

**EL DORADO COUNTY  
CHIEF ADMINISTRATIVE OFFICE  
PROCUREMENT & CONTRACTS DIVISION**



**REQUEST FOR INFORMATION  
No. 11-918-070  
ELDERLY NUTRITION PROGRAM SERVICES**

**Submittal Deadline:**

***TO BE DETERMINED***

**Request for Information  
Department of Human Services  
Elderly Nutrition Program Services**

The County of El Dorado (hereinafter referred to as “County”) is requesting information for the purpose of identifying qualified individuals or firms (hereinafter referred to as “Proposer”) with interest in providing Elderly Nutrition Program(s) (also known as Senior Nutrition) services within the County equivalent to the current program service level provided by the Department of Human Services.

**I. Background**

The El Dorado County Board of Supervisors was officially designated the governing body of Planning and Service Area (PSA) 29 of El Dorado County by the California Department of Aging in December 1979. The El Dorado County Area Agency on Aging (hereinafter referred to as “AAA”) is the office designated by the Board of Supervisors to carry out the daily functions and activities required under the Older Americans Act within PSA 29. The AAA is a unit of local County government and operates within the Department of Human Services. The Elderly Nutrition Program (hereinafter referred to as “ENP”) includes Congregate Nutrition Services and Home Delivered Nutrition Services as described in the Older Americans Act.

**II. Program Goals and Definition**

**Goal:** The goal of the ENP is to maintain or improve the physical and social well being of older persons (60+) through well balanced meals and nutrition services.

**Program Definition:** Congregate nutrition services consist of the procurement, preparation, transporting and serving of meals, as well as the provision of nutrition education and nutrition screening. Congregate meals are provided in a group setting that provides a pleasant and social dining experience. Home delivered nutrition services consist of the procurement, preparation, service and delivery of meals, and the provision of nutrition education and nutrition screening. Home delivered meals are provided to older persons who are homebound by reason of illness, disability, or isolation.

**III. Scope of Services**

The following units of service are required for the Elderly Nutrition Program:

- (a) **Congregate Meals:** One meal provided to a qualified individual in a congregate group setting that meets all of the requirements of the Older Americans Act and State/Local laws and assures a minimum of one-third of the current Dietary Reference Intake. Meals must be eaten at a congregate site to be counted as a congregate meal.  
**Unit: One meal served**

- (b) **Home Delivered Meals (HDM):** One meal provided to a qualified individual in his/her place of residence that meets all of the requirements of the Older Americans Act and State/Local laws, and assures a minimum of one-third of the current Dietary Reference Intake.  
**Unit: One meal delivered**
  
- (c) **Nutrition Education for Congregate sites:** A program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to participants or caregivers in a group or individual setting overseen by a dietitian. Methods of education may include demonstrations, audio-visual presentations, or small group discussions.  
**Unit: One session per participant**
  
- (d) **Nutrition Education for Home Delivered participants:** A program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information to participants or caregivers. Handout materials may be used as the sole education component for home-delivered meal program participants.  
**Unit: One distribution of nutrition information per participant**

**IV. Service Area**

Services are provided at congregate sites located throughout the western slope of El Dorado County and/or South Lake Tahoe. Current dining locations and daily meals served are as follows:

	Meals Served Per Day	
	Congregate	Home Delivered
Placerville Senior Center 937 Spring Street Placerville	45	85
El Dorado Hills Senior Center 990 Lassen Lane El Dorado Hills	45	60
South Lake Tahoe Senior Center 3050 Hwy 50 South Lake Tahoe	45	75
Lyon's Hall 4107 Missouri Flat Road Diamond Springs	50	50
Pioneer Park Community Center 6740 Fairplay Road Somerset	20	1

	Meals Served Per Day	
	<u>Congregate</u>	<u>Home Delivered</u>
Greenwood Community Center 4411 Hwy 193 Greenwood	20	20
Pollock Pines 5581 Gail Drive Pollock Pines	15	25

**Location of services:** Congregate nutrition sites must be located in geographic areas that contain high proportions of target group older persons. It is preferred that sites be located within walking distance of where the target group resides. Service areas must be established so that routes permit food to be delivered at a safe temperature and be esthetically acceptable. Routes should not be more than two hours in length.

