

## **Older Adult Food Access Program**

### **Frequently Asked Question Submissions #2**

**1. How many individual deliveries would we be contracted to?**

The bid must equal or exceed the weekly minimum of 1,200 deliveries per week (600 per day, twice a week) consisting of 6 meals per delivery, or 7,200 meals weekly. The bidder can propose to provide a higher volume, dependent on the vendor's demonstrated capacity and ability to provide the service. The vendor may be asked to scale up and scale down during the time period of the contract depending on demand for services.

**2. Could we pick a specific area- say we would like to do 400 deliveries in King's county 2 days a week?**

Bidders can indicate a preference for their delivery borough. However, the Program necessitates deliveries throughout every neighborhood within the five boroughs. While DSNY will seek to provide delivery lists that are geographically clustered and we will attempt to honor the bidder's preference of borough, there is no guarantee that we will be able to do so. Contractually vendors will be required to deliver wherever there is a need.

**3. If we produce the minimum of 1200 meals per week which is 200 boxes total. Are we expected to delivery each of the 200 meal boxes to 200 separate locations on a weekly basis?**

First, the solicitation sets the minimum requirement at 1,200 deliveries each week—600 recipients per day and a minimum of two days — with 6 meals per delivery for the total minimum meal requirement per week of 7,200 meals. If you bid to deliver to 600 older adults each day, that means delivery to 600 different customers. It is possible that more than one customer may live at the same address, but the assumption should be made when proposing that each customer lives at a different address. DSNY will attempt to cluster the delivery addresses as much as possible.

Vendors can bid to deliver to more than 600 residents each day and can also bid to deliver on more than two days. Bidders are required to propose to deliver in multiples of 2 days (2 days, 4 days, or 6 days). The intention is that the bidder will deliver on Mondays/Thursdays, Tuesdays/Fridays, or Wednesdays/Saturdays. Kosher vendors would deliver on Sundays/Wednesdays instead of Saturdays. DSNY will seek to have the vendor's delivery list contain a majority of the same recipients on both of the vendor's delivery dates in the sequence.

For example, the intention is that the bidder will deliver 6 meals – representing lunches and dinners for 3 days – on a Monday to a group of older adults, and then deliver to a majority of

the same older adults on Thursday. The delivery lists may change between delivery days due to changes in customer demand.

Vendors can provide a preference of the days that they want to deliver.

**4. If so, how far in advance will we have a delivery schedule and is it going to be the same each week?**

DSNY will provide the vendor with a list of home delivery locations shared through a secure file share system prior to the delivery date. DSNY will set the timing of list sharing and endeavor to share it 48 hours before scheduled delivery. However, it may be less than 24 hours prior to the scheduled delivery.

**5. What is the drop off time window?**

Deliveries must occur between 8:00am and 5:00pm.

**6. Are we expected to enter building to do these drops?**

Yes, the solicitation includes specific protocols required for all deliveries under this program including calling customers and delivering to the customer's door. See, *the Older Adult Protocol for Delivery Attempts and Undelivered Meals*. This document specifies the following but please read the entire document:

VENDOR DELIVERY Protocol

- Call first and Confirm address is correct – Driver must call prior to delivery
- Call all numbers – If there are multiple #s, Driver must try all until they reach the older adult.
- If there is a Doorman and there has been no answer to the driver's call attempts – Have Doorman call.
- Buzz apartment and knock on Door – Driver must go to apartment door even if the older adult is not reached by phone.
- Call again if no door or buzzer answer – This second call must be made if no one answers first calls & buzzer/door.

**7. We are interested in responding to the below solicitation for Older Adult Food Access Program. However, we are not sure if there are any specific guidelines or rules that we have to follow in responding to the solicitation. Could you kindly please advise?**

All responses must comply with the requirements described on pages 3-5 of the contract and in the Scope of Services.

**8. Hello, I am the owner of delivery company for C7 Delivers. Our company would be pleased to delivery under your program. We aren't a company that makes or provides the food. Can my company still be a part of your program?**

Delivery is a requirement of the solicitation, but it must be paired with the ability to prepare and package the food for delivery. Potential delivery and food vendors can enter into subcontracting relationships. DSNY will not facilitate these relationships but encourages you to make them if necessary.

