

BID SPECIFICATIONS

PERTAINING TO ALL MEAL SERVICES

Meals on Wheels South Florida [MOWSOFLO] has been the administrative provider under contract with the Area Agency on Aging of Broward County (AAABC) for the Title III C1 & C2 Nutrition Programs for the Elderly of the Older Americans Act (OAA) since 1985. The AAABC has informed MOWSOFLO that the OAA Title IIIC1 and C2 contracts will be opened to a competitive bid process for a contract start date of July 1, 2023. As such, MOWSOFLO is required to complete a competitive bidding process for our Food Service Management Company (FSMC) /Catering Contract(s) for all programs under OAA funding and award these contracts prior to completing our proposal for the July 1, 2023 OAA funding start date. The deadline for this proposal has yet to be determined and the actual Request for Proposals has yet to be released by the AAABC. If the OAA contract is in fact not put out to bid by the AAABC, and we are awarded an extension of our current contract beyond June 30th, 2023, MOWSOFLO is bound to continue the current contract with our current FSMC / Caterer unit the December 31, 2023.

The following information relates to specific guidelines for Food Service Vendors relative to the Submission of Bids for the Meals on Wheels South Florida' Older American's Act Title III C1 & C2 Nutrition Programs and other funded meals programs under the auspices of the agency.

MOWSOFLO's mission is to end hunger across all ages with kindness, dignity and compassion. In addition to the meal services, we provide individual nutrition and psycho-social needs assessments for the seniors referred to us, other supportive services and programs, and a friendly visit and safety check for those we serve in their homes.

For the Older American's Act Title III C1 & C2 Nutrition Program, the FSMC will be responsible for following all applicable rules and regulations as issued by the Older American's Act, Nutrition Service Incentive Program and the Florida Department of Elder Affairs for the preparation, packaging and delivery of meals. In addition, the vendor will be responsible for the delivery of program materials to designated homes, volunteer stations, and/or Congregate Sites located in Broward County, FL. All meals will meet 1/3 of the DRI's and all menus will comply with no added salt and Diabetic safe diets. All menus require computerized nutritional analysis by the vendor, unless otherwise agreed upon to follow the optional meal pattern requirements. Meal types currently served to the clients are Regular, Kosher, Pureed and Daily Hot.

Meals on Wheels South Florida has several other funded meal programs / events that vendors will be required to incorporate into their bid responses:

- A.) An emergency 14 Frozen Dinner/ 14 Breakfast Meal Package for home delivery;
- B.) An annual Thanksgiving Day Project;
- C.) Optional cold plate menus for Congregate meal sites
- D.) Kosher meals

MOWSOFLO has also expanded funding sources to include contracts, through insurance companies, private fee-for-service, and private-fund raised dollars to support the level of service demands.

The coming years will continue to be challenging for both MOWSOFLO and its vendors as the traditional senior population transitions with the Baby Boomer Generation. It is anticipated that this transition will require more individual choices for delivery methods and menu selections. While the Older American's Act has not significantly changed its meal requirements, the preferences of people eating them will significantly change and, together, we will need to be responsive to the wants and needs of those we serve.

This RFP is soliciting for the 2023 Contract Year, beginning July 1, 2023. As the RFP has not yet been issued by the AAABC, the length of the contract is yet to be confirmed in the RFP. Usually, successful bidder(s) will be issued a contract for one year, with two, one-year renewal options to a maximum of a combined total of three years for this RFP response, unless an additional 3 years is awarded to MOWSOFLO by the AAABC under OAA funding.

Meals on Wheels South Florida, in keeping with its expansion of services modality, is interested in proposals that will encompass all of the above. Any innovations the Food Service Food Service Provider has or currently provides to other

contracts that fit our desires, as well as maintaining and improving the quality of overall services are greatly favored. Using fresh produce and fresh meal preparation methods are strongly encouraged. The ability of MOWSOFLO to maintain or increase its current level of service without detracting from the quality and variety of meals is crucial.

