

# **INVITATION FOR BID**

**For**

## **FOOD SERVICE**

**(July 1, 2015 - June 30, 2016)**

**(July 1, 2016 - June 30, 2017)**

**(July 1, 2017 - June 30, 2018)**

### **HOME AND COMMUNITY CARE BLOCK GRANT / OLDER AMERICANS ACT**

#### **Congregate and Home Delivered Meals Nutrition Programs**

**YVEDDI Senior Enrichment Services  
P.O. Box 309/533 N. Carolina Avenue, Highway 601  
Boonville, North Carolina 27011  
(336) 367-3522**

**Bid Proposals are due Thursday, April 09, 2015 -- 2:00 p.m.**

**YVEDDI reserves the right to request additional information or references to accept or reject any or all Bid Proposals, to waive technicalities, to accept Bid Proposals in whole or in part, and to award contract(s) which, in the opinion of the grantor, best serves the interest of the program.**

# TABLE OF CONTENTS

	<u>Page</u>
<b>SECTION I: GENERAL REQUIREMENTS/OVERVIEW OF PROGRAM</b> .....	3
A. Bid Submission Instructions .....	4
B. Purpose of Nutrition Program.....	4
C. Overview of Requirements .....	5
D. Bid Evaluation Process .....	5
E. Bid Proposal Negotiations .....	6
F. Bid Proposal Rejection and Re-advertisement .....	6
G. Public Information .....	6
H. Notification of Award .....	6
I. Nature of Proposed Contract.....	6
J. Need for Service.....	8
<b>SECTION II: FOOD SERVICE SPECIFICATIONS</b> .....	9
A. Menu Planning Requirements .....	10
B. Menu Patterns.....	12
<b>SECTION III: FOOD PREPARATION AND SAFETY REQUIREMENTS</b> .....	15
A. Federal, State and Local Requirements .....	16
B. Food Safety .....	16
C. Food Preparation .....	17
D. Food Preparation, Delivery and Transportation.....	17
E. Meals and Service Management .....	19
F. General Specifications.....	20
G. Equipment .....	22
H. Standards for Disposable Dinnerware.....	23
<b>SECTION IV: BID PROPOSAL</b> .....	24
A. Management Services Proposal.....	25
B. Meal Delivery Route Schedule .....	30
C. Assurance of Compliance with the Department of Health and Human Services Regulations Under Title VI of the Civil Rights Act of 1964 .....	31
D. Bid Price Form.....	32
<b>ATTACHMENTS</b> .....	33
A. Checklist for IFB Submission.....	34

**SECTION I:**  
**GENERAL REQUIREMENTS /**  
**OVERVIEW OF PROGRAM**

## SECTION I: GENERAL REQUIREMENTS/OVERVIEW OF PROGRAM

### A. Bid Submission Instructions

The Bid Proposal must be received by YVEDDI's District Office, P.O. Box 309, Boonville, North Carolina, 27011 by **2:00 p.m., Thursday, April 09, 2015**, at which time bids will be opened. Bid Proposals postmarked on the above date but not received in the YVEDDI office until after that date and specified time will **NOT** be considered for competition.

Bidders should complete and submit Section III: Bid Proposal, with all required attachments and a Bid Bond equaling 5% of total bid.

Bid Proposals must be in the form specified in the Invitation for Bid Package and all required information must be included and signed by the chief executive officer of the bidding organization or a duly authorized agent. Envelopes containing the Bid Proposal must be clearly labeled "**Sealed Bid**".

Key dates in the bidding and contracting process are:

**February 16, 2015** Invitation for Bid for Food Service packet is available

**April 9, 2015** Sealed bids due to YVEDDI's District Office by 2:00 p.m. at which time they will be opened

**By May 29, 2015** Notifications mailed to accept or reject caterer bid(s)

**By June 30, 2015** Contracts Distributed and returned to Agency

### B. Purpose of Nutrition Program

The purpose of the Congregate and Home Delivered Nutrition Program is to provide to participating older adults one nutritious meal per serving day with 1/3 of the current minimum Recommended Daily Allowances for Older Adults (as established by Food and Nutrition Boards of the National Research Council) and which follow the meal pattern and standards established by the North Carolina Division of Aging (NCDOA).

### C. Overview of Requirements

Caterers of the HCCBG Nutrition Programs must agree to the following guidelines:

1. Adhere to all Food Service Specifications and Food Preparation and Safety Requirements as outlined in Sections II and III, as written in the North Carolina Division of Aging Service Standards Manual, Volume I -- Congregate and Home Delivered Meals, effective July 1, 2003.
2. Adhere to the Meal Delivery Route Schedule

**D. Bid Evaluation Process**

Qualified bids for the Program will be reviewed and evaluated by the Director of YVEDDI Senior Enrichment Program, OAA staff and YVEDDI Executive Director. The contract will be awarded by YVEDDI. Bid evaluations will be based on the following criteria:

1. Bidder Qualifications, inclusive of, but not limited to:
  - Experience and track record in the catering business
  - Capacity to deliver food according to the program specifications
  - Sanitation and health standards
  - Training provided to service delivery staff
  - Audits
2. Completeness and Accuracy of Bid:
  - All sections complete
  - Appropriate assurances signed
  - Required documents submitted with Bid, including Bid Bond equaling 5% of total bid.
3. Reasonable unit cost rate.
4. Ability to deliver meals at a time that provides the shortest holding time possible between delivery of food and serving times.
5. Ability to deliver meals in a vehicle that allows heating unit to remain plugged in to a power source. (This will not be a requirement for awarding of contract, but this ability will be preferred.)

