

REQUEST FOR PROPOSAL
Herbert T Clark House Community Meal Services
March 9, 2017

The Housing Authority of the Town of Glastonbury (GHA) is soliciting proposals for delivery of a daily meal services at the Herbert T. Clark Community. The Herbert T Clark Community consists of two attached living facilities: a congregate facility, Herbert T Clark House, consisting of 45 apartments and an assisted living facility, Herbert T Clark Assisted Living, which has 25 apartments; located at 43-45 Canione Road, Glastonbury, CT 06033. The Congregate Facility is owned and operated by the Housing Authority of the Town of Glastonbury. The Assisted Living Facility is owned by the Hebert T. Clark Assisted Living L.P. and managed by the GHA. The facility operates under the regulations of the State of Connecticut Department of Housing, DSS, CHFA and all regulations pertaining to the State of Connecticut Assisted Living Pilot Program as prescribed by the Interagency Team that oversees the pilot project.

The meals are an essential part of the services provided at the Herbert T Clark Community. The Contractor's ability to ensure a quality and rewarding dining experience is essential. The service shall commence on July 1, 2017 and continue for duration to be determined by the RFP.

The proposal specifications are available at the Housing Authority's central office, 25 Risley Road, Glastonbury, CT 06033 and on the Housing Authority's web page www.glastha.org.

Proposals shall be accepted until 3:00 p.m. on Thursday, April 6, 2017, and shall be addressed to Neil J. Griffin, Executive Director, Housing Authority of the Town of Glastonbury, 25 Risley Road, Glastonbury, CT 06033. Housing Authority of the Town of Glastonbury reserves the right to waive irregularities, and reject any and all proposals. The Housing Authority of the Town of Glastonbury is an equal opportunity employer.

**RFP SPECIFICATIONS FOR
HERBERT T CLARK HOUSE MEAL SERVICES**

- The meals are served in a sit down service and are to be provided as follows: the Congregate Community (45 apartments) has one meal prepared per day served at noon (the main meal) 365 days a year. The Assisted Living Community (25 apartments) has three meals per day 365 days per year. The main meal of the day is to be served at 12:00 noon daily in the main dining room of each community. The assisted living morning meal is served at 8:00 a.m. and the evening meal is served at 5:00 p.m.
- The Assisted Living Community pricing is based on a cost per person per day. This rate is set by the Interagency Team (consisting of CHFA, OPM, DSS, DOH) which oversees the pilot program. The rate is currently set at \$14.51 per day. The interagency team is responsible for approving the rates and price increase requests.
- Assistance serving the meals in the Assisted Living Community is provided by the

certified aides on duty at the time of each meal. No assistance is provided to the contractor in the Congregate Community.

- Menus must be at least five-week cycles (variations for seasonal items); draft menus must be available for review by the Food Committee; the dietary needs of the elderly, many of whom are diabetic and/or on salt restriction, are to be taken into consideration when planning the menus. The menus must be approved by a registered dietician.
- The 12:00 noon meal at the congregate is to include rolls, soup, choice of green salad or a salad of the day, one entree, vegetable, rice/pasta/potato, choice of at least two desserts, tea/coffee/milk. The 12:00 noon meal will include 3 alternatives.
- The 8:00AM meal at the assisted living community is to include two choices of juice, tea/coffee/ milk, fresh fruit daily, and include two breakfast choices. The 12:00 noon meal at the assisted living community is to include rolls, choice of green salad or a salad of the day, one entrée, vegetables, rice/pasta/potato, choice of at least two desserts, tea/coffee/milk. The 12:00 noon meal and the evening meal will include 3 alternatives. The evening meal will include soup.
- Amenities as follows: At least one monthly special event menu; a birthday cake provided as a dessert once a month and one quarterly special event outside the main meal.
- The contractor is to hire all cooking and waiting staff necessary for the operation. (Background checks on staff are strongly recommended and encouraged)
- The contractor's staff will be responsible for cleaning the food service counters, the areas in the rear of the service counters, the kitchen areas (including kitchen floor, fixtures, equipment and appliances) up to a height of (6) feet; cleaning food and drink spillage in the dining areas; cleaning the tables and chairs in the dining areas; arranging for, cleaning and maintaining in good condition suitable and appropriate uniforms for all of its employees. Perform daily and weekly cleaning of solid food separator and strainer associated with the automatic grease recover unit. The contractor's staff will be required to be trained on how to perform the Heimlich maneuver.
- The Contractor will provide adequate insurance, including workers compensation, as required and will name The GHA and Herbert T Clark Assisted Living LP as additional insured. [commercial general liability, including products liability with limits of \$2,000,000 per occurrence and \$2,000,000 aggregate combined single limit for bodily injury and property damage; umbrella liability with limits of \$4,000,000; workers compensation providing statutory limits.]
- The Contractor shall have an authorized representative available to meet with the Food Committee or other group designated by the housing authority.
- The Contractor is responsible for provision of all food and other supplies necessary to comply with the menu and standards required – including, but not limited to: paper goods for “delivered meals”, napkins, placements, detergents and other cleaning chemicals, uniforms, towels and aprons for staff, etc.
- The Contractor will be responsible for operating the dining services program in accordance with all funding requirements, applicable health codes and laws and work directly with the staff of the Herbert T Clark House to ensure compliance with the requirements the Authority must meet and the satisfaction of the residents.
- The Herbert T Clark House will make available space for administrative workspace for the Chef, as well as a telephone and access to a fax and copier. Office supplies and computers are the responsibility of the vendor.

