

# Meals On Wheels, Inc. of Tarrant County



## Food Service Management Request for Proposal

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VP of Nutrition and Health Services  
Date: **August 2024**

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## **1 GENERAL INFORMATION**

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Instructions for completion of a response to the Request for Proposal (RFP) are included in this issuance document. This document provides prospective vendors with information necessary to prepare and submit proposals to contract their food service management services for the provision and delivery of choice noon meals, breakfast meals, weekend meals, frozen meals, and shelf stable meals.

Meals On Wheels provides services to all cities, communities and neighborhoods of Tarrant County. This document presents specifications for food service management, including meal preparation for home delivered meals. Proposals are sought for meal services for the period beginning October 1, 2024, through September 30, 2025, with automatic annual extensions upon mutual agreement of the contract up to five years or September 2029. If the contract is extended beyond the first year, price adjustments will equal the change in the United States Consumer Price Index for all urban consumers (CPI-U) for food away from home for the previous twelve (12) month period released in August to allow for prices to be set prior to the start of the next fiscal year. The pricing for all other contract items shall be a set price for the initial contract and for any later extension(s). Meals On Wheels reserves the right to contract with a different vendor in subsequent years without opening an additional formal proposal process where it is deemed to be in the best interest of all parties.

In accordance with the provisions of the Older Americans Act of 1965, as amended, all meals supplied under this contract must comply with the most recent Dietary Guidelines for Americans, published by the Secretary of Agriculture and the Secretary of Health and Human Services, and also provide a minimum of one-third (1/3) of the Dietary Reference Intakes (DRI) as established by the Texas Health and Human Services Commission. Menus for all meals/menus shall be analyzed by the vendor's Registered Dietitian Nutritionist utilizing an approved computer software package to demonstrate conformance with the Texas standards (see Appendix A).

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## **2 EXECUTIVE SUMMARY**

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Meals On Wheels Inc. of Tarrant County is a 501(c) (3) not-for-profit charitable organization, and has operated independently in Tarrant County since 1973, providing hot, nourishing meals to elderly, disabled, and other homebound persons who are unable to prepare meals for themselves. The meals, daily contact by caring volunteers and professional case management allow frail, homebound people to remain in their own homes ... where they want to be.

### **Our Mission Statement**

*"To promote the dignity and independence of the disabled, the elderly and other homebound persons by delivering nutritious meals and providing or coordinating needed services."*

### **Our history — Since 1973**

In 1972, representatives from eleven downtown Fort Worth places of worship met to discuss the problems in the central city. From this first meeting, the Association of Central City Ministries (ACCM) was formed. The ACCM was formed by these churches and a synagogue: Broadway Baptist, Central Baptist, Greater St. James Baptist, Mt. Gilead Baptist, First Christian, First United Methodist, First Presbyterian, Gethsemane Presbyterian, St. Andrew's Episcopal, St. Patrick's Cathedral and Temple Beth-El. Their first concern was services to the elderly. ACCM made the commitment to bring food to the elderly in the central city area and on the fifteenth day of May in 1973, Meals On Wheels was begun, using an all-volunteer delivery force. On that day, 30 people received meals. Meals On Wheels owes a debt of gratitude to the members of ACCM and the many volunteers from these places of worship that worked so diligently to make Meals On Wheels a success.

Volunteers and financial contributors have always been the very backbone of this program. Meals On Wheels, Inc. of Tarrant County could not operate one day without their unselfish support. Volunteers not only deliver meals to homebound disabled people, but perhaps even more importantly, they also show their concern, love and compassion. For many clients, volunteers are the only people they see each day and their link with the world. Our donors provide over 50% of the Meals On Wheels operating budget. Without their help, Meals On Wheels could not feed 3,000+ people per day and would not have a central kitchen.

Today, with a total volunteer force of over 5,000 people, 271 daily routes are driven and managed by a crew of volunteers delivering over 3,00 meals to clients throughout Tarrant County every day. Meals On Wheels also provides professional case management to thousands of frail and isolated persons each year. Much has changed in fifty-one years; however, our original commitment to enable elderly and disabled people to remain in their own homes by providing meals, coordinated services, and daily contact has not changed.

### **3 RFP OVERVIEW AND PROPOSAL PROCEDURE**

#### **I. Letter of Intent**

A letter of intent must be submitted by potential vendors no later than Thursday, August 15<sup>th</sup>, 2024.

#### **II. Prospective Vendor Conference**

All applicants will attend a prospective vendor conference for Q&A on Wednesday, September 4, at 1:00 P.M. at 5740 Airport Freeway, Fort Worth, TX, 76117, in the Morris Conference Room.

#### **III. Order of Preference**

In the event of inconsistencies, questions, or contradictions between language provided in the RFP and the prospective vendor’s response, the language contained in the RFP will prevail.

#### **IV. Proposals**

All proposals must comply with the following requirements:

1. Submit an original and seven copies to Meals On Wheels no later than 3:00 P.M., Thursday, September 12<sup>th</sup>, 2024.
2. Submit proposals in a sealed envelope marked “Sealed Proposal-Food Service Request for Proposal Response.”
3. Where forms are provided, submit information requested using only these forms.
4. **Mail responses or deliver to**

Meals On Wheels Inc. of Tarrant County  
5740 Airport Freeway  
Fort Worth, Texas 76117

**Attention:** Melissa Pratt, RD, LD, VP of Nutrition and Health Services

**\*No proposals by facsimile or email transmission will be accepted.**

#### **V. Schedule of Proposal**

<b>Item</b>	<b>Date</b>
Legal notice published	Thursday, August 1 <sup>st</sup> , 2024
Letters of intent due from prospective vendors	Thursday, August 15 <sup>th</sup> , 2024
RFP packets mailed or emailed	Monday, August 19 <sup>th</sup> , 2024
Prospective Vendor Conference	Wednesday, September 4 <sup>th</sup> , 2024, at 1:00 P.M.
RFP response/sealed proposals due	Thursday, September 12 <sup>th</sup> , 2024, by 3:00 P.M.
Sealed Proposal Opening	Friday, September 13 <sup>th</sup> , 2024
Proposal Review and evaluation	Monday, September 16 <sup>th</sup> , 2024, by Nutrition Committee
Meals On Wheels Executive Board Review and Awarding of Contract	Wednesday, September 18 <sup>th</sup> , 2024
Notification of Contract Award to vendor	Monday, September 23 <sup>rd</sup> , 2024
Contract in place	Tuesday, October 1 <sup>st</sup> , 2024

## **VI. Proposal Procedures**

An award will be made to the vendor whose proposal is responsive to the agency's RFP and is the most advantageous for service delivery to clients. The RFP, in its entirety, sets forth requirements that the proposing vendor must fulfill for the offer to be evaluated. Proposals received after the deadline for submission will not be considered for evaluation. Once proposals are submitted, no vendors will be allowed to make changes to the proposal before a selection is made. Meals On Wheels reserves the right to reject any or all proposals.

Any vendor that believes there has been any violation of the competitive awards process has the right to file a pre-award letter of protest. The pre-award letter or protest should be sent by registered mail, return receipt requested to Chairman, Board of Directors, Meals On Wheels Inc. of Tarrant County, 5740 Airport Freeway, Fort Worth, Texas 76117. The letter must be specific, outline the details relevant to the protest and must be received in writing at Meals On Wheels before awards are issued. The Board of Directors will investigate the protest and will issue a written opinion within seven (7) working days.

## **VII. Appeals Procedures**

Meals On Wheels assures that the following hearing policies and procedures are established to ensure due process with rights of vendor that have been denied the opportunity in whole or in part to provide services or who are terminated for cause.

1. Appeals procedures applicable when a contract proposal is denied funding or not renewed in whole or in part.
  - a. On receipt of the written awards decisions from Meals On Wheels, the prospective vendor or vendor whose application for funding is denied or not renewed in whole or in part may submit a written request for a debriefing conference with the President/Chief Executive Officer (CEO) within five working days.
  - b. The CEO, and appropriate staff, will explain the basis for the non-award decision to the vendor. If still not satisfied after this debriefing conference, the vendor may file, within five working days, a written request to be heard by the Board of Directors or a committee made up from the Board of Directors.
  - c. The Board of Directors, or a committee made up from the Board of Directors, will meet with the vendor within ten working days. At this meeting the vendor will have the opportunity to present evidence and the reasons for the complaint. The Board of Directors, or its committee, will review the Meals On Wheels decision in light of the evidence presented and render a written decision within three working days of the meeting.
  - d. When an award is made to a vendor other than the existing vendor, the new vendor will be designated as the interim vendor for services in competition pending the outcome of any possible appeals.
2. Appeals procedures applicable when a contract has been terminated with cause prior to expiration date.

When Meals On Wheels takes official action to terminate a contract with cause prior to the contract's normal expiration date, the vendor will have an opportunity for an administrative hearing. Steps in this appeal procedure are as follows:

- a. The Vendor may request a meeting with the CEO within five working days after receipt of official notification that the action is being taken.
- b. If the Vendor and CEO are unable to resolve the issue during the meeting, the Vendor may request in writing to the CEO the opportunity to be heard by the Board of Directors within five working days of the first meeting. The meeting with the Board of Directors or a committee made up of the Board of Directors will be scheduled within ten working days of receipt of the formal written request. Within three working days of this meeting, the Board of Directors will issue a written decision to all parties affected.
- c. All meetings and hearings with the Board of Directors or its committee will be convened in a manner most convenient to all parties concerned in a time and place designated by Meals On Wheels' Board of Directors.
- d. Grievance/Hearings related to personnel matters are closed to the public. Grievance/Hearings for matters other than personnel, by law, must be open to the public.
- e. Direct questions regarding use of these procedures may be sent to the President/CEO of Meals On Wheels.



## **4 CONTRACT TERMS AND GENERAL PROVISIONS**

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### **I. Contract Terms**

The vendor will be responsible for all food and packaging products used in preparation of the meals (except where noted). The vendor will maintain all purchasing records and an accurate inventory of menu ingredients. All records must be retained for five years. Meals On Wheels reserves the right to review any records, invoices, or menu related documents of the vendor. The vendor will be responsible for providing labor to prepare, package and deliver meals to designated distribution sites and individuals as needed.

### **II. Subcontracting**

The vendor shall not subcontract any portion of the contract to any other food service company, caterer, processor, and/or distributor without the prior written approval of Meals On Wheels. If approval is given by Meals On Wheels for a subcontractor then all the requirements of the contract will apply to the subcontractor and the vendor shall at all times remain responsible for the performance of the subcontractor.

### **III. Technological Advances, Required New Procedures/Regulations, and New Packaging and Labeling Requirements**

The vendor and Meals On Wheels will develop a method of food preparation, packaging, and/or delivery that would equal or enhance service; that would be available without increase in cost; and that meets with the approval of both parties; said development may be implemented. Should regulating sources mandate a new procedure such as use of heating sources in hot meals, etc. such procedure is to be implemented at no additional cost. Should new packaging or labeling requirements be implemented, such requirements will be done so at no additional charge.

### **IV. Performance Bond**

Meals On Wheels shall be furnished, upon execution of the contract with the vendor, a performance bond in the amount of one million dollars (\$1,000,000.00) to be held for one year or during the entire period of the contract, if renewed. Documentation of the performance bond is due to Meals On Wheels within 10 days from the execution of the contract. In the event that the contract is cancelled by Meals On Wheels for nonperformance as outlined in this Request for Proposal, said bond will be forfeited. The performance bond shall be made payable to Meals On Wheels. The performance bond shall be made with a surety company approved by Meals On Wheels.

### **V. Liability Insurance**

Meals On Wheels shall be furnished with a certificate of insurance proving evidence that the vendor maintains and has in effect a public liability insurance policy with minimum limits of two million dollars (\$2,000,000.00) per occurrence. Additionally, Meals On Wheels, Inc. of Tarrant County is to be named on said liability insurance policy.

## **VI. Certificate Regarding Debarment**

As part of the contract with the Texas Health and Human Services Commission and fulfilling Federal Executive Order 12549, Meals On Wheels is required to fill out a form of certification regarding debarment. All vendors and subcontractors of the Meals On Wheels contract are also required to fill out a form of certification of debarment with the Texas Health and Human Services Commission. A copy of the form is attached to this Request for Proposal (see Appendix B).

## **VII. Performance Expectations**

Meals On Wheels, Inc. of Tarrant Co. reserves the right to monitor the vendor's performance in providing services required in this contract. Meals On Wheels may employ an individual(s) whose job is to monitor conformance with the terms of the contract, including but not limited to, compliance with: menus, food specifications, purchasing, nutrient composition, sanitation, safety, pricing, and invoicing.

