

# REQUEST FOR PROPOSAL

for

Food Service Contract

for

South Essex Community Council

Meals on Wheels Program



**SECC**  
SOUTH ESSEX COMMUNITY COUNCIL

## GENERAL INFORMATION

South Essex Community Council has been serving the communities of South Essex since 1973. It is governed by a Board of Directors and is a registered, non-profit, charitable organization whose mission is: "Helping people. Improving lives."

SECC provides three core services: Employment & Training, Language & Settlement, and Community Home Support Services. The organization also provides a variety of income and security programs such as Coats for Kids and Keep the Heat.

[www.secc.on.ca](http://www.secc.on.ca)

## PROPOSAL SUBMISSION

Organizations and/or businesses wishing to submit proposals should do so by no later than **4:00 pm, May 26, 2017** by submitting two copies of the proposal and any company brochures, pamphlets and/or materials indicating the firm's qualifications to :

South Essex Community Council  
215 Talbot Street East  
Leamington, ON N8H 3X5

Attn: Meals on Wheels RFP

Questions concerning this RFP may be directed to Carolyn Warkentin at 519-326-8629 or by email at: [cwarkentin@secc.on.ca](mailto:cwarkentin@secc.on.ca)

## **BACKGROUND**

South Essex Community Council has been delivering hot, nutritious lunches to seniors, persons convalescing and persons with disabilities for more than thirty years. The length of time a person remains on service is determined by their needs. Some are short-term, following an illness or surgery, and some may stay on the MOW program for an extended period of time. Clients, especially those living alone, may lose interest in food and neglect to prepare good, nutritious meals for themselves. SECC's Meals on Wheels program provides a hot nutritious meal once per day. In addition, the volunteers delivering the meals provide a friendly face and a "security check" to ensure that the client is well.

In 2015-16, SECC delivered 18,300 meals to 233 individuals living in Leamington, Wheatley and Kingsville. The SECC Meals on Wheels program is supported by more than 300 volunteers who deliver the meals and 1 FTE staff to manage the administration of the program, establishment of routes, packing of meals and trouble shooting. Currently, our program includes a hot meal provided 5 days per week, Monday through Friday. Clients may order additional meals to be frozen for weekends and holidays. In the past, meals have been available up seven days a week including week-ends and holidays. Meals are prepared 52 weeks out of the year. Food allergies, sensitivities and texture modifications have been accommodated.

Meals are prepared and packaged on a daily basis, and then distributed via volunteers. Meals are typically packed between 10:00 am and 10:30 am. SECC staff delivers meals to a drop-off point in Kingsville at approximately 11:00 am. SECC currently delivers between 60-75 meals per day.

Meals are packaged in the following manner:

- Soup and/or juice is packaged in a foam bowl (10 oz) with a tight-fitting lid. Crackers are provided with the soup.
- Entrees are packaged in three-section foil container with a foil-lined cardboard lid. If the entrée comes with a dip or sauce, it's typically pre-packaged.
- Prepared dessert is packaged in a plastic container (4 oz) with a dome lid; fresh fruit is sometimes substituted for dessert.

No container is ever re-used. Containers should be such that they maximize temperature maintenance and minimize spillage during transfer. Food needs to remain hot for up to 2 hours.

Meals should adhere to the following guidelines:

- Each entrée contain a minimum 4 oz serving of pre-cooked protein, a vegetable and a carbohydrate
- Season variations
- All entrees are suitable for low sodium diets, meaning less than 450 mg of sodium per entrée;
- Diabetic appropriate desserts will be provided for clients requesting a diabetic diet
- A minced or pureed texture modification for Regular, Diabetic, No Salt Added

Preference will be given to providers who are able to meet “Gold Standard” Meal requirements and report on the compliance with these standards over the course of the contract. This includes:

- Locally sourced foods (Ontario) used at least 25% of the time;
- Homemade preparation at least 70% of the time (non-pre-packaged);
- Fresh ingredients when possible (not frozen or canned)
- Fresh fruit provided as dessert at least once per week
- Homemade desserts

## **CONTRACT PERIOD:**

The intention is to maintain the current service and redirect to the new service no later than September 1, 2017. SECC would like to negotiate a signed 3-year contract with the successful vendor, with possibility of extension should both parties find the working relationship to be productive and mutually beneficial.

## **THE PROPOSAL:**

South Essex Community Council is requesting proposals for services related to the SECC Meals on Wheels. Program services should include:

- 1) **Contact information**
- 2) **Background information** on your company including: current activities and previous experience, facility description, staff and their qualifications.
- 3) **Project approach** including how you propose to provide service within the parameters listed. For example, your proposal should make reference to but should not be limited to purchasing and invoicing information, menus and diet types, food

preparation, container types, alternative meal solutions (hot and frozen) and modifications (diabetic, etc.), ability to accommodate alternative menu options and suggestions for those options, should a client opt not to order what's on the regular menu;

- 4) Your **quality assurance** policies and procedures;
- 5) A **sample monthly menu** which identifies meals to be provided each day
- 6) Breakdown of **nutritional value and approximate caloric content** of each meal for one week, including how meals meet the recommended nutrition requirements for adults over the age of 50 according to *Canada's Food Guide*;
- 7) **Cost per meal** (should include the cost of the container and labour costs, etc.); and
- 8) Proposed **methods of communication**, including how to send and receive client orders, and manage changes and/or cancellations.
- 9) Three references

## **PROPOSAL PREPARATION**

Organizations and/or businesses submitting proposals are responsible for any and all costs and/or expenses associated with preparing such proposal.

## **PROPOSAL EVALUATION**

Proposals will be evaluated based on the following criteria:

- Price
- Competitive cost for various types of menus
- Ability to provide modifications and options
- Responsiveness to RFP requirements
- Verifiable capability/experience of provider to meet contract needs
- Responses from references
- Nutritional analysis of sample menus offered
- Safe Food Handling and Sanitation standards

Above all, SECC wants to ensure that the successful vendor is a good match to SECC's Mission and Values; likewise, SECC wants to be a good match for the successful vendor. Not all proposals may be accepted and decisions may not be made based on price or lowest bid.