



Greater Springfield Senior Services, Inc.
66 Industry Avenue, Suite 9
Springfield, MA 01104
(413) 781-8800
www.gsssi.org

BID SPECIFICATIONS - 2018

for the

NUTRITION PROGRAM FOR THE ELDERLY

Greater Springfield Senior Services, Inc. (GSSSI), a private non-profit Area Agency on Aging and Aging Services Access Point, is pleased to announce Federal Title III-C open and competitive bid for the MASSACHUSETTS NUTRITION PROGRAM FOR THE ELDERLY in accordance with requirements found in the Older Americans Act of 1965 and as amended and with the **Massachusetts Executive Office of Elder Affairs (EOEA)**. GSSSI serves adults 60 years of age and older and caregivers ages 55 years of age and older as mandated by the Older Americans Act.

These meals are served in strategically located centers, such as community centers, senior drop-in centers, churches, etc. They are also served to homebound elders. The Nutrition program provides meals to those residing in Brimfield, Hampden, Holland, Palmer, Springfield, Wales and Wilbraham.

We are seeking bids for a traditional menu, a Latino menu and a possible therapeutic menu. Bids will be accepted for the traditional menu only. Bids will be accepted for the Latino menu only. Bids will be accepted for the traditional menu and the Latino menu.

Included in this document:

- Timeframe
- Table of Contents
- GSSSI Program Specifications
- Bid Specifications
- Application form including meal cost analysis
- Resources
- Please note: Nutrition Standards attachment

TIMEFRAME

Friday, May 5, 2017

Bidder's Conference will be held at Greater Springfield Senior Services, Inc. 66 Industry Avenue Suite 9, Springfield MA 01104. The purpose of this conference is to provide clarification of specifications to all potential bidders. This is a Massachusetts Elderly Nutrition Program Caterers' Forum and will provide details of current program.

If you have any questions regarding these specifications, reserve them for that occasion.

The forum will be held from 9 a.m. – 12 p.m. (noon)

Please call 413-781-8800 x 190 to confirm your attendance.

May 31, 2017

Sealed proposals are due for the Greater Springfield Senior Services, Inc. Title III-C nutrition program.

Bids are to be submitted in triplicate (one (1) original and two (2) copies), enclosed in a sealed envelope, marked "SEALED BID" and addressed to:

Jennifer Putnam, Nutrition Program Coordinator
Greater Springfield Senior Services, Inc.
66 Industry Avenue, Suite 9, Springfield, MA 01104

June 14, 2017

Tasting for finalists:

Please bring actual components of meal for program; one (1) entrée; one (1) vegetable; and one (1) starch. (Must include one (1) commodity item.) Caterers will provide own chaffing dishes and heat source. GSSSI will provide paper products and eating utensils.

Tasters will include Nutrition Program staff, Board and Council members. Call Jenn Putnam 413-781-8800 ext. 190 on June 12 for number of tasters attending.

August 3, 2017

The bid will be announced no later than this date.

Contents

TIMEFRAME.....	2
GSSSI PROGRAM SPECIFIC REQUIREMENTS	5
Overview	5
Program Requirements.....	6
Home Delivered Meal Program	7
Congregate Meal Program.....	8
Latino Congregate Meal Program	10
STATEWIDE SPECIFICATIONS OPERATIONS.....	11
Personnel	11
Equipment and Supplies	12
Right to Self-Purchase	12
Reservation System.....	12
Sanitation and Food Handling Requirements	12
Temperatures.....	14
USDA Donated Foods (Commodities)	14
Group Purchasing Program.....	14
Transportation of Food	15
Emergency Procedures	16
STATEWIDE SPECIFICATIONS POLICIES	17
Performance Bond	17
Certification.....	17
Non-Discrimination in Service Delivery	17
Non-Discrimination In Employment	18
Affirmative Action.....	19
Accountability	19
Confidentiality.....	20
Contract.....	20
Payment	21
Termination.....	21
REVIEW PROCESS	23
Evaluation Criteria.....	23

APPLICATION..... 24
 Meal Cost Analysis 30
Other Resources..... 32

GSSSI PROGRAM SPECIFIC REQUIREMENTS

In accordance with the goals and purposes of the Title III-C Elderly Nutrition Program established under the Comprehensive Older Americans Act Amendments of 1992, Greater Springfield Senior Services, Inc. (GSSSI) and the Massachusetts Executive Office of Elder Affairs are committed to meeting the needs of Older Americans within its service areas.

These meals are served to groups of seniors in the community and also to homebound elders within the service area. The Nutrition program provides meals to those residing in Brimfield, Hampden, Holland, Palmer, Springfield, Wales and Wilbraham.

Overview

Home Delivered Meals – Traditional/Latino				
Lunch:	Cold Supper:	Frozen: suppers & weekends	Latino:	Shelf Stable Meals:
<ul style="list-style-type: none"> * Serve 1,100 meals daily *Monday – Friday *Oliver packaging system *Must allow 27 drivers plus trainees to pick up meals from Provider’s kitchen or distribution center *Two transports to meal sites, (additional transport when required for special events) *Regular, Modified, Chopped and Pureed meal types served 	<ul style="list-style-type: none"> * Serve 150 meals daily *Plastic shrink wrap over Styrofoam plates and use of Oliver packaging system *Modified meal type 	<ul style="list-style-type: none"> *Provided by approved distributor or meet required standards** *Provider adds cold pack (milk, bread & dessert) 	<ul style="list-style-type: none"> *Serves 25 meals HDM style daily at one congregate site *Serves 20 HDM daily 	<ul style="list-style-type: none"> *Serves 1,100 as a reserve food source *Meals are distributed 3 packages at a time/person *Regular meal type *Typically distributed November – April *Provider assembles shelf stable meals

** Frozen Meals Standards: 1. all pre-packaged-ready-to-eat frozen meals for the Elderly Nutrition Program must be produced by facilities which are inspected by USDA and comply with state and federal regulations. 2. Exemptions: All require approval from the Executive Office of Elder Affairs (EOEA) 3. All exempt food service commissaries must meet Massachusetts regulations regarding preparation, storage and transportation of frozen food License under (M.G.L. C 94: 73A) and licensed under MGL c.94, 305C Minimum Sanitation Standards for food handling). 4. All exempted food service providers are required to have a blast freezer and/or demonstrate that they can cool food in a timeline according to the Food Code (from 140°F down to 70°F or less within two hours, and drop the temperature from 70°F to 41°F degrees or less within 4 additional hours).

