Catholic Charities of Santa Clara County (CCSCC) is soliciting:

**SOLICITATION TYPE:** REQUEST FOR QUALIFICATIONS

**RFQ NUMBER:** CCSCC-CYFD0721-1

**DESCRIPTION:** Senior Nutrition Program Meal Preparation

**ISSUE DATE:** July 21, 2021

**RESPONSE DUE DATE:** Wednesday August 18, 2021

**RESPONSE DUE TIME:** 5:00 PM PST

**MAIL OR EMAIL RESPONSE TO:** Jennifer Long, Director of Compliance and QA
Catholic Charities of Santa Clara County
2625 Zanker Rd. Ste. 200
San Jose, CA 95134
Email: jlong@catholiccharitiesscc.org

**DIRECT INQUIRIES TO:** Jennifer Long, Director of Compliance and QA
Email: jlong@catholiccharitiesscc.org

All Responses are subject to the Conditions, Instructions and the Specifications attached hereto.

Late submissions will not be accepted.
REQUEST FOR QUALIFICATIONS FOR
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SECTION I. PURPOSE
Catholic Charities of Santa Clara County (CCSCC) seeks a qualified vendor to provide high quality hot, pre-packaged individual meals for older adults served by the agency’s Senior Nutrition Program in accordance with terms and conditions set forth in this Request for Quotations (RFQ). Meals will be delivered to two senior center sites in San Jose.

A vendor shall be selected through CCSCC’s evaluation of each complete response to this RFQ, considering the factors identified in the RFQ and any other factors that it considers relevant to serving the best interests of the agency. CCSCC expects to select one meal service provider as a result of this RFQ process.

CCSCC anticipates the need for the requested services beginning October 1, 2021.

SECTION II. DEADLINE AND SUBMITTAL INSTRUCTIONS
Response due date and time: Those interested in being considered as a vendor for the services described in this RFQ must submit all required information, including cost, by 5pm PST on August 18, 2021 via email submission is preferred.

Please submit responses to:

Jennifer Long, Director of Compliance and QA
jlong@catholiccharitiesscc.org
Catholic Charities of Santa Clara County
2625 Zanker Rd. Ste. 200
San Jose, CA 95134

SECTION III. RFQ SCHEDULE OF EVENTS
The following is the schedule pertaining to the RFQ process.

- RFQ release date: July 21, 2021
- Deadline for applicants to submit questions: July 28, 2021 by 5pm
- CCSCC responses to questions: July 30, 2021 by 5pm
- Proposals due: August 18, 2021 by 5pm
- Proposal evaluation completed: August 24, 2021
- Taste testing of food prepared by top scoring applicants: August 31-Sept 3
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- Final decision: September 6, 2021
- Contract begins: October 1, 2021

SECTION IV. QUESTIONS PRIOR TO SUBMISSION
Questions regarding this RFQ may be addressed to Jennifer Long via the email provided in Section II of this document. The deadline for submitting questions is 5pm on July 28, 2021. All questions will be answered by 5pm July 30, 2021. Answers will be posted on the CCSCC website at https://www.catholiccharitiesscc.org and/or answered via an email to all applicants.

SECTION V. EVALUATION PROCESS
The vendor(s) will be selected by an evaluation committee convened by CCSCC using the scoring method described in Section XIII, Evaluation Criteria. CCSCC anticipates that qualified vendors will demonstrate experience in preparing high-quality hot meals within all regulatory body guidelines, the appropriate staff credentials, and the capacity to prepare and deliver the necessary number of meals.

SECTION VI. CONTRACT PERIOD
The term of any contract resulting from this RFQ shall be for a period not exceeding 9 months, beginning in October 2021. Depending on vendor’s performance in fulfilling the contract, there may be an option to renew for the next two years in one year increments.