This information was also provided in our FAQ that is posted with the solicitation. We advise bidders to read through it at:

GetFood Website: <https://www1.nyc.gov/assets/dsny/contact/services/COVID-19FoodAssistance.shtml>

**9. We can cover any part of NYC up to Orange County New York.**

The Program necessitates deliveries throughout every neighborhood within the five boroughs. Bidders can indicate a preference for delivery borough. DSNY will seek to provide delivery lists that are geographically clustered and will attempt to honor the bidder's preference of borough but there is no guarantee that we will do so. Vendors will be required to deliver where there is a need.

**10. Thank you for sending across this solicitation. I have three questions:**

**a. The meal packages containing 6 meals, should they be delivered all at once?**

Yes.

**b. Should they all be frozen meals?**

The meals may be provided ready-to-eat, frozen, or chilled, as specified in the Scope of Services.

**c. Do you want us to submit kosher and halal certificates and food menu as well along with the bid?**

Yes.

**11. Thank you for the opportunity to bid. May you clarify the following for me? Will deliveries be allocated in one Borough or across the five boroughs?**

We will do our best to accommodate delivery location requests (such as in a particular borough), but we do not guarantee such placement. The delivery locations will be specifically assigned when contracts are awarded.

**12. Have the delivery days of the week been established?**

Vendors must be able to deliver to at least 600 residents at least two days each week. Vendors may provide a preference of the days that they want to deliver.

Bidders must propose to deliver in multiples of 2 days (2 days, 4 days, or 6 days). The Older Adult Food Access Program requires that vendors deliver in 2-day sequences as follows: Monday/Thursday, Tuesday/Friday, or Wednesday/Saturday (Wednesday/Sunday for Glatt

Kosher vendors). Bidders may indicate their preference of delivery days. DSNY will seek to have the vendor's delivery list contain many of the same recipients on the vendor's delivery dates each week.

- 13. I have a question regarding the solicitation we received for the Older Adult Food Access Program. We are a food pantry plus program located in Brooklyn NY. We service in need individuals and families with grocery style fresh produce, fruit, legumes, grains, meat, dairy, bread, dry goods and canned foods. This "client choice pantry" style allows for less waste and caters to allergies, religious restrictions as well as dietary needs. This seems to be a particular need in the community and an upside for the program, but I do not know if this qualifies us under your program. Could you let me know before I apply?**

As long as you can fulfill the requirements of the contract, then you may bid. You must comply with the meal provision and nutrition requirements, as specified in the Scope of Services, and must be able to provide delivery to older adults' homes, either directly or through a subcontractor.

- 14. I am a WBE company seeking to bid for the EMERGENCY OLDER ADULT FOOD ACCESS PROGRAM with my SUBCONTRACTOR, the FDA certified plant who has an inspector on site. This is my first bid; I am preparing the bid based on section 3 requirements.**

- a. What would be acceptable for the evidence of experience?**

References and the description of the bidder's experience must clearly demonstrate that the bidder possesses a minimum of three years of experience in food preparation, the proven capabilities to provide the meal quantities bid on at the quality needed, and the ability to deliver the meals to the homes of the older adult residents. For example, if the bidder is a restaurant owner, provide how long you have been in business, the number of meals that the bidder has historically been able to prepare and serve per meal service or over one day. For deliveries, provide the amount of staff and vehicles available and how you provide the amount of door-to-door deliveries needed.

- b. Would you want a resume from my subcontractor? They have secured bids in the past.**

The bid should include the name of the subcontractors, including their EIN numbers.

- c. Lastly can the bid be sent to you early as the date day BY July 24th or can I send it as soon as it's completed.**

Feel free to send it as soon as it is completed. Please note that the solicitation closes on July 21, at 4:00pm and not July 24.

- 15. I handle strategic partnerships for a NYC-based restaurant. We would love to be included in the new program, please let me know specifically what we must do to make that happen?**

As long as you can fulfill the requirements of the contract, then you may bid. You must comply with the meal provision requirements, as specified in the Scope of Services, and must be able to provide delivery to older adults' homes, either directly or through a delivery subcontractor.

- 16. I was wondering if there is a way to choose a geographical area in which we would be able to prepare and deliver the meals? for example, we are a not for profit in Southern Brooklyn. Would we, under this solicitation, have to be able to deliver to anywhere in the City, or is it possible for us to service older adults in or around South Brooklyn?**

Bidders can indicate a preference for delivery borough. DSNY will attempt to keep a vendor's deliveries close to the vendor's hub and will geographically cluster those deliveries as best as possible. However, this Program necessitates deliveries throughout every neighborhood within the five boroughs and thus vendors will be required to deliver where there is a need.