**E. Bid Proposal Negotiations**

YVEDDI reserves the right to request additional information from the bidding agency or to negotiate specific terms contained within each Bid. YVEDDI reserves the right to accept or reject any or all bid proposals, in whole or in part, and to waive irregularities not affecting substantial rights of the bidding agency at any time during the bid proposal process or prior to contract execution.

**F. Bid Proposal Rejection and Re-Advertisement**

YVEDDI reserves the right to accept or reject any or all Bids. The Bid response time may be extended if Bids are rejected and additional advertisements for Bids must be made. Contracts will be awarded contingent upon the availability of federal and state funds.

**G. Public Information**

All Bids submitted to YVEDDI will become public information after the formal Bid Opening is concluded.

**H. Notification of Award**

Successful and unsuccessful bidders will be notified by YVEDDI by May 31. A twelve (12) month contract (July 1, 2015 - June 30, 2016) will be signed by June 30, 2015. The Invitation for Bid for Food Services packet and Bid Proposal submitted by the successful bidder will be attached to the contract and incorporated by reference as an integral part thereof.

**I. Nature of Proposed Contract**

1. The caterer submitting the approved bid will sign a two-party contract with YVEDDI.
2. The contract may be terminated by the Caterer, giving YVEDDI sixty (60) day prior written notice of intention to terminate as of the date specified, or by YVEDDI, giving the Caterer sixty (60) days prior written notice.
3. The Caterer shall act as an independent contractor, and not as an employee of YVEDDI in providing catered meal services. The Caterer shall be liable, and agrees to be liable, and shall indemnify, defend and hold YVEDDI harmless for all claims, suits, judgments or damages arising from Caterer's operations in providing catered meal services for YVEDDI.
4. **YVEDDI RESERVES THE RIGHT TO MAKE THE FINAL DECISION IN THE AWARDING OF CONTRACTS WHICH BEST SERVE THE OLDER ADULTS OF SURRY AND YADKIN COUNTIES.**
5. **Acceptance of any Bid Proposal is contingent upon receipt of sufficient**

**funds from the North Carolina Division of Aging.** Any reduction or withdrawal of funds from the Program shall be sufficient grounds for cancellation of any agreement.

6. A twelve (12) month contract (July 1, 2015- June 30, 2016) will be awarded. An offer to renew for an additional twelve (12) month period (July 1, 2016 - June 30, 2017) will be extended if caterer's performance has been satisfactory during the contract year. An option to renew for another twelve (12) month period (July 1, 2017 – June 30, 2018) will be extended if the caterer's performance has been satisfactory during the previous contract year(s), on the basis of a thirty-six (36) month bid.
7. The twelve-month period will consist of approximately 250 serving days. Meals will be ordered for Monday through Friday with the exception of designated agency holidays. The caterer will be notified in writing of holidays prior to the start of each annual contract.
  - This IFB presumes that the average number of meals per day for the following 12 month period will be approximately the same number as the previous 12 months.
  - The bidder should develop a single per meal cost for a 36-month period.
  - YVEDDI will consider an annual price increase/decrease for the next year's contract based on the volume of meals served and the Consumer Price Index as of December 31 of each year.
8. **The result of the semi-annual caterer assessments by the local service agency will be the primary factor in determining if a 12 month contract can be extended.** If YVEDDI determines that the caterer is not in contractual compliance with administrative, service provision, or meal service production requirements, and it is not in the best interest of the program to renew the contract, YVEDDI will notify the caterer of such decision via certified mail prior to the date as specified in Section I., sub-section I.
9. With proper notification, as specified in Section I., sub-section I, the caterer reserves the right to withdraw the 12 month extension offer for any reason without penalty. However, failure of the caterer to notify YVEDDI of their renewal decision in keeping with specified time frames would result in forfeiture of the option to renew. If the caterer elects to withdraw the offer, YVEDDI may re-bid for a 12, 24 or 36-month period.

**J. Need for Service**

The estimated need for services is as follows:

Pilot Mountain Senior Ctr 873 W 52 Bypass Pilot Mountain, NC 27041 336-368-0175	Congregate: 20 Home-delivered: 22	Serving Time: 11:30 A.M.
Mt. Airy Nutrition Site 215 Jones School Road Mt. Airy, NC 27030 336-786-6155	Congregate: 35 Home-delivered: 74  Weekly frozen: 5	Serving Time: 11:30 A.M.
Yadkin Valley Senior Center 121 Delos Martin Drive Jonesville, NC 28642 336-526-1087	SURRY COUNTY: Congregate: 10 Home-delivered: 15 YADKIN COUNTY: Congregate: 6 Home-delivered: 26	Serving Time: 11:30 A.M.
Yadkin County Senior Ctr 207 East Hemlock Street Yadkinville, NC 27055 336-367-3596	Congregate: 18 Home-delivered: 79  Weekly frozen: 2	Serving Time: 11:30 A.M.
East Bend Senior Center 473 E. Main Street East Bend, NC 27018 336-699-5100	Congregate: 20 Home-delivered: 24	Serving Time: 11:30 A.M.