Performance Expectations are as follows:

1. Health Department score of 95% or higher
2. Percent of Reported Meal Shortage(s) or Overages not above 1% (or Percent of Correctly Delivered Meals to Delivery Site not below 99%)
3. Percent of Food Substitutions not above 1% (or Percent of Correctly Produced Menu Items not below 99%)
4. Temperature Log Compliance at 100%
5. Percent of Late Delivery of Meals to Delivery Sites not above 1% (or Percent of Reported Timeliness of Meals to Delivery Sites not below 99%)

## **VIII. Inspection of Food, Kitchen Facilities and Operations, and Records**

Meals On Wheels has the right to inspect any food and/or supplies to determine compliance with specifications. Meals On Wheels has the right to reject any food or supplies not meeting specifications. Meals On Wheels also retains rights to inspect at any time: the meal preparation, packaging, and storage areas; production areas; delivery vans; driving practices; food carriers/coolers; and any additional items/areas as needed to ensure adequacy of the vendor's policies and procedures for food safety, sanitation, and maintenance practices. The vendor shall agree that authorized surveyors, government officials, Meals On Wheels representatives, and any others authorized by the President and CEO or Board of Directors of Meals On Wheels, upon request, shall have appropriate, adequate, and convenient access to all required records and the right to conduct site reviews of food service, transportation, and delivery operations. The vendor will receive a timely, written report based on the findings of said inspection(s)/review(s).

The vendor will be expected to address problem(s) identified in the written report within seven (7) calendar days with a written plan of correction. Unless otherwise agreed upon, the vendor shall have all corrective items completed within thirty (30) days. Meals On Wheels will also assess penalties as described in the next section for any nonconformance of the contract requirements.

## **IX. Penalties for Nonconformance**

If any of the following events occur, nonconformance with the contract requirements will have occurred and monetary penalties will be assessed by Meals On Wheels. These penalties will be automatic and without the right of appeal. All penalties will be paid by the vendor.

### **1. Penalty Assessed with First Occurrence**

For the circumstances listed below, the described penalty will be assessed with the very first incident. In addition, the vendor will be required to submit a corrective plan of action to Meals On Wheels within three (3) business days of the occurrence.

- a. Closure and/or being placed on notice by federal, state, or local health inspectors due to sanitation, safety or other violations. Penalty will be equal to one hundred percent (100%) of the value of the daily meal count for all contracted meals purchased, as determined by Daily Meal Beverage Report and the contract price for the meals, for each serving day the production unit is closed. The penalty will be equal to fifty percent (50%) of the value of the daily meal count for each serving day the production unit is on notice.
- b. Use of unapproved products or products that did not meet proposal requirements. Products will include food, disposables, and equipment. The penalty will be equal to one hundred percent (100%) of the costs of the meals affected using said product. (Proposal price/adjusted contract price(s) of meal multiplied by number of meals served)
- c. Use of out-of-date products. The penalty will be equal to one hundred percent (100%) of the costs of the meals affected using the out-of-date products. (Contract price/adjusted contract price(s) of meal multiplied by number of meals served)
- d. Failure to properly sanitize equipment as indicated by temperature of water in ware washing machine being below standards and/or an inappropriate or insufficient use of chemical sanitizer with manual sanitation procedures. Penalty will be equal to ten percent (10%) of the costs of all meals purchases for the day of nonconformance, as determined by the number of meals ordered on the Daily Meal Beverage Report and the contract price/adjusted contract price(s) for the meals.

### **2. Penalty Assessed Following Written Warning**

For incidents listed below, the vendor will be sent a written notice with the first occurrence. For the second and each subsequent occurrence the described penalty will be assessed.

- a. Hot food products held longer than four (4) hours from the end of cooking time until site delivery without a continuous heating source. The penalty will be equal to the costs of the meals affected by holding time violation (number of affected meals multiplied by the contract price/adjusted contract price for the meals).

- b. Product insufficiencies revealed in audit of records. Product insufficiency is defined as under-usage of product equal to or greater than five percent (5%) of the pounds or cans required in the approved recipe with no documentation of substitution or other reasonable explanation on file to justify under-usage. Penalty will be equal to ten percent (10%) of the cost of the meals affected by the violation and is calculated by (contract price/adjusted contract price(s) of meal multiplied by number of meals served)
- c. Failure to maintain required records such as temperature logs, production records, weekly inventories, invoices, sales records, etc. or falsification of records. The penalty will be equal to five percent (5%) of the mean value of all the contract meals purchases for one (1) day of the month in noncompliance.
- d. Failure to provide proper notification of menu substitutions. The VP of Nutrition and Health Services or designee of Meals On Wheels is to be notified of the menu substitution as soon as possible to approve said substitution. Failure to notify the appropriate individuals of the menu substitution prior to delivery time will result in penalty. The penalty will be equal to ten percent (10%) of the meal costs affected by the substitution.
- e. Excessive menu substitutions are defined as greater than 1% or less than 99% occurrence of all contracted meals in a one-month period. The penalty will be equal to five percent (5%) of the mean value of all the meals purchases for one (1) day.
- f. Failure to meet contract deadlines for menu analyses, recipes, product specification, and menu materials. Penalty will be equal to one percent (1%) of all the meal purchases for one (1) day of the month in noncompliance.
- g. Chronic late delivery of meals to delivery sites. Chronic late delivery of meals will have occurred if meals are delivered after 11:30 am to the same delivery site on three (3) occasions within a three-month period excluding incidences related to weather, unavoidable traffic, accident issues, or Acts of God. Twenty percent (20%) of the contract price/adjusted contract price per meal will be penalized on the fourth incidence and any other subsequent occurrence at the same delivery site within a three-month period.
- h. Chronic sanitation issues that are repeated, major offenses which have been so identified on previous city, county, and/or state health department inspections or citations noted from inspections conducted by other outside auditors. Penalty will be assessed on the third occasion of a major finding and for each subsequent major finding occurring within the contract period and any contract extensions. Penalty will be equal to one hundred percent (100%) the mean value of the meals for one (1) day of the month in noncompliance.

## **X. Cancellation of the Contract**

The contract may be cancelled by either party with or without cause. Upon termination, the vendor shall be entitled to compensation for all satisfactorily rendered services provided that the vendor submitted timely invoices to Meals On Wheels no later than sixty (60) days after the date of contract termination.

### **1. By Meals On Wheels**

The contract may be cancelled by Meals on Wheels as described below, by providing written notice of the intention to terminate 30 days prior to a specified date. Notice of termination is to be delivered by registered mail to the vendor's official mailing address. In the event that the contract is cancelled for nonperformance, the performance bond will be forfeited and Meals On Wheels will be free to enter into a contract with a different vendor.

#### **a. Due to lack of funding**

Meals On Wheels may cancel the contract with thirty (30) calendar days' written notice in the absence of appropriate funds. If the contract is terminated due to lack of funding, the vendor will not forfeit the performance bond.

#### **b. Due to nonperformance that endangers life, health and/or safety of program participants and/or causes excessive frustration among volunteers**

If any of the following events occur, such action may be deemed nonperformance of the contract:

#### **i. Negligence on the part of the vendor**

Resulting in one or more people contracting a food-borne illness or suffering other major physical injury as consequence of consuming contaminated or otherwise adulterated food prepared under this contract.

#### **ii. Non-delivery of meals not attributable to an act of God**

Ten percent (10%) or more of delivery sites for two (2) or more days out of five-day serving period.

#### **iii. Missed delivery of coolers or coolers delivered to wrong site causing loss of volunteers**

Ten percent (10%) or more of delivery sites within a three-month period.

#### **iv. Performance expectation violations**

Not meeting three out of five performance expectations in a consecutive three-month period of:

1. Health Department score not below 95%

2. Percent of Reported Meal Shortage(s) or Overages not above 1% (or Percent of Correctly Delivered Meals to Delivery Site not below 99%)

3. Percent of Food Substitutions not above 1% (or Percent of Correctly Produced Menu Items not below 99%)

4. Temperature Log Compliance at 100%

5. Percent of Late Delivery of Meals to Delivery Sites not above 1% (or Percent of Reported Timeliness of Meals to Delivery Sites not below 99%).

- c. Due to other nonperformance of contract  
Meals On Wheels may terminate the contract for cause for reasons other than those stated above if the vendor has failed to comply with the provisions of the contract, in part or whole. Termination of the contract will be preceded by notifying the vendor in writing of the specific area of noncompliance. The vendor will have the opportunity to restore compliance within thirty (30) days of the notice. If the vendor has not restored compliance within the thirty (30) day period, Meals On Wheels may terminate the contract for cause by giving the vendor not less than thirty (30) calendar days written notice of the intention to terminate as of a specified date.
2. By the Vendor  
The contract may be terminated by the vendor, with or without cause, by giving Meals On Wheels not less than sixty (60) calendar days' written notice of the intent to terminate on a specified date. This written notice shall be delivered by registered mail to the President and CEO, Meals On Wheels, Inc. of Tarrant County, 5740 Airport Freeway, Fort Worth, Texas 76117. The performance bond will be forfeited by the vendor if the vendor exercises the option to cancel the contract for convenience.

## **XI. Use of Food Bank Items and Donated Food Items**

### **1. Food Bank Items**

Meals On Wheels reserves the right to require the vendor to utilize food bank items as menu appropriate. Each week the contract foodservice company kitchen manager will check food bank "shopping list" for products that may be appropriate substitutions for menu items and/or recipe ingredients. Any food bank items purchased will be done so at the expense of the vendor. Also, Meals On Wheels is to receive a fifty percent (50%) credit on their invoice for the product used or substituted minus the original price paid to the food bank. As an example, 25 cases of applesauce purchased from the food bank at \$2.50 per case for a total charge to the vendor of \$62.50. The menu on a certain day calls for 25 cases of applesauce. The normal cost of the applesauce from the distributor would be \$25.00 per case with a total charge to the vendor of \$625.00. A credit would then be made back on the weekly invoice to Meals On Wheels of \$281.25 ( $\$625.00 - 62.50 = 562.50 \times 50\%$ ).

### **2. Donated Food Items**

Meals On Wheels occasionally receives donated food items from a variety of sources: churches, food pantries, manufacturers, etc. Any donated food will be reviewed for food safety by the Contract Food Service Director and Meals On Wheels VP of Nutrition and Health Services and/or Nutrition Services Manager. Utilization of the food donation will be determined by one or two of the Meals On Wheels employees mentioned above. Any donated products will be used only for the benefit of clients on approved meal programs. On occasion, the vendor may be asked to pick up donated product(s) using a Meals On Wheels van. The vendor will credit Meals On Wheels for seventy-five percent (75%) of the value of the food item the donation has replaced based on the distributor cost for the same or similar product as an incentive for picking up the product and use of the product. As an example, 25 cases of applesauce were donated by a manufacturer. The normal cost of the applesauce from the distributor would be \$25.00 per case with a total charge to the vendor of \$625.00. A credit of \$468.75 ( $\$625.00 \times 75\% = 468.75$ ) would then be made back on the weekly invoice.

## **XII. Menu Upgrades**

Meals On Wheels reserves the right to upgrade any product on their menu which would increase the menu cost beyond the allowable food cost for the cycle average. The cost of the upgraded food item charged to Meals On Wheels would be the actual food cost of the item minus the amount of food cost allowed for the item. As an example, the upgraded chicken breast costs \$1.25 each and the allowed food cost for the chicken for the day is \$0.87 then the upgraded charge would be \$0.38 per meal of Chicken ( $\$1.25 - 0.87 = 0.38$ )

## **XIII. Purchasing Considerations and Food Cost Reports**

Meals On Wheels reserves the right to review all purchasing invoices and raw food cost reports at any time. If Meals On Wheels is able to procure a similar quality menu item at a lower delivered price, Meals On Wheels will have the right to purchase the lower cost item and will receive a credit for the cost of the item it replaced based on the amount denoted in the food cost report. Adequate notice would be provided to the vendor so that duplicate items are not purchased. The vendor will also have the option to procure the lower cost item and pass along the savings as an invoice credit.

## **XIV. Compliance with Local, State and Federal Laws and Regulations**

### **1. Food Preparation Regulations**

The vendor shall perform all services under the contract in accordance with applicable local, state and federal statutes and regulations governing the preparation, handling, storage, packaging, and delivery of food/meals. The vendor will procure and keep in effect all necessary licenses, permits, etc. Such documents are to be displayed in a prominent place within the meal preparation area or as required.

### **2. Employment Laws**

The vendor will comply with all applicable local, state, and federal laws and regulation pertaining to wages and hours of employment, benefits, payroll taxes, insurance(s), etc.

### **3. Safeguarding Confidential Information**

The vendor shall implement all regulations, standards, and procedures necessary to meet the requirements on safeguarding confidential information under relevant program regulations. The vendor should provide a plan in their proposal on how they plan on safeguarding personal information.

## **XV. Contract Amendments**

No alteration or change of the terms of the contract shall be valid unless made in writing and duly signed by both parties. The contract may be amended by written agreement duly executed by the parties. Any such amendment shall specify the date its provisions will be effective as agreed to by the parties. Meals On Wheels reserves the right to negotiate with the vendor on the provision of additional menus and/or menu options during the term of the contract and subsequent extensions, if any.