• Congregate Dining Sites	
Basic Meal:	Latino Meal
<ul style="list-style-type: none"> • Serve approximately 200 meals • Monday – Friday • Transport to 14 Senior Dining Sites • Regular, Modified, Pureed and chopped meal types served 	<ul style="list-style-type: none"> • Serve approximately 25 meals • Monday – Friday • Transport to 1 Senior Dining Site • Oliver packaging system • Regular, Modified, Pureed and chopped meal types served

The contract for therapeutic meals might be available in the future: 1) Do you have the capacity to prepare therapeutic meals (cardiac, diabetic & renal)? 2) Would you be interested in bidding on this contract at that time (this will be used for informational purposes only)? (Please see p.27 to respond)

The Food Service Company will be hereafter called the Provider. Greater Springfield Senior Services, Inc. will be called GSSSI, the Project or the Nutrition Project.

Program Requirements

Meal counts may vary each day, depending upon the number of reservations for that day. The specific number of meals needed for each day will be emailed and faxed to the Provider by the Nutrition Project no later than 1:00 p.m. on the work day prior to service. The Provider must have a fax machine and email access at the site where the meals are prepared and packaged.

Menus are created by the GSSSI Nutrition Specialist in cooperation with the Provider. Menus are approved by the GSSSI Nutrition Specialist. Menus are based upon the criteria set forth in the Nutrition Standards section of these specifications in accordance with the standards and regulations provided by the Massachusetts Executive Office of Elder Affairs.

GSSSI Nutrition Project is closed on the following eleven (11) holidays:

New Year’s Day	Memorial Day	Veterans Day
Martin Luther King, Jr. Day	Independence Day	Thanksgiving Day
President’s Day	Labor Day	Christmas Day
Patriots Day	Columbus Day	

If a holiday falls on a Saturday or Sunday, the holiday will generally be observed on the Monday after the holiday.

The Provider shall provide immediate reimbursement for any out of pocket expenses incurred by the Nutrition Project when replacing part or all of a meal that is not delivered or is not wholesome.

The Provider will clean and sanitize all vehicles and equipment necessary for the delivery of food to the sites and drop-off sites, including but not limited to: picking up all empty food pans from the previous day’s delivery, all Cambros, coolers used for transporting milk, and other necessary equipment.

Home Delivered Meal Program

The objective of the Home Delivered Meal (HDM) is to provide a nutritious noon meal for those individuals over 60 years of age who are homebound and have difficulty preparing a nutritious meal for themselves. The HDM provides not only a nutritious meal, but contact with a caring HDM driver and a wellness check for the senior.

The Provider must have the capability and qualifications to prepare and handle this food based upon the following service description:

- Food is delivered hot and individually packaged using the Oliver Packaging System and plastic shrink wrap over styrofoam plates.
- Cold suppers are provided using the Oliver Packaging System and plastic shrink wrap over styrofoam plates.
- Frozen meals are provided for distribution: Monday – Friday, frozen supper meals and; Thursday and Friday, weekend frozen meals.
- Shelf stables will be distributed several times annually packaged using plastic shrink wrap over styrofoam plates.
- GSSSI requires that one Provider employee will serve as a “packer” to complete the efficient and accurate distribution of HDMs to the drivers each morning.

At the beginning of the contract year the Nutrition Project and the Provider will establish route parameters. Provider must have adequate staff for complete delivery of meals to two drop-off sites in eastern Hampden County; Palmer Council on Aging and Brimfield Council on Aging. The majority of meals (approximately 900) are distributed by 25 of the GSSSI Home Delivered Meals drivers who will pick up their meals at the Provider’s kitchen or distribution Center. This site must have access for these 25 drivers plus trainees to park their vehicles to pick up and load meals.

The Provider is responsible for assuring that meals arrive at the drop-off sites at the proper temperatures and in the amounts ordered. Food temperatures must be taken and documented before food leaves the kitchen. The meal site manager will record arrival temperatures and verify meal count, before the Provider or HDM Drivers leave the site.

Congregate Meal Program

The objective of the Congregate Meal Program is to provide a nutritious noon meal for senior citizens. In addition to nutrition, the program aims at reducing the isolation of older Americans by providing these meals in a social setting.

Food is delivered hot and in bulk to each congregate meal site. At the beginning of the contract year the Nutrition Project and the Provider will establish delivery schedules. Provider must have adequate staff for complete delivery of meals to all drop-off sites.

The Congregate Sites may hold special functions during the course of the year for congregate meal participants for which Provider will be expected to cater. Reservation counts and any changes to the menu will be discussed in advance between the Project and the Provider.

The Provider is expected to provide a monthly, frosted birthday cake to all Congregate Sites.

The Provider (chef) is expected to perform 1 cooking demonstration/month at a congregate site.

The Provider is expected to provide an “upgraded” entrée, dessert or additional food item for holidays and special event days (listed below) – at a mutually agreed upon price (if there is an increased cost).

SPECIAL EVENT DAYS:

New Year’s Eve; Martin Luther King, Jr. Day; Valentine’s Day; St. Patrick’s Day; Mother’s Day; Father’s Day; Independence Day; Thanksgiving Day; Christmas Day; Misc. special events.

The Provider is responsible for assuring that meals arrive to the site at the proper temperatures and in the amounts ordered. Food temperatures must be taken and documented before food leaves the kitchen. The meal site manager will record arrival temperatures and verify meal count, before the Provider leaves the site.

