAL SUBMISSION DEADLINE**
- V. PROPOSAL TIMELINE**
- VI. PROPOSAL CONDITIONS**
- VII. GENERAL REQUIREMENTS AND INFORMATION**
- VIII. AWARD OF CONTRACT**
- IX. PURPOSE / SCOPE OF WORK**
- X. CONTRACT REQUIREMENTS**
- XI. PROPOSAL SUBMISSION**
- XII. PROPOSAL EVALUATION AND SELECTION**

I. INTRODUCTION

ETHRA - ETAAAD, (referred to as Agency) is soliciting proposals from interested and qualified Vendors to provide **Nutritional Services** (the “Goods and/or Services”). This Request for Proposal (“RFP”) is being released to invite interested and qualified Vendors to prepare and submit proposals in accordance with instructions provided where the successful proposer(s) will be selected and invited to enter into a contractual relationship with for the Goods and/or Services outlined in this RFP, and per proposal(s) received.

In this RFP, the terms Proposer, Vendor, Bidder, Consultant, Contractor, and Provider are used interchangeably unless the context indicates otherwise.

All specifications are part of this bid and general terms and conditions (as outlined in the Terms of this bid). They shall become a part of and be included in any contract/purchase order/systems contract resulting from any award.

These specifications are not intentionally written to favor any one service provider and are only for the purpose of indicating generally the type of work required of said bid.

II. MINIMUM PROPOSER REQUIREMENTS

In order to be considered as “responsive”, all Proposers **must answer and provide justifications for ALL below minimal requirements.**

1. Provide all appropriate Licenses and Certifications required in the State of Tennessee to provide the goods and/or perform the Services required.
2. Must provide active Equal Opportunity Compliance BRN and Vendor number adhere to all provisions of Title VI requirements – please attest, and provide proof/documentation if necessary.
3. Drug-Free Workplace Affidavit must be completed and signed
4. Must attest to a minimum of (2) years of experience providing the goods and/or performing the services described in this bid.

III. CORRESPONDENCE & QUESTIONS

All correspondence and questions concerning the RFP are to be submitted IN WRITING to:

ETAAAD_RFP_Questions@ethra.org

Questions will be answered through an FAQ document
and distributed to all potential bidders

Questions should reference the RFP number & title, section of the RFP to which the questions pertain and all contact information for the person submitting the questions.

The deadline for submitting questions will be March 16, 2026 @ 12:00 p.m. (EST).

IN ORDER TO PREVENT AN UNFAIR ADVANTAGE TO ANY RESPONDENT, VERBAL QUESTIONS WILL NOT BE ANSWERED.

These guidelines for communication have been established to ensure a fair and equitable process for ALL interested vendors.

IV. PROPOSAL SUBMISSION & DEADLINE

All proposals must be received at the address listed above no later than **4:00p.m. (EST) on March 31, 2026.** Facsimile or electronically submitted (emailed) proposals will not be accepted since they do not contain original signatures. Postmarks will not be accepted in lieu of an actual receipt. Late or incomplete proposals may not be considered for evaluation. Under no circumstances, regardless of weather conditions, transportation delays, or any other circumstance, will this deadline be extended.

V. PROPOSAL TIMELINE

ETHRA – ETAAAD reserves the right to modify this timeline at any time. If the due date for proposals is changed, all prospective proposers shall be notified. The dates provided after the RFP closes are approximate and the Agency reserves the exclusive right to modify these dates in consultation with the successful proposer.

Request for Proposals Released	February 17, 2026
Deadline for Questions	March 16, 2026 @ 12:00 p.m.
Proposal Due Date	March 31, 2026 @ 4:00 p.m.
Notification of Award	April 15, 2026
Goods/Services to Commence	TBD or immediately upon execution of the contract

The Agency may reproduce any of the proposer’s proposal and supporting documents for internal use or for any other purpose required by law.

VI. PROPOSAL CONDITIONS

A. Contingencies

This RFP does not commit the Agency to award a contract, even partially. The Agency reserves the right to accept or reject any or all proposals if the Agency determines it is in the best interest of the Agency to do so. The Agency will notify all Proposers, in writing, if the Agency rejects all proposals.

B. Modifications

The Agency reserves the right to issue addenda or amendments to this RFP.

C. Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this RFP. It is the proposer's responsibility to ensure that its proposals arrive on or before the specified time/location.

D. Incurred Costs

This RFP does not commit the Agency to pay any costs incurred in the preparation of a proposal in response to this RFP and Proposers agree that all costs incurred in developing this RFP are the proposer's responsibility.

E. Final Authority

The final authority to award a contract rests solely with ETHRA – ETAAAD.

F. Proposal Validity

Proposals submitted hereunder will be firm for at least ninety (90) days from the due date unless otherwise qualified.

G. Disclosure of Proposal Contents

Vendor understands and acknowledges that the Agency is a governmental entity subject to the laws of the State of Tennessee and that any reports, data or other information supplied to the Agency is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and before the time of "Notice of Intent to Award" is issued. Thereafter, proposals will become public information. *All proposals and other materials submitted become the property of ETHRA - ETAAAD.*

H. ETHRA – ETAAAD Commitment

ETHRA - ETAAAD is committed to a policy of non-discrimination pursuant to the Equal Protection provisions of the United States Constitution. It is further the policy of the Agency that its purchasing and contracting practices encourage the use of Locally-Owned Small Businesses (LOSBS) Programs in all solicitations. In furtherance of these policy objectives, the Agency seeks to afford all citizens equal opportunities to do business on Agency contracts and to ensure that all bidders, proposers, or Vendors doing business with the Agency provide to LOSBs , maximum practicable opportunities, commensurate with availability, price, and capabilities required, to participate on contracts which are paid for, in whole or in part, with monetary appropriations from the Agency. The Agency seeks to prevent discrimination against any person or business in pursuit of these opportunities on the basis of race or gender. The Agency will conduct its contracting and purchasing Program so as to discourage any discrimination and will actively seek to resolve all claims of discrimination brought against the Agency or any Vendors involved in such contracting.

