



# **You Thrive Florida**

**Request for Proposal (RFP)**

**For**

**Food Vendor Services  
(Senior Services)**

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## **1. INTRODUCTION/STATEMENT OF PURPOSE**

YOU THRIVE FLORIDA, a 501(c)(3) Community Action Agency, is seeking to procure a food vendor through a competitive bid process to provide congregate style, shelf-stable, and home-delivered meals to eligible elders age 60+ throughout Hernando, Lake, Sumter, and Polk Counties. Funding for these services is secured as pass-through grants originating from the federal and state levels via the Older Americans Act and General Revenue Fund. The Department of Elder Affairs requires “Lead Agencies” to select vendors through a competitive bid process every six years. As such, the selected vendor and YOU THRIVE FLORIDA will negotiate an 18-month (1.5-year) contract effective July 1, 2025 – December 31, 2026, with an option for renewal.

## **2. POINT OF CONTACT/INQUIRIES**

The point of contact for all communications throughout this RFP process is as follows:

**Melanie Harrison**  
**Director (Senior Services)**  
**820 Kennedy Blvd.**  
**Brooksville, FL 34601**  
[mharrison@youthrivefl.org](mailto:mharrison@youthrivefl.org)

## **3. TIMELINE/DUE DATES**

A bidder’s conference will not be held for this proposal. However, vendors must submit a Letter of Intent in PDF format via email with “Letter of Intent” in the subject line. The letter should include the vendor’s name, a brief description of their experience providing similar services to the elderly population, and a declaration of intent to proceed with the bidding process.

Additionally, one original hard copy of the Letter of Intent must be mailed via UPS or USPS on the same day as the email submission.

Please note: Two separate bids must be submitted—one for General Revenue and Older Americans Act services for Hernando, Lake, and Sumter Counties, and one for Older American Act services for Polk County.

Questions about the proposal may be submitted in writing via email; however, individual responses will not be provided. Instead, all inquiries will be addressed in a generalized response, which will be shared via email with all bidders within three business days after the inquiry submission deadline.

Final proposals must be submitted in PDF format via email with the subject line “YOU THRIVE FLORIDA Food Vendor Proposal.” In addition, (5) hard copies must be mailed the same day via USPS or UPS.

For email submissions exceeding 15MB, please provide a Dropbox link to ensure successful delivery.

If any existing vendors submit an interest in the RFP and an emergency arises regarding client services that require immediate attention and communication during this period, this information will be shared with all other competing vendors.

ITEM	DATE	METHOD
Letter of Intent	February 4, 2025	Email followed by mail
Inquiries	February 11, 2025	Email
Responses to Inquiries	February 14, 2025	Email
Final RFP	February 21, 2025	Email followed by mail
Notice of Award	February 28, 2025	Email followed by mail

**4. CONDITIONS FOR REJECTION**

Failure to comply with all timeframes and specifications outlined in this request for proposal will result in automatic disqualification.

**5. PROTESTING A BID**

Failure to file a protest within the time prescribed in section 120.57(3), *Florida Statutes*, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes.

Any person who is adversely affected by the agency’s decision or intended decision shall file with the agency a notice of protest in writing within 72 hours after the posting of the notice of decision or intended decision. With respect to a protest of the terms, conditions, and specifications contained in a solicitation, including any provisions governing the methods for ranking bids, proposals, or replies, awarding contracts, reserving rights of further negotiation, or modifying or amending any contract, the notice of protest shall be filed in writing within 72 hours after the posting of the solicitation. The formal written protest shall be filed within 10 days after the date the notice of protest is filed. Failure to file a notice of protest or failure to file a formal written protest shall constitute a waiver of proceedings under this chapter. The formal written protest shall state with particularity the facts and law upon which the protest is based. Saturdays, Sundays, and state holidays shall be excluded in the computation of the 72-hour time period provided by this paragraph.

**6. COUNTY PROFILES/SERVICE DATA**

The below tables represent service data for program year 2023, anticipated funding levels, and meal site breakdowns for each county. The funding levels represented are in

no way guaranteed, rather they are projections based on prior years' spending and are contingent upon any funding changes at the national and state level. Shelf-stable and home-delivered meals are provided under the same funding amounts for each county.

