

Questions for Meals on Wheels South Florida RFP

1. Who is your current vendor/vendors for all the food options/locations?
 - a. We currently contract with GA Foods for all our OAA contracts
 - b. We have other caterers we partner with on our child nutrition and Kosher programs
2. Who creates the menus? Is the one presented for the Calendar year 2023? How frequently do they change? Are you open to adopting a vendor's menu and when?
 - a. The included menus were created by our Registered Dietitian for 2023.
 - b. Typically, we have a 6-month menu with a 4-week rotating cycle
 - c. We are open to other menus as long as they meet all the requirements and expectations
3. The specifications page 2 list cold plate lunch meals but we do not see that on the HDM menu? How does that work?
 - a. Cold plate lunches are currently only used in the congregate meal setting. They are usually when the site is having a special outing where they want to take the meals with them – like a picnic. It does not happen very often
4. Would you consider having a third party vendor (i.e., FedEx) delivery home meals directly to the client rather than the caterer delivering the meals?
 - a. Having meals mailed to clients strips the heart of Meals on Wheels programs and makes them like any other meal ordering provider. We want that personal hello and safety check with each delivery.
 - b. Our OAA and some other contracts also need verification of delivery. Signatures were waived for COVID, but that will likely soon change and be required again.
 - c. Generally, meals cannot just be left at the door.
5. Would you consider having a third-party vendor (i.e., FedEx) delivery home meals directly to the client rather than the volunteers (V sites) delivering the meals?
 - a. No, for the reasons as above, but also, volunteers are the heart and soul, eyes and ears of Meals on Wheels
6. Would you consider all frozen meals delivered to a central location if cost effective pricing?
 - a. Let's discuss this more as I am not sure what this means.
 - i. Would we need to do our own deliveries from that location?
 - ii. Who would provide storage at temp for the meals?
 - iii. Would deliveries to the volunteer pickup locations be our responsibility?