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SPECIAL REQUEST FOR PROPOSALS
Older Americans Act - Title III C
Elderly Nutrition Program
Providers- Midstate Region

Senior Resources (Agency on Aging) is seeking proposals from qualified organizations capable of operating an elderly nutrition project providing congregate and/or home delivered meals to persons sixty years of age and older.

Title III of the federal Older Americans Act of 1965 (OAA), as amended, establishes authority for grants to States for the delivery of social and nutrition services to assist older persons, especially those with greatest economic and social needs. This legislation was passed by Congress with the primary goal of maintaining the independence and dignity of older adults in their homes and communities.

There are five private, non-profit Area Agencies on Aging in Connecticut established under Title III of the OAA. Each has been designated by the State of Connecticut as an area-wide planning and administrative unit to foster the development of comprehensive and coordinated service systems within its geographic area.

Title III authorizes formula grants to the Bureau of Aging (BOA) for the provision of services such as supportive services and nutrition. The BOA awards Title III funds utilizing an intrastate funding formula based on demographics. These funds will be used by each of the designated Area Agencies on Aging for such activities as community planning, coordination, advocacy, and direct services by community providers. This system of allocation serves to ensure access to these services for the greatest number of individuals.

PROCUREMENT PROCESS

1. INTRODUCTION

Title III-C of the OAA specifically provides guidelines and funding for nutrition services. The Agencies on Aging subsequently award funds to service providers based on an area-wide assessment of need, to ensure provision of congregate and home delivered meals and to provide nutrition education, nutrition counseling and other nutrition services.

This Request for Proposals contains information describing regulations, standards, definitions and guidelines for program administration and operations. Such information is illustrative and is NOT intended to represent the full scope of all applicable regulations, standards, definitions nor guidelines that govern activities under the OAA programs. Respondents are required to review and adhere to all applicable requirements for the administration of the program. Senior Resources is requesting the highest quality and most economical option(s) which will meet these requirements.

The services Senior Resources may wish to procure through this RFP are:

- Community café meals

- Home delivered meals
- Nutrition education at community cafés
- Nutrition counseling at community cafés

2. INSTRUCTIONS

1. Agency on Aging Specific Information

Senior Resources has a designated Official Contact Person for the application process. The Official Contact Person is the only authorized contact for this process and, as such, handles all related communications on behalf of Senior Resources. All inquiries must be directed to the Official Contact person as designated for the Agency on Aging's service area. Official Contact, specific requirements and demographic data are in the addendum:

- Senior Resources Agency on Aging – See Addendum 3

2. Request for Proposals Information

The Request for Proposal (RFP), forms, budget documents and other information associated with the process are available in electronic format online at seniorresourcesec.org.

3. Contract Period

The contract period is March 1, 2025 – September 30, 2026. Funding is subject to availability of federal and state funds.

4. Contract Offers

The offer of the right to negotiate any contract pursuant to this RFP is dependent upon the availability of funding to Senior Resources.

Senior Resources reserves the right to contract for any and all services specified within this RFP.

Negotiations may include, but are not limited to:

- Services
- Conditions of award
- Line item budget and unit costs

5. Eligibility

In order to be eligible to apply for funding, respondents and their sub-contractors must:

- be a profit, non-profit, private or public entity, agency, organization or municipality. Respondents may be subject to approval by the Bureau of Aging;
- possess the ability to successfully perform under the terms and conditions of the proposed contract. Consideration shall be given to matters such as the integrity of the compliance with public policy, record of past performance, and financial and technical resources;
- be willing to provide services to the entire Midstate region.
- be licensed where state or local public jurisdiction requires licensure for the provision of service;
- agree to operate the service fully in compliance with all applicable federal, state and local standards

including fire, health and safety standards as prescribed in law or regulation.

- comply with all requirements imposed by the governing bodies concerning federal, state and local law, statistical, fiscal and other administrative requirements.

In order to be eligible to apply for funding, respondents and their sub-contractors must not:

- compete for contract awards if any person associated with the respondent or sub-contractor developed or drafted specifications, requirements, requests for quotations, contract terms and conditions, or other documents for use in this process.
- submit a proposal to become an ENP and submit a bid as a subcontractor for the Midstate region.
- be debarred or suspended or is otherwise excluded from or ineligible for participation in state or federal assistance programs.

6. Subcontracts

A formal caterer Requests for Quotations (RFQ) process should be used for all caterer subcontracts which equal or exceed \$100,000 in value. These quotations must be submitted with the respondent's application.

The respondent may solicit specific small caterer subcontractors with a threshold under \$100,000. Documentation of the quote will be required as part of the budget package.

Respondents must follow the Department of Administrative Services (DAS) procurement process when selecting a subcontractor. Subcontractors are subject to all required statutory and regulatory compliance as cited in this RFP.

<https://portal.ct.gov/DAS/Procurement/Contracting/DAS-Procurement-Agency-Procurement-Manual>

7. Procurement Process Schedule

The following are important dates in the procurement process. All dates are firm. Failure to comply with the procurement schedule will result in disqualification from the procurement process.

September 9, 2024	Title III C Nutrition Request for Proposal released at 3:00 p.m. EST at: www.seniorresourcesec.org
September 23, 2024	Deadline for respondents to submit process questions may be submitted by e-mail only. Questions must be sent to kchase@seniorresourcesec.org
September 25, 2024	Senior Resources will post responses to questions by 3:00 p.m. EST at: www.seniorresourcesec.org
September 30, 2024	A non-binding Mandatory Letter of Intent due to Agency on Aging no later than 3:00 p.m. EST
October 4, 2024	Proposals are due to the appropriate Agency on Aging no later than 3:00 p.m. EST and will not be accepted after this date and time.
No later than November 8, 2024	Notification of Invitation to negotiate a contract will be sent out.
November - December 2024	Contract negotiation period
March 1, 2025	Elderly Nutrition Program begins

8. Inquiry Procedures

All questions regarding this RFP or the procurement process must be submitted by email only to the kchase@seniorresourcesec.org no later than September 23, 2024. Early submission of questions is encouraged.

