



Request for Proposal

Senior Nutrition Program

Program # 307

Direct all replies to:

Bethany Tangerstrom
Contract Compliance Monitor
1717 Taylor Avenue
Racine WI 53403
262.638.6671

SEALED PROPOSALS MUST BE RECEIVED NO LATER THAN:

Thursday, September 12, 2019 at 4 pm

At the Racine County Human Services Department

1717 Taylor Avenue – One North Receptionist

Racine WI 53403

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Racine County Human Services
Request for Proposal: Senior Nutrition Program
Program #307

Section I. Specifications

1. Introduction

Racine County is issuing a request for proposal (RFP) to obtain a service provider(s) that can demonstrate the ability to produce and distribute high quality, nutritious meals through the utilization of a cost effective and efficiently managed service delivery system.

2. Area Agency on Aging Information

2.1 What is the Area Agency on Aging?

2.1.1 The Greater Wisconsin Agency on Aging Resources, Inc., (GWAAR) is a nonprofit agency committed to supporting the successful delivery of aging programs and services in 70 counties and 11 tribes in Wisconsin. GWAAR provides aging lead agencies within the service area with training, technical assistance, and advocacy to ensure the availability and quality of programs and services to meet the changing needs of older people in Wisconsin.

2.2 The Mission of the Area Agency on Aging

2.2.1 The mission of the Greater Wisconsin Agency on Aging Resources is to deliver innovative support to lead aging agencies as we work together to promote, protect, and enhance the well-being of older people in Wisconsin.

2.3 The Philosophy of the Area Agency on Aging

2.3.1 With the modernization of Wisconsin's aging network, change has presented big challenges but also offers great opportunities. At the Greater Wisconsin Agency on Aging Resources, Inc. (GWAAR), we're focused on the opportunities and let our principles and values drive all that we do as an area agency on aging.

2.3.1.1 **Leadership.** Throughout our agency we both demonstrate and recognize leadership. We try to not only respond to needs but anticipate them. And because we respect and value the leadership and professionalism of county and tribal aging program staff, we encourage and support leadership development at all staff levels.

2.3.1.2 **Innovation.** Because of the geographic and cultural diversity of the state and the constantly changing needs of older people, we want to foster new, innovative ideas for meeting those needs. We're taking a fresh look at how we operate and encourage county and tribal aging programs to do the same with an eye toward creativity in program development and problem-solving.

2.3.1.3 **Process Improvement.** To some, process improvement sounds like a nice way of saying you've got a problem and we're going to fix it. That's not it at all. For us, process improvement is an ongoing process of evaluating the programs and systems employed to serve older people and looking for ways to make those programs and systems better, more efficient, and more customer friendly.

2.3.2 Finally, with the launch of GWAAR, we see new opportunities to promote the programs and services that county and tribal aging offices provide to older people in the state. It's a great chance to honor and celebrate Wisconsin's tradition of excellence—due in large part to the dedication and leadership of county and tribal aging program staff—in providing outstanding programs and services for older people in Wisconsin. We'll continue that tradition by incorporating these principles and values into the way we operate as we work to support Wisconsin's seniors.

3. Program Objectives and Goals:

- 3.1 To provide access to nutritious congregate and home delivered meals that specifically meet the unique nutritional needs of at-risk and frail older adults
- 3.2 To provide the greatest number of meals possible to older adults in the service area by maximizing resources allocated
- 3.3 To achieve program sustainability and fiscal stability while operating within the guidelines of the Older Americans Act
- 3.4 To build a delivery system that, as required by the Older Americans Act, specifically supports low-income, rural, minority, and at-risk seniors
- 3.5 To avoid the duplication of services or service areas to maximize program efficiency
- 3.6 To ensure fiscal responsibility, program compliance and transparency in the funding of congregate and home delivered meals

4. Program Description:

Wisconsin's Senior Nutrition Program offers tasty, nutritious meals to anyone aged 60 and older. Each meal provides at least 1/3 of the daily amounts of nutrients needed to promote good health. Participants are provided with an opportunity to donate toward the cost of the meal, but no one (aged 60 or older) will be denied a meal regardless of their ability to donate.

The Racine County Senior Nutrition Program contracts with GWAAR and is supported by the Aging and Disability Resource Center of Racine County and the Racine County Human Services Department. Funding for this program is provided by participant contributions, Title III of the Older Americans Act, the State of Wisconsin and the U.S. Department of Agriculture.

The Senior Nutrition Program is divided into two areas: Senior Dining Sites and Home Delivered Meals. In 2018, the Racine County Senior Nutrition Program served 23,751 meals

in the Senior Dining Sites and in that same year, 72,830 meals were delivered to people through the Racine County Senior Home Delivered Meals program. The projection of meals provided going forward is anticipated to either remain similar or increase in volume. For more historical program data please see Attachment I.

