



Home & Community Support Services of Grey-Bruce

Memo To: Responders to the Request for Tenders
From: Cindy Zettler, Team Leader
Date: March 6, 2018
Re: Meals on Wheels Hanover, Walkerton, Adult Day Program Hanover, Dining Club Hanover

Our agency offers support services including Meals On Wheels, Volunteer Drivers, Friendly Visiting, Housekeeping, Congregate Dining and Day Away Programs throughout Grey-Bruce.

We are searching for a professional and conscientious Provider of Meals for our Hanover Walkerton Meals on Wheels program. Meals on Wheels are packaged in labeled containers and delivered by volunteers 5 days a week, Monday to Friday in the Hanover Walkerton area. 12-25 meals are delivered on a Monday – Friday basis in the Meals on Wheels program.

Adult Day Program Meals are prepared in bulk Monday, Tuesday, Thursday, Friday & Saturday. Meals are prepared and ready for pick up at 1130-1200 on scheduled days.

Dining Club meals are prepared in bulk on the first Wednesday of each month. These meals are ready for pick up at 1145 am.

Please find the attached documents in the Request for Tenders package regarding Meal provision in Hanover.

1. Request for Tender
2. Supply Specifications and Standards
3. Sample Menus for Consideration
4. Tender Questionnaire, including Your Sample Menus

To respond to the Request for Tender, we must receive the Tender Questionnaire.

Closing Date

Sealed tenders, in envelope, clearly marked as to contents, will be received by:

Cindy Zettler

Team Leader, Home & Community Support Services Grey Bruce

90 7th Ave

Hanover, Ontario

N4N 1N1

czettler@homecommunitysupport.com or 519-372-2091 ext 2821

By 4:30 p.m., March 29, 2018

Lowest or any tender not necessarily accepted. The tender will negotiate a contract with Home and Community Support Services of Grey-Bruce until March 31, 2019



Home & Community Support Services of Grey-Bruce

Our agency offers support services including Meals On Wheels, Volunteer Drivers, Friendly Visiting, Housekeeping, Congregate Dining and Day Away Programs throughout Grey-Bruce.

MEALS for **Hanover &/or Walkerton Meals on Wheels Saugeen Central Day Away Meals**

REQUEST FOR TENDER

**For a suitable and reliable food source for meals to supply
Hanover & Walkerton Meals on Wheels Program & Saugeen Central Day Away Meals,
Saugeen Central Dining Club**

General Requirements

1. Approximately 12-25 meals per day to be prepared in individual servings and available for pick up by volunteers of Hanover/Walkerton Meals on Wheels, five days per week, Monday to Friday.
2. The menu will offer a variety of foods to avoid repetition and to maximize nutrition.
3. Food is prepared under sanitary conditions following safe food handling practices.
4. Food is prepared in a kitchen that is inspected by Public Health inspectors.
5. The Provider must have a comprehensive liability insurance policy with a policy limit of at least \$1,000,000.

A detailed information package including submission requirements is available at www.homecommunitysupport.com or by calling 519-372-2091 ext 2821

Closing Date

Sealed tenders, in envelope, clearly marked as to contents, will be received by:

Cindy Zettler

Team Leader, Home & Community Support Services Grey Bruce

90 7th Ave

Hanover, Ontario

N4N 1N1

czettler@homecommunitysupport.com or 519-372-2091 ext 2821

By 4:30 p.m., March 29, 2018

Lowest or any tender not necessarily accepted.

The tender will negotiate a contract with Home and Community Support Services of Grey-Bruce until March 31, 2019



Home & Community Support Services of Grey-Bruce

Supply Specifications and Standards Meal Programs

Menu

- Follow guidelines in Canada's Food Guide. Approximate portions sizes are listed below.
- Foods will be generally acceptable to the tastes and physical needs of the Clients.
- The menu will offer a wide variety of foods to avoid repetition and to maximize nutrition.
- A substitute item will be provided when the menu item is not tolerated
- Special diet requests will be followed, trying to match the regular diet menu as much as possible.

Meat, Fish, Poultry or Alternative	90 g
Vegetable: Salad	250 ml
Other	125 ml
Soup	200 ml
or juice	125 ml
Potato (or alternative)	1 medium
Bread or roll (with butter)	1 slice/small roll
Dessert	cake/pie/pudding

Quality Assurance

The Provider agrees that all meals to be provided will be provided in a professional and competent manner in accordance with the Health Protection and Promotion Act (1983) of Ontario, all Health Regulations and in particular, the following:

- **Preparation Standards:** It is expected that the meals will be cooked and immediately packaged and assembled to be ready not more than 10 minutes before pickup time/ delivery time. All meals are packaged in packaging that will maintain hot food temperature of 60 degrees Celsius or cold food temperature of 0-4 degrees Celsius for up to one hour.
- **Ingredient Standards:** All meat products are to be government inspected and fresh ingredients and prepared product are to be adequately refrigerated.