All questions received by the deadline will be answered with the following exceptions:

- questions from unknown sources;
- questions deemed unrelated to the requirements of the RFP or to the procurement process; and
- questions received after the deadline.

At the discretion of the Senior Resources, similar questions will be combined and answered once. All questions and responses will be posted at www.seniorresourcesec.org by 3:00 p.m. EST on **September 25, 2024**.

9. Letter of Intent

All agencies planning to apply **must** submit a non-binding Letter of Intent to the Official Contact Person at the Agency on Aging (kchase@seniorresourcesec.org). Proposals will not be accepted from any respondent unless they have previously submitted a Letter of Intent by the deadline.

Letters of Intent are due no later than 3:00 p.m. EST on September 30, 2024. Letters of Intent must be emailed to the Agency on Aging. **Senders are responsible for confirming receipt of the Letter of Intent.**

The Area Agency on Aging shall review any and all Letters of Intent received no later than September 30, 2024.

3. PROPOSAL SUBMISSION FORMAT

10. Submission Due Date and Time

The Official Contact Person is the only authorized recipient of submissions to this RFP. **Submissions must be received on or before 3:00 p.m. EST October 4, 2024.**

Responsive proposals must:

- contain the completed forms provided in the Standard ENP Application, Budget and Attachments;
- contain the electronic signature of the respondent's authorized signatory;
- be on original forms. Modified forms will not be accepted. Character count limitations are indicated in each section. Responses must meet character limitations. **Applications must be created with a font no smaller than 11;**
- be based on firm caterer proposals or meal costs; and
- maintain current meal services, clients and sites as outlined in the RFP, unless otherwise approved by the Agency on Aging.

4. EVALUATION OF SUBMISSIONS

1. Evaluation Process.

It is the intent of Senior Resources to conduct a comprehensive and impartial evaluation of proposals received in response to this RFP. Only responsive proposals meeting proposal requirements listed in Section 3 above will be evaluated and scored. Senior Resources is requesting the highest quality and most economical option(s) which will meet the nutrition program applicable requirements. See

section “III Mandatory Provisions; Statutory and Regulatory Compliance” of this RFP for applicable requirements.

2. Minimum Submission Requirements.

Applicants may apply for Home Delivered **or** Congregate **or** both.

Each proposal will be reviewed to determine if it is sufficiently responsive to the minimum RFP requirements. Failure to meet these minimum requirements will deem the proposal non-responsive and subject to rejection without further consideration.

Proposals that do not meet the requirements specified above will not be considered except in the following situation:

- The proposal is the **only one** submitted.
- The proposal is submitted by the deadline; and
- The respondent is a qualified entity.

In this case, the Agency reserves the right to negotiate with the respondent in order to upgrade the proposal to an acceptable level for review and evaluation to give the respondent the opportunity to comply with any of the criteria listed which were not a part of the original proposal.

The Agency on Aging may determine the factors that constitute minor technicalities or irregularities and waive such technicalities or irregularities when it deems that such action is in the best interest of the Agency on Aging.

Further, the Agency on Aging may request supplemental documentation, modifications and/or written clarification of any unclear or confusing material submitted by a respondent. This includes fiscal and/or program sections of the proposal that have qualitative or quantitative deficiencies.

3. Evaluation Committee

An Evaluation Committee (Committee) will be designated to evaluate submissions received in response to this RFP. The Committee will be responsible for the review and scoring of all proposals based on the specific management, quality and cost information requested.

A standard report including evaluation scores, comments, and budget information will be submitted to the Agency on Aging Board of Directors for final funding approval.

4. Evaluation Criteria and Weights

It is the intention of the Agency on Aging to evaluate proposals based on the following criteria:

- Management (30%)
- Quality (40%)
- Cost (30%)

During the evaluation process, respondents may be required to furnish additional information which

could include but is not limited to an interview, a site visit, meal for taste testing, or references. Past evaluations and current performance may be factors in the evaluation of Provider management, quality and cost. For current Elderly Nutrition Providers, the Area Agency on Aging may use current experience, monitoring and feedback from the community in the evaluation process. A request for such information is not a proposal acceptance guarantee.

5. Respondent Selection.

The Board of Directors of Senior Resources is responsible for making all funding decisions. It is Senior Resources' duty to award the contract to the respondent whose proposal is most advantageous to meeting the requirements of the Agency on Aging.

The Agency on Aging will forward a certified letter notifying the selected respondent of the right to negotiate a contract. Once a contract is signed with the selected respondent, a certified letter with a copy of the appeals process will be sent notifying other respondents of failure to be selected.

6. Contract Execution.

Upon award, the proposals of the successful respondent will be incorporated by reference and made a part of the contract between the respondent and the awarding agency. Respondents must agree to faithfully abide by each condition set forth in the proposal as finally approved as well as each provision of the contract. By submission of a proposal, the respondent agrees to operate the project in accordance with all applicable requirements.

7. Debriefing.

After receiving notification of non-selection, a respondent may, within five (5) business days, contact the Official Contact Person and request a Debriefing of the procurement process and the respondent's proposal. After receipt of the debriefing request, the Agency on Aging will schedule and conduct a debriefing meeting within ten business (10) days. The debriefing will not include or allow any information concerning other proposals; nor will the identity of the evaluators be released. The debriefing process shall not change, alter, or modify the outcome of a competitive procurement process.

NOTE: A Debrief is a required prerequisite to an appeal.

