

HOUSTON COUNTY COUNCIL on AGING, INC.
HOME DELIVERED MEALS
REQUEST FOR PROPOSAL

I. REQUEST FOR PROPOSAL

Houston County Council on Aging, Inc. (hereinafter referred to as MOW) is requesting proposals to provide meals for home delivery to senior and/or disabled citizens.

Meals on Wheels administers a nutrition program for elderly and/or disabled persons. The primary purpose of the program is to provide low cost, nutritionally balanced meals which meet the Dietary Guidelines for Americans, published by the Secretaries of Health and Human Services and Agriculture and the Recommended Daily Allowances (RDAs), which are now included in the Dietary Reference Intakes (DRIs) established by the Food and Nutrition Board, Institute of Medicine of the National Academy of Sciences. The meals must provide at least one-third of the DRI/RDA requirements for nutritional value and provide nutrient levels according to the Georgia Program Targets for adults aged 55 and over. Meals will be delivered to the home of the client provided in the form of a ready to eat hot meal, fresh meal, frozen meal or shelf stable meal for daily, evening, weekend, holiday and/or emergency use by participants in the home delivered programs, or a combination of such meal types. The nutritional content of the therapeutic/modified meals may vary according to the type diet prescribed.

Meal services are primarily funded through grants available under the Older Americans Act, Title III-C Nutrition Service Program and the United States Department of Agriculture. Contracting for service is contingent upon MOW receiving these funds from the Middle Georgia Regional Commission (hereinafter referred to as MGRC).

MOW is bound by certain rules and regulations adopted by the U.S. Department of Health and Human Services (hereinafter referred to as HHS), the Georgia Department of Human Resources, Aging Services Division (hereinafter referred to as DHR or DAS) and MGRC, in the operation of the senior nutrition program.

A. MINIMUM QUALIFICATIONS

Vendors must provide details on qualifications as outlined in the Program Design/Scope of Work; however, specific minimum qualifications are as follows:

- 1) As of the release of this RFP, vendors must be a food service management company, have the technical knowledge, equipment and capabilities required to supply food services in the quality and quantity specified and have been in business for a minimum of three (3) years in the State of Georgia.
- 2) The Proposal Submission (Item III) and Vendor Checklist (Attachment A) must be completed and attached as the first section of the proposal.
- 3) Proposed rates for this RFP cannot exceed vendor's current advertised rates. Vendors must submit their most recent cost per unit, as defined herein and submit copies of company brochures or literature.

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B. TERMS AND OPTIONS

Contracts will be awarded for a one-year period with an option at the discretion of MOW for three (3) annual renewals, subject to availability of funds, as follows:

- 1st year: July 1, 2011 to June 30, 2012 (opt to renew for 2nd year)
- 2nd year: July 1, 2012 to June 30, 2013 (opt to renew for 3rd year)
- 3rd year: July 1, 2013 to June 30, 2014 (opt to renew for 4th year)
- 4th year: July 1, 2014 to June 30, 2015 (rebid)

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II. SCOPE OF WORK

A. MEAL SPECIFICATIONS

- 1) Each meal must comply with provisions in the Older Americans Act, Title III, Subpart 3, Section 339, concerning compliance with Dietary Guidelines for Americans.
- 2) Vendors must employ a Registered Dietician for menu planning and nutritional analysis purposes. All menus must be planned under the supervision of a Registered Dietitian. The food vendor must state the name and registration number of the Dietician.
- 3) Vendors must provide menus using the meal patterns as established by the DHR/DAS and use standardized recipes that yield all requirements of the meal pattern table:

