

**Allegheny County
Department of Human Services
Request for Proposals Q&A
RFP for Meals and Nutrition Services for Older Adults**

Amendments

September 8, 2022

The Proposal and Questions deadlines have been extended to allow more time for Proposal development. The following chart outlines the changes:

	Original Deadline	Extended Deadline
Deadline for Questions	Friday, October 14 at 3 p.m. Eastern	Friday, November 4 at 3 p.m. Eastern
Last Website & Q&A Update	Thursday, October 20 at 6 p.m.	Thursday, November 10 at 6 p.m. Eastern
Deadline for Proposals	Wednesday, October 26 at 3 p.m. Eastern	Wednesday, November 16 at 3 p.m. Eastern

In the RFP, all dates were changed according to the chart.

Pre-Proposal Conference, September 21, 2022
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1. I heard that all providers would have to provide for the Congregate Meals, the Home-Delivered Meals, and for all the specialty different portions. But when the award is given, is it going to be broken down? How do we know on the micro level between the Congregate Meals and the prepackaged meals? How do we know the breakdown between the volumes of those and how to tailor the bid to that?

We have given you three service areas from which to choose to propose services. You would be expected to fulfill all meal service types – Congregate Meals, Home-Delivered Meals (HDM) and Emergency Meals for each service area proposed. We are looking for two Successful Proposers, and we would ultimately determine with the Successful Proposers what the final routes and composition will look like.

Addendum A has a spreadsheet that will give you a sense of the volume of Congregate and HDM by the current three regions. This should provide a good estimation of meals if you were chosen to provide the meals in one area.

2. Would it be post award that we would submit our menus and our capacity to fulfill all the different categories? And would it be post award that we would realize which category or the amounts that would come out?

Post award is when you would submit your menus.

By selecting a service area(s) in your Proposal, you are indicating that you can provide all the meals for that service area(s).

Ultimately, the final terms of the routes, contract, budget, etc., will be decided after the award during the budget and contract negotiation process.

In the RFP addenda, there are maps that will outline where the service areas are, along with the number of meals – Congregate Meals and HDM.

3. The RFP states that each provider will be responsible for creating a menu. Now if you have two or three companies creating menus, are there going to be two or three different meals being served that day? Or is it all going to be coordinated?

Yes, there could be different menus offered. However, the AAA and the county's registered dietitian reserve the right to have final approval on menu items and coordination of menu cycles.

4. Historically, recipes have always come from the county. Would that continue, or could we use our own recipes?

You may use your own recipes. We have our own dietitian who is going to monitor the menus to ensure that we are meeting all the requirements.

5. The proteins listed all seem to be above what the state requires. Will that distort the nutritional analysis?

We're currently using upgraded proteins, and our interest is to continue to provide those higher-level proteins. Therefore, we encourage them to be included in your Proposal.

6. Is a nutritionist/dietitian required to be on staff, and what are the guidelines around that for each provider? And if required, do they need to be a full-time staff member?

Yes, you are required to have a dietitian on staff who can create menus that are within the guidelines of the Pennsylvania Department of Aging requirements. These requirements are included in the RFP.

The nutritionist/dietitian does not need to be a full-time staff person. However, they must be qualified and have the capacity to create and analyze menus to ensure the menus meet nutritional requirements. Additionally, they must have the capacity to meet with our dietitian to review nutritional requirements.

7. Are there requirements for different types of meals for the 30 days/a month, and what's the turnaround time for those types? What's the turnaround time on the different types of meals, like how many different types of meals do you have to serve within a given month? How frequent should the rotation of the menu be?

There are requirements around the different meal types, and they are listed in the addenda that accompany the RFP.

For example, our Congregate Meals are hot meals, and we have a three-month menu cycle. In the current program, we have menus that we are reviewing now that will be cooked and delivered three months from now. Our HDM are currently frozen, and they're based off the same Congregate menu.