## V. Client Eligibility

Congregate meals are provided to persons who meet eligibility requirements, including:

- (a) 60 years of age or older;
- (b) spouse of a 60+ participant, regardless of spouse's age;
- (c) disabled, regardless of age, who reside in senior housing at which a nutrition site is located; or
- (d) disabled, regardless of age, who reside with an eligible participant and accompany the participant to the site.

Home delivered meals may be provided to persons who meet the eligibility requirements, including:

- (a) 60 years of age or older; frail **and** homebound;
- (b) spouse, regardless of age, of an eligible adult 60+; or
- (c) disabled dependent adult, regardless of age who lives with an eligible adult 60 years of age or older.

Within two weeks of beginning meal service, each home delivered meal participant must receive an in-home assessment from the proposer.

## VI. Program Requirements and Service Operations

- (a) Meal Frequency: Meals may be provided hot or cold if appropriate (for example, an entrée salad) in a congregate setting and to participants at home five days a week. Frozen meals shall be provided for homebound participants that need meals on weekends and holidays.
- (b) Meal Service: Food must be served “restaurant-style”, preferably on reusable dishware at congregate meal sites. Disposable containers may be used for homebound participants.
- (c) Participant Input: Proposer shall establish written procedures for participant input regarding meals, food preparation and quality. A Client Satisfaction Survey shall be conducted annually. Food choices and comments from participant surveys should be considered in planning the menus.
- (d) Menu Planning:
  - (1) Menus must be approved by the ENP’s Registered Dietitian and meet the nutritional requirements of CDA’s Regulations of the CDA Program Manual – Title 22 at the following link [www.aging.ca.gov/aaa/guidance/nutrition\\_guide.asp](http://www.aging.ca.gov/aaa/guidance/nutrition_guide.asp) prior to submission to the AAA Dietitian for certification. See CDA Program Memo 07-13 (P) at [www.aging.ca.gov/PM/PM07-13\(P\)/PM07-13\(P\).pdf](http://www.aging.ca.gov/PM/PM07-13(P)/PM07-13(P).pdf) for exact specifications to meet menu requirements.
  - (2) Any food substitutions must be of similar nutritional value and may not reduce or significantly alter the nutritional content of the proposed meal. Substitutions must be infrequent, pre-approved by the ENP’s Registered Dietitian, and submitted to the AAA Dietitian.
- (e) Nutrition Education: Nutrition Education is a mandated service that presents nutrition information relevant to the needs and interests of all participants.
  - (1) ENP shall maintain a written nutrition education plan signed by the Provider’s Registered Dietitian indicating scheduled dates and content for each presentation. Documentation of nutrition education should include dates, materials, number of participants and participant evaluations. The annual Nutrition Education plan is to be submitted to the AAA.
  - (2) Nutrition Education services shall be provided no less than quarterly (4) times per fiscal year at each congregate site. Nutrition education for congregate sites is defined as

demonstrations, presentation, lectures or small group discussions.

- (3) Printed nutrition education material must be distributed at least quarterly to each home delivered meal participant. Nutrition education for home-delivered meal participants may consist solely of printed material that is in conjunction with a congregate meal nutrition education presentation.
  - (4) If nutrition education is not provided by the ENP's Registered Dietitian, the lesson plan must be pre-approved by the Registered Dietitian prior to presentation. All activities must be documented, maintained, dated and submitted to the AAA Dietitian.
  - (5) A means of soliciting topics of interest to the participants should be employed at least annually. The topics of interest should be incorporated into the quarterly presentations.
- (f) Priorities for Service:
- (1) Outreach/marketing efforts must be made to reach eligible participants who are minority, low income, non-English speaking, living alone and/or 75 years of age and older.
  - (2) Proposer shall use an assessment tool capable of establishing service priorities when program resources are insufficient to serve all those requesting home delivered service. The criteria will enable the Proposer to make consistent decisions based on need from among those who are on waiting lists or requesting service.
- (g) Intakes/ Assessments: Proposer must ensure each congregate meal participant completes a Client Intake Sheet on the first day of service which includes a nutrition risk assessment. This information must be entered into the ENP's database for reporting purposes.
- Proposer shall complete within the first two (2) weeks of service to a homebound participant an initial in-home client assessment, and every ninety (90) days thereafter, alternating between an in-home visit and a phone needs re-assessment. Information from the initial assessments must be entered into the ENP's database. Annually the assessment is updated to include the nutrition risk assessment and an update on activities of daily living and instrumental activities of daily living. All this information must be entered into the database for reporting purposes.
- (h) Food Service Requirements:
- (1) Food procurement procedures, food storage procedures and food production procedures shall comply with Title 22, California Retail

Food Code (CRFC) standards and Hazard Analysis Critical Control Point (HACCP) best practices.

