



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP) TO PROVIDE NUTRITION SERVICES UNDER THE ERIE COUNTY ELDERLY NUTRITION SERVICES (ECENS) PROGRAM

RFP #1310VF
April 16, 2013

Commissioner Randall Hoak
Erie County Department of Senior Services
EDWARD A. RATH COUNTY OFFICE BUILDING
95 FRANKLIN STREET
BUFFALO, NEW YORK 14202

GLOSSARY	
ACL	Administration on Community Living
Blizzard Box	Emergency meal packages that contain self stable foods which require little or no cooking or minimal preparation. Generally, they are not eligible for reimbursement because they do not meet all the nutritional requirements specified by NYSOFA.
CPU	Cost Per Unit
ECENS	Erie County Elderly Nutrition Services Program
HACCP	Hazardous Analysis Critical Control Points
MBE/WBE	Minority Business Enterprise/Women's Business Enterprise
NYSOFA	New York State Office for the Aging
OAA	Older Americans Act
PI	Program Issuance
RFP	Request for Proposals
SNAP	Supplemental Nutrition Assistance Program
TAM	Technical Assistance Memorandum

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COUNTY OF ERIE, NEW YORK
REQUEST FOR PROPOSALS (“RFP”)

RFP# 1310VF

**TO PROVIDE NUTRITION SERVICES UNDER THE ERIE COUNTY
ELDERLY NUTRITION SERVICES (ECENS) PROGRAM**

I. INTRODUCTION

The County of Erie, New York (the “County”) is seeking Proposal Statements from qualified entities interested in providing nutrition services under the Erie County Elderly Nutrition Services (ECENS) program. Proposers interested in providing nutrition services under the ECENS program are invited to respond to this request.

Good nutrition is essential to maintaining independence for everyone as they age. In recognition of this fact, Title III of the Older Americans Act (OAA), along with New York State’s Supplemental Nutrition Assistance Program (SNAP), makes a substantial investment in providing support for congregate meals, home-delivered meals, and other nutrition services for people age 60 and older. In 2012, the combined investment for these services within the Erie County Elderly Nutrition Services program was in excess of four million dollars.

The purposes of the elderly nutrition program, as stipulated in the 2006 reauthorization of Title III of the OAA, are to “(1) reduce hunger and food insecurity, (2) promote socialization of older adults, and (3) promote the health and well-being of older adults by assisting them to access nutrition and other disease prevention and health promotion services to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior.”¹ To meet these outcome objectives the County supports a variety of nutrition services including nutrition education, nutrition counseling, home delivered meals, and congregate meals.² These services are part of a larger comprehensive service system that is designed to help older adults maintain both their health and their independence as they age. The goal of the Erie County program is to offer older adults of all ages and functional health levels appropriate nutrition services for their circumstances, along with a host of complementary services to help them sustain independence and overall wellness.

Congregate Meals: Across the country, congregate meals help older adults remain healthy and living independently in the community by providing nutritionally balanced meals in a variety of community settings, such as senior centers, community and faith-based facilities, and adult day facilities. A primary benefit of offering meals in these settings is providing participants the opportunity to form new friendships and interact in a social environment. The congregate setting also gives participants the opportunity to access a wide variety of other helpful services including

¹Congressional Research Service (2010) “Older Americans Act: Title III Nutrition Services Program”

² A description of each nutrition service is provided in Table I (Appendix A).

nutrition screening, education and counseling, and health promotion activities such as physical fitness, falls prevention classes, and chronic disease self management classes. In Erie County, congregate meals are provided through the Stay Fit Dining Program. With over forty sites throughout Erie County, it strives to reach the goals of the OAA Title III Elderly Nutrition Services program by creating dining sites that meet a variety of wellness needs while providing food and friendship.

Individuals aged 60 or older and their spouses of any age may participate in the congregate meals program.³ Participants are asked to register with the program and complete a nutrition risk assessment, but participation is not limited to older adults with high nutrition risk. The program is available to older adults of all health levels regardless of functional status.

Home Delivered Meals: Not all older adults are able to receive nutrition services through a congregate dining site. Home-delivered nutrition services provide meals and related nutrition services to older individuals that are homebound, whether that be a long term condition due to frailty or a short term situation resulting from an accident, illness, or other health related incident. These are individuals who are unable to cook or shop for themselves, and who lack informal social supports to assist with these activities. Often times, these are individuals who are socially isolated due to the lack of ability to leave their homes. Given that, a signature characteristic of home delivered meals programs throughout the country is delivery of the meal by a volunteer who provides a source of interaction and friendship to the homebound senior. To complete the three-prong purpose of the OAA Title III Elderly Nutrition Services program, the participant will also receive monthly Nutrition education information, which is delivered along with the meal.

Home-delivered meals tend to be the first in-home service that an older adult receives, and the program is a primary access point for other home and community-based services.⁴ Home-delivered meals are considered one component in a continuum of services to support the homebound elderly in remaining in their own homes. Other components may include personal care, chore, nutrition education/counseling, and transportation services.⁵ Given the eligibility requirements and the likelihood that qualified individuals will be in need of other services, all recipients of ECENS-funded home delivered meals must receive an assessment from an Erie County Department of Senior Services case manager⁶ to determine eligibility based on functional status and availability of informal supports, and to set up a plan of care that establishes the number of meals to be provided on a weekly basis, and the length of authorization to receive meals.

Targeting: The ECENS program strives to provide service to all eligible older adults within Erie County, while meeting the targeting objectives set forth in the OAA for these services. OAA Title III requires programs to target or prioritize service to older individuals with *the greatest economic and social need*. The OAA defines such need as (1) living below the poverty threshold; (2) having physical or mental disabilities that pose risk for institutional placement; or (3) cultural, social, or geographic isolation, including isolation caused by language, race, or ethnic status.⁷

³Disabled individuals under the age of 60 are also eligible to receive ECENS congregate meals.

⁴ Congressional Research Service (2010) "Older Americans Act: Title III Nutrition Services Program"

⁵ New York State Office for the Aging (1981) 81-PI-3C-11 "Guidelines for Home Delivered Nutrition Services Manual"

⁶ This includes case managers in the employ of subcontracted neighborhood based agencies in the Erie County EISEP-CSE case management system.

⁷ 42 U.S.C. § 3002(23) and (24). See also Government Accountability Office, *Older Americans Act: Options to Better Target Need and Improve Equity. Report to the Ranking Member, Special Committee on Aging, U.S. Senate.* GAO-13-74. (Washington, D.C.: November 2012).

It is increasingly important to ensure that program funds align with greatest economic and social need, especially considering that demographic studies show that older Americans will make up an increasing proportion of the country's population in the next few decades. This growth is already apparent in Erie County. In the last decade alone, the older adult population gained in excess of 7,000 new members, and today more than one out of five residents, 21.5%, is 60 or older. It is projected that by 2020 that percentage will increase to 26.9%.⁸ At the same time, OAA funding has been relatively flat for the past 9 years, and is expected to continue to be so.⁹ Given that the United States Government Accountability Office has found that many older adults who may be in need of meals or home-based care may not receive assistance from Title III programs or from other sources,¹⁰ every effort must be made to ensure that resources are reaching those older adults who are most vulnerable.

In 2012, the ECENS program served over one million meals to almost seven thousand older adults—over four thousand meals each serving day.¹¹ Participants in the program were largely representative of the individuals OAA-funded programs are asked to target. 74% of clients in the Erie County home delivered meals program were 75 or older, 64% of them lived alone, 50% had incomes at or below 150% of the federal poverty level and 28% were of minority race or ethnicity. Overwhelmingly, recipients of home delivered meals were frail older adults with functional impairments that limit their ability to do daily activities such as cooking and grocery shopping. The congregate meals program participants look very similar to home delivered meal clients in many regards. However, because this program is geared toward meeting the nutrition and wellness needs of functionally healthy older adults that are able to easily attend congregate dining sites, there are significantly fewer frail older adults participating in this program (further details on the descriptive characteristics of clients can be found in Table 2 in Appendix A).

Service Need: Erie County has a growing older adult population. Not only is our older adult population growing, it looks considerably different today than when the OAA was first written. Our older adult population is older—37.7% of seniors are 75 or older, compared to 26.3% in 1970. Our older adult population is considerably more racially and ethnically diverse than it once was—ethnic and racial minorities now constitute 12.3% of the Erie County older adult population, compared to 5.4% in 1970. The City of Buffalo, too, is becoming increasingly diverse and is now home to one of the fastest growing older adult refugee population in the country. In addition, Erie County's older adult population is more geographically dispersed. In 1970, over half of the older adults in Erie County lived in the City of Buffalo. Today, almost 4 out of 5 live in the suburbs, and the five fastest growing suburbs for older adults are in the outer ring.¹² This increasingly diverse and dispersed population requires that we work to develop our network of providers who can deliver service to Erie County's older adults wherever they may reside, and in a manner that is culturally competent.¹³

⁸ New York State Office for the Aging County Data Book

⁹ Government Accountability Office, *Older Americans Act: Options to Better Target Need and Improve Equity. Report to the Ranking Member, Special Committee on Aging, U.S. Senate.* GAO-13-74. (Washington, D.C.: November 2012).

¹⁰ Government Accountability Office, *Older Americans Act: More Should Be Done to Measure the Extent of Unmet Need for Services,* GAO-11-237 (Washington, D.C.: February 28, 2011).

¹¹ Typically meals are served Monday through Friday. Last year the program averaged 260 serving days across congregate dining sites.

¹² Grand Island, Sardinia, Clarence, Wales, and Marilla.

¹³ New York State Office for the Aging (2011) 11-IM-02 "Cultural Competence Review."

The County seeks proposals that will help the County meet the nutrition needs of this growing, and increasingly diverse and hard to reach population. In order to effectively provide service to eligible older adults within Erie County, in particular older individuals with the greatest economic and social need, Erie County seeks to contract with service providers that will allow us to provide nutrition services throughout the County in a comprehensive and cost-effective manner.

It is the County's intent to select the Proposer(s) that provide(s) the best solution for the County's needs.

The County reserves the right to amend this RFP. The County reserves the right to reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive formalities, if such action is deemed to be in the best interest of the County. The County reserves the right to request additional information from any proposer. The County reserves the right to award negotiated contracts to one or more proposers.