DRUG-FREE WORKPLACE AFFIDAVIT

PROPOSAL AGENCY: _____

The undersigned, principal officer of _____, an employer of five (5) or more employees contracting with ETHRA - ETAAAD to provide goods and/or services states under oath as follows:

1. The undersigned is a principal officer of _____ (hereinafter referred to as the “Company”) is duly authorized to execute this Affidavit on behalf of the Company.
2. The Company submits this Affidavit pursuant to T.C.A. § 50-9-113, which requires each employer with no less than five (5) employees receiving pay who contracts with the state or any local government to provide goods and/or services to submit an affidavit stating that such employer has a drug-free workplace program that complies with Title 50, Chapter 9, of the *Tennessee Code Annotated*.
3. The Company is in compliance with T.C.A. § 50-9-113.

Principal Officer (Name and Signature) _____

VII. GENERAL REQUIREMENTS AND INFORMATION

a. Background

The Tennessee Department of Disability and Aging (TDDA) contracts with nine Area Agencies on Aging and Disability (AAAD) including the Aging Commission of the Mid-South to administer home and community-based programs for older adults and other adults with disabilities (consumers) throughout Tennessee. In turn, each AAAD enters into contracts to purchase the delivery of service activities from approved service providers. Funding sources include State of Tennessee Options for Community Living funds, federal Older Americans Act Title IIIC1 and Title IIIC2, Older Americans Act Title IIIE Family Caregiver fund. Following is a brief description of each program:

1. Tennessee's **Options for Community Living Program** is designed to enable consumers to live independently in their homes by providing a limited amount of services such as homemaker services, personal care services and/or home delivered meals. With the assistance of these limited services, along with the support of family and others, the consumer may be able to avoid or prolong admission into institutional care.
2. The **Older Americans Act (OAA) Title IIIC1 and IIIC2** provides nutritional services for persons age 60 and over. Services are designed to allow older persons to reside in the community and in their own homes with the maximum amount of dignity for as long as possible. Title IIIC1 and IIIC2 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
3. The **National Family Caregiver Support Program** provides an infrastructure of program resources and assistance for family caregivers, grandparents, and older individuals who are relative caregivers through the designated AAAD, its service providers and other appropriate consumer organizations. In accordance with program directives, information, assistance and counseling can be provided to any caregiver, but respite and supplemental services are limited to caregiver support for older individuals who are unable to perform at least two activities of daily living, or, due to a cognitive or other mental impairment require substantial supervision. Priority is to be given to older individuals and families with the greatest social and economic need, with particular attention to low-income older individuals and older individuals caring for persons with severe disabilities.

Nutrition Service Definitions

Congregate Nutrition (meal): A meal provided to a qualified individual in a congregate or group setting. The meal meets all the requirements of the Older Americans Act and State/Local laws. Meals provided to individuals through means-tested programs may be included. (Source: OAA)

Home Delivered Nutrition (meal): A meal provided to a qualified individual in his/her place of residence. The meal meets all the requirements of the Older Americans Act and State/Local laws. Meals provided to individuals through means-tested programs may be included. (Source: OAA)

Nutrition counseling (hours) – A standardized service as defined by the Academy of Nutrition & Dietetics (AND) that provides individualized guidance to individuals who are at nutritional risk because of their health or nutrition history, dietary intake, chronic illness, or medication use, or to caregivers. Counseling is provided one-on-one by a registered dietitian and addresses the options and methods for improving nutrition status with a measurable goal.

Nutrition Education IIIC (sessions) – An intervention targeting OAA participants and caregivers that uses information dissemination, instruction, or training with the intent to support food, nutrition, and physical activity choices and behaviors (related to nutritional status) in order to maintain or improve health and address nutrition-related conditions. Content is consistent with the Dietary Guidelines for Americans, as amended and is overseen by a registered dietician or an individual or comparable expertise as defined in the OAA.

b. Scope of Contract

The Agency wishes to engage in a contractual relationship with the best-qualified proposer selected through a competitive process that will work well with the Agency’s personnel in the performance of the Services in a manner that is cost-effective and practical of which price is but one of the selection criteria.

c. Time Frame

The initial contract term will begin July 1, 2026 or immediately upon execution of the contract through June 30, 2027, with the option to renew for three 3 additional one-year periods beginning July through June, with the same terms and conditions and satisfactory performance of all criteria and subject to the availability of funds for each renewal period. The optional renewal periods will be upon mutual written consent of both parties. The Provider must be prepared to begin immediately upon receipt of a fully executed contract and written Notice to Proceed from the Agency.

d. Reservation of Rights

The Agency reserves the right, for any reason to accept or reject any one or more proposals, to negotiate the term and specifications for the services provided, to modify any part of the RFP, or to issue a new RFP.

The Agency may at any reasonable time, at its expense, make an audit of the Vendor’s accounting records.

e. Selection Criteria

Each proposal will be evaluated on the criteria outlined in this RFP document. Each proposer should set out in its response to this RFP to clearly identify the qualifications of its company and each individual who will work on this project.

VIII. AWARD OF CONTRACT

ETHRA - ETAAAD reserves the right to reject all bids, or any part thereof, waive any informality in the bids to make an award in the best interest of the Agency and to request additional information, an interview, or a demonstration of the bid goods/services proposed.

ETHRA - ETAAAD reserves the right to award this bid based on individual goods/services, groups of goods/services, or the entire list of goods/services, whichever is in the best interest of the Agency.

All decisions are made at the discretion of the Agency. Proposals that do not meet the mandatory minimum requirements will be considered non-responsive, and not eligible for evaluation or award. Proposals that do not meet the Agency's specifications/requirements will not be eligible for the award.

ETHRA - ETAAAD intends to award this bid based on a competitive selection of responsive proposals received.

Proposers are advised that the lowest cost-responsive proposal will not necessarily be awarded the contract, as the selection will also score on professional and technical completeness, organizational capacity and experience and other factors deemed important to the Agency.

After the evaluation of the proposals and selection of the successful Vendor(s), all proposers will be notified in writing.

Upon notice of a bid award, bidders may protest the award by submitting their protest in writing to the Agency. Only a bidder submitting a bid that met all the RFP requirements may protest an award decision. The protest must be received within one (1) calendar weeks of the award selection. If there are any questions regarding the bid protest process, please contact the Agency.