8. Appeal Process.

Respondents may submit a request to appeal to the Agency on Aging no later than ten (10) business days after the respondent's debriefing. Respondents may only appeal an alleged violation of the procurement process. A violation will not automatically result in the reversal of the decision to grant or deny funding. Dissatisfaction with the outcome of the decision of the Board of Directors is not, in and of itself, grounds for appeal. An appeal is not an occasion to revisit the merits of the proposal. The original decision will stand unless there is any evidence to support a violation of the procurement process.

Appeals must be in writing and must set forth facts or evidence in sufficient and convincing detail for the Agency on Aging to determine whether, during any aspect of the competitive procurement process, there was a failure to comply with the provisions of the competitive procurement process or the RFP. The respondents must include the basis for the appeal and the remedy requested. Any such appeal

must be submitted to the Executive Director of Senior Resources with a copy to the Official Contact Person.

The Executive Director will submit the appeal to the Board of Directors within five days of receipt. The Board shall convene to make a determination as to whether or not the request meets the criteria listed above within ten days from the Executive Director's notification. The Board of Directors will determine if all criteria are met. If the appeal indicates there is evidence of a violation of the procurement process, a hearing will be held. The Board shall provide recommended actions for remediation and/or relief within seven days from the appeal hearing.

At the hearing:

- the respondent or their designee will be given an opportunity to make a statement in support of the respondent's claim; and
- the Board of Directors may ask the respondent questions.

If the appeal is denied, the respondent may appeal the Board of Director's decision regarding the claim to the Bureau of Aging, by submitting a written request to the Commissioner, Aging and Disability Services, 55 Farmington Ave, Hartford, CT 06105 within ten (10) business days of receiving written notice of denial from the Agency on Aging.

The Department will hear an appeal only on the issue of whether the Agency on Aging followed its procurement process in denying or terminating funding to a service provider. Content issues cannot be appealed to the Department.

The filing of an appeal will not be deemed sufficient reason for the Agency on Aging to delay, suspend, cancel or terminate the procurement process or execution of a contract.

All projects must be in operation as of March 1, 2025, unless an alternate date has been negotiated.

II. Program Overview

The Elderly Nutrition Program (Program) is a federal and state funded nutrition program that provides meals and other nutrition services to eligible participants, most of whom are aged 60 and older. The Program is authorized under Title III-C of the federal Older Americans Act (OAA). Funding sources may include: OAA Title III-C, State of Connecticut, Social Services Block Grant (SSBG) and Nutrition Services Incentives Program (NSIP). Respondents are strongly encouraged to secure local sources of funding for additional support as these funding sources do not cover the full cost of the service. All awards, contracts, and subcontracts are contingent upon the actual appropriation and distribution of State and Federal funds.

The Program is operated through regional and local projects throughout the state by community organizations designated as Elderly Nutrition Providers (ENPs), under contract with an Agency on Aging. The Program is a partnership between the designated Elderly Nutrition Provider, the local/municipal meal site, the regional Area Agency on Aging and the Bureau of Aging.

III. Elderly Nutrition Services

Meals are provided to eligible participants at congregate meal sites or by home delivery. Each meal must meet nutritional requirements and special dietary needs must be considered. In addition to providing meals, the Program provides an opportunity to enhance socialization, reduce food insecurity, hunger, and malnutrition; and promote the health and well-being of older adults. Additional nutritional services include, nutrition education, nutrition counseling and access to social services. All services must be recorded and tracked monthly in the statewide Management Information System (MIS).

1. Congregate Meals

The purpose of a congregate setting is to provide opportunities for socialization, companionship and to reduce hunger and food insecurity. The congregate setting also promotes the health and well-being of older individuals by assisting such individuals to gain access to nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior. The congregate meal setting is five days a week unless otherwise approved. Successful sites display excellent communication and collaboration between the host site and the Elderly Nutrition Provider.

Congregate meals are provided by a qualified nutrition provider to eligible participants or other eligible recipients in a senior community café, senior center, or some other congregate group setting. The meal must comply with the current Dietary Guidelines for Americans, which are published by the Secretaries of the U. S. Department of Health and Services and the U. S. Department of Agriculture and provide a minimum of one-third of the Dietary Reference Intakes. The meal preparation, delivery and service must meet the state and local food safety and sanitation requirements.

a. Senior Community Café

Congregate meal programs provide a nutritious meal at senior community cafés located in senior centers, senior housing, and other suitable locations. Typically, senior community café meals are served at or about noon. Some congregate meal programs may offer other services such as breakfast, evening meals, weekend meals, grab & go and ethnic meals as funding is available.

b. Senior Restaurant Meal Option

Senior Restaurant congregate meals can be an option within the congregate meal program. Such an option permits approved local restaurants to provide one meal per day, up to seven (7) days per week. The restaurant setting provides opportunities for socialization and companionship. This option provides flexibility by providing a range of times that meals are served rather than a set time. It offers menu choices that are nutritionally balanced and allows for a multi-generational or family dining experience.

c. Alternate Caterer Meals

In some cases, a site may have a preferred caterer and choose not to use the caterer of the assigned Elderly Nutrition Provider. In this case, an administrative fee (typically between 30%-40%) will be calculated to cover the cost of the MIS support, quarterly site inspections, menu approval and on-site staff. The municipality or site would be responsible for covering the difference between the Title III reimbursement, client donation, Elderly Nutrition Provider fundraising and actual cost.

d. Client Eligibility - Congregate

- Individuals age 60 or older;
- The spouse of an eligible participant, regardless of age;
- Individuals with disabilities who have not reached 60 years of age, but who reside in housing facilities occupied primarily by older persons at which congregate services are provided;
- Individuals providing volunteer services for the nutrition program during meal hours at the option of the nutrition project on the same basis as meals are provided to elderly participants;
- Individuals with disabilities who reside at home with older eligible individuals; and
- In general, individuals receiving home delivered meals are not eligible to receive a congregate meal on the same day.

