



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

BID SPECIFICATIONS - 2021

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 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 goals and purposes of the Title III-c Elderly Nutrition Program established under the Comprehensive Older Americans Act Amendments of 1992.

These meals are served and distributed 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. In addition to nutrition, the program aims at reducing the isolation of older Americans by providing these meals in a congregate setting whenever possible.

We are seeking bids for a traditional menu and a Latino menu.

Included in this document:

- Timeframe
- Table of Contents
- GSSSI Program Specifications
- Statewide Specifications Operations
- Statewide Specifications Policies
- Contract
- Review Process
- Application Form
- Resources

Please note: Nutrition Standards attachment

TIMEFRAME

Tuesday, September 29, 2020

Bidders' 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, please reserve them for that occasion. The forum will be held from 1 - 3PM.

Please email: Katherine.Senn@gssi.org to confirm your attendance.

October 27, 2020 by 4 PM

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:

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

Monday, November 19, 2020

Tasting opportunity for finalists:

Please bring actual components of meal for program; one (1) 3 oz. meat or meat alternative; one (1) ½ cup vegetable; one (1) ½ cup starch or starchy vegetable; and dessert (1/2 fruit and/or baked good). Caterers will serve meal in prototype packaging. GSSSI will provide paper products and eating utensils. Tasting time will be scheduled individually.

January 29, 2021

The bid will be announced no later than this date.

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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) has been established to meet the needs of Older Americans within its service areas. The Nutrition Program’s chief responsibility is to provide nutritionally sound meals to those with the greatest economic and social need. These meals are served and distributed in strategically located centers, such as community centers, senior centers, churches, etc. They are also served to homebound elders within the service area.

As the pandemic is resolved, these meals may be served to groups of seniors in the community in a congregate setting. The Nutrition program provides meals to those residing in Brimfield, Hampden, Holland, Palmer, Springfield, Wales and Wilbraham.

HOME DELIVERED MEALS AND DISTRIBUTED MEALS SPECIFIC REQUIRMENTS	
Lunch	<ul style="list-style-type: none"> • Serve 1000 HDM meals daily • Monday – Friday • Oliver packaging system • Provider must allow 26 drivers plus trainees to pick up meals from Provider’s kitchen or distribution center • One transport to meal site, (additional transport when required for special events) • Regular, Modified, Ground and Pureed meal types served
Latino	<ul style="list-style-type: none"> • Serves 50 HDM daily • Monday – Friday • Blend of traditional home delivered menu and authentic Latino recipes
Frozen Meals	<ul style="list-style-type: none"> • Provided by approved distributor or meet required standards** • 50-250 meals delivered daily • Provider adds cold pack (milk, bread, dessert, condiments) • Ordered, stored and distributed by provider
Cold Supper	<ul style="list-style-type: none"> • Serve 175 meals daily • Use of Oliver packaging system • Modified meal type
Shelf Stable Meals	<ul style="list-style-type: none"> • Serves 1200-1400 as a reserve food source • Typically distributed November – April as needed • Served in advance in preparation for inclement weather, pandemic restrictions, inability to deliver meal, etc.

	<ul style="list-style-type: none"> • Meals are distributed 7 meals/ package/person • Regular or pureed meal type • Provider assembles and/or stores as needed by Nutrition Project
Grab n Go Meals	<ul style="list-style-type: none"> • Distribute 200 packaged meals daily • Transport to 6 community sites • Service days M-F, subject to change.
Medically Tailored Meals	<ul style="list-style-type: none"> • Serve 100 meals daily • Renal/Diabetic and Cardiac/Diabetic meals • Strict adherence to standardized recipes • Additional shelf stable Medically Tailored Meals served in instance of inclement weather, pandemic restrictions, inability to deliver meal, etc. • Use of Oliver packaging system

** 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 – pending pandemic accommodation	
Basic Meal:	Latino Meal
<ul style="list-style-type: none"> • Serve approximately 200 meals • Monday – Friday 	<ul style="list-style-type: none"> • Serve approximately 50 meals • Monday – Friday

<ul style="list-style-type: none"> • Primarily bulk, may utilize Oliver Packaging System under some circumstances • Transport to 10 Senior Dining Sites • Regular, Modified and Pureed and meal types served 	<ul style="list-style-type: none"> • Primarily bulk, may utilize Oliver Packaging System under some circumstances • Transport to 1 Senior Dining Site • Regular, Modified and Pureed meal types served
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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 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 email access and read receipt acknowledgement at the site where the meals are prepared and packaged.