Table 304-2 Standard Meal Pattern Requirements - Basic Meal Components Taken from DHR/DAS Nutrition Program Guidelines & Requirements 2005		
FOOD GROUP	SERVINGS PER MEAL	DIETARY GUIDELINES SERVINGS PER DAY
Bread or Bread Alternate	2 servings (1 cup pasta or rice); 2 slices of bread (1 ounce each) or equivalent combinations	6-9 servings daily. Include several servings of whole grain (high fiber) food.
Vegetables	2 servings: ½ cup or equivalent measure (may serve an additional vegetable instead of a fruit.)	3-4 servings daily. Include dark green, leafy, or orange vegetables; cooked dry peas and beans.
Fruits	1 serving: ½ cup or equivalent measure (may serve an additional fruit instead of a vegetable.)	2-3 servings daily. Include deeply colored fruits, such as orange fruits.
Milk or Milk Alternates	1 serving: 1 cup (8 ounces) or equivalent measure	3 servings daily; select low fat products.
Meat or Meat Alternates	1 serving: 3 ounces or equivalent measure	2 servings daily; total of 6 ounces.
Fats	1 serving: 1 teaspoon or equivalent measure	Select foods lower in fat, saturated fat and cholesterol. Limit total fat to 30% and saturated fat to 10% of calories.
Dessert	Varies	Select foods high in whole grains, low in fat and sugars.
Optional Beverages: Water, coffee, tea, decaffeinated beverages, fruit juices	8 ounces, minimum, according to seasonal preferences	

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- 4) Vendors must plan all home delivered, therapeutic and special menus on a minimum four-week cycle. Vendors must agree to meet with MOW, MGRC and the state nutritionist in order to plan menus on a quarterly basis and to revise menus to accommodate client preferences. Menus must be changed quarterly. Vendors must provide MOW with written nutritional analyses of all menus. Vendor will maintain adequate local suppliers for food items to minimize the number of food substitutions needed.
- 5) Vendor will be charged, at the option of MOW a penalty equal to 10% of the purchase price per meal for certain contract violations. These include, but are not limited to: serving of unapproved menu substitutions; missing menu items; spoiled or expired menu items; and, menu items delivered at unsafe temperatures. In the event of multiple or egregious violations of this paragraph, MOW will also have the right to terminate the contract.
- 6) A sample four-week menu with accompanying nutritional analyses must accompany this proposal.
- 7) Vendor will submit menus to MOW at least six (6) weeks prior to planned implementation to allow adequate time for review and approval by MOW, MGRC and/or DHR. Approved menus may not be modified and food substitutions cannot be made without prior written permission from MOW, MGRC and/or DHR.
- 8) Vendor will supply three (3) copies of home delivered meals menu. Menus will be printed in a font that is 14 point or larger, clear and in commonly used type such as Arial, Verdana or Times New Roman.
- 9) Foods must be selected, stored and prepared to assure maximum nutritional content. In purchasing, storing, preparing, and delivering the meals, the vendor must comply with all federal, state and local health laws and must follow procedures to preserve nutritional value and food safety. Use of food items beyond the indicated expiration date on the package is not allowed.
- 10) All rules found in Section 290-5-14-03 of the Administrative Rules and Regulations of the State of Georgia, "Food Care, Amended", shall apply. These include, but are not limited to: The temperature of potentially hazardous foods shall be maintained at either 41 degrees Fahrenheit or below or at 135 degrees Fahrenheit or above at all times. Frozen food shall be stored at a temperature of 32 degrees Fahrenheit or below. Holding time for hot foods shall not exceed four (4) hours from the final stage of cooking until the meal is served.
- 11) All food used in the preparation of meals shall be of high quality. The following minimum standards must be met:
 - Canned Fruits and Vegetables must be Grade A Fancy or better. Fruits must be packed in natural juice or light syrup, not heavy syrup.
 - Fresh Fruits and Vegetables must be #1 Quality.
 - Poultry must be USDA Grade A or better. Turkey must be solid muscle boneless combination of dark and white meat.
 - Beef must be USDA Choice or better. Beef shall be tender and with minimum fat. Ground Beef shall be no more than 20% fat and contain no more than 4% textured protein, if used.
 - Pork must be USDA #1 or better. Pork must be tender with a minimum of fat and must be solid muscle.
 - Eggs and Dairy Products must be USDA Grade A or better.
 - Ham must be solid muscle boneless.
 - Fish must be solid muscle.
 - Salt must be iodized.