COUNTY	# Congregate Meals	Funding Amount	# Home Delivered Meals	# Shelf Stable Meals	Funding Amount
HERNANDO	13,849	343,812.38	41,850	13,895	436,281.20
LAKE	37,950	533,817.60	26,468	10,731	798,201.54
SUMTER	8,177	317,954.29	15,435	9,776	350,766.75
POLK	29,438	1,276,732	172,158	18,076	1,565,239
<b>TOTALS</b>	89,414	2,472,316.27	255,911	52,478	3,150,488.49

HERNANDO COUNTY				
MEAL SITE NAME/ADDRESS	LUNCH TYPE	LUNCH TIME SERVED	BREAKFAST YES/NO	AVG.# MEALS DAILY
Brooksville/99 Jerome Brown Place, Brooksville, FL 34601	Hot Bulk	11:30 AM	YES	15
Spring Hill/1421 Kass Circle, Spring Hill, FL 34606	Hot Bulk	11:30 AM	YES	16
Masaryktown/1214 Broad St, Masaryktown, FL 34604	Hot Bulk	11:30 AM	YES	8
LAKE				
Clermont/131 Chestnut Street, Clermont, FL 34711	Hot Bulk	11:30 AM	YES	22
Groveland/142 Mills Street, Groveland, FL 34736	Hot Bulk	11:30 AM	YES	20
Leesburg/1211 Penn St, Leesburg, FL 34748	Hot Bulk	11:30 AM	YES	27
Tavares/302 St. Abrams Avenue, Tavares, FL 32778	Hot Bulk	11:30 AM	YES	29
Umatilla/17109 Ball Park Road, Umatilla, FL 32784	Hot Bulk	11:30 AM	YES	23
SUMTER				
Bushnell/407 E Belt Ave, Bushnell, FL 33513	Hot Bulk	11:30 AM	YES	26
Lake Panasoffkee/52 CR 527 N, Lake Panasoffkee, FL 33838	Hot Bulk	11:30 AM	YES	10
POLK				
Auburndale/109 W Park St, Auburndale, FL 33823	Frozen	11:30 AM	YES	22
Eagle Lake/665 Eagle Ave, Eagle Lake, FL 33839	Frozen	11:30 AM	YES	11
Fort Meade/10 SW 3 <sup>rd</sup> St, Fort Meade, FL 33842	Hot Bulk	11:30 AM	YES	40
Lake Silver/250 S. Lake Silver Dr., Winter Haven, FL 33880	Hot Bulk	11:30 AM	YES	45
Lake Wales/315 Dr. Martin Luther King Jr Blvd N, Lake Wales, FL 33853	Frozen	11:30 AM	YES	25
Lakeland Activity/1510 Commercial Park Drive, Lakeland, FL 33801	Frozen	11:30 AM	YES	20
Mulberry/304 NW 8 <sup>th</sup> St, Mulberry, FL 33860	Frozen	11:30 AM	YES	20
The Manor at West Bartow/850 Gordon Ave, Bartow, FL 33830	Hot Bulk	11:30 AM	YES	23
Wabash/1230 Southern Ave, Lakeland, FL 33815	Frozen	11:30 AM	YES	20
Washington Oaks/150 West 14 <sup>th</sup> St, Lakeland, FL 33805	Hot Bulk	11:30 AM	YES	22

## **7. MENU PLANNING/APPROVAL/CYCLE**

All menus must be created in compliance with the nutritional dietary guidelines detailed in the attached DOEA Programs and Services Handbook, Chapter 4 (pages 123-145). Menus must be submitted to YOU THRIVE FLORIDA at least eight weeks before implementation. Substitutions should be minimal and limited to necessary adjustments.

In the proposal, the vendor must demonstrate clear knowledge and experience in adhering to these guidelines.

## **8. FOOD PREPARATION STANDARDS**

The food vendor must comply with all food preparation, storage, and delivery standards as specified in the attached DOEA Programs and Services Handbook, Chapter 4 (pages 146-155). In the proposal, the vendor must clearly demonstrate their knowledge and experience in meeting these requirements.