The contents of the proposal of the successful proposer will become contractual obligations and failure to accept these obligations in a contractual agreement may result in the cancellation of the award. The Agency reserves the right to negotiate any portions of the successful proposer's fees and scope of work or utilize their resources for such work.

IX. PURPOSE / SCOPE OF WORK

The purpose of this RFP is to select the best-qualified proposer (hereinafter referred to as "Vendor") and award an approved contract to perform the Services and to satisfactorily complete all activities associated with the Goods/Services.

General Requirements

The following General Requirements apply to all providers delivering services under Options, OAA, and the Family Caregiver Support Program:

1. Applicants that neglect to accurately fill out and return the completed RFP by the designated deadline, including required signatures, certifications and proof of licenses shall be disqualified from this process.
2. The Applicant must submit two (2) hard copies of the entire RFP and application for the Agency or counties for which services are being proposed, to be received no later than the due date specified.
3. The Provider Application must include the following information and documentation:
 - a. Service(s) including specific activities to be provided, as defined in the Service Descriptions/Standards;
 - b. Assurance that Provider and/or Provider staff meet appropriate federal or state requirements for licenses and liability insurance.
4. Acceptance of a Provider Application and subsequent approval of the Provider does not guarantee selection by eligible consumers or reimbursement of services by an AAAD
5. Providers must update the application information to the appropriate AAAD as changes occur during the course of the contract period.

The following requirements apply to all Nutrition services per policy unless otherwise specified:

1. **Authorization:** Service providers may expend federal and state funds only for those services for which they have received authorization through a contract with the AAAD that meets the Nutrition Requirements as provided the TN Department of Disability and Aging.

2. **Service Description Adherence:** Service providers receiving state appropriations or OAA funds must comply with DDA contracting guidelines, program standards and service descriptions. *DDA Aging and Disability Program & Policy Manual, 4-2-.04(1)(b)(ii)*

3. **Eligibility:** Services shall be provided only to consumers who meet eligibility criteria. *DDA Aging and Disability Program & Policy Manual, 14-2-.02(1-2)*

4. **Gratuities/Favors:** No service provider agent shall solicit or accept gratuities, favors, or anything of monetary value from a consumer, service provider, contractor, or potential contractor. *DDA Aging and Disability Program & Policy Manual, 4-2-.04(1)(h)(i)*

5. **Confidentiality:** Each service provider must have procedures to protect the confidentiality of information collected about consumers. The procedures must ensure that no information about a consumer is obtained or disclosed by a service provider 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 when securing client-related services, benefits, or rights. All consumer 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.) *DDA Aging and Disability Program & Policy Manual, 2-6-.10*

6. **Compliance:** Nutrition service providers shall comply with all applicable federal, state, and local laws (including, but not limited to, Title VI and VII of the Civil Rights Act of 1964, Americans with Disabilities Act (ADA), the Age Discrimination in Employment Act, Section 504 of the Rehabilitation Act, and the governor’s Executive Order 16 (Prevention of Sexual Harassment) and 21 (Minority business Enterprises), the Uniform Guidance program instructions, regulations, and standards. *DDA Aging and Disability Program & Policy Manual, 6-1-.01(2)(e) and (k)*

7. **GSN/GEN:** Nutrition service providers shall comply with OAA Sections 306 and 307, regarding targeting populations with the greatest economic and social needs, with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas. *DDA Aging and Disability Program & Policy Manual, 6-2-.01(2)*

8. **Five Days Per Week:** Services can be provided throughout the counties covered under its proposal five (5) days per week. *DDA Aging and Disability Program & Policy Manual, 6-4-.06(1) and 6-4-.05(1)*

9. **Sufficient Staff:** The Nutrition service provider shall have sufficient staff to operate the services being provided and shall assure the program is administered by a Nutrition Director who maintains a current food safety certification. *DDA Aging and Disability Program & Policy Manual, 6-10-.01(1)(a)(ii)*

10. **Expertise:** Nutrition service providers shall utilize the advice and expertise of (a) a dietician or other individual described in *DDA Aging and Disability Program & Policy Manual, 6-1-.02(1)(a)*; (b) aging nutrition program participants; and (c) other individuals knowledgeable about the needs of adults aged 60 and over. *DDA Aging and Disability Program & Policy Manual, 6-2-.01(3)*

11. **Contributions and Supplanting:** Nutrition service providers shall maintain efforts to solicit voluntary contributions and shall not use OAA nutrition award funds to supplant funds earmarked for services for eligible persons from non-federal sources. *DDA Aging and Disability Program & Policy Manual, 6-1-.01(3)(a)(iii)*

12. **Emergencies:** Service providers shall, where feasible and appropriate, make arrangements for the availability of services to older individuals and family caregivers in weather-related and other emergencies. *DDA Aging and Disability Program & Policy Manual, 4-2-.09(2)(c)*

13. **Benefits:** Service providers shall assist participants in taking advantage of benefits under other programs. *DDA Aging and Disability Program & Policy Manual, 4-2-.09(2)(d)*

14. **Coordination:** Service providers shall assure that all services are coordinated with other appropriate services in the community, and that these services do not constitute an unnecessary duplication of services provided by other sources. *DDA Aging and Disability Program & Policy Manual, 4-2-.09(2)(e)*

15. **Licensure:** Service providers shall be licensed in accordance with the regulations of the State prior to performing any services. *DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(f)*

16. **Service Authorization:** Service providers shall provide services and units of service that are consistent with the Provider Authorization. *DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(g)*

17. **Notification:** Service providers shall notify the Case Manager of any changes in an individual's condition/health/needs to the AAAD within five (5) business days by phone or email and document in the individual's case note in the state-approved database. *DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(h)*

18. **Data Collection:** Service providers shall have methods and procedures in place for the collection and reporting of individual specific data, and invoices and provide to the AAAD by the tenth (10th) day of the month following the month being reported. *DDA Aging and Disability Program & Policy Manual, 14-2-.09(2)(j)*