2. Home Delivered Meals

Home delivered meal programs provide at least one nutritious meal to participants who are homebound or otherwise isolated or incapacitated. The number of meals per client per week is determined based on the clients' needs, preferences and available funds. Meal service may also include: a therapeutic meal, supper pack, weekend meals. Meals may be hot, cold, frozen, quick-chilled, or shelf stable. Meal types must be approved by the AAA. Menus for congregate, home delivered and therapeutic meals must be approved by the Bureau of Aging. At least three emergency packs should be provided to each participant early in the fiscal year for weather or nonweather-related conditions when meals cannot be delivered or served. These should be replenished as necessary. The respondent should make contact with the client at minimum of two times per week for deliveries of three or more days in a week.

Home delivered meals are provided by a qualified nutrition provider to eligible participants or other eligible recipients in their place of residence. The meal must comply with the current Dietary Guidelines for Americans, which are published by the Secretaries of the U. S. Department of Health and Human Services and the U. S. Department of Agriculture and provides a minimum of one-third of the Dietary Reference Intakes. The meal preparation, delivery and service delivery must meet state and local food safety and sanitation requirements. Meals may not be left unattended; outside; on a porch; in a cooler or in another location.

a) Client Eligibility – Home Delivered

- Individuals age 60 or older who are homebound because of illness or an incapacitating disability, or who are otherwise isolated;
- The spouse of an individual age 60 or older, regardless of age, if the receipt of the meal is in the best interest of the individual age 60 or older;
- Individuals less than 60 years old with disabilities who reside at home with a person age 60 or older who is a Title III-C home delivered meal recipient;
- In general, individuals receiving a congregate meal are not eligible to receive home delivered meals on the same day; and
- If a home delivered meal is received through a state funded program, an individual may not be eligible to receive home delivered or congregate meals paid for by Title III.

b) Nutrition Education

Nutrition Education: A targeted program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information that is consistent with the current Dietary Guidelines for Americans and instruction to participants, caregivers, or participants and caregivers in a group or individual setting overseen by a dietitian or individual of comparable expertise. (Source: National Nutrition Monitoring and Related Research Act of 1990 and Input Committee)

Nutrition education is overseen by a registered dietitian or individual of comparable expertise including but not limited to a nutritionist, physician, diabetic educator, or nurse. Individuals with other types of training must be approved by the Bureau of Aging (BOA) to provide congregate nutrition education.

Congregate Nutrition Education must be available to senior Community Café participants at each senior Community Café a minimum of once each quarter. Participants in the home delivered meal program shall receive a nutrition education home visit, as appropriate.

If a participant is eligible for congregate or home delivered meals, they are eligible for nutrition education. Eligible participants do not have to be on the meal program to receive nutrition education.

By August 15th of each year, the Elderly Nutrition Projects (ENPs) must submit an annual nutrition education plan including a lesson plan and handouts to the Agency on Aging. Some Agencies on Aging may require ENPs to participate in an area-wide nutrition education plan. All plans must be reviewed and approved by the State Unit on Aging prior to implementation.

c) Form 5 Intake Assessments

A Form 5 Intake Assessment or “intake assessment” is defined as a consumer registration and intake assessment which is completed using the Form 5- Consumer Registration (Form 5) used to collect demographic data to determine eligibility for Title III services. An intake assessment is completed for each new participant. Reassessments must be completed at least annually or more often if there are any changes to the participants information for both congregate and home delivered meal participants. If a participant refuses an intake assessment or reassessment, the participant is ineligible for meal service.

d) Nutrition Counseling

Nutrition Counseling: 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. (Source: Input Committee)

Nutrition counseling requires written, detailed documentation and it should include the participant’s health and nutrition history, medication use and chronic illnesses. It should also include a description of the discussion, materials provided, and recommendations made to the participant such as foods to be avoided. Participants may refuse nutrition counseling. Documentation of each person’s refusal must be kept on file.

IV. MANDATORY PROVISIONS TERMS AND CONDITIONS

By submitting a proposal in response to this RFP, a respondent implicitly agrees to comply with the following terms and conditions:

1. Equal Opportunity and Affirmative Action

Senior Resources is an Equal Opportunity and Affirmative Action employer and does not discriminate in hiring, employment, or business practices. Senior Resources is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of programs, services or activities. All contractors and subcontractors must comply.

2. Preparation Expenses

Senior Resources will not assume any liability for expenses incurred by a respondent in preparing, submitting, or clarifying any proposals submitted in response to this RFP

3. Changes to Submission

No additions or changes to the original submission will be allowed after submission. While changes are not permitted, Senior Resources may request and authorize respondents to submit written clarification of their submission, in a manner or format prescribed by Senior Resources and at the respondent's expense.

4. Supplemental Information

Supplemental information will not be considered unless specifically requested by the Senior Resources. Senior Resources may ask a respondent to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a submission. Any such demonstration, interview, or oral presentation will be at the time selected and in a place provided by the Agency on Aging. At its sole discretion, Senior Resources may limit the number of respondents invited to make such demonstration, interview or oral presentation.

5. Presentation of Supporting Evidence

If requested by Senior Resources, a respondent must be prepared to present evidence of experience, ability, data reporting capabilities, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFP. At its discretion, the Agency on Aging may check or contact any reference provided by the respondent.

6. RFP is Not an Offer

Neither this RFP nor any subsequent discussion shall give rise to any commitment on the part of the Agency on Aging or confer any rights to a respondent unless and until a contract is fully executed by the necessary parties. The Agency on Aging will assume no liability for costs incurred by the respondent.

V. RIGHTS RESERVED TO THE AGENCY ON AGING

By submitting a proposal in response to the RFP, a respondent implicitly accepts that the following rights are reserved to the Agency on Aging.