With the opening of the new Blunt Park Senior Center in Springfield we would like to consider a trial program which offers the traditional hot lunch and an alternative meal choice.

Greater Springfield Senior Services, Inc. Food Current Drop off Time/Schedules – Subject to change

Site	City/Town	Drop Off Time	Average Meals	Days Open
Baystate Place housing	Springfield	10:05 AM	15	3x/week
Blunt Park Senior Center	Springfield	Unknown	Unknown	Unknown
Brimfield COA	Brimfield	10:55 AM	25	2x/week
Forest Park Manor Housing	Springfield	11:45 AM	15	2x/month
Greater New Life Christian Center	Springfield	11:20 AM	22	1x/month
Greenleaf Community Center	Springfield	11:30 AM	45	2x/week
Hampden COA	Hampden	10:15 AM	35	5x/week
Holland COA	Holland	11:30 AM	23	2x/week
Hungry Hill Senior Center	Springfield	10:40 AM	51	2x/month
Independence /Costello House	Springfield	11:00 AM	30	2x/month
Mt. Calvary Baptist Church	Springfield	10:00 AM	30	1x/week
Palmer COA	Palmer	10:35 AM	27	3x/week
Riverview COA	Springfield	10:15 AM	25	5x/week
Seniority Social Day Care	Springfield	09:30 AM	22	5x/ week
Wilbraham COA	Wilbraham	09:55 AM	100	Special events

Latino Meal Program

The objective of the Latino Nutrition Program is to provide a mix of nutritious meals, both culturally appropriate Latino menu items and traditional American recipes. This noon meal for seniors is served at the Riverview Senior Center, Monday – Friday, and to HDM clients. The Food Service Company, hereafter called the Provider, must have the capability and qualifications to prepare and handle this food based upon the following service description:

Food is delivered hot and individually packaged using the Oliver Packaging System and plastic shrink wrap over Styrofoam plates to the Riverview Senior Center congregate meal site and possibly to HDM clients in the future.

Meal counts may vary each day, depending upon the number of reservations for that day.

The specific number of meals needed for each day will be faxed and emailed to the Provider by the Nutrition Project no later than 1:00 p.m. on the work day prior to service. The Provider must have a fax machine and email access at the site where the meals are prepared and packaged.

Menus are created by the GSSSI Nutrition Specialist in cooperation with the Provider. Menus are approved by the GSSSI Nutrition Specialist. Menus are based upon the criteria set forth in the Nutrition Standards section of these specifications in accordance with the standards and regulations provided by the Massachusetts Executive Office of Elder Affairs.

The Provider is responsible for assuring that meals arrive to the site at the proper temperatures and in the amounts ordered. Food temperatures must be taken and documented before food leaves the kitchen. The volunteer meal site manager will record arrival temperatures and verify meal count, before the Provider leaves the site. At the beginning of the contract year the Nutrition Project and the Provider will establish the delivery schedule. Provider must have adequate staff for complete delivery of meals to all drop-off sites.

GSSSI Nutrition Project is closed on the following eleven (11) holidays:

New Year's Day	Memorial Day	Veterans Day
Martin Luther King, Jr. Day	Independence Day	Thanksgiving Day
President's Day	Labor Day	Christmas Day
Patriots Day	Columbus Day	

If a holiday falls on a Saturday or Sunday, the holiday will generally be observed on the Monday after the holiday.

The Provider shall provide immediate reimbursement for any out of pocket expenses incurred by the Nutrition Project when replacing part or all of a meal that is not delivered or is not wholesome.

The Provider will clean and sanitize all equipment necessary for the delivery of food to the Congregate Sites, including but not limited to: picking up all Cambros, coolers used for transporting milk, and other necessary equipment empty food pans from the previous day's delivery.

The Riverview Senior Center may hold special functions during the course of the year for congregate meal participants for which Provider will be expected to cater. Reservation counts and any changes to the menu will be discussed in advance between the Project and the Provider. The Provider is expected to provide a monthly frosted birthday cake to the Latino Congregate Site.

STATEWIDE SPECIFICATIONS OPERATIONS

The following represent all required standards. Your failure to adhere to these standards may affect your status as a meal provider.

Each meal served must contain required one-third of the current Recommended Dietary Allowances as established by the Food and Nutrition Board, Commission on Life Sciences, National Research Council and must meet the nutrition standards and menu policies as outlined by the Massachusetts Executive Office of Elder Affairs. (see Nutrition Standards attachment)

Food Preparation Kitchens will be reviewed by the Nutrition Project (in addition to evaluating all other criteria) to determine whether or not the bidder's kitchen(s) for preparing food under this agreement is/are located within sixty (60) miles of the furthest location at which such foods shall be served to program participants in each particular Project area. If such kitchen(s) are beyond sixty (60) mile distance and that bidder is selected to receive the contract, the Nutrition Project must be prepared to justify to EOEa the reasons for selection of such bidder. If the Provider will be utilizing a Cook/Chill or Cook/Chill/Rethermalization system; they will only be considered if the kitchen location is within Massachusetts.

Each Nutrition Project contract with a Provider for the preparation of meals for elders under Title III-C of the Older American Act shall include evidence of ability and qualifications to deliver both bulk and pre-packed hot, chilled and/or weekend frozen meals in adequate quantity on a regular basis. This evidence includes prior and/or existing similar contracts as well as a copy of the bidder's most recent financial statement that reflects the capability of maintaining satisfactory operations for the contract period. A copy of the bidder's most recent annual report may also be included as documentation.