5. Scope of Services and Requirements:

5.1 The Senior Nutrition Program is divided into two areas: Senior Dining Sites and Home Delivered Meals.

5.1.1 SENIOR DINING SITES:

5.1.1.1 Nutrition congregate meal provider:

5.1.1.1.1 A hot meal prepared using, in part, locally grown ingredients that meets all the nutritional requirements of the Older Americans Act. The meals are served 5 days a week in a setting that provides educational and recreational activities. The provider's staff/volunteers have at least 5 years of food preparation experience and training related to food safety practices.

5.1.1.1.2 The Racine County Senior Dining Locations are selected based on community need and can change from year to year. The current Racine County Senior Dining Locations and serving times include:

5.1.1.1.2.1 Lake Oaks Apartments

1916 Wisconsin Avenue

Serving at noon Monday – Friday.

Enter and park in back, enter building through middle glass door to get to the dining room.

5.1.1.1.2.2 Lincoln Villas North

3919 Ruby Avenue

Serving at 11:30 Monday – Friday.

Enter main doors by parking lot.

5.1.1.1.2.3 Living Faith Lutheran Church

2915 Wright Avenue

Serving at noon Monday – Friday.

Enter back of church, through glass doors. Dining is downstairs to the Right

5.1.1.1.2.4 Mount Pleasant Place (former Lincoln Villas South)

5820 Lincoln Village Drive

Serving at 11:30 am Monday – Friday.

Enter Rear of building, garage door. Go to hallway, turn left, 4th door to your right is the dining room

5.1.1.1.2.5 Salvation Army

1901 Washington Avenue

Serving at noon Monday - Friday.

Enter side bottom door by parking lot. Go downstairs.

5.1.1.1.2.6 Burlington Senior Center

587 E State St, Burlington
Serving at noon Monday – Friday.
Entrance off parking lot. Rear of building.

5.1.1.1.2.7 Hometown Village

1415 13th Avenue Union Grove
Serving at 11:30 am Monday – Friday.
Enter main front door

5.1.2 HOME DELIVERED MEALS:

5.1.2.1 Nutrition home delivered meal provider:

- 5.1.2.1.1 A hot meal prepared 5 days a week using, in part, locally grown ingredients that meets all the nutritional requirements of the Older Americans Act. That meal delivery would be the responsibility of the Racine County Senior Nutrition Program
- 5.1.2.1.2 Friendly drivers bring delicious, home-style, freshly prepared meals delivered to the participant's door Monday through Friday. Every delivery comes with the well-being check that Meals on Wheels has become famous for.
- 5.1.2.1.3 The Nutrition Program offers more than just a meal. It provides socialization, nutrition education, counselling, and is often the gateway to many other services. This program is available throughout Racine County and can be modified for special diets. Anyone 60 years or older and spouse of any age are welcome in Racine County. There are a variety of nutrition dining sites as well as the Meal-on-Wheels program (meals delivered to the home for those who are homebound).

5.2 PROVIDER REQUIREMENTS:

5.2.1 DELIVERY

- 5.2.1.1 Monday through Friday delivery of hot meals with the purpose of being served the same day for lunch in both the Senior dining locations and for home delivery for the Meals on Wheels Program. The Senior dining location meals will be delivered by the meal provider directly to each Senior dining location as listed above. The home delivered meals drop-off sites include: One (1) location in Central Racine, Wisconsin located at the Domanik Building, 2000 Domanik Drive, Racine, Wisconsin; one (1) location in Union Grove, Wisconsin; one (1) location in Waterford, Wisconsin; one (1) location in Burlington, Wisconsin. It is the responsibility of the Senior Nutrition Program liaison and staff to pick up and deliver from these drop-off locations.
- 5.2.1.2 The meal provider must have a background check in place for every driver dropping off meals at the dining sites.
- 5.2.1.3 Food will be delivered at a safe temperature to prevent food-borne illness. Hot food will be maintained and delivered at 140 degrees Fahrenheit. Cold food will be maintained and delivered at 41 degrees

Fahrenheit or below or neither will be accepted by the Racine County Senior Nutrition Program.

5.2.1.4 Vehicles used in the transportation of bulk food or home delivered meals will be equipped with clean containers or cabinets to store the food while in transit. The container or cabinet will be constructed in a way which prevents food contamination by dust, insects, animals, vermin or infection. The containers or cabinets will be capable of maintaining a temperature at or above 140 degrees Fahrenheit or a temperature at or below 41 degrees Fahrenheit until the food is delivered to the dining center or to the home delivered meal recipient.

5.2.1.5 The meals for the home delivery program will be dropped off at the Central location by 9:00 a.m. Monday through Friday. The meals will be provided in pre-packaged hot and cold (ready-to-eat) packs five days a week that are separated by delivery route in coolers and warming containers.

5.2.1.6 The meals for the Senior dining locations in Union Grove, Waterford and Burlington will be dropped off by 10:45 a.m. Monday through Friday or as specified by above.

5.2.1.7 Racine County currently serves seven dining sites in Racine County and reserves the right to eliminate, add or change a dining location at any time during the year and must give 30 days' notice to the meal provider.