## **XVI. Novation**

In the event of a change in the corporate or company ownership or corporate organization structure of the vendor, the vendor shall provide notice of such change(s) to Meals On Wheels within seven (7) days of the change. Meals On Wheels shall retain the right to continue the contract with the new owner or terminate the contract within one hundred twenty (120) calendar days of such notification. The new corporation or company entity shall agree to the terms of the original contract and any amendments thereto. During the interim between the legal recognition of the new entity and execution of the novation agreement, a valid contract shall continue to exist between Meals On Wheels and the original vendor. When sufficient evidence has been presented of the new owner's ability to perform under the original terms of the contract, Meals On Wheels may approve the new owner and a novation agreement can be executed.

## **4.1 EXPECTED VENDOR OPERATION DETAILS**

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### **I. Experience and References**

The vendor will be expected to have prior experience with comparable senior meal programs and/or congregate dining. References must be provided with the vendor's proposal.

### **II. Required Employees of the Vendor**

1. Local, state, and federal Requirements  
The vendor will be responsible for all food service employees' compensation including but not limited to payroll, FICA, Medicare, Worker's Compensation Insurance, and other appropriate insurance.
2. Meals On Wheels Policies  
Meals On Wheels has a drug free policy for their employees and the vendor shall follow the same policy for their employees. Meals On Wheels is a smoke free campus, therefore smoking and use of tobacco products is not allowed in the building, agency vehicles or grounds. The vendor is also expected to follow the same policies with regards to smoking. Meals On Wheels requires the vendor to ensure that kitchen staff is only to be allowed to eat and drink in the designated break area. There is to be no eating in delivery vans.
3. Corporate/Company Representative  
This is to be an employee of the vendor that is to supervise the unit Food Service Director and assist with the corporate management of the unit. The name of this person as well as all their contact information must be provided in writing to Meals On Wheels when a new or different person assumes this responsibility on a temporary or permanent basis. Meals On Wheels will maintain this information on their contact listings so that the company management can be called and informed in case of an emergency.



4. Unit Food Service Director

The vendor will employ a unit Food Service Director who will then employ and supervise all other staff necessary to prepare, package and deliver meals to the distribution sites. Meals On Wheels reserves the right to interview and approve the unit Food Service Director. Such approval will not be unreasonably withheld. Meals On Wheels reserves the right to request removal of unit Food Service Director with cause. The vendor will have a plan for back up of the unit Food Service Director position for the kitchen operation whenever the unit Food Service Director is unavailable, extensively sick, on vacation, on leave, or the position is vacant. Meals On Wheels must have current emergency contact information for this person.

- a. **Qualifications:** A minimum of two (2) years' work experience in a supervisory role in food service is required. Prefer a college graduate, with a degree from a food/nutrition/dietetic program or from a related major. The unit Food Service Director shall have training and experience in quantity food production, food purchasing, food service management, and food safety and sanitation procedures. Documented training in HACCP or is current with Serv-Safe certification. Appropriate food manager permits must be obtained from the local health department.
- b. **Responsibilities:** The unit Food Service Director will spend the majority of his/her work hours (at least 90% of the time) in a management role: planning and directing activities, supervising and training staff; monitoring of food production and inventory; ensuring food safety and sanitation; problem solving; and customer service. The manager shall not routinely function in a relief staff position such as a cook or driver.
- c. **Emergencies:** The unit Food Service Director is responsible for handling food delivery problems and emergencies. This individual must be available by phone daily or this role is given to a designee qualified to handle emergent situations. In addition, Meals On Wheels must have current emergency contacts for all management and supervisory contract staff.

5. Unit Production and Delivery Staff

The Food Service Director will hire adequate staff for routine supervision, for daily food production and sanitation activities; for secretarial duties; and for meal delivery. The vendor will determine the staffing needs, qualifications for each staff person, meet all federal, state, and/or local regulations for employees and food service workers, and provide on-the-job training as needed to meet job performance standards. All kitchen employees must have current food handler permits from the local health department as required. The vendor will be responsible for making sure food handler permits are kept current as required by federal, state, and/or local recommendation.

Meals On Wheels requires the following minimum staff based on current meal production. Note: the staffing needs may fluctuate depending on meal requirements.

Suggested Staffing Pattern

- a. 1 Assistant Manager
- b. 3-4 Task Supervisors (Cooks Supervisor, Breakfast/Cold Prep Supervisor, Driver Supervisor, Inventory/Utility Supervisor)
- c. 1 Clerical/Administrative
- d. 10-12 Van Drivers

- e. 20-25 Food Production Workers (Cooks, Prep, & Utility) with at least 50% of the Food Production workers having the ability to also be van drivers
6. Menu Services Dietitian  
The vendor will have a Registered/Licensed Dietitian on staff with applicable licenses including being registered with the Commission on Dietetic Registration and having a license for the State of Texas. This person should be available to Meals On Wheels to fully support and perform dietetic services required to support this contract. The responsibilities include but are not limited to: computerization of menu; completion of computer assisted nutrient analyses; development of standardized recipes; determination of appropriate serving guides and substitution lists; and development of production guides. This individual shall have at least one year of experience as a Registered Dietitian and should have ample food service management and computer skills needed to perform job duties.
7. In-service and Training of Employees  
The vendor is responsible for all employee training and education. The vendor will ensure that food service employees receive monthly in-service education information and/or training. All employees must be trained each year on the following topics: HIPPA regulations and the safeguarding of personal/confidential information; and age sensitivity. Reinforcement training on foodservice safety and sanitation topics is required. A copy of in-service training materials and records with employee signatures demonstrating attendance is to be given to the Nutrition Services Manager of Meals on Wheels each month.

### **III. Meals On Wheels Support to the Foodservice Operations**

1. Employees Directly Involved with Foodservice Operations
  - a. VP of Nutrition and Health Services  
The VP of Nutrition and Health Services is a Registered and Licensed Dietitian in the State of Texas and is responsible for the whole Nutrition and Health Services department. The VP of Nutrition and Health Services is responsible for the overall oversight of meal and food service operations, works with the Nutrition Committee from Meals On Wheels Board of Directors and reports directly to the President and CEO.
  - b. Nutrition Services Manager  
The Nutrition Services Manager (NSM) is the primary liaison between the vendor and Meals On Wheels. The NSM reports directly to the VP of Nutrition and Health Services, and performs duties related to the kitchen and meal production including but not limited to: monitoring of foodservice production for adequate temperatures, portion sizes, and utilization of equipment; routine monitoring of kitchen operations for safety and sanitation purposes; assurance of correct meals and side item counts and adherence to cooler packing procedures by monitoring packing procedures and double-counting items; assurance of meal nutrient adequacy with substituted items when substitutions need and/or can be made on the menus; handling food shortages on meal delivery routes and at distribution sites; routine testing of meals at distribution sites for adequate temperature and delivery within prescribed timeframes.

2. Equipment and Operations

Meals On Wheels, Inc. of Tarrant County will provide a central kitchen, including dry storage and a receiving dock. Meals On Wheels will provide all commercial kitchen appliances, furnishings and meal preparation equipment. Equipment repair requests are to be made electronically using the appropriate procedure and directed to the VP of Facilities and VP of Nutrition and Health Services. Meals On Wheels will be responsible for repairs related to normal wear and tear and periodic preventative maintenance. Repairs required due to negligence or malicious actions by the vendor's staff are to be paid by the vendor. The vendor and Meals On Wheels will each complete a yearly kitchen inventory of wares in the kitchen. Meals On Wheels will provide kitchen facilities, kitchen utilities, and content insurance. If the vendor chooses to use the Meals On Wheels' kitchen facilities to produce food for other contracts or catering opportunities, Meals On Wheels is to be paid a mutually agreed upon amount to offset the increase cost of utilities and the normal wear and tear of equipment. A current Equipment Inventory can be found in Appendix C.

**IV. Required Meetings**

The vendor shall meet with Meals On Wheels representatives at least 16 weeks prior to each menu cycle change to review the cycle menu, recipes, nutrient analysis, meal costs, production sheets, and food specifications. Other meetings may take place at the request of Meals On Wheels to resolve any issues. Meetings may take place at Meals On Wheels facilities or virtually and at the expense of the vendor.

**V. Vendor Expenses and Licenses**

The vendor will be responsible for all fees, taxes, licenses, and any other expenses required to operate this contract. The vendor shall procure and keep current any license, certification, permit, or accreditation required by local, state, and/or federal statues or regulations and shall submit proof of any such license, certification, permit, or accreditation upon request.

**4.2 RECORD KEEPING AND REPORTING PROCEDURES**

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**I. Record Keeping Requirements**

The vendor shall keep complete, accurate, and current records for all sales, purchases, and receipts related to this contract. All such records shall be kept on file for at least five years. The vendor will provide computer equipment, computer software, security measures, and trained personnel, as needed, to efficiently manage necessary record keeping.

- A. Sales Records  
The vendor is to provide a daily report of all meals produced each day. A weekly report (A Weekly Meal Summary) of all meals produced will be submitted to the Meals On Wheels accounting department by the next business day of the previous week.
- B. Driver Daily Checklist  
The vendor is to ensure that van drivers complete a daily checklist for meal site deliveries. These checklists are to be submitted weekly to the Nutrition Services Manager.
- C. Daily Cooler Pack-Out Records

The vendor is to deliver, along with the Driver Daily Checklist, a daily list of times coolers were packed with noon meals to ensure compliance with Meals On Wheels delivery constraints. An example of the form(s) can be found in Appendix D.

- D. **Raw Food Purchases and Food Inventory Records**  
The vendor will maintain on file all records of food purchases and weekly food inventories. A copy of all raw food cost invoices and weekly food inventories are to be kept accessible for three years.
- E. **Meal Production Records**  
For each menu item on each service day, records will be maintained on the number of servings prepared; amounts and types of ingredients used; production methods; menu or ingredient substitutions; and notes on any problems that might have incurred during production. The vendor will also maintain records for all food temperatures. Food temperatures are to be taken at a minimum of three times during tray line service. Refrigerator and freezer temperature records are to be maintained by the vendor. All meal production, food temperature, and refrigeration/freezer temperature records are to be submitted monthly to the Nutrition Services Manager
- F. **Other Records**  
As directed by Meals On Wheels, the vendor will maintain any other records required to document conformance with the contract or for local, state, and/or federal requirements. The vendor will maintain back-up records of all electronic files in a secure location.

## **II. Reports to be Submitted by the Vendor**

The vendor shall supply, in a timely manner, all or any reports required or requested by the Administration on Aging, the United States Department of Agriculture, any other federal agency, the State of Texas Health and Human Services Commission, any State of Texas agency, Area Agency on Aging or their designee or any local government agency. Copies of any health department inspections are to be given immediately to the VP of Nutrition and Health Services and/or Nutrition Services Manager. If the kitchen is put on notice or is shut down due to a health inspection, a vendor representative is to immediately advise the VP of Nutrition and Health Services or designee of the problem by telephone and with a follow-up email.

## **III. Invoicing**

- A. **Weekly invoices**
  - 1. Weekly invoices shall be submitted to Meals On Wheels within two business days after the end of each week. Email receipt of the invoices is preferable. Terms of payment are to be net 30 days after receipt of the invoice. Final payment for the contract year will not be made until all vendor discrepancies and liabilities have been resolved or satisfied. Each weekly invoice will contain at minimum the following:
    - a) Total number of meals/items purchased during the billing cycle, types of meals purchased, upgrades (if any), and by location if necessary
    - b) Inclusive dates of the billing period
    - c) Contract price per types of meals and upgrade pricing

2. At the end of each calendar month, if the end falls in the middle of the week, 2 separate invoices containing the above information should be generated and submitted. For instance, if the end of the month falls on a Wednesday, one invoice should be generated for the first three days of the week, and one for the last two days of the week.

B. Weekly Meal Summary

1. Each weekly invoice will have attached a Weekly Meal Summary Report listing the number of meals of each meal type delivered to each site each day. The weekly totals on the report must be directly retraceable back to the vendor invoice.

2. Information in this report must correspond to the daily information noted on the Daily Meal and Beverage Report provided by Meals On Wheels (Appendix E).

3. Any discrepancies among the invoice and the accompanying reports are to be rectified before the invoice is submitted for payment.

C. Credits to the Invoice

1. Credits are to be made to weekly invoices when food bank items have been purchased, when Meals On Wheels purchases raw food or supplies for the vendor, or for penalty payments.

2. Any and all remaining liabilities at year end will be credited to the final invoice. Credits will be made for the following liabilities:

- a) Any penalized payments for meals due to excessively high weighted meal error rate or not meeting performance standards
- b) Any penalized payments for nonconformance to contract requirements
- c) All penalty payments for those hot, frozen, breakfast, shelf-stable meals that did not meet the state required nutrient requirements
- d) The cost of non-delivered portions of meals

IV. Ineligible Meals

If any meals: hot, frozen, breakfast, shelf stable, etc. are deemed ineligible, payment to the vendor for such meals shall be reduced by the full contracted meal rate per meal. Problems that may cause meals to be ineligible for reimbursement include, but are not limited to, the following:

1. Food shortages
2. Food temperatures did not meet standards
3. Unacceptable quality of food products
4. Inappropriate portion sizes
5. Unauthorized menu changes by the vendor
6. Inappropriate menu substitutions
7. Not meeting nutrient requirements
8. Vendor purchasing errors or insufficiencies revealed in auditing of purchasing records.