MOWSOFLO will consider:

- 1.) A strong preference to vendors who have facilities in or near Broward County;
- 2.) Separating the Older American's Act programs and the private fee-for-service programs;
- 3.) Any creative and innovative method of operation that is cost effective and improves the quality of service to the seniors of Broward County.
- 4) MOWSOFLO MAY consider separating Congregate and Home Delivered Meal contracts under the Older American's Act. *A caterer may decide to bid only on the Home Delivered or the Congregate meals in this RFP.*
- 5) MOWSOFLO MAY consider breaking Congregate Meal contracts into regional bids, i.e., SW Broward, SE Broward, NW Broward, NE Broward. *Please be clear in your proposal if you are electing to bid on regional parts of this RFP.*

This bid is not necessarily based on the lowest cost. The overall cost effectiveness, service and meal quality will be integral to the bid review process. Meal quality via taste testing will be weighed as well.

In addition, contracts will be worked out with the FSMC(s) chosen in the evaluation process and therefore former contracts utilized, except for Section II which is non-negotiable, are not included in this package but are available upon request.

Meal Services In This Request For Proposals

Title III-C-1 of the Older American's Act: Congregate Meal Services:

Regular Bulk Meals
Regular Pre-Plated Meals
Regular Soup Options
Regular Cold-Plate Fresh Menu Options (Salads, Wraps and Sandwiches)
Regular Pre-Plated Formed Pureed Meals
Regular Take Home Meals (currently provided for weekend meals through alternate funding)
Regular Shelf Stable Hurricane/Disaster Meals
Regular Picnic / Special Event Meals are currently available 2 days per site per year.

Kosher Bulk Meals *
Kosher Pre-Plated Meals
Kosher Shelf-Stable Hurricane / Disaster Meals.
Kosher Picnic / Special Event Meals are currently available 2 days per site per year.

*MOWSOFLO provides administrative support to a Kosher site that serves approximately 850 meals per week through a State funded LSP program. In the event that the annual LSP funding is not sufficient to serve this site through its entire contract year (July 1 to June 30), we are expected to have a provider to continue the service to the end of their contract.

Title III-C-2 of the Older American's Act and Private Pay Home Delivered Meals Services:

Regular Breakfast Meals (currently cereal, juice, and milk)
Regular Daily Hot Dinner Meals (currently follows Congregate Main meal menu)
Regular Daily Cold-Plate Lunch Meals

Regular Frozen Dinner Meals
Regular Frozen Formed Pureed Dinner Meals
Regular Emergency Frozen 14 Dinner/Breakfast Meal Packages
Regular Hurricane/Disaster Meal Services:
Kosher Breakfast Meals
Kosher Frozen Dinner Meal Services
Kosher Hurricane/Disaster Shelf Stable easy open Meals Packages
Kosher Emergency Frozen 14 Dinner/Breakfast Meal Packages

Our “Daily Hot” program is 3 meals a day / 7 days a week with delivery 5 days a week. This meal type / service is rarely offered and only for a limited time.

Any additional meal services of the food service provider that would be available to MOWSOFLO should be clearly identified in the bid response.

Fee for Service and Private Contract Services:

All meal services available under OAA C1 & C2 are available to private pay and private contracts payors. Many of the contracts require choice of vendor as well as choice of meal. Our current private pay menu offers 80 menu options between entrees, sides, breakfast entrees, soups and salads.

PARTICIPANT LEVELS

Congregate:

33 Congregate sites serve (on average) one meal per day for 1 to 5 days per week – See attached Congregate site list and schedule. Please refer to the Congregate Site Locations/Meal Count sheet attached for estimated numbers per site. Approximate breakdown is 2% Kosher, >1% Formed Pureed, and 97% Regular diet.

Additional participants/nutrition sites will be added and any present participant and/or nutrition site may be eliminated at any time. The numbers provided are estimated for planning purposes only. The daily participation will vary. Funding changes may require drastic increases or decreases in participation levels and the number of meals per site.