5.2.1.8 The food vendor and the Racine County Senior Nutrition Program will mutually work together to decide on a time of day that works best for last minute additions and cancellations of meals for both the Home Delivered program and the Senior Dining Sites.

5.2.2 PREPARATION OF THE FOOD

5.2.2.1 Regardless of the type of food preparation, the time between the completion of cooking the food and either the beginning of serving at the senior dining center or the delivery of the home delivered meal recipient will not exceed four hours.

5.2.2.2 Ready-to eat (RTE) food held for more than 24 hours in an establishment must be clearly marked at the time of preparation to indicate that the food will be consumed, sold or discarded within seven calendar days or less from the day that the food is prepared. The day of preparation is considered day one.

5.2.2.3 Refrigerated (RTE) food items prepared in advance must be discarded in seven days if held at 41 degrees Fahrenheit or less. RTE potentially hazardous food items which are prepared, frozen and thawed must be controlled by date marking to ensure that the items are consumed in seven days held at refrigeration temperatures.

5.2.2.4 Each meal will meet the requirements of a complete meal as defined in the elder nutrition program policy and meet 1/3 the Dietary Reference Intakes (DRIs).

5.2.3 **SPECIAL ACCOMODATIONS**

- 5.2.3.1 Foods that are received past their expiration dates will be rejected and the Racine County Senior Nutrition Program will not be responsible for payment on such items.
- 5.2.3.2 There will be no meals provided by the Racine County Senior Nutrition Program on Holidays such as: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas Day, and New Year 's Eve.
- 5.2.3.3 There will be no meals provided by the Racine County Senior Nutrition Program when Racine Unified School District cancels school due to a snow emergency. The Racine County Senior Nutrition Program will alert the meal provider no later than 6:00am the day of delivery.
- 5.2.3.4 The Racine County Senior Nutrition Program reserves the right to request an enhanced menu option from the meal provider at the Senior Dining Sites such as a salad and self-service bar with 45 days' notice.
- 5.2.3.5 The Racine County Senior Nutrition Program reserves the right to request modifications to the menu with 30 days' notice pending feedback from participants receiving meals in the program. An example of this would be several complaints about a protein chosen and a request to remove this item from the menu.
- 5.2.3.6 The Racine County Senior Nutrition Program may choose to supplement home delivered meals or congregate meal sites with food items that the meal provider did not deliver. The meal provider is not responsible for those foods served and an example of this type of food would be a specialty item such as a holiday cookie or slice of pie.
- 5.2.3.7 The meal provider must offer therapeutic diets such as low sodium, diabetic, low fat and ground.
- 5.2.3.8 The meal provider must offer a different menu cycle at least twice annually and provide a change in the menu options every six weeks at a minimum.

5.2.4 **FROZEN MEALS**

- 5.2.4.1 Some participants of the program require a frozen weekend meal. The meal vendor must have the ability to offer frozen meals for purchase at the same cost as a warm meal during the week.
- 5.2.4.2 The meal provider will provide written instructions on proper handling and reheating of frozen meals to participants upon initiation of this service and at least annually thereafter.
- 5.2.4.3 The food vendor must also have the ability to provide a daily frozen meal upon request to the Senior Nutrition Program for some or up to all of the participants with 14 days' notice. The food vendor must also have the ability to provide a weeks' worth of frozen meals to some or all of the participants upon request with 14 days' notice.

5.2.4.4 Frozen food will be maintained and delivered in a solid frozen state or it cannot be left with the participant.

5.2.5 COST PER MEAL AND BILLING

5.2.5.1 The cost per meal will include food, labor, delivery to each Senior Dining Site

5.2.5.2 The cost per meal will include food, labor, packaging, and delivery to all locations listed above for the home delivered option.

5.2.5.3 Provisions for the adjustments of per meal cost will only be made when the contract is renewed and will be supported by documentation.

5.2.5.4 Payment will be made to the meal provider within 30 days of receipt of invoice. The meal provider will provide the Senior Nutrition Program a detailed invoice on a month by month basis and include the following information:

5.2.5.5 Number of meals served daily each month to the home delivered program and cost

5.2.5.6 Number of meals served daily each month to the Senior Dining Program and cost

5.2.5.7 If meal(s) are late, missing a required component, spoiled, or unwholesome, the Racine County Senior Nutrition Program will be credited by the full cost of either the home delivered meal or the senior dining site meal.

5.3 CONTRACT REQUIREMENTS

5.3.1 Support the program by committing resources to fulfill program match requirements. This match requirement can be met in a variety of ways including other organizational funding sources and/or in-kind services and supports.

