



## **WESTERN RESERVE AREA AGENCY ON AGING**

---

Request and Specifications for Competitive Proposals

Older Americans Act Nutrition Program (OAANP)

Program Years 2022 and 2023

# **RFP Specifications for WRAAA 2022-2023 Older Americans Act**

## **Nutrition Program (OAANP)**

### **TABLE OF CONTENTS**

<b>INTRODUCTION: COMPETITIVE PROPOSAL PROCESS .....</b>	<b>3</b>
<b>WRAAA NUTRITION PROGRAM .....</b>	<b>4</b>
<b>COMPETITIVE PROPOSAL OPTIONS .....</b>	<b>4</b>
<b>CONTRACT PERIOD .....</b>	<b>5</b>
<b>MANDATORY APPLICANT'S CONFERENCE .....</b>	<b>5</b>
<b>FOOD PREPARERS' REQUIRED PROPOSAL MATERIALS .....</b>	<b>6</b>
<b>COMPETITIVE PROPOSAL APPLICATION QUESTIONS .....</b>	<b>6</b>
<b>COMPETITIVE PROPOSAL DEADLINE REQUIREMENTS .....</b>	<b>6</b>
<b>COMPETITIVE PROPOSAL REVIEW PROCESS .....</b>	<b>8</b>
<b>PROPOSAL EVALUATION .....</b>	<b>9</b>
<b>WRAAA'S INTENTIONS FOR AWARD .....</b>	<b>10</b>
<b>EVALUATION CRITERIA .....</b>	<b>10</b>
<b>CONTRACT .....</b>	<b>12</b>
<b>AWARD APPEAL PROCESS .....</b>	<b>12</b>
<b>SECTION ONE: CONTRACT CONDITIONS AND ASSURANCES .....</b>	<b>15</b>
<b>I. FORM OF COMPETITIVE PROPOSAL .....</b>	<b>15</b>
<b>II. PERFORMANCE BOND .....</b>	<b>20</b>
<b>III. INSURANCE AND INDEMNITY .....</b>	<b>20</b>
<b>IV. ASSURANCES AND CERTIFICATIONS .....</b>	<b>21</b>
<b>V. SUB-CONTRACTING .....</b>	<b>24</b>
<b>VI. AMENDMENTS TO CONTRACT .....</b>	<b>24</b>
<b>VII. CANCELATION OF CONTRACT .....</b>	<b>24</b>
<b>SECTION TWO: PROGRAM REQUIREMENTS .....</b>	<b>25</b>
<b>I. GENERAL INFORMATION .....</b>	<b>25</b>
<b>II. PROGRAM INFORMATION .....</b>	<b>28</b>
<b>III. CUSTOMER RELATIONSHIP MANAGEMENT .....</b>	<b>32</b>
<b>IV. COMMUNITY MEALS .....</b>	<b>32</b>
<b>SECTION THREE: MEAL AND FOOD SPECIFICATIONS .....</b>	<b>33</b>
<b>I. CONGREGATE DINING PROJECT .....</b>	<b>33</b>
<b>II. HOME DELIVERED MEALS PROJECT .....</b>	<b>33</b>
<b>III. NUTRITION PROJECTS .....</b>	<b>34</b>
<i>Methods of Determining Nutritional Adequacy: .....</i>	<i>38</i>
<b>SECTION FOUR: EMERGENCY FOOD PROTOCOL .....</b>	<b>63</b>
<b>SECTION FIVE: GENERAL REQUIREMENTS .....</b>	<b>64</b>
<b>I. QUALITY ASSURANCE .....</b>	<b>64</b>
<b>II. FOOD SAFETY AND QUALITY ASSURANCE .....</b>	<b>65</b>
<b>III. EQUIPMENT, FOOD STORAGE, AND PHYSICAL LAYOUT OF FACILITY .....</b>	<b>67</b>
<b>IV. SUPPLIES .....</b>	<b>68</b>
<b>V. PACKAGING .....</b>	<b>71</b>
<b>VI. DELIVERY .....</b>	<b>74</b>

## **INTRODUCTION: COMPETITIVE PROPOSAL PROCESS**

The Western Reserve Area Agency on Aging (WRAAA) Planning and Service Area (PSA) 10A located at 1700 East 13<sup>th</sup> Street, Suite #114, Cleveland, Ohio, 44114 is accepting competitive proposals from experienced food preparers (“Applicants”) to prepare and deliver meals to WRAAA Older Americans Act (OAA) Nutrition Program Provider Agencies in Cuyahoga, Lake, Lorain, Medina and, possibly, Geauga Counties [WRAAA Nutrition Program]. Successful proposals from a responsible firm or company will comply with all Request for Proposal (RFP) requirements and will demonstrate the ability to cost-effectively meet the specifications described herein in a way that and will be most advantageous to the Nutrition Program, with price and other factors considered. All meal numbers included in this request for competitive proposals are based on 2020 data, which includes meals produced in response to the national COVID-19 emergency and are subject to change due to the upcoming Older Americans Act Request for Proposal Process.

The goal of this RFP is to attract the most qualified caterers who can best meet the requirements and demand for services in each county in the WRAAA Service area, which includes Cuyahoga, Lake, Lorain, Medina and Geauga Counties, with price and other factors considered.

All Applicants must have the ability to meet the RFP Specifications, and all terms and conditions within this RFP, including appendices and attachments, if selected to be awarded a contract. Please read this document in its entirety.

## **WRAAA NUTRITION PROGRAM**

The WRAAA Nutrition Program targets frail older adults at high nutrition risk. The program provides congregate meals to older adults in a five-county region to promote health, improve nutritional status, reduce risk of malnutrition and social isolation and link older adults to community services. The program provides home delivered meals to older adults in a five-county region to sustain or improve a consumer's health through safe and nutritious meals served in a home setting.

## **COMPETITIVE PROPOSAL OPTIONS**

Approximately a combined total of 6,000 meals are provided on most weekdays. Applicants for a contract can present competitive proposals according to the following options, or a combination of any of the following options:

- a. Competitive proposal for Cuyahoga County (excluding Benjamin Rose sites), only (Group A), Appendix **A**;
- b. Competitive proposal for Lake County, only (Group B), Appendix **B**;
- c. Competitive proposal for Medina County, only (Group C), Appendix **C**;
- d. Competitive proposal for Lorain County, only (Group D), Appendix **D**;
- e. Competitive proposal for Kosher meals, only (Group E), Appendix **E**;
- f. Competitive proposal for Asian meals, only (Group F), Appendix **F**;
- g. Competitive proposal for Hispanic Meals, only (Group G), Appendix **G**;
- h. Competitive proposal for Benjamin Rose sites in Cuyahoga County, only (Group H), Appendix **H**; and,
- i. Competitive proposal for Geauga County, only, if Geauga County participates in this Program (Group I), Appendix **I**.

## CONTRACT PERIOD

Successful Applicant(s) [hereinafter, the “Food Preparer(s)”] will be awarded two (2) one (1) year contracts. The first contract will begin January 1, 2022 and end December 31, 2022; the second contract will begin January 1, 2023 and end December 31, 2023, and such renewal will be at the sole discretion of WRAAA, dependent on funding, the Food Preparer’s performance and compliance with the terms and conditions of the first year contract. No price increases will be considered in either contract period. WRAAA may, however, approve the payment of increased expenses caused by changes in the requirements by government entities and/or WRAAA to the extent those changes directly increase costs; this will be at the sole discretion of WRAAA.

## PROPOSAL SUBMISSION, AWARD AND SERVICE: TENTATIVE TIMELINE (subject to change):

RFP Notice	Friday, August 27, 2021	
<b>Mandatory Applicant’s Conference</b>	September 13, 2021	1:30 pm
Competitive Proposal Due Date	Wednesday, September 29, 2021	4:00 pm
Competitive Proposal Review	October 2021 through November 2021	
Competitive Proposal Award Decisions Announced	November 2021	
Food Preparer Agreements Completed	December 2021	
First Day of Service (contract 1)	January 1, 2022	
Last Day of Service (contract 1)	December 31, 2022	

## MANDATORY APPLICANT’S CONFERENCE

A Mandatory Applicant’s Conference will be held on September 13, 2021 at 1:30 p.m.

Absent extraordinary, unforeseeable circumstances, attendance at the Conference is mandatory. The Applicant’s conference will be held via Zoom at:

<https://areaagingsolutions.zoom.us/j/97150390059?pwd=ZFBKR01US3Jhd3ZzRUo3b3NrakFUdz09>

Meeting ID: 971 5039 0059

Passcode: 046839

One tap mobile: +13017158592,,97150390059# US (Washington DC)  
+13126266799,,97150390059# US (Chicago)

## **FOOD PREPARERS' REQUIRED PROPOSAL MATERIALS**

For complete instructions and proposal requirements visit WRAAA's website at [www.areaagingsolutions.org](http://www.areaagingsolutions.org). The instructions and application documents are intended to assist Applicants in applying for funding under this request for competitive proposals. Nothing in the instructions or application documents are intended to impose any paper work burdens beyond those specifically required under the regulations of the Ohio Department of Aging [ODA] and the Western Reserve Area Agency on Aging (WRAAA) competitive proposal process.

All Applicants are encouraged to read all instructions and RFP packet materials before making a decision to respond to this request for competitive proposals. The WRAAA is not liable for any costs incurred or associated with the preparation of any Applicant's proposal packet.

## **COMPETITIVE PROPOSAL APPLICATION QUESTIONS**

If you have questions about the competitive proposal processes, please email all questions to: [CatererCompetitiveProposalQuestions@areaagingsolutions.org](mailto:CatererCompetitiveProposalQuestions@areaagingsolutions.org).

## **COMPETITIVE PROPOSAL DEADLINE REQUIREMENTS**

One (1) Competitive Proposal packet with original signatures, must be delivered to the Western Reserve Area Agency on Aging (WRAAA) at 1700 East 13<sup>th</sup> Street, Cleveland, Ohio,

44114 AND One (1) Competitive Proposal packet with signatures submitted **via Dropbox** using the link below by 4pm on Wednesday, September 29, 2021.

<https://www.dropbox.com/request/8zDWVuWHuTKbglA998fE>

**Instructions for Dropbox Submission:**

- Create a folder on your computer that includes your agency name.
- Save all application documents in that folder. Please make sure that each file includes the application item number listed on the checklist.
- Upload the entire folder containing all of the documents to the drop box.
- Please see document with specific instructions for Dropbox submission.

WRAAA is not responsible for lost submissions. Faxed and emailed proposals will be rejected. It is the responsibility of an Applicant to obtain from WRAAA a receipt to verify physical delivery of the Applicant's packet with original signatures. The receptionist is available to accept delivered competitive proposal packets on Wednesdays from 8am until 1pm, or Fridays from 8am to Noon.

It is the responsibility of the applicant to retain a copy of the packet submitted. WRAAA is not responsible for providing copies of submitted proposal packets to the applicant for the current or past years.

Each competitive proposal in excess of \$10,000.00 must be accompanied by a Proposal Bond [a.k.a. "Bid Bond"] executed by a surety company authorized to do business in the State of Ohio, a "Certified Check," "Cashier's Check" or "Money Order" drawn on a solvent bank or savings and loan association, payable to the Western Reserve Area Agency on Aging in a sum equal to five percent (5%) of the amount proposed in the competitive proposal, conditioned that if such proposal is accepted, the Food Preparer shall execute a contract in conformity with this request for competitive proposals and all contract specifications. If the "Proposal Bond" is paid with a bank check, WRAAA will refund these funds within 30 business days.

Proposals will be reviewed for completeness and compliance with required formats. The Western Reserve Area Agency on Aging will ordinarily reject the following proposal packets:

1. The proposal packet is not received by the stated due date and time; or
2. The proposal packet is missing required document(s) listed on the document checklist;  
or
3. A proposal packet document is missing a required signature; or
4. The proposal packet is faxed or emailed other than to the drop box; or,
5. The proposal packet contains incomplete or altered application forms and/or formats;  
or,
6. The proposal packet responses are handwritten and/or not in a legible font style or size.

It is not the responsibility of the WRAAA, upon receipt of a proposal, to notify an Applicant if it has not met the above listed application deadline, the requirements for completeness and/or the requirements for compliance with mandatory formats, even if the proposal is submitted before the stated deadline.

### **COMPETITIVE PROPOSAL REVIEW PROCESS**

1. All proposals deemed complete will be evaluated by a WRAAA review committee. The committee will conduct an initial evaluation based on information in the competitive proposals.
2. For proposals deemed complete, the WRAAA Nutrition staff will schedule an on-site visit to assess and inspect each Applicant's facility(ies), equipment and vehicles. The purpose of the visit is to assess the correctness of information provided by the Applicant in the competitive proposal, to determine each such Applicant's ability to execute the contract for the number of meals proposed, and to assess the Applicant's physical facility, layout, equipment, as well as the Applicant's concept and method of proposed service.



Award recommendations will be made by WRAAA staff to the WRAAA and/or the WRAAA Board of Trustees.

3. The WRAAA Chief Executive Officer will provide final input on the evaluations of each of the competitive proposals and will provide award recommendations to the WRAAA Board of Trustees, for ratification and award by the Board.