1. Timing Sequence

The timing and sequence of events associated with this RFP shall ultimately be determined by the Agency on Aging.

2. Amending or Canceling RFP

The Agency on Aging reserves the right to amend or cancel this RFP on any date and at any time, if the Agency on Aging deems it to be necessary, appropriate or otherwise in the best interest of the Agency on Aging

3. No Acceptable Proposal

In the event that no acceptable proposals are submitted in response to this RFP, the Agency on Aging may reopen the procurement process, if it is determined to be in the best interests of the Agency on Aging.

4. Award and Rejection of Proposal Submissions

The Agency on Aging reserves the right to award in part, reject any and all proposals in whole or in part: for misrepresentation or for modifications of any of the terms, conditions or specifications of this RFP. The Agency on Aging may waive minor technical defects, irregularities, or omissions, if it is in the best interests of the Agency on Aging. The Agency on Aging reserves the right to reject any proposal submitted after the deadline.

5. Sole Property of the Agency on Aging

Once submitted, proposals become the property of the Agency on Aging. No proposals will be returned to the respondents. Following the procurement process, disclosure of the contents of the proposal will be governed by state and federal Freedom of Information laws and regulations.

6. Contract Negotiation

The Agency on Aging reserves the right to negotiate or contract for all or any portion of the services contained in this RFP. The Agency on Aging further reserves the right to contract with one or more respondents for such services

7. Clerical Errors in Award

The Agency on Aging reserves the right to correct inaccurate awards resulting from its clerical errors. This may include, in extreme circumstances, revoking the award of a contract already made and subsequently awarding the contract to another respondent. Such action on the part of the Agency on Aging will not constitute a breach of contract on the part of the Agency on Aging since the contract with

the initial respondent is deemed to be void from the beginning and have no effect as if no contract ever existed between the Agency on Aging and the respondent.

VI. STATUTORY AND REGULATORY COMPLIANCE

Important program requirements are in these documents. A complete review is required to appropriately provide services under this RFP.

By submitting a proposal in response to the RFP, the respondent implicitly agrees to comply with all applicable Federal, State and local laws, regulations and policies as may be amended from time to time, including, but not limited to the following:

Older Americans Act of 1965, as amended

http://www.aoa.gov/AoA_programs/OAA/index.aspx

Title III of the Older Americans Act Regulations – See Section 1321.633 Service Requirements

https://acl.gov/sites/default/files/about-acl/2017-04/title_III_regs_sessions_1321_0.pdf

CT Department on Aging Community Service Policy Manual – Title III Program Regulations – Contact the local Agency on Aging for a copy of this manual.

CT Department of Public Health

<https://portal.ct.gov/DPH/Public-Health-Code/Quick-browse--Public-Health-code-by-section>

Freedom of Information, C.G.S. 1-210(b)

<http://www.ct.gov/foi/cwp/view.asp?a=4161&Q=488540&foiNav=%7C>

CT Fiscal Policy Manual

<https://casetext.com/regulation/connecticut-administrative-code/title-17a-social-and-human-services-and-resources/community-services-policy-manual-for-title-iii-programs-of-the-older-americans-act/manual-of-fiscal-policies-for-title-iii-programs-of-the-older-americans-act>

Dietary Guidelines for Americans

[Home | Dietary Guidelines for Americans](#)

Dietary Reference Intakes

[Dietary Reference Intakes | Food and Nutrition Information Center | NAL | USDA](#)

Single Audit (previously OMB Circular 133)

<https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200/subpart-F>

VII. Abbreviations/Acronyms/Definitions

100% of Poverty: At or below 100% as defined by the annual Department of Health and Human Services (HHS) Poverty Guidelines.

150% of Poverty: Between 101% and 150% as defined by the annual Department of Health and Human Services (HHS) Poverty Guidelines.

Act: See Older Americans Act (OAA).

Activities of daily living (ADL):

- eating;
- dressing;
- bathing;
- toileting;
- transferring in and out of bed or chair; and
- walking.

Administration for Community Living (ACL): The principal agency of the U. S. Department of Health and Human Services designated to carry out the provisions of the Older Americans Act, except for Title V.

Alzheimer's and Related Disorders: Related disorders with neurological and organic brain dysfunction.

Agency on Aging (Agencies on Aging): A non-profit agency designated by the State of Connecticut under the OAA, Section 305(a)(2)(A) as a planning and administrative unit to foster the development of comprehensive and coordinated services for persons sixty (60) years or older through Area Plans. There are five Agencies on Aging in Connecticut: Agency on Aging of South Central CT, North Central Area Agency on Aging, Senior Resources Agency on Aging (serving eastern CT), Southwestern CT Agency on Aging, and Western CT Area Agency on Aging.

Area Plan: The official planning document submitted by all Area Agencies on Aging to the State Unit on Aging for approval as required, that identifies measurable objectives and action steps to achieve those objectives of services for older persons in the region in accordance with the requirements of the Older Americans Act as well as describing all other functions of the Agencies on Aging.

At Risk of Institutionalization: An individual is unable to perform at least two activities of daily living without substantial assistance (including verbal reminding, physical cuing, or supervision) and is determined by the State to be in need of placement in a long-term care facility.

Bureau of Aging: Is designated for purposes of operation and federal funding of aging services provided pursuant to the Older Americans Act. Formerly known as the State Unit on Aging.

Caterer: Any qualified organization contracted by an Elderly Nutrition Provider (ENP) to supply, prepare and/or deliver meals.

Caterer Quotations: Formal submission of costs/rates and other required information related to provision of meals for an Elderly Nutrition Project.