5.3.2 Comply with all pertinent and prevailing laws and to work in a cooperative spirit to fulfill the guidelines as set in the Racine County contract and the Older Americans Act

6. Successful Proposal Requirements:

6.1 Demonstrate competence in the industry and provide any experience serving similar populations

6.2 Provide an agency description to include:

6.2.1 Years in operation, agency growth, and historical milestones

6.2.2 Primary headquarters and areas served

6.2.3 Mission and vision statements

6.2.4 Areas of specialty

6.2.5 Organizational chart

6.2.6 Employee screening, recruitment and training process

6.2.7 Scheduling process and guarantee of coverage

6.2.8 Any other pertinent agency specifics that would provide the evaluation committee with a sense how your company operates

7. Evaluation Outcomes:

- 7.1 To provide nutrition congregate and home delivered meals that meet the Wisconsin Aging Network's Chapter Eight Nutrition Program Operations guidelines. This shall include and is not limited to a registered dietician or nutritionist on staff to complete program requirements. All meals must meet the Dietary Guidelines for American's and MyPlate Food Guidance System along with the dietary reference intakes established by the Food and Nutrition Board of the National Academy of Sciences' Institute of Medicine.
- 7.2 To provide a range of meal prices beginning at \$3.50 and not to exceed \$4.37 for congregate, \$4.48 for home delivered and \$4.89 for the meal enhancement option at a congregate site. The vendor will provide a variety of meal plans. Samples will be provided to the Racine County senior Nutrition Program upon request. To ensure delivery of meals to the congregate sites, the central location, and other drop points in a timely fashion. All home delivered meals will be packaged for individual consumption and sorted by the participants route and congregate meals will be family style.
- 7.3 To ensure delivery of meals to the congregate sites, the central location, and other drop points in a timely fashion. All home delivered meals will be packaged for individual consumption and sorted by the participants route and congregate meals will be family style.
- 7.4 To provide emergency meals within 36 hours upon request with a price range comparable to those state above.

8. Contract Period:

Contract will commence January 1, 2020, upon acceptance of the terms described and execution of the contract by both parties. The initial contract period shall continue in effect for one year. Thereafter, it may renew for two additional one-year periods at Purchaser's discretion based on Provider performance and funding available.

9. Cost:

Cost listed by proposer must be complete and inclusive of all charges at the time of submission. Proposer certifies that prices, terms and conditions in the proposal will be firm for acceptance for a period of ninety (90) days from the date of opening unless otherwise stated by Racine County. Proposal may not be withdrawn before the expiration of ninety (90) days. Prices shall be firm with no escalator clauses unless specified by Racine County. Proposals may be withdrawn after ninety (90) days only upon written notification to Racine County.

10. Contract:

The contract for this project will consist of this Request for Proposals document, the specification documents and any associated exhibits or documents, the proposer's response with all required forms, addenda, any negotiated terms and conditions and a standard Racine County contract.

11. Calendar of Events:

This calendar is subject to change at the sole discretion of Racine County. All attempts will be made to adhere to this calendar however circumstances may require modification of dates and/or times.

| Event | Date |
|---|---|
| RFP issued, posted on website and newspaper | 8/15/19 |
| Written questions/requests for clarification due to Racine County | 8/22/19 by 4 pm. Questions submitted later will not be considered. |
| Racine County written responses to questions/clarifications posted on website | 8/29/19 |
| Proposals due at Racine County, and dropped off at the One North Receptionist | 9/12/19 by 4 pm. Late proposals will not be accepted |
| Public Opening of Sealed Proposals | 9/16/19 at 3 pm Three North Conference Room |
| Proposal Evaluations Completed by... | 10/8/19 |
| Face-to-Face interviews with sample meal tasting | TBD, but no later than 10/8/19 |
| Contract Awarded | TBD, but no later than 10/11/19 |
| Contract Start Date | 1/1/20 |

12. Right of Rejection:

Racine County, through its duly authorized agents, reserves the right to reject any or all proposals, any portion of a proposal, waive all technicalities, and to accept the proposal considered most advantageous to Racine County following final negotiations, evaluations and reviews. Racine County does not warrant or guarantee that a contract will be awarded as a result of this Request for Proposals.

13. Instructions to Proposers:

- 13.1 Thoroughly examine the scope of work, schedule, instructions and all other Solicitation documents and make all investigations necessary to be familiar with conditions that affect the proposal. No pleas of ignorance by the proposer as a result of failure to investigate or examine conditions or failure to fulfill details of the contractual documents will be accepted as a basis for varying the requirements of the County or changing the compensation due.
- 13.2 Racine County contracts are subject to all legal requirements of Racine County, State of Wisconsin or Federal statutes and regulations, as applicable. Laws of the State of Wisconsin apply.
- 13.3 Provide all required information on the forms furnished in this document. Print or

- type your name and that of your agency on the Proposal Cover Sheet. **Do not Include your name or the name of your agency in the body of the proposal!** If you obtained this solicitation electronically; you may complete your responses on the electronic forms however a hardcopy of the proposal must be submitted with your signature on the Proposal Cover Sheet. Do not alter the solicitation documents when completing the forms. Submission of the proposal affirms that you did not alter the original documents beyond filling in the required information.
- 13.4 Note that there are two separate packets of documents to complete. One will Contain an original plus four (4) copies of your proposal and the other your original plus four (4) copies of your budget information. When submitting your hardcopy proposals, seal each packet in a separate envelope.
- 13.5 All proposals must be current and final at the time of opening to be considered responsive. No proposal will be accepted for consideration, and no award will be made if, at the time of opening, anything contained therein is contingent upon or subject to any outstanding review, certification or approval by any party that has not been received.
- 13.6 The following chart illustrates the required proposal documents and specifies the minimum content of the proposal sections. Proposals should be organized in tabbed sections following this chart and each point listed below should be addressed in your proposal.