SECTION VII. CATHOLIC CHARITIES OF SANTA CLARA COUNTY BACKGROUND
Since 1955, Catholic Charities of Santa Clara County (CCSCC), a San José-based non-profit organization, has provided innovative services and programs in Santa Clara County advocating for families and individuals in need, especially those living in poverty. The agency works to create a more just and compassionate community in which people of all cultures and beliefs can participate and prosper. Our clients range in age from young children, youth and teens to adults and older adults, most coming from low-income households struggling to meet basic needs. CCSCC offers a full continuum of wraparound programs and services, including: housing programs; disaster recovery services; mental health services for children and adults; immigration legal assistance; refugee foster care; job skills training and placement; after-school expanded learning; child, youth, and family programs; and programming for older adults, such as, wellness services, mental health services, multi-service senior centers, senior nutrition, and Long-Term Care Ombudsman programs. Major agency focus areas include integrated services, individual and family wellness, and pathways to self-sufficiency.
SECTION VIII. SENIOR NUTRITION PROGRAM BACKGROUND

The County of Santa Clara’s Social Services Agency funds organizations to provide high-quality, cost-effective, and nutritious meals to seniors and older adults in Santa Clara County through the Senior Nutrition Program – Congregate Meals Program (“Congregate Meals Program”). The goals of the program are to reduce hunger, food access gaps, increase socialization, and promote the health and well-being of older adults by improving access to nutritious meals and other health and wellness services. As a selected vendor, CCSCC has leveraged its over 50 years of experience in providing congregate meal production through on-site fresh meal preparation at its senior centers to meet the needs of the targeted population and the County.

CCSCC’s expertise in working with the unique aspects of aging in older adults, particularly those with diverse cultural and ethnic backgrounds, began in 1964 when it opened the John XXIII Senior Center (now John XXIII Multi-Service Center), the first senior center to be established in Santa Clara County. Located in downtown San Jose, John XXIII serves those from a wide variety of cultural/ethnic backgrounds, with a focus on Asian populations. In 1966, CCSCC established what we believe was the first local senior center for Latinos. This center is now known as Eastside Neighborhood Center (ENC), which opened in its current East San Jose location in 1984. Clients of both centers are in great social and economic need, at serious risk of deteriorating mental health and depression, isolation, poor nutrition, and developing undetected physical ailments. CCSCC offers its Senior Nutrition Program at both centers during the week. Staff and volunteers provide hundreds of hot, nutritious noontime meals per day to economically disadvantaged and frail elderly in a setting where they can readily access other needed services. The meals are fresh, appealing, culturally based, and professionally designed for maximum nutritional value.

During the COVID-19 pandemic, the Senior Nutrition Program experienced changes in the ways it serves meals as well as a demographic change in the older adult populations it serves. Over 100 regular senior participants stopped coming to our centers, due to distance, lack of transport, the Shelter in Place order, and the unavailability of socialization and physical activities. Then, over 140 new senior participants entered the programs, mostly from nearby senior housing complexes. In great majority, new participants are Asian. Additionally, the Senior Nutrition Program model has changed from cook on-site to pre-prepared meal distribution. CCSCC provides a packaged meal at each center’s door from 11 AM to 12 PM, Monday through Friday.

SECTION IX. APPLICANT ELIGIBILITY CRITERIA

In order to apply, applicants must meet the following minimum eligibility requirements:
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- Applicants must be a legally recognized business in the state of California. Individuals are not eligible to apply.
- Applicants must demonstrate that they have been in business for a minimum of three (3) years
- Applicants must demonstrate that they have been performing services similar to those requested in this RFQ for a minimum of three (3) years
- Applicants must demonstrate that they maintain adequate insurance coverage as described in Section XIV- 8.
- Staff preparing meals must hold a valid Food Handler’s Card
- Must hold a current or obtain a City of San Jose Business Tax Certificate before commencing services
- Experience serving clients in Santa Clara County, particularly older adults, with meal service is preferred

SECTION X. SCOPE OF SERVICES

CCSCC seeks a vendor with a demonstrated capacity, experience, and expertise in providing high quality food service within guidelines established by applicable regulatory bodies.

Vendors will:

1. Receive weekly meal orders from CCSCC detailing the number of meals required (usually 160 per site for a total of 320 meals daily) and daily adjustments overnight, typically ranging from 10 - 20. Vendors will reference these orders to prepare the appropriate number of meals.