19. **Inspection Reports:** Nutrition service providers shall maintain a copy of all current Food Service Establishment Inspection Reports completed by state and local health department staff for each food preparation site and food service subcontractor/caterer/provider used in the

nutrition program. Corrective actions recommended by state or local officials must be resolved in a timely manner. *DDA Aging and Disability Program & Policy Manual, 6-1-.01(3)(a)(I)*

20. **Safe Temperatures:** Maintain safe and appropriate temperatures / limit the amount of time meals must spend in transit before consumed. *DDA Aging and Disability Program & Policy Manual, 6-5-.05(6)*

21. **Education/Outreach/Screening:** Provide nutrition education, outreach, and screening (as applicable) to each individual (home – delivered meals) and/or group (congregate meals) and submit quarterly progress reports to the AAAD. *DDA Aging and Disability Program & Policy Manual, 6-9-.01(1-2), 6-4-.08(01),6-10-.01(1)(b)(iv)(7)*

22. **Monitoring:** Monitor each kitchen, congregate meal site and home delivered meal program as specified by the TCAD monitoring tracker and using the state approved monitoring tools. *DDA Aging and Disability Program & Policy Manual, 6-11-.02, 18-1-.02*

23. **Plan of Correction:** Submit a plan of correction to address any findings cited during monitoring activities. *DDA Aging and Disability Program & Policy Manual, 18-1-.04*

24. **Qualifications and Training:** Assure that each paid or voluntary staff member meets minimum qualifications and training standards. *DDA Aging and Disability Program & Policy Manual, 6-1-.01(2)(j),6-10-.01(1)(a)*

25. **Supervision:** Designate a supervisor to ensure staff providing services are provided professional supervision and monitor the timeliness and quality of service delivery. *DDA Aging and Disability Program & Policy Manual, 6-10-.01(1)(a)(iii)(2)*

26. **Insurance:** Each service provider shall either provide a statement of self-insured status or procure and maintain payment of premiums on policies of insurance coverage to (A) adequately protect personal and real property whose acquisitions cost was borne in whole or in part as a direct charge to Title III or state funds from loss or damage; and (B) adequately cover all claims which may arise related to accidents involving personal injuries and/or use of products and services under the area plan. *DDA Aging and Disability Program & Policy Manual,2-6-.07*

27. **Bond:** All service providers must obtain sufficient bond coverage for protection of the AAAD and DDA from theft, forgery, embezzlement, and fraud losses by the service provider agency, any of its agents or employees, full or part-time. *DDA Aging and Disability Program & Policy Manual,2-6-.07*

28. **Background Checks:** All service providers shall comply with Tennessee Code Annotated § 52-2-1002 on completing background checks for employees and volunteers.

29. **QA:** Quality Assurance will be an ongoing process in which all entities including DDA, AAAD, service providers and consumers will play a role. *DDA Aging and Disability Program & Policy Manual,14-2-.09(1)(c)*

30. **Change:** Obtain written approval from the AAAD before opening a new meal site, changing location of a site or closing a site. *DDA Aging and Disability Program & Policy Manual, 6-4-.05(5)(a)*

31. **Grievance procedures:** The nutrition service provider, in collaboration with the AAAD shall develop complaint and grievance procedures to be included in the nutrition service provider policy manual. *DDA Aging and Disability Program & Policy Manual, 6-2-.01(6)*

32. **Request for Funds:** Provide a signed written request for funds to the AAAD as specified in the contract. *DDA Aging and Disability Program & Policy Manual, 2-5-.03(2)*

33. **Abuse/Neglect/Exploitation Reporting:** Notify Adult Protective Services and the AAAD when potentially unsafe and/or hazardous conditions, or suspicions of abuse, neglect or exploitation exist. *DDA Aging and Disability Program & Policy Manual, 6-9-.04(3)*

34. **Denial/Termination of Services:** The nutrition service provider shall work in collaboration with the AAAD to develop denial or termination of service procedures to be included in the nutrition service provider policy manual. *DDA Aging and Disability Program & Policy Manual, 6-2-.01(7)*

35. **Policies:** The nutrition service provider shall develop and implement a policy manual containing, at a minimum, the following information: fiscal management, food service management, safety and sanitation, staff responsibilities, and organization chart. *DDA Aging and Disability Program & Policy Manual, 6-1-.01(2)(d)(i-v)*

36. **Incorporation:** Service providers, either private for-profit or not-for-profit organizations, must be incorporated under the laws of the state in which their principal place of business is located. *DDA Aging and Disability Program & Policy Manual, 4-2-.04(1)(f), 2-5-.0(3-4)*

The following are ETHRA – ETAAAD Specific Requirements.

Describe your approach to meeting the following requirements.

1. Documentation of all required license to provide services/documentation of compliance with local health department and safety codes including copy of annual health and fire inspection/copy of license and certification for RD/ICE the program will use
2. Required information: Organizational history, Governing Body, Organizational Chart, W-9, History/Organizational Capacity, Mission & Values, Personnel (Supervisory structure, qualifications/job descriptions, proposed training and curriculum), Audited Financial statement, copy of organization's business status, copy of valid certificate of insurance, copy of verification of Workers Compensation Insurance, current written bank reference, two current written positive credit references, organizational conduct, internal monitoring tool and procedures
3. Record of accurate and timely billing (current contractors).

4. Service delivery explanation & Attachment 1- Scope of Work, Timeline for Implementation, policy for conducting/maintaining background checks, schedule of holidays
5. Copy of site agreements or site agreement template
6. Record of accurate reporting (current contractors).
7. Organization has been delivering meals in person to consumers for more than 2 years. (1 point per year up to 5 years)
8. Customer Satisfaction rate has been measured and documentation that 80% or more of consumers are satisfied with services
9. Multiple county proposal (1 point per county)
10. Organization has capacity to deliver meals in person in all areas of the Agency (counties) they are proposing to serve
11. Proposal would fill existing gap in services (provide services not currently provided in a county or community)
12. Cost to provide services is equal to or less than the maximum allowable cost
13. Capacity to maintain food temperatures.
14. Proof of current General Liability Insurance, Workers Comp Insurance and Bond, as required by DDA Aging and Disability Program & Policy Manual, 2-6-.07.

Vendors/Proposers must comply with all of the above.

Vendors/Proposers may not submit a proposal if not listed in the above request.