## **9. OTHER SERVICE STANDARDS/COMPLIANCE**

a. *Standard of Service.* Provider agrees to perform the Scope of Services as described herein under the DOEA Programs and Services Handbook, and its implementing regulations as they may be promulgated and amended from time to time, and other legal and regulatory standards, as applicable. Provider shall comply with and be otherwise controlled and governed by the ethics and standards of care of the profession and industry in which Provider shall, from time to time, provide services hereunder. Provider shall ensure that all services provided under this Agreement are delivered timely, completely, and commensurate with required standards of quality. If the Provider fails to meet the prescribed quality standards for services, such services may not be reimbursed under this Agreement.

b. *Licensing and Credentialing.* Provider shall at all times during the Term of this Agreement maintain all registrations and licenses required by the state in which services are performed and shall comply with applicable federal and state laws; be and remain duly licensed by the state, or other credentialing authority, to provide services as contemplated herein without restrictions. Provider agrees to provide proof of insurance, licensure or certification (occupational, professional, and driving when applicable) and evidence of credentials upon request and to notify YOU THRIVE FLORIDA immediately upon any change in insurance, licensure or other required credentials.

c. *Adult Protective Services Priority/Mandated Reporting.* Provider understands and agrees that it will give priority to clients that YOU THRIVE FLORIDA identifies as Adult Protective Service clients. Provider understands and agrees that if at any time an employee of Provider is aware of or suspects that abuse, neglect or exploitation of children, disabled persons, or aged persons has occurred, as defined in Fla. Stat. Chapter 415, Florida Statutes, the employee of Provider is required to immediately report such known or suspected abuse or neglect to the State of Florida's Central Abuse Registry and

Tracking System on the statewide toll-free telephone number (1-800-96ABUSE). Failure of the employee to immediately report known or suspected abuse, neglected or exploitation may constitute a material breach of this Agreement and may result in the termination of this Agreement.

d. *Cooperation and Compliance with YOU THRIVE FLORIDA Policies.* Provider agrees to comply with the terms of all policies and procedures of YOU THRIVE FLORIDA which may be promulgated from time to time, including policies related to conduct, records, reporting and other procedures related to the orderly conduct of YOU THRIVE FLORIDA's business. Provider agrees to cooperate with all agents, consultants and employees of YOU THRIVE FLORIDA in all reasonable manners.

e. *Program Compliance Guidance.* Provider agrees to conduct activities and to provide services prescribed herein in full compliance with all applicable federal and state statutes, regulations and the provisions of:

- i. DOEA Programs and Services Handbook
- ii. DOEA Notices of Instruction, and
- iii. YOU THRIVE FLORIDA and Funding agency Policy Releases.

f. *Personnel Background Screening and Qualifications.* Provider agrees that its employees, volunteers or other personnel will submit to all background screening, criminal record checks, and credit checks as may be required by Fla. Stat. §430.0402, and Chapter 435, Florida Statutes, or as otherwise requested by the YOU THRIVE FLORIDA including local, state and federal checks; and at no time shall any employee, volunteer or other personnel, be assigned to work with clients until required background screening has been completed. Provider shall ensure that its employees responsible for performing any duties or functions under this Agreement have the qualifications as specified in the DOEA Programs and Services Handbook.

g. *E-verify System.* To ensure compliance with Executive Order 12989, as amended, and Executive Order No. 11-116, Provider agrees to utilize the U.S. Department of Homeland Security's E-Verify system, <https://e-verify.uscis.gov/emp>, to verify the employment eligibility of: (1) all persons employed by Provider during the Term to perform duties in Florida; and (2) all persons, including subcontractors, assigned by Provider to perform work pursuant to this Agreement. Provider shall also include a requirement in its subcontracts that the subcontractor shall utilize the E-verify system to verify the employment eligibility of all persons employed by the subcontractor during the Term. Providers meeting the terms and conditions of the E-verify system are deemed to be in compliance with this provision.

h. *Accounting Requirements.* Provider agrees to comply with the cost principles, administrative requirements, and other provisions of all applicable state and federal laws and regulations including: Sections 215.97 and 216.348, Florida Statutes, Title 45, Code of

Federal Regulations (CFR), Part 74, and/or 45 CFR, Part 92, CFR 200, and/or 48 CFR Part 31, and Office of Management and Budget (OMB) Circulars A-21, A-87, A-102, A-110, A-122, and A-133, whichever is applicable to Provider's organization. Provider shall timely report any violations of the above to YOU THRIVE FLORIDA.

i. *Environmental Conditions.* Provider agrees to comply with all applicable standards, orders or regulations issued under Section 306 of the Clean Air Act 42 USC 7401, et seq., U.S. Department of Labor, Occupational Health and Safety Code, Title 29 CFR Part 1910.1030, and the Federal Water Pollution Control Act as amended (33 USC 1251, et seq.) Provider shall timely report any violations of the above to YOU THRIVE FLORIDA.

j. *Trafficking in Persons Prohibition.* Provider agrees to comply with Title 2 CFR Part 175 regarding Trafficking in Persons.

k. *Notice of Inability to Perform.* Provider agrees to immediately notify YOU THRIVE FLORIDA of any conditions that may materially affect the Provider's ability to perform the services required under this Agreement. Provider further agrees to immediately notify YOU THRIVE FLORIDA if the Provider, its assignees, or its affiliates file a claim of bankruptcy.

l. *Suspension of Authorization.* Any failure to comply with these Service Delivery and Compliance Standards shall be deemed a material breach of this Agreement, and YOU THRIVE FLORIDA may immediately suspend, without prior written notice, authorization of services until the Provider cures any breach of Service Delivery and Compliance Standards.