Personnel

- Food Service Manager - The Provider shall maintain a competent, full time food service manager/supervisor whose responsibility is the execution of the meal service program. The manager must be on-site from onset of food services until 12:30PM. The manager must be free to visit meal sites frequently and responsive to monitor food service related problems and concerns. The manager must attend monthly meal site manager meetings and home delivered meal driver meetings scheduled by the Nutrition Project.
- Nutritionist - The Provider shall maintain on its staff a qualified nutritionist. The nutritionist may be shared with other Provider food service programs, but must be available for menu development, nutritional analysis of menus or food products used within meals and any other related matters i.e., sanitation training.
- The Provider must maintain an adequate amount of personnel in order to meet all of the specifications and responsibilities of the submitted bid in an orderly, punctual and reliable manner.
- Provider personnel shall always present themselves in a clean and professional appearance. The utilization of uniforms is encouraged.
- All management-level employees shall be employed by the Provider, who shall specify the number of such employees and their titles. The Provider's organizational chart shall accompany a bid for food service catering.
- The Project shall provide other employees and personnel as it may deem necessary for the on-site service of the meals and maintenance.

Equipment and Supplies

Adequate hot and cold food delivery equipment shall be purchased, owned, repaired and supplied to the Provider by the Project. Only the Project will purchase any additional or replacement equipment. An inventory of existing equipment will be taken and verified jointly by the Project and the Provider at the commencement of operations. At the termination of operations, all equipment owned by the Project shall be returned.

Only closed insulated carriers may be used, none with an open flame or sterno. These must maintain a temperature of over 140° F for at least three (3) hours.

Right to Self-Purchase

The Project reserves the right to self-purchase individual meal products, such as hot beverages, disposables and site supplies directly from the purveyor instead of from the Provider. If the purchase is from the purveyor, the Provider will be responsible for receiving, storing, securing and distributing products to meal sites. Storage and distribution cost is separate from the Base Cost.

Reservation System

All Projects shall have a minimum 24-hour documented reservation system in place. The specific number of meals needed for each day will be faxed and emailed to the Provider by the Nutrition Project no later than 1PM on the work day prior to service.

Meals ordered should match the number of meals expected to be served as closely as possible. Unanticipated expansion of meal sites or other factors which may increase the number of meals, or events which cause the unanticipated decrease in the number of meals shall be accommodated by the Provider.

Sanitation and Food Handling Requirements

The Provider shall comply with all Federal, State, and local laws and regulations governing the preparation, handling, and transporting of food, shall procure and keep, in effect, all necessary licenses, permits and food handler's cards as are required by law, and shall post such licenses, permits and cards in a prominent place within the meal preparation area, as required.

The Provider shall maintain all food preparation and delivery facilities over which it has control in clean and sanitary conditions. All kitchen storage and delivery facilities, including equipment, utensils, ventilating equipment (including filters), door cabinets, counters, and the like, shall be clean and sanitary. All transporting vehicles shall be clean and sanitary.

The Provider shall, as part of its bid proposal, provide the Project with a written kitchen audit by an independent qualified sanitarian, validating the safe maximum meal production load for the Provider's kitchen facility. No Provider receiving payment under this Agreement shall enter into any Title III-C nutrition contract in which it exceeds the safe maximum meal production load for its kitchen facility.

The Provider shall maintain a written documented formal sanitation program which meets or exceeds the minimum requirements of State, Federal, municipal or other agencies authorized to inspect or accredit the food of the Project at the latter's discretion. The Provider shall provide regular, documented in-services regarding sanitation and food handling to its employees involved in the preparation, handling and storage of food. Additionally, the Provider shall present no fewer than two trainings per year for Project staff or volunteers, as designated by the Project, trainings on sanitation and food handling issues.

The Provider will report the location in Massachusetts of its current or proposed food preparation sites and submit a copy of the most recent inspection report by State or local health departments of the preparation sites to be utilized under the proposed contract.

The Project shall have the right and authority:

1. To develop and supply to the Provider, prior to the beginning of operations, under this agreement, Nutrition Standards (see attached) specifications for the food, which the Provider is to use in the meals, and other food prepared for the Project.
2. To inspect such food to determine compliance with the specifications for the food, which the Provider is to use in the meals, and other food prepared for the Project.
3. To have access to the Provider's purchase records, bearing upon the food purchased for the Project, for review and audit, as necessary.
4. To supply and approve the menus and recipes for meals and other food to be delivered so as to ensure compliance with the department of health and Human Services; to inspect the meals delivered to determine compliance with the department of Health and Human Services' and Elder Affairs' meal type requirements; and to withhold payment for meals not meeting prescribed requirements.
5. To inspect, at any time, the Provider's production sheets, food preparation, packaging and storage area to determine the adequacy of the cleaning, sanitation, and maintenance practices.
6. To determine the adequacy of the Providers' storage and record keeping practices so as to ensure the safekeeping of all food, including the food denoted for the use of the Project as USDA commodity food, and in connection therewith to have ready access to the related food inventory control records of the Provider.

Temperatures

Temperatures must be taken before food leaves the kitchen and documented. Temperatures and Provider vehicle condition will be subject to daily checks by the Project's staff or personnel and the Provider's failure to comply with these requirements will result in returned food.

The following temperature requirements must be maintained:

- 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. Potentially hazardous foods that are to be served hot and have been previously cooked and then refrigerated shall be reheated rapidly to an internal temperature of 165° F or higher.
- Cold foods shall be kept at 40° F or below during transportation, storage and serving. Potentially hazardous foods that are to be served cold must be transported pre-chilled and held at a temperature of 40° F or below.
- Frozen foods shall be kept frozen and held at air temperatures of 0° F or below during packing, transportation and storage except for defrost cycles and brief periods of loading or unloading.
- Raw fruits and vegetables may be held at room temperature.

USDA Donated Foods (Commodities)

The Provider shall utilize all USDA Donated Foods made available and to credit the Nutrition Project at full USDA value. Appropriate records regarding the USDA foods, the amount and credits must be maintained. The Provider shall allow to the Project a credit equal to the value of the USDA commodities for those commodities that are furnished to the Provider for use in the program.

