

Meals on Wheels of Durham, Inc.

Request for Proposal

Food Service Operations

Fiscal Years (July 1st through June 30th):

2023-2024

2024-2025

2025-2026

Organization Overview:

Meals on Wheels Durham (MOWD) requests proposals for food operations service providers to lead its county-wide efforts in fulfilling its mission of enhancing the quality of life for seniors, people with disabilities, and other eligible community members who are unable to provide proper nutrition for themselves by delivering meals, offering personal interactions, and providing other complementary services.

Meals on Wheels Durham was founded in 1975 and is an active and respected affiliate of Meals on Wheels America. We currently serve more than 550 Durham County residents each week - over 155,000 meals in the last year alone. There continues to be significant unmet needs. Durham County has more than 60,000 residents age 60 and older. Based on income level, approximately 12,600 of those residents are at risk of food insecurity. We are currently seeking vendors experienced in food operations to manage our leased kitchen space and produce meals that will be delivered to our clients.

MOWD is in Durham, the heart of a vibrant, complex, diverse, and fast-growing county of approximately 283,000. Durham is part of the larger Research Triangle region of North Carolina, with a metro population of over 2,100,000. Durham and the Triangle are consistently cited among the country's best places to live and do business.

To learn more about Meals on Wheels Durham, visit: www.MOWdurham.org

SECTION I: GENERAL REQUIREMENTS/OVERVIEW OF PROGRAM

A. Overview of Requirements

The Caterer/ Kitchen Operator must agree to the following guidelines:

1. Adhere to Meal Service, Menu Standards, and Menu Planning Requirements, Special Requirements, and Food Procurement & Preparation guidelines set forth in this Invitation for Bid, as written in the North Carolina Division of Aging and Adult Services Standards Manual, Volume I-- Nutrition Service Standards, effective July 1, 1992 and revised and/or meet or exceed the standards as set forth by the United States Department of Agriculture Food Buying Guide.
2. Use USDA commodity foods, if available and cost effective.

B. Bid Submission Instructions

All bid submissions must be received by 12 noon on July 14, 2023. Bids should be emailed to Jason Peace, at jason@mowdurham.org.

This proposal is for the thirty-three (33) month period beginning no later than October 1st, 2023, through June 30, 2026.

The Caterer/ Kitchen Operator shall provide and maintain in force, at no cost to Meals on Wheels of Durham, Inc, all necessary insurance coverage, as required by law or to: (a) protect the Caterer and/or employees of the Caterer, and (b) protect Meals on Wheels of Durham, Inc. and/or Meals on Wheels of Durham, Inc. employees. Caterer shall maintain general liability limits of \$1,000,000 per occurrence and \$3,000,000 aggregate to include product liability. The Caterer shall name Meals on Wheels of Durham, Inc. as additionally insured on its policies. Caterer shall carry Workmen's Compensation policies covering all employees working either directly or indirectly in the operation.

Proposals must be accompanied by a signed Assurance of Compliance with the Department of Health and Human Services Regulation under Title VI of the Civil Rights Act of 1964.

C. Bid Evaluation Process

Qualified bids for the Program will be reviewed and evaluated by Meals on Wheels of Durham, Inc. Management and Board of Directors. Bid evaluations will be based on the following criteria:

1. Bidder Qualifications, inclusive of, but not limited to:
 - Experience and track record in the catering business
 - Capacity to deliver food according to program specifications
 - Sanitation and health standards
 - Training provided to service delivery staff
 - Audits
2. Completeness and accuracy of Bid
3. Lowest qualified reimbursable unit cost rate

D. Bid Proposal Negotiations

Meals on Wheels of Durham, Inc. reserves the right to request additional information from the bidding agency or to negotiate specific terms contained within each Bid, in whole or in part, and to waive irregularities not affecting substantial rights of the bidding agency at any time during the bid proposal process or prior to contract execution.

E. Bid Proposal Rejection and Re-advertisement

Meals on Wheels of Durham, Inc. reserves the right to accept or reject any or all bids. The bid response time may be extended if all bids are rejected and additional advertisements for bids must be made.

F. Notification of Award

Award notification will be made after July 14, 2023. Contracts will be awarded contingent upon the availability of federal and state funds.

G. Nature of Proposed Contract

The Caterer submitting the approved bid will sign a two-party contract with Meals on Wheels of Durham, Inc.

The Caterer shall act as an independent contractor and not as an employee of Meals on Wheels of Durham, Inc. in providing catered meal services. The Caterer shall be liable, and agrees to be liable, and shall indemnify, defend and hold Meals on Wheels of Durham, Inc. harmless for all claims, suits, judgments or damages arising from the Caterer's operations in providing catered meal services for Meals on Wheels of Durham, Inc.

The bidder should develop a single per meal cost for a 33-month period for both hot and frozen meals.

Food Service Requirements

Selected food service operator must be able to procure, prepare, and transport meals in accordance with the nutritional requirements associated with the Older Americans Act of 1965 (Public Law 102-375), as amended, including Federal, State, and local regulations and policies. Information regarding these requirements can be found below. However, what's listed below is not intended to be an exhaustive list. For complete information regarding the nutritional requirements associated with this program, please visit:

<https://www.ncdhhs.gov/documents/files/nutrition/open>

Menu Planning Requirements

Each meal must furnish one-third (1/3) of the current daily Recommended Dietary Allowance (RDA) for adults over age 51 and must conform to the meal pattern as set forth by the North Carolina Division of Aging and Adult Services and/or Food and Nutrition Service (USDA). The menu must be approved by a licensed dietician/nutritionist as specified in G.S. 90-352. The person responsible for menu review shall review and certify all menus prior to use.

