

COUNTY OF ALBANY

REQUEST FOR PROPOSALS

DEPARTMENT FOR AGING



RFP#2022-079

HOME DELIVERED MEALS PROGRAM

ALBANY COUNTY DEPARTMENT OF GENERAL SERVICES

PURCHASING DIVISION

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112 STATE STREET, ROOM 1000

ALBANY, NY 12207

articulate the responsibilities of each party: agreement on rent/utility payments; specific areas and square footage; hours open/days closed/and seasonal variations; care and maintenance of the facility (sanitation of restrooms, common areas and kitchen, including range hoods, fans, furnace vents, etc. and snow removal); responsibility for fire inspections, obtaining Health Department permits, insurance coverage for items owned by the project, personnel liability insurance; compliance with all federal, state and local laws; security for site equipment and food, replacement of equipment.

3.6 Proposer shall include a completed "Vendor Responsibility Questionnaire" with the proposal. (See Attachment "C").

3.7 Albany County shall make such investigations it deems necessary to determine the ability of the Proposer to perform the work. The Proposer shall furnish to the County, within five (5) days of a request, all such requested information and data. Additionally, yearly financial statements from an independent auditor shall be made available upon request.

3.8 The County reserves the right to reject any proposal if the information submitted by, or an investigation of, a Proposer fails to satisfy the County that such Proposer is properly qualified to carry out the obligations of the proposal and to complete the work contemplated therein.

SECTION 4: SCOPE OF SERVICES

4.1 Nutritional Content Requirements

- a) The Proposer shall abide by all pertinent provisions of law, including but not limited to the Federal Older Americans Act, Article 15 of the New York State Executive Law, the Federal Social Security Act. The Proposer shall abide by all other rules regulations or requirements imposed or issued by the New York State Office for Aging, including those requirements set forth in the Standard Clauses for ACDFAs, (Attachment "A"), and Standard Assurances (EXHIBIT "A"). The Proposer shall demonstrate knowledge of the Nutrition Program Standards 19-PI-26 (EXHIBIT "B"), Title III-C2 funding for the home delivered meal (HDM) program and current U.S. Department of Health and Human Services, USDA regulations.
- b) The Proposer shall plan, prepare and serve all meals according to the Nutrition Program Standards through the issuance of New York State Office for Aging Program Instructions (PIs) and Technical Assistance Memorandums (TAMs), and adhere to the daily Dietary Reference Intake (DRI) / Recommended Daily Allowance (RDA) and the current Dietary Guidelines for Americans. Compliance with all nutritional guidelines shall be routinely monitored by the regulatory agencies.
- c) The Proposer:
 - Agrees to provide nutritious and balanced meals to all clients according to the approved menu. Note: No special medical, therapeutic and/or modified consistency diets are offered through the ACDFAs meal program.
 - Agrees to produce attractive, palatable and satisfying meals with consideration given to participant and volunteer comments and ACDFAs Dietitian evaluations.

d) The Proposer shall prepare and provide meals that meet a minimum of one-third (1/3) for one meal and two-thirds (2/3) for two meals of the required daily DRI/RDA. Older adults have specific nutritional needs and should include nutritious, flavorful, and culturally appropriate meals. The Proposer shall submit menus and prepare meals that use a variety of nutrient-dense foods and beverages while choosing foods that limit the intake of saturated fats, have no trans-fats and have little added sugars and salt. Meals shall be planned to keep total fat intake between 20-35 percent of calories, with most fats coming from sources of polyunsaturated and mono-unsaturated fatty acids. Less than 10 percent of calories shall be from saturated fat. Meals shall be prepared with little salt and with a goal of 500-800 mg of sodium per meal. It shall be necessary to utilize some low or lower sodium ingredients to achieve this requirement. Food and beverages in this regular meal shall be prepared with little to no added sugars and emphasis shall be given to fiber- rich fruits, whole grains, vegetables and fat free or low-fat dairy products (see page 25 of NYSOFA 19-PI-26, EXHIBIT "B").

f) Meal components, as listed below shall be included, as part of the meal served:

1. Three (3) ounces edible protein, i.e. chicken, beef, pork, fish, cheese, etc. Casseroles shall be eight (8) ounce portions of which three (3) shall be protein.
2. Three (3) servings of vegetable and/or fruit, which shall include:
 - One half (½) cup cooked or raw vegetables.
 - One half (½) cup fruit or four (4) ounces of 100% juice.
 - One (1) cup large berries, melon or salad greens.
3. Two (2) serving of grain, with at least one (1) ounce whole grain, all others shall be enriched grain.
4. One to Two (1-2) teaspoon oil/fortified margarine spread or butter.
5. Eight (8) ounces of fat free or low fat, or 1 serving of dairy and/or vitamin D fortified 100% fruit juice, see page 24 of NYSOFA 19-PI-26.
6. One-half (½) cup of dessert.

g) The Proposer shall procure all food and supplies as required in the preparation of meals in accordance with the standardized recipes and menus as approved by the ACDFR Registered Dietitian (RD).