| Appendix | Title | Contents |
|----------|------------------------|---|
| A | Proposal Cover Sheet | Complete this form for each packet of the proposal...the program and the budget documents |
| B | Vendor Acceptance Form | Complete this form and attach it to the proposal. |
| C | Reference Document | On the form included in this packet, list three (3) references who are familiar with your work and your ability to fulfill the requirements of this proposal. Racine County may also consider reference responses from agencies or individuals not listed in your proposal. All information provided must be current and correct. Racine County will not attempt to search for current information that is not provided. |
| D | Agency Narrative | Describe your agency and how your mission relates to the need listed in the RFP. |
| E | Program Criteria | Provide detailed information in response to each specific criterion listed. |

| | | |
|---|------------------|--|
| F | Past Performance | Provide any past experience you have with Racine County. |
| | | In a separate sealed envelope: |
| G | Budget Worksheet | Provide a written description of the costs requested. |

14. Submission of Proposals:

Submit one original master copy (so marked) and four photocopies (so marked) of your proposal. Also include a digital copy on a USB drive. On the front of the envelope containing your proposal and copies, indicate the following:

Name & Address of Bidder

Due Date of Bid

Proposal Number & Title

All proposals must be manually signed by an authorized official of the agency.

Telegraphic, fax, email and on-line responses WILL NOT BE ACCEPTED. The original, signed proposal must be delivered to the address indicated below:

Bethany Tangerstrom
Contract Compliance Monitor
Racine County Human Services Department
1717 Taylor Avenue
Racine WI 53403
Bethany.Tangerstrom@racinecounty.com

Proposals can also be dropped off at the ONE NORTH Receptionist at the Racine County Human Services Department between 9 am and 4 pm Monday through Friday. Late proposals will not be accepted and will be returned unopened.

15. Contact Person:

14.1 The Racine County Human Services Contract and Compliance Monitor will act as the County representative in the issuance and administration of this RFP and contract, and shall issue and receive all documents, notices and correspondence pertaining to this RFP. Such documents, notices, and correspondence not issued by or received by the Contract Compliance Monitor shall be null and void.

14.2 Questions related to this Request for Proposal shall be delivered in writing (email, postal delivery or hand delivered) to the Contract Compliance Monitor. **Final date for questions is listed in the Calendar of Events.** No questions will be accepted over the phone and no other Racine County representative is authorized to interpret any portion of this RFP.

14.3 All questions received by the Contract and Compliance Monitor will be researched and responded to on the date listed in the Calendar of Events and posted on the Racine County Human Services website which can be accessed by the following link:

<http://racinecounty.com/government/human-services/contracts-and-budget>

<https://racinecounty.com/government/finance/purchasing-rfps-and-bids>

No verbal or written information, which is obtained other than through this Request for Proposals or its addenda, shall be binding upon Racine County. Proposers are expected to raise any questions, exceptions or additions they have concerning this document as soon as possible during the RFP process.

16. Confidentiality/Non-Disclosure:

- 16.1 It is the intent of the County that all proposals received will remain sealed and confidential until reviewed by the Proposal Evaluating Committee.
- 16.2 Once the process is complete, no information submitted as part of this RFP process shall be considered proprietary or confidential.
- 16.3 By submitting a proposal, vendors acknowledge that the County may be required under the law to make its records available for public inspection at any time during this RFP process. All vendors acknowledge and agree that the County will have no obligation or any liability to the vendor if the County must disclose these materials.

17. Errors or Omissions:

- 17.1 If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this bid, the vendor should immediately notify the above-named individual of such error and request modification or clarification of the RFP document.
- 17.2 Racine County reserves the right to permit cure of, or waive as an informality, any irregularities or technicalities contained in any proposal submitted, at the sole discretion of Racine County provided such waiver does not substantially change the offer or provide a competitive advantage to any other vendor. Contracts will be awarded in the best interests of Racine County.

18. Addenda:

Changes to this RFP will be made only by formal, written addendum issued by Racine County's Contract Compliance Monitor and posted on the Racine County Human Services Website. All addenda issued as part of this RFP shall become part of the specifications of this RFP and will be made part of the contract. It is the vendor's responsibility to check and assure receipt of all addenda.

19. RFP Evaluation Process:

- 19.1 Racine County will receive proposals from interested vendors having relevant experience, resources and qualifications in the proposed scope of work. Proposals for this project must contain evidence of the vendor's experience and abilities in the applicable field.