Group Purchasing Program

The Provider must agree to utilize the Executive Office of Elder Affairs Group Purchasing Program. This means that the Provider will utilize the Group Purchasing Program's foods, to the extent and frequency set forth in the EOE's Nutrition Standards, Menu Policies and Sanitation Requirements which are incorporated herein by reference. (Nutrition Standards are included in attachment.)

The Provider shall make payment directly to the commercial distributor designed by EOE under the Group Purchasing Program within (30) days of receiving shipment. In the event that the Provider cannot or does not make payment within thirty (30) days of receiving shipment, either the Commercial Distributor or the Provider shall notify the Nutrition Project and EOE of this fact as soon as possible.

Transportation of Food

Bidders shall submit with their bid, information concerning the type, number, model, year and condition of the vehicles to be used in the nutrition program. The information should also indicate whether these vehicles are capable of transporting all equipment owned by the Project.

At the beginning of the contract year the Project and the Provider will set up a definite delivery schedule. It is the Provider's responsibility to assure that home delivered meals arrive at the drop off locations at the temperatures specified within this Agreement.

The Provider should take all necessary measures for the protection of the cold packs i.e., by use of heat seal packaging and/or wax lunch bags, etc. The Project will assume responsibility for maintaining the temperature of home delivered meals on route to the homes.

The Project will be responsible for the purchase of all food delivery containers/carriers.

- Congregate Meals: Food shall be delivered for use at congregate sites in bulk (except for the Riverview Senior Center where they will be packaged HDM style). It shall be packaged so that there will be a minimum of spills in the carrier. The Provider shall take any necessary measures including, but not limited to, reducing fill level, and covering pans with stretch plastic, aluminum foil and/or metal lids.
- The Provider shall deliver all foods in supplied appropriate containers to specified locations in such a manner that the food may in clean and sanitary conditions. Temperatures must be taken before food leaves the kitchen and at arrival to sites and documented.
- Home Delivered Meals: It is the caterer's responsibility to assure the meals arrive at the central and off-site pick-up points at the appropriate temperatures. The Project will be responsible to maintain the temperatures of the home delivered meals on route to the homes.

Emergency Procedures

The Provider shall provide immediate reimbursement for any out-of-pocket expenses incurred by the Project when replacing part or all of a meal that is not delivered or is not wholesome. The Project shall pay the Provider for the meals provide and shall bill the Provider for expenses incurred for replacement food.

It is the responsibility of the Provider and the Project to notify each other prior to 6:00 AM of the program or a site closing due to hazardous weather. Any food already prepared will be promptly frozen or refrigerated, and if appropriate, that day's menu will be substituted for the following day's menu. If food is lost due to closings the financial burden lies primarily with the Provider. However, the Provider may negotiate with the Project to help pay some of these costs.

Provider is required to submit a written plan to the Nutrition Program detailing how meals are to be provided to the Program when there is a disruption of service at the Provider's kitchen and or distribution center due but not limited to power outage, water damage, structural damage or inclement weather.

STATEWIDE SPECIFICATIONS POLICIES

Performance Bond

Within thirty (30) calendar days of the effective date of the contract, the Provider shall procure, submit to GSSSI and maintain a performance bond in the amount of one hundred thousand (\$100,000) for the three year contract life. If the contract is renewed, such bond shall be extended for the appropriate time period. If the contract amount is for less than \$150,000 for the three year period, the minimum face amount of the performance bond shall be ten percent (10%) of the contract price rounded to the nearest thousand dollars. This bond shall be payable to compensate the nutrition Project for its costs in selecting another Provider if and when the Provider terminates this agreement for any reason, other than the Projects substantial failure to comply with the agreement with at least forty five (45) days advance written notice given, within the three year contract period, and any extensions.

Certification

The Provider shall procure and keep current any license, certification, permit or accreditation required by local, State or Federal statute or regulations and shall, upon the request of the Project, submit to the Project proof of any such license, certification, permit or accreditation.

Non-Discrimination in Service Delivery

The Provider shall not deny any services to or otherwise discriminate in the delivery of services against any person who otherwise meets the eligibility criteria for the program as determined by the Project on the basis of race, color, religion, sex, age, national origin, ancestry, physical or mental disable or because such person is a recipient of Federal, State or local public assistance or housing subsidies.

The Provider shall comply with all applicable provisions of:

- a) Title VI of the Civil Rights Act of 1964 (42 USC 2000d et seq.) - prohibits discrimination on the basis of race, color, or national origin, in programs receiving Federal financial assistance: and
- b) Section 504 of the Rehabilitation Act of 1973, (29 USC 794) and the regulations promulgated thereunder, (45 CFR Part 84) - prohibits discrimination against qualified disabled individuals on the basis of disability in any program or activity receiving or benefiting from Federal Financial assistance and requires programs and activities, when viewed in their entirety, to be readily accessible to disabled persons; and
- c) M.G.L. c.151B sec. 4(10) - prohibits discrimination in furnishing services on grounds that an individual is a recipient of Federal, State of local public assistance or housing subsidies.
- d) The Provider shall comply with all applicable provisions of the Americans With Disabilities Act.

Non-Discrimination In Employment

The Provider shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or physical or mental disable. The Provider shall comply with all applicable provisions of:

- a) Title VII of the Civil Rights Act of 1964 (42 USC 2000e et seq.) - prohibits discrimination in employment on the basis of race, color, religion, sex or national origin; and
- b) M.G.L. c.151B, S4(1) - prohibits discrimination in employment on the basis of race, color, sex, religion, creed, national origin, ancestry, age, or handicap.
- c) The Department of Elder Affairs Regulation 651 CMR 8.00: Discrimination Based On Age In Agencies And Organization In Receipt of Funds From The Department of Elder Affairs.
- d) Section 504 of the Rehabilitation Act of 1973 (29 USC 794) and the regulations promulgated pursuant thereto (45 CFR Part 84) - prohibits discrimination against qualified disabled individuals on the basis of disability and requires employers to make reasonable accommodations to known physical or mental limitations or otherwise qualifies disabled applicants and employees.
- e) The Provider shall give written notice of its commitments under this Article to any labor union, association or brotherhood with which it has a collective bargaining or other agreement.
- f) The Provider shall notify minority, disabled, and women contractors, and associations of such contractors, that it is the policy of the Commonwealth to prohibit discrimination in employment practices by Providers, subcontractors, and suppliers of goods and services as set forth in Executive Order 11246.
- g) The Provider shall comply with all applicable provisions of the Americans With Disabilities Act.