Menus are created by the GSSSI Registered Dietitian in cooperation with the Provider. Menus are approved by the GSSSI Registered Dietitian. Menus are based upon the criteria set forth in the Nutrition Standards section in 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 twelve (12) holidays:

New Year's Day	Memorial Day	Columbus Day
Martin Luther King, Jr. Day	Juneteenth	Veterans Day
President's Day	Independence Day	Thanksgiving Day
Patriots Day	Labor Day	Christmas 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, nutri's, coolers used for transporting food and 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 consumer.

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 packed using the Oliver Packaging System and other systems.
- Cold suppers are provided using the Oliver Packaging System and packing by Provider.
- Frozen supper meals are provided with hot lunch for distribution: Monday – Friday, and Thursday and Friday, frozen weekend meals.
- Shelf stables may be distributed several times annually (as needed), and may be packaged by Provider.
- GSSSI requires that one Provider Supervisor 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 one drop-off sites in eastern Hampden County at the Palmer Council on Aging. The majority of meals (approximately 900) are distributed by 26 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 26 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

When able to offer the Congregate Meal program, the objective is to provide a nutritious noon meal for older adults. 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 or individually packaged to each congregare 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 congregare 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 is expected to provide “upgraded” components (meat, 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; Juneteenth; 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; this includes facilitating process to maintain temperature during transport. 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.

This Congregate Meal Program is temporarily suspended due to Covid. Reopening to be determined by The Commonwealth and GSSSI, the nutrition project.

Greater Springfield Senior Services, Inc. Congregate Food 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
Brimfield COA	Brimfield	10:55 AM	25	2x/week
Greater New Life Christian Center	Springfield	11:20 AM	22	1x/month
Clodo Concepcion (Greenleaf) Community Center	Springfield	11:30 AM	45	2x/week
Hampden COA	Hampden	10:15 AM	35	5x/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
Wilbraham COA	Wilbraham	09:55 AM	100	Special events only

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 recipes. This noon meal is served to HDM clients and may be served at the Riverview Senior Center, Monday – Friday. 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:

Meal counts may vary each day. We currently serve 50 HDM style meals/day and had served 25 – 30 congregate type meals/day.

The specific number of meals needed for each day will be 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 email access and return receipt acknowledgement at the site where the meals are prepared and packaged.

Menus are created by the GSSSI Registered Dietitian in cooperation with the Provider. 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 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 (12) holidays:

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

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 or incorporate by reference the following bid specifications:

All bids 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

1. Food Service Manager - The provider shall maintain at least 1 qualified, full time food service manager/supervisor whose responsibility is the execution of the meal service program. The manager must be free to visit meal sites frequently and be daily available and responsive to monitor food service related problems and concerns.
2. 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.
3. 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.
4. Provider personnel shall always present themselves in a clean and professional appearance. The utilization of uniforms is encouraged.
5. 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.
6. The project shall provide other employees and personnel as it may deem necessary for the on-site service of the meals and maintenance.
7. The project shall furnish the provider with a list of all sites with addresses and the following: number of serving days, number of congregate meals and number of home delivered meals.

Equipment and Supplies

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 in acceptable condition.

Closed insulated carriers only may be used, none with an open flame or sterno. These must maintain a temperature of over 140 degrees for at least three hours.

Nutrition Program's 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 or the provider, the provider will be responsible for receiving, storing, securing and distributing products to meal sites.

Storage and distribution cost is separates from the Base Cost. (Enter percentage for this service in the disposables line on meal cost analysis sheet).

Reservation System

The provider shall accept meal count changes up to 24 hours prior to meal service. All Projects shall have a minimum 24-hour documented reservation system in place.

Meals ordered should match the number of meals expected to be served as closely as possible under the 24-hour reservations system. If extra meals should be available because of the absence of scheduled participants, seconds may be served to be eaten at the site. Hot cooked bulk foods or other prepared food must not be taken from the site by participants, and if not eaten at the site must be discarded.

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.

The provider shall, as part of its bid proposal, provide the project with a written kitchen audit by a GSSSI qualified sanitarian, validating the safe maximum meal production load for the provider's kitchen facility (ies). 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 (ies).