Certified Food Protection Manager: person who is in a **supervisory position** at a food production establishment, ENP or senior community café with satisfactory training in food sanitation. Most food establishments in Connecticut will be required to have a Certified Food Protection Manager (CFPM) depending on their classification. CFPM was formerly known as the Qualified Food Operator (QFO). The Connecticut inspection form and supporting documents still reference QFO, however, the Connecticut General Statutes 19a-36g (2) reflects the use of CFPM. The regulations regarding this person's responsibilities are located here: https://portal.ct.gov/-/media/Departments-and-Agencies/DPH/dph/environmental_health/food_protection/2021-food/QFOResponsibilitiespdf.pdf

Chef/Cook: Be able to perform each essential function satisfactorily. Strongly prefer graduate of an accredited culinary program. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prepare all meals daily according to recipes, maintaining correct portion sizes.
- Ensure quality and freshness of all meals, producing them to meet specifications.
- Determine the quantity of meals to be produced.
- Maintain standard of meal presentations.
- Distribute all products to proper areas of service.
- Complete daily production sheets and order food items for upcoming weekly schedule.
- Store and date all food items.
- Research and test new recipes.
- Follow cleaning schedule as provided by management, emphasizing clean-as-you-go techniques.
- Maintain an open communication with management, informing them of products and supplies needed.
- Maintain proper personal hygiene.

Client (see Participant)

Client Donation: The monies collected from individuals by each service provider towards the cost of their service. There is no obligation to donate, as the donation is purely voluntary. The privacy and confidentiality of each participant must be protected with respect to the recipient's donation or lack of donation.

Community Café: A congregate setting in which to provide opportunities for socialization, companionship and to reduce hunger and food insecurity. A café may be located in senior centers, senior housing, and other suitable venues.

Confidentiality Statement: Statement to be signed by all members of the evaluation committee concerning conflict of interest, guidelines for discussion of proposals and the confidential nature of the evaluation for the purpose of safeguarding submissions and discussions.

Conflict of Interest: Refers to past and/or present relationships with any level of responders to ENP and related solicitations that would preclude an unbiased/fair evaluation of submissions, influence even

indirectly, the content of submissions and/or result directly or indirectly, in any level of individual or organizational financial gain or benefit.

Congregate (Community Café) Meal: A meal provided to a qualified individual in a congregate or group setting such as a senior community café. The meal, as served, must meet all the requirements of the Older Americans Act (OAA) and state and local laws. Each meal is one unit of service.

Congregate Services: Provision of meals, assessments, nutrition education, nutrition counseling and other nutrition related services for eligible individuals in a group setting.

Dietary Reference Intake (DRI): A set of nutritional standards which were established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences. The meals should meet:

- a minimum of 33 1/3 percent of the recommended allowances if one meal per day is provided,
- a minimum of 66 2/3 percent of the recommended allowances if two meals per day are provided, and
- 100 percent of the recommended allowances if three meals per day are provided.

Dietitian: A Nutritionist with specialized education and experience for prescribing therapeutic diets as evidenced by registration status with the Academy of Nutrition and Dietetics or certification as a State Certified Dietitian/Nutritionist.

Dietetic Technician, Registered (DTR): A nutrition paraprofessional who has completed education and practicum required by the Academy of Nutrition and Dietetics.

Disability: A mental or physical impairment, or combination of mental and physical impairments, resulting in substantial functional limitation of the major life activities of:

- self-care;
- receptive and expressive language;
- learning;
- mobility;
- self-direction;
- capacity for independent living;
- economic self-sufficiency;
- cognitive functioning; and
- emotional adjustment.

Donated Foods or Cash: Food or cash made available by the United States Department of Agriculture (USDA).

Elderly Nutrition Program: A federal and state funded nutrition program authorized under Title III-C of the Older Americans Act that provides meals and other nutrition services to eligible participants.

Elderly Nutrition Project (ENP): A federal and state funded nutrition project that is authorized under Title III-C of the Older Americans Act to provide meals and other nutrition services under the area plan.

Elderly Nutrition Provider (ENP): An agency or organization that is awarded a subcontract from an Agency on Aging to provide Title III-C Older Americans Act nutrition services through regional Projects under the area plan.

Eligible No ID: Meals provided to participants for whom the community café does not have identifying information. This service includes meals served to eligible participants who come to the community café once for a special event but are not expected to eat at the café again.

Emergency Meals: Meals provided to ENP participants to keep on hand for times of emergency when weather or other conditions make it impossible to deliver a regular meal.

Ethnicity status See “Race or ethnicity status”

Evaluation Committee: A group of people recruited by the Agency on Aging who are responsible for evaluating, scoring and commenting on ENP proposals.

Federal Fiscal Year (FFY): The federally designated financial accounting and reporting period of October 1st through September 30th for any given year.

Focal Point: A place or mobile unit in a community or neighborhood designated by the Agency on Aging to encourage the maximum co-location and coordination of services for older persons.

Food Safety Standards: Requirements for all personnel and facilities involved in producing, dispensing and serving foods for the Elderly Nutrition Program.

Food Service Providers: A caterer or kitchen that prepares and delivers meals for the ENP.

Form 5 Intake Assessment: A consumer registration and intake assessment form (Form 5) used to collect demographic data to determine eligibility for Title IIIC services.

Freedom of Information Act (FOIA): A federal Act governing the release of public information by public agencies.

Fundraising: Solicitation of funds from organizations, agencies, individuals and/or activities designed to increase cash resources for the nutrition program. Client donations are not considered fundraising. (See client donation).

Grab and Go: Grab and Go meals are frozen meals or ready to eat meals that congregate meal participants pick up or are delivered at designated locations and eaten at home. The provision of these meals does not require they be eaten in a communal setting.

Grantee Agency: An agency that receives funds granted or awarded by the sponsoring agency. The Agencies on Aging are grantees of the State Unit on Aging and the ENPs are grantees of the Agencies on Aging.

Grantor Agency: An agency that grants or awards funds to another entity. The State Unit on Aging is the grantor agency for the Agencies on Aging and the Agencies on Aging are the grantor agencies for the ENPs.

