

Anne Arundel County, Maryland
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Definitions

Activities of Daily Living (ADL) - Activities of daily living (ADLs) are activities that are assessed for independent living skills such as bathing, dressing, eating, and using the toilet. The instrumental ADLs are activities of daily living (ADLs), such as shopping, telephoning, housework, and getting around inside the home.

Home-Delivered Meals (HDM) Client - An individual who meets all program requirements and receives a pre-portioned hot, cold, frozen, or shelf-stable meal.

Instrumental Activities of Daily Living (IADL) - Complex activities of daily living that allow an individual to live independently in the community, such as shopping, managing personal finances, meal preparation, housekeeping, and getting around inside the home.

Senior Nutrition Program (SNP) - The program is designed to address problems of food insecurity, promote socialization, and promote the health and well-being of older persons through nutrition and nutrition-related services through a Congregate Meal Program or Home Delivered Meal Program.

Title III - This elderly nutrition services program, authorized under Title III of the Older Americans Act, provides grants to State agencies on Aging to support congregate and home-delivered meals for people aged 60 and older. The program is designed to address problems of food insecurity, promote socialization, and promote the health and well-being of older persons through nutrition and nutrition-related services.

1.0 SCOPE OF SERVICES:

1.1 The Successful Bidder shall provide the necessary personnel, materials, and equipment to carry out the services or activities described below for the Anne Arundel County Department of Aging and Disabilities' Senior Nutrition Program (SNP): Home-Delivered Meals/T3 Program:

1.2 The Successful Bidder must provide Program Management which includes case management, staff/volunteer management and scheduling, and administrative oversight. The cost of program management is included in the price per meal.

1.2.1 Case management includes client eligibility determination for this meal program, initial, periodic, and annual assessments via accurate and timely completion of appropriate electronic forms, and referral to additional resources via the Department of Aging and Disabilities Services.

1.2.2 Staff/Volunteer Management includes the recruitment, training, onboarding, and supervision of those providing services outlined in Appendix A and the resulting contract.

1.2.3 Administrative oversight includes the following activities, performed

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by the Successful Bidder's staff or volunteers with appropriate training and experience: (1) Fiscal and accounting requirements, including donation collection; (2) Client records management; (3) Registered Dietitian Services, including menu design and approval, nutrition education; (4) Creating and managing delivery routes to provide efficient and safe provision of meals; and (5) Obtaining required licenses, managing appropriate hiring processes, assuring enough staffing, etc.

1.3 The Successful Bidder must provide meal preparation and packaging which includes all activities performed by the Successful Bidder's staff with appropriate training and experience to ensure the delivery of two (2) meals per day. This includes:

1.3.1 Preparation of meals per State sanitation requirements and the Maryland Department of Aging's Senior Nutrition Program Menu Policies, in quantities and types indicated in this Solicitation;

- Anne Arundel County requires that at least one person who is ServSafe certified be present during food preparation;
- Packaging and transporting meals to individual clients' homes, or to distribution sites where volunteers and/or staff will deliver to individual clients' homes; and
- Use only compostable or recyclable food service products, including straws, and follow all County laws related to food service products.

1.4 The Successful Bidder must deliver meals to all eligible persons living within ALL Anne Arundel County areas. Eligible persons are those who are frail and not currently enrolled in a care-providing program that provides meals (e.g., Adult Day Care) but need prepared meals delivered at home who are: 1) Persons 60 or more years of age and their spouse of any age; 2) Disabled persons under 60 years of age who live with persons eligible in ALL areas of Anne Arundel County.

1.4.1 However, the SNP reserves the right to identify and select additional clients outside of the criteria listed above to be served by the Successful Bidder.

1.5 The Successful Bidder must use the SNP's Client Intake Forms provided by SNP as the intake tool for each client. Only a designated representative of the Successful Bidder may enter client information into the form, including the calculation and entering of the client's priority score. clients must not fill out the form themselves. Forms should be completed during a home visit in a client's residence whenever possible, but this may occur remotely using available technologies with prior approval from the SNP. Caregivers or family members of clients may be involved in providing eligibility data to the Successful Bidder. All forms will be provided to the Successful Bidder by the SNP. All fully completed and accurate forms shall be submitted to the SNP.

