

Date: June 21, 2019
Addendum Number: Two
RFP Number: 003-19
RFP Title: ESP Home Delivered Meals Program

Questions & Answers

Q1: It is my understanding that the HDM providers must be able to deliver daily meals as well as a weekly delivery, please confirm.

A1: COA is interested in bidders who are able to deliver all meal types, both daily and weekly.

Q2: Are providers required to offer hot, cold, and frozen meals, or may we bid just frozen and cold?

A2: COA will consider all bids. Meal formats preferred include: (1) Chilled; (2) Frozen; (3) Hot; and (4) shelf stable. Please refer to evaluation scoring guide in the RFP. Total score will be reflective of ability to provide all meal types and formats preferred.

Q3: Are there any other COA contracted caterers who offer therapeutic, mechanically altered, gluten free or lactose free other than Derringers?

A3: Currently all contracted meal providers are required to offer therapeutic and mechanically altered meals. The Gluten Free and Lactose Free meal types is new to this contract. For clarification, at this time Derringer does not provide Gluten Free or Lactose Free meals. They plan to be able to provide in the future.

Q4: It is my understanding that COA is now allowing HDM Providers to also deliver to the consumer residence, please confirm.

A4: HDM providers currently contracted with COA, deliver to the consumer's residence.

Q5: If we use the contracted caterer now, do we have the ability to change caterer at any time during the contract period? Can we add counties/zones after awards are made?

A5: Yes, you can change caterers, however, you must abide by the requirements of the RFP, the terms of the contract, as well as the scheduled zones and unit rates. These cannot be adjusted. The zones, counties, and rates are locked upon the time of the contract. The only exception to changing contracted zones/counties, would be if there were a capacity issue in a specific county & zone.

Q6: Clarification- Sections 2 and 3, do we need to complete in the RFP if we use COA contracted Caterer?

A6: Yes, all proposals are required to complete the 2nd Level Evaluation- The Organization and Capabilities Overview, and 3rd Level Evaluation- Personnel, Staffing and Training.

Q7: When will the contracted caterer have Gluten or Lactose Free meals available?

A7: Derringer is aware of the new meal type requirements and report that they will have both Gluten Free and Lactose Free meals available by Oct 1, 2019. Bidder is responsible to secure the required meal types with your meal producer of choice.

Q8: Under Section E in the contract- Special Conditions for Home Delivered Meals, #5 designated staff shall be trained in first aid and CPR. Please clarify. Due to risk management, we do not want our drivers providing first aid or CPR.

A9: COA has decided this special condition will be removed from the new contract.

Q10: Please clarify #7 under special conditions. Does this pertain to release of information?

A10: Yes - for anyone being given information that is not COA's ESP staff. Because ESP contracted providers enter into a Business Associate Agreement with COA the release of information is not required when working directly with COA.

Q11: Would you please explain the Preble and Hamilton County, OH and Indiana zip codes that are included in the Butler County West Zone? Are there Butler County residents who live in those zip codes? Please estimate how many households (not older adults) this might be?

A11: Mailing Zip Codes may be in more than one county. Case managers verify county of residence for all clients. HDM clients must reside in Ohio in one of the four counties listed in this RFP (Butler, Clinton, Hamilton, Warren). County ESP funds will not be used for non-county residents. Refer to Table #2 in the RFP for volume estimates.

Q12: Commencement of services: #5- does the question apply for new bidders or all?

A12: #5 Emergency Preparedness applies to all bidders.

Q13: Meal Options/Food Choices- how do we answer, we get meals from Derringer. We are only limited if they are limited in their ability to provide gluten free, lactose free etc. Also, we don't have control on the frequency of the menu rotations, and the food choices (Cincinnati Chili, Green Salads).

A13: Review your meal producers menu for this information. Bidder is responsible for securing all required meal types, and supplying the information required in the RFP.

Q14: Are current self-producers able to contract with other providers for meal production?

A14: Yes, current self-producers are able to contract with other providers for meal production of the meal types listed in this RFP (Diabetic, Cardiac, Renal, Dysphagia 1 & 2, Gluten Free, Lactose Free, Kosher). The contracted entity of your choice must meet the requirements outlined in Section Two of the RFP.

Q15: Please clarify that PASSPORT certification is not required to serve this RFP?

A15: Bidder does not have to be a certified PASSPORT provider for this RFP.

Q16: Please clarify “licensed by ODAg”.

