

# REQUEST FOR PROPOSAL (RFP)

## NORTH CENTRAL NEW MEXICO ECONOMIC DEVELOPMENT DISTRICT NON – METRO AREA AGENCY ON AGING

July 1, 2012 thru June 30, 2016

### I. INTRODUCTION

#### A. PURPOSE

The North Central New Mexico Economic Development District (NCNMEDD), Non – Metro Area Agency on Aging (Non –Metro AAA) is accepting proposals for the provision of services to the elderly, to include, but not limited to, congregate meals, home delivered meals, transportation, adult day care, respite care, homemaker services, etc. NCNMEDD, Non - Metro AAA will make funding available from the Older Americans Act (OAA) of 1965 and State Appropriations through annual contract agreements.

#### B. SCOPE OF WORK

A complete list of service definitions and unit measurements are attached. See service definition and unit measurement. (**Attachment A**)

The Non – Metro AAA polices are available at [www.ncnmedd.com](http://www.ncnmedd.com).

#### C. ELIGIBLE ENTITIES

Applicants may be private/public nonprofit corporation 501(c)(3); a government agency including public schools, tribal units and institutions of higher education; a non-for-profit community-based organizations, or a New Mexico For-Profit-Corporation. Collaborative entities and coalitions may also be considered for funding and are encouraged. Proposals will be accepted from current providers/vendors and new applicants doing business in the service counties or areas specified.

#### D. FUNDING AVAILABILITY

NCNMEDD, Non – Metro AAA reserves the right to alter any proposed allocation by program area based on review of all the competitive proposal applications and any legislative mandates included in the appropriations. The funding information provided in **Attachment B** is solely for informational purposes and it does not reflect any future funding decisions either by service, components, amount, or geographic area.

## **E. PAYMENT PROVISION**

Payment will be provided through a fixed rate contract in accordance with the approved service cost negotiated.

**Fixed Rate Contract:** An agreement under which a specific, set rate is paid for a specific unit of service. The rate is fixed for the term of the contract, regardless of the applicant's cost unless otherwise specified in the terms of the agreement with Non – Metro AAA. When a rate is negotiated and agreed upon, the payment of funds each month is dependent on the number of units provided by the applicant up to the amount awarded.

## **F. PROCUREMENT MANAGER**

The Non-Metro AAA has designated a Procurement Manager who is responsible for the conduct of this procurement whose name, address and telephone number is listed below. It is the intent of Non – Metro AAA that the RFP response process is open and fair and that the funds are allocated in a manner that provides the greatest possible benefit to New Mexico residents. The name, address, and telephone number of the individuals responsible for the conduct of this procurement are:

**Name: Nancy Arias and Jenny Martinez**  
**Address: P.O. Box 5115, Santa Fe, NM 87502**  
**E-mail: aaa@ncnmedd.com**  
**Phone: 505-827-7313/505-827-7378**

Applicants may contact **ONLY** the Procurement Managers regarding the procurement. Other NCNMEDD, Non – Metro AAA employees do not have authority to respond on behalf of Non – Metro AAA.

## **II. CONDITIONS GOVERNING THE PROCUREMENT**

### **A. PRE BIDDERS CONFERENCE**

The Pre Bidders conference will be held:

Location: Santa Fe Business Incubator  
3900 Paseo Del Sol  
Conference Room B  
Santa Fe, New Mexico 87507

Date: Friday, February 10, 2012

Time: 1:00 PM MDT

### **B. SEQUENCES OF EVENTS**

The following schedule lists the major procurement activities and the NCNMEDD, Non – Metro AAA will make every effort to adhere to the schedule.

<b>Action</b>	<b>Responsibility</b>	<b>Date</b>
1. Issuance of RFP	Jenny Martinez	January 30,2012
2. Pre-Proposal Conference	Nancy Arias/Jenny Martinez	February 10, 2012
3. Proposal Due Date	Nancy Arias/Jenny Martinez	February 24, 2012
4. Proposal Evaluation	Non – Metro AAA Staff	Beginning February 28, 2012
5. Funding Recommendations And Notification to Applicants	Nancy Arias/Jenny Martinez	March 23,2012
6. Appeal Process	Nancy Arias/Jenny Martinez	7 Days After Notification by Non – Metro AAA
7. Contract Negotiation	Nancy Arias	June 15,2012

### **III. GENERAL REQUIREMENTS:**

#### **A. INCURRING COSTS**

Cost of developing this RFP is entirely the responsibility of the applicant and shall not be reimbursed in any manner by NCNMEDD, Non - Metro AAA.

