

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

PROPOSAL SUBMISSION

Organizations and/or businesses wishing to submit proposals should do so by no later than **4:00 pm, October 18, 2021** 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 directed to Debbie Daher at 519-326-8629 or by email at:
ddaher@secc.on.ca

BACKGROUND

South Essex Community Council has been delivering hot, nutritious lunches to seniors, persons convalescing, persons with disabilities and people in need 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 2020-21, SECC delivered 9,100 meals to 158 individuals living in Leamington, Wheatley and Kingsville. 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. Meals are prepared 52 weeks out of the year. Food allergies, sensitivities and texture modifications been accommodated.

Meals typically contain the following:

- Soup or juice packaged in a bowl or cup (10 oz) with a tight-fitting lid.
- Entrees usually packaged in three-section reheatable foil container with a foil-lined cardboard lid. If the entrée comes with a dip or sauce, it's typically pre-packaged and/or on the side.
- Prepared Dessert usually packaged in a plastic container (4 oz) with a tight-fitting lid; fresh fruit sometimes substituted for dessert.
- Larger, pre-packaged frozen entrées are also currently being offered to clients. Clients select from the vendor's pre-set menu of non-customizable entrées. Frozen meals are then packaged and labelled, separately from hot meals, and delivered on designated days.

Soup/juice and entrées each labelled with the client's name, address, dietary requirements/allergies, route and date (supplied by our office); special desserts identified by name using indelible marker on the container lid (supplied by the vendor).

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 should be available

CONTRACT PERIOD:

The intention is to maintain the current service and redirect to the new service on January 1, 2022. 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 (i.e. safety food handling);
- 5) A **sample monthly menu** which identifies meals to be provided each day
- 6) **Cost per meal** (should include the cost of the container and labour costs, etc.); and
- 7) Three references

*use the Canada Food Guide as a resource to help write your proposal

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:

- Alignment with SECC's mission, vision & values
- 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
- Safe Food Handling and Sanitation standards

SECC wants to ensure that the successful vendor is a good match for the organization and the people we serve. We are interested in establishing a good working relationship with a like-minded partner to build and strengthen our community.

Not all proposals may be accepted and decisions may not be made based on price or lowest bid.