This RFP is not intended and shall not be construed to commit the County to pay any costs incurred in connection with any proposal or to procure or contract with any firm.

The County will only contract with firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, citizenship status or any other status protected by New York State and Federal laws.

II. PROPOSAL PROCEDURES

A. ANTICIPATED SCHEDULE OF PROPOSAL

The following schedule is for informational purpose only. The County reserves the right to amend this schedule at any time.

Issue RFP:	<u>April 16, 2013</u>
Proposals Due:	<u>June 3, 2013</u>
Selection Made:	<u>Approximately June 28, 2013</u>
Contract Signed:	Following all necessary County approvals
Service Start Date:	<u>January 1, 2014</u>

B. GENERAL REQUIREMENTS

1. Each proposal shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate and reliable presentation.
2. One (1) original and one (1) electronic copy shall be submitted. Proposals MUST be signed. Unsigned proposals will be rejected.
3. One (1) electronic copy must be submitted to randall.hoak@erie.gov.
4. Submission of the proposals shall be directed to:

Commissioner Randall Hoak
Erie County Department of Senior Services
95 Franklin St. Buffalo, NY 14202

All proposals must be delivered to the above office on or before Monday, June 3, 2013 at 3:00 p.m. Proposals received after the above date and time will not be considered. The County is under no obligation to return proposals.

Requests for clarification of this RFP must be written and submitted to Commissioner Randall Hoak at randall.hoak@erie.gov. Questions may be submitted up until 4:00 p.m. on **Wednesday, May 29, 2013**. Formal written responses will be distributed by the County on a rolling basis, beginning on Friday, May 3, 2013, and will be available at <http://www2.erie.gov/purchasing/index.php?q=requests-proposals-amp-construction-bids>

4. NO COMMUNICATIONS OF ANY KIND WILL BE BINDING AGAINST THE COUNTY, EXCEPT FOR THE FORMAL WRITTEN RESPONSES TO ANY REQUEST FOR CLARIFICATION.
5. Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Those proposers will be notified to arrange specific times.
6. No proposal will be accepted from nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.
7. Certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE) proposers should include the Erie County certification letter with the proposal.
8. If proposer is a Veteran Owned Business, proposer should include letter indicating company is 51% or more Veteran-owned.

III. SCOPE OF PROFESSIONAL SERVICES REQUIRED

The County will accept proposals for **food preparation and delivery for the home delivered meal program**, using either a County provided menu or one developed by the proposer and approved by the County.

The County will accept proposals for **food preparation and delivery of prepared food to the congregate sites participating in the Stay-Fit Congregate Dining program**, using either a County provided menu or one developed by the proposer and approved by the County.

Proposals may be submitted for both or one of the programs.

Proposals may include service to any area of Erie County no smaller than a city or town. Proposals must clearly indicate the service area that will be covered within Erie County.

Special consideration and exceptions to the minimum service area may in the sole discretion of the County, be granted to organizations that have proposals for providing service to certain target populations within Erie County.¹⁴ Such proposals must include a detailed description of the area to be served, the target population that will benefit, and a description of the added benefit such a targeted program would provide to the County.

Proposals must include a statement of the degree to which the Proposer(s) may be willing and able to extend its proposed service area in the event that there are no successful proposals for a particular location within Erie County.

Service Period: Services will begin on January 1, 2014. The Contract period will be January 2014 to December 31, 2016. The Contract period may be extended by the County in its sole discretion for up to two additional one (1) year periods, for up to a total of five (5) years.

A. GENERAL NUTRITION PROGRAM REQUIREMENTS

The successful Proposer(s) shall comply with all applicable Federal, State, and Local laws, rules and regulations ("Law"), including but not limited to those promulgated by the United States Department of Health and Human Services Administration on Community Living (ACL), the New York State Office for the Aging (NYSOFA),¹⁵ the New York State Department of Health,¹⁶ and the Erie County Department of Health, in the performance of services, including but not limited to the procurement, storage, handling, preparation, cooking, heating, chilling, transportation and delivery of meals. Proposers shall have written policies and procedures concerning all aspects of the program.

B. GENERAL MEAL REQUIREMENTS

All proposers must demonstrate that they are capable of meeting the meal and food preparation requirements described in Appendix B. These include requirements for the

¹⁴ These include populations with limited English proficiency, low income, and ethnic and racial minorities.

¹⁵ This includes NYSOFA-issued Technical Assistance Memorandums (TAMs) and Program Issuances (PIs).

¹⁶ This includes Hazardous Analysis Critical Control Points ("HACCP") procedures.

menu, quality of food, and ordering time frames. These requirements are applicable to both the home delivered meal program and the congregate dining program, unless otherwise specified.

C. PROGRAM DESCRIPTION - HOME DELIVERED MEAL PROGRAM

The County is accepting proposals to provide for the preparation and delivery of home delivered meals for the ECENS program. In 2012, the ECENS program provided 750,000 meals to home bound seniors throughout Erie County. All proposals must provide for the following:

1. Proposals must include a plan for (i) preparation and delivery of meals, including specialized meals,¹⁷ to the homes of older persons who are unable to satisfactorily provide for their own nutritional maintenance and who are unable to attend one of the established congregate dining sites operated under Stay Fit Congregate Meal program; (ii) identification and referral of potential clients to the Erie County Department of Senior Services for assessment of eligibility to receive ECENS-funded home delivered meals; (iii) conducting nutritional assessments for persons to whom these meals are delivered (proposers that anticipate serving less than 25,000 meals per year may indicate that they will opt to have these nutritional assessments completed by the County); and (iv) recruitment, retention, and training of volunteers and/or paid staff who provide the above service, that ensures participants receive the personal, individual contact and socialization that is required by the ECENS program.¹⁸
2. Proposers that anticipate serving more than 25,000 meals per year must include a plan for providing nutritional services. Proposals must include the use of appropriate professionals as required by Law, to individuals referred for and provided home delivered meals. Services should generally include:
 - a. Completion of a nutritional assessment and evaluation of all new clients referred by the Erie County case management system to the Home Delivered Meals Program, within a reasonable time of start of service (with a goal of completing such assessment and evaluation within thirty calendar days of start of service).
 - b. Providing clients with nutrition counseling to improve their nutritional health and document findings.
 - c. Completing a nutrition assessment of home delivered meal recipients annually or upon change in their health, circumstances or with the recommendation of the case manager from the County case management system.
 - d. Working with case managers, clients and doctors to ensure proper meals are ordered.
 - e. Providing nutrition education on proper meal handling and different topics and document these services to clients.
 - f. Identifying and qualifying clients who require a modified diet.

¹⁷The following diets must be available for the home delivered meals program: calorie restricted, bland, renal, and ground. New York State Office for the Aging 90-PI-26 and 82-PI-IIIC-10.

¹⁸ Further details on the requirements of each are provided throughout Section III C.

- g. Notifying the County's case manager of any concerns regarding client issues (safety, behavioral, environmental, etc.).
- h. Providing training on proper food handling and sanitation to the Proposer(s)'s volunteers when applicable.

3. Delivery Standards:

- a. Service availability: The County seeks proposals that include the provision of up to two meals per day, delivered daily for up to five days per week, plus the option to deliver frozen weekend meals, depending on client need as established in the client care plan.

The number, frequency, and type of meals an ECENS client receives will be determined during the case management assessment process in which individual needs and sources of available assistance will be identified. Services must be based on the nature of need since circumstances will vary from individual to individual. Where other sources of meals are available to the service recipient, fewer than two meals seven days a week may be appropriate.¹⁹

To meet the goals of the ECENS home delivered meals program, proposers must be able to provide, at minimum, hot mid-day meals at least five days a week, plus an optional cold supper for those clients with an identified need.

In addition to weekday meals, proposals may include delivery of weekend meals, generally consisting of four frozen meals, to those persons that case managers from the County case management system have identified as in need of such service. **Proposals should clearly indicate if the delivery of frozen weekend meals will be available for appropriate clients.**

All meals are to be delivered to each client by contracted staff and/or volunteers within a two-hour time frame from plating to home delivery to client, Monday through Friday. In addition to the two hour timeframe compliance to temperature regulations as outlined in appendix B is required.

Holiday Service is at the discretion of the provider. The normally observed holidays are: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day and Christmas Day.

- b. Routes and Transport: All proposers must demonstrate that they are capable of meeting the requirements for Routes and Transport described in Appendix B.
- c. Emergency/Back-up Delivery: Proposals must include a method of back-up delivery when the normal delivery system is disrupted or inoperable, subject

¹⁹ New York State Office for the Aging (1981) 81-PI-3C-11 "Guidelines for Home Delivered Nutrition Services Manual"

to weather, disaster or other unforeseen circumstances beyond the control of the Agency.

Proposals must demonstrate a willingness and ability to deliver meals on non-service days, under emergency conditions, and under special circumstances, as determined jointly by the proposing entity and the County. The type of meal provided under these conditions will be determined according to NYSOFA guidelines and may include “Blizzard Boxes” and/or frozen meals as appropriate and feasible.

4. Volunteers/ Delivery Staff

Proposals must provide a detailed description of the plan for maintaining an adequate delivery force to ensure reliable service to ECENS home delivered meal recipients. Where practical, the use of volunteers is highly desired as it furthers the intention of the OAA to encourage volunteerism particularly in relation to meeting critical local needs.²⁰

- a. Where the use of volunteers is anticipated, proposals must include a description of current volunteer capacity, volunteer training protocols and procedures, as well as a volunteer recognition plan.
- b. Proposals that include the use of volunteers may include the use of paid delivery staff or “paid volunteers” in hard to reach areas or where volunteer recruitment may be a challenge.
- c. Proposals should clearly indicate if the proposer will be (1) relying primarily on volunteers, (2) relying primarily on paid staff, or (3) utilizing a mix of volunteers and paid staff.