X. CONTRACT REQUIREMENTS

The successful Vendor(s) will be expected to enter into a contract incorporating the following terms and conditions, and such additional terms and conditions standard to services of this type.

a. GENERAL CONTRACTUAL REQUIREMENTS

1. Control. All services by the Vendor will be performed in a manner satisfactory to the Agency and in accordance with the generally accepted business practices and procedures of the Agency.
2. Vendor's Personnel. The Vendor certifies that it presently has adequate qualified personnel to perform all services required under this Contract. All work under this Contract will be supervised by the Vendor. The Vendor further certifies that all of its employees assigned to serve the Agency have such knowledge and experience as required to perform the duties assigned to them. Any employee of the Vendor who, in the opinion of the Agency, is incompetent, or whose conduct becomes detrimental to the work, shall immediately be removed from association with services under this Contract.
3. Independent Status.
 - a. Nothing in this Contract shall be deemed to represent that the Vendor, or any of the Vendor's employees or agents, are the agents, representatives, or employees of the Agency. The Vendor will be an independent Vendor over

the details and means for performing its obligations under this Contract. Anything in this Contract which may appear to give the Agency the right to direct the Vendor as to the details of the performance of its obligations under this Contract or to exercise a measure of control over the Vendor is solely for purposes of compliance with local, state and federal regulations and means that the Vendor will follow the desires of the Agency only as to the intended results of the scope of this Contract.

- b. It is further expressly agreed and understood by the Vendor that neither it nor its employees or agents are entitled to any benefits which normally accrue to employees of the Agency; that the Vendor has been retained by the Agency to perform the services specified herein (not hired) and that the remuneration specified herein is considered fees for services performed (not wages) and that invoices submitted to the Agency by the Vendor for services performed shall be in the format prescribed by the Agency.

4. Termination or Abandonment.

- a. It shall be cause for the immediate termination of this Contract if, after its execution, the Agency determines that either:
 - i. The Vendor or any of its principals, partners or corporate officers, if a corporation, including the corporation itself, has plead nolo contendere, or has plead or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales or purchases, including but not limited to the rigging of bids, price fixing, or any other collusive and illegal activity pertaining to bidding and governmental contracting.
 - i. The Vendor has subcontracted, assigned, delegated, or transferred its rights, obligations or interests under this Contract without the Agency's consent or approval.
 - ii. The Vendor has filed bankruptcy, become insolvent or made an assignment for the benefit of creditors, or a receiver, or similar officer is appointed to take charge of all or part of the Vendor's assets.
 - b. The Agency may terminate the Contract upon sixty (60) days written notice by the Agency or its authorized agent to the Vendor for the Vendor's failure to provide the services specified under this Contract.
 - c. This Contract may be terminated by either party by giving ninety (90) days' written notice to the other, before the effective date of termination. In the event of such termination, the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date; however, the Vendor shall not be reimbursed for any anticipatory profits that have not been earned as of the date of termination.
 - d. All work accomplished by the Vendor prior to the date of such termination shall be recorded and tangible work documents shall be transferred to and become the sole property of the Agency prior to payment for services rendered.
 - e. Notwithstanding the above, the Vendor shall not be relieved of liability to the Agency for damages sustained by the Agency by virtue of any breach of the Contract by the Vendor and the Agency may withhold any payments

to the Vendor for the purpose of setoff until such time as the exact amount of damages due the Agency from the Vendor is determined.

5. Subcontracting, Assignment or Transfer. Any subcontracting, assignment, delegation or transfer of all or part of the rights, responsibilities, or interest of either party to this Contract is prohibited unless by written consent of the Agency. No sub-contracting, assignment, delegation or transfer shall relieve the Vendor from the performance of its duties under this contract. The Agency shall not be responsible for the fulfillment of the Vendor's obligations to its transferors or sub-Vendors. Upon the request of the other party, the subcontracting, assigning, delegating or transferring party shall provide all documents evidencing the assignment.
6. Conflict Of Interest. The Vendor covenants that it has no public or private interest, and will not acquire directly or indirectly any interest which would conflict in any manner with the performance of its services. The Vendor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of the Agency as wages, compensation, or gifts in exchange for acting as officer, agent, employee, sub-Vendor to the Vendor in connection with any work contemplated or performed relative to this Contract.
7. Covenant against Contingent Fees. The Vendor warrants that it has not employed or retained any company or person other than a bona fide employee working solely for the Vendor, to solicit or secure this Contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Vendor any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Contract. For breach or violation of this warranty, the Agency will have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.
8. Employment of Agency Workers. The Vendor will not seek from any official, employee or appointee the disclosure or use of information not available to members of the general public and gained by reason of her or his official position to secure a special privilege, benefit or exemption for herself, himself or any other person or business entity.
9. Arbitration. Any dispute concerning a question of fact in connection with the work not disposed of by agreement between the Vendor and the Agency will be referred to the Agency's legal counsel for review and resolution.
10. General Compliance with Laws.
 - a. If required, the Vendor shall certify that it is qualified and duly licensed to do business in the State of Tennessee and that it will take such action as, from time to time, may be necessary to remain so qualified and it shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.

- b. The Vendor is assumed to be familiar with and agrees that at all times it will observe and comply with all federal, state, and local laws, ordinances, and regulations in any manner affecting the conduct of the work. The preceding shall include but is not limited to, compliance with all Equal Employment Opportunity laws, the Fair Labor Standards Act, Occupational Safety and Health Administration (OSHA) requirements, and the Americans with Disabilities Act (ADA).
 - c. This Contract will be interpreted in accordance with the laws of the State of Tennessee. By execution of this contract, the Vendor agrees that all actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation, and enforcement of this contract will be instituted and litigated in the courts of the State of Tennessee, located in Knox County, Tennessee, and in no other. In accordance herewith, the parties to this contract submit to the jurisdiction of the courts of the State of Tennessee located in Knox County, Tennessee.
11. Nondiscrimination. The Vendor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Vendor on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Vendor shall upon request show proof of such nondiscrimination and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination.
12. Entire Agreement. The Contract contains the entire Contract of the parties and there are no other promises or conditions in any other Contract whether oral or written. This Contract supersedes any prior written or oral Contracts between the parties.
13. Amendment. The Contract may be modified or amended, only if the amendment is made in writing and is signed by both parties.
14. Severability. If any provision of this Contract is held to be unlawful, invalid or unenforceable under any present or future laws, such provision shall be fully severable; and this Contract shall then be construed and enforced as if such unlawful, invalid or unenforceable provision had not been a part hereof. The remaining provisions of this Contract shall remain in full force and effect and shall not be affected by such unlawful, invalid or unenforceable provision or by its severance here from. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall be added automatically as a part of this Contract a provision as similar in terms to such unlawful, invalid or unenforceable provision as may be possible, and be legal, valid and enforceable.
15. No Waiver of Contractual Right. No waiver of any term, condition, default, or breach of this Contract, or of any document executed pursuant hereto, shall be effective unless in writing and executed by the party making such waiver; and no such waiver shall operate as a waiver of either (a) such term, condition, default, or breach on any other occasion or (b) any other term, condition, default, or breach of