- Forms include: Intake, Nutrition Assessment, ADL Assessment, IADL Assessment, and Priority Screening

1.5.1 The Successful Bidder must reassess each client's need for

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home-delivered meals at least annually. During the month, which is one year from each client's Anniversary start date, and for each subsequent year during that month, the Successful Bidder should go on a home visit, wherever possible, to reassess the eligibility of the HDM client for their continued need. Reassessments and termination of service may happen before the first anniversary should the Successful Bidder, staff/volunteers, or the SNP become aware that a client's health or other circumstances have changed or that the client is no longer eligible for the program. The Successful Bidder is responsible for tracking when annual reassessments are due based on the client's anniversary date. The Successful Bidder must complete all Client Intake Forms annually to ensure all client information is current and accurate. SNP may request a reevaluation of a client and such reevaluation shall occur within ten (10) business days.

1.5.2 The Successful Bidder must begin meal delivery to new clients subsidized by SNP within 48 hours, except when there is a waiting list. A waiting list may exist when no route is going to a certain area, or all the budgeted slots are used. Clients move from the waiting list to active status based on the availability of a route and current Home-Delivered Meal Prioritization Score. Moving from the waiting list to active status must never be based on a first-come-first-served basis.

1.5.3 The Successful Bidder must provide monthly nutrition education, a minimum of twelve (12) per year, to all clients under this program. All nutrition education distributed must be reviewed and approved by a licensed Registered Dietitian Nutritionist (RDN). The Successful Bidder must provide copies of the Nutrition Education, including the date and number of clients given the information, to the SNP by the fifth (5) business day of each month.

1.5.4 The Successful Bidder must distribute annual satisfaction surveys to clients at least once per year. Clients may choose whether or not to complete the forms and are not required to do so, but the Successful Bidder should strongly encourage participation. The Successful Bidder should not follow up with the client after the deadline indicated on the survey. The SNP will provide forms, which must be returned to the SNP electronically by the stated deadline provided by the SNP. The SNP will determine the yearly time to conduct surveys. The Successful Bidder shall not alter the survey. The Successful Bidder will leave the survey with the HDM client, collect it later, and submit a scanned copy of ALL surveys collected to SNP. If The Successful Bidder surveys clients outside of the survey stated, notification and a copy shall be provided to the SNP, electronically and at least two weeks before distribution, and results shall be provided, electronically, to the SNP.

1.5.5 The Successful Bidder must deliver meals that meet all federal and state requirements, including, but not limited to, the Older Americans Act. The Successful Bidder must use menus that follow the then-current Menu Standards. A copy is provided as Attachment A to this Solicitation, but the

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County reserves the right to update these standards as directed under the Older Americans Act and/or the State of Maryland's Department of Aging. The Successful Bidder's menus must be certified by a Registered Dietitian Nutritionist (RDN) licensed in Maryland using the Pattern/Nutrition Menu Approval Form included as Exhibit A to this Solicitation. The SNP must approve all menus before use, at least three (3) months in advance. Bidders must submit a sample 4-week cycle menu, approved by a Registered Dietitian Nutritionist (RDN) with their bid response. Menus should be provided quarterly. If the menus change, notification shall be given immediately, electronically to the SNP. The Successful Bidder shall have the capability to furnish modified consistency meals and provide them at the client's request.

1.5.6 All of the Successful Bidder's delivery persons must receive orientation/training before their first delivery and then receive training yearly. The Successful Bidder must develop and maintain a program-approved training manual for all volunteers and/or paid drivers and submit a copy electronically to the SNP. Bidders shall submit a copy of the manual with their bid response. The Successful Bidder shall submit a copy of the manual when updates are made and on the resulting contract's anniversary annually. The manual must include the following information at a minimum:

- What time to arrive at the distribution site;
- Checking route assignments and meals to ensure accuracy (dietary restrictions, texture modifications, meals match posted monthly menus);
- Identification for volunteers/drivers;
- Meal delivery times;
- What to do if a client doesn't answer the door;
- Distributing monthly meal menus and nutrition education pages;
- What to do if you have any concerns about a client that you deliver to;
- Steps to maintain safe food temperatures during delivery;
- Proper maintenance of delivery bags; and
- Inclement weather policy for meal deliveries.