Greatest Economic Need: Need resulting from an income level at or below the poverty threshold established by the Department of Health and Human Services (DHHS).

Greatest Social Need: Need caused by non-economic factors, which include –

- physical and mental disabilities;
- language barriers; and
- cultural, geographical or social isolation, including that caused by racial or ethnic status, that:
 - restricts the ability of an individual to perform normal daily tasks or
 - threatens the capacity of the individual to live independently.

Homebound: An individual who is physically or socially unable to leave home; is unable to prepare meals due to limited physical mobility, cognitive impairment or lack of knowledge or skill to select and prepare nourishing well-balanced meals; lacks an informal support system to perform the services needed or the informal support system needs to be supplemented.

Home Delivered Meal: A meal provided to a qualified individual in his/her place of residence. The meal, as served, must meet all the requirements of the Older American Act and state and local laws. Each meal is one unit of service.

Impaired: Reduced physical or mental capacity due to injury or other cause. With respect to elderly nutrition it means unable to perform one or more Activities of Daily Living (ADL) or Instrumental Activities of Daily Living (IADL).

Impairment in activities of daily living: The inability to perform one or more of the six ADLs without personal assistance and supervision.

Impairment in instrumental activities of daily living: The inability to perform one or more of the eight IADLs without personal assistance and supervision.

In-Kind: A donation given in goods, commodities, or services from a third party.

Instrumental activities of daily living (IADL):

- preparing meals;
- shopping for personal items;
- managing medication;
- managing money;

- using the telephone;
- doing heavy housework;
- doing light housework; and
- making use of available transportation without assistance.

IQE: Individually Quick Frozen Foods

Letter of Intent: Required formal notification from a prospective ENP of intent to apply to provide nutritional services.

Limited English Proficiency: Results in the following: language barriers, cultural, social, or geographical isolation, including isolation caused by racial or ethnic status that restricts the ability of an individual to perform normal daily tasks or threatens the capacity to the individual to live independently.

Low Income: A person with an income at or below 100% of the annual Department of Health and Human Services established poverty line.

Low-Income Minority Elderly: An older person from a minority population group with an annual income at or below 100% of the annual Department of Health and Human Services established poverty line.

Management Information System (MIS): An electronic system used to track participation and services provided to program participants, and to prepare reports. When Performance-Based Contracting is used, Agencies on Aging will reimburse contractors based on performance measures generated by the MIS.

Manual: The Connecticut Department of Social Services Community Services Policy Manual (Regs).

Matching Funds: Non-federal funds received from state or local governments or obtained from other local resources or fundraising. Matching funds must meet a portion (7.5%) of the project budget. (Client donations cannot be used as matching funds). All sources of match must be tracked and documented in the ENPs records.

Cash matching refers to direct project expenses you or your non-federal partner will provide as your contribution to the project – your cash expenditures for costs related to this specific project, such as project-related staff salaries, consultant’s fees, equipment rentals and travel costs.

In-kind matching means materials and services, space and utilities, equipment and technical assistance provided by your organization or donated by a non-federal third party specifically for this project.

Means Test: An examination into the financial state of a person to determine eligibility for public assistance.

MIS: See Management Information System.

Minority: See Race or Ethnicity Status.

Minority Below 100%: See Race or Ethnicity Status and 100% Poverty.

Minority Provider: A provider which meets any one of the following criteria:

- A not for profit organization with a controlling board comprised at least 51 percent of individuals in the racial and ethnic categories listed below.
- A private business concern that is at least 51 percent owned by individuals in the racial and ethnic categories listed below.
- A publicly owned business having at least 51 percent of its stock owned by one or more individuals and having its management and daily business controlled by one or more individuals in the following racial and ethnic categories: American Indian or Alaskan Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, or Hispanic.

Near Poor: A person with an income 101% to 150% of the annual Department of Health and Human Services established poverty guidelines.

Nonprofit: An agency, institution or organization which is owned or operated by one or more corporations or associations having no part of the net earnings of which benefits or may potentially benefit any shareholder or individual.

Nutrition Assessment: The development of an individualized profile of a participant's current nutritional status and the measures required to overcome any identified deficiencies. A nutrition assessment is completed by a registered dietician or other health professional in accordance with state law and policy. Such individuals include nutritionist, physicians and nurses that are licensed/certified by the State of Connecticut. A nutrition assessment must be conducted before a participant receives nutrition counseling.

Nutrition Counseling: 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. (Source: Input Committee)

Nutrition Education: 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 DGA; accurate, culturally sensitive, regionally appropriate, and considers personal preferences; and overseen by a registered dietitian or individual of comparable expertise as defined in the OAA.

Nutrition Education Plan: A well thought out, effective approach for improving the nutritional knowledge of elderly persons. Plans must include goals, objectives and handouts. Topics must be approved by the State Unit on Aging. A minimum four topics must be developed, one per quarter for presentation. Additional topics may be presented in social media, websites, newsletters, You-Tube, and other formats. These topics are counted as one session and must be reported to the Agency on Aging.

Nutritional Risk: Health risks of a nutritional nature resulting from a poor diet, medical condition or lifestyle problem. A person scoring 3 - 5 on the Nutrition Health Screening assessment form is at moderate nutrition risk and with a score of 6 or more is at high nutrition risk.

Nutrition Services Incentive Program (NSIP): A program established by the Older Americans Act (Section 311) to provide incentive to encourage and reward effective performance by States and eligible Tribal organizations. NSIP provides grant funds to States, Territories and eligible Tribal organizations that are used exclusively to purchase domestically produced foods.

Nutrition Services Provider (Nutrition Provider or Provider): (See Elderly Nutrition Provider) A contractor or subcontractor of the Agencies on Aging who provide any of the services that are a part of the Elderly Nutrition Program including congregate and home delivered meals, nutrition education, nutrition assessments and nutrition counseling.