#### **B. SUBCONTRACTORS**

Subcontractors and other business associations to be used by the applicant in the performance of the scope of work under this RFP shall be identified with specificity in the proposal.

#### **C. APPLICANT'S RIGHT TO WITHDRAW PROPOSAL**

Applicants will be allowed to withdraw their proposal at any time prior to the deadline for receipt. The applicant must submit a written withdrawal signed by the applicant's duly authorized representative addressed to Nancy Arias, AAA Director.

#### **D. CONFIDENTIALITY OF PROPOSALS**

All submitted proposals are classified as competitive proposals and are considered confidential during the negotiation process. After the award of funds, all proposals shall be open to public inspection

#### **E. RFP CANCELLATION**

This RFP may be cancelled at any time and/or any and all proposals may be rejected in whole or in part when NCNMEDD, Non – Metro AAA determines it is in the best interest of the clients. The NCNMEDD, Non – Metro AAA shall award contracts which offer the best possibility for providing the services requested.

## **F. APPROPRIATION CONTINGENCY**

All offers in regard to contract amounts will be contingent upon the final amount appropriated by and received from the New Mexico Aging and Long Term Service Department (NMA LTSD) on an annual basis. Contracts may be renewed during the multi-year period listed above based on the availability of funds and satisfactory performance.

## **G. RIGHT TO WAIVE MINOR IRREGULARITIES**

NCNMEDD, Non – Metro AAA reserves the right to waive technical irregularities, which can be corrected without prejudice to other applicants.

## **H. AGENCY RIGHTS**

The NCNMEDD, Non – Metro AAA shall have the right to use all the ideas or adaptations of ideas contained in any proposal received in response to this RFP.

At its sole discretion NCNMEDD, Non – Metro AAA reserves the right to reject any and/or all proposals received in response to this RFP.

## **I. OWNERSHIP OF PROPOSALS**

All materials submitted in response to this RFP becomes the property of the NCNMEDD, Non - Metro AAA upon receipt and will not be returned to the applicant.

# **IV. PROPOSAL RESPONSE FORMAT**

## **A. PROPOSAL FORMAT AND MANDATORY REQUIREMENTS.**

Failure to furnish all information or to follow the proposed format requested in the RFP may disqualify a proposal. NCNMEDD, Non – Metro AAA will make the final determination as to a proposal's completeness.

## **B. MANDATORY REQUIREMENTS**

The completed proposal must be on 8-1/2" x 11" white paper. The proposal must contain only the requested information described. Any additional information must be submitted under separate cover as an "Addendum" to the proposal.

For the purpose of consistency the plan must be submitted in the described format:

- Proposals are to be typed in 12 pt, Times New Roman font.
- Proposal must be typewritten and double-spaced.
- Each proposal must have a table of contents and consecutive page numbers.
- Submit two (2) copies.
- The attached form(s) must be used.

Subcontractors and other business associations proposed by the applicant in the performance of the “Scope of Work” under this RFP shall be identified with specificity in the proposal.

Non – Metro AAA will not copy or collate proposals and all material submitted in response to the RFP becomes the property of NCNMEDD, Non –Metro AAA.

## **1. PROPOSAL NARRATIVE**

The order of information provided must correspond to the outline that follows and shall be labeled accordingly. Each item must be answered completely. The narrative must be double-spaced, typewritten and no more than fifteen (15) pages.

## **2. NARRATIVE COMPONENTS**

- a. ORGANIZATIONAL CAPACITY**
- b. STATEMENT OF NEED**
- c. IDENTIFYING AND PRIORITIZING CLIENTS/TARGETING**
- d. DELIVERY OF SERVICE**
- e. PLANNING AND COORDINATION**

## **F. GOALS AND OBJECTIVES**

Clearly present measurable goals and objectives for each proposed service.