- 19.2** All proposals received will be evaluated by a selection team that consists of Racine County representatives. The team will review and evaluate all detailed proposals submitted and may conduct in-person interviews with proposers if deemed necessary. The selection team will have only the response to this solicitation to review for selection of a finalist. It is therefore important that proposers emphasize specific information considered pertinent to the services provided. Racine County reserves the right to request clarification of any portion of any submittal.
- 19.3** Racine County will be under no requirement to complete the evaluation by any specific date and reserves the right to suspend or postpone the evaluation process should the need arise due to budget constraints, time constraints or other factors as directed by the County. It is anticipated, however, that the review/evaluation process will be completed in a timely manner.
- 19.4** A Proposal Evaluation Committee will be established to review and evaluate all proposals submitted in response to this RFP. The Contract Compliance Monitor will be a non-voting member and, as such, will prepare the proposals for the committee so that no vendor identifying information will be available to the evaluators. The Committee will conduct a preliminary evaluation of all proposals based upon the information provided and other evaluation criteria as set forth in this RFP. The contract will be awarded to the most qualified contractor per the evaluation criteria listed below.

| EVALUATION CRITERIA | WEIGHT |
|---|-------------------|
| Agency Experience and Competency | 25% |
| Proposal Criteria | 25% |
| Interviews with Sample Meal Tasting | 25% |
| Overall Cost to the County | 25% |
| Total | 100% |
| <p>Past Performance</p> <ul style="list-style-type: none"> • There is no weight for this category. It allows vendors with a past experience with Racine County the opportunity to be recognized for their contributions. • For those vendors with no prior experience, this category will not be calculated in their scoring and therefore will not impact their overall rating in any way. • This section represents scores obtained from three officials within Racine County who are not part of the evaluation committee. Supporting evidence will be attached to the final scoring sheet. | 15 points maximum |

19.5 Refer to the accompanying “Program Criteria” document (Appendix E) for specific information to include in your proposal.

20. Interviews with Sample Meal Tasting:

Proposers may be required to participate in an interview, along with sample meal tasting, at the site of the proposed program or in the offices of the Racine County Human Services Department. Proposers should be prepared to discuss and substantiate any of the areas of the proposal submitted, as well as its qualifications to furnish the specified program. Proposers should also bring along samples of potential meals in the packaging that they would normally be provided in. The interviews will be scored by the Evaluation Committee.

21. RFP Preparation Expense

Racine County shall not be liable for any expense incurred in replying to any request for proposal or invitation to bid.

22. County RFP Notice of Rights:

Racine County reserves the following rights to:

- 22.1 Conduct pre-award discussion and/or pre-award/contract negotiations with any or all responsive and responsible proposers who submit proposals determined to be reasonably acceptable of being selected for award; conduct personal interviews or require presentations of any or all proposers prior to selection; and make investigations of the qualifications of proposers as it deems appropriate, including but not limited to a background investigation conducted by the County or its agents.
- 22.2 Request that proposer(s) modify its proposal to more fully meet the needs of the County or to furnish additional information as the County may reasonably require.
- 22.3 Accord fair and equal treatment with respect to any opportunity for discussions and revisions of proposals. Such revisions may be permitted after submission of proposals and prior to award.
- 22.4 Process the selection of the successful proposer without further discussion.
- 22.5 Request Best and Final Offers from any or all proposers at the sole discretion of the County.

23. Indemnity and Insurance Requirements:

- 23.1 Upon execution of a contract, contractor agrees to indemnify, hold harmless and defend Racine County, its officers, agents and employees from all liability including claims, demands, losses, costs, damages and expenses of every kind and description or damage to persons or property arising out of or in connection with or occurring during the course of this agreement where such liability is founded upon or occurring out of the acts or omissions of the contractor, its agents or employees.
- 23.2 Contractor agrees to protect itself and Racine County under the Indemnity Agreement set forth in the above paragraph. Contractor will at all times during the term of this contract keep in force and effect commercial general liability, professional liability, automobile liability, worker’s compensation insurance policies

issued by a company or companies rated A-VII or better by AM Best and authorized to do business in the State of Wisconsin with the following minimum limits of coverage:

23.3 General Liability

- 23.3.1 \$1,000,000 each occurrence
- 23.3.2 \$1,000,000 personal and advertising injury
- 23.3.3 \$1,000,000 general aggregate
- 23.3.4 \$1,000,000 products and completed operations
- 23.3.5 There shall be no exclusion for abuse or molestation

23.4 Auto Liability Insurance

- 23.4.1 \$1,000,000 Combined Single Limit

23.5 Umbrella Liability Insurance on a following form basis

- 23.5.1 \$4,000,000 each occurrence
- 23.5.2 \$4,000,000 aggregate
 - 23.5.2.1 Any combination of underlying coverage and umbrella equaling \$5,000,000 shall be acceptable
 - 23.5.2.2 There shall be no exclusion for abuse or molestation

23.6 Workers Compensation Statutory Limits plus:

- 23.6.1 \$100,000 E.L. Each Accident
- 23.6.2 \$100,000 E.L. Disease Each Employee
- 23.6.3 \$500,000 E.L. Disease Policy Limit

23.7 Professional Liability

- 23.7.1 \$1,000,000 each occurrence

23.8 Purchaser, acting at its sole option, may waive any and all insurance requirements. Waiver is not effective unless in writing. Such waiver may include or be limited to a reduction in the amount of coverage required above. The extent of waiver shall be determined solely by Purchaser's risk manager taking into account the nature of the work and other factors relevant to Purchaser's exposure, if any, under this agreement.