5. Referral, Eligibility Assessment, and Care Plans

The County’s case management staff will be responsible for completing a full assessment and care plan for people sixty and older who are referred for home delivered meals. The successful Proposer(s) will be responsible for delivering home delivered meals as indicated in the care plan provided by the County or its designee. The successful Proposer(s) will follow referral procedures as provided by the County. The successful Proposer(s) shall comply with all pertinent eligibility requirements and will not serve food or provide services for reimbursement to persons not eligible as beneficiaries of the Nutrition Program under Title IIIC of the Older Americans Act or the Supplemental Nutrition Assistance Program.

6. Location of Services

Proposals must include a description of the area within Erie County to be served by the Proposer(s). Table 3 provides 2010 Census information that can be used to assess potential service need throughout Erie County.

²⁰ Older Americans Act Title II, Section 202 (c).

D. PROGRAM DESCRIPTION -- STAY-FIT CONGREGATE DINING PROGRAM

Erie County is accepting proposals to provide for the preparation and delivery of meals to the congregate dining sites throughout Erie County operated under Stay Fit Dining Program for the Elderly. A list of Stay Fit congregate dining sites that operated in Erie County in 2012, along with number of meals served and menu type, can be found in Table 4 in the Appendix. All proposals must provide for the following:

1. Proposals must include (i) identification of established congregate dining sites to be served by the proposer²¹; and (ii) a plan for preparation and delivery of meals, including specialized meals.²²
2. Proposals must demonstrate responsibility for performance and compliance with the following:
 - a. FOOD SERVICE REQUIREMENTS AND SPECIFICATIONS
 - i. Proposals must allow for delivery of one hot meal ready to eat tray meal each weekday generally between 11:30 am - 12:30 pm to the "tray" congregate sites identified in the proposal within a two-hour time frame from tray-up to congregate site, Monday through Friday. Bulk Sites must receive deliveries of bulk food items (to be heated on site) before 10:00 am. Congregate meals are not served on certain holidays. The normally observed holidays at the congregate sites are: New Year's Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, and Christmas.
 - ii. Proposals must demonstrate responsibility for the preparation and delivery of ready-to-eat meals packaged in bulk or tray as required by each congregate site (indicated in Table 4 of Appendix A).
 - iii. Proposals must include location of meal preparation and service area. The service area may include any city or town within Erie County, but may not include any area smaller than a town or city, unless proposer seeks special consideration and exception to the minimum service area to provide service to a target population within Erie County (see p. 7).
 - iv. The average county-wide daily participant count is expected to range from 300-1400, for approximately 200-250 days a year. The minimum delivery to each site daily will be set at 15 meals and the maximum will be set at 300 meals per site per day unless approved by the successful Proposer(s).
 - v. Meals may be based on a menu developed by the proposer or on a menu developed by the County. All menus must be approved by the County. The

²¹ Changes in the number and location of congregate sites will be agreed to by the County and the successful Proposer(s).

²² Proposers must include calorie-restricted diets.

County, from time to time, will provide the proposer with client feedback for the Proposer's consideration in the preparation of menus (see Section F).

vi. Proposals must allow for the County to provide the proposer with appropriate meal counts per congregate site on the Wednesday before the service week to ensure adequate time for product procurement. Proposals must accommodate up to a ten percent change in daily meal count 48 hours prior to service.

3. **Frozen Meals:** ECENS funding does not allow for provision of County-funded weekend frozen meals for the Stay Fit Congregate Dining program, but past practice suggests that participants may be willing to pay a fixed price (rather than a voluntary contribution) for these meals.

Proposer(s) may submit a plan for selling frozen weekend meals to participants in the Stay Fit Congregate Dining Program. If interested in selling frozen weekend meals, Proposer(s) should identify a per meal price, but should not include this in the e-budget for this RFP. The Erie County Department of Senior Services and its congregate sites reserve the right to add a surcharge, of up to 25 cents, to the per meal price a Proposer establishes. The surcharge revenue would go to Stay Fit Congregate Dining sites, and be utilized to support marketing to program participants and provide additional programming.

E. ORGANIZATIONAL CAPACITY AND EXPERIENCE

All proposals must include sufficient information to establish that the proposer(s) have the organizational capacity to provide consistent and reliable service to participants of the ECENS program, and understand the requirements of operating an ECENS Home Delivered Meal and/or Congregate Meal program.

Proposals must include a description of the applicant organization and any partner organizations, including staff size, operating budget including major funding sources, structure and a general description of services/programs offered and population(s) served, particularly in relation to the proposed project. Descriptions should include the following:

1. The mission of the organization.
2. The geographic areas the organization currently serves. Be as specific as possible using zip codes, counties or other appropriate parameters.
3. A description of the organization's experience providing nutritional services.
4. A description of any current home delivered meal or congregate meal service that the organization provides including sources of funding (private pay, municipal funding, Medicaid reimbursement, and others).
5. Credentials and professional experience of key personnel, including nutrition staff.

F. ACCOUNTABILITY AND EVALUATION

It is the expectation that all successful proposers will have the ability, commitment and contractual obligation to rigorously evaluate their performance to ensure that all program

criteria is met regarding food preparation and delivery.²³ The successful proposer(s) will work in conjunction with the County to inspect and monitor the meal production and preparation, service and delivery to ensure that food safety, quality, portion control, logistics, as well as all documentation as it relates to food production is in compliance with this agreement.

1. Reporting Requirements:

- a. The successful Proposer(s) must submit monthly invoices to the County reflecting the delivery of and count of meals. For the Congregate Meal program, count of meals must be per site.
- b. The successful Proposer(s) for the ECENS Home Delivered Meal program must submit client rosters and/or data files that indicate the number of meals served to each registered client at intervals set by the County, but no less frequently than once per month.²⁴
- c. The successful Proposer(s) for the ECENS Home Delivered Meal program must work in conjunction with the County to track referrals, service openings and closings, short-term stops in service, and other information deemed necessary and appropriate by the Erie County Case Management system.

2. Outcome Measures: The ECENS program is committed to ensuring a high level of participant satisfaction with the quality and variety of the food that is served, and with other aspects of service that is provided. Participants are surveyed on a regular basis to assess satisfaction with the program. Successful proposer(s) will partner with the County on these efforts by:

- a. Assisting in the distribution and collection of paper surveys.²⁵
- b. Partnering with the County to review and address issues related to participant satisfaction.
- c. Partnering with the County on quality improvement efforts to identify steps that can be implemented to address dissatisfaction and overall program performance.

Successful applicants should expect site visits by the Erie County Department of Senior Services to review such efforts.

Proposals should include a description of any quality improvement processes that the Proposer(s) currently have in place for existing programs, including how client feedback is incorporated into quality improvement efforts.

G. FUNDING AVAILABILITY

The County is projecting a total of approximately **\$3,841,000**, through various funding sources, will be available for the provision of services outlined in this RFP in 2014. Some of these funds because of the funding source do have limitations. The Erie County

²³ Specific requirements are provided in Appendix B.

²⁴ Format requirements will be provided to successful proposers.

²⁵ Participants in the ECENS Home Delivered Meals program are surveyed once per year. Stay Fit participants have access to comment cards that allow the program to assess satisfaction on an on-going basis.

Department of Senior Services reserves the right to blend funding sources based on the types of services proposed and the mix of applications received. This includes:

1. Title III C-1—Congregate Nutrition Services. This federal grant is used to support the Stay Fit Congregate Meal program. It is anticipated that approximately **\$1,437,314** of Title III C-1 funds²⁶ will be available in 2014. Home delivered meals cannot be funded by III-C-1.
2. Title III C-2—Home Delivered Nutrition Services. This federal grant is used to support the ECENS Home Delivered Meal program. It is anticipated that approximately **\$585,941** of Title III C-2 funds will be available in 2014. Congregate meals cannot be funded by III-C-2.
3. SNAP—Supplemental Nutrition Assistance Program. The Supplemental Nutrition Assistance Program (SNAP) provides meals to eligible participants predominantly in home settings. It is anticipated that approximately **\$1,097,257** of SNAP funds will be available in 2014.
4. NSIP—Nutrition Services Incentive Program. Nutrition Services Incentive Program (NSIP) will reimburse 100% of the cost of U.S. grown food, up to an entitlement rate per eligible meal served during the preceding federal fiscal year. NSIP cash may be used to purchase U.S. agricultural commodities and other foods of U.S. origin. NSIP funds may not be used for administration or other services. It is anticipated that approximately **\$721,156** of NSIP funds will be available in 2014.

H. BUDGET

Proposers must submit a program budget using the Excel workbook included in the application materials of this RFP. The budget must include the cost of food preparation and delivery, as well as support costs. The workbook is set up to generate a CPU that reflects the costs included in the budget.

1. COLLECTION OF VOLUNTARY CONTRIBUTIONS

An essential part of the ECENS program is the collection of voluntary contributions from program participants. The suggested voluntary contribution rate is set by the Erie County Department of Senior Services, and the resulting revenue supplements Title III-C and SNAP funding, allowing the program to provide significantly more meals than funding would otherwise allow. The suggested voluntary contribution is currently \$3.50 per meal for Stay Fit Congregate Dining and \$7.00 per two meal unit for home delivered meals.

Each congregate site is responsible for collecting voluntary contributions from seniors served a meal at the site. Proposer(s) for the provision of congregate meals are not responsible for collecting congregate program voluntary contributions. (An exception would be a Proposer who happens to operate a congregate site.) Collected

²⁶ This includes \$775,000 in anticipated revenue from the County's collection of voluntary participant contributions.

congregate program voluntary contributions are remitted to the County which utilizes these funds in reimbursing meal providers.

Successful Proposer(s) for the provision of home delivered meals are responsible for collecting voluntary contributions from program recipients. Such monies collected are to be utilized by Proposer(s) to defray program operating costs.

Proposers must include a plan for collecting home delivered program voluntary contributions. Proposer(s) should include a description of their current capacity, processes, and success rate in collecting voluntary contributions for existing programs they oversee.