## **G. BUDGET AND OTHER REQUIRED INFORMATION**

Explain that the applicant has a sound financial management and detail what other resources the applicant has other than those from this RFP.

Submit an individual budget for each service identified in the RFP.

All forms to be used are included as part of the complete packet submission (area plan).

## **H. REVIEW PROCESS**

NCNMEDD, Non – Metro AAA shall establish an evaluation team to review all proposals and make recommendations to the NCNMEDD Board of Directors, who have final authority to approve or disapprove a contract.

Evaluations and recommendations for a contract will be done exclusively on the above described proposal format.

Electronic transmissions will be accepted and should be sent to both Nancy Arias and Jenny Martinez at [aaa@ncnmedd.com](mailto:aaa@ncnmedd.com).

**I. EVALUATION FACTORS/RATING CRITERIA**

NCNMEDD, Non – Metro AAA will utilize the following rating criteria to evaluate proposals submitted in response to the RFP.

- 1. Overall Narrative----- 40 pts.
- 2. Budgets ----- 50 pts.
- 3. Cost of Service(s) ----- 25 pts,
- 4. Other Resources Available ----- 10 pts.

**J. CLOSING DATE**

The closing date for receipt of completed area plan proposal is **February 24, 2012** at 4:00 P.M. MDT. Any proposal received after that time may be eliminated from competition as not meeting the requirements of the RFP.

**By Mail:**  
**NCNMEDD, Non – Metro AAA**  
**Attention: Nancy Arias/Jenny Martinez**  
**P.O. Box 5115**  
**Santa Fe, New Mexico 87502-5115**  
**Or by Email in MSWORD, MS EXCEL, and/or Adobe PDF format**  
**To: aaa@ncnmedd.com**

**K. NOTIFICATION OF OUTCOME**

NCNMEDD, Non –Metro AAA will notify all unsuccessful applicants in writing no later than March 23, 2012.

**L. APPEAL PROCESS**

Applicants who are not recommended for funding have seven (7) working days to respond to the written notification if they wish to appeal the decision.

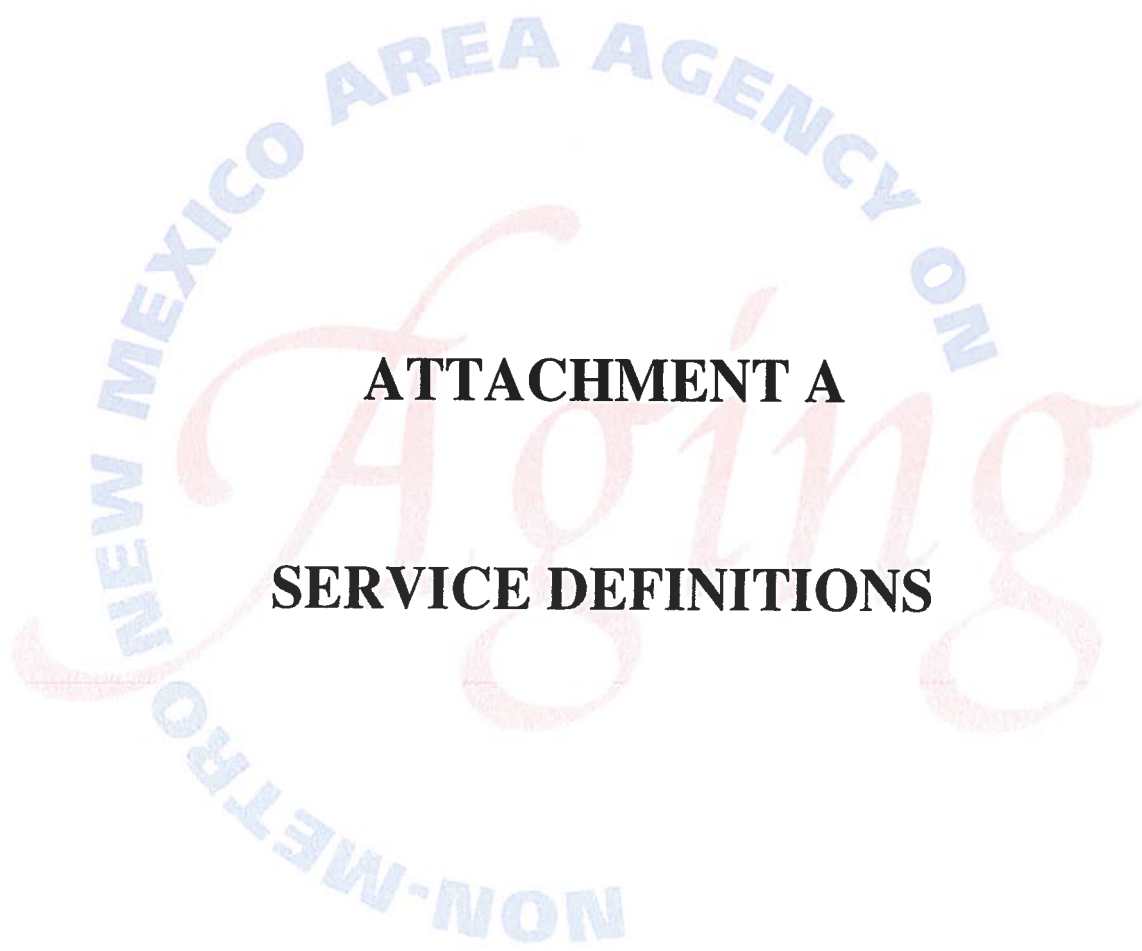
The appeal letter should be addressed to the Executive Director of the NCNMEDD, and must include a written explanation of the perceived procedural error or errors of fact in the selection process.