Please Note: Omission of any components of the approved menu constitutes a violation of the Menu Policy. Meal reimbursement shall be denied if any part of the meal is omitted. Substitutions require prior approval by the ACDFR Registered Dietitian at least 2 days in advance of the meal service. Substitutions should be a comparable food item of the same food group.

4.2 Targeting

The Proposer shall make targeted outreach with attention to; low income, low-income minority individuals including Native American, and older adults residing in rural areas, older adults with greatest economic need, older adults with limited English proficiency, older individuals who are frail or with severe disabilities older adults with Alzheimer's Disease, or related disorders with neurological and organic brain dysfunction and the caretakers of such individuals to insure that the most critical needs of the targeted population are met. The Proposer shall target and prioritize services to older adult clients in compliance with NYSOFA targeting program instruction 12-PI-08, 13-TAM-01, (EXHIBIT "C").

4.3 Menu Policy, Meals Preparation and Service

- a) The Proposer shall have on its staff a qualified individual responsible for the overall site operation, who shall be expected to work closely with the ACDFFA Registered Dietitian (RD).
- b) The Proposer will follow the ACDFFA Menu Development policy (EXHIBIT "D"). All cycle menus shall be submitted for nutritional analysis and approval at least three (3) weeks in advance of implementation. The ACDFFA RD will work collaboratively with the Proposer(s) during the menu review and approval process. Proposers shall keep copies of the approved sample menus on file for one year from the implementation date.
- c) Special Religious and Cultural meals shall be required as part of the Menu Policy and menus shall be submitted for approval by the ACDFFA RD prior to serving.
- d) The ACDFFA RD assumes all menu items are prepared from scratch vs. prepackaged. If menu items are pre-prepared, processed, cured and/or canned, nutrition labels for those items shall be noted as such and submitted with the menu for analysis. If during a menu cycle or at any time during food purchasing a distributor changes a product the Proposer shall submit the nutritional facts and ingredient label to ACDFFA RD for review and approval.
- e) All menu items with more than one ingredient shall have a quantity standardized recipe. Proposers will be required to use the standardized recipes available through the ACDFFA Share Point Recipe Program. (EXHIBIT "E").
- f) Due to availability and fluctuating costs of food items on a pre-set menu, the Proposer shall sometimes require an occasional substitution. Changes in the approved menu shall be considered only with prior approval from the ACDFFA RD and kept to an absolute minimum.
- g) Failure to comply with the Menu Policy shall be considered a violation of contract requirements. Non-compliant meals shall be denied and reimbursement for said meals shall not be considered.
- h) The Proposer shall develop a procedure for dating all Hot, Cold and Frozen HDMs with the actual date the meal was prepared in a 12 font or greater, (EXHIBIT "F").
- i) The Proposer shall be responsible to provide each client with at least (2) two shelf stable meals for use during emergency situations. Proposer shall provide the pre-approved shelf stable meals from the pre-approved shelf stable meal vendor. Deviations without prior written authorization (EXHIBIT "G").

4.4 Kitchen Facilities

- a) The Proposer shall have NYSOFA approval for the operation of any contracted or directly operated nutrition site, satellite site, central kitchen or facility that prepares, packages or serves meals using NYSOFA administered funding. Operation permits are kept on file at the ACDFFA for NYSOFA review.
- b) The Proposer shall meet requirements for food handling, preparation and service and comply with the

New York State Sanitary Code, subpart 14-1. In addition, facilities used for meal preparation and the delivery of meals shall meet all fire and safety regulations as denoted and described in Nutrition Program Standards, (EXHIBIT "B"). The Proposer shall maintain copies of their annual Department of Health permit and fire inspections for review by ACDFA staff. Copies must be made available to ACDFA upon request.

- c) The Proposer shall be contractually required to maintain operations at proposed sites until written permission to discontinue service is obtained from the ACDFA or the term of the Agreement ends.