Nutritionist: A professional who is a graduate of a bachelor's degree program in foods and nutrition, institutional food management, community nutrition, dietetics or related field; and, who has two years of relevant full time work experience preferably in geriatric nutrition, food service management or community nutrition. Registered Dietitian status from the Academy of Nutrition and Dietetics or a master's degree from an accredited institution in nutrition, dietetics, institutional food management, public health, business administration or related field may substitute for one year of the required work experience.

OAAPS: Older Americans Act Performance System

Official Contact Person: Agency on Aging staff assigned to coordinate the evaluation of ENP proposals including review submissions for compliance with mandatory minimum requirements, meet with Evaluation Committees for analyses of submissions, prepare final reports based on scores and comments of the Evaluation Committee and provide oversight concerning conflict of interest and confidentiality of committees.

Older Americans Act (OAA): The Older Americans Act of 1965, as amended is a federal Act, which establishes authority for the development of programs to serve older persons (60 years or older), especially those with the greatest social and economic need, giving particular attention to low-income individuals, including low-income minority older individuals, older individuals with limited English proficiency and older individuals residing in rural areas. This legislation was passed by congress with the primary goal of maintaining the independence as well as the dignity of the elderly.

Older Person: A person aged 60 or older.

Participant (also Recipient or Client): Person who receives Title III-C congregate or home delivered meals and any other Title III-C nutritional services.

Planning and Service Area (PSA): A geographic area that is designated by SUA under Section 305(a)(1)(E) of the OAA for purposes of planning, development, delivery, and administration of services under an area plan.

Point of Contact: (see Agency on Aging Point of Contact)

Poverty: The income level defined each year by the Department of Health and Human Services (DHHS) Secretary. The annual DHHS Poverty Guidelines provide dollar thresholds representing poverty levels for households of various sizes.

Procurement: Method and process used to solicit and award contracts for Elderly Nutrition Program services.

Project: as used in Section 306(a)(1) of the OAA with respect to the provision of supportive and nutrition services, means an entity awarded a contract from an Agency on Aging to provide services under the area plan.

Race or Ethnicity Status: Reflects the requirements of Office of Management and Budget (OMB) for obtaining information from persons regarding their self-identification of race and ethnicity.

Race includes:

- American Indian or Alaskan Native: a person having origins in any of the original peoples of North America, including Central America, and who maintains tribal affiliation or community attachment;
- Asian: a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam;
- Black or African American: a person having origins in any of the black racial groups of Africa;
- Native Hawaiian or Other Pacific Islander: a person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands; and
- White: a person having origins in any of the peoples of Europe, the Middle East, or North Africa.

Ethnicity includes:

- Hispanic or Latino: a person of Cuban, Mexican, Puerto Rican, Central or South American, or other Spanish culture or origin, regardless of race; and
- Not Hispanic or Latino.

Recipient: See Participant

Registered Dietitian (RD): Dietitians who have met educational, internship, testing and registration requirements of the American Dietetic Association.

Request for Proposal (RFP): Formal Agency on Aging initiated regional solicitation requesting proposals from qualified organizations to operate as an Elderly Nutrition Provider (ENP).

Request for Quotation (RFQ): Formal ENP initiated solicitation for caterers or other food preparation facilities to prepare and deliver meals for the elderly nutrition program.

Rural: The Administration for Community Living (ACL) established the following standard definition for “rural”:

- A rural area is: any area that is not defined as urban.
- Urban areas comprise: (1) urbanized areas (a central place and its adjacent densely settled territories with a combined minimum population of 50,000) and (2) an incorporated place or a census designated place with 20,000 or more inhabitants.

If an area meets either one of these criteria it is considered urban.

Senior Community Café: See “Community Café”.

Senior Restaurant Meals: A congregate meal service option where meals are served at restaurants and must be produced and served in accordance with all governing regulations of the Elderly Nutrition Program.

Severe Disability: Means a severe, chronic disability attributed to mental or physical impairment, or a combination of mental and physical impairments, that -

- is likely to continue indefinitely; and
- results in substantial functional limitation in 3 or more of the major life activities specified –
 - self-care;
 - receptive and expressive language;
 - learning;
 - mobility;
 - self-direction;
 - capacity for independent living;
 - economic self-sufficiency.

State Certified Dietitian: A dietitian/nutritionist issued a certificate by the CT Department of Public Health who has demonstrated specific evidence of competence.

State Plan: The State Plan is developed by the State Unit on Aging and details the utilization of federal funds in providing services to the elderly.

Statewide Nutrition Coordinator: The Nutritionist employed by the State Unit on Aging who oversees the Elderly Nutrition Program.

Sub-Region: A designated geographic area within the Agency on Aging planning and service area.

Target Populations: The Older Americans Act mandates that preference will be given to providing services to:

- participants with greatest economic or social needs;
- minority participants with particular attention to low-income minorities;
- older individuals with limited English proficiency;
- participants with severe disabilities;
- participants at risk of institutionalization;
- participants with Alzheimer's and related disorders; and
- older individuals residing in rural areas.

Therapeutic Diet: A diet based upon medical need and prescribed by a physician, CT Certified Dietitian, or Registered Dietitian of the American Dietetic Association intended to help persons suffering from nutrition-responsive health problems.

Third Party Payments: Monies received by an ENP for meals provided to clients from non-Title III sources such as: the Department of Mental Health and Addiction Services, Department of Developmental Services, and CT Home Care Program for Elders.

Title III-C: The section of the Older Americans Act, which provides program and funding authorization for the Elderly Nutrition Program.

Urban: Areas defined by the State Unit on Aging comprised of:

- a central place and its adjacent densely settled territories with a combined minimum population of 50,000; and
- a census designated place with 20,000 or more inhabitants.