1.5.7 The Successful Bidder must have the necessary number of staff and/or volunteers, equipment, and vehicles to perform the services described in this Solicitation. The Successful Bidder must establish enough routes to ensure delivery within the time frame of 10:00 a.m. to 12:30 p.m. Proposed route schedules and delivery times may be adjusted.

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1.5.8 The County has the right to perform unannounced, on-site monitoring visits to evaluate the provision of services per the terms of this Solicitation, and the resulting Contract, and reserves the right to access all program files and materials of the Successful Bidder. The Successful Bidder must maintain program files for at least three (3) years following the termination or conclusion of the Contract.

1.5.9 Whenever possible, the Successful Bidder shall be given the option of delivering missing food or supplies or replacing unacceptable food if it is possible before the Distribution Site's scheduled delivery routes.

2.0 INCLEMENT WEATHER/EMERGENCY CONDITIONS

2.1 The Successful Bidder shall make every attempt to deliver meals to HDM clients each scheduled day. If it is determined that meals cannot be safely delivered, the Successful Bidder shall notify the Senior Nutrition Program, electronically, within twenty-four (24) hours. A redelivery attempt should be made within the next business day.

2.2 The Successful Bidder must supply shelf-stable meals to clients at least once per year to be used in emergencies when daily meals cannot be delivered. These meals also must be certified as meeting federal and state requirements. The shelf-stable meals should include a minimum of two (2) meals per kit, and all contents must be good for one calendar year from the date of packing. Meals must follow the menu standards outlined in Exhibits A or B to this Solicitation. The nutrient content of the meals in the package may be averaged to meet these requirements. Shelf-stable meal packaging requirements are: 1) The package shall include menus to instruct clients how to combine food to meet the meal requirements; 2) Cans are to be easy to open without a can opener. Pull tabs should be used whenever possible, and 3) The box must be clearly labeled with the use by expiration date.

3.0 FOOD QUALITY AND STANDARDS

3.1 Menu items of poor quality shall not be received and/or served and shall be subject to the provisions for credit as outlined in Section 12.0 Meal Credit Policy of Appendix A. Some examples include, but are not limited to: sour or post-dated milk, burned food, spoiled food, food at inappropriate temperatures, or food with compromised packaging. Any report of foodborne illness shall comply with Reference: Code of Maryland Regulations (COMAR) 10.06.01.03 C.

3.2 For purposes of this Solicitation, poor food quality shall be determined by the Senior Nutrition Program to include, but not limited to burnt or discolored food; badly bruised or rotten fruit or vegetables; lumpy or curdled soup, gravy, pudding, etc.; leaking milk; crumbled cake; wet and or moldy bread; gluey rice or spaghetti; wilted or slimy salad greens; improperly packaged items; leaky milk cartons and/or wet box lunches.

3.3 The Successful Bidder shall provide condiments to the individual client according to the menu or at the request of the Senior Nutrition Program.

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3.4 The Successful Bidder shall devise appropriate delivery schedules and routes to carry out the intent of the specifications outlined in Appendix A and this Solicitation.

3.5 The Successful Bidder shall agree to initiate or cancel meal services for individuals by notification by the Senior Nutrition Program Director or the County's designee. All notifications will be given electronically.

3.6 The Successful Bidder shall agree that any dispute regarding the quality, quantity, or delivery of meals shall be resolved between the client, the Successful Bidder, and the Senior Nutrition Program. If the dispute is not resolved, a Senior Nutrition Program or Department of Aging and Disabilities designee will intervene for resolution.

3.7 The Successful Bidder shall agree that upon request, a sample meal shall be provided for evaluation during an on-site monitoring visit at the expense of the Successful Bidder. The Senior Nutrition Program reserves the right to send a qualified representative at any time to any meal distribution sites and the Successful Bidder's kitchen facilities to ensure conformance to specifications and preparation methods.

3.8 The Successful Bidder and the Senior Nutrition Program shall agree that a client's eligibility for home-delivered meals shall be determined not only by the Title III subsidy for NSIP meals but also by:

- by the client's homebound situation
- inability to cook or shop
- client has no one to cook or shop for him/her
- the area in which the client resides
- advanced age of the client
- multiple social or medical problems

4.0 Packaging

4.1 The Successful Bidder should comply with all local and state Holding time from meal packaging at the production facility to meal service time at locations (approximately 12:00 p.m. daily) shall not exceed three hours.