## **PROPOSAL EVALUATION**

1. WRAAA shall award a contract or contracts to the Applicant or Applicants who submit(s) the competitive proposal(s) which is/are most advantageous to the WRAAA Nutrition Program as determined by WRAAA, in its sole discretion, with price and other factors considered. Final awards are dependent on the funding priorities and funds available in each county.
2. WRAAA reserves the right to reject any or all competitive proposals, and to reject any part or parts of any competitive proposal. WRAAA also reserves the right to waive any formality in any competitive proposal. Any competitive proposal which is incomplete, conditional, obscure, or which contains additions not requested or irregularities of any kind may be rejected.
3. WRAAA reserves the right to make changes in Nutrition Program requirements, procedures, and terms after competitive proposals have been submitted and reviewed in order to maximize delivery of services consistent with the objectives of the Nutrition Program, with price and other factors considered.
4. Following receipt of competitive proposals WRAAA reserves the right to take any of the following actions, if advantageous to the Nutrition Program, with price and other factors considered:
  - Negotiate price
  - Establish a ceiling rate for services

- Award to multiple providers
  - Eliminate any term or condition that is not, in WRAAA'S sole judgment, advantageous to WRAAA, its consumers or funders.
5. Competitive proposals will be evaluated based on all available information, including the Applicant's (1) Organizational Personnel & Experience; (2) Concept and Method of Proposed Service; (3) Quality Assurance, Monitoring, Evaluation System and Customer Relationship Management; (4) Financial Review; and (5) Per Meal Price. WRAAA will evaluate competitive proposals based upon all available information, including but not limited to past relevant experience of the Applicant, whether the Applicant is a minority-owned business enterprise, and information provided through the "Caterer Questionnaire," "Food Preparer's Monitoring Report," "Competitive Proposal Evaluation Worksheet" and the "Competitive Proposal Scoring Summary" contained in Appendix J.

**WRAAA'S INTENTIONS FOR AWARD**

It is WRAAA's intent to award contracts, or a contract, to the Applicant(s) whose competitive proposal is most advantageous to the Nutrition Program, with price and other facts considered.

**EVALUATION CRITERIA**

Each competitive proposal deemed complete will be evaluated and scored using the following criteria:

Evaluation Categories	Point Value
Organizational Personnel, History and Experience	20
Concept and Method of Proposed Service	30

Quality Assurance, Monitoring, Evaluation System and Customer Relationship Management	30
Financial Review	10
Per Meal Price	10
<b>Total</b>	<b>100</b>

This is a competitive proposal process that offers, to the maximum extent practical, open and free competition consistent with OAC 173-3-05 and 45 CFR §75.329(d), and/or other applicable law. The proposals shall conspicuously include the extent to which an Applicant's subcontracting caterer, if any, will perform an Applicant's duties under any contract awarded (use of a subcontractor is not preferred). If another caterer/food preparer, other than Applicant, will be expected to perform any duties under an awarded contract the Applicant's competitive proposal shall conspicuously so state, but all responsibilities designated in these specifications delegated to the subcontractor(s) by Applicant shall remain and be responsibilities of Applicant. No other caterer or subcontractor may perform Applicant's duties under the contract sought without WRAAA's prior written approval.

The scoring system is used to compare and rank competitive proposals to determine which proposal is most advantageous to the program, with price and other factors considered. Awards are not determined on the basis of price, alone.

- WRAAA considers the best interests of its Nutrition Program, priorities related to geographic, demographic, and socioeconomic factors and the ability of the Applicant to provide services that are both culturally specific and responsive to the needs of targeted populations.
- WRAAA reserves the right (a) to request additional materials from any or all applicants; (b) to inspect any site, office, or documents relevant to the competitive proposal process, and (c) to conditionally select proposals.

## **CONTRACT**

A successful Food Preparer shall provide the following documents by December, 2021.

1. A notarized Certificate of Corporate Resolution authorizing the Applicant to execute and enter into the contract, if Applicant is a corporation;
2. A Worker's Compensation Certificate, together with a current Certificate of Premium Payment for Ohio State Workers' Compensation Insurance, or equivalent;
3. A Performance Bond, in the event WRAAA, in its sole discretion, determines a Performance Bond will be required as a condition of an award to the Applicant; and
4. An executed contract document.

In addition, a contract will not be processed and executed by WRAAA until all the supporting documents required in this request for competitive proposals are received by WRAAA from the successful Applicant.

## **AWARD APPEAL PROCESS**

An Applicant may appeal an award decision made by WRAAA in accordance with OAC 173-3-09. Awards or award decisions will be sent by WRAAA by email, ordinary mail, certified mail or other method of delivery.

The process for an appeal is as required by state and federal law, and may be summarized as follows:

1. An appealing Applicant must submit a letter, signed by the official authorized to sign the appeal, to the Chief Executive Officer of WRAAA with a copy sent to the President of the Board of Trustees of WRAAA, within two (2) working days of receipt of written notice of an adverse action taken by WRAAA. The grounds for appeal must be specified in the appeal letter and must be based on one or more of the following:

**a. Mathematical Miscalculation**

The Applicant is appealing on the basis of mathematical miscalculation on the part of the WRAAA.

**b. Inconsistent Policy Application**

The Applicant is appealing on the basis that the WRAAA did not follow legally required processes or its own review requirements and criteria in considering the competitive proposal and recommending an award.

**c. Any Other Reason for Appeal Prescribed by Applicable Law**

The Applicant is appealing for another reason prescribed by applicable law; provided, however, that no Applicant may appeal upon a claim or allegation that this RFP or RFP process is legally defective unless such Applicant has first, no later than 14 days prior to the Competitive Proposal Due Date, voiced such a complaint or allegation in writing to WRAAA.

2. An appealing Applicant will be notified if the Appeals Committee has concluded that the appeal is not within the above established criteria, (1(a) to 1(c)). If the Appeals Committee approves the Appeal request and determines that the appeal is within the above established criteria, a meeting of the Appeals Committee will be scheduled within five (5) working days, with notice to and an appearance by the appealing Applicant, to review both the appeal and the award decision, and to recommend the final action by the Board of Trustees. The Appeals Committee will render a final recommendation, in writing, within five (5) working days after the meeting, with a copy to the appealing Applicant, which shall become the final decision of WRAAA unless properly appealed to the Board of Trustees.
3. An Applicant appealing to the Board of Trustees may by letter appeal the notice from the Appeals Committee that the appeal is not within the above established criteria, 1(a) to 1(c), or may by letter appeal the final recommendation of the Appeals Committee to

the Board of Trustees, with a copy to the Chief Executive Officer of WRAAA, provided that such appeal is received by WRAAA within two (2) working days of the appealing Applicant's receipt of notice from the Appeals Committee that the appeal is not within the above established criteria, 1(a) to 1(c), or within two (2) working days of the appealing Applicant's receipt of notice of the final recommendation of the Appeals Committee. The ground for appeal must be specified in the appeal letter.

4. The Board of Trustees, or in its absence the Executive Committee, will review the appeal at its next meeting, adopt a final course of action and notify the appealing Applicant about its final decision in writing within five (5) working days. The decision of the Board, or its Executive Committee, shall be the final decision of the WRAAA, which may be appealed by the Applicant to ODA in accordance with this RFP and applicable law.
5. An Applicant may request a hearing by the ODA. ODA shall only honor a request for an appeal hearing before ODA if the Applicant has fully complied with the written process for appealing an adverse action by WRAAA, WRAAA has rendered its final decision on the appeal, and as required by applicable law.

To request a hearing before ODA, the Applicant shall comply with applicable law no later than fifteen (15) business days after the date that WRAAA renders its final decision, in accordance with OAC 173-3-09 and/or other applicable state and federal law.

ODA shall hold a hearing and render its final decision on the appeal in accordance with applicable law and/or no later than thirty (30) business days after the date of the ODA hearing. The appeal process will comply with applicable state and/or federal law, including, without limitation, OAC 173-3-09. Existing caterer contracts may be extended by WRAAA, in its sole discretion, to accommodate the appeal process of an Applicant, which extension shall not extend the contracts sought in this RFP beyond the end of their stated Term.

ODA is not an agent of WRAAA or authorized to speak or act for WRAAA in connection with this RFP, RFP process, or contract award.

# SECTION ONE: CONTRACT CONDITIONS AND ASSURANCES

## I. FORM OF COMPETITIVE PROPOSAL

Applicants must submit the meal price using the Meal Pricing Document(s) (Appendices A through I). No supplemental forms may be used. The price per meal should encompass any and all costs incurred, i.e. food, supplies, delivery, etc. The proposal will conform to the regulations cited in this RFP, including Nutrition Program requirements. The Applicant shall also include with the proposal the following required supporting documents and information:

- A. Provide copy of Federal and/or State, Inspection Number; or current copy of Food Preparers Ohio Food Service Operation License.
- B. Audited financial statements of the Applicant for the last two fiscal years. In addition, Applicants shall specify available cash and credit lines Applicant has available to meet the capital, start-up and ongoing costs incident to performing the contract(s) sought from WRAAA, and shall demonstrate sufficient financial capability to meet such capital, start-up and ongoing costs if awarded a contract, including through the purchase or acquisition of new equipment or vehicles (whether owned or leased).
- C. A list of food service equipment which will be used in this program. Indicate which equipment is on hand, age of equipment, expected life span, what it is used for and which equipment will be purchased or leased. The food service equipment list should include, but is not restricted to, the following equipment:
  1. Electric mixers (number, type, and capacity);
  2. Steam kettles, steamers and pressure cookers (number and capacity in gallons);

3. Ovens (number, type and capacity of convection ovens, rotating ovens and standard ovens); Burners (number);
4. Commercial hot plates (dimensions of cooking surface);
5. Refrigerators\* (number and cubic feet of usable “available” storage of each). “Available” space is defined for purposes of this RFP as space not needed/required/used by Applicant for other food or catering services or contracts with third parties during the Term(s) of this Agreement, while considering Applicant’s other business commitments.
6. Freezers\* (number of cubic feet of usable “available” storage of each). “Available” space is defined for purposes of this RFP as space not needed/required/used by Applicant for other food or catering services or contracts with third parties during the Term(s) of this Agreement, while considering Applicant’s other business commitments.
7. Dry commissary storage space (number of cubic feet of useable “available” storage and location). “Available” space is defined for purposes of this RFP as usable space not needed/required/used by Applicant for other food or catering services or contracts with third parties during the Term(s) of this Agreement, while considering Applicant’s other business commitments.

\*Indicate reach-ins and walk-ins.

- D. A hierarchical organizational chart showing the structure of the organization and staff that will be involved with operation of the contract. Information shall be included showing which staff persons will have each of the following responsibilities:

- Purchase supplies
- Purchase food
- Supervising billing



- Supervising sanitation and maintenance of commissary and food service equipment
- Supervising food preparation
- Supervising food packaging
- Recording telephone calls of incoming problems
- Supervising packing of supplies in delivery trucks
- Supervising truck sanitation and maintenance
- Supervising stocking of supplies for sites
- Supervising delivery of food to sites
- Site visitation
- Overall responsibility for program (includes scheduled meetings with participants and agency staff)
- Staff Training
- Emergency contact persons, in a hierarchy of three, which will allow WRAAA to contact Food Preparer in the event of an after-hours emergency, together with the contact information/phone numbers for such staff.

One person may have more than one of the above responsibilities. Indicate when a supervisor also has direct task responsibilities. For example: Indicate if the person supervising food packaging also packages food. Indicate which positions are currently filled and which positions shall be filled within thirty (30) days prior to the start date of the contract.

- E. Proposal bond in a sum of five percent (5%) of the amount proposed.
- F. A list of proposed companies to be used by the Applicant for food and/or supply item purchases.

- G. Description of Applicant's qualifications and experience. Include resumes of key personnel involved in this contract. Resumes should be current and should include employment history. Also include the Applicant's experience and qualifications, in addition to education and/or specialized trainings that have been completed and are relevant to the job. If a key position is not filled, indicate minimum qualifications for that position.
- H. List current client contracts and their duration, as well as those performed since 2018, and include the average number of weekly meals produced by Applicant for each such client, and the name and telephone number of each such client's contact person. Client/customer references, consumer surveys, performance tracking and taste testing information, less than 24 months old, is solicited by WRAAA from Applicants through this RFP, and if provided to WRAAA by an Applicant as part of a competitive proposal such information will be considered by WRAAA in evaluating the competitive proposal of Applicant; provided, however, such consumer references, consumer surveys, performance tracking and taste test information will be considered by WRAAA only upon Applicant's certification that all such consumer surveys, performance tracking and taste test information is complete for the period for which it is submitted. An Applicant whose past, relevant performance/experience with WRAAA sufficiently informs WRAAA concerning the Applicant's consumer survey, performance tracking, taste test information and other performance history shall so indicate in response to this RFP. Matters of food safety and timeliness of delivered services will be objectively weighed and given relatively more weight than matters of personal taste (taste test results), both when considering consumer surveys, performance tracking, taste test information and when considering past relevant performance history/experience with WRAAA.

I. Site Visits, five (5), must be done bi-annually and sent to WRAAA electronically by the 10<sup>th</sup> of the month following the end of the six-month period. The purpose of the site visits is to increase visibility and address provider concerns in a timely manner. Submit a copy of the form that Applicant plans to use for the site visits with the competitive proposal.

J. A per-meal cost breakdown must be submitted with the competitive proposal. The Applicant shall supply the WRAAA with a breakdown of costs for congregate, home delivered, emergency and frozen meals which component itemizes the per meal cost for the following components:

Raw Food Cost/Meal	Depreciation Cost/Meal
Labor Cost/Meal (preparation)	Facilities Cost/Meal
Disposable Products Cost/Meal	Administration Cost/Meal
Fringe Benefits/Meal	Profit (Pre-Tax) Meal

K. All Applicants shall provide a copy of a food safety program that complies with the Hazard Analysis Critical Control Point (HACCP) based food safety program. HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution, and consumption of the finished product. See 9 C.F.R. Part 417

For more information on a HACCP-based food safety program from the United States Food and Drug Administration, Applicants may go to: <http://www.fda.gov/Food/GuidanceRegulation/HACCP/default.htm>, and other links located on that page. Applicants must include a copy of such HACCP plan with the proposal packet. NOTE: This copy will not be returned.

