TOWN OF PEACE RIVER

RFP # TPR2017021

Meals on Wheels – Food Service Provider

1) Information to Bidders

This Request for Proposal (RFP) has been posted on the Town of Peace River web site for your convenience at www.peaceriver.ca/tenders/

Addenda and attachments are posted if issued. It is the firm's responsibility to ensure that the entire RFP and associated links, in its latest version, is reviewed prior to due date of a proposal. To receive a hard copy of the RFP or addenda, please contact Tanya Bell Director of Community Services, tbell@peaceriver.ca

The Town of Peace River is seeking a food service provider for the provision of the Meals on Wheels program. Meals on Wheels is dedicated to supporting the health, well-being and independence of seniors. We work with an enthusiastic team of volunteers to prepare, package, and deliver nutritious, wholesome, home-style meals to anyone who qualifies for temporary or long-term meal assistance. Meals are prepared and delivered to the clients' home throughout Peace River, once per week.

2) Definitions

The following terms used in the RFP documents shall be construed as follows:

a) "Senior Services Coordinator" shall mean the position of the Senior Services Coordinator of the Town of Peace River.
b) "Proposal" shall be the offer presented by the firm.
c) "RFP" shall be the acronym for Request for Proposals.
d) "Provider" shall be considered synonymous with the term "Food Service Provider".
e) "Town" shall mean the Town of Peace River.

3) Scope of Work/Service Provision

This section will form part of the Service provision contract.

a) **Service Process**

The Meals on Wheels program provides a one day a week meal service to eligible clients, as coordinated by the Seniors Coordinator. Food service is on Thursdays of every week. The successful provider will maintain this schedule and should be able to expand service if the need requires.

Currently, approximately 80 frozen meals and 40 hot meals per month are provided. The number of meals may vary each month depending on client needs. The food service provider is expected to adjust the meals accordingly. The food service provider must maintain an accurate count of meals produced and picked up.

The Town provides the food containers and the insulated delivery containers to the food service provider. The provider is required to maintain the insulate delivery containers by cleaning and preparing for the weekly deliveries. The Town also provides the food containers for the service provider to use and pack for delivery.

The provider is responsible to pack the food containers with the meals and pack these containers into the insulated delivery containers in preparation for the volunteers to pick up. The delivery containers should be ready for pickup by the volunteers by 4:00pm on the delivery date. The food provider is responsible to clearly label each order and ensure the orders are organized for easy pick up by the volunteers.

b) **Menu:**

Clients order from pre-set menus that are created by the service provider in coordination with the Senior Service Coordinator. Meals are picked up between 4:00pm and 5:00pm on Thursday from the service provider and delivered to clients.

Menus will be provided monthly to the Senior Service Coordinator. Communication is encouraged to ensure that meals received by the participant are tasty and carefully planned out.

Menus are to be followed precisely. Any deviations or substitutions are to be arranged immediately with the Seniors Services Coordinator (i.e. change due to food delivery truck problem, etc.).

The Food service provider will be responsible for insuring that items packaged for consumption are fresh (not stale, over-ripened, past expiration dates) and follow the Canada Food Guide.

4) RFP Requirements

The proponent will provide the following within their submission;

a) Sample menus for 2 months:
   i) Hot menu should include: protein, 1 side vegetable, 1 side carb/starch and desert option.
   ii) Frozen menu – casserole/stew/ type option – no fresh requirement.

b) Description of ability to accommodate for dietary restrictions; such as allergies, sodium and other medical requirements.

c) Description of ability to work with volunteers and proposed process for delivery coordination with volunteers.

d) Description of process of menu planning.

e) Level of service flexibility as program can expand and contract based on client numbers. Please clearly indicate any requirements for a minimum number of clients up to a maximum number and if there would be any constraints for either level.

f) Fee per meal – through the completion of Schedule A.

g) Submission of certificates from Alberta Health Services confirming a certified kitchen and staff.

5) RFP Submission

a) **RFP Closing and Delivery**

i) RFPs will be received up to 3:00 p.m., local time, Wednesday, December 13th, 2017 in a sealed envelope plainly marked " RFP # TPR2017021 Meals on Wheels – Food Service Provider"

ii) If delivered by mail address to: Town of Peace River, PO Box 6600, Peace River, AB, T8S 1S4 Attn: Tanya Bell.

iii) If delivered by hand deliver to the main reception area, Town of Peace River Town Hall at 9911 100 street, for deposit in the Tender Box until the RFP opening.

iv) RFPs will be opened on Wednesday, December 13th, 2017 at the Town Hall immediately following the RFP closing. Opening will be public. At this time, bids will be reviewed to ensure a price has been submitted; prices will be announced at this opening but bidders are reminded that cost is only one factor in the scoring of the RFP.

v) Late RFPs shall be returned unopened.

vi) All RFPs shall be and remain irrevocable unless withdrawn prior to the designated closing time.

6) RFP Inquiries

a) All questions concerning this RFP shall be directed to the following: Tanya Bell, Director of Community Services.

b) Any changes to this RFP shall be stated in writing by Addenda and posted on the Town's website at www.peaceriver.ca/tenders/ Verbal statements made by Town of Peace River staff or their representatives shall not be binding.

c) All potential bidders who download the RFP documents from the Town's website or a third-party website are advised that they should periodically check those websites for any addendums that may be issued. Those websites do not record or otherwise track information on persons downloading RFP documents.