4.2 All menu items shall be ready to serve upon delivery, packaged, and portioned in high-efficiency thermal serving containers. Food and/or menu items shall not be accepted in cans or jars. Containers shall be sturdy enough to hold food when lifted and handled. Food packaging containers shall be oven/microwave safe and disposable. All food and/or menu items shall be ready to serve upon delivery.

4.3 Hot foods shall be packaged to ensure delivery temperatures at a minimum of 140 degrees Fahrenheit.

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4.4 Cold foods shall have a delivery temperature not greater than 42 degrees Fahrenheit, and fruits and vegetables should be crisp, firm, and without excessive bruising.

4.5 Frozen Meals shall be of firm consistency and have a delivery temperature no greater than 32 degrees Fahrenheit.

4.6 Frozen Meals should be individually labeled. Label to include the following:

- Name of each food in the container
- Instructions for reheating meals
- Date when the meal was prepared/packaged
- Use by or expiration date of meal

5.0 NUTRITION STANDARDS:

See attached Exhibit C - Maryland Department of Aging - Aging Program Director for all nutrition standards.

6.0 LICENSES

The Successful Bidder shall obtain and maintain all necessary licenses or certifications to perform the services covered by these Specifications wherever the State, County, or public jurisdiction within the County requires certification or licenses; licenses and certifications should include but not be limited to Food Facility License, ServSafe, health inspections. Current copies of all ServSafe, Food Service Licensing, and health inspection reports for the Contractor or subcontractor(s) must be submitted electronically to the SNP within 30 days of receipt of the updated documents. This shall be at no additional expense to the County. The Successful Bidder shall have and maintain a food preparation license from the State of Maryland and/or local health department, ServSafe Certifications. Bidders shall submit all current copies of the necessary licenses or certifications, and the most recent health inspection to provide these services with their bid response.

7.0 CONTRIBUTION FOR SERVICES

In accordance with the Older Americans Act, donations to the program are encouraged but not required. The County shall assume responsibility for notifying participants of the parameters regarding voluntary donations and for managing any donations received. If participants provide donations to the Successful Bidder, these donations shall be accounted for separately from all other revenue and remitted to the County monthly. The Successful Bidder shall not solicit donations. The Successful Bidder shall not refuse meals or services to any participant based on donations.

8.0 SUBCONTRACTING

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The Successful Bidder shall not subcontract with any other agencies for furnishing any of the specified services in these Specifications without written disclosure to the County and with the County's written approval. Notification shall be given to the SNP, at least sixty days in advance. The County may terminate the subsequent Contract if subcontracting is done without prior approval from the County. Bidders shall include plans to partner with any other agencies, plans should be detailed on how the partner will work with the Bidder, the reasoning for the partnership, and what services stated in the contract the subcontractor will be providing.

9.0 AREA OF SERVICE

9.1 Clients in the Home-Delivered Meals Program reside in various areas throughout Anne Arundel County, Maryland, as listed below. Client locations are subject to change.

- Central - Annapolis, Severna Park, and Arnold
- Northern - Pasadena, Glen Burnie, Brooklyn/Brooklyn Park, Ferndale, Pumphrey, Marley, and Linthicum
- Western - Odenton, Jessup, Gambrills, Millersville, Severn, Fort Meade, Cmfton, Laurel, and Maryland City
- Southern-Edgewater, Mayo, Deale, Churchton, Lothian, and Shady Side.

10.0 INVOICES

Invoices shall be submitted as a single package, once a month to the Senior Nutrition Program. Invoices shall be payable within thirty (30) days of receipt by the Finance Department. Payment is contingent on invoice accuracy. Charges for late payment of invoices are prohibited. The Successful Bidder shall submit invoices monthly only. County-requested revised invoices are due back to the Department of Aging and Disabilities no later than five (5) days from the request.

10.1 Invoices shall include a separate breakdown for each client. All invoices shall show the client's:

- Name
- Dates of service
- Rate charged (all meals shall be the same cost to the County)
- Total cost of services performed monthly

10.2 Invoices shall be submitted to the County no more than 10 days after the end of the month in which services are provided.