- Kitchen equipment and the repair of said equipment as well as the provision for dishes and other service ware and cooking utensils shall be the responsibility of the GHA/Herbert T Clark House.
- The Contractor will work with Herbert T. Clark Director on marketing promotions.
- Optional Services available to Contractor: Direct Sales to Congregate Community residents of evening and morning meals and Vending Opportunities

Proposal Evaluations:

- All responsive proposals will be evaluated. Interested firms/parties shall submit a comprehensive cost proposal demonstrating an understanding of food service preparation and administration; sample menus and schedules of staffing hours; evidence of the firm's ability to perform the work; evidence that the firm is properly registered or licensed to perform the work in Connecticut; profiles of the firm's principals, staff, and facilities; and a certified statement that the firm or members of the firm are not debarred, suspended, or otherwise prohibited from professional practice by any Federal, State or local agency. Information on company policies including but not limited to: employment eligibility verification, background checks, employee qualifications, food preparation and service and training and safety. A minimum of four references from locations where similar meal service is provided. As requirements of the proposal, all contractors must provide proof of insurance at the limits required or proof, satisfactory to GHA, of the ability to obtain insurance at required limits.
- Each proposer should provide a clear narrative of the approach to providing food services at the properties and what would differentiate their service from others.
- Provide pricing for the first two years of a proposed 5 year contract. This may be adjusted as RFPs are evaluated and the authority determines the contract period that is in its best interest.
- Potential proposers are welcome to visit the Herbert T Clark Communities and inspect the kitchen areas. In addition, they may email the Herbert T Clark House Director, Wendy Ehrhardt, at wehrhardt@glastha.org, for any clarification needed on the specifications listed above. To schedule a tour of the facility please call (860) 652-7623.

Proposal Due Date:

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Disclaimers by the GHA

1. Responses to this RFP shall be prepared at the sole cost of the respondent. The GHA shall not reimburse for any expenses incurred in connection with this RFP including, but not limited to, the cost of preparing the initial response and any additional information

- requested, or travel or other expenses incurred.
2. The GHA, in its sole and absolute judgment, reserves the right to (i) amend, modify or withdraw this RFP, (ii) revise any requirements to this RFP, (iii) require supplemental statements or information from any respondents to this RFP, (iv) accept or reject any or all responses to this RFP, (v) renegotiate or hold discussions with any respondent(s) to this RFP, and allow such respondent(s) to correct deficient responses which may not completely conform to the instructions contained herein, or immediately eliminate responses which are late, incomplete, or unresponsive to the RFP, and (vi) cancel and revise, in whole or in part, this RFP if the GHA, in its sole and absolute discretion, deems it to be in its best interest.
 3. The GHA may exercise any or all of the foregoing rights at any time without notice and without liability to any respondent to this RFP or any other party.
 4. Responses to this RFP shall become the property of the GHA and shall become matters of public record.
 5. The GHA may request from a respondent any or all submitted material in an electronic format.

By submitting its proposal in response to this RFP, each respondent accepts the procurement method used and acknowledges and accepts that the evaluation process will require subjective judgments by the GHA.