



Request for Proposal

1. **Date & Number:** October 18, 2021, 101821-01
2. **Title:** Nutrition Program
3. **Response Deadline:** November 29, 2021 at 4:30 P.M. Eastern Standard Time (EST)
4. **Introduction:**

This Request for Proposal (RFP) has been issued to solicit written proposals from vendors qualified to provide catering and meal services for this Agency's Nutrition Program. Because of our designation as the Area 7 Agency on Aging and Disabled, West Central Indiana Economic Development District, Inc. D/B/A Thrive West Central receives federal, state, and local funding to provide this program for older adults (age 60+) and disabled persons in its planning service area (PSA), which includes Clay, Parke, Putnam, Sullivan, Vermillion and Vigo Counties in Indiana.

5. **Program Description:**

Thrive West Central Senior Nutrition Program (SNP) consists of two primary services, as defined below. A single vendor is desired for delivery of both services.

- a. **Congregate Meal Program (CMP):** This program provides nutritionally balanced meals for consumption by eligible program participants in a congregate setting where surroundings promote social interaction. There are currently twelve congregate sites in the PSA.
- b. **Home Delivered Meal Program (HDM):** This program provides nutritionally balanced meals and weekly (or monthly if approved by Thrive West Central) delivery of these meals to homebound eligible program participants. Program participants are scattered throughout the PSA.

6. **General:**

- a. The specifications and requirements of the SNP are outlined in this RFP and in the attached Meal Specifications (Attachment A); Statement of Work: Congregate Meals (Attachment B); and the Statement of Work: Home-Delivered Meals (Attachment C).

- b. A submittal to this RFP does not guarantee a vendor will be contracted to perform any services but only serves notice that the vendor desires to be considered. Thrive West Central reserves the right to reject, accept, or request modification of any or all proposals.

7. Contract Period:

- a. The initial period of this contract is January 1, 2022 thru December 31, 2024. Thrive West Central reserves the right to extend this contract, with vendor's consent, one (1) year at a time, not to exceed a total of 3 contract years, without a complete bid process unless extension is approved by the Indiana Department of Family and Social Services Administration (FSSA).
- b. Thrive West Central may cancel the contract by providing 90-day written notice to the VENDOR in the event of failure to meet required specifications. In addition, the validity of the contract is depended on continued funding of the SNP.

8. Contact for Questions: Dana Jill M. McLain, Controller
Thrive West Central
2800 Poplar St., STE 9A
Terre Haute, IN 47803-2659
(812) 238-1561 ext. 232
dmclain@thrivewestcentral.com

9. Evaluation Criteria: Vendor will be selected by Thrive West Central's Executive Staff (5) based upon an evaluation of the submitted RFP and on an evaluation of the following specific criteria:

- 1. Level of experience and training of personnel assigned to administer this contract;
- 2. Breadth and depth of the resources of the company;
- 3. Ability to meet specifications and terms and conditions of this RFP; and
- 4. Pricing structure.

No single objective will constitute the basis for selection. During the selection process, the evaluation panel may wish to interview bidders. Interviews will be for clarification purposes only. No new material will be permitted at this time.

10. Addenda: Thrive West Central may modify this RFP and issue supplementary information or guidelines through November 12, 2021. Any issued addendums will be posted on Thrive West Central's website: www.thrivewestcentral.com/about/rfp

11. Submittal Instructions:

- a. Submit electronic copy of the proposal via website portal, by **4:30 PM EST on November 29, 2021**, or mailed to:

Dana Jill M. McLain, Controller
Thrive West Central
2800 Poplar St. STE 9A
Terre Haute, IN 47803-2659