Affirmative Action

1. The Provider shall develop and adhere to a policy of affirmative action in all aspects of employment under this Agreement. In addition, if the maximum compensation paid to the term of this Agreement, from agencies acting pursuant to contracts with the Department of Elder Affairs, is fifty thousand dollars (\$50,000) or more, the Provider shall develop and maintain an affirmative action plan in accordance with the applicable requirements of Executive Order 116 and transmit a copy to the Project.

2. The Provider as an organization receiving federal funding shall take all necessary affirmative steps to assure that minority firms, women's business enterprise, and labor surplus area firms are utilized in the subcontracts in accordance with 45 CFR Part 92.36 (e). Affirmative steps shall include:

- a. placing qualified small and minority businesses and women's business enterprises on solicitation lists; and assuring that small and minority businesses, and
- b. women's business enterprises are solicited whenever they are appropriate for the type of goods or services contracted for.

Accountability

The Provider shall comply with all applicable Federal, State, and local government laws and regulations pertaining to wages and hours employment. Particular reference is made to Title 45 Code of Federal Regulations Part 74 Administration of Grants Subpart P Procurements by Grantees and Sub-grantees appendix h Paragraph 4 which is applicable to all Providers and specifies particular provisions that must be included in the prospective contract. Particular attention is drawn to sub paragraph 4(l) which requires that all Provider contracts contain a provision allowing the nutrition Project the area agency, the Executive Office of Elder Affairs, the Administration on Aging or any of their duly authorized representatives to have access to any books, documents, papers and records of the contractor which are directly pertinent to the specific program for the purpose of making audits, examinations, excerpts and transcriptions. The Provider shall retain all such books, records, documents, and property for six years after final payment hereunder.

The Provider shall carry and furnish evidence of public liability insurance including bodily injury and property damage coverage, as well as product liability insurance. The Project (GSSSI) shall be named as additional insured and evidence as such supplied to the Project.

General Liability limits of:

\$1,000,000 per occurrence and \$2,000,000 in the aggregate for bodily injury and property damage, including products/completed operations at \$2,000,000.

Auto Liability limits of:

\$1,000,000 for bodily injury and property damage.

Workers Compensation limits of:

\$500,000/\$500,000/\$500,000

The Provider shall indemnify the Project against any loss and/or damage (including attorneys fee and other costs of litigation) caused by negligence or omission, theft by their employees, or the negligence acts or omissions of the Provider's agents or employees.

The Provider shall defend any suit against the Project alleging personal injury or property damage out of the consumption of the meals prepared by the Provider and served by the Project.

Confidentiality

With regard to personal data maintained pursuant to this Agreement, the Provider is a holder of personal data as that term is used in MGL c. 66A, the Fair Information Practices Act, and in the regulations of the Executive Office of Elder Affairs, governing the safeguarding, use of, and access to personal data, 651 CMR 2.00 et seq.

The Provider shall not disseminate, reproduce or publish any report, information, data, or other documents produced in whole or part pursuant to the terms of this Agreement without the prior written consent of the Project nor shall any such report, information, data or other document be the subject of an application for copyright by or on behalf of the Provider without the prior written consent of the Project.

Contract

The term of this contract is for a period of three years. It is renewable with the agreement of both parties for two additional one year periods. There must be adequate provision, however, for cancellation of the contract in the absence of an appropriation of adequate federal funds or for other material cause. The area agency and/or the nutrition Project must inform EOEa of the details of the annual or other period contract amendments or modifications that occur during the life of the contract prior to the approval of these changes by the area agency.

The Provider shall not assign or subcontract any interest in this Agreement without the prior written consent of the Project, provided that, claims for money due or to become due to the Provider from the Project under this Agreement may be assigned to a bank, trust company or other financial institution without such promptly to the Project.

The Provider shall not knowingly employ, compensate, or arrange to compensate any employee of the Project during the term of this Agreement without the prior written approval of the Project.

This Agreement may be amended only by written document signed by persons authorized to bind in contract the Project and the Provider. All amendments must be attached to this Agreement.

Unless otherwise specified herein, any notice, approval, request or demand thereunder from either party to the other shall be in writing and all been deemed to have been given when either delivered personally or deposited in a United States mail box in a postage prepaid envelope addressed to the other.

All attachments to this Agreement are deemed to be part of this agreement. The entire Agreement of the parties is contained herein and this Agreement supersedes all oral agreements and negotiations between the parties relating to the subject matter contained herein.

Payment

The Provider will furnish the Project a monthly invoice and copies of detailed statement of operation no later than the twelfth (12th) of the month following each month of service. Accounting periods are to relate to the Project year. Monthly statements are to include the total costs of the operation with a breakout of raw food cost and other meal related costs.

Billing statements will calculate cost for all meals served on an individual day by day basis for all days in the calendar month, including weekdays and holidays.

Payment by the Project shall be due for each calendar month upon the expiration of 30 days after the receipt the Project of a proper invoice from the Provider. If payment is not made in or within the due date, the Provider may, so long as such non-payment shall continue, terminate this agreement as to the further providing of meals herein only by the giving of 30 days period, terminate, otherwise it shall continue in full force and effect.

Termination

Subject to Federal and/or State regulations, the contract shall not be canceled by either party for the first thirty days, and may be canceled after that time by either party, with material cause, at the end of the calendar month by a notice in writing not less than thirty days prior to the termination date.

