

Aging Ahead

**PART 2: SPECIFICATIONS FOR SERVICE FY25
HOME DELIVERED MEALS**

- CONTRACT PERIOD: July 1, 2024 to June 30, 2025
Aging Ahead reserves the right to consider extension of the contract on an annual basis up to a total of three years. A provider would be notified prior to the end of the contract year of any offer of extension.
- SERVICE: Home Delivered Meals
- SERVICE AREA: St. Louis, St. Charles, Jefferson, and Franklin counties
- SERVICE OBJECTIVE: Provide door-to-door delivery of meals meeting all requirements of OAA Title IIIC.
- SPECIFICATIONS: Service specifications as outlined in 19 CSR 15-7.010, 19 CSR 15-4.240, and 19 CSR 15-4.245 will be adhered to if a contract is awarded. The provider will outline adherence to specified CSRs as part of Section E of the bid packet.
- ELIGIBLE PERSONS: The target population for all *Aging Ahead* transportation services is persons who are 60 years of age or older in the *Aging Ahead* Planning and Service Area (PSA) who have no other means of transportation.
- UNIT OF SERVICE: One unit is one meal delivered.
- FUNDING SOURCE: Of the total *Aging Ahead* dollars available for service, an estimated 65% is from federal funds and should be considered when determining if an A133 audit is required.

METHOD OF BIDS

Special, Contractual and Budgetary Considerations

1. Proposal must have a plan to meet all specifications as stated in Service Delivery System and the Request for Proposal Document. Appendices for the Types and Classes of service bid must be included in the proposal. **Failure to address each item will make a proposal ineligible for review.**
2. The Area Agency shall submit, for the Missouri Department of Health and Senior Services (DHSS) prior approval, any proposed contracts with profit making organizations for the provision of service under the Area Plan.
3. Funds for this program will be supplied by Older Americans Act Funds which has a 15% Cost Sharing or Matching requirement.
4. Maximum allowable administration costs shall not exceed 12% of total budget request.

WRITTEN METHOD OF BID

A. Type of Service: TITLE III-C HOME DELIVERED MEALS

Aging Ahead is offering food service companies an opportunity to submit bids for a III-C home delivered meal program for senior citizens in the proposed areas, with the possibility of expansion to other areas. All providers agree to adhere to 19 CSR 15-7.010, 19 CSR 15-4.240, and 19 CSR 15-4.245, as applicable. The numbers provided below are only estimates to be used for bid purposes. Actual numbers may vary.

<u>Location</u>	<u>Average Delivery</u>
Approximately 250 operating days	
Affton Senior Center Affton, MO	Approx. 968 frozen meals delivered per month to about 45 clients
Arnold Senior Center Arnold, MO	Approx. 3,225 frozen meals delivered per month to about 150 clients
Ferguson Senior Center Ferguson, MO	Approx. 12,900 frozen meals delivered per month to about 600 clients
South County Senior Center Lemay, MO	Approx. 1,075 frozen meals delivered per month to about 50 clients
Union Senior Center Union, MO	Approx. 3,010 frozen meals delivered per month to about 140 clients

Bidders shall submit a unit price for the meals on the Cost Detail Information form. Provider may bid on meals at any or all locations. The successful bidder will adhere to all applicable requirements listed in CSRs noted above, specifically those outlined in this section below. The AAA may monitor the full scope of the CSRs noted above.

B. Program Specifications

1. 19 CSR 15-4.245 (3): Training Requirements

- a. Administrator – six (6) hours orientation plus twelve (12) hours supervised on-the-job training and an additional four (4) hours in-service training per quarter or sixteen (16) hours annually.
- b. Cook – four (4) hours orientation plus six (6) hours supervised on-the-job training and an additional two (2) hours in-service training per quarter or eight (8) hours annually.
- c. Cook helper – two (2) hours orientation plus four (4) hours supervised on-the-job training and an additional one (1) hour in-service training per quarter or four (4) hours annually.

2. 19 CSR 15-4.245 (4): Record Keeping

- a. Daily record documenting persons who receive meals, following a method developed by the AAA and approved by the division.
- b. Meal count or reports, including total Nutrition Services Incentive Program (NSIP)-eligible meals, NSIP-eligible meals served to low-income older minority adults, meals served to adults with disabilities eighteen to fifty-nine (18-59) and meals served to ineligible guests and staff.
- c. Perpetual and physical inventory records for all foods.
- d. Food cost records.