## **10.CERTIFICATIONS AND ASSURANCES/CIVIL RIGHTS/NON-DISCRIMINATION**

The food vendor must be able to certify the following:

- a. *Conflict of Interest.* Provider agrees that it, and its board members, employees, or other personnel, shall not use its, or their, position for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest or personal gain.
- b. *Certification of Debarment, Suspension, Ineligibility, and Voluntary Exclusion.* Provider certifies to the best of its knowledge and belief, that it and its principals:  
(1) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal department or agency; (2) Have not within a three-year period preceding this Contract been convicted or had civil judgement rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of a Federal or State antitrust



statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) Are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph B.2. of this certification; and/or (4) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause of default.

- c. *Lobbying Disclosure.* The undersigned subcontractor certifies, to the best of its knowledge and belief, that: No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of Congress, or an employee of a Member of Congress in connection with awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, and officer or employee of the Congress, or employee of a Member of Congress in connection with a Federal contract, grant, loan, or cooperative agreement, the undersigned shall also complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying” in accordance with its instructions.
- d. *Non Discrimination Assurances.* Provider gives this assurance in consideration for, and for the purpose of, obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance. Provider agrees and assures that, with respect to provision of services or benefits in connection with any of its programs or activities, it does not, and will not, discriminate against clients or employees because of age, race, religion, color, disability, national origin, marital status, sex, or other class of person protected by law. Provider shall comply with all federal, state and local regulations, statutes and ordinances relating to nondiscrimination in programs or activities receiving or benefiting from state, federal, or local financial assistance, whichever apply. These include, but are not limited to: (a) Executive Order 11246, Equal Employment Opportunity, as amended by Executive Order 11375, Amending Executive Order 11246 Relating to Equal Employment Opportunity, and as supplemented by regulations at Title 41 CFR, Part 60; (b) Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d, et seq., which prohibits discrimination on the basis of race, color, or national origin; (c) Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681-1683, and 1685-1686, et seq., which prohibits discrimination on the basis of sex in education programs; (d) Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of handicaps; (e) The Age

Discrimination Act of 1975, as amended, 42 U.S.C. 6101, et seq., which prohibits discrimination on the basis of age; (f) the American's with Disabilities Act of 1990, as it may be amended from time to time, and (g) with any and all other applicable regulations, guidelines, and standards as are now or may be lawfully adopted pursuant to the above statutes or which may apply to agreements covered by this Agreement.

- e. *Title VI of the Civil Rights Act 1964.* Provider assures compliance with all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR Part 80), to that end, in accordance with Title VI of the Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.
- f. *Rehabilitation Act of 1973 - Section 504.* Provider assures compliance with all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR Part 84), to the end that, in accordance with Section 504 of the Act, and the Regulation, no otherwise qualified handicapped individual in the United States shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department.
- g. *Discrimination Complaint Process.* Provider shall establish procedures to handle complaints of discrimination involving services or benefits under this Agreement. Provider shall advise clients, employees and participants of the right to file a complaint, the right to appeal a denial or exclusion from the services or benefits under this Agreement, and their right to a fair hearing as a result of their complaint of discrimination. Complaints of discrimination involving services or benefits under this Agreement may also be filed with the DOEA Secretary or the appropriate federal or state agency.
- h. Provider agrees that compliance with the aforesaid assurances is a condition of continued receipt of, or benefit from, federal and/or state financial assistance, and that it is binding upon Provider, its successors, transferees, and assignees for the period during which such assistance is provided. Provider further assures that all subcontractors, vendors, or others with whom it arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, Provider understands that YOU THRIVE FLORIDA may, at its discretion, seek a court order requiring compliance with the terms of this

assurance or seek other appropriate judicial or administrative relief including, but not limited to, termination of and denial of further assistance.

