

REQUEST FOR BID PROPOSALS

CONNECTIONS AREA AGENCY ON AGING  
ELDERBRIDGE AREA AGENCY ON AGING  
MILESTONES AREA AGENCY ON AGING  
NORTHEAST IOWA AREA AGENCY ON AGING

MEAL CATERING SERVICE

March 10<sup>th</sup> 2023

## REQUEST FOR BID PROPOSALS

### CONGREGATE AND HOME DELIVERED MEAL SERVICE

Connections Area Agency on Aging, Elderbridge Area Agency on Aging, Milestones Area Agency on Aging, and Northeast Iowa Area Agency on Aging (known hereafter as “AAAs”) request proposals for meal catering services throughout their respective Planning and Service Areas (PSA). Successful awardees will prepare meals and transport them to delivery locations such as senior centers, meal sites, and/or home delivered meal coordination sites.

The AAAs are designated by the Iowa Department on Aging as the Area Agency on Aging for **69 Counties in Iowa**. In order to develop and implement the congregate and home delivered meals program as provided under the Older Americans Act of 1965 and its amendments, the AAAs are accepting bids for the period July 1, 2023 through June 30, 2025 with an option to extend an additional 24 months.

Contract(s) will be awarded to responsible contractors whose proposals demonstrate to be most advantageous to the area's program, price, and other factors considered. AAAs may offer partial awards pending competition of specific geographic locations. Final judgment in this determination rests with the AAAs’ respective Governing Boards.

Contracts are procured through a competitive bidding process in compliance with the Iowa Administrative Code and Federal guidelines. Bidders may be contacted for additional information or presentation while bids are reviewed.

Successful contractors will operate under a contract for 24 months with an option to extend the contract an additional 24 months, contingent upon continued Older Americans Act funding to the Area Agency on Aging and upon successful fulfillment of contract obligations and consumer satisfaction. Parties must enter a legal contractual agreement before the contract period begins. While multiple Area Agencies on Aging are participating in this procurement process **Northeast Iowa Area Agency on Aging** will serve as the contracting party for the agreement. **Reimbursement is on a per meal basis.**

## I REQUEST FOR BID PROPOSALS

Proposals are solicited from qualified sources to permit reasonable competition consistent with the nature and requirements of the procurement. All significant evaluation factors and their relative importance are included in this packet. RFP packets are available on the website <http://www.nei3a.org/about-nei3a/request-for-proposals.aspx>. Packets may also be requested via email to [gzars@nei3a.org](mailto:gzars@nei3a.org)

- All proposals must fully and accurately provide the information requested on the **RFP worksheet**. Failure to comply with this requirement may result in rejection of the proposal.
- Proposals must be complete and intact. Submit one (1) electronic copy in PDF format as an email attachment to Greg Zars at [gzars@nei3a.org](mailto:gzars@nei3a.org).
- Proposals shall identify counties and sites served.
- Proposals shall include chain of communication and response time for meal ordering and for other concerns that arise.
- **Interested contractors must submit a letter of intent to bid and for which counties according to the timeline below.** Submit letters via email to Greg Zars at [gzars@nei3a.org](mailto:gzars@nei3a.org).
- Proposals will be reviewed utilizing a point system from 0-100. A Committee of AAA Board members, staff, and other designees will review all proposals.
- Contracts will be awarded for 24 months with the option to extend the contract an additional 24 months. All submitters will be notified in writing of the decision. Contract awards will be made to responsible providers whose bids are most consistent with the terms presented in these specifications. AAAs reserve the right to refuse any or all proposals deemed not acceptable and may request new bids or negotiate if competition is inadequate. Any reasonable request to compete will be honored to the maximum extent feasible.
- Timeline:

Release of RFP	Friday March 17th, 2023, 2:00 PM CST
Letters of intent to bid due	Thursday April 13th, 2023, 2:00 PM CST
Proposals Due	Thursday April 27th, 2023, 2:00 PM CST
Winning Bidders notified:	Thursday May 4th, 2023
Anticipated Contract Start Date	Saturday July 1, 2023
- All questions regarding this request for proposals must be submitted via e-mail. All interested bidders, identified by submitting a letter of intent to bid, will receive a

summary of questions and answers the following Thursday. E-mail all questions to Greg Zars at [gzars@nei3a.org](mailto:gzars@nei3a.org)

Proposals must be emailed to Greg Zars at [gzars@nei3a.org](mailto:gzars@nei3a.org) by Thursday April 27<sup>th</sup>, 2023 no later than 2:00 p.m. Central Time. Proposals must be in PDF format as an email attachment. Bidders will receive an email confirmation as receipt for their submission. The AAAs will award the contract by May 4<sup>th</sup>, 2023.