L. WRAAA will require all Applicants to provide evidence of the following:

1. A copy of the most recent Enforcement Investigation Analysis Officer review performed by the Ohio Department of Agriculture (if applicable).
2. A copy of the most recent “Good Manufacturing Practices Inspection Report” performed by the Ohio Department of Agriculture (ODAg), Division of Food Safety (if applicable).
3. A copy of the most recent Establishment Inspection Report (EIR) conducted by ODA for the Food and Drug Administration (FDA) (if applicable).

## **II. PERFORMANCE BOND**

Before entering into an Agreement with a Food Provider, WRAAA may, in its sole discretion, and when most advantageous to the program, with price and other factors considered, require a “Performance Bond” executed by a Surety Company authorized to do business in the State of Ohio, payable to the Western Reserve Area Agency on Aging, in a sum equal to 25% of the total amount awarded, conditioned on the faithful performance of the work in accordance with specifications of the nutrition program. All Applicants shall provide “per meal” or other pricing which includes a price per meal with, and without, a performance bond. Accompanying the Performance Bond shall be the following:

- A. A certified power of attorney for the agent to sign the bond.
- B. A certificate of compliance for the bonding company for the State of Ohio, Department of Insurance.
- C. Financial statement of bonding Company.

## **III. INSURANCE AND INDEMNITY**

Once selected, the Food Preparer must provide evidence of Commercial General Liability insurance, both public and motor vehicle, for bodily injury in an amount not less than

\$1,000,000 per 1,000 meals delivered daily, up to a maximum of \$5,000,000. In addition, evidence of motor vehicle and other property damage insurance in an amount not less than \$50,000 must be provided. The level of insurance shall be per occurrence, single limit, naming “The Trustees of the Western Reserve Area Agency on Aging and its Officers, Employees and Agents” as additional insured’s and stating that the insurance is PRIMARY AS TO ANY OTHER VALID AND COLLECTIBLE INSURANCE. Further, such coverage must make clear that it cannot be cancelled by the insurance carrier without prior written notice to WRAAA.

Food safety is important to everyone, but it is especially important for older adults who are more susceptible to contracting a food borne illness. There are more than 250 known diseases that can be transmitted through food—most of them caused by bacteria, viruses, and parasites, while others are caused by poisonings from harmful toxins or chemicals.

Once selected, the Food Preparer must also provide evidence of Food Product Liability insurance for claims made against WRAAA, its employees and its agents relating to bodily injury from food product in an amount of not less than \$2,000,000 per occurrence, naming “The Trustees of the Western Reserve Area Agency on Aging and its Officers, Employees and Agents” as additional insured’s. Further, such coverage must make clear that it cannot be cancelled by the insurance carrier without prior written notice to WRAAA.

The Food Preparer shall provide fidelity bond or employee theft insurance coverage, replacement value property insurance, and indemnity as provided in the Sample Contract attached in Appendix **K**.

#### **IV. ASSURANCES AND CERTIFICATIONS**

The Assurances and Certifications contained in this RFP are required of all potential recipients of public monies by federal and state Law.

- A. Assurance of Compliance with the Department of Health and Human Services Regulations under Title VI of the Civil Rights Act of 1964. (Appendix **L**)
- B. Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, As Amended. (Appendix **M**)
- C. Proof of Authorization. The Applicant shall provide one of the following:
  - 1. For a corporation, a notarized certificate or Power of Attorney authorizing the person signing to bind the corporation to the proposal document or a notarized certificate of corporate resolution authorizing the person signing the proposal document to bind the corporation.
  - 2. For a sole owner/proprietorship, a notarized statement indicating that the individual is the sole owner and is authorized to sign for and bind the Food Preparer.
  - 3. For a partnership, a certificate of partnership agreement showing the names and address of all partners and authorizing the signing partner to bind the partnership to the proposal document.
- D. For all Applicants other than a sole owner/proprietorship, the Applicant shall provide proof that it is currently registered with the Ohio Secretary of State as a non-profit organization, association, trust, co-operative, for-profit business, Limited Liability Company, limited partnership or partnership having limited liability. <http://www.sos.state.oh.us/SOS/>
- E. A signed and notarized Non-Collusion Affidavit (Appendix **N**).
- F. Certification Regarding Debarment, Suspension and Other Responsibility Matters: Applicant will certify to the best of its knowledge and belief that it and its principals are not presently debarred, suspended, proposed for debarment or suspension, declared ineligible, or voluntarily excluded from participation in this

transaction by any Federal department or agency rule. If Applicant is unable to certify to any of the above, it shall attach an explanation. The Applicant must further agree that it will include the requirements of this paragraph in a clause entitled “Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion – Lower Tier Covered Transactions” without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions. (Appendix O)

G. Kosher Meals Only – Certificate of Warranty insuring that all kosher meals are, indeed, kosher.

H. Other Assurances:

Assurance that the Applicant has a written Affirmative Action Plan on file for examination by the Western Reserve Area Agency on Aging. The plan must be dated and signed and include the following information:

1. An Equal Employment Opportunity/Affirmative Action policy statement dated and signed by the Food Preparer’s Chief Executive Officer;
2. EEO/AA Policy dissemination procedures;
3. The designation of the Applicant’s affirmative action officer with a listing of his/her Equal Employment Opportunity/Affirmative Action responsibilities;
4. An analysis of the local labor market with numeric information on the number of minorities, women and disabled persons (if information is readily available for the local labor market);
5. A workforce analysis of the Applicant, indicating the number of minority, female and disabled;
6. Affirmative action goals with action steps and time tables;
7. Discrimination complaint procedure.

- I. Applicants who have fifty (50) or more employees must provide Assurance that the Applicant has a written Personnel Policies and Procedures manual on file for examination by the Western Reserve Area Agency on Aging.
- J. The Applicant shall provide adequate evidence of its capability to perform the contract/award sought as shown in physical structure [including, without limitation, available useable frozen, refrigerated and commissary space, layout, and skill], as well as a full explanation of how its business plan or model enables it and/or has enabled it to provide meals appropriate for consumption by older people, such as demonstrated by previous experience at the volume of meals reflected in the Applicant's competitive proposal. A list of clients and the accompanying services (number of meals/week), shall be provided.

#### **V. SUB-CONTRACTING**

The successful Applicant shall, upon award of a contract, agree to make no assignment or transfer of any duties or rights under the contract, in whole or in part, without the prior written consent of WRAAA.

#### **VI. AMENDMENTS TO CONTRACT**

The Applicant must in writing acknowledge that the awarded contract may be amended only by a written document signed by the authorized personnel of both parties to the contract, and that all amendments must be attached to the contract.

#### **VII. CANCELATION OF CONTRACT**

The Applicant must in writing acknowledge that WRAAA reserves (1) the right to cancel the contract for cause with 10 days' prior notice, or in the case of health or safety reasons (or other such serious emergent circumstances) upon 48 hours' or less notice, and (2) the right to require immediate suspension of performance of the contract in the case of health or safety reasons.



## VIII. MONITORING

From January 1, 2022 through December 31, 2022, and during any renewal period, WRAAA staff will conduct monitoring virtually or at the facility of the successful Food Preparers, without prior notice. The monitoring is to ensure compliance with this Agreement, and standards for services set by WRAAA, by the ODA, by the Ohio Department of Agriculture (ODAg), Division of Meat Inspection, and by the United States Department of Agriculture (USDA), Food Safety and Inspection Service.

## SECTION TWO: PROGRAM REQUIREMENTS

### I. GENERAL INFORMATION

- A. A hot luncheon meal will be delivered Monday through Friday at a minimum of 44 nutrition sites in Cuyahoga, Lake, Lorain and Medina Counties and, perhaps, Geauga County. Meal types to be provided include bulk food Monday through Friday. Box lunches and cold plate meals are available daily as an alternate menu selection. Frozen meals shall be available for weekends (delivered Friday), holidays and as needed through the week (per consumer choice).
- B. The Food Preparer shall provide the same meals and services to additional sites as funds for this purpose become available through the ODA.
- C. The Food Preparer shall employ workers 60 years of age and older wherever possible.
- D. The Food Preparer shall supply and maintain WRAAA approved motor vehicles, insulated food transport carriers, and other appropriate equipment, utensils, cutlery, service ware, appropriate for the storage, preparation, delivery and serving of foods, abiding by all safety measures and sanitary practices in handling food during preparation, transit and serving.

- E. The Food Preparer shall provide meals that comply with the ODA Older Americans Act (OAA) Nutrition Program Service Rules. The rules in their entirety can be found at <https://codes.ohio.gov/ohio-administrative-code/173>.
- F. The Food Preparer shall be able to accept emailed meal orders according to WRAAA specifications. WRAAA will transmit meal orders electronically to the Food Preparer on Thursday of each week by 3:00 pm. Meal orders are recorded in a Microsoft Access database. WRAAA will consider emailing meal orders for daily deliveries of less than 250 meals and/or groups of five sites or less.
- G. The Food Preparer agrees that WRAAA will have the right and authority to:
1. Inspect food and supplies to determine compliance with all nutrition rules OAC Chapter 173-4 and these Specifications and reject any food or supplies not meeting the requirements.
  2. Inspect at any time the Food Preparer's meal preparation, packaging and storage areas, food carriers, and automotive vehicles used in transporting prepared meals in order to determine the adequacy of the Food Preparer's cleaning, sanitation, and maintenance practices.
  3. Make regular visits to the Food Preparer to inspect the above.
  4. Have access to all related food inventory control records upon request.
- H. The Food Preparer shall provide each site with two heating and portion control sheets for all foods to be served. Daily portion control sheets can be provided weekly, bi-weekly or monthly. The Food Preparer shall provide written notice of changes in menu items on a weekly basis to each nutrition site and to WRAAA by Friday of the preceding week. (Appendix P). In addition, Food Preparers agree that:
1. The heating and portion control sheets shall cover Monday through Friday of a specific week. The Food Preparer must use WRAAA required format. Any revisions to the format must be approved by WRAAA.

2. Portion control sheets shall be written in terms of complete pieces or standard serving units: (e.g., 3 each, 1 slice or 2 patties not 2½ each), ounces, cups or usual fractions (e.g. ¼, ½).
  3. Information concerning portion size shall be specific (e.g. 1 slice, 1/2 cup, 1 each).
  4. Recommended heating times in minutes shall be listed separately for conventional and convection ovens.
  5. The heating and portion control sheets shall indicate whether each menu item is heated: covered, partially covered, loosely covered, or uncovered. Heating tips (e.g., stir every 15 - 20 minutes, stir frequently) shall be included where appropriate.
  6. The heating and portion control sheet shall match the monthly menu and indicate which menu items should be served hot, chilled, or at room temperature.
  7. Temperatures for safe reheating of all time/temperature controlled food shall be stated. Food will be reheated to 165°F with the exception of frozen vegetables which will be reheated to 145°F.
  8. The heating and portion control sheet must be accurate in each category of menu descriptions; portion, utensil and correct preparation instruction. Improper preparation instructions may lead to food borne illness. A price reduction penalty will be imposed for failure to provide an accurate heating and portion control sheet. The penalty will be imposed according to the price reduction schedule outlined in this RFP document.
- I. For purposes of these Specifications, the term “Provider Agency” means and refers to a nutrition agency and/or organization contractually obligated to participate in WRAAA’s OAANP. The Food Preparer shall deliver meals specified in these Specifications to WRAAA’s Provider Agencies.

## II. PROGRAM INFORMATION

A. The following are serving days for period January 1, 2021 through December 31, 2023:

- 252 (approximate) serving days per year for Groups A, B, C, D, F, G, H, and I.
- 308 (approximate) serving days for Groups E,

B. Number of meals/cost per meal:

- The Food Preparer shall submit accurate per unit cost (cost per meal).

C. Locations:

A list of the nutrition sites is included in this contract (Appendix **Q**) with a list of sites located in buildings where participants reside (Appendix **R**). These locations may vary depending on the **2022-2023** Older Americans Act Nutrition Program awards.

D. There are some Home Delivered Meal providers who deliver meals four days a week due to the rising cost of fuel and related transportation costs. Consumers receive two meals on the same day, a hot meal and a frozen meal for the following day. Those providers who have opted to use this delivery pattern have been identified in Appendix **Q**. This list is not all inclusive, other providers may also make this decision in the upcoming Request for Proposal (RFP) process. This RFP calls for a total of 1,802 – 10,000 frozen, completed meals per week; anticipated minimums are as follows:

Group A	685	Frozen Meals Per Week
Group B	518	Frozen Meals Per Week
Group C	157	Frozen Meals Per Week
Group D	324	Frozen Meals Per Week

Group E	0	Frozen Meals Per Week
Group F	0	Frozen Meals Per Week
Group G	0	Frozen Meals Per Week
Group H	118	Frozen Meals Per Week
Group I	0	Frozen Meals Per Week

## **REPORTS AND FINANCIAL ADJUSTMENTS**

A. The Food Preparer shall prepare and submit to WRAAA within five (5) working days of the last day of the preceding month the following report and documentation for payment:

1. Report of Meals Delivered, which includes:
  - a. Total number of meals delivered to each site by group. (e.g. Group A, Group B, etc.);
  - b. By site, the number of meals delivered per meal type (e.g. congregate and home delivered, daily box lunch, cold plate meals and frozen meals; and
  - c. On each month's report, ONLY those meals delivered in that month.
2. Monthly Invoice on Food Preparer letterhead, which includes
  - a. Summary of total meals in each group by meal type category;
  - b. Cost of meals by group; and
  - c. Total cost of all meals provided
3. The Food Preparer shall maintain the signed delivery receipts and produce them upon request by WRAAA.
4. The Food Preparer agrees that (a) that the report shall accompany and be consistent with the monthly invoice sent to WRAAA. Any report(s) and monthly invoice(s) that is/are not accurate will be returned for corrections. WRAAA

reserves the right to withhold all payment(s) until a correct report and monthly invoice are presented and approved. Normal payment will be within fifteen (15) days after approval of a correct invoice.