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 or adjacent to Massachusetts of its current 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.

Cook/Chill or Cook/Chill/ Rethermalization systems may only be used if the kitchen location is within Massachusetts.

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 STANDARDS AND POLICIES FOR THE MASSACHUSETTS ELDERLY NUTRITION PROGRAM outlined by the Executive Office of Elder Affairs.

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, 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 Elder Affairs; to inspect the meals delivered to determine compliance with the Elder Affairs' meal type requirements; and to withhold payment for meals not meeting prescribed requirements.
5. To inspect, at any time, the provider's 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.

- a. 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 cooked to and packed at a temperature of at least 165 F and delivered in temperature-retaining containers, including but not limited to hot wraps, cambros, etc. Maintaining a 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 41 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 41 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 Commodity Foods

The provider shall utilize all USDA Commodity Foods made available and must credit the nutrition project at full commodity value. Appropriate records commodity credits and cash 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

(PLEASE NOTE THIS IMPORTANT REQUIREMENT THAT MAY AFFECT YOUR STATUS AS A MEAL PROVIDER).

The provider must agree to utilize the Executive Office of Elder Affairs Group Purchasing Agreement Program. This means that the provider will utilize the Group Purchasing Agreement Program's foods to the extent and frequency set forth in the Elder Affairs' STANDARDS AND POLICIES FOR THE MASSACHUSETTS ELDERLY NUTRITION PROGRAM which are incorporated herein by reference.

The provider shall make payment directly to the commercial distributor designed by Elder Affairs under the Group Purchasing Agreement 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 Elder Affairs of this fact as soon as possible.

Location of Food Preparation Kitchen

In addition to evaluating all other criteria, the Nutrition Project shall review 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 EOE the reasons for selection of such bidder.

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 food 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. It is the responsibility of the provider to pack meals with temperature retaining equipment.

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

1. **Congregate Meals:** Food shall be delivered for use at congregate sites in bulk. 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 be in clean and sanitary conditions. Temperatures must be taken before food leaves the kitchen and at arrival to sites and documented.

2. **Home Delivered Meals:** It is the Provider's responsibility to assure the meals arrive at the central pick-up point 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 provided 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 6:30 a.m. of a site closing due to hazardous weather. Any food already prepared will be promptly 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.

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.

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) 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, religious creed, national origin, sex, gender identity, sexual orientation.
- c) The 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 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 Subgrantees 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 on Aging, the State 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. Certificates of insurance are to be provided.

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.

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 per occurrence for bodily injury and property damage.
- Worker Compensation limits of:
\$500,000/\$500,000/\$500,000.

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.

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 Elder Affairs 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.

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.

Method of Payment, Payment Schedule

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.

Timetable and Basis for Contract Award

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 April 1st. 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.

Contract Duration and 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. 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.

Termination without Cause; 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.

Miscellaneous

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.

The provider will submit a copy of the most recent financial statements to reflect its capabilities to maintain operators satisfactory for the contract period.

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.

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.

REVIEW PROCESS

All bids shall be subject to review and acceptance by GSSSI Board of Directors. The Executive Office of Elder Affairs, Commonwealth of Massachusetts (Elder Affairs) shall have the rights to review and comment upon all bids received and the agency's evaluation of the bids before a final recommendation is presented to the agency's board for a decision. The detailed evaluation must include the reason for the selection of the Provider's selection as well as scoring criteria and 3 and 5 year budget forecasts.

GSSSI reserves all rights and, in particular, the right to reject any and all bids where there are sound businesses reasons in the best interest of the Nutrition Project for such rejection. Awards shall be made to the bidder whose bid or offer is responsive to the solicitation and is most advantageous to the nutrition project, meal cost, and other factors set forth on the previous page considered. 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) Contract history for past 3 years (e.g. terminations and cancellations).
- e) Financial stability of bidder.
- f) Degree of staff supervision.
- g) Location and food production facility.
- h) Ability to perform according to the requirements set forth.
- i) Ability to use USDA commodity foods.
- j) Emergency Preparedness Policy

GSSSI RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSALS

IF IT IS IN THE PUBLIC INTEREST TO DO SO.

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 but not limited to: appearance; presentation; taste; nutritional value; pleasing aroma and texture; proper temperature; consumer satisfaction; portion size; consistency of service and food; variety of items; and menu options. Proper temperature and portion size and nutritional value are non-negotiable expectations.