- (2) The ENP must have written procedures for monitoring food temperatures. The ENP must use a form to document food temperatures daily, and once weekly on all home-delivered meal routes.
- (3) To maintain quality in prepared foods, holding times shall be kept to a minimum. Holding time shall not exceed 2 hours between the end of production and the beginning of food service at the congregate meal site and to the end of the home-delivered meal route.

## **VII. Administrative Requirements**

- (a) Experience: Proposer and/or their staff must have experience in delivering same or similar food/nutrition services.
- (b) Staff Qualifications: Proposer must employ adequate number of qualified personnel to assure satisfactory operation of the program. Refer to CDA Regulations of the CDA Program Manual (Title 22) for minimum staffing requirements, staffing definitions and training requirements.

Staffing pattern must include:

- (1) Program Director: with the necessary authority to conduct day-to-day management and administrative functions of the program. Program Director must meet CDA training requirements and the AAA's minimum qualifications, which include: experience with food production and service for the number of proposed meals to be served. (See Title 22 of the CDA Regulations).
- (2) Registered Dietitian: as defined in Title 22, CDA Program Manual and CDA Regulations must provide dietary or food service consultation to each congregate nutrition program proposer. Registered Dietitian means a person who shall be both:
  - i. Qualified as specified in Sections 2585 and 2586, Business and Professional Code, and;
  - ii. Registered by the Commission on Dietetic Registration.

The Registered Dietitian will provide the following activities to meet the mandated requirements:

- i. At a minimum, quarterly monitor for safe food handling and sanitation practices at central kitchen(s), congregate meal sites and review procedures for home-delivered meal routes.

- ii. Review and approve the content of staff/volunteer training prior to presentation.
- iii. Develop, or review and approve the cycle menus.
- iv. Provide input, review and approve the Nutrition Education Plan prior to presentation.
- v. Evaluate each HDM route at least once during the contract year.
- vi. Provide technical support and assistance as needed.

If the Program Director is not a Registered Dietitian, the program is required to have an individual with these qualifications either as a consultant or an employee.

- (3) Home Delivered Meal Coordinator: Conducts and/or oversees and coordinates delivery service. Home delivered meal assessments are to be completed as defined in Title 22 of the CDA Regulations, Section 7638.3.
- (4) Other Personnel: The method used to provide congregate meal services and nutrition education will determine the number and type of employees, consultants, or volunteer personnel required to manage each congregate nutrition site and to provide food service, fiscal, social service, administrative and clerical support.
- (c) Staff/Volunteer Training: In-service staff/volunteer training must be provided at least once per quarter. Refer to CDA Regulations of the CDA Program Manual (Title 22), Section 7635.5, Staff/Volunteer Training Requirements for more detailed information.
- (d) Subcontracts: Any catered meal contract must include procedures by which the nutrition proposer shall regularly monitor compliance with the Agreement standards and budget. Quarterly safety and sanitation compliance monitoring of caterer by Program Dietitian must be documented, maintained on file and submitted to the AAA quarterly. Area Agency on Aging staff may also perform unannounced drop-in evaluations and visits to congregate sites and the central kitchen.
- (e) Reporting Requirements:

Congregate Nutrition and Home Delivered Meals are classified as a registered service. Proposer shall collect and maintain participant information as required by Title 22 of the CDA Program Manual, CDA Management Information System (MIS), and the AAA.

Proposer would be responsible for ongoing data entry into a system compatible with the AAA to be uploaded monthly for reporting to the California Department of Aging. Reporting requirements include demographic data on all participants served, number of meals served,



nutrition education service units, etc. Congregate meal sites should be equipped with computers to scan participant meal cards to get an accurate unduplicated count of participants served.

(f) Fiscal Reporting and Record Keeping:

Services Provider would be required to provide a detailed fiscal report showing program revenues and expenditures on a monthly basis.

Proposer would be required to maintain financial and internal controls to assure use of AAA funds in accordance with requirements specified in federal and state publications and AAA requirements. All costs included in monthly reports must be supported by appropriate accounting documentation. Accounting documentation must establish that only a fair and equitable portion of any provider's allocated costs or shared costs is charged to the AAA. Proposers sharing costs with other funding sources shall have a written cost allocation plan on file in their office. Costs included in the AAA program budget(s) and monthly financial reports may be subject to approval only upon presentation of supporting documentation. Proposer would be required to provide an annual audit in accordance with OMB Circular A-133.