11.0 MEAL CREDIT POLICY

11.1 The Successful Bidder shall credit Anne Arundel County Department of Aging and Disabilities when food is incomplete, missing, inedible/refused, out of compliance with the food

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safety code, or delivered after 10:30 a.m., local time to the Distribution Site(s).

110.2 The County shall receive credit for the full cost of the meal under the following conditions:

- The meal unit has not been delivered.
- The meal unit does not follow the standards in Section 3.0 Food Quality and Standards.
- The meal unit is out of compliance with the food temperature or time parameters as listed in Section 4.0 Packaging, presence of foreign matter, or other potentially hazardous conditions.
- Food substitutions occur without the SNP's permission.

11.3 The County shall receive credit for one-half (1/2) cost of the meal under the following conditions:

- Any part of the meal unit (entree, salad, soup, juice, fruit, starch, vegetable, bread/margarine, dessert, or milk) is missing.
- One (1) of the items above are not edible or refused because of poor quality; Section 3.0 on Food Quality and Standards.
- One (1) of the items above are out of compliance with the food temperature or time parameters, presence of foreign matter, or other potentially hazardous conditions.
- Food substitutions occur without the SNP's permission.

11.4 Failure to claim a credit shall not constitute a waiver of the right to claim a credit in the event of any subsequent failure to provide contracted food items, supplies, or services. The meal credit policy will be monitored by the Anne Arundel County Department of Aging and Disabilities. In case of any dispute regarding quality of service or issuance of credit, the decision of the County shall prevail.

12.0 MONITORING

12.1 The Successful Bidder shall provide a staff member to monitor a test meal on each HDM route daily. During monitoring, The Successful Bidder is noting:

- Time and temperature of each food item from the Successful Bidder's kitchen,
- Time and temperature of each food item at the beginning of

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- the route,
- Time and temperature of each food item at the end of the route,
- Ensure that the meals match the menu for that day(s).
- Whether portions are correct,
- Any problems and any corrective actions that were taken,
- Condition of coolers and hot food carriers, i.e., clean, broken, or tom,
- Sufficient ice packs in coolers. The condition of ice packs were clean, i.e., clean, broken, or torn,
- Any other issues.

121.2 The completed monitoring forms for each route shall be scanned and emailed to the SNP office once completed, and a copy shall be kept by The Successful Bidder and stored for three (3) years. Monitoring forms shall be turned in by the 5th of the following month to the SNP office. Monitoring forms are an annual requirement. Annual is to be defined as October 1st to September 30th of that current year.

12.3 SNP program staff shall be making periodic inspections of the Distribution Site(s) and shall monitor route(s) at least one (1) time per year. They may also inspect the files of the Successful Bidder after the route is complete. Reports of their inspections shall be shared with the Successful Bidder.

12.4 Test meals requested and consumed during the monitoring process shall be at the sole expense of the Successful Bidder.

13.0 REPORTS, DOCUMENTATION, AND RECORD-KEEPING

13.1 The Successful Bidder shall maintain books, records, documents, and other evidence and adopt accounting procedures and practices that sufficiently and properly document the cost and itemize the number of units of service and meals delivered to each client.

13.2 The Successful Bidder shall make available all books, records, documents, and other information about the clients' care available for inspections, review, and or audit by Federal, State, and/or County personnel whose official duties require such inspection, review, or audit, or by such other persons as authorized by the Department of Aging and Disabilities, at all reasonable times.

13.3 The Successful Bidder shall retain all books, records, and other documents relevant to these clients for no less than three (3) years after the date of final payment or a resolution of audit findings, whichever is later.

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13.4 The Successful Bidder shall agree that if any allowable expenditures or irregularities are discovered during an audit, the Successful Bidder is responsible for making any necessary reparations to the State and/or the Department of Aging and Disabilities. If an audit discovers such irregularities, The Successful Bidder shall keep the records as long as necessary until the issues are satisfactorily resolved.

13.5 Menus must be approved by a Registered Dietitian Nutritionist (RDN) before use. A Menu Approval Form, provided in Exhibit A, signed by the RDN shall be submitted with each menu.

13.6 The Successful Bidder must furnish additional information and reports from time to time as may be required by the County in response to changing reporting requirements. The Successful Bidder must comply with such additional reporting requirements within the timeframes given by the SNP.

14.0 Quantities

The County does not guarantee any minimum or maximum number of meals or nutrition screenings that will be made.