



REQUEST FOR PROPOSAL

Meal Services for Congregate Meal Program

July 1, 2026 – June 30, 2029

Release Date: January 22, 2026

Submissions Must be Received via email by

March 26, 2026, at 2:00 pm EDT

Contact: Elise Mendelsohn

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Email: MealsRFP2026@pcacares.org

Table of Contents	Page
Section I. General Information	
General Information for Applicants	3 – 10
Timeline Summary	11
Meal Site Locations and Meal Types	12 – 13
Section II. Proposal Format	
Proposal Narrative Guidelines	15 – 17
Section III. Meal Specifications	
Meal and Nutrition Requirements	19 – 24
Special Meals	25 – 28
Non-Food Specifications	29
Policies and Procedures	30 – 33
Section IV. Standard Meal Program Material	
Requirements for Menu Development and Menu Submission	35 – 37
Sanitation and Food Temperature Requirements and Procedures	37
Personnel	37 – 38
Nutrition Education Requirements	38 – 39
Monitoring	39 – 41
Inventory Control	41
Billing	41
Reimbursement/Credit Procedures	41 – 42
Appendix A: Sample Congregate Menu	43
Appendix B: Menu Development Information	44 – 45

Philadelphia Corporation for Aging (PCA)

Section I

General Information for Applicants

Meal Services for Congregate Meal Program

July 1, 2026 – June 30, 2029

- A. General Information for Applicants**
- B. Timeline Summary**
- C. Meal Site Type & Locations**

**Philadelphia Corporation for Aging
Meal Services for Congregate Meal Program
FY2027 – FY2029 (July 1, 2026, through June 30, 2029)**

Part A: General Information for Applicants

1. General Information

Philadelphia Corporation for Aging (PCA) is designated by the Pennsylvania Department of Aging (PDA) as the Area Agency on Aging (AAA), mandated to plan, coordinate, and administer a system of services to older persons of Philadelphia County. The functions and purposes of PCA are mandated and described by the Older Americans Act and Pennsylvania Act 70. As part of its service network, PCA provides funding for congregate meals served in senior community centers and nutrition satellite centers.

This Request for Proposal (RFP) provides interested applicants with information to prepare and submit a proposal for consideration by PCA and its senior community center subcontractors for the preparation and delivery of meals to congregate nutrition programs. Congregate meals offered to older adults in Philadelphia County include **nonkosher and kosher meals**, including hot bulk style, cold alternate meals, and other approved meal styles described herein.

2. Issuing Office and Contact Persons

PCA will contract directly with the Meal Provider on behalf of PCA network agencies for meal programs offered within senior community centers and satellite meal centers.

PCA, together with its network of agencies, reserves the right to determine the quantities of meals to be purchased from any one Provider if total orders exceed any one Provider's capacity within the contract period or if a price advantage can be achieved.

PCA is the sole point of contact for this RFP. The contact person is Elise Mendelsohn, (267) 507-2173. Email: MealsRFP2026@pcacares.org.

3. Contract Period and Service to be Purchased

PCA will award contracts to Providers for the Congregate Meal Program for the period July 1, 2026, through June 30, 2029. Unit prices will be negotiated as part of this RFP process, subject to approval by the Pennsylvania Department of Aging (PDA) and will be fixed for the duration of the three-year contract period. The number of meals may fluctuate from year to year; amendments will be issued as warranted.

The current expected breakdown of meals to be served is as follows:

Congregate Meals Category	Approximate Daily # of Meals	Number of Sites
Nonkosher	950	22
Kosher	160	3
Grab and Go Meals Category	Approximate Weekly # of Meals	Number of Sites
Nonkosher	1220	11

Service levels are a close projection but cannot be guaranteed. The approximate number of meals to be purchased is subject to change based on number of consumers and fund allocations received by the Federal and/or State government.

Daily meal numbers may fluctuate due to weather conditions, center activities and/or other unforeseen causes.

See Section I. C. Meal Site Types & Locations for the Congregate Meal Program delivery locations.

4. Type of Contract

Contracts to be awarded will be unit price contracts.

5. Question and Answer Session

Prospective applicants are encouraged to attend the Question and Answer Session. The purpose of this session will be to clarify information in this RFP. The session will be held virtually on Tuesday, February 10, 2026, at 10am.

Those interested in attending must RSVP using the form linked [here](#) to receive the Teams link for the virtual meeting. Prospective applicants can submit questions in the RSVP form. Responses to the submitted questions will be provided during the session. All RSVP forms and questions must be completed by Thursday, February 5, 2026, at 3pm.