7) RFP Form

a) Schedule A (Part 1 – Information to Bidders through Part 5 – Signature inclusive) form part of the RFP.

b) Bidders shall complete Part 4 in Schedule A provided in ink or by typewriter.

c) Bidders shall fill in all blanks and have corrections initialed by person signing the RFP.

8) Pricing

Price shall be in Canadian dollars and include labour, food costs and all applicable taxes, rates and charges in force at the time of award outlined in the RFP documents. Prices quoted shall be for each type of meal/food item as noted in the Schedule A form.

9) Billing and Payments

a) The Town of Peace River will pay the Selected Firm for services performed in accordance with the signed purchase order that will be issued upon award. Invoices will be submitted upon completion of services rendered. The Town of Peace River reserves the right to request substantiating information on any bill submitted. The Town of Peace River will, within 10 days after receipt of an invoice requesting payment, either indicate the approval of payment and process the invoice or indicate to the Supplier in writing, the reason for refusing to approve said invoice. In the latter case, the Supplier will make the necessary corrections and resubmit the invoice. The Town of Peace River will, within 30 days of an invoice approved by the Senor Services Coordinator, pay the amount to the Supplier.

10) Notices

a) By submitting a RFP the bidder agrees to public disclosure of its contents subject to the provisions of the Municipal Government Act relating to Freedom of Information and Protection of Privacy. Anything submitted in the Bid the bidder considers “personal information” or “confidential information” of a proprietary nature should be marked confidential and will be subject to appropriate consideration under the Municipal Government Act as noted above.

11) Amendment or Withdrawal of a RFP

a) Once submitted, proposals cannot be altered without the prior written consent of the Town of Peace River. All proposals shall constitute firm offers and may not be withdrawn for a period of ninety (90) days following the last day to accept proposals.

12) Privilege

The Town of Peace River reserves the right to:

a) Suspend or cancel the RFP at any time for any reason without penalty.

b) Reject any and all bids or accept any bid or part thereof and may award all or a portion of the work to one or more firms.

c) Waive any informalities, formalities, technicalities or to reject any or all proposals based on the firm’s lack of proven experience, performance on similar projects or the suitability of proceeding with the execution of the work.

d) In the event that a number of suppliers submit bids in substantially the same amount or should proposals be scored equal, the Town of Peace River may, at its discretion, call upon those firms to submit further bids.

e) No term or condition shall be implied, based upon any industry or trade practice or custom, any practice or policy of the Town of Peace River or otherwise, which are inconsistent with the provisions contained herein.

13) Local Preference Within Purchasing Policy

a) Within the Town of Peace River's Purchasing Policy, this Local Preference Policy gives preference to local companies when the Town purchases goods and services and awards contracts of any kind. Bidders should familiarize themselves with this policy, located at www.peaceriver.ca/tenders/

14) RFP Evaluation

a) Selection of the successful contractor shall be based on the following point system:

Category	Points
Compliance with RFP specifications	Pass/Fail
Price	30
Food Options available/provided	20
Quality of RFP -Submission satisfies all requirements as per section 4 of the RFP	40
Able to accommodate dietary issues.	10

b) The Town of Peace River may award the contract to a Supplier other than the Supplier receiving the highest rating in the event the Town determines that another Supplier from among those technically qualified would provide the best value to the Town considering cost and technical factors. The determination shall be based solely on the Evaluation Criteria contained in the RFP, on evidence provided in the proposal and on any other evidence provided during the bid review process. Evidence provided during the bid review process is limited to clarification by the Supplier of information presented in his/her proposal.

c) Selection will be made based on the above-described criteria and rating factors. The selection will be made by and is subject to Town approval. All firms will be notified of the results by letter.

Schedule A

1. SALUTATION:

To: Town of Peace River
Box 6600
Peace River, AB
T8S 1S4
Attn: Tanya Bell

For: Meals on Wheels – Food Service Provider
RFP # TPR2017021

From: _____ (the "Bidder")

_____

_____

2. BIDDER DECLARES:

That this RFP was made without collusion or fraud.
That the Bidder is familiar with local conditions, including labour conditions.
That the RFP, Schedule A and Addenda (if issued) were carefully examined.
That all the above were taken into consideration in preparation of this RFP.
That the Town is not bound to accept the lowest or any RFP that the Town receives.

3. BIDDER AGREES:

a. To provide as described and specified herein for the price stated in Part 4 of Schedule A hereunder, Schedule of Quantities.

b. That this RFP is valid for acceptance for 90 days from the time of Closing.

c. To supply the service to the Town of Peace River for January 30th, 2018

4. SCHEDULE OF QUANTITIES

Meals on Wheels – Food Service Fees

Type of Meal	Please indicate whether Option would be provided (Yes or No)	Fee per item (charged to the Town)
Hot Meal		
Frozen Meal		
Soup		
Additional menu options if different than above – please indicate:		
Additional Item:	Fee per item (amount charged to the Town)	

SIGNATURE

Dated this _____ day of _____, 20_____.

_____
Name of Firm Submitting

_____ _____
Witness Signature of Signing Officer

_____
Name and Title (Printed)

_____ _____
Witness Signature of Signing Officer

_____
Name and Title (Printed)

Company Address

Telephone Number

Fax Number

*NOTE: RFPs submitted by or on behalf of any Corporation must be signed in the name of such Corporation by a duly authorized officer or agent.