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- 12) Foods must be attractive in color and texture, non-greasy, and appealing to senior citizens to encourage maximum individual consumption.
- 13) One serving of the required vegetable items must be non-starchy.
- 14) Food items chosen for each meal must vary daily, and must vary within the category of food.
- 15) Poultry must be served a minimum of once per week. Poultry can be baked, broiled or oven fried. When chicken is served, ¼ pieces must be used (breast and wing or leg and thigh).
- 16) The use of casserole-type entrée items must be limited to no more than two (2) times per week.
- 17) Vendors must strictly adhere to all guidelines in the following sections of the Georgia DHR Division of Aging Services, Section 304 Nutrition Program Guidelines and Requirements, specifically:
 - Appendix 304-C Sources of Meal Pattern Foods and Portion Control Guides
 - Appendix 304-E Nutrient Values for Meal Planning and Evaluation
 - Appendix 304-F Georgia Nutrition Program Nutrient Targets for Meals
 - Appendix 304-G Guidelines for Using the Updated Sample Meal Pattern
- 18) Federal and State regulations require that special and therapeutic diets must also be available in addition to Regular.
- 19) The Food Vendor must have the capability to provide the following types of diets:
 - a) Regular – This diet provides at least 1/3 of the DRI/RDA as established by the Food and Nutrition Board of the National Academy of Science Research Council.
 - b) NCS (no concentrated sweets) – A Regular diet provided without concentrated sweets or sweetened beverages.
 - c) Breakfast meals – This diet provides at least 1/3 of the DRI/RDA as established by the Food and Nutrition Board of the National Academy of Science Research Council
 - d) Frozen meals – This diet provides at least 1/3 of the DRI/RDA as established by the Food and Nutrition Board of the National Academy of Science Research Council
 - e) Shelf Stable meals must meet the DRI/RDA requirements.

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B. MEAL PREPARATION SITE

1) Location:

- a) The Vendor must specify the location of all food preparation sites and include in this proposal written permission for inspection by MOW prior to awarding of contract. The Vendor must advise the total mileage from the vendor's kitchen to MOW and state the length of travel time.
- b) The Vendor must include in the proposal a description of the preparation area, the amount of space available for freezer storage, the amount of space available for dry storage and the methods to be used in the cleaning of all storage, serving and transportation equipment.
- c) Vendors who prepare frozen meals on-site must be equipped with a blast freezer/chiller and other equipment necessary for safe food processing. Additionally, the Vendor must assure that written procedures for preparing frozen meals, based on local, state and federal standards, are posted in the kitchen where meals are prepared and processed. Frozen meals, as well as all meals, must be prepared under the guidance and supervision of a Registered Dietician.
- d) Vendor must describe in detail procedures to be used to handle each of the following situations:
 - Food contamination/spoilage
 - Food received at improper serving temperature
 - Food shortage
 - Vehicular breakdown
 - Weather related emergencies
 - Procedure for handling substitutions

2) Compliance with Health and Other Standards:

- a) The Vendor's site must meet all applicable federal, state and/or local standards for meal preparation sites.
- b) Vendor will procure, keep in effect, and post all necessary licenses, permits, and food handler's cards, as required by law. Please submit copies of certificates and permits with this proposal.
- c) During the contract period, MOW and/or MGRC and DHR/DAS, has the right to conduct periodic, unannounced inspections of the Vendor's meal preparation and storage site(s) to ensure proper food preparation and handling procedures, compliance with federal, state and local laws and standards, adequacy of food storage practices and compliance with DHR Congregate and Home Delivered Meal Standards.
- d) **A copy of the Vendor's current Health Inspection Report must be submitted with this proposal.** The successful bidder will be required to correct any deficiencies cited in the health inspection report prior to contracting with MOW.