5. WRAAA may deduct monies from the Food Preparer’s monthly invoice when food items are not consistent with meal and food specifications. The Food Preparer shall allow WRAAA’s nutrition staff to conduct monthly reviews, on site and at its discretion of the supplier’s invoice to ensure that all items meet requirements. The Food Preparer shall keep full and accurate sales and procurement records related to items purchased for the OAA Nutrition Program in a separate file. Once WRAAA notifies the Food Preparer of those items that fail to meet the meal and food specifications, and the amount owed, the amount will be deducted from the Food Preparer’s monthly invoices based on the Price Deduction Schedule below. Each food grouping of the menu will be allotted the following percentage of Food Preparer’s price per meal. (Appendix S)

**PRICE DEDUCTION SCHEDULE**

<b>FOOD TYPES</b>	<b>PERCENTAGE OF PRICE PER MEAL</b>
Meat or Meat Alternative	52%
Vegetables and Fruits	15%
Bread or Bread Alternate	12%
Accompaniments	6%
Milk or Milk Alternates	10%
Fat	5%

- B. If the Food Preparer delivers meals, or portions of meals, which deviate from normal standards of taste or fail to meet specifications in quantity, quality, or type of food item, the Food Preparer shall reimburse WRAAA in accordance with the Price Deduction Schedule.

- C. If other items (e.g., paper goods) fail to meet specifications in quality or type of item, the Food Preparer shall reimburse WRAAA for the price difference between the item supplied and the item specified, unless the change was authorized by the WRAAA.
- D. In the event the Food Preparer fails to maintain the minimum required two-day supply inventory and the supplies are not available on the day they are to be used, the Food Preparer shall be assessed in the following manner:
  - 1. If the Provider Agency has purchased the item(s), the Food Preparer shall be required to reimburse Provider Agency, or
  - 2. In the event the Provider Agency does not purchase and the item(s) is (are) not available when needed, the Food Preparer shall be assessed the Food Preparer's cost of said item(s).
- E. Ten percent of the Food Preparer's price per meal will be charged against the Food Preparer's monthly reimbursement at the third and each subsequent failure at the same site to make initial meal delivery by 10:30am (emergency weather conditions excluded). Timeliness is of the essence of a Food Preparer's duty to WRAAA.
- F. The Food Preparer shall reimburse each Provider Agency for authorized purchases within five (5) working days of possession of the receipt by the Food Preparer driver or other Food Preparer representative.
- G. In the event that the Food Preparer fails to deliver any food items or supplies to the WRAAA nutrition program as agreed upon, WRAAA may procure the same elsewhere and charge to the Food Preparer the cost of such replacement items or supplies, plus any expense incurred by WRAAA in procuring such replacement items or supplies.
- H. A price reduction penalty will be imposed for failure to provide an accurate heating and portion control sheet. The penalty will be imposed according to the price reduction schedule outlined in this RFP.

### **III. CUSTOMER RELATIONSHIP MANAGEMENT**

Customer Relationship Management (CRM) is a combination of policies, processes and strategies the Food Preparer will use to effectively and uniformly communicate with WRAAA and provider nutrition staff.

- A. The Food Preparer must be customer-oriented, i.e. deliver quality service and food as defined by WRAAA's specifications and this RFP.
- B. The Food Preparer must:
  - 1. Be able to communicate effectively and efficiently with WRAAA Nutrition Staff.
  - 2. Have the ability to define and, prioritize WRAAA quality standards.
  - 3. Understand the need for consistent service delivery by the organizations workforce.
  - 4. Be able to meet WRAAA's expectations consistently throughout the organization in order to provide quality service.
- C. The Food Preparer and its workforce will work with WRAAA to:
  - 1. Improve quality and reduce costs with the timely delivery of meals and supplies,
  - 2. Minimize the number of driver errors;
  - 3. Manage WRAAA's contract as a partnership; and
  - 4. Understand the needs, perceptions and expectations of the OAA nutrition providers and the consumers they serve.

### **IV. COMMUNITY MEALS**

Food Preparers will have an opportunity to increase the number of meals produced through the process of community meals. Community meals can be ordered by the Nutrition Provider



Agency for an eligible congregate or home delivered meal consumer. The Nutrition Provider Agency uses non-OAA resources to pay for the meals. These meals will be available at the contracted meal cost for the OAA meal of the same meal type. There is no set allocation for community meals.

## **SECTION THREE: MEAL AND FOOD SPECIFICATIONS**

Older American Act (OAA) Nutrition Program service rules are published on the ODA website. The rules for nutrition projects and nutrition related services are contained in OAC 173-4-01 through 173-4-11. The rules, as cited in this document, are for the purpose of this competitive proposal process.

### **I. CONGREGATE DINING PROJECT**

Consistent with OAC 173-4-05 and 173-4-05.1 WRAAA's "Congregate Dining Project" under this contract award will be a program that consists of administrative functions: meal production and the provision of safe and appealing meals for eligible consumers in a group setting. If awarded a contract the successful Food Provider shall comply with all requirements contained in OAC 173-4-05 and 173-4-05.1 including, without limitation, those contained in this RFP.

### **II. HOME DELIVERED MEALS PROJECT**

Consistent with OAC 173-4-05 and 173-4-05.2 WRAAA's "Home-Delivered Meals Project" under this contract award will be a program that consists of administrative functions; meal production and the delivery of nutritious and safe meals to eligible consumers in a home setting, either five (5) or seven (7) days a week depending upon the needs of a Provider Agency and upon available funding, using a combination of hot food, box lunches, cold plate meals or frozen meals. However: no deliveries are made on

Saturday or Sunday. If awarded a contract the successful Food Provider shall comply with all requirements contained in OAC 173-4-05, 173-4-05.1 and 173-4-05.2 including, without limitation, those contained in this RFP document.

### III. NUTRITION PROJECTS

- A. Consistent with OAC Chapter 173-4-05 WRAAA's "Nutrition Project" under this contract will be a service through which a congregate nutrition project or home delivered meals project provides a safe and nutritious meal to consumers to help sustain health. The Food Preparer shall comply with all requirements contained in OAC 173-4-05, 173-4-05.1, 173-4-05.2 including, without limitation, those contained in this RFP. No diet order, written order for therapeutic diet, medical food or food for special dietary use from a licensed healthcare professional whose scope of practice includes ordering these diets within the meaning of OAC 173-4-06 will be provided under this contract.
- B. The minimum requirements for a OAANP nutrition projects meal service are set forth in OAC 173-4-05 and include, without limitation:
1. Nutritional Adequacy:
    - (a) A Food Preparer shall provide meals that comply with the most recent "2020-2025 Dietary Guidelines for Americans" which are published by The Office of Disease Prevention and Health Promotion part of the U.S. Department of Health and Human Services under the Office of the Assistant Secretary for Health and found on <http://www.health.gov/dietaryguidelines>. A Food Preparer shall provide meals that meet a minimum of one-third of the dietary reference intakes (DRIs). DRIs are a comprehensive set of nutrient reference values

based on healthy persons for assessing and planning individual and group diets. The Food and Nutrition Board, Institute of Medicine, and the National Academy of Sciences establish DRIs and lists them on <https://www.nal.usda.gov/fnic/dietary-reference-intakes>

- (b) WRAAA shall use rule OAC 173-4-05 of the Administrative Code to determine nutritional adequacy of the meals.
  - (c) The Food Preparer will ensure that the meals prepared conform to the written menus and standards for which it seeks reimbursement from WRAAA.
2. Ingredient information: A Food Preparer shall offer information on the ingredient content of meals that it serves. A Food Preparer shall obtain the AAA's approval of their method for offering the ingredient information before food preparer implements the method. If requested, a Food Preparer shall provide recipes and copies of food labels to WRAAA's licensed and registered dietitian.
3. Menu planning:
- (a) A Food Preparer shall assure that all menus meet the meal requirements of OAC 173-4-05 and these RFP Specifications.
  - (b) To promote person-direction pursuant to OAC 173-4-04, a Food Preparer shall assure that consumers have opportunities for feedback on menus that have been served.
  - (c) A Food Preparer shall only offer a menu that is approved by WRAAA's licensed and registered dietitian, pursuant to OAC 173-4-01(B).
  - (d) WRAAA cannot ensure payment other than through an approved menu plan. Menus that are submitted for approval by WRAAA Licensed, Registered Dietitian must submit menus according to this schedule:

<b>Menu Cycle:</b>	<b>Due date for sending menus to Dietitian for Approval:</b>
1Q January - March	November 15th
2Q April - June	February 15th
3Q July - September	May 15th
4Q October - December	August 15 <sup>th</sup>

- (e) A Food Preparer shall only offer menu substitutions that are approved by WRAAA's licensed and registered dietitian. Substitution requests must be submitted for approval to WRAAA's licensed, registered dietitian at least seven (7) days prior to the date of serving.
- (f) A Food Preparer shall list the serving size for each food item on each production menu.
4. Consumer choice: Consistent with self-directed care practices, a Food Preparer shall offer a consumer the opportunity to make choices about the meals served by using one or more of the following methods.
- (a) Allow consumers to choose between two or more food items within at least two of the following categories:
- (i) Meat and meat alternates;
  - (ii) Vegetables;
  - (iii) Fruits;
  - (iv) Bread or bread alternates;
  - (v) Milk or milk alternates
  - (vi) Desserts (if offered); or,
  - (vii) Meat or meat-alternate entrees combined with servings of other foods.
- (b) Allow consumers to select an alternative meal type (e.g., boxed lunch, cold plate, frozen meal) that has the same nutrient content of a regular meal or follows the meal pattern for a regular meal;

(c) Offer consumers of home-delivered meals options regarding the frequency of meal deliveries;

(d) Offer consumers of congregate meals options regarding:

(i) Brunch meals;

(ii) Weekend meals;

(iii) Dining at restaurants; or,

(iv) Days of service for rural areas.

5. Alternative meals: A Food Preparer shall only provide alternative meals if those meals meet the additional requirements.

6. Therapeutic or Modified Meals

(a) Therapeutic and modified meals: A Food Preparer shall only provide therapeutic or modified meals if those meals meet the additional requirements under OAC 173-4-06. WRAAA does not provide therapeutic or modified meals.

(b) Medical food and food for special dietary use: A Food Preparer shall only offer medical food or food for special dietary use if the food meets the additional requirements under OAC 173-4-06.

(c) Dietary supplements: WRAAA shall not allow a Food Preparer to serve multivitamin or mineral supplement nor reimburse a food preparer for them unless they qualify as medical food or food for special dietary use under OAC 173-4-06.

C. Units of service:

1. Congregate dining project: A unit of service is one meal prepared and served under this RFP and OAC 173-4-05.1.

2. Home-delivered meals project: A unit of service is one meal prepared and delivered under this RFP and OAC 173-4-05.2.

**Methods of Determining Nutritional Adequacy:**

A Food Preparer shall offer meals to consumers that are nutritionally adequate as determined by nutrient analysis, menu patterns, or a combination of both as pre-approved by WRAAA. “Nutrient analysis “ means a process by which food, beverage, and supplement intake are evaluated for nutrient content over a specific period of time that is based upon standard references for nutrients in the component foods. “Menu pattern” means a menu-planning tool used to identify the types and amounts of foods that are recommended to meet specific nutritional requirements. Of these options, the preferred method is to determine nutritional adequacy by means of nutrient analysis.

**DRI Nutrient-Value Requirements (for Nutrient Analysis Method)**

<b>Leader Nutrients</b>	<b>Target Value</b>	<b>Compliance Range</b>
Calories (kcal)	<u>700</u> calories	600 -800 calories
Protein (gm.)	19 gm.	No less than <u>18</u> gm
Fat (gm.)	<u>20 gm.</u>	No more than 25 gm.
Vitamin A (µg)	<u>270 µg</u>	No less than <u>210 µg</u>
Vitamin B6 (mg)	<u>0.5</u> 3mg	No less than 0.5 mg
Vitamin B12 (µg)	0.8 µg	No less than <u>0.7 µg</u>
Vitamin C (mg)	<u>28</u> mg	No less than <u>24 mg</u>
Vitamin D (µg)	<u>200</u> iu	No less than <u>175 iu</u>
Calcium (mg)	400 mg	No less than 360 mg
Magnesium (mg)	<u>130 mg</u>	No less than <u>110 mg</u>
Zinc (mg)	<u>3.5 mg</u>	No less than <u>3.0 mg</u>
Sodium (mg)	<u>500 mg</u>	No more than <u>1100 mg</u>
Potassium (mg)	<u>1100 mg</u>	No less than <u>1000 mg</u>
Fiber (gm.)	9 gm	No less than 6 gm.

- A. Nutrient analysis method: A Food Preparer shall only determine the nutritional adequacy of a meal by means of nutrient analysis if the Food Preparer complies with the following:
  - 1. Software: The Food Preparer’s nutrient analysis software has been approved by WRAAA’S licensed and registered dietitian.