4.5 Staff, Supervision and Training

- a) The operation of the nutrition program should be overseen by a qualified and responsible supervisory designee, who shall have a thorough knowledge of: supervising and directing the work of others; an ability to plan; a good knowledge of Albany County roadways and topography regarding the local weather expectations throughout the year; food service delivery, particularly as they relate to meal delivery service for elderly persons; a knowledge of community agencies; facilities and services that may be utilized to help the elderly.
- b) The Proposer shall be responsible for:
 - Implementing staff and volunteer orientation.
 - Coordinating "Staff and Volunteer Training" (EXHIBIT "H")
 - Ensuring compliance with all ACDFA rules and regulations.
 - Contacting the Albany County Home Delivered Meal Assessment Unit, (hereinafter called the "Unit") to report any changes or issues as they relate to the HDM client.
- c) Proposer shall furnish the employees and/or volunteers needed for full implementation and operation of the program.
- d) In order to control the operation of the nutrition program the Proposer shall have personnel policies, procedures, and job descriptions for all staff and volunteers.
- e) All staff and volunteers shall be warm and welcoming and treat clients with dignity and respect. Staff and volunteers shall be neat, clean and properly dressed.
- f) All staff shall be aware of the physical and social needs of the older adults. The Proposer will be required to provide training and follow the ACDFA protocol (EXHIBIT "H" and "I") especially for emergency situations. Staff and volunteers who note any adverse changes in the client(s) condition or circumstances are required to report to ACDFA or Unit.
- g) All persons providing services under this Agreement shall be of stable personality and high moral character. All employees and volunteers providing services under this agreement shall at all times be courteous and helpful to each client under their care as well as caregivers or aides of these older adults. The Proposer shall adequately screen all agents or employees involved in the delivery of services under this Agreement to avoid or minimize risks to older adults participating in the program. The Proposer shall ensure that all such agents and employees are competent, conscientious and law-abiding and that each employee sign a Confidentiality and Disclosure form, (EXHIBIT "J").

4.6 Food Service Practice Compliance

- a) The Proposer shall comply with the New York State Sanitary Code, subpart 14-1 and local health and sanitation regulations. The older population is a high-risk population and are at greater risk for foodborne illness. The Proposer shall ensure proper handling of potentially hazardous foods at each stage of food handling, preparation and delivery. Time-temperature testing shall be conducted using an approved food grade thermometer. Time-temperatures will be monitored and recorded according to ACDFSA policy and procedure. The Proposer shall ensure that all time and temperature regulations are followed, (EXHIBIT “K”).
- b) Handling of potentially hazardous foods required by regulations include:
 - Reaching internal temperature of cooked foods according to regulations and
 - maintain holding temperatures of hot foods at minimum temperature of 140 degrees Fahrenheit.
 - Keeping cold foods at or below 45 degrees Fahrenheit, (see page 14; NYSOFA 19-PI-26).
 - Maintain frozen foods at or below 0 degrees Fahrenheit.
- c) Potentially hazardous foods will be held at the respective temperatures during transportation and holding prior to service. Hot foods shall not be held longer than two (2) hours after the completion of cooking.
- d) The Proposer shall have a policy and procedure for HDM including monitoring of transport vehicles for regular maintenance and cleanliness, appropriate equipment for storage of hot, cold and/or frozen foods as applicable and as specified in New York State and Albany County Department of Health Codes. Hot foods shall be packed separately from cold and frozen food items. The Proposer shall have a written contingency plan of resolution in the event the above standards are not met. The Proposer will notify the ADCFA within a reasonable time frame to report any issues with non-compliance with time and temperatures including corrective action.
- e) Completed “Time and Temperature Logs” and “End of Route Time and Temperature Logs” must be submitted to ACDFSA monthly as directed in the policy and procedures. (EXHIBIT “K” and “L”).

4.7 Albany County Home Delivered Meal Assessment Unit

- a) The Proposer shall demonstrate the ability to initiate service to new HDM clients within three (3) business days of being notified by the Unit through the Statewide Client Data System. When new HDM client service is initiated the Proposer shall ensure that all scheduled meals are delivered. The Unit will provide HDM meal program orientation to the client as provided by the ACDFSA, (EXHIBIT “M”) including the “Guidelines and Handling Instructions for HDM, (EXHIBIT “F”).
- b) Proposer shall receive updates regarding the individualized instructional changes from the Unit through the Statewide Client Data System; as warranted. The Unit shall advise the Proposer with all specific client instructions that shall clearly indicate:
 - The number of meals that a client shall receive each day of the week.
 - The type of meal or meal combinations to be delivered to each client.
 - Any client specific instructions for meal delivery, client monitoring, meal-set up and or meal

storage.

