

Request for Proposals
Nutrition Services, Tooele County Aging Services

Tooele Health and Aging Services
151 N. Main Street, Suite 200
Tooele, UT 84074

Date of Issue:
February 13, 2020

INTRODUCTION

Tooele County Aging Services, the Area Agency on Aging for Tooele County, is soliciting proposals from qualified firms “Vendor” to provide for the preparation of meals for the Home Delivered Meal Program (HDM) and the Congregate Meal Program (CMM) in Tooele County. These meals are provided five days a week, Monday through Friday, with the exception of some Tooele County designated holidays.

Tooele County delivers approximately 120 meals daily to homes and to two senior activity centers. (See Exhibit A)

This RFP intends to provide interested Vendors with sufficient minimum requirements. The requirements in the Scope of Work for this RFP are not intended to limit a proposal's content or creativity.

SCOPE OF WORK

Background

Tooele County Aging Services Nutrition Program provides meals to program eligible Home Delivered Meal Clients and to two senior centers in Tooele County on weekdays, Monday through Friday, with some exceptions for Tooele County designated holidays. Approximately 220 meals are prepared daily. Tooele County desires to identify a meal preparation provider that can have meals prepared and packaged by 8:30 a.m. for Tooele Aging staff to pick up on all delivery days, if provider’s location is located within Grantsville or Tooele City limits. Providers located outside Grantsville and Tooele City will need to deliver to Tooele Senior Center by 10:00 am on all delivery days.

Tooele County anticipates that demand will be approximately 1100 meals per week, but due to actual demand and other variables including participant levels, congregate meal sites, Federal, State and local funding levels, etc., orders for meals may fluctuate widely. Nevertheless, the provider is obligated to supply all meals ordered, even if the number is lower than or exceeds the anticipated demand.

Tooele County will be responsible for managing the contract with the awarded Vendor and assuring adherence to the nutritional requirements of the Older Americans Act for Title III-C meals. Tooele County will also represent the needs of meals recipients and Senior Activity Centers.

Coverage

The RFP is intended for the procurement of services within the geographic boundaries of Tooele County; Vendor shall prepare and package meals to Tooele County facilities, if Vendor facilities are outside of Tooele County. Consideration will be given to a provider located within Tooele County and County costs associated with the delivery of meals from the site, timeliness of meal delivery from site, ability of food to maintain desired quality, and food temperatures and food safety etc. as part of the evaluation process.

Nutritional Guidelines

Menus for HDM will comply with nutritional standards and nutrient targets as required by the Older Americans Act Section 339, Title 22, Division 1.8, Ch4, Article 5 Section 7638.5, California Department of Aging, Title III. In addition, the meals will meet the following Meal Pattern as listed:

| Component | MOW/Older Americans Act |
|-----------------------|--------------------------------|
| Meat/meat alternative | 2.5-3.0 oz.wt. |
| Vegetable | 2/3 - 1 cup |
| Fruit | ½ cups or 1 serving |
| Grains/Bread | 1 – 2 servings |
| Condiment | |
| Milk OR | 8 fl. oz. |
| Juice | 4 fl. oz. |

Additionally, meals are designed to also meet the following:

- All bread/grains must be whole grain
- Vitamin A source 4 times in 7-day week
- Vitamin C source daily
- The sodium content never exceeds 1,000 mg per meal and steps are taken to continually reduce the sodium content of meals until all meals are within the target range for sodium.
- Provide a variety of hot-starch side dishes to include whole grain pasta & rice and potatoes.
- Fresh fruit is served in lieu of dessert (fresh fruit should be soft, varied and appealing to the senior palate.)
- Prepared fresh daily with no frying, overly processed or microwaved food.
- Hot foods shall be packed at a temperature of at least 160° F and delivered in temperature-retaining containers, serving temperature to be at least 140° F.
- Cold foods should be kept at 40° F or below during packing, transportation, storage, and serving.
- Appropriate condiments are to be served where customarily expected.
- Frozen foods shall be kept at 0° F or below during packing, transportation, and storage.
- Meals are attractive, palatable, and appealing.
- Majority of fruits and vegetables are fresh.
- Provide a variety of entrees to include poultry, beef, and vegetarian each month with final variety agreed to by both parties.
- Maintain all nutritional components and quantities of meals delivered and provide said records weekly and monthly for HDM.
- All menus are approved by a Registered Dietician.
- Entrees will be varied monthly.
- Verbal and written notification of food substitutions by 7 am each delivery day.
- Provide a special holiday meal around Thanksgiving and Christmas with final menu agreed upon from both parties.