This liability will be calculated from the Weekly Meal Summary and the weekly invoice will be reduced by the contracted meal rate per ineligible meal.

### **4.3 CONTINGENCY PLANS AND EMERGENCY PROCEDURES**

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#### **I. Contingency Plan**

The vendor will develop a plan for contingencies, which includes at a minimum, action plans for preventing and handling the unexpected situations noted below and will submit a contingency plan with the Invitation to Proposal. Copies of the plan will be kept on file and implemented as needed. Meals On Wheels will be informed whenever alternate procedures are utilized. As needed, the vendor will adapt the contingency plan and provide Meals On Wheels the revised plan.

Procedures for handling the listed unexpected circumstances must be included in the vendor's contingency plan:

1. Delivery vehicle breakdowns or accident
2. Malfunction of kitchen production equipment or utility outage
3. Labor disputes or other staffing problems
4. Loss or major damage to kitchen facilities
5. Food or supply shortages, unacceptable food quality, and/or nonconformance with food temperature standards
6. Loss of primary food supplier or lack of supplies from a supplier
7. Closure due to health inspection for nonconformance with food safety and sanitation standards
8. Assume the ultimate responsibility for timely payment of costs, replacement meals, and/or replacement food
9. Destruction or damage to the kitchen due to weather, fire, flood, or terrorist activity

#### **II. Emergency Procedures**

The vendor and Meals On Wheels will work together to solve problems that may arise in emergency situations. All involved parties must be alerted to problems and be kept informed of developing situations. The vendor will have a list of emergency numbers for Meals On Wheels administrative staff.

##### **A. Emergencies Due to An Act of God**

Should any meals prepared by the vendor not be delivered because of an Act of God or any other reason not attributable to Meals On Wheels, the vendor shall bear the risk of loss and will not be reimbursed for loss nor invoice Meals On Wheels for said meals.

##### **B. Inclement Weather**

It is the responsibility of the President and CEO or designee and the Food Service Director to work together when inclement weather/hazardous driving conditions threaten prior to or during meal delivery. The President and CEO of Meals On Wheels will contact the Food Service Director by, at the latest, 5:00 a.m. the day of delivery if the agency has decided not to deliver meals or to close for the day due to inclement weather or hazardous driving conditions. Meals On Wheels and the vendor will work together to determine what prepped food may be used for the next agency open day. Please see Appendix F for full weather closure procedures.

##### **C. Emergencies Due to Vendor Problems**

The vendor shall develop a contingency plan, approved by Meals On Wheels, for the delivery of meals in emergency situations. Contingency procedures

shall be implemented in the event of a vehicle breakdown, accident, or other malfunction of the delivery equipment; equipment breakdown in the kitchen; utility outage (electric, gas, or water) in the kitchen; destruction or damage to the kitchen by weather, fire, flood, terrorists, or any other cause; labor disputes or lack of staff; non-delivery of food or supplies by food supplier(s) or other vendors; and closure by any governing health department or any other government agency. Meals On Wheels will be promptly notified of emergencies that are likely to affect food quality or delivery schedules. Specifically, notification is required in the event of menu change; projected delay in delivery of meals; deviation from customary delivery schedule or delivery mode (type of delivery vehicle, type of insulated carrier, etc.); or a possible/probable non-delivery of meals.

D. Non-delivery of Meals or Portions of Meals

If non-delivery of meals occurs for any other reason not attributable Meals On Wheels or an Act of God, Meals On Wheels may procure meals from other sources. If food is delivered outside of specified temperature standards, if shortages occur, if product quality is unacceptable, or if food is contaminated or spoilage problems are incurred, meals replacements may be obtained from other sources.

The vendor will bear the costs of all meals and/or food items purchased plus any other reasonable expenses incurred by Meals On Wheels or any volunteers in the procurement of the replacement meals/food items. The contract may elect to establish a relationship with another kitchen facility or establish credit with local restaurants, grocery stores, etc. Alternatively, Meals On Wheels and their employees or volunteers may be allowed to submit reimbursement requests for out-of-pocket expenditures. In addition to the costs of food purchases travel reimbursement is to be paid at the prevailing IRS mileage rate.

E. Agreement for Refrigerated/Freezer Truck

Meals On Wheels makes every effort to expedite repair of all kitchen equipment and especially, refrigerator and freezer units. However, on occasion, due to circumstances beyond our control, a refrigerator or freezer may be down for a short time to a few days. Other emergency situations may also cause a need for a refrigerated/freezer truck. Therefore, the vendor is to have an agreement or contract with a company to provide a refrigerated/freezer truck(s) in case of an emergency or equipment breakdown. Any costs associated with the rental of the refrigerated/freezer truck is to be paid by the vendor while the costs of equipment repair will be paid by Meals On Wheels.

**III. Food Product Recalls, Food Contaminants, Food-borne Illnesses**

The vendor will make reasonable effort to avoid problems with food product contamination, natural or otherwise; with food borne illnesses through food purchasing specifications and buying practices; with product receiving and storage procedures; and with food handling and delivery practices. In the event of a problem or suspected situation, Meals on Wheels will be notified immediately. The vendor shall agree to fully cooperate with Meals on Wheels and any officials from a local, state or federal health department or other government agency investigating the incident. Client notification will be determined based on the recommendation of said investigating agency. Any and all media communication will be coordinated with Meals on Wheels, the investigating agency, and the vendor. A designated spokesperson(s) will be determined at the time of the incident to handle media communications.

The vendor will develop plans for handling food product recalls; food contaminants; and outbreaks/suspect outbreaks of food borne illnesses or other reported injuries from food contaminants. A copy of a plan and the name of the designated individual responsible for carrying out the plan shall be submitted with the Request for Proposal. At the beginning of this contract, the vendor will provide copies of the plan and the name of the person responsible for the plan to Meals on Wheels. The vendor will maintain public liability insurance as already outlined in this document.

A. Food Product Recalls

1. A designated individual at the vendor's corporate offices will maintain a current vendor listing for all food purchases made at either a corporate or the local level. Information will be readily available for identifying the product lines purchased by manufacturer, brand, and item number. The vendor shall require, as a condition of purchase, that all vendors including: food brokers, wholesalers, distributors, manufacturers, etc. immediately contact Meals on Wheels in the event that notification of a food recall has been received from a manufacturer or a local, state, or federal government agency.

2. Upon receiving notification of a food recall, the vendor will take the necessary precautions and steps to determine if the recalled product was a brand/item purchased for meals served to Meals On Wheels clients. In that event, Meals On Wheels will be immediately alerted of the potential issues. The vendor's plan for handling product recalls should be activated upon any findings.

B. Food Contaminants

In the event of an incident, the vendor will try to identify the source of the contamination and take any needed precautions to avoid any future issues. In that event, Meals on Wheels will be immediately alerted of the potential issues. The vendor's plan for handling food contamination should be activated upon any findings. If the contamination results in meals or portions of meals not being served or injury to persons consuming the contaminated food, the vendor will bear the loss and will be liable for all damages.



C. Food-borne Illnesses

In the event of a problem, the vendor will investigate the source of the contamination and take any necessary precautions to avoid future issues. In that event, Meals on Wheels will be immediately alerted of the potential issues. The vendor's plan for handling food borne illness should be activated upon any findings. The vendor will be liable for all medical expenses and damage claims resulting from a medically documented food-borne illness.

**IV. Security Plan**

The vendor will develop a security plan for managing the risk of theft and terrorism and may be done so in conjunction with Meals on Wheels. This security plan is to be submitted with the Invitation to Proposal and Meals on Wheels will then adapt their Emergency Preparedness plan. Copies of the security plan are to be kept on file. The security plan should include, but not limited to, the following:

- A. Inspection programs for monitoring receivable ingredients and supplies
- B. Employee and vendor screening procedures
- C. Security measures for controlling access to production facilities and electronic records
- D. Security measures for protecting food in-transit to delivery sites
- E. Employee training activities

**V. Continuity of Operations Plan**

The vendor will develop a Continuity of Operations plan for managing events in cases of a pandemic or other serious disaster and will submit this plan with the proposal.

**4.4 MENU PLANNING PROCESS**

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The menu planning process will be initiated by Meals on Wheels. The process will begin with the VP of Nutrition and Health Services, the Nutrition Services Manager, or any other designee writing the menus. Final approval of the written menus will come from the Meals On Wheels' Nutrition Committee, composed of a group of volunteers from the Meals On Wheels Board of Directors, community members, and industry members as well as nutrition department staff members. Menus and recipes will take into consideration the special needs, preferences, and the dietary requirements of populations served. Menus are to be modified in accordance with current nutrient regulations. Approval of all menus and any menu modifications rests solely with the VP of Nutrition and Health Services at Meals On Wheels. Attached to this proposal are examples of menu cycles (See Appendix G) for both lunch and second meals which includes breakfast and weekend meals. When determining the proposal price of the meals, it is highly recommended that example menus are utilized.

**1. Menu Cycles**

A six-week menu cycle for freshly prepared lunch meals, breakfast meals, and weekend meals will be prepared two times per year: a Fall/Winter Cycle (October-April) and a Spring/Summer Cycle (April-October). Special menus are to be planned for the holidays.

## **2. Vendor Responsibilities**

The vendor will provide computer assisted nutrient analysis of all menus per stated guidelines prior to implementation so that appropriate correction(s) and addition(s) can be made so to comply with the necessary nutritional requirements. The vendor will also provide all standardized recipes, cost reporting, purchasing documents, and production sheets to Meals On Wheels prior to the start of a new menu cycle. The vendor will be responsible for developing a substitution list prior to the start of the menu.

## **3. Product Specifications & Recipes**

Meals On Wheels reserves the right to ask the vendor to supply product specifications for all formulated or processed foods, including nutritional analyses and specimen labels for any new products and they are to be provided before or at the scheduled menu meeting. All food products must be grown and/or manufactured in the United States of America to the extent possible. A complete recipe file is to be provided to Meals On Wheels at the start of the contract. The recipe file is to be kept current through the length of the contract. Recipes must be standardized quantity recipes written for the cooking procedures that will be used at the preparation area and must be HACCP compliant. Recipes should additionally have the following information: temperature instructions; batch cooking hints; indicate equipment to be used for preparation; cooking time; etc. Procedures must be in place for adjusting recipe proportions and food orders to equal amounts denoted in the Daily Meal and Beverage Report.

## **4. Product Approval**

Approval of all food products used in meals rests solely with Meals On Wheels. Product specifications will be reviewed for conformance with proposal requirements by the VP of Nutrition and Health Services or Nutrition Services Manager. As requested by the VP of Nutrition and Health Services, the vendor will obtain product samples for on-site taste evaluations and/or cuttings. The VP of Nutrition and Health Services will provide documentation to the vendor of all product approvals or rejections. If an approved product is later found to be unacceptable in quality, the VP of Nutrition and Health Services will rescind the product approval and request the vendor locate a product alternative. Any change in products from those previously approved must be immediately communicated and prior to the change to the VP of Nutrition and Health Services. Meals will be evaluated daily for appearance, quality, nutritional content and acceptance by the Nutrition Services Manager and/or VP of Nutrition and Health Services. The vendor will be notified of any adjustments that should be made.

**5. Recipe Approval**

Approval of all recipes used in meals rests solely with Meals On Wheels Of Tarrant County, Inc. All recipes to be used in upcoming menu cycles will be provided to the VP of Nutrition and Health Services and the Nutrition Services Manager before the scheduled menu meeting so they can be adequately reviewed and discussed. The VP of Nutrition and Health Services will review recipes for ingredient conformance with proposal requirements and with product approvals. Menu items/recipes must be in accordance with the portion sizes indicated in this proposal. Once recipes with ingredients, ingredient amounts, yields, and serving sizes have been approved by the VP of Nutrition and Health Services at Meals On Wheels there cannot be any changes made to the recipe without a written submitted request. Once a written request is received, the VP of Nutrition and Health Services and/or Nutrition Services Manager will respond back in writing with the approval or denial of the recipe change. Recipes not followed or recipes changed without prior written approval will be subject to penalties as previously in this proposal document.

**6. Nutrient Analyses**

Nutrient analyses of the menus will be completed by the vendor's Registered Dietitian using nutrient analysis software. The VP of Nutrition and Health Services must approve the nutrient analysis software used. The nutrient analysis software is to be kept up to date by the vendor. The nutrient database will have actual product specific nutritional data obtained from the manufacturer of all prepared foods, convenience foods, precooked foods, mixes, etc., for items used in the Meals On Wheels' kitchen. The vendor will have a staff Registered Dietitian who is to be available with real time access to the nutrient analysis computer software and associated dedicated nutrient/recipe database. The vendor's staff Registered Dietitian, Meals On Wheels VP of Nutrition and Health Services, and Nutrition Services Manager will work together to make menu/recipe adaptations to ensure compliance with nutrient standards. The VP of Nutrition and Health Services will have final approval of the nutrient analyses.