- b. All proposals must be typed and include the following information:
- 1) A cover letter that includes the name, address, and telephone number of the company, and that is signed by the person(s) authorized to represent the vendor.
 - 2) A table of contents that clearly identifies material contained in the proposal by section and page number.
 - 3) A cost proposal to include a unit price for the delivery and service of the meals. The unit of service is one meal. Proposal must represent the final pricing, including provision of the meal, delivery of the meal, and any fees and/or taxes. For Home-Delivered Meals, the frequency of meal delivery to program participants must be stated, along with the quantity of meals to be provided to each participant with each delivery. Please see statement of work for all aspects that may apply.
 - 4) A statement of the vendor's experience providing nutritionally balanced meals for older adults and disabled persons.
 - 5) The names of individuals who will be working on the project, their areas of responsibility, and their qualifications, including project related experience, training, and certifications.
 - 6) A sample menu and calendar showing the days the meals will be served and/or delivered.
 - 7) A description of the vendor's resources for provision and delivery of meals that meet the meal specifications contained in Attachment A, including, but not limited to, the types and quantities of vehicles available to transport meals and the location and capabilities of facilities to be used for meal preparation and/or packaging.
- c. All proposals must be signed by an authorized representative of the respondent. The signature will bind the respondent to its provisions for at least a period of 120 days. Failure of the selected respondent to accept the obligations of this RFP, which will be incorporated into any awarded contract, may result in the cancellation of any award.
- d. All proposals must be submitted according to specifications set forth. Failure to adhere to these specifications may be cause for rejection of proposal. Thrive West Central reserves the right to waive any defects or informalities within the proposal, at its sole discretion.
- e. Thrive West Central reserves the right to resubmit the RFP if no acceptable proposals to

this RFP are forthcoming.

12. Additional Information:

- a. Thrive West Central retains ultimate responsibility for management of the SNP. Responsibilities include, but are not limited to budget decisions, eligibility determinations, service authorization and re-authorization, entry, and maintenance of data in the State approved software, reporting to the State, service provision, decisions about targeting and wait lists, and oversight of vendor service provision as a sub-contractor.
- b. Funding estimates for each element of the SNP are contingent upon actual appropriation of funds by Congress and allocation of sufficient funding to Thrive West Central from the Indiana Family and Social Services Administration (FSSA).
- c. Funds from this RFP may be used for program operating expenses and staffing, and for food needed for congregate and home delivery programs. No funds from this RFP may be used for capital improvements, such as a kitchen or facility room remodel, or other one-time costs associated with implementing a new program.
- d. Pricing structure may be re-negotiated 90 days prior to December 31st of each contract year if Thrive West Central and vendor mutually agree to extension of the contract. If an increase in price is not considered reasonable, Thrive West Central has the right to reject the proposed increase and to re-bid the contract. Thrive West Central also reserves the right to reject or accept any or all submitted modifications to the contract.
- e. Thrive West Central prefers a centrally located kitchen within its primary service area (Clay, Parke, Putnam, Sullivan, Vermillion or Vigo Counties of Indiana).
- f. The successful vendor shall maintain a master list of all program participants and make same available to Thrive West Central upon request.
- g. As a subcontractor, the successful vendor agrees to properly safeguard program participant information and to comply with relevant security policies and procedures outlined in its contract with Thrive West Central.
- h. The successful vendor must have an adequate number of employees and/or volunteers, if they choose to use volunteers, to assure satisfactory program performance. In

accordance with 455 IAC 2-15-2(b)(2); a vendor employee or volunteer convicted of the following crimes is prohibited from providing direct services to participants in the SNP.

- A sex crime (IC 35-42-2)
 - Exploitation of an endangered adult (IC 35-46-1-12)
 - Abuse or neglect of a child (IC 35-42-2-1)
 - Failure to report battery, neglect, or exploitation of an endangered adult or dependent (IC 35-46-1-13)
 - Theft (IC 35-43-4), except as provided in IC 16-27-2-5(a)(5)
 - Murder (IC 35-42-1-1)
 - Voluntary manslaughter (IC 35-42-1-3)
 - Involuntary manslaughter (IC 35-42-1-4)
 - Battery (IC 35-42-2)
- i. The successful vendor will be required to secure and keep in force commercial general liability insurance with a minimum liability limit of not less \$700,000 per person and \$5,000,000 per occurrence, and automobile liability for owned, non-owned and hired autos with these same limits. Thrive West Central will be named as an additional insured on a primary, non-contributory basis.
- j. The successful vendor will be required to provide Thrive West Central with evidence of a liability policy which will release Thrive West Central from any loss of damage (including attorney's fees and other cost of litigation) caused by the vendor. A certificate of insurance will be required.
- k. The successful vendor will be required to provide Thrive West Central with a copy of their Affirmative Action Plan; Assurance of Compliance with Department of Health, Education and Welfare regulations under Title VI of the Civil Rights Act of 1964; and Assurance of Compliance with Non-Discrimination against any employee or applicants due to physical or mental handicap.
- l. The successful vendor will provide program participants the opportunity to make voluntary cash donations to help defray the cost of the SNP. Vendor may inform program participants of a suggested donation amount per meal, but it cannot be a "set amount" and payment CANNOT in anyway be required of participants. Vendor will be responsible for collecting, securing, and accounting for all voluntary donations made by participants. The total amount of funds collected each month by vendor will be documented on the monthly invoice submitted to Thrive West Central. The invoiced amount will be reduced by the total amount of voluntary donations collected.
- m. The successful vendor will be required to provide 10% of the 15% required match for services rendered under the Title III-C1 or Title III-C2 of the Older Americans Act (OAA). Match can be cash or in-kind. If vendor uses in-kind to fulfill match requirements it must have a documented policy consistent with 2 CFR § 200.306. Thrive West Central is

responsible for providing the remaining 5% of the required 15% match. Voluntary donations from program participants CANNOT be used to satisfy match requirements.