The menus are essentially the same for both programs and that is where we are looking for innovation because of the two different populations served. In the Senior Centers we're serving healthier, younger older adults who can get out and go to the center to get a meal. The people who receive HDM are a more vulnerable population and are often isolated. While the nutritional requirements are the same, per the Pennsylvania Department of Aging, the needs for each population are different. The cycle right now is a quarterly cycle, but you may propose a new cycle in your Proposal.

9. How are these recipients identified for Senior Center meals and the Home-Delivered Meals? Are they identified by you all? What's the process for identifying recipients?

Senior Center consumers preregister for the Congregate Meals. For the HDM, there is an eligibility process. If determined eligible, consumers are automatically registered. The consumer is then referred to the HDM agency and a start date for meals is established. The HDM agency then coordinates with the consumer for meal delivery.

10. Regarding the pricing listed in the RFP, do you want bids to be within that pricing or is that just pricing listed from a year or two ago? Is that pricing flexible, or are the bids expected to be within that range or less than that?

We're accepting true costs based on whatever innovative ideas Proposers may have. The unit cost is reflective of the current average cost for each meal type.

We do recognize that food costs have increased since DHS solicited this service the last time. Supply/delivery chain cost increases have impacted food service significantly. In budgeting for this program, we will balance the need to provide quality meals for seniors and the responsible use of public funds.

11. Is there any place where we can find historical menu data or see sample menus of what has been sent out for the Congregate and the Home-Delivered Meals?

A sample menu has now been provided for this posting on our Solicitations webpage.

12. Do we have access to past successful approved Proposals via the Archives landing web page?

The last time this RFP was released, it was issued through County Purchasing rather than DHS Procurement. On the Allegheny County Purchasing Portal page there is information listed about the previous awardees. However, this page does not contain the Proposals. If you wish to see all Proposals submitted, you'll need to submit a Right-to-Know request through the Freedom of

Information Act (FOIA) to the County. They may be able to provide you the successful Proposals without a formal Right-to-Know request. However, unfortunately, that is not our department, so you will need to reach out to them specifically using the link below:

[RFP-8477 - Congregate and Home Delivered Meal Nutrition Services](#)

13. Is it accurate to state that all ground beef products, such as meatloaf or meatballs, are to be 100% beef? A lot of the products contain soy, as well.

Grade minimum for food acceptable to DHS/Area Agency on Aging:

Meat - Meats for dry heat or moist heat cooking shall be choice grade. No meat extenders are to be used (i.e., soy or textured protein).

14. Regarding the serving sizes that are listed, are they cooked or raw serving sizes?

All servings should be measured as a cooked product, unless the product is served fresh such as apples, bananas, etc.

15. What is the contract period? Is it annual or multi-year? Will we have to go through this RFP process again, or is the contract renewable based on performance?

This Agreement would be for an initial three-year term with the option to renew for two additional years, depending on performance. You will not have to submit another Proposal until this service is solicited again.

16. We're creating a collaborative group or partnership. If there are multiple partners fulfilling the contract, do we need to provide you with MOUs or commitment letters? What does that look like for you all in terms of collaborative partners working together to fulfill the contract?

Yes, if you are submitting a Collaborative Proposal, a Partner commitment letter is required. In Collaborative Proposals the lead entity would be responsible for paying out to the subcontracted agencies. Please review Section 4.2.c. for more information.

17. Can a bidder propose to cover more than one area?

Yes, if you are proposing to service more than one area, you must also indicate your service area preference.

18. Currently the Home-Delivered Meals are frozen. Is that going to continue?

We made the change to Frozen Meals during COVID-19, but Proposers may propose to provide HDM that are not frozen. Our goal is to deliver healthy and nutritious meals that meet the nutritional and safety standards outlined in the RFP. However, as required by the RFP, all food providers must have the ability to prepare all meal types, including Frozen Meals.

November 10, 2022

19. Do we submit a separate budget for each region in our proposal to reflect the different transportation distances/costs?

It is recommended that the Proposer provide a companion budget narrative for each region in the proposal. Each budget should provide clear context for the costs that have been completed on the Addendum E, Unit Cost Analysis Spreadsheet for the area(s) of the county the Proposer would serve.