**7. Serving Instructions**

The vendor staff Registered Dietitian will develop serving instructions for all menu cycles based on standardized recipes and nutrient requirements.

**8. Menu Substitutions**

The vendor staff Registered Dietitian will develop a list of acceptable and allowable menu substitutions for the cycle menu in case of emergency situations such as supplier shortage, insufficient quantity of product or recipe, or failed product. When substitutions are made there is not to be any increase in price per meal. Any changes in the approved menus must be approved by Meals On Wheels VP of Nutrition and Health Services or Nutrition Services Manager. Any substitutions should comply with the approved substitution list or be authorized by one of the two individuals listed above. Failure to obtain prior approval for menu substitutions or not utilizing approved substitution list may result in penalties as previously addressed. The Nutrition Services Manager will monitor the frequency of menu substitutions and will provide a listing of menu substitutions monthly to the vendor. Excessive menu substitutions will be defined more than 1% (number of menu substitutions for the month divided by the number of menu items for the month times one hundred percent.)

**9. Retention of Meal(s)**

For every meal type served each day (Menu A Regular, Menu B Regular, Breakfast, and Frozen Meals), one sample meal will be kept by the vendor in the kitchen for a one-week period so that a check can be made against concern or incidence of food-borne illness. Meals held for retention shall be the last meal plated/assembled on the tray line for each meal type. Each meal held shall be labeled with the date plated/assembled and labeled as to the meal type. Meals shall be placed in a designated area within the freezer. Meals shall be properly discarded after the designated one-week holding period is completed.

## **5 MEAL COUNTS AND MEAL DELIVERY STIPULATIONS**

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### **5.1 MEAL COUNTS AND DAILY REPORTS**

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#### **I. Anticipated Meal Numbers**

The average number of meals currently served daily, by van, is listed below. The number of meals served may vary according to availability of funds and clients who need the service. We anticipate an annual 5% growth rate for meal provision.

#### **Approximate Meals Served by Van**

<b>Delivery Van</b>	<b>Number Lunch Meals</b>	<b>Number Breakfast Meals</b>
1	235	75
2	245	75
3	240	50
4	204	73
5	263	75
6	201	50
7	264	75
8	268	75
9	207	40
11	176	20
Haltom City (10, on-site)	73	25
<b>Total</b>	<b>2,376</b>	<b>633 (Breakfast twice/week)</b>

Approximate Weekend Meals:

5,208 meals

Approximate Frozen Delivered Meals:

5 meals/box, total of 5,117 meals

Daily Average of Meals: (source June 2024)

#### **II. Meal Counts for Production**

Meals On Wheels will prepare a meal count for the vendor between 2:00 p.m. and 3:00 p.m. each day for the next service day. A copy of the Daily Meal and Beverage Report is attached to this proposal (Appendix E).

### **5.2 MEAL PACKAGING AND RELATED COSTS**

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Food carriers/coolers and packaging/sealing system equipment will be provided by Meals On Wheels. MOW will also be responsible for providing Igloo coolers and ice blankets. The vendor will be responsible for providing the following:

- i. Individual meal compartment trays (three sectional) with film lids for home-delivered lunch meals, weekend meals, and frozen meals.
- ii. Weekend white meal boxes, shelf stable clear bags, and shelf stable multi-pack brown boxes.

- iii. Individual cups with clear film lids for meal sides
- iv. Breakfast meal bags
  - v. Bags for delivery of holidays meals
- vi. Cardboard boxes for five-day frozen noon meal packs and two-day frozen breakfast meal packs
- vii. Cardboard layers (for one time use) for layering of meal trays in food carriers/cooler
- viii. Blank labels for noon, weekend, frozen, holiday, shelf stable meals, and AAC boxed lunch meals.
- ix. Meal service supplies for Adult Activity Centers including: cutlery kits, pepper sauce, Tabasco sauce, sanitizer spray bottles and sanitizer refills, disposables towels, 60-gallon trash bags, straws, and breakfast plates and bowls.
- x. Any other disposable or packaging products, including but not limited to clear film wrap for use with flow wrapper, and disposable “Thank You” bags to delivery sites for volunteer use.

Meals will be packaged for delivery to the various drop sites and for meals routes as outlined on the daily meal and beverage report provided by 3:00 pm the previous day.

### **5.3 MEAL DELIVERY TO SITES AND VENDOR RESPONSIBILITIES**

#### **I. Vans for Delivery**

Meals On Wheels will furnish nine or more vans to deliver meals to delivery sites. Meals On Wheels will be responsible for all normal maintenance, periodic preventative maintenance, insurance and fuel for the vans. Daily, the vendor will be responsible for recording mileage, checking trucks for oil and tire air pressure, and refueling. The vendor will also be responsible for paying the insurance deductible for any accidents or damage caused by the vendor’s employee due to any malicious acts or acts due to driver negligence.

#### **I. Site Schedule**

Meals will be delivered to distribution sites according to the schedule provided by Meals On Wheels. The majority of meals must be ready by 9:00 a.m. The vendor will be responsible for all transport of meals to delivery sites as noted below. A listing with addresses of all sites is attached to this proposal (see Appendix G).

**Distribution Site Delivery Schedule**

<b>Delivery van number</b>	<b>Arrival time to site</b>	<b>Delivery site name</b>
<b>1</b>	<b>9:40</b>	<b>South Arlington</b>
	<b>10:05</b>	<b>Green Oaks</b>
	<b>10:20</b>	<b>Mansfield</b>
	<b>11:05</b>	<b>Kennedale/Kennedale AAC</b>
	<b>11:20</b>	<b>Rendon</b>
<b>2</b>	<b>9:25</b>	<b>James L West AAC</b>
	<b>9:45</b>	<b>Benbrook</b>

	<b>10:10</b>	<b>Southwest</b>
	<b>10:25</b>	<b>B’Nai B’Rith</b>
	<b>10:35</b>	<b>Evergreen</b>
	<b>10:45</b>	<b>JFS AAC</b>
	<b>11:20</b>	<b>Worth Heights AAC</b>
	<b>11:30</b>	<b>Victory Forest AAC</b>
<b>3</b>	<b>9:30</b>	<b>North Hills</b>
	<b>9:50</b>	<b>Mid Cities</b>
	<b>10:10</b>	<b>Eules</b>
	<b>10:30</b>	<b>Grapevine</b>
	<b>11:05</b>	<b>Keller</b>
	<b>11:30</b>	<b>Bedford AAC</b>
<b>4</b>	<b>9:15</b>	<b>Northside</b>
	<b>9:40</b>	<b>Linburg Parc</b>
	<b>9:55</b>	<b>Lake Worth</b>
	<b>10:10</b>	<b>Azle</b>
	<b>10:30</b>	<b>Azle AAC</b>
<b>5</b>	<b>9:40</b>	<b>Eastside</b>
	<b>9:55</b>	<b>Park Meadows</b>
	<b>10:05</b>	<b>Poly</b>
	<b>10:20</b>	<b>Eugene McCray AAC</b>
	<b>10:30</b>	<b>Amelia Parc</b>
	<b>10:50</b>	<b>Forest Hill</b>
	<b>11:05</b>	<b>Everman</b>
	<b>11:15</b>	<b>Forest Hill AAC</b>
	<b>11:30</b>	<b>Highland Hills AAC</b>
<b>6</b>	<b>9:35</b>	<b>Inner City</b>
	<b>9:55</b>	<b>White Settlement</b>
	<b>10:10</b>	<b>White Settlement AAC</b>
	<b>10:30</b>	<b>Westside</b>
	<b>10:40</b>	<b>Como AAC</b>
	<b>10:55</b>	<b>Arlington Heights</b>
<b>7</b>	<b>9:30</b>	<b>Southside AAC</b>
	<b>9:50</b>	<b>Southside</b>
	<b>10:20</b>	<b>Westcreek</b>
	<b>10:35</b>	<b>Matador Ranch</b>
	<b>10:45</b>	<b>Crowley</b>
	<b>11:00</b>	<b>Crowley AAC</b>
	<b>11:20</b>	<b>SFV</b>
<b>8</b>	<b>9:20</b>	<b>Handley Woodhaven</b>
	<b>9:45</b>	<b>West Arlington</b>
	<b>9:55</b>	<b>Roosevelt AAC</b>
	<b>10:05</b>	<b>Central Arlington</b>
	<b>10:30</b>	<b>North Arlington</b>
<b>9</b>	<b>10:05</b>	<b>Saginaw</b>

	<b>10:25</b>	<b>Haslet</b>
	<b>10:50</b>	<b>Quad Cities/Watauga AAC</b>
<b>10</b>	<b>9:30</b>	<b>Diamond Hill AAC</b>
	<b>9:45</b>	<b>North Tri-Ethnic AAC</b>
	<b>10:00</b>	<b>Northside AAC</b>
	<b>10:25</b>	<b>Handley Meadowbrook AAC</b>
	<b>10:55</b>	<b>Claremont</b>
	<b>11:15</b>	<b>East Arlington AAC</b>

**II. Vendor Responsibilities**

The vendor will be responsible for the following:

1. The hiring, training, and supervising of delivery van drivers
2. Meal delivery to sites between the hours of 9:15-11:30am in accordance with the approved route
3. To assure that hired drivers have clear driving records
4. To provide cell phones to all van drivers and instruct drivers not to receive or make any personal calls while on delivery routes.
5. The pick-up of the previous day’s food carriers from the delivery sites
6. The daily cleaning of all returned food carriers
7. The daily cleaning of the delivery vans inside and out
8. The daily upkeep of the delivery vans: refueling, checking tire and oil pressure, and recording of mileage
9. Instruction to van drivers are not to smoke or eat in delivery vans

**5.4 MEAL SITE DELIVERY SHORTAGES**

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If meal shortage to the delivery site is determined to be an error of the vendor by the Nutrition Services Manager or other designee, the vendor will be responsible for delivering the correct number of meals out to the site or will be responsible for delivering meals directly to the client’s home.

**5.5 OVERVIEW AND TYPES OF MEALS**

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All hot, frozen, shelf-stable, breakfast, and AAC Boxed Lunch meals provided will comply with the Dietary Guidelines for Americans and meet 1/3 of the Dietary Reference Intakes (DRI) for individuals 51 years of age or older as established by the Food and Nutrition Board of the National Academy of Science and meet the target nutrient requirements as outlined by the State of Texas (See Appendix H) or any other standard(s) mandated or that comes into effect during the time period of the contract by the State of Texas Health and Human Services Commission or any other oversight agency. Meals will be evaluated daily by the Nutrition Services Manager or designee for appearance, quality, nutritional content, and acceptance by the clients. The Food Service Director will be notified of any adjustments that should be made.



### 5.5.1 Lunch Meals

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#### I. Overview

Meals On Wheels delivers freshly prepared noon meals Monday through Friday. Lunch meals are served Monday through Friday. Currently, two entrées with two complimentary sides are offered for each lunch meal. Clients can select between two entrees in advance. The composition of the lunch meal is as follows: an entrée; a vegetable; a vegetable or starch; a bread or starch; a dessert or fruit; and milk or a calcium and Vitamin D fortified beverage. Menu order forms are sent out to the clients by Meals on Wheels and the menu selection data is input into the Meals on Wheels database. *This meal pattern may be expanded to 3-5 meal choices incorporating a therapeutic menu for medically tailored meals. Please provide vendor's capacity for and experience with therapeutic meals in the proposal.*

#### II. Packaging Requirements

Entrée and two side items will be packaged as single meal units in a meal tray that is suitable for re-heating in a microwave or conventional oven up to 400° F. The container must be sealable, constructed of moisture and vapor-proof packaging materials, and be resistant to cracking and breaking during handling and transportation. The integrity of the package and seal must stay intact throughout storage and delivery. Other meal components must be properly sealed to retain the integrity of the product.

#### III. Labeling Requirements

The film covering the meal tray must be clear. A 4" x 6" label will be affixed to the front of the film. This label will include the following information for the client: delivery date of the meal; menu items; nutrition facts panel that is reflective of the nutrient contents of the entire meal; reheating instructions; and meal type. Other information may be included on the label at the discretion of Meals on Wheels.

### 5.5.2 Breakfast Meals

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#### I. Overview

Single cold breakfast meals, also known as Traditional Breakfast, are delivered Mondays and Thursdays. The composition of the traditional breakfast meal are as follows: fruit or vegetable juice; protein source-egg, yogurt, meat; bread or starch; condiments which are appropriate for other breakfast meal items; fortified cold or hot cereal; fresh, canned, or dried fruit; and low-fat milk or nonfat dried milk. Only one diet type is served for this meal with sugar free items used for any high sugar containing foods (i.e. Sugar Free Syrup for Pancake Syrup). *This meal pattern may be expanded to five days per week.*

#### II. Packaging Requirements

Meal components are to be individually sealed and all components are to be placed into a specially designed breakfast bag.

### **5.5.3 Weekend Meals**

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#### **I. Overview**

Weekend meals are frozen meals and are distributed on Fridays for HDM clients and Frozen Meal clients. These meals are similar in content to lunch meals except that fruit juice may be served as dessert. There are no entrée options for client selection on weekend meals.