Senior Congregate Dining

Approximately 100 to 150 meals per day, five days a week, Monday through Friday, are served at two Congregate Nutrition sites (Senior Centers). These meals will be packaged in bulk and organized for each site into separate containers provided by the Vendor.

Food items will be placed into insert pans and enclosed in containers in such a manner as to keep hot items and cold items at the appropriate temperatures until delivered to meal site.

Tooele County Senior Center Programs will provide the Vendor with a weekly meal count through email by a mutually agreed upon time between Vendor and Tooele County each week five days prior to actual day of serving. The meals will be ordered according to each site specifying the number of regular meals and diabetic meals.

Packaging

Milk will be packed in milk crates, or chipped ice.

Meals for Senior Centers will be provided in appropriate containers and trays with lids for transporting to and serving meals at the congregate sites.

Appropriate containers for hot and cold food for HDM clients will be provided by Vendor. This will be billed separately from actual meal cost. Tooele County has the option to provide hot and cold food containers.

Vendor will provide carts, etc., for transporting meals from kitchen, or delivery point to van loading area.

Length of Agreement

It is the intent of Tooele County Aging Services to enter into an agreement with the successful Proposer for a term of three (3) years ("Initial Term"), term beginning April 1, 2020, through March 30, 2023. Tooele County and Vendor reserve the right to terminate without penalty at the end of the Initial Term. This Agreement may be renewed, at the end of the Initial Term Annually for the next five years. There is no guarantee that contract(s) will be awarded, or that any future contract extensions will be awarded. The price proposed for the regular meal and diabetic meal must be guaranteed for two (2) years. Thereafter, a request for price adjustment will be allowed annually. A request for a price increase must include enough documentation supporting the request. Such increases or decreases shall be justified in accordance with fluctuations in the U.S.

Tooele County reserves the right to review contract(s) on a regular basis regarding performance and cost analysis.

Termination

Either party may terminate the contract at the end of any contract period by giving the other party written notice of such termination at least 120 days prior to the end of the contract period.

Certain areas of performance demand special effort and attention. A failure of performance in such areas may constitute enough cause for immediate termination of the contract. They include:

- Outbreak of foodborne illness resulting in death, or serious illness of customer or client.
- Suspension/Revocation of Tooele County Health Department permits to operate.
- Material misstatements in billings (Fraud).
- Failure to maintain required insurance.

Tooele County Senior Services Nutrition Program Responsibilities

Tooele County will designate the Nutrition Program Manager or designee as primary contact, and to provide oversight of the project, to ensure the project is implemented successfully, to provide feedback, to address issues as they arise, and to ensure meals meet the quality, food safety, and nutritional specifications identified in the scope of work.

Tooele County reserves the right to be the sole judge as to the acceptability of meals, products and services provided.

Tooele County shall provide feedback on quality control regarding portion size, appearance, packaging, wholesomeness, food safety and quality of food.

Tooele County will provide weekly meal orders via email for the purpose of determining meal counts. Tooele County will provide training and support to Vendor in meal orders and meal preparation reports

From time to time it may be necessary to amend certain aspects of meal preparation guidelines due to changes in program and/or meal preparation requirements imposed by Federal and/or State policy, or by other requirements placed on Tooele County (example, changes in dietary requirements). Tooele County will provide prompt notification to Vendor of such changes and will negotiate with Vendor to determine how to incorporate those changes into meal planning and preparation processes.

Tooele County will pay Vendor in accordance with the agreed bid rate upon receipt of itemized billing for approved services given and supported by information contained on Vendor's invoice and upon receipt of reimbursement from the State of Utah for said services. Tooele County will make each payment within thirty (30) days of receiving Vendor's approved invoice. Tooele County has the right to clarify information provided on Vendor's invoice, and to correct an incorrect invoice before paying, including adjustment for non-compliant meals served.

I. PROPOSING SERVICE PROVIDER REQUIREMENTS

Vendor Responsibilities

The Nutrition Manager, or designee, is an agent of Tooele County and should be provided unrestricted access at any time to all areas of the kitchen, preparation, and storage facilities. Vendor must also provide access to Tooele County Delivery Drivers as necessary to facilitate efficient loading of meals into vehicles.