2. Compliance ranges:
  - (a) Per-meal: Unless the Food Preparer uses the option in paragraph (A)(2)(b) of this rule on menu averaging, each meal shall fall within the compliance ranges for the adjusted DRI nutrient-value requirements established by the "DRI Nutrient-Value Requirements" table above. The target values for each leader nutrient are based upon one meal per day (one-third of the DRI) for the average older population served by the nutrition program, except for the sodium compliance ranges, which are based on the "Dietary Guidelines for Americans." When serving three meals to a consumer in one day, the target values and compliance ranges are tripled (one hundred percent of the DRI).
  - (b) Menu averaging: The Food Preparer using the nutrient analysis option shall meet the compliance ranges for leader nutrients in the daily menu or as averaged based on the week's menu for ten out of the fourteen leader nutrients, so long as one of the ten leader nutrients is vitamin B12.
3. Nutrient requirements for nutritional analysis:
  - (a) On some days the serving size will differ from the standard  $\frac{1}{2}$  cup measure or 4 oz. portion in order to meet the nutrient goals. WRAAA's licensed and registered dietitian will determine the portion sizes needed for each menu item.
  - (b) A Food Preparer shall select, purchase, and prepare food following the menus approved by WRAAA in the specified portion sizes.
  - (c) A Food Preparer shall strictly adhere to the menu as written and shall not substitute stated menu items without prior approval of WRAAA. (A bulletin of and/or telephone notification of approved substitutions will be distributed by the Food Preparer to all sites 24 hours prior to serving)

- (d) The cycle menus shall remain the property of WRAAA and shall be for the sole use of providing meals at nutrition sites operated throughout the five (5) county areas.
- (e) A Food Preparer shall use standardized recipes. Standardized recipes shall be used to control quality and quantity. The following details shall be listed for all recipes:
  - A. Name of recipe.
  - B. Yield, including total yield, number of portions and exact portion size.
  - C. Ingredients and exact amounts shall be listed in order of use.
  - D. Equipment needed, including measuring equipment, pan sizes, and portioning equipment.
  - E. Directions for preparing the dish.
  - F. Preparation and cooling times.
- 4. Total yield and number of portions shall be stated in the recipe, taking into account changes in yield that occurs from as purchased (AP) to edible portion (EP) to serving yield. The Food Buying Guide published by the USDA for use in school food service programs shall be used to plan purchases. This information can be used for OAA Nutrition Programs with adjustments made for serving size.
- 5. Tested quantity recipes adjusted to yield the number of servings needed must be used to achieve consistent and desirable quality and quantity. Preparation methods designed to conserve the nutritive value of food shall be followed at all times.
  - (a) WRAAA has approved written menus and menu plans with input from Food Preparers, and is open to comment from Food Preparers. WRAAA has provided 4 menus which will be used as the “master” for the cycle menus, together with abbreviated menus for the other two (2) months in the cycle.



WRAAA reserves the right to modify the menus at any time, as required by federal and state mandates or as deemed necessary by WRAAA's licensed and registered dietitian. Because Food Preparers have a duty to ensure that all menus followed meet the meal requirements imposed by the Ohio Administrative Code, if at any time the Food Preparer reasonably believes the menu or menu plans provided by WRAAA do not meet the meal requirements imposed by law the Food Preparer shall immediately bring such a concern to the attention of WRAAA's registered and licensed dietitian. (Appendix T).

**Menu Pattern (For Menu-Pattern Method)**

<b>Food Types</b>	<b>Lunch</b>
Meat or meat alternate	2-3 servings
Vegetables or fruits	3 servings
Bread or bread alternate	2 servings
Milk or milk alternate	1 serving
Dessert/baked goods	1 serving (optional)
Fat	Optional
Accompaniments (e.g., condiments, sauces, parmesan cheese or soy sauce to complete meal)	Optional
Beverages (e.g., water, coffee, tea)	Optional

B. OAC 173-4-05 (A)(9)(e) Menu-pattern method: A Food Preparer may use the menu-pattern method instead of the nutrient-analysis method.

1. Double classification: Although a Food Preparer has the option to classify some individual food items as belonging to one food type or another in the menu pattern table, the Food Preparer may only classify a single serving of any individual food item in any single meal as part of one type. For example, although the Food Preparer may classify a serving of dried beans as a meat alternate or vegetable, the Food Preparer may not classify dried beans as both a serving of a meat alternate and a vegetable in the same meal. Also, although the Food Preparer

may classify cheese as either a serving of a meat alternate or a serving of milk alternate, the Food Preparer may not classify cheese as both a serving of a meat alternate and milk alternate in the same meal.

2. Meat or Meat Alternative

- (a) A Food Preparer shall not serve high-fat and high-sodium processed meats (e.g., hot dogs, bologna, or sausage) more than twice per month.
- (b) A Food Preparer may serve egg whites or low-cholesterol egg substitutes, but shall not serve more than one egg yolk per meal.
- (c) A Food Preparer shall serve a variety of meat and meat alternates to help meet the DRI requirements for protein, iron, vitamin B6, vitamin B12, and zinc.
- (d) A Food Preparer may serve meatless meals that contain eggs; dried beans, peas, or lentil soups or entrees; tofu-based products; or vegetarian entrees as long as they meet the DRI requirements for protein.
- (e) When planning a meal under the menu-pattern method, a Food Preparer may use the guidelines in the "Serving Sizes for Meat and Meat Alternates" table to this rule to determine one serving of meat or meat alternate.
- (f) Each serving in this group must contain the cooked, edible portion (EP) of meat or meat alternate. The EP size shall be determined once a serving has been heated to proper internal temperature. EP does not include fillers, skin, bone, or any coating/breading unless otherwise specified herein. One serving is:

Serving Sizes for Meat and Meat Alternates

Food	Serving Size
cooked lean meat, poultry, or fish	1 ounce is equivalent to 7 grams of protein
cheese <i>(if the processed cheese is pasteurized and nutritionally equivalent to cheese) (low-fat preferred)</i>	1 ounce
Eggs	1
cooked dried beans, peas or lentils	½ cup

Food	Serving Size
peanut butter	2 tablespoons
cottage cheese, <i>low-fat</i>	¼ cup
Tofu	½ cup

- (g) A variety of meat and meat alternates used in menu planning will assist menus meeting the protein, iron, B vitamins and zinc requirements. A multitude of cooking methods such as baking, braising, broiling, roasting, grilling, or pan frying with small amounts of oil are recommended.
- (h) Meatless meals containing eggs, dry beans, pea or lentil soups or entrees, tofu-based products and vegetarian lasagna may be used on an occasional basis to provide variety, contain costs and for special consumer preferences, so long as the meals meet protein requirements. A meatless meal shall be made available for sites or consumers who observe Lent.
- (i) Soy protein extenders are not permitted in ground meat or meat products except in purchased products of meatballs, Swedish meatballs, stuffed peppers, stuffed cabbage, lasagna and Salisbury steak.
- (j) Meat meals shall not be greasy. Visible fat shall be trimmed off all non-ground meat before cooking. Meat shall be tender as prepared, and sliced against (not with) the grain.
3. Food Specifications-Meat or Meat Alternative
- (a) U. S. Grade “A” poultry, cheese and eggs shall be used.
- (i) Turkey shall be all natural boneless, skinless roasted breast meat for slicing. This applies to bulk, frozen or box lunches containing turkey.
- (ii) Turkey Tetrazzini is prepared with pasta and a white sauce with frozen vegetables diced turkey breast, parmesan and Swiss cheese.

- (iii) When whole chicken quarter's portions are on the menu, each site shall receive an equal quantity of thigh and leg pieces. Each quarter piece must weigh 7 ounces with the bone in.
  - (iv) Chicken breast on the menu is whole chicken breast without bone cooked with skin to retain moisture. It shall not have fillers or be injected with solutions. Minimum AP weight is six (6) ounces to assure three (3) ounces of EP.
  - (v) Boned chicken entrées shall have frozen pulled chunk chicken. No canned or shredded chicken pieces shall be used.
  - (vi) Boneless, skinless chicken breast is without breading and may include 5% or less of injected solution. It must be minimum six (6) ounce AP weight to assure three (3) ounces of EP.
  - (vii) Poultry shall contain no feathers or pin feathers.
- (b) U.S.D.A. Choice meats shall be used.
- (i) Roast beef shall be either top sirloin or top round. These specifications apply to roast beef used as a dinner entrée or cold sliced for sandwiches.
  - (ii) Ground beef shall not be more than 20% fat. All ground meat entrees must be an eighty/twenty ratios, or in accordance with United States department of agriculture standards. Use only ground beef in the ground meat dishes as some consumers do not eat pork. It is imperative that flavor be accomplished through spices and seasonings since salt may not be added. Always drain excess fat after cooking before adding to sauce.
    - a. Salisbury steak is ground beef mixed with flour, or bread crumbs used as an extender, binders can include egg or liquids such as water or milk. It is seasoned with garlic, parsley and beef stock.

- b. Meat loaf is ground beef formed into a loaf shape and baked. The ground meat is mixed with a binder such as eggs and breadcrumbs. Spices and herbs such as parsley, onions, green peppers and celery may be added.
  - c. Meatballs are prepared from ground beef mixed with breadcrumbs, minced onions, spices and sometimes eggs. They are cooked by baking or braising. Meatballs are served with spaghetti in tomato base spaghetti sauce.
  - d. Swedish meatballs are made from ground beef mixed with flour, eggs, and spices such as garlic, allspice, nutmeg or cardamom with black pepper and served in sauce of flour, butter, beef broth, and sour cream.
- (iii) Top sirloin tip or top round tip beef cut into strips shall be used for stroganoff and noodles. Beef Stroganoff is a Russian dish of sautéed strips of beef served in a sauce of sour cream served over noodles.
- (iv) Shoulder, chuck or rib cap of beef shall be used in beef stew. A stew is a combination of solid food ingredients that have been cooked in liquid and served in the resultant gravy. Ingredients in a stew can include any combination of vegetables (such as carrots, potatoes, beans, peppers and tomatoes, etc.) and meat. Seasoning and flavorings may also be added. Stews are typically cooked at a relatively low temperature (simmered not boiled), allowing flavors to mingle.
- (v) Cubed beef for extended beef dishes shall be of high quality, with minimum gristle and fat. The finished product shall be easily chewed by program participants.

- (vi) Swiss steak is from beef round made into cube steak. The meat is coated with flour, seasonings and cooked in gravy made from tomato, green and red peppers. Swiss steak should be tender enough to be eaten without a knife.
  - (vii) Mushroom steak is a meat patty smothered in mushrooms and brown gravy. A meat patty is ground beef, seasonings, vegetables such as onion, bell pepper, mushroom in condimental proportions, liquids, binders such as egg and extenders (bread crumbs, flour, oat flakes.
  - (viii) Pepper steak is a “meat patty” (see Mushroom steak). The sauce is made from beef broth, tomato paste, low-sodium soy sauce, black pepper, seasonings and a thickening agent such as corn starch or flour. Bake sauce with steak and coarsely chopped green peppers.
  - (ix) BBQ Beef is made from chuck roast slowly simmered in onions, tomatoes and barbecue sauce until meat is very tender. Meat is removed from the sauce and pulled apart into small pieces. The sauce is thickened by boiling and reducing the liquid. The BBQ beef is served on a sandwich bun.
- (c) U.S.D.A. No.1 to U.S.D.A. No.3 pork shall be used. Pork chops shall be an 8 oz. chop or 2/1# loin chop cut end to end.
- (i) Pulled Pork, the most basic definition is pork brisket cooked to the point where it can be pulled apart by hand. Served with barbecue sauce (BBQ sauce) as an accompaniment to the pulled pork. The portion size for this item is 3 oz.
    - a. BBQ sauce can sometimes have a smoky flavor, the ingredients vary but some commonplace items are tomato paste, vinegar, liquid smoke and sweeteners. These variations are often due to the regional

additions and recipes. It should be of a consistency that coats the spoon.

- b. Sweet-n-sour pork is trimmed pork loin cut into quarter inch thick bite-sized cubes. Other ingredients can include pineapple, light soy sauce, vinegar, onion, green pepper, red pepper and thickened with corn starch and served over rice.

(d) U.S. Grade "A" fish packed under federal inspection (PIFU) shall be used.

- (i) Fish shall be boneless, skinless and filleted.
- (ii) Breaded fish portions must be 75 % by weight fish flesh.
- (iii) Salmon patty is made from canned pink salmon with bones removed. Add eggs, very finely chopped onions and sweet peppers, flour, season with pepper and bake.

(e) Sliced roast beef and all natural, boneless, skinless roasted turkey shall be used in sandwiches for box lunches. No cheese shall be added to roast beef or turkey sandwiches unless specified by the WRAAA's licensed and registered dietitian.

- (i) The amount of breading in breaded items shall not exceed ten percent (10%) total weight. Breaded items include, but are not limited to, meatballs, fish patties and veal cutlet.

- 1. Any main dish menu item which weighs three (3) ounces including breading, vegetables or any other filler does not contain the required three (3) ounces of meat.
- 2. A one (1) ounce meatball does not contain one ounce of meat. Stuffed cabbage or pepper which weighs three ounces (including the rice and cabbage or pepper) does not contain three (3) ounces of meat.

(ii) When gravy or sauce is served, a Food Preparer shall provide 2 ounces of gravy or sauce per portion. Dry gravy mix may be used. Gravy must be low sodium. Gravy must be packed separately from meat to avoid spills and overflow of pan contents.

(iii)

#### 4. Vegetables and Fruits

- (a) Throughout each week, a Food Preparer shall serve a variety of fruits and vegetables, especially: dark-green, orange, red, and legume items.
- (b) A Food Preparer shall consider all full-strength vegetable juices and all full-strength, unsweetened fruit juices to be vegetables and fruits.
- (c) A Food Preparer shall prefer usage of vitamin-fortified juices, low-sodium vegetable juice, or sodium-reduced tomato juice over other juices.
- (d) A Food Preparer shall consider one-half cup of cooked, dried beans, peas, or lentils; one-half cup of full-strength (i.e., one hundred per cent) sodium-reduced vegetable juice; or, one cup of raw, leafy vegetables as one serving of vegetables.
- (e) A Food Preparer shall consider a serving of soup, stew, casserole, or other combination dish a serving of a vegetable only if the soup, stew, casserole, or other combination dish contains at least one-half cup of vegetables.
- (f) A Food Preparer shall prefer to use sodium-reduced soup base and tomato products over other soup bases and tomato products.
- (g) A Food Preparer shall not serve sauerkraut more than once per month, or twice a month if one occurrence of sauerkraut is as an ingredient in another food item.
- (h) A Food Preparer shall not consider rice, spaghetti, macaroni, or noodles a vegetable.