2. Prepare and deliver the pre-cooked hot meals daily, five (5) days per week, Monday-Friday except for agency-observed holidays. It is anticipated that there will be 181 days of meal service required in the 9-month contract period. A typical 12 month timeframe would consist of approximately 245 days of service.

   Meals will be delivered to two CCSCC senior centers - John XXIII, located at 195 East San Fernando St. San Jose, CA 95112 and ENC, 2150 Alum Rock Ave, San Jose, CA 95116. The individual “to-go” meal for seniors will contain a County Nutritionist-approved hot meal, milk and fruit. Each delivery must include an extra two meals per day per site at no cost for temperature check.

3. Follow the latest Senior Nutrition Program Policy Manual adapted from Title 22 California Department of Regulations Division 1.8, California Department of Aging and the California Retail Food Code, CRFC.
4. Ensure all meals follow the Santa Clara County Senior Nutrition Program Hot Meal Standards, as follows:
   - MEAT OR EQUIVALENT: 3 oz. cooked (edible portion) or 15g protein. Do not cook with butter or margarine. Use oil sparingly. Limit fat by using lean meats and lower fat products. Use no-salt seasonings such as herbs, garlic, vinegar, lemon, black/red pepper, ginger or curry.
   - BREAD/GRAIN: 1-2 servings (one whole grain per meal).
   - VEGETABLES: 1-2 servings (1/2 cup per serving or 1 cup per serving if raw leafy vegetables). Use low-sodium salad dressing (1 tsp/cup salad), sauces, and canned vegetables. Rinse canned vegetables thoroughly.
   - FRUIT: 1 serving (1 medium fresh or 1/2 cup canned).
   - MILK: 8 oz serving fat-free or low-fat
   - Each Meal has 750 - 900 mg sodium
   - Hot meal temperature should be 135F or above on arrival/delivered.
   - All menus and menu changes need to be approved by the SNP County Dietitian assigned to the centers.

Separately track the number of meals provided at each senior center and invoice CCSCC every two weeks in a format agreed upon by both vendor and CCSCC.

SECTION XI. PROPOSAL REQUIREMENTS

- In order to be considered for selection, eligible bidders must provide a complete response to this RFQ and submit it according to the timeline and procedures described in Section II.
- Applicants may submit no more than one (1) proposal in response to this RFQ.
- Proposals shall be signed by an authorized representative of the proposer on the Cover Sheet (Appendix A).
- All information requested must be submitted with the proposal. Failure to submit all information requested may result in the organization requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected.
- Proposals should respond to all questions and requests for information as thoroughly as possible with concise descriptions of how the proposal meets the requirements. This will allow CCSCC to properly evaluate the applicant’s capability to provide the requested services.
- Terms detailed in the submitted proposal shall remain firm for 120 days from the bid opening date.

SECTION XII. PREPARING A RESPONSE

A. Proposal format
REQUEST FOR QUALIFICATIONS FOR
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- Please use a standard 12 point font such as Times New Roman or Arial in preparing the response. Handwritten proposals will not be accepted.
- Proposals shall be single-spaced.
- All pages of the proposal shall be numbered
- Proposers shall respond to the RFQ items in the order that they are delineated in Section XII - B
- All submissions must be provided electronically via email to the contact described in Section II of this RFQ. Please submit one document containing all requested information in pdf format.

B. Proposals must be prepared as follows, in the order listed:
1. Cover sheet signed by an authorized agency representative (Attachment A)