The anticipated revenue from contributions should be incorporated into the Proposer(s) budget. The average voluntary participant contribution collected in 2012 per meal was \$1.39.²⁷

2. EXCESS DEMAND FOR MEALS

Proposers shall have no liability for the delivery of meals beyond the funds budgeted for "Meal Costs" as set forth in the budget attached to a formally executed agreement, if the demand for meals exceeds available funding. The County will implement wait-list protocols in the event of funding shortages or increased demand for meals.²⁸

3. FUNDRAISING

Providing nutrition services to the elderly has always been a community effort, not simply a County effort. Funds to support these services have been generously donated by private citizens, foundations, and municipalities within Erie County. It is more important than ever that we strengthen that community effort. There is an increasing recognition of the value of home and community based services like home delivered and congregate meals. That recognition has led to an increasing level of demand for these services. At the same time, federal and state funds for these programs have remained relatively flat, and may decline. Given that, maintaining and strengthening the role of traditional partners in helping to address the nutrition needs of older adults in our community is essential.

Proposals should include a plan for accessing additional revenue, including but not limited to, special fundraising or appeals by the proposers, their related foundations, or other private or public supporters to contribute toward meal costs. We are particularly interested in proposals that would supplement ECENS funding with other sources of income (municipal support, grants, donations), so that ECENS funds can be used to serve as many vulnerable older adults as possible. Proposals that identify mechanisms for addressing excess demand for meals in the event that they arise, or

²⁷ Further instructions on voluntary contributions are providing in the instructions for the e-budget.

²⁸ For the Stay Fit Dining Program, service is provided on a first come-first serve basis up to the maximum program capacity for each dining site. In the event that a waitlist becomes necessary for the ECENS home delivered meal program, the Erie County Department of Senior Services will establish a risk-based wait list that prioritizes service for high risk clients based on assessment of functional status and availability of informal supports.

providing meals to those who are on a waitlist for ECENS-funded meals, are also highly desired.

I. OTHER REQUIREMENTS

- A. The successful Proposer(s) will be encouraged to attend the quarterly Project Council meeting with County and congregate site representatives.
- B. The successful Proposer(s) will be responsible for developing written policies and procedures concerning all aspects of the program.
- C. Proposers must agree to employ older workers, where practical.

IV. HOW TO APPLY

Applicants must use the proposal template provided by the Erie County Department of Senior Services for each program for which they seek funding. Applicants may download the template by going to the County's Purchasing Department website:

<http://www2.erie.gov/purchasing/index.php?q=requests-proposals-amp-construction-bids>

Proposals should be of sufficient length to fully address the requirements of the RFP, to a maximum length of 25 pages. This does not include the required cover page and supplemental materials.

STATEMENT OF RIGHTS

UNDERSTANDINGS

Please take notice, by submission of a proposal in response to this request for proposals, the proposer agrees to and understands:

- that any proposal, attachments, additional information, etc. submitted pursuant to this Request for Proposals constitute merely a suggestion to negotiate with the County of Erie and is not a bid under Section 103 of the New York State General Municipal Law;
- submission of a proposal, attachments, and additional information shall not entitle the proposer to enter into an agreement with the County of Erie for the required services;
- by submitting a proposal, the proposer agrees and understands that the County of Erie is not obligated to respond to the proposal, nor is it legally bound in any manner whatsoever by submission of same;
- that any and all counter-proposals, negotiations or any communications received by a proposing entity, its officers, employees or agents from the County, its elected officials,

officers, employees or agents, shall not be binding against the County of Erie, its elected officials, officers, employees or agents unless and until a formal written agreement for the services sought by this RFP is duly executed by both parties and approved by the Erie County Legislature, the Erie County Fiscal Stability Authority, and the Office of the Erie County Attorney.

In addition to the foregoing, by submitting a proposal, the proposer also understands and agrees that the County of Erie reserves the right, and may at its sole discretion exercise, the following rights and options with respect to this Request for Proposals:

- To reject any or all proposals;
- To issue amendments to this RFP;
- To issue additional solicitations for proposals;
- To waive any irregularities in proposals received after notification to proposers affected;
- To select any proposal as the basis for negotiations of a contract, and to negotiate with one or more of the proposers for amendments or other modifications to their proposals;
- To conduct investigations with respect to the qualifications of each proposer;
- To exercise its discretion and apply its judgment with respect to any aspect of this RFP, the evaluation of proposals, and the negotiations and award of any contract;
- To enter into an agreement for only portions (or not to enter into an agreement for any) of the services contemplated by the proposals with one or more of the proposers;
- To select the proposal that best satisfies the interests of the County and not necessarily on the basis of price or any other single factor;
- To interview the proposer(s);
- To request or obtain additional information the County deems necessary to determine the ability of the proposer; and
- To modify dates.

All proposals prepared in response to this RFP are at the sole expense of the proposer, and with the express understanding that there will be no claim, whatsoever, for reimbursement from the County for the expenses of preparation. The County assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any proposal;

While this is a RFP and not a bid, the County reserves the right to apply the case law under General Municipal Law § 103 regarding bidder responsibility in determining whether a proposer is a responsible vendor for the purpose of this RFP process;

The County is not responsible for any internal or external delivery delays which may cause any proposal to arrive beyond the stated deadline. To be considered, proposals MUST arrive at the place specified herein and be time stamped prior to the deadline

EVALUATION

The following criteria, not necessarily listed in order of importance, will be used to review the proposals. The County reserves the right to weigh its evaluation criteria in any manner it deems appropriate:

- Proposer's demonstrated capability to provide the services.
- Evaluation of the professional qualifications, personal background and resume(s) of individuals involved in providing services.
- Proposer's experience to perform the proposed services.
- Proposer's financial ability to provide the services.
- Evaluation of the proposer's fee submission. It should be noted that while price is not the only consideration, it is an important one.
- A determination that the proposer has submitted a complete and responsive proposal as required by this RFP.
- An evaluation of the proposer's projected approach and plans to meet the requirements of this RFP.
- The proposer's presentation at and the overall results of any interview conducted with the proposer.
- Proposers **MUST** sign the Proposal Certification attached hereto as Schedule "A". Unsigned proposals will be rejected.
- Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal.
- No proposal will be accepted from nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.

CONTRACT

After selection of the successful proposer, a formal written contract will be prepared by the County of Erie and will not be binding until signed by both parties and, if necessary, approved by the Erie County Legislature, the Erie County Fiscal Stability Authority and the Office of the County Attorney. **NO RIGHTS SHALL ACCRUE TO ANY PROPOSER BY THE FACT**

THAT A PROPOSAL HAS BEEN SELECTED BY THE COUNTY FOR SUBMISSION TO THE ERIE COUNTY LEGISLATURE AND/OR THE ERIE COUNTY FISCAL STABILITY AUTHORITY FOR APPROVAL. THE APPROVAL OF SAID LEGISLATURE AND/OR AUTHORITY MAY BE NECESSARY BEFORE A VALID AND BINDING CONTRACT MAY BE EXECUTED BY THE COUNTY.

The term of the contract shall be for a three (3) year] period commencing January 1, 2014 and terminating December 31, 2016. The County, in its sole discretion may extend the agreement beyond its initial term for up to two (2) additional one (1)-year periods at the same prices and conditions. The vendor and the County of Erie have the option of meal cost review 1 time per year (every 12 months) on the anniversary of the date of the signing of the original contract and mutually agreeable to both parties. This price increase is based on the criteria outlined in Appendix B and not to exceed 2.25% of the complete basic meal component price total for regular meals applied proportionately to the appropriate segments of the meal cost price.

INDEMNIFICATION AND INSURANCE

The proposer accepts and agrees that language in substantially the following form will be included in the contract between the proposer and the County:

“In addition to, and not in limitation of the insurance requirements contained herein the Proposer agrees:

(a) that except for the amount, if any, of damage contributed to, caused by or resulting from the negligence of the County, the Proposer shall indemnify and hold harmless the County, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorneys' fees or loss arising directly or indirectly out of the acts or omissions hereunder by the Proposer or third parties under the direction or control of the Proposer; and

(b) to provide defense for and defend, at its sole expense, any and all claims, demands or causes of action directly or indirectly arising out of this Agreement and to bear all other costs and expenses related thereto.

Upon execution of any contract between the proposer and the County, the proposer will be required to provide proof of the insurance coverage described in Schedule “B”.

Insurance coverage in amount and form shall not be deemed acceptable until approved by the County Attorney.

RECORDS

The proposer accepts and agrees that language in substantially the following form will be included in the contract between the proposer and the County:

All records compiled by the Proposer in completing the work described in this Agreement, including but not limited to written reports, source codes, studies, drawings, blueprints, negatives of photographs, computer printouts, graphs, charts, plans, specifications and all other similar recorded data, shall become and

remain the property of the County. The Proposer may retain copies of such records for its own use.

NON-COLLUSION

The proposer, by signing the proposal, does hereby warrant and represent that any ensuing agreement has not been solicited, secured or prepared directly or indirectly, in a manner contrary to the laws of the State of New York and the County of Erie, and that said laws have not been violated and shall not be violated as they relate to the procurement or the performance of the agreement by any conduct, including the paying or the giving of any fee, commission, compensation, gift, gratuity or consideration of any kind, directly or indirectly, to any County employee, officer or official.

CONFLICT OF INTEREST

All proposers must disclose with their proposals the name of any officer, director or agent who is also an employee of the County of Erie. Further, all proposers must disclose the name of any County employee who owns, directly or indirectly, an interest of ten percent or more in the firm or any of its subsidiaries or affiliates.

There shall be no conflicts in existence during the term of any contract with the County. The existence of a conflict shall be grounds for termination of a contract.

COMPLIANCE WITH LAWS

By submitting a proposal, the proposer represents and warrants that it is familiar with all federal, state and local laws and regulations and will conform to said laws and regulations. The preparation of proposals, selection of proposers and the award of contracts are subject to provisions of all Federal, State and County laws, rules and regulations.

CONTENTS OF PROPOSAL

The New York State Freedom of Information Law as set forth in Public Officers Law, Article 6, Sections 84 et seq., mandates public access to government records. However, proposals submitted in response to this RFP may contain technical, financial background or other data, public disclosure of which could cause substantial injury to the proposer's competitive position or constitute a trade secret. Proposers who have a good faith belief that information submitted in their proposals is protected from disclosure under the New York Freedom of Information Law shall:

a) insert the following notice in the front of its proposal:

“NOTICE

The data on pages ___ of this proposal identified by an asterisk (*) contains technical or financial information constituting trade

secrets or information the disclosure of which would result in substantial injury to the proposer's competitive position.