- (i) A Food Preparer shall consider a medium-sized apple, an orange, a pear, or a small banana; one-half cup of full-strength fruit juice; one-half cup of cranberry juice drink; or, one fourth of a cup of dried fruit to be one serving of fruit.
  - (j) A Food Preparer shall consider a menu item to be a serving of fruit if one serving of the item contains at least one-half cup of fruit (e.g., fruit cobbler).
  - (k) A Food Preparer shall only consider fresh fruit, frozen fruit, or canned fruit (packed in its own juice, with light syrup, or without sugar) to be fruit.
5. Food Specifications-Vegetables and Fruits
- (a) U.S. No. 1 or U.S. Fancy or U.S. Grade A fresh vegetables must be used.
  - (b) Fresh vegetables in season shall be used when feasible.
  - (c) Frozen and canned vegetables may be used at other times and should be no less than U.S. Grade B.
  - (d) Small amounts of naturally trans-fat free palm and palm kernel oil may be used to make non hydrogenated margarine more spreadable. Vegetable oils such as canola, sunflower or olive oil are good choices. Trans fat free margarine, which is spreadable, shall be used to flavor vegetables. Four (4) ounces shall be added to each pan of frozen vegetables
  - (e) Potatoes count as a vegetable.
  - (f) Broccoli shall be florets, not chopped stems and stalk. One serving equals one half cup.
  - (g) When fresh fruit is on the menu, the variety may not be specified. A Food Preparer may select the variety, (approval by WRAAA's Licensed and Registered Dietitian as to menu suitability necessary), according to the following table:

Fruit	Minimum Size	Months
Apples, Winesap	Size 113	Aug.-Sept.
Apples, MacIntosh	Size 113	Aug.-Oct.
Apples, Golden Delicious	Size 113	Oct.-Mar.
Apples, Red Delicious	Size 113	Oct.-Mar.
Bananas	40 to case	All Year
Blueberries	½ cup serving	All Year
Cantaloupe	1 cup serving	June – Sept
Cherries	10 large	June- July
Emperor	10 large/20 small	Dec.-Feb.
Grapes	10 large/20 small	Oct.-Dec.
Honeydew	1 cup serving	June - Sept
Nectarines	Size 110	July-Aug.
Oranges, California	Size 113	Sept.-Apr.
Oranges, Navel & Valencia	Size 113	Sept.-Apr.
Peaches	2½" and larger	July-Sept.
Pears, Bartlet	Size 120	Aug.-Jan.
Pears, Danjous	Size 120	Aug.-Feb.
Plums	20-25lb/lug; 2/serv.	July-Sept.
Strawberries	½ cup serving	All Year
Tangelos	Size 110	Jan.-Mar.
Tangerines	Size 120	Nov.-Jan.
Thompson	10 large/20 small	Aug.-Oct.
Tokay	10 large/20 small	Dec.-Feb.
Watermelon	1 cup serving	June-Sept.

- (h) When fresh fruit is on the menu, each site must receive only one variety of fruit. However, a Food Preparer may choose to send one variety of fruit to some sites and another variety of fruit to other sites. (e.g., the Food Preparer may choose to send watermelon to some sites and peaches to other sites on the same day, but on one day each site will receive watermelon only or peaches only.)

**A FOOD PREPARER MUST INCLUDE INSTRUCTIONS FOR WASHING ALL FRESH FRUIT WHEN ON THE MENU.**

- (i) No additional ingredients shall be added to purchase fruit products, including but not limited to:
- (i) “Ambrosia” shall mean equal parts fruit: pineapple chunks, orange sections and grapefruit sections. Garnish included shall be coconut and maraschino cherries.

- (ii) "Fruit Cocktail" shall mean diced peaches, diced pears, pineapple tidbits, seedless grapes and maraschino cherries. Fruit cocktail or fruit salad shall not be primarily pineapple.
- (iii) "Fruit Compote" shall mean equal parts of sliced peaches, apricot halves, pitted prunes.
- (iv) "Mixed Fruit" shall mean equal parts of mandarin oranges, pineapple chunks or tidbits, sliced peaches and sliced pears.

6. Bread or Bread Alternate:

- (a) A Food Preparer shall prefer to serve a variety of enriched whole-grain bread products.
- (b) A Food Preparer shall not consider starchy vegetables (e.g., potatoes, sweet potatoes, corn, yams, and plantains) a serving of bread or a bread alternate.
- (c) A Food Preparer shall not consider breading on meat (or meat alternate) or on vegetables a serving of bread or bread alternate.
- (d) When planning a meal under the menu-pattern method, a food preparer may use the guidelines the "Serving Sizes for Breads and Bread Alternates" table to this rule to determine one serving of bread or bread alternate.

**Serving Sizes for Breads and Bread Alternates**

<b>Food</b>	<b>Serving Amount</b>
Animal crackers	8 crackers
Angel food cake	1/12 of cake or 2 ounces
Bagel	1 ounce or 1/2 or large bagel
Biscuit	One 2½ inch diameter biscuit
Bread	1 slice
Bread dressing/stuffing	½ cup
Brownie and Cake unfrosted	One 2-inch square or 1 ounce
Cooked cereal	½ cup
Crackers	4-6
English muffin	½
French toast	1 slice
Ginger snaps	3 snaps
Graham crackers	Three crackers 2-½ inch squares
Muffin, Roll	1 ounce
Pancake	4-inch diameter, ¼ inch thick

Food	Serving Amount
Pasta, noodles	½ cup
Rice	½ cup
Pita	4 inch diameter or ½ 6 inch diameter
Pudding (sugar free)	½ cup or 4 ounces
Quick breads	2 inch square
Ready to eat cereal <i>fortified</i>	1 cup or 1 ounce
Sandwich bun	1 small or ½ large bun
Tortilla	(1) 6 inch diameter
Vanilla Wafers	5 wafers
Waffle	(1) 4 inch square

7. Food Specifications-Bread or Bread Alternate

- (a) Bread shall be made with whole grain flour or meal, weighing one (1) ounce per slice and measuring approximately 4 ¾ inches high, 4 inches wide and ½ inch thick.
- (b) When bread is served, the variety (whole grain white, whole grain wheat or whole grain rye) shall be specified on the menu by WRAAA's licensed and registered dietitian.
- (c) All bread or bread alternates shall be wrapped in individual servings unless specified by WRAAA's licensed and registered dietitian.
- (d) When spaghetti is served as part of a main dish (e.g., spaghetti and meatballs), 1 cup of spaghetti shall be served.
- (e) Dinner rolls shall be made with whole grain and weigh one ounce per roll or else two (2) rolls should be given per serving when using the menu pattern.
- (f) Frankfurter buns should be made with whole grain, weigh two (2) ounces and be a minimum of 6" in length.
- (g) Hamburger buns should be made with whole grain, weigh two (2) ounces and be a minimum width of 4".
- (h) Crackers shall be made with whole grain flour. Animal crackers and graham crackers shall contain no partially hydrogenated oil, hydrogenated oil or trans-fats.

8. Milk or Milk Alternate

- (a) A Food Preparer shall prefer to use fat-free milk, low-fat milk (i.e., milk with no more one per cent fat content), or fortified soy beverages.
- (b) A Food Preparer shall not consider calcium-fortified juice both a serving of fruit and a serving of milk in the same meal.
- (c) A Food Preparer shall not consider cheeses or tofu both a meat and a milk alternative in the same meal.
- (d) When planning a meal under the menu-pattern method, a Food Preparer may use the guidelines in the "Serving Sizes for Milk and Milk Alternates" table to determine one serving of milk or milk alternate.

**Serving Sizes for Milk and Milk Alternates**

<b>Food</b>	<b>Serving Size</b>
Fat-free (skim) or 1% milk, buttermilk, or chocolate milk fortified with vitamins A and D	8 ounces
Lactose reduced or lactose-free milk	8 ounces
Yogurt, low-fat, fortified with vitamins A and D	6 ounces or ¾ cup
Soy beverage or rice beverage enriched with calcium and vitamins A and D	8 ounces
Tofu	½ cup
Hard, natural cheeses (prefer low-fat)	1 ½ ounces
Processed cheese (prefer low-fat)	2 ounces
Juice fortified with calcium and vitamin D	8 ounces

9. Food Specifications-Milk or Milk Alternate.

- (a) Fat-free, 1% milk or buttermilk shall be provided.
- (b) Milk shall be homogenized Grade A fortified with Vitamins A and D.
- (c) Milk shall be served in individual containers.

10. Dessert and Baked Goods

- (a) When planning a meal under the menu-pattern method, a Food Preparer may use the guidelines in the "Serving Sizes for Breads and Bread Alternates" table to this rule to determine one serving of dessert.

- (b) A Food Preparer shall prefer to serve healthier desserts that include fruit, whole grains, low-fat products, and/or products with limited sugar content and avoid products that contain trans fats.
- (c) A Food Preparer shall consider one-half cup fruit and one-half cup of simple dessert (e.g., *sugar-free* pudding and frozen yogurt) to be a serving of dessert.
- (d) A Food Preparer shall prefer to serve fresh, frozen, or canned fruits that are packed in juice or light syrup such as a dessert item in addition to the serving of fruit that may be provided as another part of the meal.
- (e) A Food Preparer shall not serve cakes, single-crust pies, cobblers, and cookies more than twice per week and shall avoid products that contain trans fats.

11. Food Specifications-Dessert/Baked Goods

- (a) All cookies shall be wrapped individually or in individual servings. When cookies are on the menu, they will be provided as follows:

<u>Type of Cookie</u>	<u>Minimum Number per Serving</u>
Bar 2" x 1 ½ "	3
Bar 1 ½" x 3"	2
Cookie 3 ½" diameter	2

12. Fats

- (a) Fats (if provided in meal):
  - (i) A Food Preparer shall consider one teaspoon of fortified, soft margarine; mayonnaise; or vegetable oil; or one tablespoon of salad dressing to be a serving of fat.
  - (ii) A Food Preparer shall not serve more than two servings of fats and oils in a meal. Fat used as an ingredient in a menu item is not counted as a serving of fat.

13. Food Specifications – Fats

- (a) U.S. Grade “A” fortified soft spread margarine must be used.
- (b) Soft spread margarine shall be packaged in individual plastic single serve containers with a paper seal. The contents must yield one teaspoon.
- (c) One teaspoon of soft spread margarine shall be served when plain bread is on the menu.
- (d) Small amounts of naturally trans-fat free palm and palm kernel oil is used to make non hydrogenated margarine more spreadable. Vegetable oils such as canola, sunflower or olive oil are good choices. Trans-fat free margarine, which is spreadable, shall be used for bread and to flavor vegetables.
- (e) Monounsaturated and polyunsaturated vegetable oils such as corn oil, sunflower oil and canola oil shall be used in food preparation.

14. Accompaniments (if provided in a meal)

- (a) A Food Preparer shall prefer to serve mustard, ketchup, tartar sauce, or other traditional accompaniments with a meal item.
- (b) When a Food Preparer prepares a meal, the meal must comply with the sodium limits in the federal dietary reference intakes and “Dietary Guidelines for Americans.”
- (c) A Food Preparer shall prefer to provide herbal or granulated seasonings instead of salt for use by consumer as an accompaniment to a meal.

15. Food Specifications – Accompaniments

- (a) Individual single serve packets of salad dressings, lemon juice, cranberry sauce, vinegar, tartar sauce, BBQ sauce, cocktail sauce, parmesan cheese and other condiments shall be provided where appropriate and when listed on the menu.

16. Alternative meals and meal types

- (a) A Food Preparer shall only provide an alternative meal if the meal has the same nutrient content of a regular meal or follows the meal pattern for a regular meal unless restricted by religious requirements or ethnic background.

17. Cultural meal:

- (a) A Food Preparer may provide a cultural meal to meet the particular dietary needs arising from cultural backgrounds or beliefs.
- (b) A Food Preparer shall only provide a cultural meal if the meal has the same nutrient content of a regular meal or follows the meal pattern for a regular meal, unless restricted by cultural backgrounds or beliefs.

18. Ethnic or Religious Meals

- (a) A Food Preparer may provide an ethnic or religious meal to meet the particular dietary needs arising from religious requirements, cultural backgrounds, or ethnic backgrounds.
- (b) A Food Preparer shall only provide an ethnic meal if the meal has the same nutrient content of a regular meal or follows the meal pattern for a regular meal unless restricted by religious requirements or ethnic background.
- (c) For ethnic meals a Food Preparer must use the menu pattern to develop menus for approval by WRAAA's licensed and registered dietitian.

19. Kosher Meals-Group D

- (a) All fruit juice served with box lunches shall be delivered in individual four (4) ounce disposable containers with a self-opener.
- (b) Fruit or vegetable juice served other than with box lunches shall be /delivered to sites in bulk.
- (c) Six (6) ounce Styrofoam cups shall be provided by the Food Preparer.



- (d) Individual packets of salad dressings, lemon juice, cranberry sauce, vinegar, tartar sauce, and other condiments shall be provided where appropriate and available in kosher product.
- (e) U.S. Grade A fortified margarine, certified kosher must be used.
- (f) Certified Kosher U.S. Grade A. poultry, cheese and eggs shall be used.

20. Kosher Meals – Group D

- (a) All meals shall be prepared with high quality ingredients and produced under Rabbinical supervision and certified Kosher.
- (b) Roast beef shall be brisket, shoulder or chuck.
- (c) Pot roast shall be boneless shoulder or chuck.
- (d) The following is a list of holidays, both legal and religious, or special occasions to be celebrated at all sites with a special menu:

<b>Jewish Holidays</b>	
January	New Year's Day
March	Purim – Hamantaschen for dessert
April	Passover – Sedar foods
May	Memorial Day
June	Day before Shavuous holiday-Dairy Dishes
July	Fourth of July
August	Tisha B'av – Dairy Dishes all week
September	Rosh Hashanah – Honey cake for dessert
October	Sukkot – Harvest items
October	Simchas Torah – Fruit
December	Chanukah – Potato pancakes

- (e) Some religious observances may occur in months different from the months listed. During the Passover Holidays, Kosher L'Pesach meals shall be supplied by the Food Preparer.