- 17. How long is the meal contract?**

As specified in the solicitation, DSNY intends to start this contract on or about August 6, 2020. The term of the contracts resulting from this solicitation shall expire on January 4, 2021 but may be renewed until June 30, 2021 at the City's sole option with 30 days' written notice to each Contractor. The length and quantity ordered pursuant to the Contract will also depend on demand and vendor performance.

- 18. I am a single man who owns a restaurant and I will like the opportunity to apply for the Food preparation and hopefully be available to save my business.**

As long as you can fulfill the requirements of the contract, then you may bid. You must comply with the meal provision requirements, as specified in the Scope of Services, and must be able to provide delivery to older adults' homes, either directly or through a subcontractor. We encourage potential bidders to partner with other businesses to submit a bid that is responsive to the requirements of the bid.

- 19. I am a small business owner and I am very interested in this bid but I have a few questions. Currently I'm producing 500-1000 meals a day for a nonprofit organization that helps feed the poor in NYC. So, production wise we won't have a problem making these meals. My question is about the delivery expectations. 600 different addresses is how I understood the contract twice a week.**

The number of meals contracted for must at least meet the weekly minimum of 1,200 deliveries per week of 6 meals per delivery or 7,200 meals weekly. It can be a higher amount, dependent on the vendor's proven capacity. DSNY will attempt to cluster the delivery addresses as much as possible.

- a. Would that be Monday and Thursday?**

Vendors may provide their delivery day preferences. Again, you can also deliver more than two days. The Older Adult Food Access Program requires that vendors deliver in 2-day sequences as follows: Monday/Thursday, Tuesday/Friday, or Wednesday/Saturday (Wednesday/Sunday for Glatt Kosher vendors). Bidders may indicate their preference of delivery days.. DSNY will seek to

have the vendor's delivery list contain many of the same recipients on the vendor's delivery dates. Please indicate if you have the ability to deliver more than two days in 2-day increments—either 2 days, 4 days, or 6 days—and the amount of meals/recipients per delivery day.

**b. How far are the addresses From each other?**

DSNY will attempt to geographically cluster the deliveries. Vendors may indicate a preference for the borough it prefers to deliver in, however the overall program necessitates that customers in all five boroughs can be served.

**c. Are they all in one borough or throughout NY?**

The Program necessitates deliveries throughout every neighborhood within the five boroughs. Bidders can indicate a preference for delivery borough, which DSNY will attempt to honor but it is not guaranteed.

**20. I want to place a competitive bid, but the delivery operation is what's taking me for a spin. Because depending on the locations it can really change the number of drivers i would need to be able to complete all orders between 8am-5pm.**

As a competitive solicitation, DSNY cannot provide assistance on delivery cost.

**21. I have a question about the beverage requirement for the Older Adult Emergency Food Access Program RFP. Is there a beverage requirement, and if so, only unsweetened milk or unflavored fluid calcium-fortified soymilk is allowed?**

There is no beverage requirement; there is a dairy requirement and the meal plan framework allows this dairy requirement to be met through the provision of unsweetened milk or unflavored fluid calcium-fortified soymilk. However, the dairy requirement can be met with the provision of dairy food items, like yogurt.

All other beverages are prohibited. The City of New York prefers to pay for food items over the addition of beverages.

**22. I was just wondering this means that 1) beverage IS a requirement and u sweetened milk or unflavored fluid calcium-fortified soymilk is allowed?**

Beverages are generally prohibited. As explained above milk and unflavored soy milk are a permitted exceptions to the beverage prohibition to meet the daily dairy requirement. Bidders are not required to provide a beverage to fulfill the dairy requirement.

**23. Are we allowed to provide a one large container of soymilk per meal box that equals at least 6 meals portions?**

Yes.

**24. Reading over the program specs we have a few questions that arise prior to submitting our bid:**

**Concerning delivery logistics so that we may better assess our costs and capabilities - do you anticipate these delivery routes will be like what we have encountered delivering NYCHA and BULK sites? Meaning, would these deliveries be concentrated areas and distributed to reside abuilding, or would these be more spread out to individual residences over a wider delivery radius? Or would these be more spread out to individual residences over a wider delivery radius?**

Unlike the existing GetFood program, this solicitation requires the ability to provide door-to-door delivery by the vendor to the recipients. Vendors will not drop the meals at a building for the distribution of the meals by a point of contact at the building.