this Contract or of such document. No delay or failure to enforce any provision in this Contract or in any document executed pursuant hereto shall operate as a waiver of such provision or any other provision herein or in any document related hereto. The enforcement by any party of any right or remedy it may have under this Contract or applicable law shall not be deemed an election of remedies or otherwise prevent such party from enforcement of one or more other remedies at any time.

16. Matters To Be Disregarded. The titles of the several sections, subsections, and paragraphs set forth in the contract are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of the provisions of this contract.
17. Subject To Funding. The Contract is subject to annual appropriations of funds by The US Administration for Community Living, TN Department of Disability and Aging through ETHRA - ETAAAD. In the event sufficient funds for this Contract are not appropriated for any of its fiscal period during the term hereof, then the Contract will be terminated. In the event of such termination, the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date.
18. Travel Expenses. All travel expenses payable under this Contract shall be in accordance with the Tennessee State Travel Policy and Procedures. This includes advance written travel authorization, submission of travel claims, documentation requirements, and reimbursement rates. No travel advances will be made by the Agency.
19. Incorporation of Other Documents.
 - a. The Vendor shall provide services pursuant to this Contract in accordance with the terms and conditions set forth within the Agency's Request for Proposal as well as the response of the Vendor, thereto, all of which are maintained on file within the Agency's Purchasing Department and incorporated herein by reference.
 - b. It is understood and agreed between the parties that in the event of a variance between the terms and conditions of the Contract and any amendment thereto and the terms and conditions contained either within the Request for Proposals/Bids or the Response thereto, the terms and conditions of this Contract, as well as any amendment, shall take precedence and control the relationship and understanding of the parties.
20. Waiver of Proprietary Interest. Notwithstanding anything to the contrary contained herein or within any other document supplied to the Agency by the Vendor, the Vendor understands and acknowledges that the Agency is a quasi-governmental entity subject to the laws of the State of Tennessee and that any reports, data, or other information supplied to the Agency by the Vendor due to services performed pursuant to this Contract is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee.
21. Organization Status and Authority.

- a. The Vendor represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing and in good standing under the laws of the state of Tennessee; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.
 - b. The execution, delivery and performance of the Contract by the Vendor has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of the Vendor, any provision of any indenture, agreement or other instrument to which the Vendor is a party, or by which the Vendor's respective properties or assets are bound, or be in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the properties or assets.
22. Warranty. The Vendor warrants to the Agency that all Services shall be performed in accordance with acceptable standards in the industry applicable to the Services. The Vendor shall correct, at its sole cost and expense, any work reasonably
23. deemed to be unsatisfactory by the Agency. The Vendor warrants to the Agency that all Services shall be in strict compliance with the terms of the Contract, and all applicable governmental laws, rules and regulations.
24. Rights in Data. The Agency shall become the owner, and the Vendor shall be required to grant to the Agency, or its successors, a perpetual, non-exclusive, non-transferable, royalty-free right, in the Agency's name, to use any deliverables provided by the Vendor under this Contract, regardless of whether they are proprietary to the Vendor or to any third parties.
25. Iran Divestment Act. By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to T.C.A. § 12-12-106.

B. INDEMNIFICATION AND INSURANCE REQUIREMENTS

1. Responsibilities for Claims and Liabilities
- a. The Vendor shall indemnify, defend, save and hold harmless the Agency, and its elected officials, officers, employees, agents, assigns, and instrumentalities from and against any and all claims, liability, losses or damages—including but not limited to Title VII and 42 USC 1983 prohibited acts—arising out of or resulting from any conduct; whether actions or omissions; whether intentional, unintentional, or negligent; whether legal or illegal; or otherwise that occur in connection with or in breach of the Contract or in the performance of the duties hereunder, whether performed by the Vendor its sub-Vendors, agents, employees or assigns. This indemnification shall survive

- the termination or conclusion of the Contract.
- b. The Vendor expressly understands and agrees that any insurance protection required by this Contract or otherwise provided by the Vendor shall in no way limit the responsibility to indemnify, defend, save and hold harmless the Agency or its elected officials, officers, employees, agents, assigns, and instrumentalities as herein provided.
 - c. The Agency has no obligation to provide legal counsel or defense to the Vendor or its sub-Vendors in the event that a suit, claim or action of any character is brought by any person not a party to the Contract against the Vendor as a result of or relating to obligations under the Contract.
 - d. Except as expressly provided herein, the Agency has no obligation for the payment of any judgment or the settlement of any claims against the Vendor as a result of or relating to obligations under this Contract.
 - e. The Vendor shall immediately notify the Agency, c/o The Executive Director of ETHRA – ETAAAD at 9111 Cross Park Drive; Suite D-100; Knoxville, Tennessee 37923 of any claim or suit made or filed against the Vendor or its sub-Vendors regarding any matter resulting from or relating to the Vendor’s obligations under the Contract and will cooperate, assist and consult with the Agency in the defense or investigation thereof.
 - f. The Vendor shall immediately notify the Executive Director, ETHRA – ETAAAD at 9111 Cross Park Drive, Suite D-100; Knoxville, Tennessee 37923 of cancellation or changes in any of the insurance coverage required.
2. Insurance Requirements. The Vendor shall purchase and maintain, in a company or companies authorized to do business in the State of Tennessee, such insurance as will protect the Agency from claims which may arise out of or result from the Vendor’s operations under the Contract, whether such operations are performed by himself or by any subcontractors or by anyone directly or indirectly employed by any of them, or by anyone for whose acts the Vendor or subcontractor may be liable.