A16: Bidder is required to be licensed by the Ohio Department of Agriculture (ODAg) to submit a proposal as a self producer or as a package meal distributor. If a bidder is submitting a proposal by contracting with an entity for packaged meals, that entity must be licensed by ODAg.

Q17: Are budget spreadsheets required, like the Title III budget sheets, for HDM?

A17: No, Budget spreadsheets are not required.

Q18: Can we bid (for buildings) saying that we will need time to ramp up to the volume needed? How do you want us to handle this?

A18: Please submit a proposal based on your capacity at the start of the contract. Keep in mind, you have multiple options to secure the meal types which may help you increase your volume at the start of contract if desired. (See also the answer to Q5 listed above.)

Q19: How is COA choosing senior buildings?

A19: The evaluation team will determine this, based on efficiency and cost savings.

Q20: What if there are buildings that are not on Table 1 that have a large number of seniors over 62, could we bid for those buildings even though they are not listed? Would you consider grouping/clustering some of the smaller buildings that are closer together under a single provider?

A20: COA will consider all bids. Bidders can add/bid on buildings that are not on the list. We encourage you to include in your narrative the reasoning why a building should be added, or why certain buildings could be contracted to one provider as a “cluster”.

Q21: What are the current contracted meal rates that COA pays for the meals ordered in Warren and Butler Counties for each type of preferred meal format:

Chilled and ready to reheat
Frozen Placed in Freezer
Hot or reheated by the meal driver
Box/Shelf Stable for emergency use

A21: We do not have the data for the meal formats except for shelf stable. HDM is billed by daily or weekly deliveries of regular and therapeutic meals, not by chilled, frozen, or hot meals. The average cost of shelf stable meals in Butler County is \$7.19 and in Warren County is \$7.63.

Q22: Does the COA or the COA's funding providers take into account unexpected price increases, for example, should mandatory hourly wages go to \$15 an hour, requiring the provider to operate at a loss, shut down or go out of business until the next contract period?

A22: COA and COA's funders will review extraordinary environmental and economic changes, that could effect prices of Home Delivered Meals within the contract period. If warranted, a contract can be amended to address the increased meal cost.

Q23: Can a provider of hot meals be reimbursed for meals that were attempted to be delivered but client was not home to receive the meal. Resulting in loss of meal and payment?

A23: No, the cost of a meal loss due to client not being at home, cannot be re-imbursed.

Q24: Do you know if there are non-COA providers delivering meals in the COA territory and if so, do you know who they are?

A24: COA does not monitor, nor can we identify, HDM providers not contracted with COA.

Q25: Are there fillable forms available as there was with the Title III RFP?

A25: The bid forms in Section Seven of the RFP are set up in a fillable format.

Q26: What kind of consideration is made for providers that may own senior buildings? I could see how that would add value because it would streamline and make more efficient the care management, and service delivery process.

A26: COA will consider all bids. Bidder should include details in their narrative of the value they see this adding to their proposal.

Q27 Are donations still for ESP clients?

A27: Donations are still part of the ESP Home Delivered Meals program, but this RFP does not speak to other programs/services.

Q28: Is daily the equivalent of 7 days of meals?

A28: HDM daily delivery is defined as delivery of a meal to the client's residence which occurs three to five days a week and may include delivery of weekend meals. The frequency of meal delivery is established by the care manager.

Q29: In Slide 11 from the PowerPoint presented at the Bidders Meeting, how many of each of those types of meal format were provided in the 2017 data presented in the RFP?

A29: Table 2 within the RFP can give you the volume estimates for each type of meal that we tracked for that time period. We do not have this information by specific meal type as far as frozen, chilled, etc.

Q30: Can you give us a list of other meal providers that we can contract with, especially for the new meal types?

A30: We have made a best effort to create a list of meal providers that have multiple meal options available. Please understand that this is not intended to be a comprehensive list of providers. You can find the list of meal providers at the end of this Addendum.

Q31: With senior buildings is there a main drop-off, or do you have to go to each residence to deliver the meals?

A31: You must go to each residence and get the required signature.

Q32: In Table 2 of the RFP do those totals include the meals shown in Table 3 for the senior building volumes?

A32: Yes.

Q33: Can I add more zones/counties once the contract has been awarded?

A33: No, once it has been awarded the rates and zones/counties are locked. The only exception to this is if COA is experiencing a capacity issue in a specific zone/area.

Q34: We are required to have an emergency back-up plan for meals, can it be different from our regular meal provider?