Health Permit and Business License

The Vendor is responsible for obtaining and keeping current the Health Department Permit and Business License. These items are to be displayed in a prominent place at the kitchen. Renewal of these yearly permits are to be obtained prior to the expiration of the previous permit. A copy of the Business License and Health Department Permit will be provided to the Tooele County Nutrition Program Manager annually. Vendor must comply with health and sanitation standards established by Federal, State, and Local regulations.

Financial

Vendor will provide weekly invoices to Tooele County with documentation detailing services provided and associated costs. Meals should be categorized by total Home Delivered Meals, and total Congregate Meals served during the billing period. Invoice should break out on separate line items the charges for home delivered meals (food portion), congregate meals (food portion), labor, and paper goods (HDM trays, etc.)

Vendor agrees to comply with all audit findings made by Tooele County, State and Federal authorities.

II. PROPOSAL SUBMISSION REQUIREMENTS

Utah Public Procurement Place, SciQuest Portal

1. All responses to this RFP must be submitted through the Utah Public Procurement Place, SciQuest Portal. Only bids received via SciQuest will be considered.
(<https://solutions.sciquest.com/apps/Router/SupplierLogin?CustOrg=StateOfUtah>)
2. All inquiries or questions relating to this RFP must be addressed to Jamie Zwerin in the Tooele County Health and Aging Office. All communications regarding this RFP will be conducted through the query system in SciQuest. The final day to submit questions via SciQuest will be by noon on March 6, 2020.
3. Cover letter, with a person legally authorized to bind the Contractor to the proposed project must sign this letter. Proposals will include the full name, legal statute, (corporation, state of incorporation, partnership, proprietorship, etc.), business address, and telephone number of the Provider.
4. All proposals should be formatted in two parts as described with a program proposal and a pricing proposal.
 - Program Proposal: Proposals must respond to the elements outlined in the Evaluation and Scoring criteria.
 - Pricing Proposal: Complete the provide Attachment B “Pricing Proposal.”

SELECTION OF PROVIDER

The Notice of Award will be communicated by March 10 @ 9:00 a.m. The successful contractor will be selected in accordance with the County procurement policy. Selection criteria to be used by the selection team include the following items listed in the table below:

| | |
|------------------------------|------------|
| 1. Relevant Experience | 20% |
| 2. Proposer’s Qualifications | 20% |
| 3. Proposed Approach | 20% |
| 4. Project Team | 20% |
| 5. Cost & Availability | <u>20%</u> |
| | 100% |

Program Proposal

20% Relevant Experience. Provide detailed relevant experience for projects of similar scope and comparable size and complexity. Please complete Attachment C – Reference listing to demonstrate experience.

20% Proposer’s Qualifications. Provide a brief description of the Proposer's firm, and the scope and nature of services routinely provided by Proposer. Demonstrate the ability to perform the required project at specified levels described in this RFP.

20 % Proposed Approach. Describe how the Proposer will approach the tasks stated under scope of work and any additional tasks the proposer recommends.

20% Project Team. Provide an organizational chart showing the level of organizational responsibility of all major participants of Proposer’s team that will provide services to Tooele County. If any part of the work will be provided by a sub Vendor(s) please state their company name, their role in this contract and the estimated amount of time, including identification of primary and secondary supplier. The Proposer will be responsible for verifying the qualification and validity of all licenses or permits for any out-sourced work to sub Vendors.

20% Proposed Pricing. The points assigned to each offerors cost proposal will be based on the lowest proposal price. The offeror with the lowest Proposed Price will receive 100% of the price points. All other offerors will receive a portion of the total cost points based on what percentage higher their Proposed Price is than the Lowest Proposed Price. An offeror whose Proposed Price is more than double (200%) the Lowest Proposed Price will receive no points. The formula to compute the points is: $\text{Cost Points} \times (2 - \frac{\text{Proposed Price}}{\text{Lowest Proposed Price}})$. The proposal must include pricing as requested in **Attachment B “Price Schedule”**. Tooele County will not be responsible for any additional costs for transportation, lodging, communication, printing, etc. associated with the submission and review of the RFP. For purposes of submitting this bid and completing the evaluation process, no additional reimbursement beyond the meal price will be considered.