2. Narrative – Please prepare a narrative of no more than 5 pages that succinctly responds to the following:
   i. Company background: Include an organization description with organizational structure, business structure, year founded, mission or overall company goals, location of headquarters, number of employees, and major programs and services. (*1 page maximum*)
   ii. Qualifications and experience: Applicants must describe their qualifications and experience in delivering the services requested by this RFQ, or similar services. Applicants must include the number of years they have been providing such services, target populations served, and a description of the reasons they are qualified to fulfill the RFQ requirements. Please also include a list of similar contracts or projects fulfilled over the past three years and briefly describe how your company was successful in meeting the deliverables. (*2 pages maximum*)
   iii. Staffing: Describe the staff that will be supervising and performing the services, including their relevant experience, training, and other qualifications (*1 page maximum*)
   iv. Quality assurance: Applicants must describe the methods they will use to ensure the ongoing quality of meals provided and ongoing compliance with Santa Clara County Senior Nutrition Program guidelines. (*½ page maximum*)
   v. Reporting: Please describe how you will track program activities and report to CCSCC on the meals provided (*½ page maximum*)

3. Cost proposal: Applicants must include a cost proposal accompanied by a brief, descriptive narrative. Cost proposals must include per meal cost and total cost for the 9-month project period. Note: Meals have a price cap of $5.70, including the hot meal, fruit and milk. The per-meal price should incorporate all related vendor costs,
such as packaging, labor, and delivery. There should be no additional costs listed.

4. Required Attachments
   - Copy of current City of San Jose Business Tax Certificate (business license) or proof that applicant has applied for a City of San Jose Business Tax Certificate
   - Copy of current certificate of insurance evidencing the coverage required by this RFQ
   - Copy of California Food Handler Card for any staff preparing meals.
   - Copy of the applicant’s most recent Food Facility Inspection Report
   - Using Attachment B, applicants are to list three client references for whom they have provided similar services.
   - A minimum of a 3-month sample menu with vegetarian alternatives.

SECTION XIII. EVALUATION CRITERIA

All proposals will undergo a three phase review process conducted by a qualified evaluation committee convened by CCSCC:

Phase I: Proposals will first be reviewed to ensure they meet the applicant eligibility requirements and instructions on preparing and submitting the proposal. This review will be done on a Pass/Fail basis. If a proposal is missing a required document or information, CCSCC, at its discretion, may ask the applicant to provide the information within a designated timeframe so that the proposal may move forward in the evaluation process.

Phase II: Proposals that receive a passing score in the first evaluation phase will then be scored as follows, with a maximum of 100 points available:
   - Qualifications and experience: The proposer's past experience and performance on comparable engagements: maximum of 40 points
   - Staffing: The proposer’s staffing plan and relevant qualifications of staff - maximum of 20 points
   - Reasonableness of cost: maximum of 40 points

Phase III: Applications scoring 80 and over in Phase II will be placed on a “short list” and will proceed to the taste test phase of the evaluation process. Meals will be tested by CCSCC and evaluated on a scale of 1-5. The highest scoring applicant will then be offered a contract.

SECTION XIV. GENERAL TERMS AND CONDITIONS

1. In submitting a proposal, applicant agrees that it has procured, and shall maintain, all permits, certifications, and licenses required to conduct its business lawfully and that it
shall remain informed of and in compliance with all federal and local laws, ordinances and regulations that affect fulfillment of the contract.

2. Vendors must comply with all applicable federal, state, and local wage and hour laws. Applicable laws may include, but are not limited to, the Federal Fair Labor Standards Act, the California Labor Code, and any local Minimum Wage Ordinance or Living Wage Ordinance.

3. Unless otherwise exempted or prohibited by law or Santa Clara County policy, where applicable, Contractors that contract with the County to provide Direct Services developed pursuant to a formal Request for Proposals process, as defined in County of Santa Clara Ordinance Code Division B36 (“Division B36”) and Board Policy section 5.5.5.5 (“Living Wage Policy”), and their subcontractors, where the contract value is $100,000 or more (“Direct Services Contract”), must comply with Division B36 and the Living Wage Policy and compensate their employees in accordance with Division B36 and the Living Wage Policy.

4. Where any subcontractor CCSCC utilized to perform work under the Agreement has been found in violation of any applicable wage and hour law by a final judgment, decision, or order of a court or government agency, CCSCC reserves the right to withhold payment to Contractor until such judgment, decision, or order has been satisfied in full.