PLEASE INDICATE THE PROGRAM(S) YOU WISH TO INCLUDE IN THE APPLICATION BY MARKING "X" IN THE BOX TO THE RIGHT.

Lunch Latino Meal Frozen Traditional Cold Supper Shelf Stable	
Grab n Go Meals	
Medically Tailored Meals Frozen Medically Tailored Meal	



APPLICATION - 2021

(Return 1 original and 2 copies)

This proposal is for Basic Nutrition Program Congregate/Home Delivered Meal Program and the Latino Meal Program.

Bidder may choose to offer one price/meal type or a sliding scale price structure. The sliding scale price structure would be appropriate for the hot lunch meals (HDM & Congregate) only.

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Email: _____ Website: _____

Chief Signatory: _____

Food Service Manager: _____

Minority Company: Yes No Women Owned 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 April 1, 2021.

3. How long has your company been in the food service business and what is your experience with catering Elderly Nutrition Programs?

4. Please describe in detail your proposed method of food preparation, transport, and delivery:

5. Have you read and do you fully understand you are required to adhere to the following state and federal requirements associated with this bid?

Non-discrimination in service delivery	Yes ____	No ____
Non-discrimination in employment	Yes ____	No ____

6. Have you read and do you fully understand you are required to adhere to the following state and federal requirements associated with this bid?

Performance bond	Yes ____	No ____
Affirmative action	Yes ____	No ____
Wages and employment procedures	Yes ____	No ____
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 medically tailored would be available in the future:

1) Do you have the capacity to prepare medically tailored 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, inclement weather and Covid 19 Pandemic..		
If proposed food site (kitchen) is not currently available supporting documentation that the proposed site will be available by the start of the contract April 1, 2021.		
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: _____

27. In the event of an unplanned disaster, does your company have the capacity /willingness to take on delivery of additional nutrition services (perhaps up to 2000 meals /day?)

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 range of meals per day utilizing the attached Meals Cost Analysis form provided within this document.

The number of meals category will range from approximately 100 meals below the project’s current rate to 100 meals above the current rate. The number of daily meals, which a project anticipates over the duration of the contract, should take into account possible fluctuations in funding levels from state and other sources.

The project may issue either a single bid or a consortium bid with another project(s) or both. However, a project may not issue a bid request which allows bidders to elect the type of bid (i.e., joint or single) they shall respond to. This stipulation is intended to avoid circumstances wherein a project can not properly compare submitted bid proposals due to varying assumptions on the number of meals to be provided and other requirements which would differ between joint and single bids.

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 and the price per meal shall be adjusted, by negotiation with the project, to take these changes into account.

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, Misc., Rent, Utilities, Telephone, Maintenance, Equipment Repairs, Small Equipment, Garbage Collection, Extermination, Trainings.
4. Transportation - Gas, Oil, Van Maintenance, Depreciation, Insurance (van).
5. Disposable Cost - Disposables, Napkins, Wrap, Site Supplies, Misc. Includes storage and handling of disposables unless project picks-up and stores own disposables.

Disposables If disposables are included in the meal cost a separate cost sheet should be attached with the samples of the products. The sheet should show the cost per unit for the item (divide the number of items in the case by the cost per case). The provider should also list his percentage cost for the handling and distribution of disposables.

GREATER SPRINGFIELD SENIOR SERVICES PER MEAL COST ANALYSIS SHEET

Please note that a separate meal cost analysis should be submitted for each service line if costs vary per meal. If meal costs are consistent for each service line, additional analyses are not required

Food Service Company: _____

Basic Congregate Meals (Regular, Modified and Pureed), Basic Home Delivered Meals (Regular, Modified and Pureed), Distributed Packaged meals (heat and eat or salads/sandwiches), Cold Suppers and Shelf Stables. (Select one or all if appropriate.).

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.

Food Service Company: _____

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

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

Food Service Company: _____

Cold Supper

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.

Food Service Company: _____

Shelf Stable Meals

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.

Food Service Company: _____

Grab n Go

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.
Food Service Company: _____

Medically Tailored Meals

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.

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 Economic Development Department, City of Springfield (413) 787-6020.

Remember

Sealed proposals are due for the Title III-C nutrition program on October 27, 2020.

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:

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