



RFP19-011-22 Home Delivered Meal Catering

- Question 1:** How is food delivered, hot food hot, cold food cold?
Answer: The program currently requires bulk food delivered daily including some hot items and some cold items. Hot food is delivered hot – at least 140° upon delivery. The cold food is delivered cold – not to exceed 40° upon delivery.
- Question 2:** What is the expected time of delivery?
Answer: Due to the vendor model change as a result of RFP19-011-22, the Nutrition Program will remain flexible with vendor(s) regarding the delivery time. Decisions on delivery time will be based on program participant needs, preferences, and the abilities of the vendor(s) and program volunteers.
- Question 3:** What is the ultimate goal of the County? One Vendor?
Answer: The Nutrition Program is intended to reduce hunger and food insecurity, promote socialization of older individuals and to promote the health and well-being of older individuals. The specific goal of the Home Delivered Meal service is to deliver one freshly prepared meal to individuals who are eligible for the program. Due to the vendor model change as a result of RFP19-011-22, the Nutrition Program is open to working with one or more than one vendor.
- Question 4:** How are specific dietary needs communicated?
Answer: Nutrition Program staff speak directly with the vendor on a daily basis to communicate the number of individual meals needed for the following day, including any special diet needs. Specific meal program participant information will not be shared, just the number of modified meals needed daily.
- Question 5:** How is the meal count communicated?
Answer: Nutrition program speak directly with the vendor before 12:00pm (noon) each day to communicate the number of individual meals needed for the following day, including any special diet needs.
- Question 6:** Will each location receive a separate call for meal count?
Answer: At this time, each service area in the county has a Nutrition Program staff person assigned to order individual meals for that service area. Due to the vendor model change as a result of RFP19-011-22, the Nutrition Program is open to operational changes to the meal count ordering process.
- Question 7:** Are you separating home delivered meals and congregate?

- Answer:** As a result of RFP19-011-22, home delivered meal operations and congregate dining operations will be separate.
- Question 8:** What would be the advantage to separating them?
Answer: The congregate dining program in Waupaca County has seen a decrease in participation over the last several years. As Waupaca County seeks to update and modernize the congregate dining program, the flexibility to do so is limited with the current program model. At this time, home delivered meals in any service area are directly reliant upon the current congregate dining site locations and staffing patterns. In order to modify congregate dining operations, home delivered meal operations must be separated to ensure stability for the most at-risk participants the program serves.
- Question 9:** How many vendors do you have now?
Answer: The Nutrition Program is currently served by two vendors.
- Question 10:** What is the current cost?
Answer: The current cost ranges from \$4.84 - \$5.75
- Question 11:** Does program include shelf stable meals?
Answer: Not at this time.
- Question 12:** Are you interested in shelf stable meals?
Answer: Possibly in the future.
- Question 13:** What is the number of current congregate meals?
Answer: Actual 2018 Congregate Dining Numbers by Service Area:
 Clintonville: 2,561
 Iola: 2,929
 Manawa: 1,056
 Marion: 2,255
 New London: 5,086
 Waupaca: 6,072
 Weyauwega: 1,436
- Question 14:** Is there separate delivery to each city?
Answer: Yes, each service area's meals are delivered to a location within that service area.
- Question 15:** Is caterer providing fresh milk daily?
Answer: Yes
- Question 16:** Are you offering frozen meals in packs?
Answer: Per individual participant, frozen meals are offered to supplement weekend food needs. If a participant is in an area that is difficult to serve with volunteer capacity, frozen meals are offered on a weekly basis.
- Question 17:** Can you break down hot and frozen meals per week?