The applicant must ensure that NCNMEDD receives the letter within seven (7) working days after the date of notification.

An appointed appeals officer shall review material in collaboration with the staff and a recommendation shall be made to the NCNMEDD Executive Committee within two (2) weeks.

The decision of the Executive Committee based on the recommendation of the appeals officer, shall be final and conclusive. Written notification will be sent to the applicant within five (5) working days of the decision.





**ATTACHMENT A**  
**SERVICE DEFINITIONS**

## Definitions and Unit Measurements

### *Unit of Service: 1 Hour*

**Adult Day Care** - Adult Day Care Services is a supervised, protective, congregate setting in which social services, recreational activities, meals, personal care, rehabilitative therapies and/or nursing care are provided to dependent adults. Facility must be licensed by the State of New Mexico.

**Example:** The participant arrives at 9 a.m. and leaves the facility at 2:30 p.m. **The recorded units of service are five and one half units (5.5 hours).**

### *Unit of Service: 1 Hour*

**Case Management** - Assistance either in the form of access or care coordination in circumstances where the older person is experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers or family caregivers. Activities of case management include such practices as assessing needs, developing care plans, authorizing and coordinating services among providers, and providing follow-up and reassessment, as required. Note: This is an ongoing process including assessing needs of a client and effectively planning, arranging, coordinating and following-up services which most appropriately meet the identified needs as mutually defined by the client, staff, and where appropriate, a family member(s) or other caregiver(s).

**Example:** A Participant comes to a facility for an appointment with the staff Case Manager. The appointment lasts two (2) hours. (Note: Appointments can occur at facility or in an individual's place of residence.) During this time, the Case Manager performs an assessment on the participant and develops a care plan for home delivered meals. The Care Manager also assists the participant with paperwork to qualify for energy assistance for local utility bills. During this appointment the Case Manager contacts an In-Home Service Agency to arrange possible Medicaid Personal Care Services for the individual. The Case Manager makes a follow-up appointment with the participant in one week to review paperwork and ensure that services have been scheduled. **The recorded units of service for the first meeting are two (2) units (hours).**

**Unit of Service: 1 Hour**

**Chore** – Assistance with heavy housework, yard work or sidewalk maintenance at a person's place of residence.

**Example:** The program schedules a Chore worker to go to Mrs. Smith's home to shovel snow, chop wood and bring the wood into the house. Worker is at the home from 9 a.m. to 11:00 a.m. **The recorded units of service are two (2) units (hours).**

**Unit of Service: 1 Hour**

**Homemaker/Housekeeping** – Assistance with meal preparation, shopping, managing money, making telephone calls, light housework, doing errands and/or providing occasional transportation.