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3) Sanitation Standards:

- a) Vendor will have a written, regular schedule for cleaning and sanitizing meal preparation and storage sites, including all equipment used.
- b) Vendor will have written procedures, posted at the site(s), for their staff to follow in maintaining proper food handling, sanitation, and health standards.

4) Records:

- a) Vendor will maintain adequate records on (a) meal cost; (b) food production; (c) food purchase; (d) menu substitutions (if any) to include a date and items substituted; and, (e) any other records necessary to document compliance with all standards established by the Purchaser and the Concerned Funding Agencies.
- b) These records will be available for inspection, during the Vendor's regular working hours, by the Purchaser and the Concerned Funding Agencies without prior notice.
- c) These records will be retained for five (5) years after the expiration of this contract unless litigation, claim or audit is started before the end of the five-year period, in which case the records will be retained for five (5) years until all litigation, claims, or audit findings involving the records have been resolved, whichever occurs last.

C. MEAL PACKAGING AND DELIVERY

1) Approximately 21% of the meals are to be delivered by the vendor to our Perry location at 733 Carol St. Perry Ga 31069, and 79% are to be delivered to our main office at 119 Vicki Lynn Drive, Warner Robins, GA, 31093.

- a) All hot and/or cold meals, with accompanying side items, delivered no later than 8:30 a.m. the day that the meal is to be delivered. This will eliminate any problems with timely delivery, four (4) hour holding limit and temperature requirements.
- b) MOW will also consider other appropriate delivery schedules offered by bidders as long as it is clearly shown that the four-hour holding time and temperature requirements will be strictly met. There may be a need for twice daily deliveries; morning and afternoon.
- c) Shelf, frozen and breakfast meals may be delivered weekly, bi-weekly or other appropriate delivery schedules offered by bidders as long as it is clearly shown that the temperature requirements will be strictly met and subject to MOW freezer and refrigerator capacity. Inside delivery and stacking is required.

2) Vendor must submit a detailed delivery plan that describes the vendor's delivery system, including routes, number of vans, containers and back-up provisions. Any changes to the delivery plan after contract execution must be approved in writing by MOW. The following quantities, given as a general rule for bidding, are not guaranteed amounts, but are representative based on the best estimate of MOW at this point.

- 38,000 Home Delivered Hot Meals (HDM), for 260 serving days. The HDM meals must arrive sealed in individual plates with three (3) compartments and be able to withstand packing and transporting without shrinkage or spillage.

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- 400 Shelf Stable Meals per year. These meals will be available at a minimum of 2 packs (2 different shelf meals per box), 5 packs (5 different shelf meals per box), and 7 packs (7 different shelf meals per box). The boxes must be clearly labeled as to the number and type of meals contained inside.
 - 5000 Frozen Meals per year. These meals will be available in 5 packs (5 different frozen meals per box). The boxes must be clearly labeled as to the number and type of meals contained inside.
 - 500 Breakfast Meals per year. These meals will be available at a minimum of 5 packs (5 different breakfast meals per box). The boxes must be clearly labeled as to the number and type of meals contained inside.
- a) MOW staff will submit all hot meal orders no later than 2 p.m. for the following day. Frozen, shelf and breakfast meals will be ordered a week in advance. The preferred method of meal ordering would be on-line; however, if this is not possible, other means will be arrived at in cooperation with the vendor.
- 3) Service is to be provided a minimum of five (5) days a week (Monday through Friday) with the exception of the following holidays: New Year's Day, MLK Observance, Memorial Day, Independence Day, Labor Day, Thanksgiving, Columbus Day (observed the day after Thanksgiving) Christmas Eve (Presidents day observed), Christmas Day and New Year's Eve. Specific dates will be provided to the vendor at the beginning of each calendar year. Shelf stable meals will be ordered a week in advance for clients on these holidays. Additionally, in the event of inclement weather, MOW will attempt to notify the vendor as early as possible of any anticipated closure.