- Answer:** The number of fresh meals ordered daily varies based on participant needs and service area. Frozen meal needs range from 0 – 15 meals weekly depending on service area.
- Question 18:** Are other Counties providing all services together/
Answer: Yes, Shawano.
- Question 19:** Which AAA do you belong to?
Answer: Greater Wisconsin Agency on Aging Resource (GWAAR)
- Question 20:** Do volunteers deliver door to door?
Answer: Yes
- Question 21:** Would we create the menu and then you approve?
Answer: Menu development will be a partner effort between the vendor and the Aging Programs Supervisor. Final menu approval would be a responsibility of the Department.
- Question 22:** Do you require nutritional information on meals?
Answer: Nutrient analysis is a requirement of the Wisconsin Elderly Nutrition Program. The ability of the possible vendor to provide nutrient analysis should be communicated in the vendor's proposal.
- Question 23:** What are meals to be provided in?
Answer: Per RFP19-011-22, each individual meal will be provided in packaging that will maintain safe food temperatures and will prevent contamination. The Nutrition Program is currently using Oliver Company equipment to package home delivered meals.
- Question 24:** What equipment will be available for use?
Answer: Due to the vendor model change as a result of RFP19-011-22, the Department will have equipment available that is currently used in operations. The Department will remain open to discussions regarding the use of available equipment including but not limited to: serving utensils, steam tables, Oliver sealing equipment, and insulated delivery bags.
- Question 25:** How much do they cost?
Answer: In regards to the equipment available, the Department is committed to ensuring the sustainability of the home delivered meal program including partnering with a vendor(s) to keep expenses low. Equipment available will be negotiated between the vendor(s) and the Department.
- Question 26:** Do all components fit in containers?
Answer: Typically yes. Sometimes, for example, a banana would not.
- Question 27:** What is the contract length?
Answer: Any contract awarded, as a result of this inquiry, shall be for the period of January 1, 2020 through December 31, 2020, with options for annual

renewal of the contract not to exceed four additional years. To ensure the delivery of improved services and competitive pricing, to address potential performance issues, changes in technology, the county reserves the right to negotiate the pricing and terms at the time of contract renewal.

Question 28:

How long have the current vendors been providing service?

Answer:

Steve & Mary's Main Street Café: Vendor since 1995

Schueller's Great exSPECHTations: Vendor since 2017

Question 29:

Would hot and cold meals be delivered separate and driver would package?

Answer:

Hot food items and cold food items that are part of the same individual meal are delivered together. Due to the vendor model change as a result of RFP19-011-22, the Nutrition Program is open to operational changes to the pre-packaged meal organization and separation upon delivery to any service area.

Question 30:

Are meals delivered in bulk?

Answer:

RFP19-011-22 requests that the vendor individual package each meal and deliver the pre-packaged meals to each service area.

Question 31:

Can you post sample menus?

Answer:

We have a sample menu handout, which will also be posted on the website.

Question 32:

Can the County be a resource for menus?

Answer:

Yes

Question 33:

Will the 7 sites remain the same?

Answer:

They could change; possible less

Question 34:

How do payments work for the vendor?

Answer:

The vendor decides. Currently they are paid weekly

Question 35:

Would the contract begin January 1st.

Answer:

The Department would consider entering into a contract prior to January 1, 2020, dependent on the available start date of winning bidder(s). The Department will honor the current contracts' terms which require 30-day notice of contract termination.

Question 36:

How do you handle meals that are not at the correct temperature?

Answer:

Cold food products that are delivered 41° or higher will be discarded. Hot food products that are delivered 139° or lower will be discarded.

Question 37:

Do you have theme meals or provide nutritional and education handouts?

- Answer:** Nationally recognized holidays are often celebrated with specific food items. When possible, the Department and Vendor work together to create a menu that includes theme items. Providing nutrition education is a requirement of the Wisconsin Elderly Nutrition Program. The Department currently meets this requirement with written nutrition education handouts prepared by the Department.
- Question 38:** Do you accept and emailed proposal?
Answer: No
- Question 39:** Are there any limitations for the RFP; number of pages?
Answer: There are no limitations on the length of submitted proposals.
- Question 40:** Does the volume stay consistent?
Answer: The volume of meals required per service area varies day-to-day but rarely fluctuating +/- 5 meals daily. Drastic changes in meal volume (+/- 10 meals daily) would be discussed between the Department and Vendor.
- Question 41:** Do you see congregate meals moving to home delivered meals?
Answer: Individuals who are eligible for the home delivered meal program, as determined by an in-home assessment for eligibility, will be provided a meal based on the Department's ability to do so.
- Question 42:** Are there currently other options for Home Delivered Meals?
Answer: The Waupaca County Nutrition Program, at this time, is the only fresh, home delivered meal service offered in Waupaca County. Private businesses that offer refrigerated and/or frozen home delivered meal service have been utilized by individuals in Waupaca County.
- Question 43:** Is there currently a waiting list?
Answer: No
- Question 44:** Is invoicing per person?
Answer: Invoicing is per meal
- Question 45:** Do sites offer a rotation pickup for Cambros?
Answer: At this time, depending on the menu items for each day, additional hot holding or cold holding space may be necessary. At that time, vendors have been able to leave a Cambro at a site for hot holding or cold holding. Vendors have then picked up the Cambro the following meal service day.
- Question 46:** Are there holding areas at the different sites; freezer space, equipment?
Answer: At this time, service area locations do have the ability to refrigerate meals. Steam tables for bulk food delivery are also currently available at service area locations.
- Question 47:** Can you provide each site locations ability to store?

