



Release Date: January 16, 2018

## Request for Proposal (RFP)

### **Introduction**

The Health Trust is a 501(c) 3 nonprofit organization, founded in 1996 as a community benefit foundation from the sale of three local nonprofit hospitals. For over twenty years, the organization has been a respected leader in Silicon Valley and a catalyst for change, improving the health and wellness of the community through partnership, advocacy and policy work, and direct services. The Health Trust Meals On Wheels program (MOW) serves seniors and other adults that lack the ability to prepare and shop for their own food as a result of age or health status. The program focuses on a range of strategies to improve nutrition and social interaction. This is done by increasing physical activity, improving hospital-to-home transitions, reducing isolation, and offering support for caregivers.

### **Purpose and Goal**

The Health Trust is seeking proposals from meal production vendors interested in preparing individual meals and delivering them to our San Jose distribution site, Monday through Friday, for our MOW clients. Our goal is to provide a variety of food options such as hot, chilled and frozen individual meals that meet the current Older American Act (OAA) Title 22 nutrition standards. Our clients will benefit most from meals that are well received and enjoyed, thus, their health and well-being improves or remains stable. The contract period is February 2018 through June 2019, with one-year renewable contracts through June 2020.

**Value Statement:** The Health Trust Meals On Wheels strives to provide fresh, nutritious, attractive meals for seniors and disabled adults in Santa Clara County. We value locally produced, fresh food with natural flavors enhanced only by herbs and spices, with no added sugar or salt. Attractive taste, presentation and optimum nutrition are critical components to our service.

### **Eligibility Criteria**

1. Santa Clara County –serving business. Organizations headquartered outside the County must demonstrate significant service to the area or the ability to service the area.
2. Prepares meals at a site that maintains the appropriate state and local health certifications for the facility.
3. Menus for MOW 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. (See Attachment 1) In addition, the meals will meet the following Meal Pattern as listed:

4.

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.
  - Fresh fruit is served in lieu of dessert (fresh fruit should be soft, varied and appealing to the senior palate.)
5. Maintain all nutritional components and quantities of meals delivered and provide said records weekly and monthly for MOW.
  6. All menus are approved by a Registered Dietician.
  7. Meet the following food requirements:
    - a. Prepared fresh daily with no frying, overly processed or microwaved food.
    - b. All food products have no added chemicals, antibiotics, hormones.
    - c. Does not contain high fructose corn syrup, artificial trans fats, preservatives, colors, flavors and sweeteners.
    - d. Meals are attractive, palatable, and appealing.
    - e. 90% of fruits and vegetables are fresh.
    - f. Organic or locally grown ingredients preferred.
    - g. Provide a variety of entrees to include poultry, beef, and vegetarian each month with final variety agreed to by both parties.
    - h. Provide a non-fish entrée substitution when a fish entrée is served.
    - i. Provide a variety of hot-starch side dishes to include whole grain pastas & rices and potatoes.
    - j. Entrees will be varied within a 45 day cycle.
    - k. Verbal and written notification of food substitutions by 7 am each delivery day.
    - l. Provide a special holiday meal for Thanksgiving and Christmas with final menu agreed upon from both parties.
  8. Meals are individually sealed with clear film and in an “earth friendly” compartmental container.
  9. Meals are leak-proof and have the ability to be heated in a microwave or conventional oven and stacked without leaking.
  10. Provide daily freshly prepared hot, rethermed, chilled and frozen meals.
  11. Ability to provide up to 100,000 meals annually.
  12. Submit itemized invoices for meals by the 5<sup>th</sup> business day of the month following the service. The invoices will be for the full cost of the meals plus any additional items ordered or refunds.

13. Responsible for transporting meals in the appropriate equipment to our site at 1043 Garland Ave., San Jose, CA 95126 between the hours of 7:30 and 8:00 a.m. Meals should arrive refrigerated and MOW staff will heat.
14. Responsible for the condition or care of said meal until MOW accepts delivery.
15. Provide daily temperature logs of said meals prior to delivery and at time of delivery.
16. Frozen meals will be delivered in a frozen state. Cold foods and milk will be delivered at 40 degrees Fahrenheit or below.
17. Provide a draft menu (on a MOW menu template) for the following month by the 20<sup>th</sup> calendar day of the month prior to use.
18. MOW may make adjustments to menu with approval from both parties no later than 5 calendar days prior to start of menu.
19. Re-supply meals within 2 hours after delivery if meals are delivered damaged, unsealed, outdated, or unusable per current California Safety standards.
20. Ability to provide meal delivery on all weekdays except the following: New Years Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, and Labor Day, Thanksgiving and Christmas Day.
21. Comply with all applicable Federal, State and local statues and regulations with regard to preparation, distribution and consumption of meals which meet the Older Americans Act meal requirements, including, but not limited to, the nutritional content of meals, and nondiscrimination.

### **Your Response to this Request for Proposal**

In responding to this request, we request the following information:

1. Detail company's experience in providing meal service and delivery to companies in the nonprofit sector and how many nonprofit clients you currently serve.
2. Identify the partner, manager, in-charge representative and other staff who will be assigned to our contract if you are successful in your bid, and provide biographies.
3. Identify menu cycles and provide sample menus. Include nutritional analysis of menus.
4. Submit latest Health Department Inspection Report.
5. Describe how you meet Food Safety and Hazard Analysis Critical Control Point Plan requirements in your production facility and in transportation of meals.
6. Describe your criteria for ordering meals including order cut-off times.
7. Set forth your fee proposal and pricing beginning February 1, 2018. The cost should contain all pricing information relative to performing the service as described in this request for proposal. The total maximum price submitted should contain all direct and indirect costs including all out of pocket expenses. We are not looking for deliveries to individual households, but to one central location in San Jose.
8. Be prepared to provide the names and contact information for other clients you serve for reference purposes. We plan on contacting these references.
9. Describe how and why your company is different from other companies being considered and why our selection of your company as our meal provider is the best decision we could make.
10. Discuss your company's philosophy and approach with respect to meal production and ability to provide more than one (type) meal per day and ability to control meal calorie count. Please include descriptions of vegetarian or ethnic foods if they will be included in the menu.
11. Describe your company's current meal per day capacity and the ability to scale beyond the current operation. Over the last two years, the Health Trust's annual meal count has averaged approximately 80,000.

12. Please describe your ability to provide breakfast (frozen or shelf stable) for a limited number of clients. Up to 50 clients per year, 7 days per week for a 90 day period. Please provide a two week sample menu for breakfast items, with nutritional information.

### **Application Process and Selection**

The Health Trust will evaluate proposals through a qualitative and quantitative process. Although cost is an important consideration; freshness, taste, esthetics, and overall quality is equally important in the selection of the meal provider. Based on the proposals received, the Health Trust reserves the right to select one or more provider(s) if it is determined more than one provider is required to best serve the mission of the program in a cost effective manner.

1. Please submit your response to this request for proposal by January 31, 2018.
2. Submitted proposals are preferred in electronic form, however, hand-delivered hard copies will be accepted.
3. Please email or deliver your proposal to:

The Health Trust  
Meals On Wheels  
3180 Newberry Street, Suite 200  
San Jose, CA 95118  
[teresaj@healthtrust.org](mailto:teresaj@healthtrust.org)

4. Final applicants will provide a taste testing and will receive a site visit, telephone call and/or other type of communication from The Health Trust as part of the proposal review process.
5. The selected applicant will be notified in February 2018. Start date for meal delivery will be negotiated.
6. If you have questions, please contact Teresa Johnson at 408.961.9804 or via email at [teresaj@healthtrust.org](mailto:teresaj@healthtrust.org).