D. COST PROPOSAL

- 1) State the proposed unit cost per meal per each meal type; regular, NCS, breakfast, frozen and shelf for year one with MOW having the option to renew the contract for an additional 3-year period pending availability of funding, compliance with agency rules/policies, contract terms/conditions, and satisfactory contractor performance. The service units in this section are estimated for year one. MOW guarantees no quantities.
- 2) MOW is a private nonprofit 501 (c) 3 organization but our agency does pay sales tax; unit cost per meal must include sales tax in your bid price.
- 3) Vendor may chose to bid on one meal type; regular, NCS, breakfast, frozen and/or shelf or all meal types. Unit cost must be separate by meal type. Pricing for all meal types must include freight to MOW.

E. MANAGEMENT ASSESSMENT

- 1) The vendor must submit a brief assessment of its management capacity in providing the meals as specified. This assessment must include:
 - a) The number of years the company has been in business.

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- b) Staffing: For each of the proposed individuals to be assigned to this project (management and supervisory personnel) provide a resume indicating, at a minimum the individual's name, current and proposed duties and years of relevant experience.
 - c) Previous experience.
 - d) Size of company: personnel and number of meals provided in the last twelve (12) months.
 - e) Mission and/or vision statement.
- 2) The successful bidder's administrative staff must be available by telephone during the office hours of 8 a.m. to 5 p.m. Monday through Friday, excluding MOW recognized holidays. MOW must receive a list containing names, titles, addresses, telephone numbers and email addresses of all pertinent staff.
 - 3) Fully describe the administrative facility to be used in connection with this contract.
 - 4) Provide a comprehensive detailed implementation plan showing how all start-up tasks will be completed if your agency is awarded the contract, initial training, etc.
 - 5) Provide a comprehensive quality control plan that describes methods for monitoring and evaluating the quality of service delivery, customer and staff satisfaction.

F. INSURANCE AND BONDING

The vendor must furnish certificates of insurance (minimum of one million) to demonstrate that it has secured insurance and bonding in the adequate amount to cover its operation. Insurance shall include, but not be limited to: theft, property damage, worker's compensation, comprehensive, product liability and bodily injury.

G. FINANCIAL STATEMENT

The vendor must submit its most recent financial statement, which has been reviewed by a Certified Public Accountant, to demonstrate its financial capability to fulfill the requirements of this RFP.

H. BILLING

Monthly invoices must be submitted to MOW for payment. ***Meal Orders and billing must match.*** Reimbursement will be issued by mail by MOW within four (4) weeks. Requests for advance payment will not be honored.

The successful bidder waives any and all claims for loss of anticipated profits and other damages arising out of reductions

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to the projected units of services required by MOW hereunder. In addition, MOW will execute a contract only to the extent of funding appropriations. MOW shall not incur any liability beyond monies duly appropriated and available funds for the purpose and scope of work outlined in this Request for Proposal.

I. BUSINESS CERTIFICATION

The vendor must provide proof of certification that it is authorized to do business in the State of Georgia.

J. CIVIL RIGHTS COMPLIANCE

The vendor must show proof that it is an Equal Opportunity Employer with an Affirmative Action Plan in place.

