

March 18, 2018

Dear Food Service Provider:

WestMass ElderCare invites your proposal for the preparation and service of meals to restaurant patrons age 60 and older in Holyoke, Massachusetts, in an Elder Restaurant Dining Project funded under the Older Americans Act Elder Nutrition Program. The purpose of this program is to provide older persons, particularly those with low incomes and of minority status in the WestMass ElderCare service area, with nutritious meals served in local restaurant settings. In addition to promoting better health and nutrition, this program is meant to reduce isolation and provide a means for elders to gain access to other services available to them to help them maintain their independence.

Elder restaurant patrons who have pre-registered with the WestMass ElderCare Nutrition Program will receive an electronic Meal Card with a supply of meal credits to be used at the restaurant, in order to obtain the meal without charge. Elder participants will have an opportunity to make a confidential, voluntary donation for the meals at the time that they receive the Meal Card from WestMass ElderCare. The restaurant will obtain an electronic Point of Sale Terminal (POS Terminal) and receipt printer, a unit approximately 18" X 8" X 3" size, from WestMass ElderCare to be used to swipe the elder participants' Meal Cards. Each transaction of the Meal Card will generate a dual-copy receipt for participant signature; one copy to be kept by the participant, and the other copy maintained by the Provider. The Provider will bill WestMass ElderCare for the number of meals served in the month, based upon the number of receipts generated.

WestMass ElderCare will promote the Elder Restaurant Dining Project through the WestMass ElderCare Nutrition staff and by newspaper, television and print materials. WestMass ElderCare will be responsible for registering the elders with this new program.

WestMass ElderCare is the recipient of local, state and federal Older Americans Act funds for the Nutrition Program, and bears the responsibility in conjunction with the Massachusetts Executive Office of Elder Affairs for awarding funds to organizations which, in the opinion of the Board of Directors of WestMass ElderCare, demonstrates the ability to produce and deliver nutritional meals for elders. The Provider must meet all specifications and criteria as set forth in the enclosed sections of this document, and be in compliance with the Nutrition Standards (Section Four):

- Section One: Elder Restaurant Dining Project Specifications
- Section Two: Application, including Meal Cost/ Bid Form and Proposed Menus
- Section Three: Bid Specifications for the Massachusetts Nutrition Program for the Elderly
- Section Four: Executive Office of Elder Affairs Nutrition Standards

Please contact Lisa Lovell, Nutrition Program Director at 413-538-9020 for assistance.

Sincerely,

Priscilla L. Chalmers
Executive Director

Encl.

**Elder Restaurant Dining Project
Request For Proposals
March 18, 2018**

Instructions:

1. Review all sections of these Bid Specifications carefully.
 2. Complete Section Two completely and submit to WestMass ElderCare in accordance to these Bid Specifications.
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Section One: WestMass ElderCare Elder Restaurant Dining Project Specifications

Bid Preparation and Selection Process

1. This bid is for the provision of nutritionally balanced, meals prepared and served at a restaurant which meet the Massachusetts Executive Office of Elder Affairs Nutrition Standards commencing on October 1, 2018. The Provider will be notified of the winning bid on or around August 6, 2018.
2. Bidders are required to address all items listed in these specifications. If the bidder is unable to meet certain specifications, the bidder must indicate so in writing within the submitted bid.
3. All bidders upon request will have an opportunity to meet with a representative of WestMass ElderCare(WMEC) to respond to any questions the bidder may have. A Bidders' Conference is scheduled for Wednesday, April 18, 2018 at 10:00 a.m. at the WestMass ElderCare office.
4. All bids are due at the WestMass ElderCare office by Friday, May 18, 2018 at 1:00 p.m.

Menu Requirements

1. Each meal must contain at least one-third of the current daily recommended Dietary Allowance as established by the Food and Nutrition Board, Commission on Life Sciences, National Research Council, and must meet the Nutrition Standards (enclosed) as detailed by the Executive Office of Elder Affairs.
2. Coffee or tea will be included with the meal.
3. Restaurant will offer a selective menu with a minimum of 4 standard menu items. A Daily Specials menu is encouraged.
4. All menus and food substitutions must be approved by WestMass ElderCare's Nutritionist. Recipes will be provided by the Provider to the WMEC Nutritionist for nutritional analysis.

Provider (Restaurant) Requirements

1. Restaurant must be open a minimum of 5 days a week from 11 a.m. to 2 p.m., approximately 250 days per year.
2. Restaurant must be handicapped accessible, with a minimum of 20 seats.
3. Provider will supply all of their own equipment and supplies, including disposables, used to prepare, cook and serve the meals.
4. The Provider must forward to WestMass ElderCare current health inspection reports each time an inspection is completed by the Board of Health Department.
5. Provider is encouraged to distribute to interested elders written information provided by WMEC about the Elder Restaurant Dining Project.
6. Electronic Meal Card System:

- a. Provider will permit use of their phone line for intermittent transmission of Meal Debits, each time the participant obtains a meal, using the WMEC POS Terminal.
 - b. Provider will assure the security of the Terminal to protect from theft and damage.
 - c. The Provider will be responsible for swiping the elder's Meal Card, which will substitute for the elder's payment, for the choice of one complete approved meal. The swipe will transmit the participant's name and a meal charge to the meal tracking system. With each transaction, a Meal Receipt will be generated from the Terminal.
 - d. The Provider will be responsible to direct the participant to sign the Meal Receipt and to verify the client signature on the Meal Card with the signed Meal Receipt. The Provider must provide the participant with one copy of the Receipt and to maintain the other copy for billing purposes to WMEC.
7. The Provider is responsible for reminding participants of the rules of the Elder Restaurant Dining Project if there are any questions at the time the meal is ordered, and refer participants to WMEC for clarification/resolution.
 8. Billing to WMEC: Provider is to submit monthly bills, with signed Meal Receipts verifying meals served, to WMEC by the 12th of the month following the month of service, based upon the number of meals served. Payment will not be made for any meals served to unauthorized persons.
 9. Provider agrees to permit WestMass ElderCare to use Provider's name in promotional materials about the Elder Restaurant Dining Program.
 10. Provider cannot accept meal donations from program participants.