A34: Yes you can have several meal providers, so long as they meet the requirements outlined in the RFP.

Q35: To clarify the answer in Slide 20 of the PowerPoint presented at the Bidders Meeting, are we required to serve Indiana?

A35: Some of the zip codes listed in the zones overlap multiple counties. We will only serve clients with this contract who reside in one of the four ESP program counties. So you would not be serving clients in Preble County, nor clients in Indiana. (See also the answer to Q11 above.)

Q36: The bid rate instructions say you must complete tables 1 & 4, but there are only 3 tables so do you mean 1 & 3?

A36: Yes. You must complete tables 1 & 3 of the bid rate worksheets, table 2 is optional and is only to be filled in if you want to bid on senior buildings. We recommend using Internet Explorer or Chrome when opening the RFP and its corresponding attachment links to ensure the attachments load properly.

Q37: When completing the bid sheet should you include volumes for building & zone?

A37: When bidding on a building, list the total capacity for the building. When bidding on a county/zone, list total capacity for the county/zone.

Q38: RFP states all bid sheets must be completed, but the bid sheets for year 4 & 5 say optional. It's required correct?

A38: Years 4 & 5 are both years COA may choose the option to extend the contract for Home Delivered Meals. That is what is meant by optional on those bid worksheets. You would need to complete bid sheets for all 5 years for the RFP.

Q39: On the bid rate worksheets do daily and weekly rates need to be the same, or just all of the boxes filled in?

A39: A bidders rate for daily and weekly meals do not need to be the same. All boxes must be completed.

Q40: Table 2 on the bid worksheets it says Warren County buildings, I assume that should be all?

A40: It should not list a county in Table 2 of the bid worksheet. This is where you put any senior buildings, in any of the four counties, you wish to bid on. We recommend using Internet Explorer or Chrome when opening the RFP and its corresponding attachment links to ensure the attachments load properly.

Q40: Will Derringer be able to meet the timeline for the new meal types?

A42: Derringer has reported they will have the new meal types available by October 1, 2019.

Q43: For other RFPs you have given page limits on the narratives, are there no limitations on the narratives for this RFP?

A43: No, there are no page limitations on the narrative portions of this RFP.

Q44: Do we have to provide rates for building and rates for non-buildings?

A44: You must supply a rate for the counties and zones you wish to be contracted for. If you wish to bid for buildings then you must also submit a rate for the applicable buildings as well. Please be aware if you bid for a building you must have also bid for the county and zone that the building(s) resides in for this to be considered for an award.

Name of Organization	Central Connections	Clossmann's	Derringer	Simply EZ Meals of Columbus Ltd.	Warren County Community Services	Wesley Community Services
Address	3907 Central Ave Middletown OH 45044	3275 Symmes Road Hamilton, OH 45015	5530 Fair Lane Cincinnati OH 45227	3593 Interchange Rd. Columbus OH 43204	570 N. St. Route 741 Lebanon, OH 45036	2091 Radcliff Dr. Cincinnati OH 45204
Phone	513-423-1734	513-942-7744	513-272-3480	614-308-1844 or 877-396-3251	513-695-2256 ext 102	513-667-2777
Contact Person	Josh Blackmore	Steve Martin	Michael Beck	Renee Flack	Amy Houpey	Jennifer Steele
Currently Sub-Contract with HDM Provider(s)	NO	NO	YES	NO	NO	NO
Have the capacity to Contract with entity's for their HDM's	YES	YES	YES	YES	YES	YES
Meal formats offered:						
Hot	X		X		X	X
Chilled	X	X	X	X	X	Pending
Frozen	X	X	X	X	X	X
Shelf Stable	X	X	X	X	X	X
Meal type available by 10-1-2019						
Diabetic	X	X	X	X	X	X
Cardiac	X	X	X	X	X	X
Renal	X	X	X		X	X
Dysphagia 1 (Pureed)	X	X	X		X	X
Dysphagia 2 (mech soft/ground)	X	X	X		X	X
Lactose Free	X	X	X	X	X	X
Gluten Free	X	X	X		X	X
Kosher						
Meal type available by 4-1-2020						
Diabetic	X	X	X	X	X	X
Cardiac	X	X	X	X	X	X
Renal	X	X	X		X	X
Dysphagia 1 (Pureed)	X	X	X		X	X
Dysphagia 2 (mech soft/ground)	X	X	X		X	X
Lactose Free	X	X	X	X	X	X
Gluten Free	X	X	X		X	X
Kosher						