The proposer requests that such information be used only for the evaluation of the proposal, but understands that any disclosure will be limited to the extent that the County considers proper under the law. If the County enters into an agreement with this proposer, the County shall have the right to use or disclose such information as provided in the agreement, unless otherwise obligated by law."

and

b) clearly identify the pages of the proposals containing such information by typing in bold face on the top of each page " * **THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE STATE FREEDOM OF INFORMATION LAW.**"

The County assumes no liability for disclosure of information so identified, provided that the County has made a good faith legal determination that the information is not protected from disclosure under applicable law or where disclosure is required to comply with an order or judgment of a court of competent jurisdiction.

The contents of the proposal which is accepted by the County, except portions "Protected from Disclosure", may become part of any agreement resulting from this RFP.

EFFECTIVE PERIOD OF PROPOSALS

All proposals must state the period for which the proposal shall remain in effect (i.e. how much time does the County have to accept or reject the proposal under the terms proposed). Such period shall not be less than 180 days from the proposal date.

Appendix A

TABLE 1: SERVICES OFFERED BY THE ERIE COUNTY ELDERLY NUTRITION SERVICES PROGRAM	
SERVICE	DESCRIPTION
Congregate Meals	A hot or other appropriate meal which meets nutritional requirements and is served to an eligible participant in a group setting.
Home Delivered Meals	A hot or other appropriate meal which meets nutritional requirements and is provided to an eligible person for home consumption.
Nutrition counseling	Individualized guidance to individuals who are at nutritional risk because of their health or nutrition history, dietary intake, chronic illnesses, or medications use. Counseling is provided one-on-one by a nutrition professional, who evaluates the person's nutritional needs, develops and implements a nutrition counseling plan, evaluates the client's outcome, maintains documentation and distributes appropriate literature. A nutrition professional is defined as a Registered Dietitian (RD), a Registered Dietitian-Eligible who must successfully complete the exam within 18 months (RDE), or a NYS Certified Dietitian/Nutritionist (CDN). Certified Diabetic Educators (CDE) is appropriate only for nutrition counseling with older individuals with diabetes.
Nutrition education	A planned program to promote better nutrition, physical fitness and health through information and instruction on nutrition and related consumer topics of general interest. The program is provided by or under the direction of a Registered Dietitian (RD), Registered Dietitian-Eligible (RDE), NYS Certified Dietitian-Nutritionist (CDN), or a Dietetic Technician-Registered (DTR). Information and instruction may occur in group settings and/or through distribution of materials to individuals.
Source: New York State Office for the Aging "Standard Definitions for Service and Units of Service" 11-PI-03	

TABLE 2: 2012 ERIE COUNTY ELDERLY NUTRITION SERVICES PROGRAM CLIENT PROFILES		
	Home Delivered Meals	Congregate Meals
Meals Served²⁹	750,256	341,461
Average Per Client	252	88
Clients Served	2980	3885
Average Age	81	79
60-74	26%	32%
75-84	34%	40%
85+	40%	27%
Female	65%	68%
Lives Alone	64%	46%
Frail	89%	19%
Below 100% Poverty Level	24%	18%
100-150% Poverty Level	26%	7%
White	72%	76%
Black	25%	8%
Hispanic	2%	2%
Source: Demographic profile compiled from client data collected at time of registration and assessment.		

²⁹ Meals served for Home Delivered Program include both hot lunch and cold supper, which in 2012 were delivered as a 2 meal unit. Each unit counts as 2 meals.

TABLE 3: OLDER ADULT POPULATION BY TOWN			
Town/City*	60+	75+	85+
Alden	2333	880	294
Amherst	29296	12366	4593
Aurora	3366	1239	386
Boston	1753	505	105
Brant	482	162	42
Buffalo	41998	14368	4172
Cheektowaga	22776	9317	2918
Clarence	6805	2607	851
Colden	687	194	47
Collins	995	309	65
Concord	1965	667	216
Eden	1698	618	199
Elma	3007	944	218
Evans	3570	979	231
Grand Island	4340	1260	337
Hamburg	12823	4478	1430
Holland	607	166	36
Lackawanna	4159	1767	555
Lancaster	8315	3135	1098
Marilla	1202	318	76
Newstead	2087	718	182
North Collins	717	207	44
Orchard Park	7187	2822	974
Sardinia	635	151	32
Tonawanda city	3402	1336	360
Tonawanda town	18390	8144	2717
Wales	658	176	27
West Seneca	11835	4545	1386
% of age group receiving ECENS home delivered meals in Erie County 2012	1.5%	3.0%	5.1%
2010 Census data for Erie County Subdivisions. Data on 'Places' can be found on American Fact Finder.			

TABLE 4: 2012 ERIE COUNTY STAY FIT DINING SITES

Dining Site	Address	Meals Served 2012	Ethnic Menu Served	Bulk* or Tray Site
ABLEY	24 Ludington Street, Buffalo, NY 14206	5,940	N	B
AKRON	5691 Cummings Rd. Akron, NY 14001	4,150	N	T
ALDEN	13116 W. Main St. Alden, NY 14004	3,084	N	T
AMHERST	370 John James Audubon Pkwy Amherst, NY 14228	19,225	N	B
AUTUMNWOOD	1800 Clinton St. Buffalo, NY 14206	6,534	N	T
BAPTIST MANOR	276 Linwood Avenue, Buffalo, NY 14209	5,618	N	T
BELLE CENTER	104 Maryland St. Buffalo, NY 14201	3,601	N	B
BELL TOWER	42 Haley Lane, Cheektowaga, NY 14227	5,314	N	T
BLASDELL	36 Arthur Avenue, Blasdell, NY 14219	7,516	N	B
BOSTON	8500 Boston State Rd. Boston, NY 14025	3,869	N	B
BUFFALO URBAN	86 Pine Street, Buffalo, NY 14204	3,636	Y	B
CAYUGA	100 Hutchens Dr., Cheektowaga, NY 14227	4,368	N	T
CHEEKTOWAGA	3349 Broadway, Cheektowaga, NY 14227	15,371	N	B
CLARENCE	4600 Thompson Rd. Clarence, NY 14031	13,552	N	B
CONCORD SPRINGVILLE	86 Franklin St. Springville, NY 14141	4,519	N	B
EDWARD SAUNDERS	2777 Bailey Ave. Buffalo, NY 14215	3,270	Y	B
FRIENDS	118 E. Utica St. Buffalo, NY 14209	2,383	Y	B
GLORIA PARKS	3242 Main St. Buffalo, NY 14214	3,634	N	B
HAMBURG	25 Buffalo Road, Hamburg, NY 14075	10,607	N	T
HISPANICS UNITED	254 Virginia St. Buffalo, NY 14201	5,620	Y	B
INFANT OF PRAGUE	921 Cleveland Drive, Cheektowaga, NY 14225	5,442	N	B
KENMORE	135 Wilber Ave. Kenmore, NY 14217	6,496	N	B
LACKAWANNA	230 Martin Rd. Lackawanna, NY 14218	8,259	N	B
LANCASTER	100 Oxford Lancaster, NY 14086	10,622	N	B
MARYVALE/MOOR	100 Moorman Drive, Cheektowaga, NY 14225	10,612	N	T
MOOT	292 High St. Buffalo, NY 14204	6,361	Y	B
NORTH BUFFALO	203 Sunders Rd. Buffalo, NY 14216	7,033	N	B
NORTHWEST	155 Lawn Ave. Buffalo, NY 14207	8,001	N	T
ORCHARD PARK	70 Linwood Ave. Orchard Park, NY 14217	9,664	N	B
RICHMOND SUMMER	337 Summer Buffalo, NY 14222	4,197	N	B
SALVATION ARMY-MAIN	960 Main St. Buffalo, NY 14202	9,411	N	B
SALVATION ARMY-TON	46 Broad St. Tonawanda, NY 14150	11,137	N	B
SCHILLER PARK	2056 Genesee St. Buffalo, NY 14211	12,759	N	B
SENECA BABCOCK	1168 Seneca Street, Buffalo, NY 14210	3,439	N	B
SLOAN	140 Halstead Sloan, NY 14212	4,325	N	B
SOUTHWIND	5074 Transit Road, Depew, NY 14043	4,798	N	T
TOSH COLLINS	35 Cazenovia St. Buffalo, NY 14220	5,909	N	B
TOWN OF AURORA	101 King St. East Aurora, NY 14052	12,297	N	B
TOWN OF EVANS	999 Sturgeon Point Rd. Derby, NY 14047	5,147	N	B
TOWN OF HAMBURG	4150 Sowles Rd. Hamburg, NY 14075	11,234	N	B
TOWN OF TONAWANDA	291 Ensminger Rd. Tonawanda, NY 14150	10,334	N	B
UNITED CHURCH	50 North Avenue, West Seneca, NY 14224	4,213	N	T
WEST SENECA	4620 Seneca St. W. Seneca, NY 14224	24,983	N	B
WALDEN PARK	101 Bakos Drive, Buffalo, NY 14211	3,308	N	T
WILLIAM EMSLIE	585 William St. Buffalo, NY 14206	3,427	Y	T

*Bulk congregate sites are equipped to bring bulk meals up to temperature. Bulk meals may be delivered cold or frozen.

Appendix B
Meal, Menu, and Service Requirements

- A. Meals must be based on a menu(s) approved by the County. Proposals including menu planning by the Proposer are encouraged and should include a three month sample menu. Menus must be appropriate to meet the dietary needs and preferences, religious and ethnic backgrounds of eligible individuals. Feedback from participants, through customer satisfaction surveys, executed by the County, must be considered when planning menus.
- B. Home Delivered Meal requirement
- Meals to individual persons will be based on such dietary needs (such as calorie restricted, low sodium, bland, ground and renal/calorie restricted) as appropriate. Modified diet meals will parallel as closely as possible the regular meals.
- C. Congregate Dining requirement
- In addition to providing meals for regular and modified diets, the Proposer must be willing to provide an African-American menu and a Hispanic menu at certain congregate dining sites up to 4 times/month. Input from the county dietitian on when these meals/food items are to be offered is required. African American meals are served at six locations averaging 105 daily. Hispanic meals at one location averaging 25. The minimum delivery to sites daily will be set at 15 meals and the maximum will be set at 300 meals per site unless approved by the Contractor for more.
- D. For Proposals including menu planning, the Proposer must deliver the menu to the County at least 6 weeks prior to the commencement of the period covered by the menu for review and comments. All menus must be approved by the county's Registered Dietitian. In the event of a last minute change to a final menu, the county must be notified. All menu substitutions must be approved by the County Registered Dietitian. All menu substitutions must be of equal nutritive value.
- E. For the home delivered meals, the counts will be submitted by Proposer's personnel daily. The Proposer will maintain meal packing in correct route order and accommodate changes in daily meal count, diet category and routes up to 2:00 PM of the day previous to service; additions will be accommodated up to 9:00 AM on the day of service.
- F. The County will provide the Proposer with appropriate meal counts per congregate site by Wednesday at 2 pm for the following week starting on Monday. The food vendor will accommodate changes in daily meal count 48 hours in advance.
- G. Appropriate county staff will meet monthly or more often if necessary to discuss any food preparation, quality or delivery issues.