It is the potential applicant's responsibility to submit the RSVP form to PCA by this deadline. PCA assumes no responsibility for a form that has not been received. Questions received in advance will be answered first during the Question and Answer Session. Additional questions can be submitted at a specified time during the Session.

Answers will not be official until verified in writing by PCA. Copies of the written responses from the Question and Answer Session will be posted on PCA's website. All applicants will be bound by the explanations and decisions reached as a result of the Question and Answer Session.

6. Senior Center Site visits

PCA will provide the opportunity to visit senior centers for interested applicants. Tours will be arranged on Thursday, February 12, 2026. Potential applicants should utilize the Question and Answer RSVP Form to indicate their interest in attending the tour.

7. Intent-to-bid Form

Any applicant who plans to submit a proposal in response to this RFP is required to complete the Intent-to-bid Form linked [here](#) by Thursday, February 19, 2026 by 3pm. It is the applicant's responsibility to confirm receipt by PCA. PCA assumes no responsibility for a form that has not been received.

On the form, applicants will indicate the meal categories that they intend to bid on. The form will also require information for the facility inspections including the locations, contact persons, unavailable dates, and documentation. Applicants who fail to provide required documents with the Intent-to-bid Form will be disqualified from bidding.

Only applicants who have submitted an Intent-to-bid Form by the due date and time will be scheduled for a site inspection and be eligible to submit a proposal.

8. Response Date for Proposals

To be accepted and be considered complete, ***proposals must be submitted via email to Elise Mendelsohn at MealsRFP2026@pcacares.org on or before Thursday, March 26, 2026, at 2pm.***

Any proposal submitted after 2pm (according to the time of delivery of the email) will be rejected. PCA is not responsible for non-delivery or late delivery, regardless of the reason. Late proposals will be returned unopened to the applicant.

9. Selection Committee

A Selection Committee will be appointed by PCA. The Selection Committee will read and score proposals accepted for consideration using a standardized rating form. The full Selection Committee, or a subgroup, will conduct and score facilities inspections, meal samples, and an oral presentation that are required for each qualifying applicant.

10. Facility Inspections

A facility and equipment inspection will be conducted during a site visit to the kitchen/commissary of each *local* applicant. A "local" applicant is defined as one whose current operating production facility is located within one-hours drive to PCA during day-time traffic, of which PCA will be the sole judge. The facility inspection will be scheduled by email one business day prior to the visit. The kitchens/commissaries to be

inspected must be in operation at the time of inspection. The Intent-to-bid Form submission must include any dates in February that the facility is closed or unavailable in addition to the contact person and information who will be onsite for the inspection.

PCA will not consider bids on congregate meals submitted by any applicant that lacks a local facility. This limitation includes proposed facilities that are not currently in operation.

Applicants must meet a minimum score for the Facility Inspection. Those who do not meet the minimum score will be disqualified from submitting a proposal.

11. Proposal Narrative

To be considered complete, submitted proposals must follow the order listed in the Proposal Narrative Guidelines (see Section II) and be numbered accordingly. Proposals must be electronically signed by an official authorized to bind the applicant to its provisions and be submitted by the response date and time mentioned above. If submitting a proposal for more than one meal category, each proposal must be a stand-alone submission for all sections of the Proposal Narrative.

12. Menu Submission

- a. Menu Submission for RFP
 - Menus and nutrition analysis must be submitted using PCA provided documents along with the Proposal Narrative sent by email to Elise Mendelsohn at MealsRFP2026@pcacares.org, on or before Thursday, March 26, 2026 at 2pm.
 - All documents are available on the PCA [website](#) under the section for Request For Proposals/Qualifications.
 - This submitted menu will serve as the menu to be utilized by the selected provider for the July – December 2026 menu cycle.
 - **The submitted menus and nutrition analysis must meet the requirements described in Section IV. Meal Specifications.**
- b. The following menus must be submitted:
 - Hot bulk Menu (4-week cycle)
 - Alternate Menu (4-week cycle)
 - Boxed Lunch Menu (1 week)
 - Holiday Menus (kosher: 4th of July, Mother's Day and Chanukah; nonkosher: 4th of July, Mother's Day, and Christmas)
 - Festive Meals: 5 potential occasions that meal sites would have available to them that highlight the applicant's specialty offerings.
- c. The nutrition analysis and allergen information must be submitted for:
 - Hot bulk Menu (4-week cycle)
 - Alternate Menu (4-week cycle)
 - Boxed Lunch Menu (1 week)

13. References

An applicant not currently under contract for PCA references will be contacted for evaluation. The references are required to be listed in the Proposal Narrative. Do not list PCA or PCA staff as a reference.