WestMass ElderCare Responsibilities

1. WestMass ElderCare will supply and install a Point of Sale Terminal at the restaurant for use exclusively with the Elder Restaurant Dining Project.
2. WestMass ElderCare will promote and facilitate this Project, and provide a WMEC staff person once a week at restaurant.
3. WestMass ElderCare will provide technical assistance for the Provider staff in the program requirements and use of the electronic POS Terminal.
4. WestMass ElderCare is responsible for registering participants into the program and for providing information to meal participants regarding the requirements of the program. This includes issuing Meal Cards to participants.
5. WestMass ElderCare will provide a Nutritionist, who will approve menus and inspect the kitchen facilities two times per year. Regular visits/inspections are conducted as required and as needed.
6. WestMass ElderCare is responsible for printing the Elder Restaurant Dining Project menus for distribution to potential and current program participants at the Restaurant and other locations.
7. WestMass ElderCare will conduct Meals Satisfaction Surveys of the participants once a year and report results to Provider.
8. WestMass ElderCare will inform participants of their opportunity to make confidential and voluntary donations for their meals, and accept donations from participants.

9. Please attach the following. If any of the following are not available, please indicate as N/A.
- a. most recent financial statement that reflects the capability of maintaining satisfactory operations for the contract period.
 - b. most recent annual report, if available
 - c. Affirmative Action policy , if applicable
 - d. Certificates of Insurance for public and property liability
 - e. Board of Health Food Permit
 - f. ServSafe Sanitation Certificate
 - g. Written documented formal sanitation policies and procedures
 - h. Board of Health most recent inspection
 - i. Organizational Chart; if not available, please list names of owner(s) and management staff (names and positions):
10. Are there any requirements of the Bid Specifications and Executive Office of Elder Affairs and WestMass ElderCare Nutrition Standards that your organization would not be able to meet? Please describe in detail.

Application Completed By (signature)

Date

WestMass ElderCare Meal Cost - Bid Form

Name of Provider: _____ **Date:** _____

Submit a Meal Cost Rate for the Restaurant Meal in the Table Below:

<u>Raw Food Cost</u>	
<u>Labor Cost</u>	
<u>Administration</u>	
<u>Coffee/Tea</u>	
<u>Profit</u>	
<u>Disposables</u>	
<u>Total Cost for one meal</u>	

Determination of Per Meal Costs:

The following factors must be taken into account in determining the Meal Cost:

1. Raw Food Cost - all menu specifications for one Latino meal produced in accordance with the Bid Specifications and Nutrition Standards, including condiments.
2. Labor Cost - production, preparation, service, packaging, food service management.
3. Administration - administrative salaries, travel, fees, insurance, office supplies, postage, printing, miscellaneous, rent, utilities, telephone, maintenance, equipment repairs, small equipment, garbage collection, extermination, trainings.
4. Coffee/Tea - per meal cost of hot beverage of participant's choice
5. Profit - amount of profit per meal
6. Disposables - any disposables used such as napkins, plastic ware, wrap; includes storage
7. Total Cost for One Meal - Total of raw food cost, labor cost, administration and profit. It will be the cost that you will be reimbursed for each meal consumed by an elder registered in the program.

PROPOSED MENUS

Name of Provider _____ Date _____

The sample menus below meet the requirements of the WestMass ElderCare Elder Restaurant Dining Project.

Required Meal Components	Sample Meal	Sample Meal	Sample Meal	Sample Meal
3 oz. Meat	Pulled Roast Pork	Chicken w/Garlic	Spanish Meatloaf	Bacalo
1/2c. Starch	Yellow Rice w/ Pigeon Peas	Sweet Plantains	Green Bananas	Yellow Rice
1/2c. Vegetable	Spinach	Mixed Veggies.	Malanga	Yuca w/Garlic & Onions
1 Slice Bread	Whole Wheat Bread	Dinner Roll	Oatmeal Bread	Wheat Bread
Margarine	Margarine	Margarine	Margarine	Margarine
8oz. 1% Milk	8oz. 1% Milk	8oz. 1% Milk	8oz. 1% Milk	8oz. 1% Milk
Dessert	Coconut Pudding	Pineapple	Flan	Pears

Please provide samples of four menus your restaurant would be able to serve. Please fill in the blank spaces with examples of the required meal components.

Required Meal Components	Meal One	Meal Two	Meal Three	Meal Four
3 oz. Meat				
1/2c. Starch				
1/2c. Vegetable				
1 Slice Bread				
Margarine	Margarine	Margarine	Margarine	Margarine
8oz. 1% Milk	8oz. 1% Milk	8oz. 1% Milk	8oz. 1% Milk	8oz. 1% Milk

Dessert