GENERAL MEAL REQUIREMENTS:

The Proposer must guarantee that all meals will conform to the requirements of the program. This includes the provision that each complete meal must provide 1/3 of the Recommended Daily Allowance for adults 60 years of age and older, as specified by the Food and Nutrition Board, National Academy of Science and the National Research Council. The meal must include a good source of Vitamin C every day, a good source of Vitamin A three times per week, and 3 oz. high biological value edible protein every day.

- A. Hot Noon Meal (home delivered and congregate)
In addition to the entrée, the Hot Noon Meal will include:
Vegetables and fruit (two - ½ cup servings)
Once slice of bread or variant (one ounce),
Butter or fortified margarine (one teaspoon)
Dessert (ex.: one serving of at least ½ cup fruit, or fresh fruit, or iced cake, milk pudding, cookies, etc.)
Milk (½ pint: 1% or 2% homogenized low fat milk (fortified with Vitamin A and D)
Enriched or whole grain products (spaghetti, noodles, rice, stuffing, etc), one serving as appropriate
Chef salad 4 oz. or soup 6 oz. as appropriate
- B. Cold Evening Meal (home delivered only)
Meat, fish, poultry, or alternate-2oz. protein edible portion (usually in the form of a sandwich or cold plate)
Bread or variant-2 slices or 2 ounces
Fruit or Vegetable salad or full strength juice – ½ cup
Dessert- 1 serving of at least ½ cup fresh fruit, canned fruit, milk pudding, iced cake, cookies or other acceptable dessert
Butter or fortified margarine 1 teaspoon
Milk- ½ pint 1% or 2% homogenized milk (fortified with vitamin A & D)
- C. Meals must be moderate in sodium (~1500 mg. /meal or less), saturated fat and sugar levels. No salt may be used in the cooking process. Low sodium products are to be used in gravies, soups, sauces, etc.
All meals must be of the highest quality standards and conform to USDA requirements. Meals must be prepared in a manner to preserve optimum flavor, color, texture, size, shape and appearance while retaining nutrients and food value. Provider must ensure entrée tenderness. Provider must sample food items to ensure high quality and entrée tenderness prior to delivery.
- D. Proposals must include a copy of a proposed three month menu plan. Menu variety is highly recommended. Menus must be attractively formatted and legible. Proposals will not be accepted if a copy of the menu does not accompany the proposal.
- E. The Proposer will be responsible to provide specific recipe information as needed to complete nutritional analysis of all items served for all menus by the county dietitian as required by NYSOFA.

F. Entrée Specifications:

3 ounces cooked weight serving of edible meat, poultry, seafood, eggs or cheese.

Meat: USDA Choice/Select (when appropriate)

Poultry: USDA Grade A

Seafood: USDA Grade A

Pure Ground Beef: USDA Utility not to exceed 18-22% fat

Eggs: USDA Grade A

Cheese: USDA Grade A

The same entrée type may not be provided more than once per week and on the same day in the next week.

Fillers or breading used in preparation may not be counted as part of the 3 ounce serving.

Fresh, frozen chicken, pork, beef and fish are recommended.

Liver may be provided; however an alternate entrée must be offered.

Meat alternatives must be provided on Ash Wednesday and on Fridays during Lent.

Ground beef entrees (i.e. casseroles, meatballs, meatloaf, hamburger patties, Salisbury steak, etc) may not be used more than one time per week.

All ham products, hot dogs, knockwurst, polish sausage and luncheon meats must be low sodium products.

Luncheon meats must be post-pasteurized.

Casserole and stew items that include a 3 ounce protein requirement will be a minimum of eight ounces served.

If soup, stews or casseroles are provided, each serving must have ½ cup of vegetables included within.

Entrée salads meeting 1/3 RDA (Chicken, julienne, etc) must be offered twice per month either as the main entrée or as an alternate choice.

Casserole or entrée mixtures must be defined.

G. Fruits, Vegetables and Juices

Vegetables and Fruits: Two ½ cup servings-drained

Fresh fruits and vegetables: USDA Number 1

Bananas-150 Petite

Oranges 113 ct. Navel

Apples 120 ct. Ida Red

Frozen vegetables: USDA Grade A Fancy

Canned vegetables: USDA Grade A Fancy

Canned fruit: USDA Grade Choice Light syrup or natural juice packed

Frozen fruits: USDA Fancy

Canned diet fruits: USDA Grade A Choice

Fruit and vegetable juice: USDA Grade A Fancy 100% juice

Fruit and vegetable juices must be 100 % juice and pasteurized. It is recommended that they be fortified with vitamin C.

Individual packaged juice must be provided.

Fresh or frozen vegetables are recommended.

Fresh chef salads with dressing are highly recommended. All congregate sites must be supplied with salad dressing/MOW trays do not require salad dressings to be sent.

All soup and fruit and vegetable blends must be defined.

Instant mashed potatoes, if utilized, must be fortified with vitamin C.

H. Butter or fortified margarine: one teaspoon
Individual packets or pats must be provided.

I. Desserts

Dessert: ½ cup: fruit, fresh fruit, or iced cake, milk pudding, cookies, etc.

Dessert variety is recommended.

The same dessert flavor and type must not be provided more than once per week.

A birthday cake may be delivered to all home delivered participants.

Seasonal decorated desserts are highly recommended.

Cakes and cookies must be individually wrapped for all home delivered meals.

Cookies must also be individually wrapped for the congregate dining sites.

Low sugar alternatives must be provided. They must be clearly identified and labeled.

J. Bread or Variant: 1 ounce serving minimum of enriched whole grain bread, biscuit, roll, muffin, cornbread or bun or variant: enriched and whole grain products such as spaghetti, noodles, rice, stuffing-one standard serving when indicated on menu

Variety is recommended.

The same serving type may not be provided more than one time per week.

Whole grain serving are highly recommended.

The same serving type and flavor may not be provided more than one time per week.

Uniformity and size must be consistent for all servings.

All bread must be individually wrapped unless specified otherwise.

K. Milk: ½ pint 1 or 2% USDA Grade A, pasteurized and fortified with Vitamin A & D

Individual milk cartons must be provided.

Nutrition program staff will designate milk choice.

Milk cartons with expired dates and/or are spoiled or damaged must be replaced.

A minimum 5 day lead date for all milk cartons is required.

L. Condiments and Cutlery (applies to congregate meals program only)

The Proposer will also provide napkins, straws, eating utensils, plates, bowls, garbage bag liners, disposable gloves and aprons and any other accessories required to serve a complete meal and which are of quality acceptable to the program. Condiments must also be provided, including, but not limited to; disposable salt and pepper, sauces, salad dressings, mustard, ketchup, horseradish, mayonnaise and other as specified in the menu.

The Proposer must be willing to provide meals for special events or theme days, if such occasions occur during the regular meal schedule. Special events may include a Christmas meal, a New Year's meal, a Thanksgiving meal, a St. Patrick's Day meal or other such festive meals and special events as designated by the ECENS program.

M. Food Safety and Sanitation:

Prior to and during meal delivery, the hot meals will be maintained at a temperature of 140° or higher and for no longer than two hours from the time of plating at the food preparation facility to when the meal is delivered (or as otherwise required by Law, including Erie County Health Department and/or NYS Health Department guidelines for time and temperature). If food does not meet the minimum time and temperature standards as required by Law, the food will be rejected and must be discarded. The Proposer must replace the food so rejected.

Cold food items will be maintained at the maximum temperature of 45° degrees or less when the meal is delivered (or as otherwise required by Law, including Erie County Health Department and/or NYS Health Department guidelines for cold food items).

Frozen items must be maintained in their frozen state until received by the client or bulk congregate site.

The location where the food is prepared, processed, and/or packaged shall be maintained and operated in compliance with Law, including but not limited to Local and/or State Department of Health regulations.

The Proposer is required to comply with all applicable HACCP procedures and to maintain such records as required by the New York State, Department of Health and to provide such records to the County upon request. The County reserves the right to inspect all aspects of the Proposer's food preparation, storage and delivery and to require that food that does not meet HACCP guidelines be discarded.

The Proposer is required to retain a dated test meal in the freezer for a period of three working days or seventy two hours (or longer if required by Law) after the day of service for all food products served to the clients for the meal. Further, upon appropriate requests by the County, the vendor agrees to submit said test meals for nutritive and/or microbacteriological analysis by a qualified testing laboratory at the Proposer's expense.

All food preparation, storage and distribution facilities, appliances and equipment shall at all times be kept and maintained in a clean and sanitary condition as required by Law and that kitchen appliances and other equipment are kept at all times in good repair for satisfactory operation as required by Law.

N. Delivery Equipment:

All equipment, including automobiles, storage containers, hot boxes, insulated containers, carriers, inserts and other equipment, used by the Contractor for the transport, storage and delivery of meals shall be made available for inspection by the County.

O. Routes:

Meals are to be delivered by routes to be approved by the County. Generally, no more than 12 meals are delivered in one trip. Routes that go beyond this number, including "Double routes," may be submitted for approval by the County provided that the proposer can demonstrate that there is adherence to the temperature and two-hour maximum time limits.

P. Transport:

Proposals must include a description of food transportation containers to be used.