## II CONGREGATE AND HOME DELIVERED MEAL SERVICE SPECIFICATIONS

### A. Meal Preparation:

Eligible contractors must have the capacity and capability to operate clean and sanitary kitchens. Contractors shall provide all equipment and facilities to prepare and package meals as part of this contract. All kitchen storage and delivery facilities including equipment, utensils, ventilating equipment, door cabinets, and counters must be clean and sanitary.

Contractor will be responsible for securing the Food Service Establishment license in accordance with Iowa regulations governing licensure for each meal preparation location.

### B. Meal Delivery:

Bidders should specifically state the packaging and delivery system they will use with food safety compliance measures put in place including time limits for transporting food. The meal contractor shall deliver meals from their locations to satellite meal sites and or designated locations as detailed in **Attachment I**.

The food service provider must comply with all local, state, and federal guidelines regarding meal delivery.

Meal orders and route sheets may be sent via email with PDF attachments from AAA to contractors one day in advance of the serving day. A successful bid will demonstrate its capacity to receive the emails and print route sheets to send with meals as applicable. AAAs will not reimburse printing costs apart from meal reimbursement.

### C. Planned Number of Meals and Meal Ordering:

AAAs project a need for the number of meals per meal site listed on **Attachment I** based on Fiscal Year 2022 data. However, this is not a guarantee of a minimum or a maximum number of meals. The breakdown of hot, frozen and shelf stable meals for each meal site is shown in RFP Attachment I.

### D. Emergency Procedures

Contractor shall follow AAA procedures and protocols in the event of weather-related emergencies, disasters, or situations which may interrupt service delivery.

### E. Training

The Contractor shall establish a written training plan for all Food Service employees. The plan shall include orientation of new employees and in-service training for all employees.

The plan should describe the content of orientation and the subject matter expected to be covered during in-service training. The training must be provided by qualified persons and will include either formal training sessions or on-the-job training. The dates and topics of training received shall be documented in a central file or in the personnel files of all employees who have received the training.

F. Quality Control

The Contractor shall comply with the Federal, State, and Local standards and take other appropriate measures to assure the quality of services provided. The Contractor shall have in place internal controls for monitoring standard and contract compliance and the quality of services provided.

G. Right to Reject, Negotiate and/or Cancel

AAAs reserve the right to reject any or all proposals if such a rejection is in their collective best interest. This RFP is a solicitation for offers and is not to be construed as an offer, guarantee or a promise that the solicited services will be purchased by AAAs. AAAs may withdraw this request for proposals at any time and for any reason without liability for damages, including, but not limited to, bid preparation costs.

Additionally, AAAs reserve the right to negotiate with the apparently successful Proposer and may request additional information or modification from a proposer. When deemed advisable, and before any contract is let, AAAs reserves the right to arrange an on-site pre-award review to determine the proposer's ability to meet the terms and conditions of the RFP.

H. Reimbursement

**The anticipated contract shall be a unit rate contract.** As approved, negotiated unit rate and budget is used as the basis for reporting and reimbursement. The cost of hot, frozen, and shelf stable meals may vary.

### III. FOOD SERVICE STANDARDS

#### A. NUTRITIONAL REQUIREMENTS:

Each meal served by the food service provider must comply with recommended dietary allowances (RDA) as established by the Food and Nutrition Board of the National Academy of Sciences/National Research Council as well as all other local, state, and federal guidelines regarding congregate and home delivered meal service under the Older Americans Act. For more information on dietary rules, please see **attachment II**.

#### B. MENU POLICY:

1. All menus must be planned and submitted to AAAs 30 days prior to use. Providers shall use a Registered Licensed Dietitian for the State of Iowa to assist with menu planning and ensure that meals comply with RDA per Iowa Department on Aging rules. Once the menus are certified by the dietitian's signature, a copy of the menus shall be submitted to AAAs. Menus shall cover no less than a one (1) month period.
2. Menus may be modified occasionally if contract provisions are maintained, and AAAs are consulted no less than twenty-four (24) hours in advance of the change. If AAAs request a menu change after certification, such requests will be provided in writing no less than 1 week in advance. Periodically, the contractor may be requested to modify the menu for special occasions. The request will be made within the food production capabilities of the contractor and within the contract meal price.
3. Proposals must include the first monthly menu cycle menu to begin July 1, 2023 for regular noon meals as part of the proposal materials submitted to NEI3A.
4. Regular and decaffeinated coffee shall be made available to all sites serving congregate meals and coffee makers as needed.
5. Representatives of AAAs will approve all menus a minimum of 30 days in advance.