#### **II. Packaging Requirements**

Entrée and two side items will be packaged as single meal units in a meal tray that is suitable for re-heating in a microwave or conventional oven up to 400 ° F. The container must be sealable, constructed of moisture and vapor-proof packaging materials, and be resistant to cracking and breaking during handling and transportation. The integrity of the package and seal must stay intact throughout storage and delivery. Other meal components must be properly sealed to retain the integrity of the product. Weekend meals are packaged in a white box which holds all the meal components for both days.

### **5.5.4 Boxed Weekly Frozen Meals**

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#### **I. Overview**

Boxed weekly frozen meals are delivered Monday through Friday by Meals On Wheels employees. The frozen meal schedule is determined by Meals on Wheels. Five complete noon meals are to be placed in the frozen meal box including: the main meal and appropriate side components. Clients may also be approved to receive two complete breakfast meals which are to be placed in the frozen meal box including: the main meal and appropriate side components. Clients do not have selections for frozen meals.

#### **II. Packaging Requirements**

Entrée and two side items will be packaged as single meal units in a meal tray that is suitable for re-heating in a microwave or conventional oven up to 400 ° F. The container must be sealable, constructed of moisture and vapor-proof packaging materials, and be resistant to cracking and breaking during frozen storage and transportation. The integrity of the package and seal must stay intact throughout storage and delivery.

#### **III. Labeling Requirements**

Labels on frozen meal trays must, at minimum, contain the following information: date it was packaged or quality assurance date; list of food items in the meal tray; storage instructions; instructions for safely thawing or re-heating food items in both a microwave and conventional oven. These labels will be like those found on the daily noon meals.

### **5.5.5 Holiday Meals and Shelf-Stable/Emergency Meals**

#### **Holiday Meals**

##### **I. Overview**

For holiday closures, holiday meals are generally sent out in a frozen meal format on a designated date prior to the actual holiday, usually during the week the holiday occurs. The normal meal delivery schedule is altered as determined by the Meals on Wheels Administrative Staff to minimize meal losses to clients. Meals on Wheels will inform the vendor in advance of meal delivery changes of holiday weeks. Holiday meals are currently offered as only a regular/general diet.

##### **II. Packaging Requirements**

Entrée and two side items will be packaged as single meal units in a meal tray that is suitable for re-heating in a microwave or conventional oven up to 400 ° F. The container must be sealable, constructed of moisture and vapor-proof packaging materials, and be resistant to cracking and breaking during handling and transportation. The integrity of the package and seal must stay intact throughout storage and delivery. Other meal components must be properly sealed to retain the integrity of the product. All components of this meal are to be placed into a plastic bag.

##### **III. Labeling Requirements**

The meal is to denote that it is a holiday meal and is to be saved for a certain date. The vendor is to produce labels designed by the Nutrition Services Manager for this holiday meal.

#### **Shelf Stable Meals/Emergency Meals**

##### **I. Overview**

Shelf stable meals are delivered four times per year, generally during the colder months of October-January in advance of or pending bad weather days. The shelf stable meal must meet 1/3 DRI or any other mandated state standard by using various canned and packaged food items suitable for the majority of clients. Only one meal option is served for this meal type, and it is recommended that fruit is served as a dessert. The composition of this meal is as follows: an entrée; fruit or vegetable juice; cracker or breadsticks; canned fruit or dried fruit; cookie, snack bar, cereal, or pudding; and non-fat dried milk or shelf stable milk. Shelf stable meals can be either a breakfast or lunch/dinner type of meal. The shelf life of the shelf stable meals should be at least six months.

*Shelf stable meals must provide variety with at least 3 protein options available. Meals On Wheels reserves the right to purchase components for shelf stable meals or complete meals through other sources to ensure that clients get a variety in the meals.*

##### **II. Packaging Requirements**

Shelf stable meal food items are to be placed in an individual box or bag or multi-meal pack. The packing type will be determined by Meals On Wheels. Each food item shall have the appropriate manufacturer packaging and intact labeling.

### **III. Labeling Requirements**

The meal is to be labeled denoting that it is a shelf stable meal and that it is to be saved in case of emergency or unplanned or weather-related closure. The vendor is to produce labels which have been designed by the Nutrition Services Manager.

### **AAC Boxed Lunch Meals**

#### **I. Overview**

AAC Boxed Lunch meals are ordered at least two weeks in advance for special outings and/or occasions related to the Adult Activity Center department. The boxed lunch meals must meet 1/3 DRI or any other mandated state standard by using various food items suitable for the majority of clients. Three sandwiches and one salad meal option are to be designed for this meal type. A minimum of 12 items each must be ordered per meal option. The composition of this meal is as follows: a meat/protein-salad sandwich or Chef salad option; fruit or fruit juice or vegetable option; bread; canned fruit or dried fruit; low fat milk and appropriate condiments such as mustard or fat free Ranch dressing.

#### **II. Packaging Requirements**

Boxed lunch meal items are to be placed in an individual box. The packing type will be determined by Meals On Wheels. The container must be sealable, constructed of moisture and vapor-proof packaging materials, and be resistant to cracking and breaking during handling and transportation. The integrity of the package and seal must stay intact throughout storage and delivery. Other meal components must be properly sealed to retain the integrity of the product. All components of this meal are to be placed into an individual box.

#### **III. Labeling Requirements**

The meal is to be labeled denoting type of boxed lunch and date meal was packaged.

## **6 NUTRIENT STANDARDS AND MEAL PATTERN GUIDELINES**

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In order for Meals On Wheels to be eligible for certain funding sources, specific nutrient requirements must be met.

### **6.1 STANDARD MEAL PATTERN**

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1. Entrée
  - a. Three ounces cooked edible portion meat or alternate with a minimum of 14 grams of protein shall be provided. A meat alternate must provide the protein equivalent of 3 ounces cooked edible meat (high quality protein).
  - b. Alternates include 3 eggs, 3 ounces reduced fat cheddar cheese, 3/4 cup reduced fat cottage cheese, 1 1/2 cups cooked dried beans, peas, or lentils
2. Vegetable and Side Dishes
  - a. Two one-half cup servings drained weight or volume of vegetables and/or fruits. Included in this group are full strength fruit or vegetable juices and starchy vegetables such as white potatoes, sweet potatoes, pumpkins, winter squash, and dried beans, peas, and lentils.
  - b. One-half cup of vegetables or fruits must be included in any combination dish, such as stews, casseroles, or gelatin salads, identified as a "Vegetable/Fruit serving." A vegetable/fruit rich in Vitamin A must be served at least 3 times a week. A vegetable/fruit rich in Vitamin C must be served daily.
3. Bread/Starch
  - a. One serving of whole grain or enriched bread or alternate. This group includes all whole grain enriched or fortified bread, cereal, or baked goods.
  - b. Alternates for 1 serving of bread include: 3/4 cup ready-to-eat cereal, 1/2 cups cooked cereal, grits, macaroni, noodles, spaghetti, or rice; or 1 waffle or pancake.
4. Dessert
  - a. One serving of dessert. The serving size of the dessert will depend on the food selected and its contribution to the nutrient content of the day's menu.
  - b. All fruit, full strength fruit juices, puddings, custards, ice creams, sherbets, cakes, pies, cookies, and other similar food may be included in this group.
5. Beverage
  - a. An 8-ounce serving of fortified 2% milk or calcium- equivalent food/beverage. 2% milk, skim milk, low-fat milk, low-fat buttermilk, low-fat flavored milks, or a calcium and Vitamin D fortified juice or fortified beverage may be used.
6. Other Beverage
  - a. Beverages, such as coffee, tea, lemonade, or punch, may be served in addition to the meal.
7. Other Foods
  - a. Other foods may be added to the meal to provide personal satisfaction and additional nutrition if fat and other restrictions are not exceeded.
8. The following are notes to the Standard Menu Pattern:

- a. Dried beans, peas, or lentils can be counted as a serving from the meat group, or the vegetable group, or the bread group, but cannot be counted from more than one group in a meal.
- b. Rice, noodles, spaghetti, macaroni, and grits may not be counted as a vegetable/fruit.
- c. Fruit or juice may be counted as a serving from the dessert group or the vegetable/fruit group, but not from more than one group in a meal.

### **6.1.1 State of Texas Health and Human Services Commission.**

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Menus must also adhere to the Texas Administrative Code the provisions of this §281.27 adopted to be effective March 1, 2004, 29 TexReg 1672; amended to be effective June 12, 2014, 39 TexReg 4657; transferred effective June 28, 2024, as published in the June 7, 2024, issue of the Texas Register, 49 TexReg 4063 or any other new standard which comes into effect during the contract period.

### **6.1.2 Statement of Meal Eligibility Reimbursement**

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Meals that do not meet the requirements listed below are not eligible for reimbursement.

## **6.2 NUTRIENT STANDARDS TO BE MET FOR ELIGIBLE MEALS**

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1. The meal served must contain at least 1/3 of the current DRI for males 51 years of age and older if one meal is served, 2/3 DRI if two meals are served and 100% DRI if three meals are served. Meals must comply with Dietary Guidelines for Americans 2020-2025 or any other standards which comes into effect during the contract period.
2. Any second meal provided for the same day must be a menu different from the lunch meal.
3. When choices are offered, all combinations offered must contain 1/3 DRI or any other standard which comes into effect during the contract period.
4. Nutrient levels must be calculated and documented using an approved nutritional analysis computer software and analysis based on the standardized recipes being used. Care should be taken to be sure that the ingredient selected for analysis is what is being used.
5. The nutrient analysis must include: calories, protein, percent calories from fat, percent calories from saturated fat, fiber, carbohydrate, sodium, potassium, calcium, iron, Vitamin A (both micrograms and international units), thiamin, Riboflavin, niacin, Vitamin C and Vitamin D. (key nutrients) and/or any other nutrient which is specified by the State during the contract period.
  - a. Analysis must show that each meal provides at least 600 and not more than 1000 calories (the recommended level is between 600 and 750 calories); 20 gm or higher of protein; not more than an average of 25 gm of fat (21 gm or lower is recommended); and not more than 1,200 mg of sodium (lower is recommended).
  - b. These standards may change based on any new regulation(s) provided by the State of Texas Health and Human Services Commission.

6. Purchase records must show that amount and type of food purchased was sufficient to support stated nutrient content.
7. The State of Texas Health and Human Services Commission protocol will be followed as outlined in their policies.
8. Menus shall be written utilizing a Standard Menu Pattern (as written above) as a general guideline to reach 1/3 DRI or any other standard which comes into effect during this contract period.
9. Menus shall provide for a variety of foods, with emphasis on fresh fruits and vegetables and whole grains and be seasonally adapted as much as possible.
10. Special needs of the elderly are considered in menu planning, food selection, preparation and services. Where feasible, menus will reflect the religious, ethnic, cultural or regional dietary requirements of a majority of the group of participants.
11. Menus will be derived by using standardized recipes.
12. Menus will be written using a six-week cycle, changed two times annually.
13. Menus must be dated with the date used. Menus, with production and serving guide, must be posted in the food preparation and serving areas.
14. Posting menus need to delineate the number of calories and grams of carbohydrate per meal.
15. Substitute food listing will be provided to allow adjustment for emergency substitutions.
16. A food preparation and portion control guide will be included with each standardized recipe. When possible, suggested specifications will also be included.
17. Substitution for foods on the approved menu must be minimal and approved by the VP of Nutrition and Health Services and/or Nutrition Services Manager prior to use. Any change to approved menus must be documented on the posted substitution report. Substitutions must be of similar nutritional value and may not reduce the meal's nutritional content.

## **7 QUALITY STANDARDS AND DETAILED FOOD SPECIFICATIONS**

The vendor will purchase all food in accordance with the quality standards set forth in the proposal specifications.

### **7.1 BREADS, CEREALS, AND PASTAS**

1. Bread will be either whole grain or enriched products. End pieces of the bread loaves are not to be counted as servings.
2. Pasta products will be whole grain, wheat, or enriched products. Rice will either be brown, enriched, or parboiled.
3. All cereals will be fortified with a variety of nutrients such as thiamin, riboflavin, niacin, iron, Vitamin D, folic acid, and calcium. For most nutrients, the fortified cereal should provide approximately twenty-five percent of the US Daily Value (the labeling standard).
4. Except for cornbread, muffins, or anything else made from a mix, all other breads, biscuits, crackers, etc. will be purchased in a ready-to-serve form. Minimum product weights will be specified per the menu design.
5. Any product prepared in house shall be baked until done throughout and thoroughly cooled prior to wrapping for transport. All bread products must be securely wrapped and packaged in a manner to prevent contamination, dehydration, and crushing of product.