Vitamins and/or mineral supplements or other supplements may not be purchased with program funds or served at sites.

Food items within the meat and meat alternates, vegetable, fruit, and complex carbohydrate groups shall be varied within the week and menu cycle. Food items shall not be repeated two days in a row or on the same days of consecutive weeks. Variety of food and preparation methods, including color, combinations, texture, size, shape, taste, and appearance shall be provided.

The following "menu pattern" **must** be used:

- Each day's menu **must** meet one-third of the daily RDA
- All foods must be identified in order to calculate nutrient value.
- The method of food preparation shall be specified on all meat items.

All meals **must** meet the following specifications:

- Calorie content must be a minimum of 700 calories per day.
- The fat content should be no more than 30% of total calories.
- The sodium content of the meal should **not** exceed 1,300 milligrams.

Clinical or Medically Tailored Meals

These meals must be calculated by a registered dietitian or a public health nutritionist.

Example of clinical and/or medically tailored diets include:

- 500 milligram sodium or
- Renal failure diet

Food Procurement and Preparation

The special needs of the elderly must be considered in all food selection and meal preparation.

Food procurement and preparation provided shall abide and conform to the scope and detail of the requirements outlined in the North Carolina Department of Health and Human Services (NCDHHS), Division of Aging, Nutrition Services Standard Manual. Contracted vendor shall comply with all Federal, State and local laws, including, but not limited to laws and

regulations governing the preparation and handling of food; shall procure and keep in effect all necessary licenses and permits as are required by law and shall display such in a prominent place within the meal preparation area.

Listed below are a few standards associated with procurement and preparation:

- All food used must meet standards of quality, sanitation, and safety applying to foods that are processed in a commercially licensed establishment.
- All meat and poultry, fresh or frozen, used in the meals must be inspected by USDA or State officials, from federally or state inspected plants, and must bear inspection stamps on the box or package.
- All foods used in the meals must be from approved sources; be in compliance with applicable state and local laws, ordinances, and regulations; and be clean, wholesome, free from spoilage, free from adulteration and mislabeling, and safe for human consumption.
- All hot food must be maintained at 135° F or above throughout all processes from cooking to serving. All cold food must be maintained at 41° F or below during all processing through serving.

Food Service

Food service provided should abide and conform to state and local fire, health, sanitation and safety regulations must be adhered to in all stages of food service operations. In all cases, periodic checks must be made for foreign content in the food, either by the appropriate state or local health officials or by qualified individuals engaged by the state agency to conduct such checks.

Tested quality recipes must be used to achieve the consistent and desirable quality and quantity of meals. The recipes should be adjusted to yield the number of servings needed. If necessary, the vendor will change the sources of food supply to upgrade food quality. These changes will be at the request of the Executive Director and/or their designee.

Vendor shall provide a written contingency plan for meal delivery if vendor is unable to provide meals.

Delivery and Transportation

The transportation of the food to the primary location of Meals on Wheels of Durham, Inc. (2522 Ross Rd. Durham, NC 27703) will be the responsibility of the vendor. The vendor shall follow an established delivery schedule for meal drop off. Trucks should be equipped with harnessing devices to prevent spillage and movement of containers and shall be maintained in a sanitary condition.

Additional requirements:

- Caterer shall deliver individually pre-plated and packed meals in heated cabinets (plugged in and operating).
- Caterer shall deliver frozen meals in quantities of two (2), five (5), seven (7), ten (10), and/or fourteen (14) meals per box to the MOWD's primary location on a weekly basis.
- Caterer shall be responsible for packing individually plated frozen meals in microwavable or conventional oven safe containers. Frozen meal boxes are to be dated with the date of delivery to Meals on Wheels of Durham, Inc.
- The Caterer must make temperature checks of bulk food daily, immediately prior to packing. It is recommended that all hot food be at 180° F at the time of packing. A record of daily food temperature checks must be maintained by the Caterer for one year.
- The Caterer will be responsible for maintaining hot foods at 135° F or above and cold foods at 41° F or below. Caterer shall furnish hot and cold packs as necessary to maintain temperatures.
- When clinical meals are provided, they must be labeled by diet; i.e., ADA, Renal, Renal/ADA.

Meals and Service Management

1. ***Meals are to be prepared at our leased kitchen located at 609 Foster Street, Durham, NC 27701.*** The selected caterer/kitchen operator is expected to staff and manage all employees involved in the preparation and delivery of meals. Any issues regarding meal service management, preparation, and or delivery shall be resolved between MOWD designee and kitchen cater/kitchen operator.

Note: A staffing plan should be included in your proposed bid. It should include the number of proposed staff and anticipated hours of operation.

2. Kitchen equipment will be provided by Meals on Wheels of Durham, Inc. If additional equipment is recommended and/or otherwise required, the cost should be included in the proposed bid and should clearly indicate if the additional equipment is either required or recommended.

2. Meals on Wheels of Durham, Inc. shall not be obligated to pay for meals which are undelivered, are incomplete, do not meet one-third Recommended Dietary Allowance, do not meet meal pattern (i.e., spoiled, damaged, insufficient), or are late – less than one-half hour prior to serving/packing time.
 - a. If program must replace undelivered or incomplete meals, a claim for reimbursement shall be submitted and the Caterer shall reimburse the program accordingly.
 - b. If the program is unable to purchase replacements, the Caterer shall bear liability for the total unit cost of each undelivered or incomplete meals.