Answer: Each current senior dining location, except lola service area, has a refrigerator and freezer – both varying in size and capacity. Also, each senior dining location, except lola service area, has a 3 compartment steam table. Due to the vendor model change as a result of RFP19-011-22, the Department is aware that service area delivery locations may change and equipment available at any location may vary.

Question 48: Are there paper products provided with each meal?

Answer: Paper products, including utensils, plates, and napkins are not provided to home delivered meal participants.

Question 49: What is expected for nutritional analysis?

Answer In partnership with the Department, the vendor(s) will wholly provide nutrient analysis at least one week of each menu offered twice per year OR the vendor(s) will provide documentation (menus, recipes, etc.) to the Department to complete nutrient analysis at least one week of each menu offered twice per year. Nutrient standards are as follows:

Nutrient	Based on 1 meal per day
Calories	675 calories
Protein	19 g
Dietary Fiber	8 g
Saturated Fat	<10% of calories
Calcium	400 mg
Potassium	1565 mg
Sodium	1200 mg or less
Magnesium	100 mg
Zinc	4 mg
Vitamin A	275 mg RAE
Vitamin B6	0.6 mg
Vitamin B12	0.8 mcg
Vitamin C	30 mg
Vitamin D	120 IU
Folate/Folic Acid	135 mcg

Analysis will be done by looking up the nutrient content of foods using a book, website, or computer program designed to analyze menus for nutrients. If the analysis is performed by the vendor(s), the program nutritionist will evaluate the analysis documentation and approve menus.

Question 50: What is the ideal situation for the County?

Answer: The ideal Nutrition Program vendor will offer consistent, reliable and quality in meal production, packaging, and delivery service specific to the terms of the awarded contract.

Question 51: Can you post the valuation scoresheet?
Answer: Scoring will be based on the following elements, in no specific order of importance:

- Price per meal
- Service area to cover
- Delivery capabilities
- Nutrient analysis capabilities
- Experience

Question 52: Can you provide a supply list for Home Delivered Meals?
Answer: Home delivered meal service is currently provided by the Department with the use of disposable Oliver company meal trays which are sealed using an Oliver company sealing machine and Oliver company sealing film. Individually packaged home delivered meals are organized in thermal bags that zip shut. Thermal bags are packaged with individually packaged meals per service area route. Hot stones, by Temp-Tech company, are pre-heated and inserted into hot hold thermal bags to maintain food safety. Freezer packs are inserted into cold holding thermal bags to maintain food safety. Clipboards are provided to each Volunteer Meal Deliverer which specifies the location and number of deliveries for a specific route.

Question 53: Is a Health Cert needed for the kitchen?
Answer: Per Chapter 8: Nutrition Program Operations: “Meal provider contracts may be obtained only with vendors who supply meals from premises which have a valid permit, license, or certificate issued by the regulatory authority. The service provided will comply with all state and local laws, ordinances, and codes for establishments which prepare, handle, and serve food to consumers, either on the premises or elsewhere.”

Question 54: Do you require a D-U-N-S number?
Answer: The Department does not require a D-U-N-S number. The Department does request a W-9 form with tax payer identification number upon award of the contract.

Question 55: Do you require a CAGE?
Answer: Haven't required one historically

Question 56: What else should we know?
Answer: Driving force – need to address congregate and how food is moving. Locations may change.