(g) Donations:

Donations and Confidentiality:

An Eligible individual who receives a meal shall be given the opportunity to contribute to the cost of the meal

- (1) The Proposer shall develop a suggested contribution/donation amount. When developing this contribution/donation amount, the income ranges of the older individuals in the community and the Provider's other sources of income shall be considered.
- (2) A sign indicating the suggested contribution for eligible individuals and the fee for guests shall be posted near the contribution container at each congregate meal site. A guest fee shall cover all meal costs.
- (3) No eligible individual shall be denied participation because of failure or inability to contribute.
- (4) The Provider shall ensure that the amount of the eligible participant's contribution is kept confidential.
- (5) The ENP Provider shall establish written procedures to protect contributions and fees from loss, mishandling, and theft (i.e. Contribution/Donation Procedures). Such Procedures shall be kept on file for DHS review.
- (6) All contributions and fees shall be identified as program income and used to increase the number of meals served, to facilitate access to such meals, and to provide nutrition-related supportive services.

(h) Monitoring:

As a subcontractor, Proposer would be subject to monitoring of administrative processes, policies and procurement, audits, inspections of project premises, inspection of food preparation sites and interviews of project staff and participants by AAA and State representatives. Proposer would be responsible for maintaining supporting documentation including financial and statistical records, contracts, subcontracts, or grant agreements, monitoring reports and all other pertinent records until an audit has occurred and an audit resolution has been issued.

### VIII. Information Content

Interested proposers shall submit the following:

- (a) Cover letter: Provide a "cover letter" and introduction, including the name and address of the organization or individual submitting the letter, together with the name, address, telephone and fax numbers, and e-mail address of the contact person who will be authorized to make representations for the organization, and an expression of the Proposer's ability and desire to meet the requirements of this Request for Information. The cover letter shall identify if the Proposer has interest in providing services on the West Slope, in South Lake Tahoe or both.
- (b) Capabilities: Describe the firm's resources, experience and capabilities as they relate to scope of services described hereinabove. Submit in the order identified below:
  - (1) Executive Summary: An executive summary should briefly describe the Proposer's approach to the proposal and clearly indicate any options or alternatives. It should indicate any major requirements that cannot be met by the Proposer. This summary should highlight the major features of the proposal and identify relevant supporting materials. The executive summary shall not exceed three pages.
  - (2) Detailed Discussion: The detailed discussion is a general, but complete, narrative of the Proposer's assessment of the work to be performed and the ability to meet those objectives. This overview should clearly demonstrate the Proposer's understanding of the performance expectations as well as how the requirements will be met.
  - (3) Summary of Proposer's Firm: Submit a summary and history of your firm with the following information:
    - i. Briefly describe your firm's history, including number of years in business, number of employees, local and overall organizational structure, and all services your firm is able to provide.
    - ii. Identify if your firm is currently involved in any merger, acquisition, organization restructuring, or other internal change that may impact your services. If your firm is not involved in any

- form of organizational restructuring, please provide a written statement to that effect.
- iii. Discuss why the County should have confidence in your firm's ability to perform the services.
  - iv. Identify all individuals, by name and title, that will be assigned to this project, and identify what each individual's respective role or responsibility will be.
  - v. Provide your firm's proposed service guarantees.
- (4) References: Proposers must provide a minimum of three (3) client references, preferably of county governments, municipalities, or service districts in California, of organizations with whom you currently have contracts with and/or have previously had contracts with for the provision of services of equal type and scope within the last five (5) years. Each reference shall include company or organization name, contact person, title, telephone number, length of business relationship, and summary of services performed.
- (6) Additional Data: Include any other data the Proposer deems essential to the evaluation of the qualifications and statements. Where appropriate, please key data back to information contained in Section I thru VII. If there is no additional data, this section will consist of the statement, "We wish to present no additional data."

Letters of interest must be submitted by the deadline published on the cover sheet of this RFI. Companies who do not respond by the deadline may be overlooked if a Request for Proposals or Contract is issued. Submit one (1) original and three (3) copies at the address listed below. For convenience purposes please label the outside of the envelope with RFI # 11-918-070.

## **INQUIRIES**

Direct all inquiries regarding this RFI to:

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