Home Delivered Meals:

The Older American's Act C2 Home Delivered Meal Program is currently generally serving a 5 dinner / 5 breakfast frozen meal package to the client's home one day per week. Bids should include prices and process for changing from 5/5, 6/6, 7/7, or dinner only packages of 5, 6, or 7 meals as different contracts have different levels of service.

A sample breakdown by both Volunteer and Caterer delivered routes and locations is attached. There are volunteer stations to which the Food Service Provider will need to deliver all the meal packages for that route meeting location. Our volunteers will deliver to the homes. All routes ending with a "V" (M1V, T1V, etc.) are volunteer routes. The other routes are delivered to client homes by the caterer.

Provision for such caterer deliveries is mandatory to cover areas where there are no volunteers, when volunteers fail to show up, and for delivery to clients with pureed or daily hot meal services. Volunteers do not deliver pureed or daily hot meals.

For the 2023 contract year, we initially submitted an annual service level of 158,909 OAA C 1 (Congregate) meals, 513,744 OAA C2 meals, and the client levels are fairly evenly split between C1 (7808 meals a day) and C2 (800 clients per week). The annual meal service level will increase to about 1 million combined meals once all 'carry-forward' and other funding dollars have been released.

In 2022, we provided 500 clients with Emergency Meals (14 breakfasts and 14 dinners each), or 7,000 breakfasts and 7,000 dinners..

We have had to cancel our Medicaid managed long-term care contracts due to low reimbursement rates.

Our private-pay meal service provides approximately 1,200 meals a month.

With OAA, statistically 65% of our funding, we currently expect to remain at Home Delivered package level to approximately 40 Kosher, 734 Regular, 15 Pureed, and 5 Daily Hot clients served per week. Times that by 5/5 and it comes to approximately 9,500 meals per week.

Additional participants will be added and any present participant may be eliminated from the routes on a daily basis. The numbers provided are estimated for planning purposes only. The daily participation will vary. Funding changes may require drastic increases or decreases in participation levels and the number of meals per client.

Meal Type Definitions:

Each meal must contain a minimum of one-third (1/3) of the DRI for women age 70 and better. When 2 or 3 meals are being served as a package, the set must equal 2/3 or 100% respectively.

Meals must comply with Title III-C standards of the OAA guidelines and, as delineated in the current Program and Services Manual of the Florida Department of Elder Affairs [hereinafter referred to as DoEA] (2018 edition) Content of menus, nutritional requirements, and procedures for food handling must have approval of MOWSOFLO staff Dietitian Alex Frizzelle, LDN, RD.

Criteria of acceptability will be in addition to any other standards set outlined specifically through the applicable regulations of the United States Department of Health and Human Services, The US Agency on Aging and any additional requirements of the State of Florida.

Holiday Meals are shelf stable meals supplied to sites that may not be available on a scheduled serving day or scheduled holiday. An appropriate meal shall be a meal with fresh components that will require no refrigeration. Each meal or set of meals is to be assembled by the caterer in a manner that is easy to carry home by seniors. When financially possible, these meals are to be supplied to all nutrition sites for MOWSOFLO scheduled holidays and are delivered to site on same day as the holiday on the previous week.

Hurricane/Disaster Meals have at a minimum 6 month shelf stable life and will be a set of up to 5 meals to be delivered to each site or home to be used at home in the event of a Hurricane or other disaster that prohibits providing normal meal service. Meals cannot require refrigeration. Packaging must allow for the client to transport them from the site to their home and properly store them. The packages must be labeled to indicate their proper storage and use at home. We have used HeaterMeals for several years with the inclusion of the "Benefit" Bar to meet the RDA requirements and included a cereal breakfast meal.

Congregate Meals: These are the hot or cold meals, delivered daily, prepared according to approved menus, ready to eat, at the assigned Nutrition Sites, Monday through Friday. The Food Service Provider must provide appropriate condiments; ketchup, mustard, salad dressing, lemon, tartar sauce, all paper supplies, cleaning/sanitizing items, gloves, utensils, etc. Pre-Plated meals must be placed in a three (3) compartment tray with clean lids, or other MOWSOFLO Dietician approved packaging, Bulk Service sites must include serving utensils, serving trays, and condiments, etc. necessary for the dishing of the meal at the site. Bread must be individually wrapped in individual portions.