21. Asian Meals - Group E

- (a) Asian meals provided for Group E must meet the needs of the Asian community. A variety of traditional Chinese methods of cooking shall be used.

- (b)** Chinese cuisine features a wide variety of cooking methods, which may be used singly or in combination to prepare almost any dish. These methods include steaming, stir-frying, deep-fat-frying, braising, roasting and smoking. No one method shall be used exclusively by the chef more than two times each week.
- (c)** Fresh fruit shall be served for dessert. Apple or Orange Juice may be served with every meal.
- (d)** Broccoli, snow peas, napa cabbage, Chinese turnips, and string beans shall be served a minimum of three times per week.
- (e)** A different daily menu shall be offered for the meats, vegetables, fruit, and dessert group during each week. No particular daily menu shall be repeated any single month.
- (f)** The site shall receive soup and or/an entrée which contains noodles on the designated birthday date.
- (g)** Asians celebrate special occasions with special foods. The foods most often are simply a matter of custom, but they can also be part of traditional or religious rituals. New Year's Day is the major holiday of the year. It is generally the only holiday that work days are taken as vacation.

## 22. Hispanic Meals-Group F

- (a)** Hispanic meals must meet the needs of the Hispanic community.
- (b)** There is no single Hispanic cuisine. Traditional Mexican, Cuban, Spanish and Peruvian cooking vary greatly from each other - and take on new forms in the United States. While Mexican cooking is the most familiar variety, of "Hispanic food" in most of the United States, it is not representative of the cuisine of most other Hispanics.
- (c)** Rice and beans make up a huge part of traditional Hispanic food recipes.

- (d) Meats are often shredded or crumbled beef, shredded chicken and pork.
- (e) Variations of the vegetables can be found in the chilies, potatoes, jicama, yucca, nopales, tomatillos, and some types of squash.

### 23. Boxed Lunches

- (a) A Food Preparer may only provide a sacked or box lunch that has the same nutrient content of a regular meal or follows the meal pattern for a regular meal.
- (b) A Food Preparer may only provide a box sacked or box lunch if the Food Preparer includes a “use by” date.
- (c) Box lunches will be available at all times to all sites.
- (d) The box lunch shall be packaged in a 9”x5”x4” sealable box.
- (e) The menu will be provided by WRAAA.
- (f) Milk shall be provided with all meals.
- (g) Milk shall be packed separately for sites ordering a variety of milk and for the kosher meals.
- (h) Each box lunch shall include accompaniments, napkin, and straw appropriate for an Elderly person (minimum 7 3/4, inches individually wrapped).
- (i) Five (5) ounce heavy weight leak-proof plastic containers with heavy weight tight fitting lids (with no holes) shall be used for the salad and fruit (other than fresh) for box lunches. No substitutions of menu items are permitted.
- (j) A box lunch default menu choice is listed on the menu each day.
- (k) When the hot dog menu is ordered these items shall be uncooked and packed in bulk for delivery to the site. Remaining menu items shall also be packed completely in bulk. No individual box lunches are to be sent unless specified by WRAAA staff.
- (l) All food items in the box lunch must be individually wrapped and sealed.

**(m)** Due to the high moisture content of tuna salad, the filling shall be packaged in the 5 oz. salad/dessert cup and the bread wrapped individually. These items will be assembled by the participant resulting in a more palatable sandwich.

#### 24. Cold Plate Meals

- (a)** Chicken Salad with Croissant meal shall be offered on Monday only.
- (b)** Chicken Breast/Green Salad meal shall be offered Tuesday through Friday
- (c)** Components will be shipped separately.
- (d)** Congregate cold plate meals will be served on Styrofoam 5 compartment trays as the hot meal.
- (e)** Home Delivered cold plate meals will be sealed in Oliver trays and cold bags at WRAAA site.
- (f)** Milk shall be provided with all meals.

#### 25. Non-perishable and emergency meal.

- (a)** Every food preparer of a congregate or home-delivered nutrition program shall develop a written plan for continuing services for the congregate and home-delivered meal service during a weather-related emergency or other emergency. Distribute information to consumers on how a consumer may stock his/her emergency food shelf.
- (b)** A Food Preparer may only provide a non-perishable, emergency meal that has the same nutrient content of a regular meal or follows the meal pattern.
- (c)** A Food Preparer may only provide a non-perishable, emergency meal if the food preparer includes a use by date or an expiration date with the meal.

#### 26. Sacked lunch or boxed lunch

- (a) Consistent with OAC 173-4-05.3 (F) a Food Preparer may only provide a sacked or boxed lunch that has the same nutrient content of a regular meal or follows the meal pattern for a regular meal.
- (b) A Food Preparer may only provide a sacked or boxed lunch if the food preparer includes a use by date or expiration date.

27. Weekend Meals

- (a) The Consumer requiring meals on weekends and holidays will receive a hot meal Monday through Friday. Food Preparers may receive frozen meal orders to cover a consumer for a holiday or weekend

28. Frozen Meals

- (a) A Food Preparer may only provide a frozen or cooked-chilled meal that has the same nutrient content of a regular meal or follows the meal pattern for a regular meal.
- (b) The following is a list of non-service holidays. Frozen meals may be provided according to the 2022-2023 holiday meal order schedule. There are 11 legal holidays in this contract period.

Holidays	
January	New Year's Day, Martin Luther King Day
February	President's Day
May	Memorial Day
June	Juneteenth
July	Fourth of July
September	Labor Day
November	Veterans Day, Thanksgiving
December	Christmas Eve, Christmas Day

- (c) If the frozen, vacuum-packed, or cooked-chilled meal is intended as a second meal, the two meals served that day shall together meet two-thirds of the DRI.
- (d) A Food Preparer shall refrigerate frozen or cooked-chilled meals during delivery to the consumer.
- (e) A Food Preparer shall provide written preparation instructions for the consumer.
- (f) A Food Preparer shall label the meal with the use by date or expiration date on the meal package.
- (g) A Food Preparer may only provide a frozen, vacuum-packed or cooked-chilled meal to a consumer if the consumer's assessment stipulates that the meal is appropriate.

#### 29. Packaging Specifications

- (a) All hot food items shall be packaged in a three-compartment dual ovenable tray with a sealed plastic film lid. An accompanying cold bag containing the salad and dessert (if on the menu), packaged in individual spill-proof containers, bread, accompaniment and milk shall be provided.
- (b) All frozen meals shall be pre-plated and frozen in sealed three-compartment trays, and also have the cold bag with the cold items packed in individual spill-proof containers.
- (c) All packaging materials shall comply with all federal, state and county regulations governing the transportation of food.
- (d) A variety of entrées and vegetables shall be available. Sufficient entrées shall be available to avoid repetition of entree during a four week (Saturday and Sunday) period.
- (e) All meals shall be prepared with high quality ingredients and produced under Ohio Department of Agriculture meat and poultry inspection or USDA inspected.

- (f) The same standards of quality detailed earlier in these competitive proposal specifications shall apply to the frozen pre-portioned meals used in the home delivered nutrition program.

## **SECTION FOUR: EMERGENCY FOOD PROTOCOL**

- A. If WRAAA's hot meal service is interrupted for any reason, safeguards must be created to provide food for both congregate meal and the home delivered meal consumers. WRAAA's goal is to assure the consumer a continuity of meal service and to communicate effectively with the food preparer, the meal recipient, and the caregiver. Food Preparers must provide evidence that meals can be provided to consumers during an emergency.
- B. A Food Preparer shall develop and implement written contingency procedures for emergencies which prevent provision of emergency meals due to *short-term* weather-related emergencies, loss of power, kitchen malfunctions, natural disasters, etc. In its procedures, the Food Preparer shall include procedures for providing timely notification of emergency situations to WRAAA and/or Providers.
- C. As part of their competitive proposal(s), Applicants shall provide evidence that they have an emergency plan and protocol detailing how hot and frozen meals will be provided. Food Preparers shall also provide evidence that they have a plan to quickly secure shelf-stable boxed meals in the event of an emergency, such as a pandemic.
- D. A Food Preparer's emergency plan to provide hot meals will be used on an interim basis, for a mutually agreed upon time to be determined by WRAAA and the Food Preparer.

## SECTION FIVE: GENERAL REQUIREMENTS

### I. QUALITY ASSURANCE

- A. A Food Preparer shall monitor all aspects of the program and take action to improve services, shall develop and implement an annual plan to evaluate and improve the effectiveness of the program's operations and services to insure continuous improvement, and shall solicit comments from consumers on the type of food, portion size, food appearance, food packaging, food temperatures, nutrition program schedules, and staff professionalism.
- B. A Food Preparer shall provide a representative available Monday through Friday between 7:00 AM and 1:00 PM to answer questions and/or requests. This representative shall be an employee of the Food Preparer and responsible for the daily operations of the contract and shall meet when necessary with WRAAA and/or OAA Provider Agencies.
- C. A Food Preparer shall when requested by WRAAA meet to discuss and/or receive additional training in ethnic, regional, and religious nutrition issues, as well as food preparation, overall sanitation and health & safety programs. The Food Preparer's representatives shall also be available to visit sites.
- D. A Food Preparer shall notify WRAAA of changes in personnel significant to the contract. This requirement includes, but is not limited to the following personnel:
- (1) The representative responsible for the daily execution of the contract,
  - (2) The Food Preparer's administrator in this geographical area,
  - (3) The regional general manager or district chief manager,
  - (4) The dietitian and
  - (5) The chef.

These changes must be submitted in writing.



- E. A Food Preparer shall provide adequate orientation and documented training (four hours or more, minimum) for all employees and volunteers who participate in food preparation, handling, and delivery annually. The Food Preparer shall keep these on file and available to WRAAA upon request.
- F. A Food Preparer shall comply with the requirements with respect to food temperature monitoring and the disposition of meals after measuring temperature. To protect the integrity of packaged food (e.g., milk carton or thermal sealed container), a Food Preparer may use an infrared thermometer that measures the food's surface temperature. If the Food Preparer measures the packaged foods temperature with an infrared thermometer and finds that the food does not meet standards, the Food Preparer shall use a probe thermometer to measure the food's internal temperature. Before inserting a probe thermometer into the food, the Food Preparer shall clean and sanitize the probe thermometer and practice proper hand washing techniques. A Food Preparer who receives refrigerated or frozen bulk food from a supplier shall measure the food temperature upon receiving the food from the supplier. If the temperature does not meet standards, the Food Preparer shall not accept the food. If the Food Preparer delivers bulk food to a Provider Agency, the Food Preparer shall demonstrate that the food is of proper temperature at the time of delivery. Food that does not meet temperature requirements shall not be delivered.

## **II. FOOD SAFETY AND QUALITY ASSURANCE**

### **A. Food Safety**

- 1. A Food Preparer shall maintain documentation that demonstrates that all meals prepared by the Food Preparer (or its subcontractor) comply with sections 918.01 to 918.31 of the Ohio Revised Code and Chapter 3717-1 of the Ohio

Administrative Code, which is also known as "The State of Ohio Uniform Food Safety Code."

2. A Food Preparer shall maintain appropriate licenses and demonstrate compliance with local health department inspections and Ohio Department of Agriculture (ODAg) inspections.
3. No later than five calendar days after receipt of a critical citation issued by the local health department or the Ohio Department of Agriculture, a Food Preparer shall report to WRAAA the critical citation and also a corrective action plan.
4. Regardless of whether the food items are purchased or donated a Food Preparer shall only use food items from a source approved by WRAAA, and shall not serve food if the food has surpassed its "use by" date or its "expiration" date.
5. A Food Preparer shall promptly notify the local Health Department when any person complains of a food-borne illness. No more than two calendar days after the occurrence or receipt of complaint regarding an outbreak of food-borne illness, the Food Preparer shall report the occurrence or complaint to the WRAAA.

#### **B. Hazard Analysis Critical Control Point Plan (HACCP)**

The Food Preparer's HACCP-based Standard Operating Procedures (SOPs) are one component of the overall food safety program. HACCP-based SOPs include the following principles:

- Corrective actions
  - Monitoring procedures
  - Verification procedures
  - Record keeping procedures
1. A Food Preparer shall maintain and produce upon request documentation evidencing that the HACCP plan has been reassessed "annually or whenever any changes that could affect the hazard analysis or alter the HACCP plan has been

made. Such changes may include, but are not limited to changes in: raw materials or source of raw materials; product formulation; slaughter or processing methods or systems; production volume; personnel; packaging; finished product distribution systems; or the intended use or consumers of the finished products. The reassessment shall be performed by an individual trained in accordance with 9 CFR 417.7.” The HACCP plan shall be modified immediately whenever a reassessment reveals that the plan no longer meets the requirement of 9 C.F.R. Section 417.2(c).

2. A Food Preparer shall maintain and produce upon request documentation evidencing that a food defense plan that focuses on protecting the food supply from intentional contamination, with a variety of chemicals, biological agents or other harmful substances by people who want to harm the public. These agents could include materials that are not naturally-occurring or are not routinely tested for. Food safety addresses the accidental contamination of food products during processing or storage by biological, chemical or physical hazards. A proper food defense plan will help the Food Preparer identify steps that can be taken to minimize the risk that food in the establishment will be intentionally contaminated or tampered with.

### **III. EQUIPMENT, FOOD STORAGE, AND PHYSICAL LAYOUT OF FACILITY**

- A. All refrigeration/freezer equipment must meet or exceed industry standards, including those established by the National Foundation International (NFI) formerly the National Sanitation Foundation (NSF).
- B. All such equipment shall have thermometers mounted on either the exterior or interior of the unit; this thermometer will indicate the internal temperature of the unit.