If the Project determines that any non-compliance with the terms of this Agreement on the part of the Provider endangers the life, health and safety of any recipients of services under this Agreement, it shall terminate this Agreement by orally notifying the Provider of termination followed by the making of written notification, return receipt requested, setting forth the following the oral notification. Termination Pursuant to this subsection shall take effect upon the furnishing of the oral notification.

The Project may terminate this Agreement, for reasons other than those constituting a non-compliance that endangers the life, health, and safety of recipients of service, if the Provider has failed to comply with the provisions of the Agreement in whole or in part. However, prior to terminating this Agreement pursuant to this subsection, the Project shall notify the Provider. in writing, of the specific area of non-compliance. The Provider shall restore compliance within thirty (30) days of the date of the notice. If the Provider has not restored compliance within the thirty (30) day period, the Project may terminate this Agreement by furnishing the Provider with written notice at least thirty (30) days prior to the effective date of termination.

The Provider may terminate this Agreement prior to its expiration date, if the Project fails to comply with a material provision of this Agreement. The Provider shall furnish the Project with written notice of termination at least forty five (45) days prior to the effective date of termination.

Upon termination, with at least forty five (45) days' notice, the Provider shall be entitled to compensation for services rendered in the satisfactory performance of this Agreement: provided that the Provider shall submit properly completed invoices to the Project covering services rendered not later than sixty (60) days after the date of termination.

If the Provider shall terminate this Agreement with less than forty five (45) days' notice or with no notice to the Project, the Project reserves the right to retain as a penalty an amount otherwise payable to the Provider as compensation for services rendered. Such amount shall be that owed to the Provider by the Project for the calendar month, which preceded the effective date of the Provider's termination. The Executive Office of Elder Affairs shall approve the use of these funds by the Project to offset the costs incurred by the Project in the transition to a new Provider on short notice.

Either party may "Terminate the Contract without Cause" upon provision of written notice to the other at least sixty (60) calendar days before its effective date. Whether or not cause to terminate exists under any other provision, a party may elect to terminate without cause.

The Project may reclaim, upon the expiration of termination of this Agreement, all equipment, the cost of which is fully reimbursed by funds provided pursuant to this Agreement and which has a useful life of more than one (1) year and a cost in excess of one hundred (\$100.00) dollars.

REVIEW PROCESS

All bids shall be subject to review and acceptance by GSSSI. The Executive Office of Elder Affairs, Commonwealth of Massachusetts shall have the rights to review and comment upon all bids received. GSSSI RESERVES THE RIGHT TO REJECT ANY AND ALL BIDS WHERE THERE ARE SOUND BUSINESS REASONS OR IF IT IS IN THE PUBLIC INTEREST TO DO SO.

Awards shall be made to the bidder whose bid or offer is most advantageous to the Nutrition Project. Contracts shall be made only with responsible contractors who possess the potential ability to perform successfully under the terms and conditions of the procurement. A low bid will not necessarily be the deciding factor.

Evaluation Criteria

- a) Meal Cost Analysis.
- b) Type of service offered.
- c) Experience and reputation of bidder.
- d) Financial stability of bidder.
- e) Degree of staff supervision.
- f) Location and food production facility.
- g) Ability to perform according to the requirements set forth.
- h) Ability to use USDA commodity foods.

Quality of the meal is of primary importance in the selection of a Nutrition Provider. Many factors go into the consideration of quality meals, including: appearance; presentation; taste; nutritional value; pleasing aroma and texture; proper temperature; consumer satisfaction; portion size; consistency of service and food; variety of items; menu options; and standardized recipes

Due to the existence of potential contract termination provisions that may adversely affect the delivery of meals to elders, no caterer contract shall be awarded to a winning bidder no later than sixty (60) calendar days before October 1st, the beginning of the Federal Fiscal Year. Unless a more specific provision is set forth herein, any contract entered into between a Nutrition Project and a Caterer shall be consistent with and subject to the Commonwealth Terms and Conditions for Contracts.



APPLICATION - 2018

(Return 1 original and 2 copies)

Please indicate by checkmark the program(s) on which you are bidding:

- Basic Nutrition Program Congregate/Home Delivered Meal Program
- Latino Meal Program

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Email: _____ Website: _____

Chief Signatory: _____

Food Service Manager: _____

Minority Company: Yes No

1. Name and Massachusetts address of the proposed food facility (kitchen):

2. Is the proposed food site (kitchen) currently available to you? Yes No

If no, please submit supporting documentation that the proposed site will be available to you by the start of the contract (October 1, 2017).

- Certificate of Insurance & Liability Coverage Yes ____ No ____
7. Will your organization access and utilize USDA commodities and group purchasing as described herein, and as they are available? Yes ____ No ____
8. Does your company understand it gives the right to the Contractor to inspect and audit all Provider records, kitchen facilities, and operations related to this food service contract? Yes ____ No ____
9. Will your company submit financial statements (billing) to the Contractor on a timely basis as indicated in this RFP? Yes ____ No ____
10. Does your company have all the necessary licenses and permits necessary to operate a food preparation site, prepare, handle and transport food? Yes ____ No ____
11. Please list your square footage dry storage space and freezer space available to the Contractor's Nutrition Program.
- Dry Storage Space _____ Freezer Space _____
12. Does your company have a Food Service Manager who will be available to visit meal sites regularly and attend required meetings? Yes ____ No ____
13. Will your company be able to meet all the nutrient requirements as specified within this RFP? Yes ____ No ____
14. Does your company have sufficient resources and equipment to provide/transport food at the required temperatures? Yes ____ No ____
15. Please describe the type, number, model, year and condition of all vehicles to be used in the nutrition program. The information should also indicate whether these vehicles are capable of transporting all equipment owned by the Provider:

16. Will your company be flexible in the delivery and pickup of routes in the event meal sites or drop off locations are added or discontinued? Yes ____ No ____
17. Does your company agree to notify the Contractor of non-delivery due to weather related or other emergency related matters? Yes ____ No ____
18. Does your company understand the reimbursement practices regarding inconsumable food and inclement weather cancellations? Yes ____ No ____
19. Will your company staff provide the necessary training of program personnel as requested? Yes ____ No ____
20. Will your company be able to provide holiday or special events meals? Yes ____ No ____

21. If the contract for therapeutic meals would be available in the future:

1) Do you have the capacity to prepare therapeutic meals (cardiac, diabetic & renal)?