**Example:** A Staff Homemaker arrives at Mr. Garcia's home to do laundry, make the bed, sweep porch and clean bathroom. Homemaker arrives at 1:00 p.m. and leaves at 3:00 p.m. **The recorded units of service are two (2) units (hours).**

**Guidance:**

**Transportation Services** - *Services designed to transport older persons to and from medical and health care services, social services, meal programs, senior centers, shopping and recreational activities so such service will be accessible to eligible individuals who have no other means of transportation or are unable to use their own transportation.*

*There are two types of transportation services:*

***Demand/Response-*** *This are transportation services designed to carry older individuals from specific origin to specific destination upon request. Older individuals request the transportation service in advance of their need.*

***Fixed Route-*** *This are transportation services that operates along a prescribed route according to a fixed schedule. The fixed-route does not vary and the provider strives to reach each transit stop at the scheduled time. The older individual does not reserve a ride as in a demand-response system; the individual simply goes to the designated location and at the designated time to gain access to the transit system.*

***Unit of Service: 1 One-Way Trip***

**Transportation** –Taking an older person from one location to another. This does not include any other activity.

**Example: Demand/Response:** Al Price calls the Senior Center and requests a ride to the Center the next day to lunch and then requested to be put on the list for a trip to Wal-Mart and the Post Office after lunch. The next day Mr. Price is picked up at his home by the senior center van and is taken, along with others, to the Center for lunch. After lunch Mr. Price gets in the Senior Center van, with other riders, and is taken to Wal-Mart and the Post Office where he exits the van at both locations to perform shopping and to pick up his mail. He is then taken home where he exits the van and goes inside. Mr. Price exited the vehicle at the Senior Center for lunch, again at Wal-Mart to shop, again at the Post Office to get mail and again at home to end his trip. **The recorded units of service for Al Price are four (4).**

***Unit of Service: 1 One-Way Trip***

**Assisted Transportation** – Providing assistance and transportation, including escort, to an older individual who has difficulties (physical or cognitive) using regular vehicular transportation. The “trip” includes the following: assisting the older individual from preparation for the trip, to assisting the older individual from their place of residence into the vehicle providing transportation, assisting the older individual from the transporting vehicle to the destination, such as the doctor’s office, staying with the older individual at the point of destination; and the reverse for a return trip.

**Example:** A participant is picked up at home by a staff member (escort) and transported to the doctor’s office; the escort helps the participant out of the vehicle and provides assistance and escort services while at the doctor’s office. After the appointment, the escort assists the participant back to the vehicle, drives to the participant’s home and assists the individual back in to their home. The participant exited the vehicle at the doctor’s office and again when they returned home. **The recorded units of service are two (2) (trips).**

### ***Unit of Service: 1 Meal***

**Congregate Meals** – A hot or other appropriate meal served to an eligible person which meets one-third (1/3) of the dietary reference intakes (DRI) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences and complies with the most recent Dietary Guidelines for Americans, published by the Secretary and the Secretary of Agriculture, and which is served in a congregate setting 5 or more days per week. There are two types of congregate meals:

**Standard meal** – A regular meal from the standard menu that is served to the majority of the participants.

**Therapeutic meal or liquid supplement** – A special meal or liquid supplement that has been prescribed by a physician and is planned specifically for the participant by a dietician (e.g., diabetic diet, renal diet, tube feeding).

**Example:** Mr. and Mrs. Jones attend the Senior Center for the congregate lunch. Both are eligible participants and both sign the Sign-in Sheet for lunch. **The recorded unit of service for Mrs. Jones is one (1) meal. The recorded unit of service for Mr. Jones is one (1) meal.**

### ***Unit of Service: 1 Meal***

**Home Delivered Meals** – Hot, cold, frozen, dried, canned or supplemental food (with a satisfactory storage life) which provides a minimum of one-third (1/3) of the dietary reference intakes (DRI) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences and complies with the Dietary Guidelines for Americans, published by the Secretary and the Secretary of Agriculture, and is delivered to an eligible person in the place of residence. The objective is to assist the recipient sustain independent living in a safe and healthful environment five (5) or more days per week. Home delivered meals may be served as breakfast, lunch, dinner or weekend meals.