### **7.2 DAIRY PRODUCTS AND EGGS**

1. Dairy Products
  - a. Fresh, fluid milk will be packaged in 8 fluid ounce single serving portions. Milk containers shall be sound, sanitary, leak-proof, and with lids or cartons which open easily. All milk must be pasteurized, USDA Grade A, and fortified with Vitamins A and D. Milk will be dated with a “pull date” and shall not be served beyond the “pull date.” Milk will be delivered and maintained at a temperature not greater than 40 ° F or current State of Texas standard.
  - b. Dried powdered milk may be used as noted on breakfast menu and in shelf-stable meals pending VP of Nutrition and Health Services and/or Nutrition Services Manager approval.
  - c. Current milk choices/milk substitutes for clients are as follows: reduced-fat milk, skim milk, fat-free chocolate milk, and vitamin D/calcium fortified beverage mix.
  - d. Cheese will be either natural cheese or pasteurized processed cheese. Usage of low-fat and reduced-fat cheeses is strongly recommended.
  - e. Sour Cream, Cottage Cheese, or any other dairy product shall be of USDA Grade A standard.



2. Eggs
  - a. Fresh or frozen eggs must be pasteurized; USDA Grade A or Grade AA, and frozen eggs must be thawed under refrigeration or with cold running water.
  - b. Boiled, chopped eggs used as recipe ingredients will be purchased in a cooked ready-to-use form.

### **7.3 FAT SOURCES**

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Acceptable products:

1. Fortified margarine, salt-free
2. Polyunsaturated liquid vegetable oils: canola oil and olive oil are preferred
3. Light mayonnaise is to be used in the preparation of salads and sandwiches

### **7.4 MEAT, FISH, POULTRY, AND MEAT SUBSTITUTES PRODUCTS**

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1. Overview
  - a. Purchased from state or federally inspected sources with inspection stamp.
  - b. Grade of meat selected will be appropriate for its intended use. Beef - USDA Select or better grade for roasts and steaks. Select or better for ground and stew meat. Poultry - USDA Grade A. Pork products shall be tender with a minimum of fat and have a fine, even texture. Fish and all seafood are to come from approved sources and are to be kept stored in a frozen state.
  - c. All meats are to be USDA Select or better, whether prefabricated or cut on the premises. Frozen prepared entrees may be used if the quality is acceptable, and the serving size is three ounces or more.
  - d. Casseroles will contain protein equivalent to three ounces of edible protein per serving.
  - e. Highly processed meat products are to be served one time per week at a maximum. Whole muscle meats and meat pieces are more desirable.
  - f. When possible, organic and/or free-range meat/poultry products should be used.
2. Organ Meats
  - a. Organ meats must not be used alone or in combination with other meats.
3. Alternate Protein Products
  - a. Usage of products containing alternate protein products including, but not limited to, whey protein, textured vegetable protein, and/or soy isolates will be approved by Meals On Wheels, Inc. of Tarrant County. Food items containing alternate protein products will be approved on a product-by-product basis and by a specific brand.
4. Beef Products
  - a. When serving roast beef, the product will have sufficient binders to maintain piece integrity during slicing, heating, and serving. The thickness of the beef slices will be adjusted as necessary to provide uniform weight slices.
  - b. Any pre-cooked beef product is not to exceed 750 milligrams of sodium.

- c. Ground beef and ground beef patties must be comprised of all skeletal meat. Ground beef and ground beef patties are to be pre-cooked unless approved by Meals on Wheels. The level of fat in the cooked product shall not exceed 18 grams per 3 oz. cooked weight.
5. Pork Products
  - a. The protein level of the ham will be at least eighteen and one-half percent. Product will be labeled “ham” or “ham with natural juices.” Products with the label “ham with water added” or “ham and water product” will not be acceptable. The thickness of ham slices will be adjusted as necessary to provide uniform weight slices.
  - b. Ham will be a fully cooked, refrigerated product as purchased. Frozen ham will not be acceptable.
  - c. Turkey ham shall not be used in sliced ham menus unless it is called as such.
  - d. Ground pork and ground pork patties must be comprised of all skeletal meat. Ground pork and ground pork patties are to be pre-cooked unless approved by Meals On Wheels.
  - e. Lower sodium pork products are encouraged.
6. Chicken Products
  - a. Ground chicken and ground chicken patties must be comprised of all skeletal meat and not contain any skin or organ meat. Ground chicken and ground chicken patties are to be pre-cooked unless approved by Meals on Wheels.
  - b. Any chicken portion must yield at least three ounces of cooked meat.
  - c. For mixed chicken dishes such as chicken pot pie, chicken ala king, chicken lo mein, etc. the purchase form will have a minimum dice or strip size of a half inch and be able to maintain piece integrity during preparation, heating, and transporting. The meat mix is to be at least fifty percent white meat.
7. Turkey Products
  - a. Ground turkey and ground turkey patties must be comprised of all skeletal meat and not contain any skin or organ meat. Ground turkey and ground turkey patties are to be pre-cooked unless approved by Meals on Wheels.
  - b. Any turkey portion must yield three ounces of cooked meat.
  - c. For mixed turkey dishes such as turkey tetrazzini, turkey pot pie, turkey dressing casserole, etc. the purchase form will have a minimum dice or strip size of a half inch and be able to maintain piece integrity during preparation, heating, and transporting. The meat is to be one hundred percent white breast meat.
  - d. Turkey roll or turkey thigh meat is not acceptable. When serving turkey, the product will have sufficient binders to maintain piece integrity during slicing, heating, and serving. The thickness of the turkey slices will be adjusted as necessary to provide uniform weight slices.
  - e. Any pre-cooked turkey product is not to exceed 750 milligrams of sodium.
8. High-Fat and/or High-Sodium Meat
  - a. The use of high fat, high sodium meats like sausages and frankfurters will be at a minimum. The level of fat shall not exceed 30 percent edible portion. The vendor will use reduced fat and reduced sodium formulations of these food items whenever feasible

- b. Frankfurters will be three ounce as purchased weight, all-beef product, Bryan or equivalent is preferred.

## **7.5 FRUITS, VEGETABLES, JUICES, AND SALADS**

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1. Fresh fruits and vegetables shall be USDA #1 quality or better. Fresh fruit served as side dishes or desserts shall be medium in size unless otherwise approved by Meals On Wheels.
2. Frozen fruits and vegetables shall be USDA Grade A quality (packer grade of Fancy) or better.
3. Canned vegetables shall be USDA Grade A quality (packer grade of Fancy) or better.
4. If a vegetable is available in a frozen or canned format, the frozen format shall be chosen. If a substitution must be made to use canned, Meals on Wheels is to be informed and the vegetable liquid should be drained, and product rinsed and cooked in fresh water to remove sodium.
5. Canned fruits used as side dishes or desserts shall be USDA Grade A quality (packer grade of Fancy) or better and packed in its own juice. Canned fruits used in cobblers, gelatin salads, or as an ingredient in a recipe shall be USDA Grade B or better and packed in its own juice. Fruits in shelf stable meals should be juice packed or packed in extra light syrup.
6. Fruit and vegetable juices must be one hundred percent juice with the exception of cranberry juice cocktail. A blend of different types of juices is acceptable. Juices shall be packaged in four-ounce portions and be leak-proof and factory sealed.
7. Canned, refrigerated, or frozen juices will all be acceptable. However, if frozen juices are used, the product must be thawed prior to delivery to the client. The vendor must thaw frozen juices under refrigeration and transport the juice in insulated coolers. Frozen juices will not be transported loosely on delivery trucks to permit in-transit thawing at ambient air temperatures. The vendor will ensure that thawed, frozen juices are rotated properly in the cooler so that products are used within the recommended time for thawed juices.
8. Products with the label "Fruit Punch" will not be used unless the item is one hundred percent fruit juice.
9. Tossed salad will contain at least four ingredients with lettuce and carrots being mandatory.
10. Coleslaw will be at a minimum, a mixture of shredded cabbage, shredded carrots, and dressing.

## **7.6 DESSERT PRODUCTS**

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1. Cookies shall be baked on kitchen premises. Cookies are to be fresh, and care shall be taken to minimize breakage during delivery.
2. All regular cakes are to be iced or topped. Cakes are to be baked in-house or a frozen sheet cake product may be utilized.
3. Cobblers, fruit crisps, and other hot fruit dishes are to be of an acceptable thickness.

4. Gelatin dessert shall be fortified with Vitamin C to provide at least 50% of the DRI. Unflavored gelatin may be added to gelatin products to increase gel strength. Fruited gelatin must contain at least two tablespoons of fruit per one-half cup serving.

## **7.7 CONDIMENTS AND SEASONINGS**

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1. Condiments will be known as margarine, salad dressing, mustard, ketchup, mayonnaise, taco sauce, salsa, cranberry sauce, barbecue sauce, tartar sauce, etc. When these items are listed on the menu, the vendor must deliver amounts to provide one serving per meal. This will be a mandatory requirement and any shortages will be a reportable meal error.
2. Margarine, fortified with Vitamin A, will be packaged in factory sealed individual portions.
3. Salad dressings will be packaged in individual one-ounce portions unless otherwise approved by Meals on Wheels.
4. The addition of margarine, salt, meat bases, gravies, and other high fat and/or high sodium flavoring adjuncts to foods will be as approved by Meals on Wheels. As a general practice, a minimum of salt and margarine shall be used in preparation. Herbs, spices, and fresh seasonings such as garlic powder, paprika, thyme, basil, onion, celery, green pepper, lemon juice, vinegar, etc. will be used to enhance the natural taste of foods without increasing the salt or fat content. When margarine, bases, and gravies are used low-fat, low sodium versions are to be used when available. The vendor will ensure that production staff follow recipe instructions and do not add either salt or margarine to taste.

## **8 SAFE AND SANITARY FOOD HANDLING PROCEDURES**

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Food shall be prepared with the least possible manual contact, with appropriate sanitized utensils, on surfaces that have been previously cleaned, rinsed, and sanitized to prevent cross contamination. Direct hand contact of ready-to-eat food shall be avoided, and gloves shall be worn when food contact occurs. All kitchen staff must be trained in the minimum sanitation standards and receive regular documented training in food sanitation and handling. Implementation of a HACCP program is required. The vendor is to have developed policies and procedures for food handling practices and copies of such said policies and procedures are to be provided in the request for proposal.

### **8.1 TEMPERATURE AND HANDLING DETAILS**

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1. Thermometers
  - a. The vendor will have on-hand adequate internal thermometers for refrigeration and freezer units as well as for taking food temperatures.
  - b. The vendor will have a standardizing thermometer on the premises for the purpose of verifying accuracy of other thermometers used by the production staff.
  - c. All thermometer stems must be cleaned and sanitized prior to use and appropriately maintained during production activities.
2. Endpoint Cooking Temperatures
  - a. Poultry, poultry stuffing, stuffed meats, stuffing with meat ingredients, and dishes that include potentially hazardous ingredients shall be cooked to heat all parts of the food to a temperature of at least 165° F for fifteen seconds with no interruption of the cooking process.
  - b. Ready to eat foods, hot fruits, and hot vegetables which are to be held hot are to be heated to at least 140° F.
3. Cooling Potentially Hazardous Foods
  - a. Potentially hazardous foods, which are to be indicated as such on the serving instructions, requiring refrigeration immediately after preparation shall be rapidly cooled to an internal temperature of 40° F or below.
  - b. Products must be cooled from 140° F or higher to 70° F within two hours and from 70° F to 40° F within four hours.
  - c. The vendor shall use purchasing and preparation practices that minimize the need to do large volume, on-site cooling of potentially hazardous foods from 140° F or higher to 40° F.
4. Handling Procedures for Potentially Hazardous Foods
  - a. During the preparation and packing activities, the time at which potentially hazardous foods are within the temperature range of 40° F to 140° F shall be kept to four hours or less.
  - b. The vendor shall take all appropriate food safety measures, including but not limited to: prompt storage of in-coming refrigerated and frozen food deliveries; rapid heating of all potentially hazardous foods; use of rapid cooling techniques; limiting batch sizes for products; thawing frozen foods in the cooler or as a part

of the cooking process; and purchasing practices that limit the time that food will be in the temperature range of 40° F to 140° F.

5. Food Storage
  - a. Food storage systems shall ensure a *First In First Out* use of foods.
  - b. The temperature in storage areas shall be appropriate to maintain food safety and quality.
  - c. The vendor will maintain adequate records of all refrigeration and freezer units.
  - d. When frozen juice and/or frozen meats are placed in the cooler for thawing, the vendor will record the date on the products and identify the item to ensure product usage in a timely manner.
6. Leftover Foods
  - a. Purchasing and production amounts shall be planned in accordance with meal counts to minimize inventory of leftover products.
  - b. Only food used for frozen meals can be frozen for later use and must be maintained at a temperature of 20° F or below. All other leftover prepared, potentially hazardous hot foods must be discarded and not frozen for later use.
7. Packing Foods for Transport
  - a. Hot foods are to be separated from cold foods and placed in separate coolers.
  - b. Hot meal tray layers are to be separated with a piece of single time use cardboard layer.
  - c. Cold food coolers are to be packed with ample blue ice sheets to maintain temperature at or below 40° F and are to be completely covered with an ice blanket.
  - d. Foods shall be packaged so there will be a minimum of spills in the carrier. The vendor should take great care in packing meals and the transporting of meals to ensure minimum spills and leaks.
8. Time/Temperature Records
  - a. The vendor will monitor food and equipment temperatures as needed to ensure that food temperature standards are followed.
  - b. Temperature logs that include temperature readings, date, and time will be maintained and will become a permanent part of the production records. At a minimum, the following must be standard practice:
    - i. All hot foods on the serving line should be at least 145° F. The vendor shall take the temperature of each pan prior to setting it on the serving line.
    - ii. At a minimum, the vendor shall record temperatures with date and time at least three times for all foods packaged on the serving line. Copies of temperature records are to be provided each month to the Nutrition Services Manager.
    - iii. Pre-portioned, packaged hot foods which are held for transport in holding cabinets (Menu B meals) shall be periodically monitored and the temperature recorded at least twice during the serving line. The product temperature shall be between 145 ° F to 165 ° F.
    - iv. All cold food will be at/or below 40° F when loaded into insulated coolers for transport. Cold temperatures shall be taken and recorded when items are loaded into the coolers and prior to leaving the garage for delivery.