23.9 Upon execution of a contract and at any other time if requested by Racine County, contractor shall furnish Racine County with written verification of the existence of such insurance.

24. Background Checks:

Upon execution of a contract, contractor will conduct criminal, caregiver background, and driver's license checks through the State of Wisconsin and drug screens on all employees who will provide these services. No employee may serve under this contract without a successful caregiver background check. Documentation of these background checks must be maintained and made available to Racine County Human Services upon request. For existing agency staff, background checks must be current within 90 days.

25. Audit Requirements:

Unless waived by Racine County, contractors must submit an annual audit to Racine County if the total amount of annual funding provided by Racine County (from any and all of its Divisions taken collectively) for all contracts is \$100,000 or more.

26. Racine County Standard Terms and Conditions:

Proposer must agree to comply with the following terms and conditions:

- 26.1 Standard contract language
- 26.2 Certification standards where applicable
- 26.3 Fiscal and program reporting criteria
- 26.4 Allowable Cost Policy
- 26.5 Audit criteria
- 26.6 Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- 26.7 Maintain adequate liability coverage
- 26.8 Civil Rights/Affirmative Action Policies
- 26.9 Criminal and caregiver background checks for staff
- 26.10 Drug screening, driver's license checks and reference checks
- 26.11 Fair Labor Standards Act
- 26.12 Recognize that authorization for services is approved by Racine County Human Services Department.
- 26.13 All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- 26.14 The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.

**END OF PROPOSAL INSTRUCTIONS—
PROCEED TO APPENDICES TO COMPLETE
THE PROPOSAL**

Attachment I

2018 Total Meals

- Meals on Wheels – 72,830 meals
- Congregate Sites – 23,751 meals
 - Total Meals – 96,584 meals

2018 Total Clients Served

- Meals on Wheels – 639
- Congregate Sites – 431
 - Total Clients – 1,070

2019 Average Daily Meals by Site

- Living Faith: 10
- Burlington: 13
- Lake Oaks: 24
- Salvation Army: 19
- Union Grove: 10
- Lincoln Villas North: 13
- Mount Pleasant Place: 17

2019 Meal on Wheels Monthly Counts (January -June)

- January: 5,900
- February: 5,935
- March: 6,382
- April: 6,354
- May: 6,464
- June: 6,109

APPENDIX A

Proposal Code Letter: _____

(for Racine County use only)

Racine County Human Services

Request for Proposal Cover Sheet

Senior Nutrition Program

RFP #307

Company Name: _____

Authorized Signature: _____

| | |
|---------------------|------------------|
| Authorized | Date |
| Printed Name: _____ | Submitted: _____ |

NOTE: Complete one Cover Sheet for your proposal and a separate Cover Sheet for your Budget Worksheet.

Documents Included (check all you are attaching):

_____ Vendor Acceptance Form (Appendix B)

_____ Reference List (Appendix C)

_____ Agency Narrative (Appendix D)

_____ Proposal Criteria (Appendix E)

_____ Past Performance (Appendix F)

_____ Budget Worksheet (Appendix G)

Proposal Code Letter: _____

(for Racine County use only)

APPENDIX B

Vendor Acceptance Form

Program Name: Senior Nutrition Program

Program #: 307 Date of Issue: August 15, 2019

By signing and submitting this Proposal, I _____ hereby
(Print Name)

certify and swear that I am a duly authorized agent of this company, I have examined and carefully prepared this proposal from the written specifications and information of Racine County and have checked the same in detail before submitting said proposal to Racine County. I have full authority to make such statements and submit this proposal, and all statements submitted are true and correct.

I FURTHER CERTIFY that no agreement has been entered into to prevent competition for said work. I have carefully examined all materials related to this proposal.

I FURTHER CERTIFY that any data sheets and descriptive literature attached hereto are true and correct and are intended to be made part of this bid/proposal response.

I FURTHER CERTIFY that neither this company nor any of its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal, State, County, Municipal or any other department or agency thereof. I certify that this company/agency will provide immediate written notice to the County if, at any time, it is learned that this certification was erroneous when submitted or has become erroneous by reason of changed circumstance.

I acknowledge that Racine County reserves the right to reject any and all bids and to select the vendor considered by Racine County to be most advantageous, at the sole discretion of Racine County.

In compliance with this Request for Proposals and subject to all the terms and conditions thereof, the undersigned offers and agrees, if this proposal is accepted, to furnish any or all of the items, deliverables or services herein at the prices, terms and delivery stated.