**SECTION II:**  
**FOOD SERVICE SPECIFICATIONS**

## Section II – Food Service Specifications:

### A. Menu Planning Requirements

1. The menu must be approved by a licensed dietitian/nutritionist as defined in NC General Statutes 90-352. This person, retained by the caterer, may be a paid employee or a volunteer. Menu approvals shall be indicated by an original signature **on each page** of the menu. The registered dietitian shall review and certify all menus prior to use to assure the following:
  - a. Menus document that at least one hot or other appropriate meal is provided daily at least 5 days per week, except for holidays
  - b. Menus follow the Dietary Guidelines for Americans
  - c. Menus provide the Recommended Dietary Allowance as established by the Food and Nutrition Board, National Academy of Science--National Research Council (Tenth Edition). The nutrient analysis and menu change forms must be on file with the certified menus. Menus are adjusted to meet the special dietary needs of participants to the maximum extent feasible.
  - d. Each meal provides at least 700 calories.
  - e. Sodium content does not exceed 1,300 mg per meal.
  - f. All foods are identified on the menu in order to calculate nutrient value. All prepared or breaded meat items or meat in combination are specified. The form of vegetable or fruit (fresh, frozen, dried, or canned) on a menu is specified.
  - g. Recipes are provided to facilitate nutrient analysis. When recipe ingredients change, the recipe is resubmitted for approval by the dietitian/nutritionist.
  - h. Menus are written for a period of at least 20 days and submitted to the dietitian/nutritionist for nutrient analysis and approval at least 2 weeks in advance of the meals being served.
  - i. Menus follow the menu pattern requirements
    1. Meat/meat alternative -no less than 21 grams
    2. Bread/grains -2 servings of whole grain or enriched grain products
    3. Vegetables/fruits -2 servings -juice may fulfill no more than half of this requirement for anyone meal -vitamin C-rich foods must be served at least twice per week.
    4. Fats- not more than 30% of the total calories per meal- gravies, salad dressings, mayonnaise, margarine, or butter must be specified
    5. Dairy -no less than 400 mg of calcium from combined menu items.
2. Menus are changed at least two times per year, every quarter is preferred.

3. Approved menus must be followed, subject to seasonal availability of food and the availability of USDA donated food.
4. Menu substitutions must adhere to the following guidelines:
  - a. The caterer or on-site production manager must document substitutions for dietitian/nutritionist approval.
  - b. Caterers must send written notification of meals that have an emergency menu substitution on the date delivered.
  - c. Any deviation from the approved menu must be documented on a menu change form that provides the date of delivery, specific food substitution, and signature of the production manager and/or dietitian authorizing the change. These forms must be kept on file with the certified menu.
  - d. Menu substitutions must be approved by the dietitian/nutritionist within 90 days or no later than July 31<sup>st</sup> for meals served in the 4<sup>th</sup> quarter of the state fiscal year.
  - e. Menus must be kept on file with menu change forms for at least one year.
  - f. Menu substitutions should not exceed one per month
5. Therapeutic diets (not currently providing)
  - a. A physician's prescription for a therapeutic diet must be on file prior to services, and prescriptions must be reordered in writing every 6 months
  - b. Therapeutic diet prescriptions and menus must follow the guidelines of the NC Dietetic Association Diet Manual
  - c. Menus must be written by a licensed dietitian/nutritionist and remain on file at least one year
  - d. Each food container must be dated and labeled with the client's name.
6. Frozen Meals
  - a. Frozen meals must meet the same Food Service Specifications and Food Preparation and Safety Requirements as regular meals.
  - b. Frozen meal menus should be varied to ensure the client does not receive the same meal two days in a row, or two weekends in a row.
  - c. All frozen meals must be labeled with the contents, date of preparation and date delivered to the nutrition provider.
7. Shelf Stable Meals
  - a. YVEDDI shall order shelf stable meals to provide clients with a meal option for holidays and inclement weather days.
  - b. Shelf stable meals must meet the same Food Service Specifications and

- Food Preparation and Safety Requirements as regular meals.
- c. All items in a shelf stable meal must be packaged as one meal (i.e. contained in a box).
  - d. No item used in a shelf stable meal will be past the used by date on the packaging.
8. Food items within the meat/meat alternative, vegetable/fruit, and bread/grain groups should be varied within the week and the menu cycle.
  9. Food items should not be repeated two days in a row or served on the same days of consecutive weeks.
  10. Menus should include a variety of food items and preparation methods, including a mixture of colors, food combinations, textures, sizes, shapes, tastes, and appearances.
  11. Menu conferences between the licensed dietitian/nutritionist and YVEDDI should be conducted quarterly to discuss any problems, suggestions, additions, deletions, client comments, upcoming special events, or other topics pertaining to the nutrition program menus.
  12. Main dish salads may be served on the menu.