3. 19 CSR 15-4.245 (6): Menu Planning Requirements

- a. If one (1) meal per day is served, it shall contain a minimum thirty-three and one-third percent (33 1/3%) of the daily Dietary Reference Intakes (DRI) as established by the Food and Nutrition Board of the National Academies of Sciences, Engineering and Medicine. A minimum of sixty-six and two-thirds percent (66 2/3%) of the DRI shall be provided if two (2) meals are served, and one hundred percent (100%) of the DRI shall be provided if three (3) meals are served.
- b. A twenty to twenty-eight (20-28) day menu cycle shall be developed to be repeated for a three- (3-) month period. Suggestions from service recipients shall be solicited regarding menu choices.
- c. Standardized recipes shall be used to assure consistent quality and quantity.
- d. Menus shall be reviewed and certified by an individual who meets the standards set forth in 19 CSR 14-4.340(12) at least annually. Copies of all certified menus shall be submitted to the AAA and shall be maintained for at least three (3) years.
- e. Menu substitutions shall be made in accordance with the established procedures of the AAA.

4. 19 CSR 15-4.245 (7): Special Menus shall be provided to meet the particular dietary needs arising from the health or religious requirements, or cultural backgrounds of service recipients, where reasonable.

- a. Special meals provided for health requirements shall be planned, prepared, and served under the supervision/consultation of a dietician/nutritionist. Copies of all certified menus shall be maintained on file by the AAA for at least three (3) years.
- b. The persons responsible for the service of special diets shall be trained to make appropriate substitutions based on food values.
- c. Diet counseling, if provided, shall be conducted by a dietician/nutritionist, according to the individual's diet prescription which shall be obtained from the service recipient's physician.
- d. A diet prescription may be obtained for persons receiving home-delivered special meals. Any prescription on file shall be kept current and shall be reviewed at least annually with the service recipient's physician.
- e. Individuals with strict dietary regimen shall be referred to the medical profession for management of dietary needs.

5. 19 CSR 15-4.245 (8): Handling Prepared Foods

Requirements for handling prepared foods are as follows:

- a. A two (2) ounce separate sample of each time/temperature control for safety food item shall be refrigerated and kept at least seventy-two (72) hours.

Sample(s) shall be available for analysis by the Department of Health and Senior Services if a food-borne illness is suspected.

- b. Time/temperature control for safety food which has been held at one hundred forty degrees Fahrenheit (140° F) or higher over four (4) hours or between forty-one degrees Fahrenheit (41° - 140° F) for two (2) hours and any prepared food that has lost its quality shall not be served and shall be destroyed.
- c. Foods that are usually considered safe to store such as fruits, vegetables, cake, breads, cookies, ice cream and fruit pies may be retained for use while quality remains acceptable.
- d. The proper equipment must be used to maintain hot foods at or above one hundred forty degrees Fahrenheit (140° F) and cold foods at or below forty-one degrees Fahrenheit (41° F) while serving. Hot and cold food temperatures shall be checked immediately prior to service and recorded daily. Records must be kept for two (2) years at the center.
- e. When cooling, food shall be placed no more than two inches (2") deep in a container, covered and immediately placed in the refrigerator or freezer so it will cool to forty-one degrees Fahrenheit (41° F) or below as rapidly as possible. Once food is cooled to forty-one degrees Fahrenheit (41° F) or below, it may be stored in a container more than two inches (2") deep.
- f. When transporting prepared foods, the following procedures shall be used:
 - i. Hot food shall be delivered within three and one-half (3 ½) hours following end preparation time. This limit includes the time required for packaging foods by the caterer, transporting to the centers, holding time at the center packaging meals for home-delivered meal recipients and transporting meals to the home.
 - ii. Hot foods delivered to the center shall be at a minimum temperature of one hundred forty degrees Fahrenheit (140° F) and cold foods shall be at a maximum temperature of forty-one degrees Fahrenheit (41° F). A daily record of the delivery time and temperature of the food when received shall be kept at each center. Records must be kept for three years at the center.