**Example:** Mrs. White received a home delivered lunch for two weeks (ten days). She also received weekend frozen lunch during this period (four days [two (2) weekends], Saturday and Sunday). **The recorded units of service for Mrs. White for two weeks of service are ten (10) home delivered lunches and four (4) weekend home delivered lunches.**

***Unit of Service: 1 Session per Participant***

**Nutrition Education** - Accurate and culturally sensitive nutrition and health related information and instruction provided in a group or individual setting overseen by a dietician or individual comparable expertise.

**Example for Congregate Meals:** The County Extension Agency comes to Senior Center before lunch and gives a presentation to 50 congregate meal participants about diabetes. Hand-outs and samples of menus are distributed that can be used at home by the participants. All participants who listened to the presentation signed a Nutrition Education Sign-in Sheet to document their participation and copies of the material handed-out are retained with the sign-in sheet as documentation of the session. **The recorded units on service are one session and 50 participants, 50 units.**

**Example for Home Delivered Participants:** One hundred home delivered meal participants are sent hand-outs along with samples of menus that can be used at home, which were presented by the County Extension Agent to the congregate participants. This activity is documented as to the number of participants who received the information along with a copy of all information distributed. **The recorded units on service are one session and 100 participants, 100 units.**

**Guidance:**

**Health Promotion Activities** – *This includes health fairs, physical fitness activities conducted by an exercise professional, (i.e. Aerobics' Instructor), evidence-based health promotion programs, medication management that is inclusive of monitoring, screening and education to prevent incorrect medication usage and adverse drug reaction. Home safety/accident prevention that involves a home assessment, assistive devices, accident prevention training, assistance with home modifications to prevent accidents/facilitate mobility, and/or follow-up services to determine effectiveness of modifications/assistive devices.*

**Unit of Service: 1 Hour**

**Education/Training** - Formal or informal opportunities for individuals to acquire knowledge or experience, increase awareness, promote personal or community enrichment and/or increase or gain skills.

**Example:** The program offers a CPR class for seniors. 50 individuals attend the session. The session is from 1 p.m. to 3 p.m. **Recorded units of service are two (2) units (hours).**

***Unit of Service: 1 Hour***

**Health Screening** - Pre-nursing home admission screening and/or routine health screening.

**Example:** Program offers blood pressure and blood sugar screening every Wednesday from 9 a.m. to 11:00 a.m. **Recorded units for one session, two (2) units (hours).**

***Unit of Service: 1 Hour***

**Home Safety Services** - Home assessment, assistive devices, accident prevention training, assistance with modifications to prevent accidents/facilitate mobility, and/or follow-up services to determine effectiveness of modifications/assistive devices.

**Example:** The program staff installs hand rails for a senior at their residence. Activity starts at 9:00 a.m. and is completed at 11:00 a.m. **Recorded units for the service are two (2) units (hours).**

***Unit of Service: 1 Contact***

**Medication Management** - Monitoring, screening and education to prevent incorrect medication usage and adverse drug reactions.

**Example:** The program enlists the assistance of a certified pharmacist who will be at the facility from 8:00 a.m. to 12:00 p.m. and from 1:00 p.m. to 4:00 p.m. to review medications. Seniors are encourage to bring all their medications and let the pharmacist review what they are taking to ensure that medications do not negatively interact with on other. The Pharmacist sees seventy-five seniors who have all signed-in for the service. **The recorded units for service is seventy-five (75) units (contacts)**

***Unit of Service: 1 Session per Participant***

**Physical Fitness/Exercise** - Individual or group exercise activities (with or without equipment), such as walking, running, swimming, sports and/or Senior Olympics physical conditioning/training.

**Example:** Program offers a yoga class on Wednesdays which is facilitated by an instructor. The Wednesday class had forty-five participating seniors. **The recorded units of service for this activity are forty-five (45) participants per session.**

**Guidance:**

***III E Family Caregiver Support Program*** - services for family caregivers and grandparent caregivers. The following are the allowable service categories as of May 25, 2010.