The insurance required shall be written for not less than any limits of liability specified below or required by law, whichever is greater. The Vendor will maintain throughout the life of this Contract insurance, through insurers rated A- or better by A. M. BEST, in the following minimum requirements:

- 1) **Commercial General Liability Insurance** – Limit of not less than \$1,000,000 limit per occurrence bodily injury and property damage/\$1,000,000 personal and advertising injury/\$2,000,000 General Aggregate/\$2,000,000 Products-Completed Operations Aggregate. ETHRA - ETAAAD, its elected officials, appointees, employees and members of boards, agencies, and commissions shall be named as additional insureds. The insurance shall include coverage for the following:
 - a) Premises/Operations
 - b) Products/Completed Operations
 - c) Contractual Liability
 - d) Independent Vendors/Contractors
 - e) Personal Injury Liability
 - f) Broad Form Property Damage

- g) XCU coverage, where applicable
- 2) **Business Automobile Liability Insurance** – Limit of not less than \$1,000,000 per occurrence for property damage and bodily injury. ETHRA - ETAAAD, its elected officials, appointees, employees and members of boards, agencies, and commissions shall be named as additional insured. Coverage is to be provided on all:
 - a) Owned/Leased Autos
 - b) Non-owned Autos
 - c) Hired Autos
- 3) **Workers Compensation and Employers' Liability Insurance** – Including coverage for sole proprietors, partners, and officers, regardless of requirement by Tennessee State Statute. Policy is to be specifically endorsed to include these individuals for coverage. This policy should include Employers' Liability Coverage for \$1,000,000 per accident. The Vendor waives its right of subrogation against the Agency for any and all workers' compensation claims.
- 4) **Professional Liability Errors & Omissions Insurance** – Coverage with minimum limits of \$1,000,000 per claim or occurrence/\$2,000,000 annual aggregate indicating if coverage is written on claims-made basis.

All policies will provide for thirty (30) days written notice to ETHRA - ETAAAD of the cancellation of coverage provided. Ten (10) days notice is applicable to non-payment of premium. If the insurer is not required by the policy terms and conditions to provide written notice of cancellation to the Agency, the Vendor will provide immediate notice to the Agency and evidence of replacement coverage with no lapse.

Upon termination or cancellation of any claims-made insurance currently in effect under this Contract, the Vendor shall purchase replacement coverage and/or an extended reporting endorsement and furnish evidence of same to the Agency.

All insurance policies maintained by the Vendor shall provide that insurance as applying to the Agency shall be primary and non-contributing irrespective of such insurance or self-insurance as the Agency may maintain in its own name and on its own behalf.

C. **RIGHT TO MONITOR AND AUDIT**

Access To Records. During all phases of the work and services to be provided hereunder the Vendor agrees to permit duly authorized agents and employees of the Agency, to enter the Vendor's offices for the purpose of inspections, reviews and audits during normal working hours. Reviews may also be accomplished at meetings that are arranged at mutually agreeable times and places. The Vendor will maintain all books, documents, papers, accounting records, and other evidence pertaining to the fee

paid under this Contract and make such materials available at their offices at all reasonable times during the period of this Contract and for three (3) years from the date of payment under this Contract for inspection by the Agency or by any other governmental entity or agency participating in the funding of this Contract, or any authorized agents thereof; copies of said records to be furnished if requested.

XI. PROPOSAL SUBMISSION

A. GENERAL

1. All interested and qualified proposers are invited to submit a proposal for consideration. Submission of a proposal indicates that the Proposer has read and understands this entire RFP, including all attachments, exhibits, schedules, and addenda (as applicable) and all concerns regarding this RFP have been satisfied.
2. Proposals must be submitted in the format described below. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc. are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.
3. Proposals must be complete in all respects as required in this section. A proposal may not be considered if it is conditional or incomplete.
4. **Hard copy proposals must be received no later than 4:00 p.m. (EST) on March 31, 2026, at ETHRA – ETAAAD – 9111 Cross Park Drive; Suite D-100; Knoxville, Tennessee 37923.**
5. The proposer agrees to provide the Agency with any additional information it deems necessary to accurately determine the ability to perform the services proposed. Furthermore, submission of this proposal constitutes permission by this organization for the Agency to verify all information contained in the proposal. Failure to comply with any request for additional information may disqualify this organization from further consideration. Such additional information may include evidence of financial ability to perform.

XII. PROPOSAL COPIES

1. HARD COPIES - One (1) original (**clearly identified as original**) and **(1)** copy of the proposal are required.
2. COMPLETED EXCEL Budget files that will be provided by the ETAAAD Finance Manager to the Vendor's designated contact.
3. The package containing the original and copies must be sealed and marked with the proposer's name and "**CONFIDENTIAL – ETHRA – East Tennessee Area**

Agency on Aging and Disability – Nutrition Services” with the due date and time indicated.

4. Proposals must be typed. Erasures and “white-out” are not permitted. Mistakes may be crossed out, and corrections may be typed adjacent and initialed in ink by the person signing the proposal. Please identify all attachments, literature and samples, etc., with your firm name and our bid number.
5. Proposals must be verified before submission as they cannot be withdrawn or corrected after the due date and time. The Agency will not be responsible for errors or omissions on the part of the proposers in preparing their proposals. A responsible officer or employee must sign proposals. Tennessee sales tax shall not be included in the Vendor’s proposal.