20. Should the Response Form and all supporting documents be merged into one PDF for submission?

The Response Form and supporting documents do not need to be merged together, but they may be merged together if that is the Proposer's preference. Regardless, it is necessary to submit all required documents.

21. Does a partner organization need to have a commissary license if the Proposer holds a license?

Commissary licenses are required for any site preparing food.

22. Is bread required if there are several bread items on the menu?

There is a state requirement for meals to include one to two servings daily of enriched grains/fiber. A serving equals ½ cup or 1 slice bread.

23. When adding fruit to the menu for HDM meals, is it expected to be fresh and what are the package requirements?

HDM meals are not required to have fresh fruits. However, menu variety may dictate adding fresh fruits. There is a state requirement to provide two ½ cup servings daily of fruits and vegetables equaling 20 mg Vitamin C daily and 250 micrograms of Vitamin A averaged over a week. Fresh fruit is delivered to HDM site in bulk, and canned fruit is individually packaged in leak-proof containers.

Amendments

November 10, 2022, Amendment

The RFP and the Response Form have been updated to adjust the documentation required with your submission. Proposers who do not have a current relationship with DHS will no longer be required to submit the New Provider Application with their submission. All proposers will now be required to submit a W-9. Please see the following:

4.2 Submit a Proposal

- d. Proposers must submit a complete Proposal that includes the following attachments that are available on our Active Solicitations website:
- Response Form
 - Partner commitment letters, if applicable
 - Minority, Women or Disadvantaged Business Enterprise (MWDBE) and Veteran Owned Small Business (VOSB) documents (see sections 7.1 and 7.2)
 - **W-9**
 - ~~Applicants who do not have current Allegheny County DHS contracts must submit the DHS New Provider Application and its supporting documents (see section 4.3 for details)~~

4.3 ~~New Provider Requirements~~

~~Proposers who do not have current Allegheny County DHS contracts must submit the DHS New Provider Application and its supporting documents with their Proposal to the RFP.~~

- a. ~~The DHS New Provider Application is available at our Active Solicitations website under the “Required documents” bar at www.alleghenycounty.us/dhs/solicitations.~~
- b. ~~The DHS New Provider Application asks for audited financial reports for the last three years. If a Proposer does not have audited financial reports for the last three years, then the Proposer may submit other financial documentation that attest to the Proposer’s financial health of the organization. Tax returns are the preferred alternative. Please note that providing adequate financial documentation is a requirement of contracting through Allegheny County.~~

ATTACHMENTS

Please submit the following attachments with your Response Form. These can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- Partner commitment letters, if applicable
- MWDBE and VOSB documents
- ~~Audited financial reports or other financial documentation for the last three years~~
- ~~Applicants who do not have current Allegheny County DSH contracts must submit the DHS New Provider Application and its supporting documents~~

Additionally, we have added the following information request to the Response Form:

PROPOSER INFORMATION

Minority or Women Owned: Yes No

If yes, select the ethnicity: Asian Pacific American Black American
 Hispanic American Native American
 Subcontinent Asian American Click here to enter text.

If yes, select gender: Male Female

Faith Based: Yes No

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Click here to enter text.	Enter number.	Click here to enter text.
Contract Processing Contact	Click here to enter text.	Enter number.	Click here to enter text.
Chief Information Officer	Click here to enter text.	Enter number.	Click here to enter text.
Chief Financial Officer	Click here to enter text.	Enter number.	Click here to enter text.
MPER Contact*	Click here to enter text.	Enter number.	Click here to enter text.

** MPER is DHS's provider and contract management system. Please list an administrative contact to update and manage this system for your agency.*

BOARD INFORMATION

** For the Board Chairperson, you must list an address, phone and email address different than the organization.*

Board Chairperson Name & Title: Click here to enter text.

Board Chairperson Address: Click here to enter text.

Board Chairperson Telephone: Click here to enter text.

Board Chairperson Email: Click here to enter text.

Our hope is that removing the barrier of completing the New Provider Application to apply, and adding this additional information to the Response Form, will allow Proposers more time to focus on their plan and Proposal, and allow us to expedite the Award and contracting process.