- **Sanitation Standards:** Policies and procedures must be in place to ensure that the facilities and equipment are maintained in a clean and sanitary condition.
- **Meal Safety Standards:** Foods must be prepared following standards set out by the Public Health Unit.
- **Meal Containers:** Storage and appropriate dishwashing facilities must be provided by the Provider for the containers used to prepare and transport the food. Home and Community Support Services of Grey-Bruce will be responsible for serving the food once it is delivered to Day Away / Meals on Wheels volunteers. Insulated bags will be provided for cold and hot foods to allow safe transport of the meals, if required. Reusable containers will be used for Meals on Wheels, and these containers will be stored by the provider. Containers used for bulk packaging of meals for Day Away must also be stored by the Provider
- **The Provider will provide a copy of the Public Health Inspection Report on an annual basis. The Home and Community Supports Services of Grey Bruce Manager or designate will complete a Quality Audit once per year.**

Insurance

- **The Provider agrees that it shall maintain a comprehensive liability insurance policy with a policy limit of at least \$1,000,000.00. This policy shall include coverage for any negligent acts, errors or omissions made by its employees or agents. The Provider shall provide proof of insurance.**

Hanover Walkerton Meals on Wheels & Saugeen Central Day Away

Sample Menus for Consideration

Entrees

Macaroni Casserole, Garlic Bread, Tossed Salad
Ham, Potatoes, Vegetable,
Chicken, Rice, Green Beans
Pork Loin, Potatoes, Carrots
Hamburgers or Sausage on a Bun, Assorted Summer Salads
Meatballs in Sauce, Pasta, Caesar Salad
Quiche, Soup, Coleslaw
Lasagna, Salad, Garlic Bread
Fish and Chips, Coleslaw, Peas
Roast Beef and Gravy, Potatoes, Mixed Vegetables
Assorted Soups, Wraps or Sandwiches
Beef Stew, Roll, Salad
Chicken Pot Pie, Salad, Mixed Vegetables
Breaded Fish, Home Fried Potatoes, Peas, Turnip

Desserts

Fresh Fruit
Puddings
Cake
Applesauce and cookie
Pie
Custard

The menu is a sample of the meals that we provide in our Meals on Wheels program. We are open to negotiating a menu and food choices that are appropriate to our Clients and their needs. Our staff are available to assist with menu planning.

Hanover Walkerton Meals on Wheels
Request for Tender
Tender Questionnaire (3 pages)

1. **Provider of Meals** _____

2. **Contact Name** _____

3. **Address** _____

4. **Telephone Number** _____

5. **Email address** _____

6. **Fax** _____

7. **I can provide meals for**

- Meals on Wheels Hanover**
- Meals on Wheels Walkerton**
- Adult Day Program**
- Dining Club**

8. **What is the minimum and maximum number of meals that you can prepare on a daily basis to meet the requirements of this Tender?**

Minimum _____ **Maximum** _____

9. Meals for our Meals on Wheels Program are required between 11 am - Noon. Can you accommodate Meals on Wheels meal preparation at this time?
 Yes No

Do you have a preference about Meals on Wheels pick up time?

- I prefer Noon pick up time for Meals on Wheels.
 I prefer 11am pick up time for Meals on Wheels

10. Please check the list below to indicate which diet modifications you can accommodate:

- Diabetic Dessert
 Low Salt Diet
 Vegetarian Diet
 Minced or Pureed Meal
 Substitute Entrée due to Food Allergy or Intolerance
 Gluten Free

11. Can you provide adequate storage space for reusable containers for Meals on Wheels, Insulated Bags, and containers for Bulk Packaging for Day Away?

- Yes No

12. Adult Day program meals are required to be prepared for 1145 pick up – are you able to accommodate this time?

- Yes No

13. Please indicate what rate you will charge per meal to meet the requirements of the Tender. _____

14. Dining Club is held on the first Wednesday of each month. Would you be able to accommodate 30-50 noon hour meals on these days?

- Yes No

Dining Club meals tend to be more extensive, this dining experience is expected to be similar to going out for dinner, although cost still needs to be reasonable for our clients. Please indicate your charge to meet these requirement for the tender.