1. Cold and hot food must be packaged separately.
2. Oliver trays or other approved trays may be used for hot food. The lids must provide an air tight seal.
3. Appropriate containers, lids, or covers must be used for cold foods.³⁰

³⁰ For example, a plate wrapped with just saran or aluminum foil is not safe and isn't considered an appropriate package, nor is brown bag packaging an appropriate means of transporting food to the homebound, except in specific client circumstances as permitted by Law.

SCHEDULE "A"

PROPOSER CERTIFICATION

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the County of Erie and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the County of Erie for the required services. The undersigned agrees and understands that the County of Erie is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the County of Erie, its directors, officers, employees or agents unless an agreement is signed by a duly authorized officer of the County of Erie and, if necessary, approved by the Erie County Legislature and Erie County Fiscal Stability Authority and the Office of the County Attorney.

It is understood and agreed that the County of Erie reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the County of Erie reserves all rights specified in the Request for Proposals.

It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the County of Erie is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

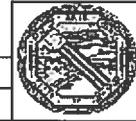
Proposer Name

By: _____
Name and Title

SCHEDULE "B"

STANDARD INSURANCE PROVISIONS

County of Erie Standard Insurance Certificate



LAW-1 INS (Rev. 3/06)

This certificate does not amend, extend or alter the coverage afforded by the standard form policies listed below.

I Insured Name Address Zip Phone No.	III Companies Affording Coverage A B C D
II Issuing Agency Name Address Zip Phone No.	

IV This is to certify that the policies listed below have been issued to the insured named above and are in force at this time.

Company Letter - from III above	Indicate Type of Insurance By Checking the Box	Policy Number	Effective Date & Expiration	Limits of Liability in Thousands		
				Check the Box	Occurrence	Aggregate
	1. General Liability <input type="checkbox"/> Comprehensive Form <input type="checkbox"/> Premises and Operations <input type="checkbox"/> Products/Completed Operations <input type="checkbox"/> Independent Contractors <input type="checkbox"/> Contractual <input type="checkbox"/> Personal Injury <input type="checkbox"/> Broad Form Property Damage <input type="checkbox"/> Explosion, Collapse <input type="checkbox"/> Underground Hazard			<input type="checkbox"/> Bodily Injury Property Damage OR <input type="checkbox"/> Combined Single Limit		
	2. Automobile Liability <input type="checkbox"/> Comprehensive Form OR <input type="checkbox"/> Schedule Form <input type="checkbox"/> owned <input type="checkbox"/> hired <input type="checkbox"/> non-owned			<input type="checkbox"/> Bodily Injury Property Damage OR <input type="checkbox"/> Combined Single Limit		
	3. Excess Liability <input type="checkbox"/> Umbrella Form OR <input type="checkbox"/> other than umbrella <input type="checkbox"/> auto <input type="checkbox"/> general <input type="checkbox"/> both			Bodily Injury & Property Damage Combined \$ _____ Self Insured Retention \$ _____		
	4. Worker's Compensation & Employer's Liability Disability Benefits			Statutory Statutory		
	5. Other <input type="checkbox"/>					

V. County of Erie is included as an additional insured under the following Policy numbers:

VI. Description of Operations: It is understood that this coverage on behalf of the insured is for all locations in the County of Erie, NY.

VII. Cancellation/Non-Renewal: Should any of the policies noted above be cancelled before expiration thereof or not renewed by the insured, the issuing company will endeavor to mail _____ days advance written notice to the Certificate Holder, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.

VIII. Name and Address of Certificate Holder & Recipient of Notice: County of Erie c/o Department of Law 69 Delaware Avenue Suite # 300 Buffalo, NY 14202 716-858-2200	Date Issued _____ Auth. Representative _____ Firm name & address _____
--	--

FOR COUNTY USE ONLY:

Name of County Dept. Requesting Certificate	_____
Purchase Order or Contact Number	_____
Vendor Insurance Classification	_____

Application Instructions

Proposers must use the ECENS application template to provide the narrative information requested in the RFP. The table cells will expand as information is typed in.

COVER PAGE: PROGRAM AND ORGANIZATIONAL INFORMATION	
Program	<p><input type="checkbox"/> ECENS HOME DELIVERED MEAL PROGRAM</p> <p><input type="checkbox"/> STAY FIT CONGREGATE DINING PROGRAM</p> <p>Check which program proposal addresses. Proposals may be for both programs.</p>
Organization Name	Please list the official name of your organization.
Leadership	Please list the name of your organization's Executive Director, President or Chief Executive Officer. If your organization has interim leadership, please list interim in parentheses.
Address	Please list the official address of your organization for mailing purposes; include city and ZIP code information.
Telephone/ Fax Number	Please list the main contact number for your organization as well as your fax number in the space provided.
E-mail	Please provide the e-mail address for your organization's leader. This address will be used for official correspondence.
Website:	Please provide your organization's website address (if you have one).
Contact Name	Please list the name of the person who should be contacted regarding your application. Should you have a change in staffing after submitting your application, please be sure to contact the Director of Agency Relations to provide new contact information.
Telephone/ Fax Number	Please list the phone number of the person who should be contacted regarding your application as well as their fax number (if different from the agency fax number).
E-mail	Please provide the e-mail address for the person to be contacted regarding your application.
Geographic Area	Please indicate which geographic area your proposed service will primarily target. Utilize city, town or village name and zip code area(s)
Funding Amount	Please indicate the amount of funding being requested. The minimum request considered is \$ ____ and to a maximum of available funding for this proposal.

Section 1-ORGANIZATIONAL CAPACITY AND EXPERIENCE (Sec III E)

Proposals must include a description of the applicant organization and any partner organizations, including staff size, operating budget, structure and a general description of services/programs offered and population(s) served, particularly in relation to the proposed project. Descriptions should include the following:

1. The mission of the organization.
2. The geographic areas the organization currently serves. Be as specific as possible using zip codes, counties or other appropriate parameters.
3. A description of the organization's experience providing nutritional services.
4. A description of any current home delivered meal or congregate meal service that the organization provides including sources of funding (private pay, municipal funding, Medicaid reimbursement, and others).
5. Credentials and professional experience of key personnel.

Section 2-PROGRAM DESCRIPTION HOME DELIVERED MEALS (Sec III C)

Use this space to provide general information and to indicate service availability including delivery days, and availability of frozen meals.

Section 2 A: Proposed Service Area

Clearly indicate which portions of Erie County proposed to be served. No area smaller than a town should be included unless Proposer(s) seeks to provide service to a target population. If Proposer(s) seek to serve a target population in an area of Erie County smaller than a town, that should be indicated here along with an explanation of the benefit the County will gain.

Section 2 B: Plan for Preparation of Meals

Use this space to describe how Proposer(s) will meet the meal and food preparation requirements described in Appendix B. These include requirements for the menu, quality of food, and ordering time frames.

Section 2 C: Plan for Identification and Referral of Potential Clients

Use this space to describe how Proposer(s) will identify and refer potential clients to the Erie County Department of Senior Services for assessment of eligibility to receive ECENS-funded home delivered meals.

Section 2 D: Plan for Conducting Nutritional Assessments

Use this space to describe how Proposer(s) will conduct nutritional assessments for persons to whom meals are delivered.

Section 2 E: Plan for Meal Delivery
Use this space to describe how Proposer(s) will meet the requirements of meal delivery.
Section 2 F: Plan for Maintaining Delivery Capacity (Staff and Volunteer Recruitment)
Use this space to provide a detailed description of the plan for maintaining an adequate delivery force to ensure reliable service to ECENS home delivered meal recipients.
Section 2 G: Plan for Collecting Volunteering Contributions
Used this space to describe plan for collecting voluntary contributions.
ADDITIONAL INFORMATION PROPOSER(S) WISHES TO PROVIDE
Section 3-PROGRAM DESCRIPTION CONGREGATE MEALS (Sec III C)
Use this space to provide any introductory language. If Proposer(s) seek to serve a target population in an area of Erie County smaller than a town, that should be indicated here along with an explanation of the benefit the County will gain.
Section 3 A: Congregate Dining Sites to be Served
These are limited to those sites in Table 4 of Appendix A.
Section 3 B: Plan for Preparation of Meals
Use this space to describe how Proposer(s) will meet the meal and food preparation requirements described in Appendix B. These include requirements for the menu, quality of food, and ordering time frames.
Section 3 C: Plan for Meal Delivery
Proposals must demonstrate responsibility for the preparation and delivery of ready-to-eat meals packaged in bulk or tray as required by each congregate site (indicated in Table 4 of Appendix A).
ADDITIONAL INFORMATION PROPOSER(S) WISHES TO PROVIDE

Section 4-ACCOUNTABILITY AND EVALAUTION (Sec III F)

Use this space to describe Proposer(s) current quality improvement practices, and any other information deemed relevant.

Section 5-FUNDRAISING (Sec III H)

Use this space to describe plan for accessing additional revenue, including but not limited to, special fundraising or appeals by the proposers or their related foundation, to contribute toward meal costs.

Section 6-BUDGET NARRATIVE (Sec III H)

Use this space to elaborate on any budget details and explanations that are requested in the instructions for completing the e-budget, and additional comments that exceed the space limitations of the Comments section on the individual schedules.

ADDITIONAL INFORMATION PROPOSER(S) WISH TO PROVIDE

Use this space to provide any additional information that will strengthen the County's understanding of the proposal.

In addition to the Application Template, Proposer(s) must also submit the following supplemental materials:

1. ECENS e-budget.
2. Profiles of key personnel along with credentials.
3. Sample menus.
4. Any additional documentation that provides requested information detailed in the RFP.

ECENS E-BUDGET Instructions

These instructions should be used to complete the electronic budget (e-budget) for the ECENS Program. A line item budget is required to establish rates for units of service.

The e-budget is an Excel spreadsheet that contains preset formulas to perform calculations and transfer data to summary matrices. You may obtain the e-budget at: <http://www2.erie.gov/purchasing/index.php?q=requests-proposals-amp-construction-bids>

When developing the budget, you must include all expenses necessary for running the project as described in the application. **The budget should show all expenses associated with running the project for a 12-month period.**

Instructions for Completion of the E-Budget

On the e-budget, you will note that data entry is only permitted in the shaded cells. Although this is a template, it works like any other spreadsheet (e.g., to move among worksheets, click on the tabs containing the worksheet names on the bottom of the screen, entries need to be saved, etc).