Attachment A – Meal Specifications

1. **Nutritional Requirements:** All meals delivered under the SNP must:
 - a) Adhere to the current *Dietary Guidelines for Americans* issued by the U.S. Department of Health and Human Services (HHS) and the U.S. Department of Agriculture (<https://health.gov/dietaryguidelines/2021/guidelines/>)
 - b) Each provided meal must meet a minimum of one-third (1/3) of the *Dietary Reference Intakes* published by the Institute of Medicine (<https://www.nal.usda.gov/fnic/dietary-reference-intakes>);
 - c) Meet state and local food safety and sanitation requirements; and
 - d) Be appealing to older adults.
2. **Offer versus Serve:** Vendor must offer participants all of the required menu items; however, participants may decline to eat any element of the planned meal.
3. **Menus:**
 - a. Vendor shall plan two menus per week for a minimum of a four (4) week cycle. Menus must be reviewed and signed by a Registered Dietician to certify compliance with Dietary Reference Intakes. These signed menus must be electronically submitted to Thrive West Central prior to the beginning of the month of menu implementation.
 - b. Menu planning shall comply with all Meal Specifications referenced in this Attachment and shall implement healthy nutritional principals as established in the most recent Dietary Guidelines for Americans.
 - c. Vendor will write menus that take into consideration the food preferences of older adults. Menus shall include seasonal variances; variations in cooking methods, texture, and color; and be aesthetically appealing. The quality of the food provided must be acceptable to Thrive West Central.
 - d. If providing frozen pre-packaged meals, accompaniment items such as milk and bread shall be fresh. Fruit and other dessert items may be fresh, canned, or frozen.
 - e. Vendor shall use standardized recipes for preparation of all food.
 - f. Upon request, vendor shall provide Thrive West Central the manufacturer's product information, specifications, portion weight, and complete nutritional analysis for all prepackaged items and all ingredients to be used in meals.
 - g. Special menus in observance of a holiday or special event are encouraged and may be substituted for a daily menu occurring in the regular cycle, subject to advance approval of Thrive West Central.
 - h. Vendor must be willing to make any changes in menus requested by Thrive West Central

to assure compliance with federal and state program regulations.

- i. A chemical analysis of any menu item provided by the vendor(s) may be made by Thrive West Central at any time. Vendor is required to cooperate with Thrive West Central and local health departments in the performance of such an analysis and shall be liable for the cost of the analysis if the finding thereof discloses that the food does not comply with meal or health requirements stated therein.

4. Health Standards:

- a. Vendor shall insure the implementation and enforcement of proper food preparation, handling, and storage practices. Strict compliance with food preparation and sanitation practices shall be followed.
- b. Vendor shall ensure the maintenance of safe and proper food storage temperatures throughout the storage, preparation, and delivery of meals. Foods that are served cold must be delivered at appropriate temperatures to ensure food safety. Cold foods must be at 40 degrees Fahrenheit at the time of delivery to the meal program.
- c. Meals are to be transported utilizing equipment that will maintain all frozen components in a solidly frozen state throughout delivery time. Food service containers used for meal delivery shall be constructed of material that allows for maintenance of required hot and cold temperatures, ease of transport, and durability at the time of meal disbursement. The exterior of the containers shall be clean in appearance at all times.
- d. Prepackaged individual frozen meals for home or congregate site delivery shall be packaged in containers suitable for both conventional oven and microwave oven heating.
- e. Any prepackaged perishable items provided, not previously labeled by the manufacturer with a "use by" date, must identify the same in bold, minimum of 18-point lettering on the package. Frozen meals shall indicate a discard date printed on the label, in a minimum 18-point lettering. The date will be a minimum of 90 days after the date produced.
- f. All meal preparation facilities of the vendor shall be inspected by the applicable local health department. Copies of health department inspections are to be forwarded to Thrive West Central immediately following the inspection.

