

Older Adult Emergency Food Access Program

Please see the following Frequently Asked Questions regarding this Solicitation:

What service is this solicitation seeking?

As part of the City's ongoing Covid-19 emergency response, DSNY is seeking vendors to deliver prepared meals to home-bound older adults in New York City who lack access and the economic means to reliable options of obtaining food during this continuing pandemic. Vendors must be capable of preparing, packing, and delivering 6-meal packs containing 3 lunches and 3 dinners to at least 600 older adults in their homes at least two times a week, meeting a minimum requirement of 1,200 6-meal packs weekly. The meals—fresh, chilled and/or frozen meals or a combination of these— must be freshly prepared for this program and must meet the New York City Department of Health and Mental Hygiene's (DOHMH) comprehensive nutrition standards provided in the solicitation. Vendors are prohibited from providing prepackaged frozen meals that are available in commercial stores. The six-meal pack must have variety across the meals, ensuring that recipients are not provided the same lunches or dinners over three days. As part of this solicitation, DSNY is seeking specialty meals—like certified Halal, certified Glatt Kosher, Latin, Pan-Asian, Spanish, vegetarian and others—as well as non-specialty meals, all meeting the required nutrition standards.

Can I submit a bid for more than one specialty food?

Yes, a bidder may bid to provide one or several of the specialty meals requested by this solicitation. The bidder can provide a combination of different specialty meal types as long as the total quantity meets the minimum required of 1,200 6-meal packs. The bidder can also provide a bid for non-specialized meals combined with a bid for specialty meals if the bidder can successfully provide those meals and it meets the minimum quantity. If bidding on multiple meal types, please make it clear if you can provide the quantity listed for both meal types or if your capability is capped at a certain quantity.

For specialty meals, DSNY specifically listed examples like certified Glatt Kosher, certified Halal, Pan-Asian, Latin, Spanish, and vegetarian meals. If the vendor can provide additional types of specialty meals, the bidder should specify the type of cuisine in the bid along with the price per meal and price per pack.

What if I cannot meet the minimum meal quantity requirement?

DSNY strongly encourages small restaurants, caterers, or food preparation locations that are unable to prepare the minimum quantity requirement of 1,200 6-meal packs weekly to work together to form a joint venture and submit a bid that meets the minimum meal quantity by proposing to prepare the required meals at more than one location. You are also encouraged to work with subcontractor(s) that can help you meet the minimum meal requirement. If you elect to use subcontractors, please identify your subcontractors in your bid.

Do I submit meal details with my bid?

Yes, responsive bidders must submit descriptions of their menus for a 2-week period and break out the quantities and nutritional contents within the meal plan framework provided in the solicitation. As part

of the bid review, DOHMH will review the menus and meal plan framework submissions to ensure compliance with the program's required nutrition standards.

If I can provide delivery services should I respond to this solicitation to be paired with a food provider?

Delivery is a requirement of the solicitation, and it must be part of the package proposed by each bidder. Food providers must arrange for delivery as part of the bid and this can be through the bidder's own resources or by entering into a subcontracting relationship with an entity that can provide delivery. We will not be facilitating these relationships but encourage you to make them if necessary.

What are the minimum submission requirements to ensure that my bid is considered "responsive"?

The bid must include a completed bid sheet with the price per meal, the price per 6-meal pack, and the quantity of 6-meal packs the vendor could provide weekly. In addition, the delivery price must be shown on the bid sheet as indicated. The submission must also include two weeks of proposed menus, provided in two ways: (1) a written description of each meal and (2) the contents of each meal laid out in the provided meal plan framework, showing each meal's compliance with the required nutrition standards. The two-week menu plan must show variety across the meals and variety from week-to-week. 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 quoted at the quality needed, and the ability to deliver the meals to the homes of the older adult residents.

When is the response due?

The bid response is due on July 21st at 4:00PM EST to nycfood@dsny.nyc.gov. Despite the emergency nature of this solicitation, the response time exceeds the time-period required for competitive-sealed bids set forth in the City's Procurement Policy Board rules. As a competitive solicitation, it will provide the opportunity for additional vendors to provide this critical service to New York City's older adult population.

If my company is a vendor within DSNY's current Senior Emergency Food Access Program, do I need to submit a bid?

Yes, current Senior Emergency Food Access Program vendors should submit a new bid if the company is interested and able to continue to serve meals door-to-door to older adult residents in New York City. Prior to submitting your bid, please review all requirements contained in the solicitation materials as there are some key distinctions in the new program—the main one being the change in the program from delivering 9 meals in one delivery to 6 meals. Current vendor contracts in the Senior Food Access Program will end in either late July or early August.

Why is this program changing to 6 meals if vendors currently deliver 9-meal packs to older adults?

Through this new solicitation, DSNY is seeking to both build and improve upon its existing feeding programs by being responsive to comments of the older adults, whom we have been serving over the past three months. Many older adult recipients have requested fewer meals with each delivery.

Is this solicitation the same as the Request for Proposals (RFP) issued last month by the New York City Department for the Aging (DFTA)?

No, it is not. This solicitation seeks to provide meals to older adults as part of the City's response to the Covid-19 pandemic. The DFTA RFP pertained to its year-round, In-Home Service Program in which DFTA, along with other case-management agencies, provide services to residents 60 or older within their homes. These services include wellness checks, long-term care, assistance with personal needs like bathing and dressing as well as DFTA's Home-Delivered Meal (HDM) service. If you submitted a Response to DFTA's RFP, that is a separate need. If you also believe you can provide a service in response to this solicitation, please submit a bid response.

What if I have additional questions about this solicitation?

Potential bidders can submit questions to nycfood@dsny.nyc.gov up until 2:00PM EST on July 15th when the solicitation's question period will close. DSNY will share answers to bidders' questions with all potential bidders through frequent updates to this FAQ document. DSNY will update and repost this FAQ on DSNY's website and the GetFood's website, links provided below.

DSNY Website: <https://www1.nyc.gov/assets/dsny/site/home>

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