



CDGA 2021 RFP Frequently Asked Questions and Answers for Home Delivered Meals.

- 1. If an agency currently provides hot, culturally-specific meals through the Congregate Dining Program, can they apply to provide hot meals for the Home Delivered Meals Program?**

No. The culturally specific meal diets that were added to the program through this RFP release are for frozen and shelf stable meals only. The list of diets and meal types can be found in the RFP under Meal Requirements, Preparation, and Cycle Menus and within Attachment #9 (Home Delivered Meals Program Supplemental Information) on page 2, Section 1A.1.

- 2. Once the provider is selected, how are referrals sent to the provider?** According to the RFP under Referrals for Services, referrals for meal services are received from external agencies, individuals, as well as DFSS, and then directed to the appropriate Care Coordination Unit (CCUs) or Managed Care Organization (MCO) for an assessment to determine eligibility. The CCU or MCO verifies that the eligibility requirements are met and submits (via email) the referrals to the HDM Provider for enrollment into the program.
- 3. Are all meal types (frozen, hot, cold, shelf stable) within each diet type required to be provided?** Yes. According to Section 1, Program Design and Requirements on page 2 of Attachment #9 (Home Delivered Meals Supplemental Information), the successful respondent must be able to provide all meal types (frozen, hot, cold or shelf stable) as specified for each diet.
- 4. Is subcontracting allowed for this program?** Yes. According to the RFP, Eligible Respondents, Respondents may apply as a single agency or in partnership with multiple agencies, where one agency services as the lead agency for the partnership and other agencies serve as subcontractors of the lead agency.
- 5. Do the meals provided need to meet specific dietary guidelines?** Yes. According to page the RFP, all meals must follow the meal pattern developed by IDoA and must conform to the current Dietary Guidelines for Americans. Please refer to Attachment #2 – IDoA Nutrition Program Standards of the RFP for additional information regarding the dietary guidelines.
- 6. What are the requirements for vehicles used in the delivery of meals?** According to the RFP under Meal Delivery Vehicles, meals must be delivered in oven, freezer, and refrigerator-equipped vehicles. The oven, freezer, and refrigerator units in each vehicle

must have continuous temperature monitoring in view of the driver to assure proper temperature control through the delivery.

7. **Is the provider responsible for having or procuring a tracking system for managing route operations and delivery tracking verifications?** Yes. While DFSS provides the client tracking system to be used in the Home Delivered Meals Program, the successful Respondent is responsible for having a delivery tracking system that will track and verify deliveries to the clients' homes.
8. **For the 8,100 clients currently enrolled in the hot meal/cold meal program, what would be the current rate per meal?** An amendment was published reflecting the correction in the number of clients enrolled in the hot/cold meal program. The number of clients receiving hot/cold meals is approximately 1,200. The current unit rate for 2 meals (hot/Cold Meal) is \$8.56.
9. **For the approximate 1,200 clients enrolled in the frozen meal/cold meal program what is the current rate per meal?** An amendment was published reflecting the correction in the number of clients enrolled in the frozen/cold meal program. The number of clients receiving frozen/cold meals is approximately 8,100. The current unit rate for 2 meals (frozen & cold) is \$7.20.
10. **Will this RFP have multiple awards to vendors or is a single vendor preferred.** As stated on page 1 of the RFP, funding will be awarded to one agency that can demonstrate the capacity and ability to administer and operate the program citywide.
11. **Are signatures to be collected upon delivery of meals?** Currently DFSS/Senior Services does not require signatures from client upon delivery of the meals, but there is a requirement for delivery tracking technology for delivery verifications.
12. **Will there be allowances to use alternate drop ship vendors such as FedEx for early start and emergency deliveries?** As stated in the RFP, all deliveries are conducted in-person.
13. **Does the General Diet option include Asian (Chinese) meals?**
 - a) **If so, is the City accepting hot Asian meal proposals for RFP #7960?**
 - b) **If not, can you please provide the rationale for Asian meals being limited to one frozen meal delivery for five days a week?** The General Diet includes a variety of meal cuisines that may occasionally include Asian as well as other cultural/ethnic meals and is meant to appeal to the larger population of older adults enrolled in the program providing both frozen and hot meals. With respect to the culturally specific diets as listed in the RFP, we are providing frozen meals only that can be reheated by the client. This is consistent with the other specialty diets that we are currently offering in the HDM program. Since the Asian and Indian/Pakastani diets are new to the program, we will monitor client satisfaction closely and determine if additional changes or modifications to the diet will be needed.