C. PROPOSAL FORMAT

Response to this RFP must be in the form of a proposal package that must be submitted as requested by the Agency. As a minimum, include the following:

1. **Cover Page/Proposal Response Sheet** – Submit on letterhead stationery, signed by a duly authorized officer, employee, or agent of the Vendor.
2. **Comprehensive Response** – This portion of the proposal must address all requirements outlined in this RFP document: Which will also include:
 - how the respondent can meet or exceed the Department requirements,
 - detail of how the respondent is qualified to provide the services required,
 - a detailed description of the approach for delivering the goods and/or accomplishing the services (include a time schedule for completion of each element).
3. **Cost and Fees** for the initial term of the Contract
 - a. Provide the applicable itemized costs, fees and any commissions included in the proposal for the Goods and/or Services for each element in the scope of work (this includes ALL break-down of the cost proposed, as well as any sub-Vendor(s) working in conjunction with your organization on the project).
 - b. Explain any assumptions or constraints in a price proposal to provide the goods and/or perform the Services required.
 - c. Explain any additional charges or fees in the proposal.
 - d. The proposal submission shall include an overall cost for the entire project with an itemized cost for each phase as feasible.
4. **Experience of the Respondent**

A sufficient description of the experience and knowledge base of the proposer to show the proposer’s capabilities should be included in the proposal. At a minimum, the description of the experience and knowledge base of the

proposer included in the proposal should include, but not necessarily be limited to, the following:

- a. A brief description of the history and mission of the proposer, including the proposer's background and mission statement, the length of time the proposer has been in business, a description of the proposer's organizational structure and a description of the proposer's customer make-up;
- b. A statement of how long the proposer has provided services similar to the Goods and/or Services requested herein;
- c. A general description of the proposer's experience and background in providing Goods and/or Services similar to the Services requested herein; and
- d. Any other relevant information about the experience and knowledge base of the proposer which is deemed to be material.
- e. Resume of organization leadership and managerial employees engaged in the services, including the role of each and an overview of their previous experience with similar projects.

5. References

A list of current and former clients for whom the Proposer has provided services similar to this bid (with preference given to clients comparable to ETHRA - ETAAAD), is to be submitted and, for each such reference, the business name, the identification of a contact person, the title of the contact person and a telephone number:

6. Additional Information

Any additional information that would be helpful to the Agency in evaluating the proposal should be submitted.

- a. A description of any other resources available to the Proposer that will be useful in providing the goods or services mentioned in this bid.
- b. A description of the methods used by the Proposer to measure the satisfaction of its client.
- c. Any other relevant information about the capabilities of the Proposer is deemed to be material.

XII. PROPOSAL EVALUATION AND SELECTION

1. Responsiveness Evaluation Process

All proposals will be initially evaluated by the ETAAAD staff along with representatives from the Agency's Purchasing and Legal Divisions to determine if they meet the following, in order to be considered a "responsive" bidder:

- a. *The proposal must be complete and in the required format.*
- b. *Proposers must meet ALL minimum proposer requirements outlined in Section*

Of this RFP, per their completed scorecard (digital file submitted with the proposal)

2. Department Review of their specific requirements

Each responsive proposal will be reviewed by a special Ad-Hoc Committee, which may elect to schedule a personal presentation and interview with one or more of the proposers. The evaluation committee shall review the responsive proposals and EACH PROPOSAL SHALL BE EVALUATED INDEPENDENTLY OF THE OTHER.

3. Oral Presentation.

The ETHRA - ETAAAD reserves the right to interview or require an oral presentation from, any Respondent for clarification of information set forth in the Proposer's response. In this regard, at the discretion of the evaluation committee, some or all Proposers who submit a Proposal in response to this RFP may be asked to submit to an interview or give an oral presentation of their respective Proposals to the evaluation committee. If so, this is not to be a presentation restating the Proposal, but rather an in-depth analysis of certain qualifications of the Proposer. The interview or oral presentation, if utilized, is intended to provide an opportunity for the Proposer to clarify or elaborate on its qualifications without restating the Proposal. The interview or oral presentation is to be a fact-finding and explanation session only and is not to be used to negotiate any terms of the contract. If required, the time and location of such interview or oral presentation will be scheduled by the Agency's Purchasing Administrator. Interviews and oral presentations are strictly an option of the ETHRA - ETAAAD or its evaluation committee and, consequently, may or may not be conducted. All travel expenses to and from the interview or oral presentation shall be the responsibility of the Proposer. Selection will be based on the determination of which proposal best meets the needs of the Agency and the requirements of this RFP.

ADDENDUM

Projected Funding Allocations, Current Capacity, and Minimum Required Client Levels by County

This addendum provides projected funding allocations by county, identifies the current number of congregate meal sites and home-delivered meal (HDM) routes, and establishes the minimum average number of clients to be served per weekday based on available funding.

Minimum client levels are calculated by dividing the county allocation by the current reimbursement rate of \$7.65 per meal and dividing that result by 261 weekdays per year. All figures are rounded to the nearest whole number.

County	Projected FY27 Congregate Allocation	Current Congregate Sites	Min. Congregate Clients per Weekday	Projected FY27 HDM Allocation	Current HDM Routes	Min. HDM Clients per Weekday
Anderson	\$77,157	2	39	\$134,393	8	67
Blount	\$139,360	3	70	\$242,737	47	122
Campbell	\$39,779	1	20	\$69,287	4	35
Claiborne	\$31,499	1	16	\$54,866	5	27
Cocke	\$39,870	0	20	\$69,446	5	35
Grainger	\$25,467	0	13	\$44,358	3	22
Hamblen	\$59,352	2	30	\$103,380	5	52
Jefferson	\$57,602	0	29	\$100,331	4	50
Knox	\$393,379	9	197	\$685,188	73	343
Loudon	\$73,547	1	37	\$128,105	3	64
Monroe	\$48,829	1	24	\$85,051	3	43
Morgan	\$19,924	0	10	\$34,704	1	17
Roane	\$62,900	1	32	\$109,560	6	55
Scott	\$19,098	1	10	\$33,266	2	17
Sevier	\$102,157	0	51	\$177,936	4	89
Union	\$20,377	1	10	\$35,493	4	18

Notes

- Minimum client levels reflect the average number of clients required per weekday to fully expend allocated funds.
- These minimums do not replace federal or state service requirements but establish the baseline service expectation tied to funding levels.
- Providers must ensure adequate staffing, site capacity, and route coverage to meet or exceed these minimum daily client service levels.
- Counties currently operating zero congregate sites must demonstrate a plan for establishing congregate service capacity sufficient to meet minimum projected client levels.