6. 19 CSR 15-4.245 (9): Food Storage Requirements

- a. All cleaning supplies and pesticides shall be clearly labeled and stored in separate locations from food products.
- b. Food products shall be stored at least 6 inches (6") above the floor.
- c. Dry food storage must be well ventilated, away from direct sunlight and maintained between 50° F–70° F.
- d. All refrigerated foods shall be maintained at or below 41° F.
- e. Frozen foods shall be maintained at or below 0° F.
- f. Inventory of all foods shall be depleted on a first-in/first-out (FIFO) basis.
- g. Adequate transportation for all foods shall be provided as required.
- h. Thermometers must be kept in refrigerators and freezers at the provider's facility and on delivery trucks; temperatures shall be checked and recorded daily. Records must be kept for three (3) years at the centers.

7. 19 CSR 15-4.245 (10): Health and Sanitation Requirements

- a. Personnel with symptoms of communicable disease or open or infected wounds must not be permitted to handle food.
- b. All food handlers shall use effective hair restraints. Effective restraints are devices that both cover and hold hair, such as hairnets, caps, hats and bandannas. Hair spray is not an acceptable hair restraint.
- c. Equipment and work areas shall routinely be cleaned and sanitized according to a posted written schedule.
- d. Disposables shall be discarded by a locally approved sanitary method.
- e. If a garbage disposal is not used, waste shall be kept in leak-proof containers with close-fitting lids and disposed of daily. Waste containers shall be cleaned daily.
- f. Dishes and utensils washed in water temperatures of less than one hundred fifty degrees Fahrenheit (150° F) and rinsed at less than one hundred eighty degrees Fahrenheit (180° F) shall be chemically sanitized. When single-tank, stationary-rack, and door-type machine using chemicals for sanitizing are used, the wash water shall not be less than one hundred twenty degrees Fahrenheit (120° F) and rinse water not less than seventy-five degrees Fahrenheit (75° F). If the dishwashing machine uses hot water for sanitizing, the wash water shall be at least one hundred fifty degrees Fahrenheit (150° F) and the final rinse at least one hundred-eighty degrees Fahrenheit (180° F). A test kit or other device that accurately measures the parts per million concentration of the solutions shall be provided and used.
- g. All dishes and utensils shall be air dried.
- h. Disposable towels and soap must be available at a hand wash sink in the kitchen.
- i. A handwashing sign shall be posted in the restroom.
- j. Methods of insect and rodent control shall be used on a regularly scheduled basis.
- k. A product thermometer must be available and used to check internal food temperatures.

6. 19 CSR 15-4.245 (13) Home Delivery Requirements

Home delivered meal service providers shall:

- a. Provide identification other than the meal container which is easily recognizable through a door or window for the person delivering the meals to the service recipient's home, such as an identification badge.
- b. Maintain a list in priority order of home bound persons requesting meals for which units of service are not available. Priority will be based on published criteria developed by the AAA.
- c. Use insulated carriers to assure that foods delivered to home-delivered meal recipients are at the proper temperature, over one hundred forty degrees Fahrenheit (140° F) for hot food and at or below forty-one degrees Fahrenheit (41° F) for cold food. Frozen foods shall be delivered frozen. Check and record at least quarterly the temperature of hot and cold food items at the end of delivery on each home-delivered meal route. All equipment used in transporting foods shall have smooth cleanable surfaces, be cleaned and sanitized daily, or be disposable.

- d. Deliver hot foods to the service recipient within three and one-half (3 ½) hours following end preparation time. Record time meal preparation ended, and time last meal was delivered at least quarterly for each route.
- e. Make available home-delivered meals at least once a day, five (5) or more days a week.
- f. Arrange for the availability of meals to service recipients in weather-related emergencies.