An applicant currently under contract with PCA will be evaluated for past performance of the meal category. For these applicants, no references are to be submitted.

14. Meal Samples

Applicants will be required to submit meal samples for each category for which a proposal has been submitted. All meal samples that are submitted must be based on the menus submitted as part of the proposal.

A complete set of single use items and disposables that will be used at the meal sites must be submitted along with the meal samples. A list of the items that are required can be found in Section III. Meal Specifications.

An applicant must submit the following samples: 3 hot bulk meals, 2 alternate meals, and 1 festive meal. There should only be servings for 8 people of each different meal. Fresh complement sides such as bread, milk, cupped fruit, and fresh fruit should be provided to serve 1 person to accompany each meal.

Meal samples must be delivered to PCA at 642 N. Broad Street, Philadelphia, PA, 19130 on Tuesday, April 14th. Additional information regarding the contact person for the day of delivery and time range will be shared upon receipt of the submitted proposal.

Applicants who fail to submit the required meal samples or do not deliver the meal samples according to the instructions will be disqualified.

Meal samples will be evaluated by the Selection Committee to determine if they meet PCA quality standards. Applicants will be notified if the submitted meal samples do not meet the minimum standards.

15. Oral Presentation

Qualified applicants will be invited to make an oral presentation. Qualified applicants are those who have met the minimum standards for the meal samples and achieved a minimum combined score.

During the presentation, the applicant will have 15 minutes to present their proposal and 30 minutes to respond to questions from the Selection Committee, and to clarify their proposal to ensure mutual understanding. At PCA's discretion, additional time may be allotted for applicants submitting multiple proposals.

The oral presentation will be held at PCA on Thursday, April 23rd. Virtual attendance or attendance by phone will not be permitted. Invitations will be sent to qualified applicants on Thursday, April 16th.

The applicant's Oral Presentation will be evaluated by the Selection Committee. The applicant must meet the required minimum score to be considered further.

16. Bid Price and Unit Cost Analysis Sheets

The applicant must fully complete the bid price and unit cost analysis sheet for each meal category. Copies of these forms can be found on PCA's website. The forms cannot be altered. Any substantive alteration to the RFP forms will automatically disqualify an applicant. The submitted forms will be kept confidential, and information shared therein will not be shared with other applicants. Prices submitted must remain at a firm maximum for a period of 90 days after submission of price bids.

Applicants should stamp or label these forms with the word "Confidential" and submit them as a separate encrypted file.

17. Proposal Submission Requirements

An applicant must submit the proposal electronically via email to Elise Mendelsohn at MealsRFP2026@pcacares.org. A separate email must be submitted for each meal type with the proposal narrative and accompanying attachments. Each email subject must include the name of the applicant and the meal category of the submission.

The following documents must be attached to each email as separate documents. All items must be including for the submission to be considered complete:

- Proposal Narrative
- Menus Submission (including menus, nutrition analysis and sample label)
- Applicant Attachments (including completed fillable pdf and associated files)
- Bid Price Sheet and Unit Cost Analysis Sheet

18. Rating of Applicants

The following describes how submissions will be evaluated.

Submission	Point Value
Facility Inspection	25
Proposal Narrative	35
Menu Submission	15
References	5
Meal Samples and Packaging Materials	20
Maximum Score	100

A qualified applicant must have passing scores for both the Facility Inspection and the Meal Samples. A passing score for the Facility Inspection is earning at least 15 points out of a possible 25 points. A passing score for Meal Samples is earning at least 15 points out of a possible 25 points.

Applicants who have passed the facility inspection and meal samples must achieve a minimum score of 75 of a possible 100 points for the subtotal score to be considered a qualified applicant. Only qualified applicants who have achieved this minimum score will be invited to make an oral presentation.

A qualified applicant will be evaluated by the Selection Committee for the Oral Presentation session. A passing score for the Oral Presentation is earning at least 6 points out of a possible 10 points. Applicants must have a passing score for the Oral Presentation for further consideration.

