

# **Request For Proposal**

## **Food Service Contracts**

For

## **Meals on Wheels**

Metro Meals on Wheels

**August 2024**

## **General Information**

### **History**

Meals on Wheels programs have existed in the Twin Cities for more than 50 years. Metro Meals on Wheels (MMOW) was founded in 1997 as an association of independent programs in the Minneapolis/St. Paul metro area to provide the support needed to meet the growing demand for nutritious home-delivered meals. These community-based programs recognized that by forming an association, each program would benefit from a partnership that allowed them to share common resources.

### **Mission & Goals**

Mission: Support a strong network of neighborhood Meals on Wheels member programs to provide nutritional assistance and social connection that allows our neighbors in need to live independently.

MMOW provides 30 member organizations with the tools and resources to help seniors across the metro area age in place. MMOW partners and their volunteers make regular home visits that uniquely address the needs of seniors and people with disabilities by combating social isolation, meeting nutritional needs, and addressing safety concerns for some of the most vulnerable people in our community.

One of the ways MMOW supports member programs is through a bulk procurement of meals to help provide consistency in quality, nutrition, and access to specialty meals. The programs serve approximately 2,500 home delivered meals per day at sites in Anoka, Dakota, Hennepin, Ramsey, and Wright counties, five days per week, Monday through Friday. These programs also deliver approximately 6,300 frozen meals per week to individual seniors. The provision of all meals must meet federal, state, and local regulations and standards.

The purpose of this Request for Proposal is to retain a caterer or caterers to prepare meals for home delivery to seniors beginning January 1, 2025. MMOW will sign a one-year contract with the option to renew for up to two additional years. After three years the procurement process will be completed again.

## **Selection Overview**

Proposals will be considered only if they are made by organizations that have proven to be responsible in volume food preparation comparable to the food service described in the Request for Proposal. References may be provided with the proposal or may be requested at any time by MMOW. MMOW reserves the right to accept other than the lowest offers and to reject any or all offers. The contracts will be awarded to the caterer that makes an offer in conformance with the Request for Proposal and whose proposal is determined to be the most advantageous to MMOW. Preference will be given to women, veteran, and BIPOC owned companies and nonprofits with diverse leadership.

## **Criteria for Selection**

The selection process will be divided into two phases (Phase I and II). Phase I must be completed successfully to move on to Phase II. Each item must be addressed in the proposal submitted either by exhibit, attachment, or in a narrative form.

Phase I: Respondents must meet the following criteria and submit a written proposal outlining qualifications.

1. Ability to prepare meals according to specifications, including:
  - a. Dietary guidelines: Meals must follow the most recent Dietary Guidelines for Americans, which are published by the Secretary of Agriculture and the Secretary of HHS.
  - b. Dietary Reference Intakes: Meals must provide at least one-third of the Dietary Reference Intakes (DRIs).
2. Experience with volume meal preparation and modified diets.
3. Documentation of standardized recipes.
4. Documentation of a computer nutrition analysis system.
5. All meals, sides, and beverages must be prepped and ready for pick-up no later than 9 am each day.
6. Ability to accommodate schedules for the following holiday closures:
  - a. New Year's Day
  - b. Martin Luther King, Jr. Day
  - c. Memorial Day
  - d. Juneteenth
  - e. July 4th
  - f. Labor Day
  - g. Thanksgiving
  - h. The day after Thanksgiving
  - i. Christmas Eve
  - j. Christmas Day
7. Plans for weather, natural disaster, or other unplanned closures.
8. HACCP Plan, sanitation standards, and past record with health departments.
9. Ability, experience, and willingness to prepare frozen meals, vegetarian options, gluten-free, dairy-free, renal, mechanical soft, and pureed meals along with appropriate side dishes, baked goods, and beverages.
10. Written procedures for correcting shortages and product provided in error.
11. Administrative capacity, including financial stability (e.g. annual financial report).
12. The caterer shall maintain general liability insurance including product liability and property damage with policy limits of \$2,000,000 per occurrence without additional cost or charge to MMOW or its members. The caterer shall deliver certificates evidencing such insurance from its insurers to each agency, with an endorsement requiring such insurers to notify the agencies at least 30 days in advance before canceling any such insurance.
13. Employment practices that comply with all Equal Employment Opportunity and Affirmative Action regulations.