- C. The refrigeration/freezer unit(s) shall be thoroughly cleaned on a regularly scheduled basis (minimum standard: weekly). All mobile equipment used in the delivery and transportation of food items shall be cleaned on a daily basis. Records shall be kept to confirm compliance with these requirements.
- D. Floor drains within the refrigeration unit or cabinet are a sanitary hazard. Refrigeration unit(s) with such drains shall not be used in the program.

#### **IV. SUPPLIES**

It is a Food Preparer's responsibility to have a written food and other supply policy for the Group(s) awarded. An Applicant's proposed food and other supply policy must be included with the competitive proposal. The food and other supply policy must include the process for ordering supplies (i.e. when supply order is due, day/time deadline), when supply order will be delivered and how late and partial supply orders will be handled, and must demonstrate that the food and other supply policy is, or has historically been, sufficient to meet WRAAA's meal production requirements according to the competitive proposal and this RFP (given available workforce, available physical facilities and method of operation).

- A. Food Preparers will be responsible for ordering supplies and must maintain a two (2) day supply at all times.
- B. Food Preparers shall prepare supply delivery schedules assigning each site one weekday (e.g., Tuesday) for supply delivery.
- C. Food Preparers shall use an electronic system for ordering. Supply sheets shall list quantity per package of supply item. (Appendix U)
- D. Food Preparer's personnel shall not remove supplies from any Nutrition Site without prior authorization by the WRAAA.
- E. Disposable products shall be of a good quality and consist of the following:

1. Heaviest weight Styrofoam five (5) or six (6) sectioned tray plates, with side compartment for flatware. A case of 500 shall weigh at least 18.5 pounds.
2. Disposable dinnerware must be of a quality which is sturdy to prevent buckling and spillage, non-porous to prevent leakage, must be sanitary and attractive.
3. Heavy weight forks, teaspoons, and knives, sanitarily wrapped as three piece units. Utensils must be of a quality to prevent melting, bending, or splintering under normal use. A case of 500 shall weigh at least 19 pounds.
4. Folded single ply embossed dinner napkins measuring a minimum of 17" x 17".
5. Plain place mats measuring a minimum 14" x 10".
6. Two (2) ml. gauge 60-gallon capacity disposable garbage bags. The following quantities of garbage bags shall be provided to each site:

<u>Average Daily Meal Count</u>	<u>Number of Bags per week</u>
1 - 25	10 1K + 1DR x 5
26 - 50	15 1K + 2DR x 5
51 - 75	25 2K + 3DR x 5
76 - 100	35 3K + 4DR x 5
101 - 125	40 3K + 5DR x 5
126 - 150	45 4K + 5DR x 5
151 - 175	55 4K + 7DR x 5
176 - 200	60 4K + 8DR x 5
K=Kitchen DR = Dining Room 5 = No. of serving days	

7. Dual Ovenable/Microwaveable three compartment paper trays for packaging home delivered meals. The Food Preparer must provide to each Provider Agency at each site a complete sealing system, which shall include a manual heat SEALER, FILM, AND TRAYS. The film must be strong and have self-venting properties. Film must withstand markings with ink markers. The "Deep" meal tray with the following dimensions must be used: W 8.625" x L 6.5" x D 1.875"; Entrée compartment – 17.9 oz. and two side compartments, 6.7 oz. each. The **2021 Provider Agencies** are

using the Oliver Packaging and Equipment Company and Food Preparers should plan accordingly. WRAAA does not have a preference for Oliver or any specific tray sealing equipment. This is not an endorsement for Oliver products. It should be used for informational purposes only.

APPLIES ONLY TO GROUP D-KOSHER MEALS:

Three (3) compartment (35 gauge) and two (2) compartment (30) gauge trays used as appropriate for the menu.

8. Number 8 medium weight brown kraft bags for home delivered meals. These bags shall be used to pack the cold component of the meal: Milk, dessert, salad, bread and margarine. A second bag shall be used when a single hot or cold entree is on the menu. The hot or cold item shall be packaged in the appropriate styro box and the styro box shall be placed inside the second brown bag for delivery.
9. Plastic bags with handles .5 ml : W 11.5" x L 21.5" x D 6.5" (i.e. grocery store bags/t-shirt bags/thank you bags) shall be available per provider request, where permitted by applicable law. Providers may use these bags to package meals.
10. Five (5) ounce heavy weight leak-proof plastic containers with heavy weight tight fitting lids (with no holes) for desserts and chilled menu items for home delivered meals. These containers shall also be used for box lunch salads.
11. Styrofoam hinge lidded large three (3) compartment container (9-1/4 x 3") may be used for home delivered meals served in buildings where senior participants reside.
12. Styrofoam hinge lidded square (5½" x 5½" x 2½") and oblong (7¼" x 3" x 2") containers shall be used for packaging home delivered meals when all menu items are cold or when only the entree is hot. The square container shall be used for menu items such as macaroni and cheese, sandwiches and cake.

13. The square container shall be used by all sites for packaging cake for home delivered meals.
14. Plastic baggies for home delivered meals. These baggies shall be used for items such as rolls, biscuits and cornbread.
15. Disposable plastic/latex gloves for site staff and volunteers who handle food.
16. Disposable pepper shakers shall be provided for each site and listed on the supply sheets provided by the Food Preparer.
17. APPLIES TO GROUP D-KOSHER MEALS ONLY:
  - (a) A Food Preparer shall provide disposable pepper for each site as requested.
  - (b) Each site shall maintain, at a minimum, a two (2) day supply inventory. Supplies delivered weekly on a Tuesday morning, for example, should not be needed until that Thursday's meal service.
  - (c) Styrofoam lidded pie wedges for home delivered meals should be packaged 500 to a case.
  - (d) Six (6) inch plates for pie, cake and cookie dessert.

## V. PACKAGING

- A. A Food Preparer shall package and deliver in non-leaking containers all meals to designated sites. The pans which will be used to deliver food shall be rigid aluminum, 70 or 80 gauge. Pan sizes to be used are:

Full Pan      20½" x 13" x 3¼"

Half Pan      10¼" x 12½" x 3¼"

- B. APPLIES ONLY TO GROUP D - KOSHER MEALS:

1. The portions of the meal to be served hot shall be pre-plated in rigid aluminum sectioned containers which are suitable for re-heating, 8-1/2" x 6-1/2" x 1-1/2". Appropriate aluminum lids shall be used to cover the food.

C. All containers of food and supplies will be clearly labeled as required by ODAg Meat Inspection:

Site Name:

Production date:

Number of Servings:

Initials of person packing:

Contents (e.g., chicken, mixed vegetables, tossed salad, etc.).

D. WRAAA also requires that the following information must be clearly marked on all containers of food and supplies labeled as a "USDA Inspected" product:

Site name:

Production date:

Number of servings

Initials of person packing

Contents (e.g. chicken, mixed vegetables, tossed salad, etc.)

E. APPLIES ONLY TO GROUP D - KOSHER MEALS:

1. Containers used for delivery of food shall cover and insulate all foods and prevent contamination of the food from dust, flies, and rodents. Covers shall be sturdy. Portions of the meal served cold or at room temperature shall be delivered pre-plated or in bulk.
2. Cakes, pies, and salad shall be delivered in bulk. Birthday cakes and other sheet cakes shall be pre-sliced.
3. Pudding, gelatin, and canned fruit shall be portioned (1/2 cup per serving) in five (5) ounce heavy weight leak-proof plastic containers. Food container contents shall accurately reflect lid labels.
4. Hot food items shall be packaged in individual foam hinged one or three compartment dinner container 9 1/4" x 9 1/4" x 3" and transported to the site in food



carriers or bus box with custom cover that can hold serving temperatures for up to two hours without adding heat.

5. Whole pieces of fresh fruit shall be packaged in bulk; canned fruit must be packaged in six (6) ounce disposable spill-proof containers.
- F. Containers used for delivery of food shall cover and insulate all foods and prevent contamination of the food from dust, flies and rodents. Covers shall be sturdy. Aluminum foil used solely to cover an open pan is not to be considered an appropriate cover.
- G. No more than 50 one half cup portions per full pan, 25 one half cup portions per half pan of vegetables or fruit shall be packed.
- H. Main dish menu items (such as spaghetti) which require one cup portions shall be packed 25 servings per full pan, 12 servings per half pan.
- I. Chicken shall be packed no more than 25 portions per full size pan.
- J. Manicotti shall be packed one layer deep, no more than 30 portions per full pan. Lasagna shall be packed the same.
- K. Other main dish menu items shall be packed no more than 35 portions per full pan, 18 portions per half pan. Other main dish items include those requiring less than one cup portions (e.g., chili) and solid pieces of meat (e.g., roast beef, pork chops).
- L. In full size pan, fifty drained half-cup portions will fill pan to ½ inch from the top of pan.
- M. Gravy and sauces packed separate from meat or fish shall provide 2 oz. per portion and be packed securely to avoid spillage. Gravy and sauces may not fill pans to a greater extent than listed here. Gravy may be supplied to sites in bulk containers. Gravy must be packaged separately from meat to avoid spillage and overflow of pan contents.
- N. Upon site request, sites may receive their box lunch orders packed in bulk.
- O. Milk for box lunches shall be packed in bulk when the site orders more than one kind of milk.

## **VI. DELIVERY**

- A. Food shall be delivered to each site in refrigerated vehicles. Time/temperature controlled foods must be held at forty-one degrees Fahrenheit (five degrees Celsius) or less.
- B. Vehicles used to deliver food needing refrigeration to prevent spoilage are to be equipped with a method of refrigeration of adequate capacity to hold all perishable foods. Foods shall be thoroughly insulated and protected from spoilage, rodents, insects and chemicals.
- C. Food pans, supply boxes and milk crates may not be placed directly on the floor of the delivery truck. Food pans must be put in/on added floor risers or bread racks. The bottoms of pans and cartons must not touch the truck floor because these items are intended for placement in/on clean ovens, work table surfaces and refrigerators.
- D. Delivery of supplies shall be weekly. The Food Preparer shall be required to make deliveries of supplies in the quantities ordered by each site.
- E. No delivery of food or supplies shall occur prior to 8:00 a.m. unless otherwise agreed upon by WRAAA and the Food Preparer.
- F. The proposed meal receipt and supply order sheet shall be included with the competitive proposal. (Appendix **U**).
- G. A Food Preparer shall supply receipts for delivered food and/or supplies in duplicate. One (1) copy shall be left at the site.
- H. Copies of the signed daily meal receipts shall remain with the Food Preparer and be produced upon WRAAA'S request.
- I. Individuals delivering food to sites shall have a neat and clean appearance.
- J. All motor vehicles used in the program shall meet with regulations established by the State of Ohio.

- K. A Food Preparer shall deliver, unload, and place all deliveries in the designated food preparation areas of the meal sites.
- L. Individuals delivering food to sites shall not consider a delivery complete until a site representative has counted the meals and checked the temperature of all time/temperature controlled foods. The Provider Agencies representative must verify that temperature controlled cold foods are at 41 degrees Fahrenheit or less. The delivery schedule shall allow 15 minutes per site for the counting of food and checking the temperatures.
- M. A Food Preparer shall not leave food at a site unless there is a Provider Agency representative present to receive and refrigerate the food. Food shall not be left at a site unrefrigerated or unattended.
- N. All deliveries shall be completed one and one-half hours prior to meal times designated by WRAAA. No delivery of food shall occur after 10:30 a.m. unless agreed upon by WRAAA and the Food Preparer.
- O. Food Preparers must follow the set delivery schedule for each nutrition site. Deliveries shall be within fifteen (15) minutes of the times indicated on the delivery schedule. Because Provider Agency staff and Nutrition Program consumers require predictable and reliable delivery times each day; timeliness of meal deliveries is of the essence. Changes in meal times may be made at the discretion of WRAAA if reasonable notice is given to the Food Preparer
- P. Drivers shall have a regular call-in schedule during the delivery route.
- Q. Drivers shall carry a minimum of fifty dollars (\$50.00) cash daily or debit cards for emergency purchases resulting from shortages or other production problems. Purchases shall be made expeditiously by the driver, especially when a store is in close proximity to the site and the item to be replaced is readily available at the store.

- R. Delivery schedules for meals and supplies shall be part and parcel of the contract. The current delivery schedules shall be forwarded to the Food Preparer prior to the start of the contract.
- S. A Food Preparer shall telephone sites in advance if deliveries are expected to be late by fifteen (15) minutes or more.
1. All food must be continuously held below 41°F. All foods must be transported in insulated carriers to maintain proper temperature. Foods shall be kept at temperatures of 41 degrees F or below Time/Temperature controlled cold foods must be held at forty-one degrees Fahrenheit (five degrees Celsius) or less.
  2. Insulated carriers such as ice chests with reusable packs, blocks of ice made by freezing water in clean, leak-proof containers, or dry ice shall be used.
  3. Boxes lined with newspaper, towels, or Styrofoam are not permitted.
  4. Carriers shall be of durable construction which can resist denting, warping, cracking, chipping, rust and corrosion.
  5. Interior surface shall have seamless construction for easy cleaning and sanitizing.
  6. All carriers used in transport of food shall thoroughly insulate all foods from spillage, insect, rodents, chemicals, and all other potentially dangerous substance.
- T. APPLIES ONLY TO GROUP E – ASIAN MEALS & HISPANIC MEALS:
1. Containers used for the delivery of meals must insulate and protect all food from spoilage, rodents, insects, chemicals and all other potentially dangerous substances. A box lined with newspaper or towels is not permitted.
  2. Time/temperature controlled hot food must be maintained at one hundred thirty-five (135) degrees Fahrenheit (fifty-seven degrees Celsius) or above or at forty-one (41) degrees Fahrenheit (five degrees Celsius) or less for cold food.