5. Rejection of Meals:

- a. Thrive West Central shall have the right and authority to inspect meals prepared by the vendor to determine compliance with specifications, to reject food not meeting specifications, and to withhold payment for meals or portions of meals not meeting prescribed requirements. Possible causes for the rejection of meals by Thrive West

Central include but are not limited to:

- 1) Inadequate portion sizes of items or number of items delivered by vendor;
 - 2) Unauthorized substitution of menus or menu items;
 - 3) Meals or portions of meals determined to be un-servable or inedible when received by the homebound client or at the meal site.
- b. If Vendor fails to deliver any meals or portions of meals to the designated recipient as determined by Thrive West Central, Thrive West Central may procure replacement meals or portions of meals elsewhere and charge the vendor the additional cost above the contracted price of the meals or portions of meals being replaced, plus any expenses incurred in procurement.
- 1) Whenever practical, the vendor shall be notified immediately of any delivery shortages and afforded the opportunity to deliver the shorted items, provided the vendor can affect delivery of the shorted items before the regular serving time for meals at the delivery location where the shortage occurred.
 - 2) Vendor shall not be reimbursed by Thrive West Central for meals or portions of meals delivered at any time other than prior to the regular scheduled serving time at the delivery location and on the serving day for which the meals were ordered.
- c. Thrive West Central shall have the authority to determine the actual number of meals delivered and its decision shall be final.

Attachment B – Congregate Meal Program

1. Scope of Work:

- a) Vendor shall be responsible for establishing, staffing, and operating Thrive West Central's approved Congregate Meal Program in Clay, Parke, Putnam, Sullivan, Vermillion and Vigo Counties in Indiana. Work includes preparation of meals in accordance with the guidelines in Attachment 1.
- b) This program provides up to five (5) nutritionally balanced meals per week to individuals who meet the following eligibility criteria:
 - 1) Individuals aged 60 and older and their spouses.
 - 2) Individuals with disabilities, who are under the age of 60, but reside in housing facilities occupied primarily by older individuals at which congregate services are provided.
 - 3) Have a score of six (6) or higher on the Nutritional Risk Assessment, andIndividuals providing volunteer services during meal hours are also eligible to receive one hot meal.
- c) Vendor must determine individual initial eligibility for services utilizing the criteria in Paragraph 1b) above and register the client prior to delivery of any meals. Thereafter on at least an annual basis vendor must re-verify eligibility, complete a new Nutritional Risk Assessment, and update the individual's registration. The registration and Nutritional Risk Assessment forms to be used for these purposes will be as mutually agreed upon by vendor and Thrive West Central.
- d) Eligible individuals typically receive five (5) meals per week (one meal per day Mon – Fri). Vendor is responsible for serving hot meals, which must be consumed on site, on the day(s) the site is open.
- e) On at least a monthly basis and documented on the monthly invoice, vendor will provide clients with appropriate educational materials that promote healthy eating and the benefits of an active lifestyle.
- f) Vendor will maintain appropriate documentation (i.e., registration forms, Nutritional Risk Assessments, sign-in sheets, delivery logs, etc.) to substantiate consumption and/or delivery of meals to all authorized individuals and provide these records to Thrive West Central upon request.
- g) Vendor shall notify Thrive West Central of any significant status changes it becomes aware of for active clients in a timely manner, including hospital admissions, deaths, temporary discontinuation of service, reinstatements, or other status changes.
- h) Vendor shall notify Thrive West Central of any participant complaints regarding this program.

- i) Vendor shall designate a staff person to whom program staff or volunteers can report their observations of program participants for follow-up and/or referral. Conditions for follow-up and/or referral include, but are not limited to:
- 1) There is any indication of suspicion of abuse or neglect by the participant or others. Any instances of suspected elder abuse must be reported immediately to Adult Protective Services or local law enforcement.
 - 2) Significant changes in the client’s physical or mental condition or environment are noted.

Vendor shall report all such observations of the participant, and any instances of abuse or neglect that were reported to Adult Protective Services or law enforcement, to Thrive West Central in a timely manner for follow-up.

6. Current Number of Sites and Serving Times:

- a) Sites, locations, and times. A VENDOR should plan on serving 5-days per week at each location.