19. Provider Selection Process

Each contract for the Congregate Meal Program will be awarded to one provider. PCA reserves the right to determine which contracts are awarded to successful applicants and to negotiate separately with any or all applicants for any or all parts of the service and price.

20. Rejection of Proposals

PCA reserves the right to disqualify any applicant whose proposal is not fully responsive to the service specifications, the proposal format, or the specified timetables, or whose bid is not enclosed. PCA reserves the right to waive minor deviations or irregularities in any proposal, at its own sole discretion.

Any of the following will disqualify an applicant from the bidding process:

- Failure to submit an appropriate food license
- Failure to pass facility inspection
- Failure to submit meal samples or providing samples of quality not meeting PCA standards
- Failure to meet minimum subtotal score
- Failure to meet minimum standards for the Oral Presentation

21. Proposal Documents

All submitted documents and files submitted for consideration become the property of PCA upon submission and will not be returned, except for bids from applicants who did not qualify. All information contained in the proposal will be held in confidence by PCA.

22. False Information

Any applicant providing false information, as verified by PCA, will be immediately

disqualified from consideration.

23. Prior Costs

Philadelphia Corporation for Aging and its subcontractors are not liable for any cost incurred by the applicant prior to execution of a contract.

24. Economy of Preparation

Proposals are to be prepared simply and economically, providing a straightforward, concise description of the applicant's ability to meet the requirements noted in this RFP.

25. Non-Discrimination Clause

Qualified respondents are encouraged to apply, including small businesses and businesses owned by veterans, seniors, individuals with disabilities, and historically underrepresented groups. However, all submissions will be evaluated based solely on merit, the objective criteria stated in this RFP, and in accordance with applicable non-discrimination and procurement law. The Provider must agree not to discriminate against any employee or applicant for employment because of age, race, creed, religion, color, national origin, ancestry, marital status, sex, disability or other legally protected characteristic.

**Philadelphia Corporation for Aging
Meal Services for Congregate Meal Program
FY2027 – FY2029 (July 1, 2026, through June 30, 2029)**

Part B: Timeline Summary

Date	Time	Activity
Thurs., Feb 5 th	3 pm	Forms for RFP Question and Answer Session due at PCA
Tues., Feb 10 th	10 am	RFP Question and Answer Session at PCA, 642 N. Broad Street, Philadelphia, PA, 5 th Floor
Thurs. Feb 12 th	TBD	Congregate meal visits to Senior Centers (by request)
Thurs., Feb 19 th	3 pm	Intent-to-bid Form due at PCA
Feb 24 th – 27 th	TBD	Facility Inspections
Thurs. March 26 th	2 pm	Proposal due via email to Elise Mendelsohn at MealsRFP2026@pcacares.org
Tues., April 14 th	TBD	Meal samples due (details to be provided)
Thurs., April 23 rd	TBD	Oral Presentations
Weds., July 1 st		Contract Starting Date for FY 2027

**Philadelphia Corporation for Aging
Meal Services for Congregate Meal Program
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Part C: Meal Site Locations and Meal Types

Nonkosher		
PCA Subcontractor	Meal Site	Location
Caring People Alliance	Marconi Older Adult Center	2433 South 15 th St. Philadelphia, PA 19145
Catholic Health Care Services	Nativity BVM Senior Community Center	3255 Belgrade Street Philadelphia, PA 19124
Catholic Health Care Services	Star Harbor Senior Citizen Center	4700 Springfield Ave. Philadelphia, PA 19143
Catholic Health Care Services	St. Edmonds Senior Community Center	2130 S. 21 st Street Philadelphia, PA 19145
Center in the Park	Center in the Park	5818 Germantown Ave. Philadelphia, PA 19144
Intercommunity Action	The Center at Journey's Way	403 Rector Street Philadelphia, PA 19128
Lutheran Children & Family Services	West Philadelphia Senior Community Center	1016-26 North 41 st St. Philadelphia, PA 19104
Lutheran Social Mission Society	Lutheran Settlement House Senior Center	1340 Frankford Ave. Philadelphia, PA 19125
North City Congress	Northern Living Center	827 North Franklin St. Philadelphia, PA 19123
Northeast Community Center for MH/MR	Peter Bressi Northeast Senior Center	4744-46 Frankford Ave. Philadelphia, PA 19124
On Lok House	On Lok House	219 North 10 th St. Philadelphia, PA 19107