While some recipients may be within the same building, the service requires delivery to the recipient's door. DSNY will attempt to geographically cluster the delivery lists.

The solicitation also requires data, tracking, and reporting requirements. The vendor must be able to provide the City with specific information on when the delivery was successful, not deliverable, or refused. The Program also requires that vendors send Outcome Reports that track this information to DSNY by 10:00am the day after delivery.

**a. Another concern and question refer to transportation, coordination, and distribution efficiency. Would there be steady assigned routes on days? or would the routes vary each time?**

The bidder will deliver on Mondays/Thursdays, Tuesdays/Fridays, or Wednesdays/Saturdays. With Kosher vendors, Sundays/Wednesdays deliveries will substitute for the Saturday deliveries. DSNY will seek to have the vendor's delivery list contain many of the same recipients on the vendor's delivery dates, but vendor delivery lists will vary from day-to-day or week-to-week based on, for example, changes in customer demand.

**b. Lastly, please clarify the insulated temperature-controlled packaging requirements.**

The vendor must ensure that prepared meals will be transported in vehicles or in packs/containers that are temperature controlled in order to prevent the cold food from being transported above 40 degrees Fahrenheit, and the hot food from dropping below 140 degrees Fahrenheit during transport. These vehicles should be equipped with either refrigeration or freezer, in insulated bags and cold packs, or other system that properly maintain the temperature, quality, and food safety as specified in the New York City Health Codes. The vendor must also ensure that the meal packs contain no food items that are spoiled when delivered. DSNY will not pay for the spoiled food items or the entire meal packs, at DSNY discretion, that contain food that is in an unacceptable condition when delivered.

**25. My TLC Transit Company want to joint venture with a local restaurant to bid on this contract. What is the proper procedure to make our bid?**

The two companies can create a joint venture or one company can submit the bid and be the designated contractor and the other company can be a subcontractor, which should be identified in the bid.

**a. For insurance, does the insurance has to cover our transit company or the restaurant?**

The requirements for both general liability insurance and automobile insurance are provided in detail on page 8 of the Scope of Work.

**b. Can we get the insurance only after if we win the bid?**

Proof of insurance can be provided after the bid.

**c. For billing, how early can we make our billing after we provide the service? Can we bill daily? And how long does it take to get paid?**

The City of New York will pay invoices every two weeks. The vendor may submit invoices weekly.

**26. This email response is not enough to say we are participating, correct? We need to fill out the form that was attached in order to qualify and be considered?**

Yes. Bidders must submit the required documents specified on page 4 of the Bid Booklet.

**a. Are we only supposed to fill out PIP application when we are awarded the contract, and can we register early?**

Yes, and you may complete it earlier that.

**b. Are there any restrictions, whether dietary or menu offering, that we should be aware of when we create the menu for this?**

All meals must comply with the requirements specified in the Scope of Services.

**27. We are having issues, following the instructions but the application is not available. Please advise.**

Here is a link to the full solicitation and the Frequently Asked Questions (FAQ):  
GetFood Website: <https://www1.nyc.gov/assets/dsny/contact/services/COVID-19FoodAssistance.shtml>



**28. What is the price range that each meal should be?**

We cannot provide this information, as it would affect the bids submitted by bidders. Awards will be made to the lowest responsible and responsive bidders, as specified in the solicitation.

**a. Can we use plastic containers for meals?**

All meal packaging must meet the requirements on page 5 of the Scope of Services.

**b. 1200 6 meals per day mean 7200 meals in total per day?**

No. 1200 6 meal packs (or 7200 meals) must be delivered over the course of two days.

**c. Does delivery have to be the same day or the order will be placed the day before?**

DSNY will provide the vendor with a list of home delivery locations shared through a secure file share system prior to the delivery date. DSNY will set the timing of list sharing and endeavor to share it 48 hours before scheduled delivery. However, it may be less than 24 hours prior to the scheduled delivery. The length and quantity ordered pursuant to the Contract will also depend on demand and vendor performance. Additionally, the vendor may be asked to scale up and scale down during the time period of the contract depending on both demand for services and vendor performance.

**d. For documents part, do we have to submit any other insurance except the ones mentioned bid?**

No.