### C. ADDITIONAL MEAL PROVISIONS:

1. Condiments and Paper Products - Condiments and paper products to be provided and included by the food service contractor include, but are not limited to:
  - -Salt & Pepper in disposable shakers
  - -Catsup, mustard, mayonnaise, tartar sauce
  - -Creamer
  - -Salad Dressing when lettuce salad is on the menu
  - -Sour Cream when baked potatoes are on the menu
  - -Sugar
  - -Sugar substitute
  - -Styrofoam cups to satellite sites if needed for milk and coffee
  - -Garbage Bags
  - -Plastic tableware, as needed
  - -Straws
  - -Plastic bread bags for bread or bread substitute
  - -Small wares
  - -Disposable trays, as needed
    - -Styrofoam Bowls 10oz
    - -3 compartment hinged trays
  - -Foil
  - -Napkins
  - -Disposable Aprons
  - -Paper towels
  - -Dish Soap
  - -Chix Towels
  - -Dish machine low temperature, rinse-aide, sanitizer and delimer
  - Poly gloves small, med, large

**The contractor is required to purchase any food packaging needed for home delivered and satellite meal delivery.**

### IV. SERVICE SELECTION CRITERIA

Proposals will be reviewed within the following framework:

- A. Responsiveness to this Request for Proposals and full completion of requested information,  
both in terms of quantity and quality of information. (25 points)
- B. Nature and extent of the provider's previous experience and demonstrated ability to prepare meals and deliver them to their designated locations. (35 points)
- C. Cost Effectiveness. (40 points)



**The bid packet must include the following listed items:**

1. Bid Cover Sheet
2. Fully Completed RFP Worksheet
3. First proposed monthly menu cycle to begin July 1, 2023
4. Meal Service Budget including meal cost for each meal type provided

**BID COVER SHEET**

DATE: \_\_\_\_\_

TO: Northeast Iowa Area Agency on Aging  
3840 West 9<sup>th</sup> St  
Waterloo, IA 50702

The undersigned, in compliance with your invitation for bids, having examined the bid instructions and specifications, hereby proposes to perform the service in accordance with the bid requirements, specifications, standards at the price stated on the attached bid form.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Title \_\_\_\_\_

**RFP WORKSHEET**

Please complete the following worksheet completely and accurately. Responses may be typed or written. Additional pages may be used if necessary.

Prior to submitting, please verify all the following are complete and included with your proposal:

- ✓ Bid Cover Sheet
- ✓ RFP Worksheet
- ✓ Meal Service Budget
- ✓ Menu

**Site Location**

Provide the physical address of the meal preparation kitchen(s):

**Meal type**

Indicate the type of meals you plan to prepare:

Hot

Frozen

Shelf Stable

All types

**Locations to serve**

Using the information on **attachment 1**, indicate below which sites you plan to deliver meals. If your organization plans to serve an entire county or counties, you may specify the county(ies) in lieu of listing specific sites. If your organization plans to serve all counties listed in **attachment 1**, you may indicate this in lieu of listing all counties.

**Previous experience and expertise**

Please describe your organization's experience and expertise in food preparation.

**Staffing**

Please describe current meal preparation staff including management and any anticipated changes to your staffing plan necessitated by this contract, if applicable. If applicable, please include plans to hire AAA kitchen staff for meal services.

**Meal preparation facilities**

Please describe and discuss your organization's meal preparation facilities including equipment, size, storage capacity, sanitation and cleanup equipment, and overall capacity to produce and package meals. Some kitchens are available for rent at fair market value. Please see **attachment 1** for which locations are available.

**Meal packaging, delivery and service to meal sites**

Please describe your organization's proposal to package and deliver meals to designated meal sites. Please include packaging materials, systems to ensure temperatures during transport, and capacity to accept email orders and print route sheets to send along with meals.

**Training Plan**

Please discuss your organization's existing training program and how you plan to train employees and certify with "Servsafe" food safety certification for this contract.

**Attachments**

Please attach any additional information you believe will inform the RFP committee of your organization's capacity to carry out the provisions specified in this RFP.

## Meal Service Budget

Please include a meal service budget for each type of meal you plan to prepare (hot, frozen, shelf stable)

### MEAL SERVICE BUDGET

Raw Food: \_\_\_\_\_

Labor and Fringe: \_\_\_\_\_

Meal Packaging and preparation: \_\_\_\_\_

Facilities: \_\_\_\_\_

Site Delivery: \_\_\_\_\_

Other Costs: \_\_\_\_\_

**Proposed per meal rate:** \_\_\_\_\_

#### Reference:

- Raw food costs include all food costs in preparation of the meal
- Labor and fringe include all direct and indirect personnel costs
- Meal packaging and preparation includes cost of all materials required to package meals and prepare them for transport including thermal “hot” and “cold” bags
- Facilities includes all kitchen costs including equipment and utensils
- Site delivery includes all costs associated with transporting meals to the meal sites
- Home delivery, if applicable, includes all costs of delivering meals directly to a consumer’s residence.