**B. Menu Patterns**

1. Meat/Meat Alternative Group
  - a. Each meal is to contain at least 2 oz. of cooked edible portion of meat, fish, poultry, or eggs.
  - b. Meat alternatives may be used occasionally for variety and can include bean, pea, or lentil soup or entrees, as well as peanut butter.
  - c. Processed meats, such as hot dogs or sausage, should be limited to once or twice a month because of the high fat and sodium content and limited nutrient value.
  - d. Vegetable protein products are allowed by the Food and Nutrition Service- USDA to be used in meat mixtures up to a maximum of 30%. This means all meat mixtures must contain at least 70% of meat in the mixture.
2. Breads/Grains Group
  - a. Each meal is to contain 2 servings of a whole grain or enriched grain product and may be met in a variety of ways.
  - b. The following examples are considered one serving from the Bread/Grains Group:
    1. 1/2 cup rice, potatoes or pasta
    2. 6 saltine crackers

3. corn bread (2" cube)
  4. 1 roll, biscuit, or muffin
  5. 1 slice of bread.
- c. These may be served as separate items or incorporated into the main entree in the amounts specified above.
  - d. An alternate way of meeting the menu requirement for two servings of bread/grain product would be to provide one serving of bread product as listed above and a starchy vegetable such as 1/2 cup of sweet or white mashed potatoes (or 1 medium- sized potato), lima beans, green peas, or corn. If this alternative is chosen, the starchy vegetable may not be used to satisfy both the bread/grain requirement and the vegetable/fruit requirement.
  - e. A variety of enriched and/or whole grain bread products, particularly those high in fiber, are recommended.
3. Vegetable/Fruit Group
- a. To meet the requirement for two servings of different fruits and/or vegetables per meal, a nutrition provider may consider the following examples of one serving
    1. 1/2 cup canned fruit (drained)
    2. 1/2 cup cooked vegetable (drained)
    3. 1 piece of fresh fruit
    4. 6 ounces of 100% fruit juice (orange, grapefruit, orange-grapefruit, or other 100% fruit juice fortified with Vitamin C to meet 1/3 RDA for Vitamin C)
    5. 1/2 cup coleslaw
    6. 1 cup tossed mixed fresh vegetable salad.
  - b. Juice may fulfill no more than half of the vegetable/fruit requirement for a meal
  - c. One serving of Vitamin C rich food must be served twice each week.
  - d. It is recommended that one serving of Vitamin A rich food also be served twice each week.
  - e. Fruits or vegetables used in gelatin, soups, or main entrees may be counted as one serving if at least 1/2 cup of fruit or vegetable is provided per serving. Vegetable or fruit sauces (e.g., tomato sauce for spaghetti) may not be identified as meeting the fruit/vegetable requirement, except that applesauce may be counted as a fruit.
  - f. Six ounces of juice should satisfy the fruit/vegetable requirement no more than a maximum of two days per week.
  - g. Fresh and frozen vegetables should be used as much as possible. When canned vegetables are used, salt should not be added.
4. Fats Group
- a. Salad dressings, mayonnaise, gravies, white sauces, margarine, or butter must be identified on the menu.

- b. Each meal may contain fat, but care should be taken not to exceed the 30% fat level of total calories per meal.
  - c. Methods that limit the amount of fat during cooking or serving are recommended. However, it should be pointed out that sauces over thin slices of meat help to maintain required food temperatures.
5. Dairy Group
- a. There must be 400 mg. of calcium served per meal. This may be obtained by a serving of milk or other foods high in calcium. Calcium-fortified foods, juices, and other beverages may be served to meet the calcium requirement.
6. Desserts
- a. Options include fruit, puddings, fruited or plain gelatin, ice cream or ice milk, frozen yogurt, sherbet, cake (frosted or with fruit sauce), cobblers, cookies, or pies (or pie squares), etc. Care should be taken not to exceed the 30% fat level of total calories for the meal.
  - b. If fruit is used as a dessert, it can be counted as one serving of fruit/vegetable category
  - c. If any calcium-rich foods are used as dessert, they may be counted as part of the total calcium content of the meal.
7. Beverage Category
- a. Coffee or tea may be served, but cannot be counted as fulfilling any part of the 1/3 daily Recommended Dietary Allowances requirement.

## **SECTION III:**

# **FOOD PREPARATION AND SAFETY REQUIREMENTS**

## **SECTION III: FOOD PREPARATION AND SAFETY REQUIREMENTS**

### **A. Federal, State, and Local Requirements**

1. Federal rules require that nutrition programs comply with all state and local requirements for the safe and sanitary handling of food, equipment, and supplies. Services must meet state and local licensing, health, and safety requirements.
2. Permit -North Carolina nutrition providers must maintain a permit from the Division of Environmental Health, N.C. Department of Environment and Natural Resources, and must comply with the food safety and sanitation practices issued in the "Rules Governing the Sanitation of Restaurants and Other Foodhandling Establishments" "" (15A NCAC 18A .2600)
3. Grade A Sanitation Rating -Nutrition providers and food preparation sub-contractors must follow the sanitation rules in 15A NCAC 18A .2600 to maintain a Grade A (or at least 90%) sanitation rating. If the grade falls below "A" or 90%, YVEDDI must be notified and must receive a copy of the Environmental Health inspection report. Corrective action must be undertaken and a request for re-inspection for purposes of raising the grade must be made within 7 days of the lower grade. When the local Environmental Health Specialist re-inspects the facility, YVEDDI must receive a copy of the re-inspection report. The facility where meals are prepared or served may continue to provide meals for the nutrition program with a sanitation rating of less than "A" or 90% at the discretion of YVEDDI.