Phase II: The criteria used to evaluate bidders completing Phase I successfully:

1. Interview
2. Commissary tours
3. Sample 5-week daily meal menu with nutrition analysis
4. Sample frozen meal menu with nutrition analysis
5. Sample meals

**Proposal Requirements**

1. Affirmative responses to all Phase I Criteria.

2. Provide cost breakdown by menu item for each day of the five-week menu cycle with daily totals including milk, juice, and condiments.
3. Provide cost per meal(s) for year one and proposed minimum/maximum increases in successive years.
4. Describe the capability and methods for quick chilling of hot foods.
5. Describe and list the volume of food services provided to organizations in the past two years.
6. Describe capacity to modify recipes and work with "wellness" concept of health in food preparation.
7. Provide a description of facilities, including commissaries, storage, and equipment, back-up plans for emergencies, and arrangements for picking up the meals.
8. Provide plans for weather, natural disaster, or other unplanned closures.
9. Provide plans to accommodate holiday closures.
10. Provide the two most recent health department inspection reports.
11. Provide evidence of financial stability.
12. Provide a plan to correct shortages in food and/or supplies not delivered.
13. Provide written evidence of compliance with fair practice and Equal Employment Opportunity regulations, Title VI of the Civil Rights Act of 1964 and the Americans with Disability Act of 1994 with a statement that there are not claims threatened or pending against their organization.
14. Provide an outline of caterer's organizational structure and staffing for the nutrition program. Indicate current and proposed staff. Attach job descriptions.
15. Provide resumes of key management staff.
16. Identify the system used to complete nutritional analysis of menus and provide recipe documentation.

## Proposal Evaluation Matrix

Criteria for Selection	Fully Meets	Partially Meets	Does Not Meet
Ability to prepare meals according to specifications			
Cost per meal(s) for year one and proposed minimum/maximum increases in successive years			
Experience with volume meal preparation and modified diets.			
Documentation of standardized recipes			
Agrees that all meals, sides, and beverages prepped and ready for pick-up no later than 9am			
Plan to accommodate holiday schedules			
Plan for weather, natural disaster, or other unplanned closures			
Documentation of a computer nutrition analysis system			
HACCP Plan, sanitation standards and past record with health departments.			
Capacity to modify recipes and work with "wellness" concept of health in food preparation.			
Ability, experience and willingness to prepare frozen meals, vegetarian options, gluten-free, dairy-free, renal, mechanical soft, and pureed meals along with appropriate side dishes, baked goods, and beverages			
Description of facilities, including commissaries, storage and equipment, back-up plans for emergencies, and arrangements for picking up the meals			
Written procedures for correcting shortages and product provided in error			
Proposed staffing plan, qualifications and experience of current and proposed management staff			
Administrative capacity, including financial stability (e.g. annual financial report)			
Employment practices that comply with all Equal Employment Opportunity and Affirmative Action regulations			
Preference will be given to women, veteran, and BIPOC owned companies			

### Submission Process

Prior to submitting a proposal, each caterer should carefully examine the Request for Proposal to be thoroughly familiar with requirements. All questions and requests for clarification must be in written form and emailed to:

Anita Berg, Member Services Director  
 Metro Meals on Wheels  
[anita@meals-on-wheels.com](mailto:anita@meals-on-wheels.com)

Written responses to all questions or requests for clarification will be provided to all bidders. No phone requests will be honored.

## **Proposals Requirements**

1. Contact Information:
  - a. Organization Name
  - b. EIN
  - c. Name of Person Responsible for Submission
  - d. Title
  - e. Phone Number
  - f. Email
2. Organization Overview
3. Written responses to Phase I Criteria for Selection, including attachments where appropriate
4. Two references from current or recent clients

Proposals must be delivered no later than September 30, 2024, 4:00pm CST via email to:  
Anita Berg, Member Services Director  
Metro Meals on Wheels  
[anita@meals-on-wheels.com](mailto:anita@meals-on-wheels.com)

## **Timeline**

- Request for Proposals Released: August 12, 2024
- Phase I Proposal Deadline: September 30, 2024, 4:00pm CST
- Notification of Phase II Selection: October 11, 2024
- Evaluation/Tastings: October 16, 2024
- Decision Published: November 1, 2024
- Service Begins: January 1, 2025
- Year 1 Contract Expires: December 31, 2025
- Option Renewal Year 2: January 1 to December 31, 2026
- Option Renewal Year 3: January 1 to December 31, 2027