- c. Upon request, the vendor will assist Meals on Wheels in conducting time and temperature studies.
- d. Temperatures of all freezers, refrigerators, and coolers shall be monitored at least three times daily: once in the morning before production, once throughout production, and once at the end of the day. Daily temperature logs shall be posted on the outer doors of the units. Copies of temperature logs are to be provided each month to the Nutrition Services Manager.
  1. Cooler #1 should be maintained at 35-39° F
  2. Cooler #2 should be maintained at 35-39° F
  3. Cooler #3 should be maintained at 10-25 ° F
  4. Freezer #4 should be maintained at 10° F or lower
  5. Freezer #5 should be maintained at 10° F or lower
  6. Cooler #6 should be maintained at 35-39° F

## **8.2 HOLDING TIMES**

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1. Holding times for hot foods shall be minimized.
2. The time lapse between the packaging of the meals and the time the meal is delivered to the client's home is to not exceed four hours. Delivery schedules to the sites have been designed to meet the above standard. The vendor shall plan production schedules to insure conformance of the standard. Failure to conform to this standard can result in penalties as previously discussed in this invitation to proposal.
3. The vendor will have adequate production staff to conform to this standard. The vendor will adjust production schedules and buying practices to minimize hot production preparation time.
4. Production schedules for hot foods shall provide for minimal holding of hot foods in the kitchen. No hot foods shall be portioned and packaged for transport prior to 8:30am. Holding prepared, ready-to-portion hot foods in kitchen equipment for prolonged periods to ensure conformance of this standard will not be permitted.
5. Holding cabinets may be utilized in the kitchen to maintain heat in the portioned, packaged hot foods until the foods are loaded into insulated carriers for transport to the delivery sites.
6. Cold foods must not be held in insulated carriers for more than six hours total time. Production and delivery schedules must be planned to ensure conformance of this standard.

## **8.3 CLEANING AND SANITATION**

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The vendor will be responsible for proper cleaning and sanitation according to normal food service procedures and local, state, and federal regulations of the entire kitchen facility (floor to ceiling) as well as all the equipment and small wares housed within the kitchen premises.

The vendor will also be responsible for the cleaning and sanitizing of the daily returned food carriers/coolers. Prior to use, each food carrier/cooler is to be carefully inspected to ensure cleanliness by a vendor designated employee. The vendor is to have developed policies and procedures for cleaning and sanitation practices and copies of such said policies and procedures are to be provided in the request for proposal.



## **9 QUALITY ASSURANCE, CONFIDENTIALITY, STUDENTS**

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### **I. Quality Assurance Program**

The vendor will have a quality assurance program in place. A sample of the vendor's quality assurance program will be a required document to this request for proposal.

### **II. Confidentiality Practices**

The vendor shall implement such regulations, standards, and procedures as are necessary to meet the requirements on safeguarding confidential information and proprietary information including but not limited to: client records, route sheets, site distribution addresses and schedules, menus and any other menu documents, equipment list, kitchen inventory, contract details and pricing, etc.

### **III. Dietetic Student/Intern involvement in foodservice management**

The vendor shall be amenable and agreeable to allowing Meals On Wheels dietetic student/interns in the kitchen for the purpose of observing and participating in foodservice management activities at the discretion of Meals On Wheels staff members. The vendor will not be liable for any injuries or workplace accidents because of intern activities.

## **10 OPERATION HOURS AND HOLIDAY SCHEDULE**

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### **1. Operation Hours**

Meals On Wheels office hours are: Monday through Thursday from 8:00am to 4:30pm and Friday from 8:00am to 3:30pm. The Meals on Wheels office building is generally open from 7:30am-4:30pm Monday through Thursday and 7:30am-3:30pm on Friday. The kitchen is available to be open at the convenience of the vendor as there are separate entrances to the kitchen area without interference to the building offices. The vendor will be provided keys and alarm codes to the kitchen area of the building. In case of an emergency, the vendor is given a routinely updated Meals on Wheels personnel listing with emergency contact phone numbers.

### **2. Holiday Schedule**

Meals on Wheels is closed to observe the following holidays: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and day after Thanksgiving, Christmas Day, and sometimes one other day for the Christmas holiday and/or New Year's Eve. Clients receive meals for these holidays in advance of the closure. Meals on Wheels in conjunction with the vendor will determine the appropriate changes needed to the normal delivery schedule to accommodate for the holiday.

## **11 CATERING EVENTS**

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The Vendor agrees to provide food items for Meals on Wheels meetings and events upon request. Such items will be billed on a catering invoice separate from the pricing for meals in the contract. Catering costs will be mutually agreed upon prior to the event by both parties on an event-by-event basis. Below is a list of current special events and catering expectations.

1. Monthly Board Meeting
  - a. Frequency: Third Wednesday of each month
  - b. Number of meals: Approximately 20 of each option
  - c. Meals are delivered to conference rooms within the building
  - d. Meals will be ordered from the regular lunch menu
2. Meetings for outside groups
  - a. Frequency: Varies depending on Agency needs
  - b. Number of meals: Varies depending on the group
  - c. Meals are delivered to conference rooms within the building
  - d. Meals will usually be ordered from the regular lunch menu
  - e. Special menu may be requested for some events
  - f. Upgraded dessert must be available upon request
3. Special Events
  - a. Luncheons
    - i. Frequency: Varies depending on Agency needs
    - ii. Number of meals: Varies depending on the group
    - iii. Meals are delivered to conference rooms within the building
    - iv. Meals will usually be ordered from the regular lunch menu
    - v. Special menu may be requested for some events
    - vi. Upgraded dessert must be available upon request
  - b. Volunteer Events
    - i. Volunteer Awards Event (Spring)/Volunteer Appreciation Event (Fall)
    - ii. Number of Guests: Varies, usually 100-300
    - iii. Food and beverage delivered to location of event
    - iv. Set up, serving and clean up staff may be required at event
    - v. Special menu planning required
4. Catering Expectations
  - a. When serving at events, it is important to provide servers with appropriate attire.
  - b. Serving ware such as chafing dishes, trays, carts, etc. may need to be rented. Meals on Wheels does maintain an inventory of service items and dinner wares.
  - c. The successful vendor may choose to provide financial support and in-kind for Meals on Wheels catered events.

## **12 PROPOSAL REQUIRED RESPONSE DOCUMENTS**

Responses should be submitted according to the specifications outlined in the Request for Proposal document. Responses should be organized as listed below, and include the following documents:

**1. Cover Letter**

- a. Provide a signed one-page letter of proposal transmittal including vendor's name, address, and telephone number.
- b. Include a statement of the legal status of the proper (individual, partnership, or corporation).

**2. Table of Contents**

**3. Proposal Summary**

- a. Provide a brief synopsis of the proposal, prepared in such a manner as to be readily and easily understood.
- b. This should be a brief statement of the salient features of the proposal, including an overview of the benefits to Meals on Wheels.

**4. Legal Status**

- a. Provide evidence that the vendor possesses, or will apply for, the appropriate business licenses prior to commencing performance.
- b. Possession of said license(s) is not a prerequisite for proposing.

**5. Company Profile**

- a. Name the owner or owners of the company.
- b. If a partnership, give names of partners.
- c. If a corporation, give names of principle officers and shareholders which hold a controlling interest.

**6. Management Plan and Operation Policies and Procedures**

- a. Provide an organizational chart and staffing plan for administrative supervision and staff of the food service operations.
- b. Vendor is to provide, at minimum, copies of operations policy and procedures for food preparation, cleaning and sanitation, and food handling. An example of a kitchen cleaning schedule is to be furnished as well.

**7. Concept and Method of Service**

- a. Describe how the vendor plans to operate the program.
- b. Include food purchasing, packaging, staff training, etc. as outlined in the proposal specifications. An example of an annual employee training and in-service schedule including topics of HIPPA; safeguarding confidential information; and aging sensitivity is to be provided.

**8. Menus and Menu Related Documents**

- a. Describe how the vendor plans to comply with menu specifications. Using sample menus, provide the following reports:
  - i. Nutrient Analyses
  - ii. Food Cost Reporting
  - iii. Standardized Recipes
  - iv. Production Sheets
- b. Provide sample menus for shelf stable meals and holiday meals

**9. Pricing**

- a. Proposed pricing may include a scale or threshold for number of meals served/purchased. The vendor will submit pricing information for the proposal for the following items, priced per meal and with the allowable food cost listed:
  - i. Home Delivered Noon Regular Meal with Carton Milk, Pre-plated
  - ii. Home Delivered Holiday Meal with Carton Milk, Pre-plated
  - iii. Home Delivered Traditional Breakfast with Carton Milk, Bagged
  - iv. Home Delivered Weekend Meal, Frozen, Boxed – 2 pack
  - v. Frozen Regular Noon Meal - 5 pack
  - vi. Frozen Regular Breakfast – 2 pack
  - vii. Shelf-Stable Meals - 1 pack for HDM meals
  - viii. Shelf-Stable Meals - 5 pack for Frozen meals
  - ix. Boxed Lunch Meals - 3 sandwich options
  - x. Boxed Lunch Meals - 1 Chef salad option

**10. Reimbursement Rate to Meals on Wheels**

- a. The vendor will denote the rate of reimbursement back to Meals on Wheels for use of their kitchen facilities to support other food service contracts or catering opportunities.

**11. Compliance with Affirmative Action and other Employments Regulations, Food Preparation Regulations, and Safeguarding Confidential Information**

- a. Include a statement of compliance with all applicable laws and relations relating to Equal Opportunity, Civil Rights, Affirmative Action, and Age Discrimination.
- b. Provide information on how the vendor will comply with Food Preparation and Handling regulations; and Safeguarding Confidential and Proprietary Information.

**12. Quality Assurance Program**

- a. Provide an example of the vendor's quality improvement/assurance program and describe the vendor's commitment to quality

**13. Philosophy for Serving Older Adults**

**14. Job Descriptions, Employee Training, and Standards of Performance**

- a. Provide job descriptions and standards of performance for pertinent personnel, including the Food Service Director.
- b. Provide employee orientation schedule, and new employee training schedule.

**15. Comparable Experience**

- a. Provide satisfactory evidence the vendor has comparable experience in providing Food Management services like those described in this Request for Proposal.

**16. References**

- a. Furnish references from at least three (3) clients for similar services as described in this Request for Proposal.
- b. Reference information to include the customer's name, services supplied customer contacts, and telephone numbers.

**17. Audited Financial Statements**

- a. Provide a copy of the vendor's audited financial statements for the most recently ended fiscal year.

**18. Annual Report**

- a. Submit a copy of the vendor's most recent Annual Report.

**19. Insurance**

- a. Outline the vendor's intent to furnish appropriate performance and liability insurance coverage, including levels of coverage and any other insurance documents required for a food service operation.

**20. Proposed Contract Document and Emergency Management Plan**

- a. Include a copy of the proposed contract document.
- b. Also include the following:
  - i. Contingency Plan
  - ii. Food Product Recalls, Food Contaminants, and Food-borne Illness Plans
  - iii. Security Plan
  - iv. Emergency Procedures
  - v. Continuity of Operations Plan
  - vi. Supply copy of refrigerated/freezer truck agreement

**21. Completed Certificate Regarding Debarment**

**22. Other Items**

- a. Include any other items that help describe the vendor's capabilities to operate the meal program.

## **13 PROPOSAL REVIEW COMMITTEE AND EVALUATION PROCESS**

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### **1. Proposal Review Committee**

- a. Proposals will be evaluated by a committee comprised of Meals on Wheels Nutrition Committee Members, agency volunteers, and agency staff with final approval from the Meals On Wheels Board of Directors.
- b. Meals on Wheels reserves the right to conduct interviews, credit, and background investigations.

### **2. Proposal Evaluation Process**

The proposals will be evaluated for compliance with Request for Proposal specifications, including but not limited to:

- a. An evaluation of the vendor's experience, qualifications, and financial stability
- b. An evaluation of the quality of services to be provided by the vendor
- c. An evaluation of the overall costs and of the individual costs proposed per item
- d. Quality of references