***Unit of Service: 1 Contact***

**Access Assistance** - A service that assists caregivers in obtaining access to the services and resources that are available within their communities. To the maximum extent practicable, it ensures that the individuals receive the services needed by establishing adequate follow-up procedures. [Note: Information and assistance to caregivers is an access service, i.e., a service that: (A) provides individuals with information on services available within the communities; (B) links individuals to the services and opportunities that are available within the communities; (C) to the maximum extent practicable, establishes adequate follow-up procedures. Internet web site "hits" are to be counted only if information is requested and supplied.]

**Example:** Mrs. Smith, who is 60 years old, is the primary caregiver for her husband who is seventy-five. She is working with a staff member at the Senior Center. During her appointment, the staff member helps Mrs. Smith determine other Agencies within the community that can assist her. She is informed about an Agency that provides wheel chairs that can be used while her husband is recovering from a broken leg. Mrs. Smith is informed about a flu shot clinic that will be made available in four days by the Health Department. The senior center staff member makes a follow up call to Mrs. Smith to inquire about whether she obtained the wheel chair and inquire if she needs transportation to the flu clinic. **The recorded unit for Mrs. Smith for this service is one (1) contract. Note follow-up is part of the original contact.**

***Unit of Service: 1 Session per Participant***

**Counseling** - Counseling to caregivers to assist them in making decisions and solving problems relating to their caregiver roles. This includes counseling to individuals, support groups, and caregiver training (of individual caregivers and families).

**Example:** The senior center works with the Methodist Church which hosts a non-denominational caregiver support group that meets every Tuesday afternoon. There are ten (10) caregivers from the senior center that attend the Support Group every week. **The recorded units for a Tuesday session with ten individuals in attendance are 10 units.**

***Unit of Service: 1 Activity***

**Information Services** - A service for caregivers that provides the public and individuals with information on resources and services available to the individuals within their communities. [Note: service units for information services are for activities directed to large audiences of current or potential caregivers such as disseminating publications, conducting media campaigns, and other similar activities.

**Example:** The Agency dedicates one page of their monthly newsletter to caregivers. This page provides information about services, hours and location of support group meetings and an article that provides information and support for caregivers. **The recorded unit of service for one publication of the newsletter is one (1) unit (activity).**

***Unit of Service: 1 Hour***

**Respite Care** - Services which offer temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers. Respite Care includes: (1) In-home respite (personal care, homemaker, and other in-home respite); (2) respite provided by attendance of the care recipient at a senior center or other nonresidential program; 3) institutional respite provided by placing the care recipient in an institutional setting such as a nursing home for a short period of time as a respite service to the caregiver; and (for grandparents caring for children) summer camps. If the specific service units purchased via a direct payment (cash or voucher) can be tracked or estimated, report those service unit hours. If not, a unit of service in a direct payment is one payment.

**Example:** Mrs. Gonzales is 75 years old and is the primary caregiver to her husband who is eighty years old. On Friday afternoons from 1:00 p.m. to 3:00 p.m., a staff member from the Senior Center arrives at the Gonzales home to assist Mrs. Gonzales with her husband. The staff member visits and plays games with Mr. Gonzales while Mrs. Gonzales leaves the home to shop and run errands. **The recorded units of service for Mrs. Gonzales for this day are two (2) units (hours).**

**Note:** With the grandparent caregiving program the caregiver may be 55 years of age.

***Unit of Service: 1 Distribution Event***

**Supplemental Services** –Services provided on a limited basis to complement the care provided by caregivers. Examples of supplemental services include, but are not limited to, home modifications, assistive technologies, emergency response systems, and incontinence supplies.

**Example:** Mr. Green is seventy-three years old and is the primary caregiver for his wife who is sixty-nine years old. The senior center has provided Mr. Green with hand rails that he will install at his home to assist his wife. He was also supplied with a lift belt which will provide assistance to him when he needs to help his wife out of a chair. **The recorded units for this service are two (2) units (distributions).**

**Note:** Examples provided are for the purpose of assisting in the understanding of the service definitions. Service definitions should not be limited to examples provided.