- Changes to client centered HDM instructions shall be incorporated into the meal delivery service within three (3) business days of Proposer notification.
- c) All substantive changes in the condition of a client should be communicated to the Unit immediately. The Unit shall handle centralized intake/assessment & case management and document in the Statewide Client Data System. The Proposer shall respond to questions about specific deliveries, meal cancellations and undelivered meals. Reports should be made to the Unit via the Statewide Client Data System. Emergency response situations shall be handled by the entity first becoming aware of the emergency. For example, the person delivering the meal would call 911 in an emergency. If there is an emergency, the Proposer shall contact the Unit by telephone for immediate communication. The Unit shall conduct appropriate follow-up. Non-Emergency information identified at time of meal delivery shall be forwarded to the Unit, (EXHIBIT "I"). It is expected that the Proposer, the Unit and ACDFSA shall work together collaboratively.
- d) A standard of reasonable care is expected of the Proposers in all aspects of the notification process. This determination shall include an evaluation of all the pertinent circumstances concerning the change in client condition. In the event that there are substantive changes in the condition of a client, the ACDFSA and Unit shall determine whether notification was submitted in a timely manner.
- e) The following steps shall be taken by the Unit to initiate assessments, provisions of meals and sharing report information:
- All individuals interested in receiving Albany County Home Delivered Meals, and community organizations making referrals shall contact the Unit intake line at (518) 447-7177.
 - The Unit shall conduct an initial eligibility screen and follow up to complete an Assessment.
 - All meal authorization/change of service notices shall originate from the Unit and be sent to the Proposer through the Statewide Client Data System
 - The Unit is required to follow the informed client consent process, which will allow client info sharing with Proposer. With client consent, the Proposer can see the Assessment information within the Statewide Client Data System.
 - Additional meal requests (provision of more meals per week than stipulated in the care plan) are authorized solely by the Unit. The Unit shall issue a revised authorization to the Proposer, through the Statewide Client Data System.
 - The ACDFSA RD can authorize a change with a client's meal service after a formal nutrition assessment. The ACDFSA RD will notify the Unit of a suggested meal delivery change.
 - The Unit and Proposer shall report on a daily basis, permanent cancellations resulting from hospitalization, nursing home placement, moving from the area, etc. through the Statewide Client Data System.
 - The Proposers shall handle basic client issues such as not answering the door to receive the meal. The Unit shall be available during normal business to consult on any given particular client issue, (EXHIBIT "N").
- f) The Proposer shall provide emergency meal delivery for new clients that have been determined by the Unit to be in need of emergency meals. The emergency meals shall be initiated either the day the referral was received, or the following day, depending upon the time of day the referral was sent. Circumstance for delayed emergency delivery would include after business hours. The

Proposer shall be notified through the Statewide Client Data System as soon as the referral has been confirmed by the Unit. The Unit shall then contact the Proposer by phone to confirm the emergency meal delivery request has been received and is being implemented. The Proposer shall provide the ACDFA Guidelines and Handling Instructions for HDM with the start-up emergency meals (EXHIBIT "F").

4.8 HDM Delivery, Drivers, Vehicles

- a) It is the responsibility of the Proposer to provide delivery vehicles for the home delivered meal service. The Proposer shall be responsible for all cost of the vehicles including the cost of fuel, and are properly licensed, insured and maintained. Vehicles shall be properly identified with decals or signs. All drivers shall hold a current clean New York State driver's license.
- b) The Proposer's paid and volunteer delivery staff shall be trained upon beginning their position and annually using the ACDFA Meal Delivery Training Program (EXHIBIT "I"). The Proposer should use the training materials provided by the ACDFA. Each employee and/or volunteer should sign the last sheet of the training program that states that he or she shall adhere to the guidelines. The Proposer shall keep a copy of the signature sheet on file with personnel records.
- c) The Proposer shall insure that fully trained supervisory staff shall instruct and train the delivery drivers.
- d) The Proposer shall supervise and monitor the delivery of meals to clients.
- e) All paid and volunteer delivery staff shall wear appropriate attire; maintaining a neat & clean appearance.
- f) The Proposer shall provide drivers on each route cell phones or 2-Way radios to be used in the event of an emergency. Proposer shall have the base station manned during delivery times with written defined responses to driver situations.
- g) Delivery vehicles shall be equipped with locked boxes and opaque envelopes to accept client confidential contributions. Monetary contributions shall be secured during the delivery route. Drivers will be responsible to return the lock box to the designated staff. Drivers/deliverers shall not solicit nor accept monetary tips or other gifts from the client or family members. Any money given to the delivery staff should be considered program income and handled according to the Program Instructions, (EXHIBIT "O").
- h) Meal delivery routes are scheduled according to cluster client locations. The delivery times should not exceed the two-hour time frame of meal pack time. Every effort will be taken to schedule client meal delivery within the same time frame each day. Depending on the meal census and delivery routes, adjustments will need to be made to ensure delivery times are within the two-hour time frame. When a holiday falls on a regular delivery day, the Proposer shall deliver meals the previous business day. Weekend meals are delivered as follows, Saturday frozen entrée delivered on Thursday, and Sunday frozen entrée delivered on Friday. The Proposer will have a procedure to track new client meals and/or hold/cancellations of meals.
- i) During the daily contact with the client the HDM delivery staff and volunteers shall be properly