Picnic/Special Event Meals are provided for holidays, special events, picnics, and may include different delivery locations at no extra charge and to a maximum of two per site per year. Meals for holidays, special events or picnics that are different from approved menus can be billed at a different price when agreed upon in writing and in advance of the purchasing of the items needed to accommodate the special menu.

Frozen Home Delivered Meals are pre-portioned Regular or Kosher meals with all components packaged to prevent thawing, breaking/crushing of plates, seals, and/or other fragile items. Each package cannot exceed 12 pounds.

Frozen Formed Pureed Meals are pre-portioned pureed meals that resemble the shape of the food being served (i.e.: Chicken should look like chicken and corn should look like corn). The Food Service Provider is solely responsible for the site and/or home delivery of these meals.

Regular Daily Hot Meals are a daily package of three meals delivered at one time to include a breakfast, sandwich-type lunch, and hot dinner. The Friday delivery will include a breakfast, sandwich plate, and cold salad plate for both days of the weekend. Three meals must meet 100% DRI/AI.

Regular or Kosher Breakfast Meals are currently a variety of fortified single serving cereals, milk and juice.

These meal descriptions are what we currently have. You have the opportunity to offer something different!

Temperature Requirements

All meals must be delivered to meal sites/clients at the following specifications:

- a. Hot food shall arrive above 140° Fahrenheit at the site/home.
- b. Cold food shall arrive below 41° Fahrenheit at the site/home.
- c. Frozen food shall arrive at 0° Fahrenheit at the site/home.
- d. Neutral food shall arrive at room temperature.

Scheduled Holidays

1. New Years Day
2. Dr. Martin Luther King's Birthday
3. President's day
4. Memorial Day
5. Independence Day
6. Labor Day
7. Veteran's Day or Juneteenth
8. Columbus Day
9. Thanksgiving Day
10. Day After Thanksgiving
11. Christmas Day

Special Considerations

It is expected that each Food Service Provider will work with MOWSOFLO staff, volunteers and Nutrition Site Host Agencies to accommodate special circumstances. Historically, this has included, but will not be limited to:

Annual Thanksgiving Day Project: This is fully Community donated meal that is prepared at the Food Service Provider kitchen on the Thanksgiving Day. MOWSOFLO staff, Board of Directors, and volunteers participate in the preparing of the components and delivery volunteers come to the facility to deliver. This project requires the kitchen be available from 7:00 am to 11:30 am on Thanksgiving Day. Food Service Provider can pre-cook items in order to expedite serving on Thanksgiving Day.

Passover: Home Delivery Routes may be altered for the **Passover season** in order to assure that all Kosher clients are provided with the proper Passover meals before Passover begins. This may include the pick up from the Jewish Community Center-Soref Campus and delivery to the clients home and volunteer station of a Passover Package donated and supplied by the JCC.

Home Delivery Routes delivered on a day that would be a holiday are provided a double delivery the week prior to the holiday. This double delivery must include *both* weeks' menu variety, i.e. not two of the same week's menu.

Contribution Container Collection and Delivery:

The Congregate food service provider will pick up and exchange locked bank bags at each Nutrition site daily. Per MOWSOFLO schedule, the locked bags will be delivered to MOWSOFLO's office on the same day no later than 2:00 p.m. MOWSOFLO will provide empty bags for next day exchange. Drivers will **not** accept unlocked bank bags from the Nutrition Sites. System is subject to change with prior notification and mutually agreed upon procedures.

Communication portfolios will be picked up from the MOWSOFLO office and delivered to the appropriate Nutrition Sites and Volunteer Stations on a daily basis. Portfolios will be picked up from the nutrition sites and returned to MOWSOFLO office daily. In addition to regular communications, these portfolios may contain Agency Newsletters, promotional and educational materials.