As sheet one is the Summary sheet, check this sheet last. Work on the budget subcomponent sheets first. Information from these sheets will be electronically transferred to the Summary sheet.

To print out a copy of the template for the budget, select File, Print, and Entire Workbook. If you wish to print only one budget or just the Summary select: File, Print, and Active Sheet(s).

“Summary” Sheet

Enter name of applicant organization.

All other information on this tab will auto-fill as the subcomponent sheets are being completed. Summary information for congregate meals comes from the Worksheet tab labeled “Congregate.” Summary information for home delivered meals comes from the Worksheet tab labeled “Home Delivered.” Total ECENS funds requested is a calculated field that combines the Congregate ECENS funds requested and the Home Delivered ECENS funds requested.

“Congregate” Sheet

Proposer(s) that are seeking to provide congregate meal service only will only be compensated for food preparation and delivery. Given that, all costs should be identified on this sheet. The subsequent schedules are for Proposer(s) of the home delivered meal program only.

Enter the per unit (meal) price for food, labor, packaging, meal delivery, other supplies/expenses administrative fees, and profit.

Enter the projected number of meals to be served. This number should be calculated using Table 4 in Appendix A, which provides the total number of meals served per Stay Fit Dining site in 2012.

For Anticipated Revenue:

Enter in the total dollars of Agency Match that the Proposer(s) will be contributing to the ECENS program. Agency Match is not a requirement of ECENS funding, but is strongly encouraged as it helps to further the impact of the ECENS program.

Enter in the total dollars of Other Program Income the Proposer(s) expect to contribute to the ECENS program. This would include monies raised through private donations, municipality contributions, Foundation donations, etc. DO NOT INCLUDE collected voluntary contributions from program participants. The County anticipates collecting an average voluntary contribution of \$3.00 per meal in 2014. The amount of total dollars for this revenue source will auto calculate based on the meal projections.

ECENS Funds will be equal to the cost of meals minus the sub-total for Other Revenue.

Surcharges: If Proposer(s) will be charging extra for ethnic and special diet meals, indicate that surcharge here.

“Home Delivered” Sheet

Enter the per unit (meal) price for food, labor, packaging, meal delivery, other supplies/expenses administrative fees, and profit for both the hot meal and the cold meal.

Enter the projected number to be served of each meal type. Table 3 in Appendix A provides the number of older adults in Erie County and the percentage of each age group that received ECENS home delivered meals in the County in 2012. The meal projection should be based on only one of these age groups.

The values for Other Client Service Expenses, Administrative Expenses, and Total Expenses will auto-fill from the information entered in other Worksheets.

Anticipated Revenue:

Enter in the **expected average per meal voluntary contribution** for both the hot meal and the cold meal.

The voluntary contribution should be reflective of the actual costs to prepare each meal type understanding that the collected contributions will fall shy of the full suggested voluntary contribution level.

For example, in 2012, the suggested voluntary contribution was \$3.50 per meal. The actual collected average contribution throughout Erie County was \$1.39—about 40% of the suggested rate. Proposer(s) should take into consideration the area they intend to serve, poverty levels, past experience, and whatever other information that will help them identify an accurate expected average per meal voluntary contribution. **Details on how this value was determined should be provided in the budget narrative.**

Enter in the total dollars of Agency Match that the Proposer(s) will be contributing to the ECENS program. Agency Match is not a requirement of ECENS funding, but is strongly encouraged as it helps to further the impact of the ECENS program.

Enter in the total dollars of Other Program Income the Proposer(s) expect to contribute to the ECENS program. This would include monies raised through private donations, municipality contributions, Foundation donations, etc. DO NOT INCLUDE collected voluntary contributions from program participants. **Proposer(s) should include a breakdown and description of these funds and how they will be generated in the budget narrative.**

Surcharges: If Proposer(s) will be charging extra for ethnic and special diet meals, indicate that surcharge here.

“Personnel and Fringe” Sheet

This section is for personnel expenses that are not captured in “labor” costs entered for the meal preparation. It should include key personnel such as dietitians that will be compensated for other services provided to the ECENS program such as nutrition education, nutrition counseling, menu development, food preparation oversight, and others.

Note: Personnel costs that are administrative in nature must be separated out and itemized in a separate Schedule which is found on the worksheet entitled “Admin Expenses.”

There are five personnel categories included on this Schedule: Program Administration, Dietitians, Other Nutrition Staff, Volunteer Services, and Other Personnel. For each, enter the total aggregate salary for all personnel of that type that will work on the proposed project. Indicate the % of time that will go to the ECENS program. Enter in the Fringe Percentage. For staff that will be providing nutrition services (nutrition education and nutrition counseling), indicate the percentage of time that staff will spend on each service.

All other values will auto-calculate.

In the Budget Narrative, provide a description of the personnel that make up each category and how they will contribute to the ECENS program.

“Equipment-Space Costs” and “Maintenance and Operations” Sheets

Equipment is any non-consumable, tangible property having a useful life of more than one year. Three written bids in response to written specifications are required for items costing \$5,000 and over. Three telephone bids are required for items costing between \$501 and \$5,000. Items costing \$500 or less per item are considered supplies and should be listed in the Maintenance and Operations

worksheet. If you have not yet sought bids or decided which bid to select, include a statement that bids will be provided prior to vouchering. In the Comments, describe the equipment and how it relates to service delivery.

Supplies are those items that will be consumed during the life of the project. They may include office supplies, program supplies, janitorial supplies, etc. In the Comments, describe how the purchase of supplies relates to service delivery and the methodology for allocating supply costs to the program.

“Sub- Contracts” Sheet:

This section should include any costs that have a formal (written) or informal (oral) contract, other than consultant agreements. Examples include rental/lease of equipment, rental of real estate, insurance, printing, photocopying, payroll services, janitorial services, etc.

If contractual services are to be paid for by this contract, you must include documentation for contracts, such as the real estate lease or insurance policy. If documentation is not available, include a reasonable estimate along with the basis for the calculation used to determine the cost.

In the Comments Section, describe why the contractual services are needed for service delivery and methodology used to allocate costs to the program. If the costs to be paid for by this contract are estimated (there is no contractual agreement as of yet), include a statement that documentation will be submitted prior to vouchering and will be subject to prior approval.

“Other and Travel” Sheet

Travel:

Travel may be used in several different ways, e.g., to transport project participants to the project location(s), to send employees to different organization locations, for outreach purposes, etc.

In the Explanation Section, describe who is traveling, to where they are traveling, and how it is necessary to the project.

New York State has travel rates established for its employees. The rates you charge may not exceed the current approved NYS rates. The mileage rate is currently \$0.555 per mile for personal car. Hotel and per diem vary upon the destination. Should you spend more than the established NYS rates, you will be reimbursed only up to the NYS rates. A guide is available upon request for both in-state and out-of-state travel. Out-of-state travel expenses must be approved prior to claiming.

Other Expense:

This section should include any costs that do not fit into the other expense categories. Examples include postage, telephone, conference fees, advertising and stipends.

In the Explanation Section, describe how Other Expenses relate to service delivery and the methodology used to allocate these costs to this contract. Also list each type of cost, the total cost, and any calculation (40 percent of total utility, costs, etc.) used to allocate costs.

“Admin Expenses” Sheet

The total should not exceed 15 percent of the budget total.

Administrative expenses are those expenses incurred in connection with the covered provider’s overall management and necessary overhead that cannot be attributed directly to the provision of program services. (1) Such costs include but are not limited to the following:

- (i) the salaries and benefits of staff performing administrative and coordination functions that cannot be attributed to particular program services, including for example, the executive director or chief executive officer, financial officers such as the chief financial officer or controller and accounting personnel, billing, claiming or accounts payable and receivable personnel, human resources personnel, public relations personnel, administrative office support personnel, and information technology personnel;
- (ii) legal expenses that cannot be attributed directly to the provision of program services; and
- (iii) expenses for office operations that cannot be attributed directly to the provision of program services, including telephones, computer systems and networks, professional and organizational dues, licenses, permits, subscriptions, publications, audit services, postage, office supplies, conference expenses, staff development, publicity and annual reports, insurance premiums, interest charges and equipment that is expensed (rather than depreciated) in cost reports.

Further information on allowable Administrative Costs can be found at:
http://www.dos.ny.gov/info/regulatory_activity/proposed/part144.htm

COVER PAGE: PROGRAM AND ORGANIZATIONAL INFORMATION

Program	<input type="checkbox"/> ECENS HOME DELIVERED MEAL PROGRAM <input type="checkbox"/> STAY FIT CONGREGATE DINING PROGRAM
Organization Name	
Leadership	
Address	
Telephone/ Fax Number	
E-mail	
Website:	
Contact Name	
Telephone/ Fax Number	
E-mail	
Geographic Area	
Funding Amount	

Section 1-ORGANIZATIONAL CAPACITY AND EXPERIENCE (Sec III E)
Section 2-PROGRAM DESCRIPTION HOME DELIVERED MEALS (Sec III C)
Section 2 A: Proposed Service Area
Section 2 B: Plan for Preparation of Meals
Section 2 C: Plan for Identification and Referral of Potential Clients
Section 2 D: Plan for Conducting Nutritional Assessments
Section 2 E: Plan for Meal Delivery
Section 2 F: Plan for Maintaining Delivery Capacity (Staff and Volunteer Recruitment)
Section 2 G: Plan for Collecting Volunteering Contributions
ADDITIONAL INFORMATION PROPOSER(S) WISHES TO PROVIDE
Section 3-PROGRAM DESCRIPTION CONGREGATE MEALS (Sec III C)
Section 3 A: Congregate Dining Sites to be Served

Section 3 B: Plan for Preparation of Meals
Section 3 C: Plan for Meal Delivery
ADDITIONAL INFORMATION PROPOSER(S) WISHES TO PROVIDE
Section 4-ACCOUNTABILITY AND EVALAUTION (Sec III F)
Section 5-FUNDRAISING (Sec III H)
Section 6-BUDGET NARRATIVE (Sec III H)
ADDITIONAL INFORMATION PROPOSER(S) WISH TO PROVIDE