7. Agency Requirements: Scheduling

- a. Provider will provide a toll-free phone number to its Customer Care Center to handle the scheduling of deliveries and to communicate with the clients in the instance of deviations in the planned delivery schedule.
- b. Provider will secure and maintain the signatures of each client confirming the individual deliveries and to make available to the Agency digital proof of delivery confirmations.
- c. Provide emergency communications via the field service representative to the Agency's staff should the field service representative discover a problem.
- d. Provide immediate communications (within three hours) via the field service representative to the Agency's staff should the field service representative be unable to make a scheduled delivery and subsequently unable to reach client by phone (i.e. HD recipient not answering door and not answering phone).
- e. Provide service to new clients as soon as possible but never more than 5 working days after the Agency has provided the approval to the provider's Customer Service Center.
- f. If the scheduled delivery falls on a national holiday the provider will be required to communicate with the client and schedule a different delivery day.
- g. Coordination of service review meetings with designated Agency staff approximately every 30 days to validate success of program expectations or as often as requested.
- h. Maintain or have access to a sufficient fleet of vehicles to complete scheduled deliveries. This fleet must ensure quality control and compliance to temperature specifications outlined.
- i. Develop and maintain sufficient telephone answering/scheduling capability and sufficient staff or volunteers to efficiently handle calls regarding service. Calls must be taken at least five days per week (excluding holidays or days when offices are closed), a minimum of five hours per day.
 - i. Develop and maintain sufficient delivery capability and sufficient staff or volunteers to efficiently handle meal delivery.

8. Agency Requirements: Fiscal

- a. The provider shall comply with all applicable federal, state and local laws and regulations governing the preparation and handling of food, and shall procure and keep in effect all necessary licenses/permits in a prominent place within the meal preparation area as required.
- b. The provider agrees to maintain books, records and all other documents prepared (including electronic storage media) in accordance with generally accepted accounting procedures and practices, which sufficiently and properly reflect all revenues and expenditures of funds. Through this bid submission, the provider acknowledges and agrees that failure to maintain accurate

accounting records may result in the suspension or termination of any future award.

- c. The provider shall indemnify *Aging Ahead* against any loss or damage (including attorney's fees and other cost of litigation) caused by negligent acts or omissions of provider agents or employees. The provider shall defend any suit against *Aging Ahead* alleging personal injury, sickness or disease arising out of the consumption of the food served at the provider. *Aging Ahead* shall promptly notify the provider in writing of any claims against the Provider or *Aging Ahead*, and in the event of a suit being filed.
- d. The provider shall not advertise, promote, reproduce, or publish any report, information, data, or other documents produced in whole or part pursuant to the terms herein without the prior written consent of *Aging Ahead*.
- e. The provider shall not deny any services or otherwise discriminate in the delivery of services to anyone who meets the eligibility criteria as determined by *Aging Ahead*. Discrimination on the basis of race, color, religion, sex, age, sexual orientation, national origin, ancestry, physical or mental disability or because such person is a recipient of Federal, State, or local public assistance is prohibited.
- f. The provider shall submit an updated health inspection report each time an inspection is completed by the Missouri Department of Agriculture to the *Aging Ahead*.
- g. The provider will allow *Aging Ahead* to conduct field audits to evaluate adherence to program requirements.
- h. The provider must submit final financial report to *Aging Ahead* thirty days following the contract period.

9. Agency Requirement: Records

- a. Records are maintained on a server at the provider's corporate office which has implemented security measures to safeguard Electronic Protected Health Information (ePHI).
- b. The provider agrees to maintain such records that may be necessary to comply with Federal and/or State reporting requirements.
- c. The provider agrees to retain all client records (including electronic visit verification), financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to this bid for a period of seven (7) years after last date of termination of any award. If an audit has been initiated and audit findings have not been resolved at the end of seven (7) years, the records shall be retained until resolution of the audit findings.
- d. For the purposes of NSIP funds justification, provider shall maintain for a period of not less than seven (7) years documentation verifying the amount of United States-produced foods used in the meals produced and delivered to Agency's clients.
- e. Provider data needs to be compatible with Agency's state required database import; provider pays monthly cost to access system (Aging IS seat).
- f. The provider will host an electronic portal or provide reporting that will store all clients served through this agreement; the electronic portal will also comply with HIPAA regulations.
- g. The portal or reporting will allow for real-time updates showing meal delivery as well as information on delivery exceptions.

- h. The portal or reporting will allow Agency staff to run reports reflecting deliveries made and download or export necessary information for billing purposes.
- i. The portal or reporting will allow Agency staff to submit new clients for service through the portal.
- j. The portal or reporting will allow Agency staff to view the number of clients, delivery requirements and any exceptions to delivery.
- k. The portal or reporting will allow for Electronic Visit Verification (EVV).