Home Delivery Volunteer Shortages have occurred despite publicity and door-to-door efforts. The Home Delivery Food Service Provider needs to be aware that deliveries will be required of them during shortages in areas where there is no volunteer station. When the Food Service Provider driver is going to be late to a volunteer station, it is *imperative they contact the respective Regional Coordinator* so s/he can contact the Route Captain to inform them the driver will be late and make sure the volunteers remain on site until the driver arrives. The driver will be required to make the deliveries for any volunteers who could not wait on the late delivery.

The Local Service Provider (LSP) line item in the State of Florida's budget is referred to as Posnak-Donated Kosher Meals.

This funding is generally in effect July 1 through June 30. The Cantor Senior Center and Day Care meal services are currently provided by the Posnak's Kosher Food Service Provider.

In the event that the Posnak provider is the same as the MOWSOFLO provider, only the billing and posting events change.

In the event the Posnak caterer is *not* the MOWSOFLO caterer, MOWSOFLO will be required to provide Kosher meals to the Posnak sites until either the LSP funding is restored or other arrangements are made with an option to contract directly with the Posnak provider in order to provide their clients with consistency.

PILOT PROGRAMS

MOWSOFLO will continue researching various food types, meal services, and delivery mechanisms to better support the client and community needs. Such pilot programs may become permanent additions to the meal services provided by MOWSOFLO. Any current MOWSOFLO Food Service Provider will be provided the option to participate in the research, development and implementation of the programs. Should this be of no interest to the Food Service Provider, MOWSOFLO has the right to obtain additional supplier(s) to participate in its projects. Unsatisfactory performance of the contracted caterer will allow MOWSOFLO immediate permission to contract with alternative provider(s).

FOOD PROCUREMENT Donated items may be utilized when approved by MOWSOFLO's Registered Dietician.

MOWSOFLO participates with Meals on Wheels America's "Common Goods" group purchasing option. Vendors will be encouraged to utilize items purchased from this when the Common Goods pricing is lower than the vendor.

GENERAL RESPONSE REQUIREMENTS

NOTE: Food Service Vendors may bid in whole or in part for programs being requested. All discussions and documents of insurance should pertain to the Food Service Vendor's facilities, staffing, etc, and refer to the MOWSOFLO program only or to the location from which food intended for MOWSOFLO's use is produced and/or packaged.

THERE IS NO REQUIREMENT FOR MOWSOFLO TO ACCEPT ANY BID BASED ON LOWEST PRICE, AND WE FURTHER RESERVE THE RIGHT TO REJECT ANY AND ALL BIDS WHICH, IN OUR SOLE AND COMPLETE DISCRETION, DEEM INAPPROPRIATE FOR THE WELFARE OF THE AGENCY AND /OR NUTRITION PROGRAM.

The following must be included with the bid response for full evaluation:

Delivery of one (1) original and four (4) copies of your proposal in a sealed package clearly identifying your company and the contract(s) for which you are bidding.

Your bid package must be received in the MOWSOFLO office
no later than 3:00 PM Tuesday, April 4th, 2023.

SORRY, BUT NO EXCEPTIONS.

Your introductory narrative must:

Clearly state the program(s) you are bidding for, your ability to perform the whole or part of the contract(s) you are responding to in Broward County, and include;

1. How long you have been engaged in providing meal services and catering under your present firm or trade name.

2. Are you now operating any senior food service programs? Y N

2.5 If you operate senior food service programs, how many seniors do you serve per week, month, or year (please specify type of meals served, i.e.; Congregate, Home-Delivered, other type).

3. Please provide letters of recommendation or support from current clients with whom you have had dealings with for at least one year and are comparable in size and scope to our service levels. This will be helpful to the independent evaluation committee.

4. Have you ever failed to complete or defaulted on a contract? Yes / No (Circle one) If yes, Please explain.

5. Is your company able to change meals and services as MOWSOFLO may dictate?

Please explain how this would happen. _____

6. If yes, briefly explain what your process/capabilities/time frames would be.

Please explain how this would happen. _____

7. Is your company able and willing to expand our meal service capabilities by assisting us in utilizing the group purchasing with MOWAA or other means by which we can serve more meals together?
Yes / NO

Please explain how this would happen. _____

8. Please include copies of ALL menus for at least the first menu cycle of the new contract year beginning July 1, 2023.

9. For Home Delivered Meals, please include a one week sample of the meals as we can expect to see them (labeling, packaging, components, etc.) with a nutritional analysis.