## **11. BILLING**

The vendor must demonstrate in the proposal their ability to comply with YOU THRIVE FLORIDA's invoicing requirements.

- **Home-Delivered Meals:** Invoices must be submitted weekly and include a detailed account of clients served, along with the number and types of meals provided to each client.
- **Congregate Meals:** Invoices must be submitted in bulk, broken down by site, and delivered by the 2nd business day of each month for services rendered in the previous month.

## **12. MATCH REQUIREMENT**

Under the Older Americans Act and General Revenue Fund, all subcontracts are subject to a 10% match requirement. The vendor must understand that the agreed-upon billing rates will be increased by 10% and reflected in the contract as the total unit rate. YOU THRIVE FLORIDA will claim the difference between the billing rate and the total unit rate as the required match.

## **13. QUALITY ASSURANCE/CUSTOMER FEEDBACK**

The vendor must demonstrate in the proposal a commitment to continuous quality improvement by actively addressing customer feedback and using it to enhance operations and service delivery.

## **14. REFERENCES**

The vendor must be able to provide at least three references from current or former customers within the last three years.

## **15. PROPOSAL INSTRUCTIONS**

The vendor shall ensure all required items are addressed in the proposal and sequentially follow the outline provided below. All proposals shall be typed, single-spaced, font size 12 in either Times New Roman, Arial, or Calibri.

- I. Cover Page – Include company name, logo (if applicable), contact information, Tax ID Number, and proposal type
- II. Indicate the counties of interest and a description of services/products available
- III. Describe your experience providing food to the general public as well as elders who are governed by the Older Americans Act (be sure to include any and all states currently or have operated in). For any vendors who have not provided food

- regulated by the Older Americans Act, describe in detail the ability and plan to adapt operations to ensure compliance.
- IV. Describe understanding and ability to comply with menu planning requirements as outlined in the DOEA Program and Services Handbook.
  - V. Describe in detail the food preparation, storage, and delivery processes.
  - VI. Describe understanding and ability to comply with the other service standards/compliance and certification and assurances/civil rights/non-discrimination sections of this RFP.
  - VII. Describe your ability to comply with YOU THRIVE FLORIDA's invoicing requirements. Additionally, the vendor must provide three samples of its most recent monthly billing submissions to YOU THRIVE FLORIDA, including the dates of each submission.
  - VIII. Provide proposed meal rates for all counties, meal types, etc. with an itemized list of equipment, materials, labor, etc. included in the total cost.
  - IX. Describe in detail quality assurance practices/processes and how ongoing customer feedback is solicited and incorporated into the improvement of operations and service delivery. Additionally, the vendor must provide ten samples of its most recent client satisfaction surveys.
  - X. Describe your practices for emergency planning and meal distribution in the context of disaster preparedness. Specifically, explain how you ensure meals are delivered to clients both before and after an emergency or disaster.
  - XI. Add any additional details that will strengthen and/or enhance vendors' ability to provide a low-cost, high-quality product compared to other food vendors in the area.

## **16. REQUIRED ATTACHMENTS**

The following documents must be attached and labeled accordingly to the vendor application as outlined below.

**Attachment A** - Most recent Financial Statement

**Attachment B** - Three most recent Health Inspections

**Attachment C** - Proof of Insurance Coverage of at least \$1,000,000 (do not need entire policy)

**Attachment D** - Food Service License(s)

**Attachment E** - Copy of License/Registration for Nutritionist/Dietitian on staff

**Attachment F** - Sample Menus for all food products referenced throughout this RFP. Each menu must cover a minimum of four weeks.

**Attachment G** – Three samples of its most recent monthly billing submissions to YOU THRIVE FLORIDA, including the dates of each submission. Provide the incorrect and corrected billing if the submission required the vendor's correction.

**Attachment H** - Ten samples of its most recent client satisfaction surveys

**Attachment I** - Please include supporting data or a Unit Cost Methodology (UCM) analysis with your RFP submission to justify the rates you are proposing.

## **17.SCORING**

A committee consisting of YOU THRIVE FLORIDA Senior Services departmental staff will be formed to review and evaluate all submissions. The committee will conduct an objective and consistent evaluation based on the information provided in the proposal and its corresponding attachments.

The scoring matrix for evaluating food vendor proposals in the Request for Proposal (RFP) process assigns a weight to each criterion based on its importance. Vendors are then scored against these criteria using a standard scale (e.g., 1-10 or 1-5). The total score represents the vendor's overall suitability for the contract. A scoring matrix is attached for your reference.