### **B. Food Safety**

1. All staff working in the preparation of food must be under the supervision of a person who shall insure the application of hygienic techniques and practices in food handling, preparation, and service. This supervisory person shall consult with the caterer's dietitian for advice and consultation as necessary.
2. All food must be packaged and transported in a manner to protect against potential contamination, including dust, insects, rodents, unclean equipment and utensils, and unnecessary handling.
3. Packaging and transport equipment must maintain temperatures. All documentation of food temperatures must be kept on file for audit.
4. The area where meals are handled or served must be kept clean and in good repair.
5. Food temperatures must meet the requirements of "Rules Governing the Sanitation of Restaurants and Other Foodhandling Establishments' (15A NCAC 18A .2600). All potentially hazardous food must arrive at the site to ensure that it reaches the client at 140°F or above for hot foods and 45°F or below for cold foods.
6. Food preparation caterers must document each food item delivered and record the end of food preparation time on meal delivery tickets (signed by the food production manager).



7. Food must be received at the drop-off location by a nutrition program employee or trained volunteer. That person must document meal arrival time on the caterer's delivery ticket (signed by the person receiving the food). If warming equipment or refrigeration equipment is used to hold food prior to serving, then temperatures also must be taken and recorded at the time of food delivery. Food temperatures must be recorded by the name of each specific food item, except bread products, cake, fresh fruit, and fruit cobblers. One extra homebound meal per site per day shall be provided at no cost to YVEDDI to be used for checking temperature.

**C. Food Preparation**

1. Food prepared, frozen or canned in the home cannot be served at the site
2. Food from unlabeled, rusty, leaking, or broken containers or cans with side dents, rim dents, or swells cannot be used.
3. All meat and poultry, fresh or frozen, must bear inspection stamps on the box or package indicating inspection by USDA, the N.C. Dept. of Agriculture and Consumer Services, or other agencies having regulatory authority.
4. All foods used in the meals must be from sources approved by federal or state agencies (USDA, FDA, the NC Dept. of Agriculture and Consumer Services, or other agencies having regulatory authority). All foods used in meals must be in compliance with applicable state and local laws, ordinances, and regulations. They must be clean, wholesome, free from spoilage, free from adulteration and mislabeling, and safe for human consumption.
5. Fresh raw fish must bear the PUFU (Packed Under Federal Inspection) Shield.
6. Prior to use, all fruits and vegetables must be washed to remove dirt or insecticide residues.
7. Recipes need to provide a consistent quality and quantity of meals.
8. Food preparation needs to present optimum flavor and appearance, while retaining nutrients and food value.
9. Home-delivered meals must be individually packaged, packed in insulated food carriers, and transported immediately.
10. All food delivery carriers must meet National Sanitation Foundation standards and must be sanitized daily by the caterer
11. Divided containers with air-tight seals must be used for hot food.
12. Bread must not be placed on top of other food.
13. Cold and hot food must be packaged and packed separately.
14. Individual containers with tight-fitting coverings must be used for all cold food. Sealable "sandwich" type bags may be used for bread.

**D. Food Preparation, Delivery and Transportation**

1. State and local fire, health, sanitation and safety regulations must be adhered to in all stages of food service operations.

2. The caterer shall ensure that all staff working in the preparation of food shall follow hygienic techniques and practices in food handling, preparation and service.
3. Tested quality recipes must be used to achieve the consistent and desirable quality and quantity of meals. The recipes should be adjusted to yield the number of servings needed.
4. All foods must be prepared and served in a manner to present optimum flavor and appearance, while retaining nutrients and food value.
5. All "panned foods" such as cornbread, cake and meatloaf shall be scored or indicated for proper serving size.
6. NOTE: Special serving instructions for such foods shall be provided daily. The special needs of the elderly must be considered in all food selection and meal preparation.
7. If necessary, the caterer will change the sources of food supply to upgrade food quality. These changes will be at the request of the local service agency's nutrition director.
8. Meal production for the HCCBG nutrition program will be supervised by a dietitian or an individual who is certified in institutional/hotel management or food service production.
9. Caterer is to maintain staff trained in food service management techniques. The Commissary Manager should have formal training and/or experience to oversee the direct preparation and packaging of meals for delivery.
10. Upon request, the caterer will submit the meal production supervisor's credentials to YVEDDI and/or local service agencies.
11. The caterer shall be responsible for delivering and maintaining hot foods at 140 degrees F. or above and cold foods at 45 degrees F. or below until serving time at each nutrition site. It is recommended that all hot food used in the Home Delivered Meals be at 180 degrees F. at the time of packaging.
12. Meals will be prepared and transported in such a manner as to avoid spillage and contamination by mixtures of food or foreign matter/objects.
13. All food carriers must be National Sanitation Foundation-approved or equal and sanitized daily by the caterer.
14. Transportation of the food to the individual sites will be the responsibility of the caterer. The caterer shall follow the established delivery schedule for the nutrition site(s) to ensure the service of meals at the given time. (**Caterer will complete a delivery schedule for each route, if applicable, in the Bid Proposal.**) Trucks should be equipped with harnessing devices to prevent spillage and movement of containers and shall be maintained in a sanitary condition.
15. All foods in transport shall be completely and securely covered and in proper containers.
16. All serving utensils, pans and **transport units** shall be sanitized daily by caterer.