III. PROJECTED SCHEDULE FOR THE RFP PROCESS

The County reserves the right to modify this schedule at its sole discretion.

| KEY RFP DEADLINES | |
|-------------------------------------|-----------------------|
| RFP Released | February 13, 2020 |
| RFP Q&A Deadline | March 6, 2020 |
| RFPs Due at 5:00 pm, MST | March 13, 2020 |
| Contract Finalized | April 3, 2020 |
| Selected Provider begins Operations | June 1, 2020 |

GRAMA & BUSINESS CONFIDENTIALITY

The Government Records Access and Management Act (GRAMA), Utah Code Ann., Subsection 63G-2-305, provides in part that:

The following records are protected if properly classified by a government entity:

(1) trade secrets as defined in Section 13-24-2 if the person submitting the trade secret has provided the governmental entity with the information specified in Section 63G-2-309 (Business Confidentiality Claims);

(2) Commercial information or non-individual financial information obtained from a person if:

(a) Disclosure of the information could reasonably be expected to result in unfair competitive injury to the person submitting the information or would impair the ability of the governmental entity to obtain necessary information in the future;

(b) The person submitting the information has a greater interest in prohibiting access than the public in obtaining access; and

(c) The person submitting the information has provided the governmental entity with the information specified in Section 63G-2-309;

(6) records the disclosure of which would impair governmental procurement proceedings or give an unfair advantage to any person proposing to enter into a contract or agreement with a governmental entity, except that this Subsection (6) does not restrict the right of a person to see bids submitted to or by a governmental entity after bidding has closed; ...

GRAMA provides that trade secrets, commercial information or non-individual financial information may be protected by submitting a Claim of Business Confidentiality.

To protect information under a Claim of Business Confidentiality, the bidder must:

1. Provide a written Claim of Business Confidentiality at the time the information (proposal) is provided to Tooele County, and
2. Include a concise statement of reasons supporting the claim of business confidentiality (Subsection 63G2- 309(1)).
3. Submit an electronic "redacted" (excluding protected information) copy of your proposal response. The copy must clearly be marked "Redacted Version."

A Claim of Business Confidentiality may be appropriate for information such as client lists and non-public financial statements. Pricing and service elements may not be protected. An entire proposal may not be protected under a Claim of Business Confidentiality. The claim of business confidentiality must be submitted with your proposal on the form, which may be accessed at:

<http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc>

To ensure the information is protected, the bidder must clearly identify in the Executive Summary and in the body of the proposal any specific information for which a bidder claims business confidentiality protection as "PROTECTED."

ATTACHMENT A

**Tooele County Senior Centers
Participating in Meal Delivery Program**

Grantsville Senior Center
120 S. Center Street
Grantsville, UT 84029

Tooele Senior Center
59 East Vine Street
Tooele, UT 84074

ATTACHMENT B

Price Schedule

Meal Preparation for Tooele County
Price per Meal

Home Delivered Meal Program

Regular Senior Daily Meal \$ _____/Meal

Diabetic Meal \$ _____/Meal

Paper goods \$ _____/Meal

Senior Center Meal Program

Regular Senior Daily Meal \$ _____/Meal

Diabetic Meal \$ _____/Meal

Labor/Wages \$ _____/per week

Name and Address of Submitting Firm:

Signature of Authorized Representative

Date

Printed Name

Title

ATTACHMENT C

REFERENCES

Provide detailed relevant experience of at least three (3) references with similar size and scope of this RFP demonstrating Proposer’s experience and references. References will be scored under the relevant experience scoring section. Selection committee will be asking the same questions to every vendor listed for all proposals.

REFERENCE #1:

Name of Business: _____

Contact Person: _____

Current Phone Number: _____

Brief Description of Project: _____

Date of Services: _____

Total Contract Amount and Duration: _____

Number of Meals Served Annually: _____

Pertinent Information Regarding the Experience: _____

REFERENCE #2:

Name of Business: _____

Contact Person: _____

Current Phone Number: _____

Brief Description of Project: _____

Date of Services: _____

Total Contract Amount and Duration: _____

Number of Meals Served Annually: _____

Pertinent Information: _____

REFERENCE #3:

Name of Business: _____

Contact Person: _____

Current Phone Number: _____

Brief Description of Project: _____

Date of Services: _____

Total Contract Amount and Duration: _____

Number of Meals Served Annually: _____

Pertinent Information Regarding the Experience: _____