County	Site Name & Address	Serving Times
Parke	Facility: Montezuma Community Center Address: 800 Jackson Street, Montezuma, IN	11:00 a.m.
Parke	Facility: Rockville Community Center 223 West Ohio Street, Rockville, IN	11:30 a.m.
Putnam	Roachdale Community & Senior Center 204 North Indiana Street, Roachdale, IN	Noon
Sullivan	Haddon Township Community Building 300 South Alexander Street, Carlisle, IN	Noon
Sullivan	Shelburn Senior Citizens’ Center 16 East Mill Street, Shelburn, IN	11:30 a.m.
Vermillion	Clinton Community Recreation Center 301 Blackman Street, Clinton, IN	11:30 a.m.
Vigo	Brownstone Manor Apartments 66 South 12 th Street, Terre Haute, IN	Noon
Vigo	Dreiser Square Community Center 15 Dreiser Square, Terre Haute, IN	11:15 a.m.
Vigo	Garfield Towers 2200 Garfield Avenue, Terre Haute, IN	11:00 a.m.
Vigo	Maryvale Housing 3461 St. Mary’s Rd, West Terre Haute, IN	11:00 a.m.
Vigo	Peddle Parke Housing 1616 South 25 th Street, Terre Haute, IN	11:45 a.m.
Vigo	Warren Village 1300 North 25 th Street, Terre Haute, IN	Noon

Attachment C – Home Delivered Meal Program

1. Scope of Work:

- a) This program typically provides up to five hot meals (one meal each day) for individuals on designated delivery routes. For individuals not along designated delivery routes, up to (5) frozen meals per week may be shipped via a postal carrier. Eligibility is determined by a Thrive Care Manager.
- b) Vendor shall be responsible for preparing and delivering the authorized quantity of frozen meals to the residence of designated program participants in Clay, Parke, Putnam, Sullivan, Vermillion and Vigo Counties in Indiana.
 - 1) Thrive West Central will notify the vendor when to begin delivery of meals, temporarily stop delivery, and when the individual is no longer authorized to receive meals.
 - 2) Meal delivery will follow a schedule mutually agreed upon by vendor and Thrive West Central.
 - 3) At the individual's request, and if there is no safety to risk to the delivery driver, the driver shall deliver meals inside the client's home.
 - 4) The authorized program participant or his/her designated representative, who cannot be the delivery driver, must acknowledge receipt of delivered meals by signing or initialing the Vendor Meal Delivery Log approved by Thrive West Central.
 - 5) Vendor shall notify Thrive West Central of all undelivered meals on a timely basis so that the participant's emergency contact can be appropriately notified.
 - 6) Vendor will ensure vehicles used for delivery are properly registered, appropriately licensed, and insured in accordance with the laws of the State of Indiana. In addition, vendor is responsible for ensuring vehicle operators (whether paid employees or volunteers) are properly licensed to operate the delivery vehicle being used.
- c) Vendor will maintain appropriate documentation (i.e., delivery schedules, delivery logs, etc.) to substantiate consumption and/or delivery of meals to all authorized individuals and provide these records to Thrive West Central upon request.
- d) Vendor shall notify Thrive West Central of any significant status changes it becomes aware of for active clients in a timely manner, including hospital admissions, deaths, temporary discontinuation of service, reinstatements, or other status changes.
- e) Vendor shall notify Thrive West Central of any participant complaints regarding this program.
- f) On at least a monthly basis and documented on the monthly invoice, vendor will provide clients with appropriate educational materials that promote healthy eating and the benefits of an active lifestyle.
- g) Vendor will maintain appropriate documentation (i.e., registration forms, Nutritional Risk Assessments, sign-in sheets, delivery logs, etc.) to substantiate consumption and/or

delivery of meals to all authorized individuals and provide these records to Thrive West Central upon request.

- h) Vendor shall notify Thrive West Central of any significant status changes it becomes aware of for active clients in a timely manner, including hospital admissions, deaths, temporary discontinuation of service, reinstatements, or other status changes.
- i) Vendor shall designate a staff person to whom delivery drivers and other program staff, or volunteers can report their observations of program participants for follow-up and/or referral. Conditions for follow-up and/or referral include, but are not limited to:
 - 1) There is any indication of suspicion of abuse or neglect by the participant or others. Any instances of suspected elder abuse must be reported immediately to Adult Protective Services or local law enforcement.
 - 2) The client does not answer the door, or someone other than the client answers the door, and the client is not present.
 - 3) Significant changes in the client's physical or mental condition or environment are noted.
 - 4) Previously delivered meals are found uneaten.

Vendor shall report all such observations of the participant, and any instances of abuse or neglect that were reported to Adult Protective Services or law enforcement, to Thrive West Central in a timely manner for follow-up.