17. All food shall be packaged and transported in a manner to protect against potential contamination including dust, insects, rodents, unclean equipment and utensils, and unnecessary handling. Packaging and transport equipment must maintain appropriate food temperatures. Records of all temperature checks shall be kept on file for audit.
18. Ideally, all food will be transported to the site in a vehicle that allows warming devices to remain plugged in until arrival at site.

E. **Meals and Service Management**

1. YVEDDI shall not be obligated to pay for meals which are undelivered to a nutrition site or meals which are incomplete, do not meet one-third Recommended Dietary Allowance, or do not meet meal pattern (i.e., spoiled, damaged, insufficient, or late - less than one-half hour prior to serving time)
  - a. If the Caterer cannot replace the undelivered or incomplete meals by serving time on the same day, YVEDDI shall have the right to purchase the comparable food item(s) from another source. In this instance the Caterer will credit that month's invoice to YVEDDI an amount equal to the Purchaser's expense for obtaining these food items.
  - b. If YVEDDI is unable to purchase replacements, the caterer shall bear liability for the total unit cost of each undelivered or incomplete meal. (Unit cost is defined as total service unit cost as described in the local agency's Home and Community Care Block Grant Nutrition Service Budget.)
2. The caterer must follow standard dry-weight measures (pound, ounce) in determining quantities of raw food to give correct yield of prepared food as required.
3. Caterer will provide each nutrition site with daily "meal ticket" forms. These forms will specify the number of meals delivered to the site and will have the time preparation of meals ended with the commissary manager's signature; will have space for nutrition site managers to record: a) time food was delivered to the site and food temperatures and b) time food was served and food temperatures and c) room for comments pertaining to food service, food quantity and food quality. (Meal ticket forms shall be in duplicate and the nutrition site manager will return one copy to caterer and one copy to local service agency.)
4. The local service agency's nutrition program director will be responsible for notifying the caterer by 4:00 p.m. of the preceding day of any change in the

number of meals to be delivered to the nutrition sites the next day. Caterer and local service agencies may agree to an earlier time.

5. Meals will not be served during inclement weather (snow, ice, etc.) using the local Board of Education's decision for school closing as a guide, unless otherwise agreed upon by all parties. If caterer is notified by 7:00 a.m. not to prepare meals for any inclement weather days, no charges will be made to the local service agency for that day. Charges made for notification after 7:00 a.m. will be made at a prorated cost for preparations that have been made. Caterer must have appropriate answering machine or voice mail at site so that local service agency may leave closing information as soon as a decision is made.
6. The caterer will provide a birthday cake once per month to each site on the last Wednesday of each month at no cost to the agency. This date may be altered if mutually agreed upon between the caterer and the local service agency. The number of servings of the cakes must equal or exceed the number of congregate meals ordered for that day.
7. The local service agencies reserve the right to add additional meals and/or nutrition sites as funds are made available without additional cost to the agency. Further, the local service agencies reserve the right, with approval from the Area Agency on Aging, to relocate or close existing nutrition sites when necessary without additional cost to the agency.
8. Caterer will bill each local service agency on a monthly basis for the number of meals ordered. If shortages occur, the caterer will bill for the number of meals ordered at the per meal contract rate and credit the local service agency for incomplete or undelivered meals at the full unit cost rate.

**F. General Specifications**

1. The local service agency's nutrition director, or his/her designee, will conduct a formal on-site assessment of the caterer at least on an annual basis.
2. The local service agency's nutrition director or his/her designee will examine food from the first meal served at each nutrition site each day. This examination will include measurement of component weights, as well as visual examination for color and appearance. In addition, the local service agency shall have the option of periodically drawing samples for more detailed analysis in a qualified laboratory.
3. Local service agency and authorized representative, local county representative, Northwest Piedmont Council of Governments and authorized

representative, North Carolina Division of Aging (NCDOA), USDA Food Distribution Agency officials, United States Administration on Aging of the Department of Health and Human Services, the United States and North Carolina Departments of Agriculture, and the Comptroller General of the United States, have the right to inspect food production sites, receipts and purchase records and vehicles.

4. Caterer will furnish reports as required by the local service agency, PTRC, County, NCDOA and United States Administration on Aging.
5. Caterer shall indemnify YVEDDI against loss of damage, including cost of litigation.
6. Caterer shall comply with Title IV, Title VI, and Title VII of the Civil Rights Act of 1964, in regard to employment practices and persons served. Additionally, Caterer shall comply with North Carolina's policies and procedures for Home and Community Care Block Grant Programs.
7. Caterer will furnish YVEDDI with the Certificate of Insurance certifying that the Caterer carries Workmen's Compensation, Comprehensive (including products), bodily injury and property damage liability insurance. Caterer shall be responsible for all fees, taxes, and licenses required to operate under this contract.
8. Caterer shall not subcontract any portion of the contract to another food service company without the advance written consent of YVEDDI. If YVEDDI approves a subcontract or assignment, the caterer remains liable for performance of its obligations under the agreement.