K. OPTION TO RENEW

- 1) **Renewal:** As stated on page one (1), contracts will be awarded for a one-year period with an option at the discretion of MOW for three (3) annual renewals, subject to availability of funds. All renewals will follow the same terms and conditions, unless restricted from doing so by the amendment of existing policies and procedures, or the issuance of new policies and procedures by DHR/DAS or MGRC.
- 2) **Satisfactory Performance:** In determining whether or not to exercise its options to renew or extend the contract, MOW will use satisfactory performance and unit cost as the determining factors. Even if the unit cost is acceptable, if the vendor has not demonstrated satisfactory performance, MOW will exercise its option not to renew or extend the contract.
- 3) The following items will be used by MOW to determine satisfactory performance:
 - a) Compliance with bid specifications
 - b) Timely Delivery of Food
 - c) Quality of food
 - d) Adherence to the menu
 - e) Adherence to required temperature standards
 - f) Proper portion size and number
 - g) Response time to problems that may arise
 - h) Adherence to Federal, State and Local Government standards

L. EVALUATION CRITERIA

The evaluation process performed by a review committee considers the Pricing Information merely as *one* of the selection criteria and not the final determinant. Evaluations will *also* be based on the following criteria: Staffing (to include composition/experience/safety & training), Performance, Firm Expertise & Experience, Availability and Financial Stability. MOW reserves the right to award contract **in total to one vendor** for all meal types or award **separate**

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contracts to multiple vendors for specific meal types. MOW also reserves the right to require sample meals.

M. REFERENCES

A minimum of two (2) references are required from every bidder.

N. CERTIFICATION AND FORMS

All appropriate certifications and forms as outlined herein should accompany your response.

III. PROPOSAL SUBMITTAL

- 1) Submit one (1) original and two (2) copies of your response. All sections must be complete and legible. This response **must be received no later than 4:00 p.m. on June 6, 2011**. Mail or deliver your proposal copies to Meals on Wheels. Attention Kenny Weaver, Executive Director, 119 Vicki Lynn Drive, Warner Robins GA 31093 or P.O. Box 118, Warner Robins Ga, 31099.
- 2) Any questions must be submitted via email to:

Kenny Weaver, Executive Director: kensmuse@gmail.com
 - Deadline for questions is **6/3/11, at 4:00 p.m.**
- 3) Bid Opening Date is **6/8/11, at 2:00 p.m.**
- 4) Award will be announced no later than June 15, 2011.

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**ATTACHMENT A
Vendor Checklist**

Please include this form as the first section of your proposal

I. REQUEST FOR PROPOSAL

A. MINIMUM REQUIREMENTS

- _____ 1) Proposal Submission
- _____ 2) Vendor Checklist
- _____ 3) Recent Cost Per Unit accompanied by company brochures and literature

II. SCOPE OF WORK

A. MEAL SPECIFICATIONS

- _____ 2) Name and Registration Number of Registered Dietician
- _____ 6) A sample 4-week menu with accompanying nutritional analysis

III. MEAL PREPARATION SITE

1) Location

- _____ a) Specific location of all food prep sites and written permission for MOW inspection prior to contract award
- _____ b) Description of work areas
- _____ d) Procedures to handle problem situations

2) Compliance with Health and Other Standards

- _____ b) Copies of certificates and permits
- _____ d) Copy of current Health Inspection Report

E. MANAGEMENT ASSESSMENT

- _____ 1 a-d) Brief assessment of management capacity
- _____ 2) List of staff names, titles, contact information
- _____ 3) Description of administrative facility

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E. MANAGEMENT ASSESSMENT - continued

_____ 4) Detailed implementation plan

_____ 5) Comprehensive Quality Control Plan

F. INSURANCE AND BONDING

_____ Certificates of Insurance

I. BUSINESS CERTIFICATION

_____ Proof of authorization to do business in the State of Georgia

J. CIVIL RIGHTS COMPLIANCE

_____ Proof of EEO and AA plan in place

K. REFERENCES

_____ A minimum of 2 business references

N. CERTIFICATION AND FORMS

_____ Include all relevant certifications and forms

I. PROPOSAL SUBMITTAL

_____ 1) Submit 1 original and 2 copies of your response.

Proposal must be submitted no later than 4:00 p.m. on June 6, 2011 as outlined on page 11.

SIGNATURES

Submitted by:

Name of Company _____

Federal ID Number _____

Signature _____ Title _____

Print _____ Date _____