10. For Congregate Meal Bids, we will arrange a day (TBD) for hot meals to be delivered for tasting by the Evaluation Committee.

11. For Disaster Meals, please provide a sample of one day of meals.

12. Please include a Pricing Sheet which clearly indicates the food, supplies, packaging, and delivery charges for all meal types you are bidding for. Please DO NOT BLEND COSTS ACROSS PROGRAMS. A sample Pricing Sheet is attached.

13. Please indicate in your proposal second and third year pricing. Pricing increases should be tied to something that you will define in your response and should be viewed as if we would not negotiate any changes to pricing in the subsequent years once this contract is awarded. This is necessary as we are required to submit projected budgets for each of our 3 years also when responding to the ADRC's RFP.

14. A clear description of the food service and management staff, or proposed staff, including an organizational chart, who will be responsible for the implementation and management of the proposal in Broward. The Food Service Vendor must employ a full-time food service manager, with Food Protection (ServSafe) Certification and also have (at least access to) a Nutritionist, who will devote the necessary time to the execution and maintenance of this contract.

15. Food Service Vendor shall describe, in detail, operational systems in place or to be developed to accomplish the following tasks in the contracts being bid for:

- a.) A meal ordering and scheduling of service method;
- b.) The ability and flexibility of receiving last minute changes in the meal order and schedule.

- c.) Describe your system for collecting, distributing and returning contribution containers and vinyl portfolios from designated sites/stations.
 - d.) Describe your system of communicating with / tracking delivery personnel.
 - e.) Describe your meal delivery system. Include a description of necessary vehicles and vehicle breakdown plan, equipment to be used in the contract, etc.
 - f.) Describe your proposed record keeping and accountability with regard to billing and payment terms for all billing to MOWSOFLO.
 - g.) A description of any additional-provided items included with the bid that are not called for in bid specifications.
16. MOWSOFLO will require Food Service Vendors to furnish current certificates of insurance for Worker's Compensation, Personal Injury and Property Damage Liability Insurance and Product Liability Insurance in amounts identified in Section 2 of the Contracts.
- MOWSOFLO may require Food Service Vendor to furnish a performance bond as described in Section 2.A.3 of the Contract.
 - Section 2 of the contracts has requirements that must be adhered to by all Food Service Vendors. Please acknowledge in writing the acceptance of all parts that you have read this and will comply with its requirements.
 - MOWSOFLO may require, at its sole discretion, personal interviews with Food Service Vendors to clarify items of their bid submission and/or food samples of menus. Such interviews will be for clarification purposes only and will not discuss other vendor responses or any information that would be considered contract negotiations.

BID EVALUATION CRITERIA

Review and acceptance of the bids will be predicated on a point system addressing the following (but not totally inclusive) items:

- Acceptability of menu; meal quality, taste, and appearance; packaging,
- Detailed narrative on system to be implemented for execution of the contract,
- Meals and delivery cost,
- The reputation of the Food Service Provider for general performance,
- Menu variety, suitability, flexibility,
- Quality Assurance Plan (including portion control, client acceptance),
- Experience with diets and needs of the elderly,
- System of billing, invoicing and accounting,
- Purchasing procedures, sources, storage (food and supplies),
- Transportation and delivery plans/equipment/procedures,
- Ability and willingness to participate in Pilot Projects and service innovation.

The Evaluation Form used to evaluate the bids is contained in the Bid Packet.

Mistakes: Bidders are expected to examine their specifications, delivery schedules, bid prices and all instructions pertaining to this bid, including the sample contracts for all requirements of this memorandum. Failure to do so will be at the bidder's risk. All mistakes made by bidder will be deemed material and cannot be corrected after the deadline for bids has passed.