**G. Equipment**

The following two charts detail the equipment/disposables required for the Home Delivered Meals Program and each Congregate Nutrition site.

**CHART 1**

**Home Delivered Meals Equipment/Disposables to be Provided by Caterer**

1. Divided aluminum foil containers or other appropriate container to hold the food and keep the temperatures. (The size of the container will vary depending on the food delivery carriers used.)
2. "Sandwich" type bags for bread
3. Appropriate individual containers with tight-fitting lids for all cold foods, salads, soups, and desserts.

**CONDIMENTS**

1. Appropriate for each meal, i.e., salt, pepper, sugar, mustard, ketchup, vinegar, tartar sauce, salad dressings, etc.
2. Ice, when needed

**CHART 2**

**Congregate Nutrition Equipment, Disposable and Condiments to be Provided by Caterer**

**EQUIPMENT**

1. Food carriers, both hot and cold
2. Electrical hot holding units (i.e. steam table)
3. Stainless steel hotel pans with appropriate lids
4. Ice Chest (if needed)
5. Serving utensils: Appropriate serving utensils each day for items on menu

**DISPOSABLES**

1. Plastic ware kits (bulk)
2. Napkins (bulk)
3. Disposable plastic gloves
4. Straws for milk containers
5. Disposable hair nets

**CONDIMENTS**

1. Appropriate for each meal, i.e., salt, pepper, sugar, mustard, ketchup, vinegar, tartar sauce, salad dressings, etc.
2. Ice, when needed
3. Coffee
4. Tea

H. **Standards for Disposable Dinnerware**

- **Knives** - should cut without bending and should be of at least medium weight;
- **Spoons** - should not bend, melt or break and should be of at least medium weight;
- **Fork tines** - should not break off when used for eating and should be of at least medium weight;

## **SECTION IV:**

### **BID PROPOSAL**

**A. MANAGEMENT SERVICE PROPOSAL**

**B. MEAL DELIVERY ROUTE SCHEDULE**

**C. ASSURANCE OF COMPLIANCE WITH  
TITLE VI OF THE CIVIL RIGHTS ACT**

**D. BID PRICE FORM**

**Instruction to Bidder:  
Complete and return only this section  
(Keep other sections for future reference)**



**A. MANAGEMENT SERVICES PROPOSAL**

**(To be completed and returned by bidder.)**  
(Congregate and Home Delivered Meals Program)

Respond completely to **each** of the following questions. Use as many additional pages as necessary. Please number responses according to question.

- 1. Give the name, address, and telephone number of the primary contact person for this Bid Proposal.

---

---

---

- 2. Give the name, address, and telephone number of an alternate contact person for this Bid Proposal

---

---

---

- 3. List contractual experience during the past three (3) years in like or similar services to the Nutrition Program.

<u>Name/address of Contracting Party</u>	<u>Contact Person</u>	<u>Phone Number</u>
_____	_____	( ) _____
_____	_____	( ) _____
_____	_____	( ) _____

4. A. Indicate name, address, and phone number of bank handling company checking account.

---

---

---

- B. If bidder is private-for-profit, list major creditors and firms providing a line of credit.

<u>Creditor</u>	<u>Phone Number</u>
_____	(____)_____
_____	(____)_____
_____	(____)_____

5. Give the location of the facility where food will be prepared for the Project (i.e. name, street, address and telephone)

---

---

---

6. A. Does the facility have a Grade A Sanitation Rating? \_\_\_\_\_ Yes \_\_\_\_\_ No

B. What is the date of the most recent inspection? \_\_\_\_\_

C. Please attach a copy of the most recent inspection findings.

7. Describe the food carrier equipment and delivery vehicle(s) that will be utilized in providing meals to the Project. Include the number, type model, etc.

---

---

---

8. Describe how standard hot and cold temperatures will be maintained. Include a detailed description of the equipment to be used. (**NOTE: All equipment should meet NSF standards.**) (See Section II, "Equipment" for Program requirements.)

---

---

---

---

9. Describe the adequacy of your storage area for commodity foods; Include dry, refrigeration and freezer storage.

---

---

---

---

10. A. Describe any other catering services that you would wish to provide to the program? Include additional costs that would be involved, if any.

---

---

---

---

- B. Describe any other non-catering services that you would wish to provide to the program (i.e. nutrition education, health screenings, etc.)? Include additional costs that would be involved, if any.

---

---

---

11. Describe the qualifications and training of your commissary manager to oversee the direct preparation and packing of meals for delivery.

---

---

---

---

12. Describe any other information you would like to provide.

---

---

---

---

13. Describe any of the aforementioned specifications which your firm **cannot** meet. **If not listed here, bids will be evaluated with the understanding that the bidder will meet all specifications required in this IFB Packet.**

---

---

---

---

14. VENDOR shall furnish certificates of insurance as follows:

Worker's Compensation Insurance as required by law.