5. Any costs incurred in preparing a proposal in response to this RFQ shall be the proposer's sole responsibility.

6. Any agreement resulting from this RFQ shall be subject to but not limited to the following certifications: a. Certification that it nor its principles are not debarred, suspended, proposed debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participation in this transaction by any Federal department or agency in accordance with 45 CFR Part 76. b. Certification Regarding Lobbying under Title 31, US Code, Section 1352.

7. Invoicing and Payment Terms: vendors shall invoice CCSCC every 15 days for meals provided

8. Insurance: Proposer shall, at all times, at its own expense, obtain and carry insurance coverage as follows:

   General liability
   • Comprehensive general insurance with limits not less than $1 million per occurrence and $2 million aggregate.

   Auto liability (if applicable)
   • Primary auto liability with limits not less than $1 million per occurrence covering specific vehicles to be brought onto parish/school facility.

   Workers’ compensation insurance
   • Coverage A statutory limits for the state of california.
· Coverage B employer’s liability coverage in limits not less than:
  o $500,000 each accident for bodily injury by accident.
  o $500,000 policy limit for bodily injury by disease.
  o $500,000 each employee for bodily injury by disease.

The evidence of insurance shall be provided on an Acord Form 27 (or other form acceptable to CCSCC). All such policies shall name Catholic Charities of Santa Clara County as Additional Insured and must provide endorsement evidencing such additional insured status as well as language indicating that the insurance policies evidenced shall be deemed primary to any other insurance policies available to CCSCC as non-contributory and shall include an endorsement referencing same. Said endorsement will also include language that insurer waives its rights of subrogation or otherwise against the CCSCC. Said endorsement shall also indicate that a 30-day written notice of cancellation or material change to any of the coverage evidenced in the certificate will be provided to CCSCC.

Evidence of insurance shall be forwarded to the following address and must be received at least ten days prior to the start of work:

  Catholic Charities of Santa Clara county
  Insurance & Risk Management
  2625 Zanker Road, Suite 200
  San Jose, CA  95134

Addendum: In the event that it becomes necessary to revise this RFQ, CCSCC will provide an addendum on its website and via email.

9. Proposers may submit no more than one (1) proposal in response to this RFQ. The proposal shall be completed and signed by an individual authorized to bind the firm submitting the proposal.

10. Withdrawal of Proposals: At any time prior to the hour and date set for submitting proposals, a proposer may withdraw the proposal. This will not preclude the submission of another proposal prior to the hour and date set for submission. After the scheduled time and date for submitting proposals, no proposer will be permitted to withdraw the bid unless the award is delayed for a period exceeding 60 days.

11. By submitting a proposal, the proposer represents that:
  ● They have read and understand the purpose and requirements of the RFQ.
  ● The proposer possesses the capabilities, equipment, and personnel necessary to provide an efficient and successful service.
  ● The proposer has all required licenses/certifications and insurance.

12. Receipt of Proposals: Proposers are responsible for delivering their bid on time and in accordance with RFQ requirements. Only those bids that are received by the designated
date and time will be reviewed. Those proposals received after the date and hour designated will be disqualified. Late bids will be recorded as such and put aside.

13. Award Notification: Upon completion of the proposal evaluation process, the successful proposer will be formally notified by mail or email by CCSCC.
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PART I - APPLICANT INFORMATION

| Applicant Name: | [ ] Individual/Sole Proprietor or Single-Member LLC | [ ] C Corporation | [ ]
| Type: | [ ] S Corporation | [ ] Partnership | [ ]
| | [ ] Nonprofit | [ ] Other: | [ ]

| Address: |
| Name of primary contact |
| Title: |
| Email: | Phone: |
| Years in business: |

| Signature: |
| Printed Name: | Date: |

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Catholic Charities of Santa Clara County
# ATTACHMENT B – REFERENCES

**RFQ NUMBER: CCSCC-CYFD0721-1 – SNP Meal Preparation**

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<tr>
<th>Client Name and Address</th>
<th>Primary Contact Name, Phone &amp; Email</th>
<th>Date of Services</th>
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<th>How services provided are similar to those requested in the RFQ.</th>
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