All signatures **MUST** be original. No facsimile, stamped or copied signature will be accepted and is cause for rejection of the proposal. **By signing this form, I affirm that the original Request for Proposals documents have not been altered in any way.**

Authorized Signature: _____ Print Name: _____

Title: _____ Email: _____

Name of Business: _____ Phone: _____

Business Address: _____ City/State Zip: _____

APPENDIX C

Proposal Code Letter: _____

(for Racine County use only)

Racine County Human Services

Request for Proposal Reference List

Senior Nutrition Program

RFP #307

It is important to provide accurate contact information for each reference listed. Racine County will not attempt to locate incomplete or inaccurate information in names, location or phone numbers.

Prior experience on previous Racine County projects may be considered by the County, even if not listed here as a reference.

1. Project/Program Name: _____

Individual to be contacted at this site: _____

Phone #: _____ Email: _____

Address: _____

2. Project/Program Name: _____

Individual to be contacted at this site: _____

Phone #: _____ Email: _____

Address: _____

3. Project/Program Name: _____

Individual to be contacted at this site: _____

Phone #: _____ Email: _____

Address: _____

Racine County Human Services

Request for Proposal Agency Overview Sheet

Senior Nutrition Program

Program # 307

Present a clear and concise description of your agency. Points you may want to address include:

1. Agency Overview:

- a. What is the location of your primary headquarters and what areas do you serve?
- b. What are your agency's mission and vision statements? How do they relate to this RFP?
- c. What is your organizational structure? Please provide your organizational chart.
- d. Are you a legally incorporated, licensed business, registered to work in the State of Wisconsin?
- e. Do you carry the required insurance coverage listed in the RFP or are you able to obtain it prior to the start of this contract?
- f. What other pertinent agency specifics would provide the evaluation committee with a sense how your company operates?

2. Experience and Competency:

- a. How long has your agency been in operation? Please specify agency growth and historical milestones.
- b. What are your agency's areas of specialty?
- c. Please describe any prior relevant experience as it relates to this project scope.
- d. Please describe previous experience in providing Title III meal services in accordance with Wisconsin Nutrition Program Operations Manual (Chapter 8).

APPENDIX E

Racine County Human Services

Request for Proposal Criteria Sheet

Senior Nutrition Program

Program # 307

All proposals must address each of the following criteria. **You must clearly identify which question each of your answers pertains to** by labeling it with the number of the specific question. **Failure to include all the criteria listed will disqualify the entire proposal.**

1. Employees

- a) How many employees do you have on staff?
- b) What are your recruitment, screening, and hiring practices?
- c) What experience and qualifications will be required of the employees working under this contract?
- d) How are new employees trained? Provide a copy of your training program.

2. Scheduling

- a) What is your scheduling process?
- b) How will you ensure shifts are covered in the event an employee is absent?
- c) How much notice will you require for extended hours outside of the core hours?

3. Meals

- a) Please describe the following:
 - i. Capacity to meet program goals including meal preparation.
 - ii. Plan for the delivery of meals. (Plan for compliance with “four-hour heating to delivery” timeframe)
 - iii. Packaging of home delivered meals. (Frozen and fresh, route packaging, etc.)
 - iv. Capacity to organize home delivered meal by Senior Nutrition routes.
 - v. Plan for emergency closure of meal programs. (Plan for last minute emergency closures and costs that will be incurred by Senior Nutrition program.)
 - vi. Plan for remaining in compliance with additional mandated nutritional requirements.
- b) Please attach sample menus. (Menus and dietary verification of compliance with regulations.)

4. Additional Information

- a) What challenges do you foresee and how will you address those challenges?
- b) Why do you believe your agency is better able to operate this program than others?
- c) Any additional information that will help evaluators understand your proposal.

Racine County Human Services

Request for Proposal Past Performance

Senior Nutrition Program

RFP #307

What previous experience have you had with Racine County Human Services?

****Please note, this section must be answered on a separate document.***

- There is no weight for this category. It allows vendors with a past experience with Racine County the opportunity to be recognized for their contributions.
- For those vendors with no prior experience, this category will not be calculated in their scoring and therefore will not impact their overall rating in any way.
- To maintain the blind evaluation process, this section represents scores obtained from other officials within Racine County, who are not part of the evaluation committee. Supporting evidence will be attached to the final scoring sheet.

Racine County Human Services

Request for Proposal Budget Sheet

Senior Nutrition Program

Program # 307

All proposals must address each of the following criteria. **This information must be submitted in a separate envelope.**

1. Meal Cost Calculator to itemize cost per meal to include the following:
 - a. Cost per Senior Dining Site meal
 - i. Cost for food
 - ii. Cost for labor
 - iii. Cost for delivery to Senior Dining Site
 - iv. Any other expenses incorporated into the calculation of the meal cost
 - b. Cost per home delivered meal
 - i. Cost for food
 - ii. Cost for labor
 - iii. Cost for packaging
 - iv. Cost to deliver
 - v. Any other expenses incorporated into the calculation of the meal cost

2. List any “Value Added” services that your agency may include at no additional charge.