Comprehensive General (public) Liability to include (but not be limited to) the following: Premises/operation; independent contractors; personal injury; products/completed operation; contractual liability with a combined single limit for bodily injury and property damage of \$1,000,000.00 per occurrence. VENDOR may satisfy these requirements through a combination of primary and excess

coverage.

The YVEDDI and VENDOR waive any and all rights of recovery from each other for property damage or loss or use thereof, howsoever occurring. This waiver shall include, but not be limited to, losses covered by policies of fire, extended coverage, boiler explosion and sprinkler leakage. This waiver shall not apply to claims for personal injury or death.

15. Attach sample menus. (Include regular meals, shelf stable meals and holiday menus)
16. The information in this Bid Proposal is accurate and complete to the best of my knowledge.

---

Signature of Authorized Agent Submitting Bid

---

Date

**B. MEAL DELIVERY ROUTE SCHEDULE**

Meals will be delivered to:

- Pilot Mountain Senior Center
- Mt. Airy Nutrition Site
- Yadkin Valley Senior Center
- Yadkin County Senior Center
- East Bend Senior Center

Serving Time: 11:30 A.M.

Meal Production Complete: \_\_\_\_\_  
Time

Meals Depart Commissary: \_\_\_\_\_  
Time

Meal Arrival Time: \_\_\_\_\_

Will this route include other stops for other meal programs? \_\_\_\_\_ Yes \_\_\_\_\_ No

If so, please describe other stops and meal arrival times:

---

---

---

---

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

**C. ASSURANCE OF COMPLIANCE WITH THE DEPARTMENT  
OF HEALTH AND HUMAN SERVICES REGULATION UNDER  
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

\_\_\_\_\_ (hereinafter referred to as  
"Applicant") (Name of Applicant Agency)

HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR Part 80) issued pursuant to that Title, to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Department; and HEREBY GIVES ASSURANCE THAT it will immediately take any measures necessary to effectuate this Agreement.

If any real property or structure thereon is provided or improved with the aid of Federal financial assistance extended to the Applicant by the Department, this assurance shall obligate the Applicant, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided, this assurance shall obligate the Applicant for the period during which it retains ownership or possession of the property. In all other cases, this assurance shall obligate the Applicant for the period during which the Federal financial assistance is extended to it by the Department.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Applicant by the Department, including installment payments after such date on account of applications for Federal financial assistance which were approved before such date. The Applicant recognizes and agrees that such Federal financial assistance will be extended in reliance on the representations and agreements made in this assurance, and the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the Applicant, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Applicant.

Dated \_\_\_\_\_ Applicant \_\_\_\_\_

Applicant's Mailing Address: \_\_\_\_\_

By: \_\_\_\_\_  
(President, Chairperson of Board, or Comparable authorized official)

**D. BID PRICE FORM**

Please submit the information below:

An average of approximately:

20 congregate meals at Pilot Mountain site per day for approximately 250 serving days

22 home-delivered meals at Pilot Mountain site per day for approximately 250 serving days

35 congregate meals at Mt. Airy site per day for approximately 250 serving days

74 home-delivered meals at Mt. Airy site per day for approximately 250 serving days

25 frozen meals at Mt. Airy site per week for approximately 250 serving days

10 congregate meals at Jonesville site (Surry Co) per day for approximately 250 serving days

15 home-delivered meals at Jonesville site (Surry Co) per day for approximately 250 serving days

6 congregate meals at Jonesville site (Yadkin Co) per day for approximately 250 serving days

26 home-delivered meals at Jonesville site (Yadkin Co) per day for approximately 250 serving days

18 congregate meals at Yadkinville site per day for approximately 250 serving days

79 home-delivered meals at Yadkinville site per day for approximately 250 serving days

10 frozen meals at Yadkinville site per week for approximately 250 serving days

20 congregate meals at East Bend site per day for approximately 250 serving days

24 home-delivered meals at East Bend site per day for approximately 250 serving days

at: \$ \_\_\_\_\_ per meal x \_\_\_\_\_ meals = \$ \_\_\_\_\_ Total Price  
(Do not include sales tax.)

b: Submit the following information pertaining to your per meal cost:

Personnel: \_\_\_\_\_ %

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

Other: \_\_\_\_\_ %

Specify:

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_



Signature and title of authorized agent submitting bid:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

Date: \_\_\_\_\_, 2015

**SECTION V:**

**ATTACHMENTS**

**Attachment A: Checklist for IFB Submission:**

- \_\_\_\_\_ Completed Management Service Proposal
- \_\_\_\_\_ Meal Delivery Route Schedule
- \_\_\_\_\_ Assurance of Compliance With Title VI of the Civil Rights Act
- \_\_\_\_\_ Bid Price Form
- \_\_\_\_\_ Copy of Most Recent Inspection Findings for facility where food will be prepared
- \_\_\_\_\_ Copy of appropriate Certificate of Insurance
- \_\_\_\_\_ Sample Menus
- \_\_\_\_\_ Bid Bond equaling 5% of total bid.