2) Would you be interested in bidding on this contract at that time (this will be used for informational purposes only)?

22. Please indicate any of the required specifications which cannot be met as described in this bid:

23. Please indicate that the following items are included in the submission of your proposal as either statements or accompanying attachments:

ITEMS SUBMITTED	YES	NO
Organizational Chart		
Financial Statement (most recent)		
Annual Report (most recent)		
Completed Meal Cost Analysis		
List of Available Kitchen Equipment List		
List of Needed Kitchen Equipment List		
Completed Four Week Sample Menu		
Copy of Insurance Liability Certificate		
Copy of most recent Health Department inspections		
Statement of Ability to Purchase & Maintain Performance Bond for the Period of the Contract		
Statement of Sanitation Policy/Plan/Procedures		
Written Emergency Operation Plan which details meals delivery system to Program in the event of disruption of service at Provider kitchen or distribution center due to, but not limited to power outage, water damage, structural damage or inclement weather.		
If proposed food site (kitchen) is not currently available supporting documentation that the proposed site will be available by the start of the contract - October 1, 2017		
Written kitchen audit by an independent qualified sanitarian, validating the safe maximum meal production load for the Provider's kitchen facility.		

24. Do you agree that in the event your proposal is accepted, your company will be expected to comply with all specifications, standards and regulations as noted? Yes ____ No ____

25. Please list the name of contact person, company, address, and phone number of other food service programs you have catered for during the past 2 years.

26. List two (2) current customers and one (1) purveyor, their company and daytime phone number as references:

Customer #1: _____

Customer #2: _____

Purveyor: _____

TERMS AND CONDITIONS:

It is understood and agreed by the undersigned that the information contained herein is true and correct. Funds granted under this request are to be expended for the purposes and in the manner set forth herein in accordance with all applicable terms as stated. All grants awarded will be approved by Area Agency on Aging Board of Directors, and grant awards are contingent upon availability of funding by the Executive Office of Elder Affairs. By signing below we hereby certify that I have read and understood the terms of this agreement:

Company Name: _____

Signature _____ Title _____

Name (please print) _____ Date _____

Meal Cost Analysis

Number of Meals

The bid must submit a cost/meal utilizing the attached Meals Cost Analysis form provided within this document.

The number of meals category may range from approximately 100 meals below the Project's current distribution to 100 meals above the current distribution. The number of daily meals, which a Project anticipates over the duration of the contract, should take into account possible fluctuations in funding levels.

Determining Base Cost

The following factors must be taken into account in determining the base cost:

1. Raw Food Cost - all menu specifications as listed, including condiments.
2. Labor Cost - production, preparation, service, packaging, food service management, transportation Labor (drivers), and nutritionist.
3. Administration - administrative salaries, travel, fees, insurance, office supplies, postage, printing, rent, utilities, telephone, maintenance, equipment repairs, small equipment, garbage collection, extermination, trainings, etc.
4. Transportation - gas, oil, van maintenance, depreciation, insurance (van).
5. Disposable Cost - disposables, napkins, wrap, site supplies, etc. GSSSI will purchase some disposables; however Provider will purchase some and should include storage and handling of disposables.

GREATER SPRINGFIELD SENIOR SERVICES PER MEAL COST ANALYSIS SHEET

Food Service Company: _____

Basic Congregate Meals (Regular, Modified and Pureed), Basic Home Delivered Meals (Regular, Modified and Pureed), Cold Suppers and Shelf Stables.

Caterer Costs	
Raw Food	
Labor	
Administration	
Transportation	
TOTAL COST/MEAL	
Frozen meals - purchased from GA Foods	
Frozen meals - if Provider qualifies.	

Total cost includes cost of Provider packaging meals into Meal Carriers.

SUMMARY OF MEALS NEEDED – BASIC NUTRITION PROGRAM

200 congregate meals/day; 1,100 home delivered meals/day; 30 frozen supper meals/day ; 250 frozen meals/weekends; 150 cold suppers/day; 15 pureed meals/day; 1,100 shelf stables x 3 units/person as conditions dictate.

GREATER SPRINGFIELD SENIOR SERVICES PER LATINO MEAL COST ANALYSIS SHEET

Food Service Company: _____

Latino Congregate Meals (Regular, Modified and Pureed, chopped)

Caterer Costs	
Raw Food	
Labor	
Administration	
Transportation	
TOTAL COST/ LATINO MEAL	

SUMMARY OF MEALS NEEDED – LATINO NUTRITION PROGRAM

25 congregate meals/day - 50 home delivered meals/day

Other Resources

Shirley Chao, Massachusetts Executive Office of Elder Affairs
1 Ashburton Place, 5th Floor, Boston, MA 02108
Shirley.Chao@state.ma.us
(617) 222-7469

Oliver Packaging & Equipment Company
www.oliverquality.com
(616) 356-2950 (800) 253-3893

For information concerning possible kitchen sites in city of Springfield contact Kevin Kennedy, Director, Economic Development Department, City of Springfield (413) 787-6020.
kkennedy@springfieldcityhall.com.

Remember

Sealed proposals are due for the Title III-C nutrition program on **May 31, 2017**.

Bids are to be submitted in triplicate (one (1) original and two (2) copies), enclosed in a sealed envelope, marked "SEALED BID" and addressed to:

Jennifer Putnam, Nutrition Program Coordinator
Greater Springfield Senior Services, Inc.
66 Industry Avenue, Suite 9, Springfield, MA 01104