Philadelphia Corporation for Aging	Firehouse Active Adult Center	5331 Haverford Ave. Philadelphia, PA 19139
Philadelphia Corporation for Aging	Southwest Senior Center	6916 Elmwood Ave. Philadelphia, PA 19142
Philadelphia Department of Parks and Recreation	Juniata Park Older Adult Center	1251 East Sedgley Ave. Philadelphia, PA 19134
Philadelphia Department of Parks and Recreation	King Older Adult Center	2100 Cecil B. Moore Ave. Philadelphia, PA 19121
Philadelphia Department of Parks and Recreation	Mann Older Adult Center	3201 North 5 th St. Philadelphia, PA 19140

Philadelphia Department of Parks and Recreation	Northeast Older Adult Center	8100 Bustleton Ave. Philadelphia, PA 19152
Philadelphia Department of Parks and Recreation	South Philadelphia Older Adult Center	1430 East Passyunk Ave. Philadelphia, PA 19147
Philadelphia Department of Parks and Recreation	West Oak Lane Senior Center	7210-18 Ogontz Ave. Philadelphia, PA 19138
Philadelphia Housing Authority	Cassie Holly Apartments	2100 Dickinson St. Philadelphia, PA 19146
Philadelphia Housing Authority	Emlen Arms	6733 Emlen St. Philadelphia, PA 19119
Philadelphia Housing Authority	Wilson Park	2508 Jackson St. Philadelphia, PA 19145
Kosher		
KleinLife	KleinLife: Northeast Philadelphia	10100 Jamison Ave. Philadelphia, PA 19116
KleinLife	KleinLife: Satellite	10100 Jamison Ave. Philadelphia, PA 19116
KleinLife	KleinLife: Rhawnhurst	2101 Strahle St. Philadelphia, PA 19152

**Philadelphia Corporation for Aging
(PCA)**

Section II

Proposal Format

Meal Services for Congregate Meal Program

July 1, 2026—June 30, 2029

Proposal Narrative Guidelines

**Philadelphia Corporation for Aging
Meal Services for Congregate Meal Program
FY2027 – FY2029 (July 1, 2026, through June 30, 2029)**

Proposal Narrative Guidelines

Directions: Submit all information requested in the following section *in the order specified and numbered according to the specific sections of the RFP*. Answer questions in narrative form and, if needed, by attaching charts and documents.

1. Bidding Agency Experience

- a. Management Experience and Company Philosophy. Describe the applicant's company mission and values. Describe the applicant's qualifications and experience, or comparable experience, in the preparation and delivery of the type of meal category being proposed to serve at congregate meal sites. Include details about how long and how the applicant has worked to provide this service to multiple meal categories at acceptable quality, quantity, and temperature levels, within an established time schedule.
- b. References. List the other agencies or meal programs of comparable size and/or nature currently being served. Specify if food for these agencies is prepared in the same or different kitchen as proposed for this contract. Provide company name, address, phone number, and email, an authorized contact person and an alternate for a minimum of three agencies, two of which must be related to the experiences described above (1.a. Management Experience). The contact person(s) whose names are provided must be authorized to provide a reference. In addition, these agencies may be visited during the proposal evaluation process.
An applicant is not required to submit references for meal categories if currently under contract with PCA. Current contract performance will be rated by PCA for the Providers currently under contract with PCA.
Do not list PCA or PCA staff as a reference.

2. Personnel Qualifications

- a. Contract Liaison and Company's Organization. Describe the team that will be responsible for this contract if awarded. Identify the staff person designated as contract liaison and supervise the program day to day and the relationship of that person to the head of the organization. For all team members who will work with the meal sites and PCA include their name, title, job description, and resume. Indicate who is designated as the individual to handle problems, discuss menus, visit sites when requested, and attend required meetings. Attach an organizational chart which indicates these individuals, clearly identifying their relationship with each other.
- b. Registered Dietitian. Identify the Registered Dietitian(s) who will be creating, analyzing and submitting the menus and nutrition analysis for submission to PCA and providing nutrition education activities at the meal sites. Provide the resume(s) and current proof of registration with the Commission on Dietetic Registration for the

identified Registered Dietitian(s). Describe their role, including job description, methods of menu preparation and development, and nutrition education planning.

3. Meal Preparation, Packaging, and Delivery Procedures

- a. Meal Preparation and Packaging Procedures. Describe the meal preparation and packaging procedures for *all* items. For frozen Grab and Go Meals, include a thorough description of your method of freezing meals. If purchasing meals and prepackaged items from another company, provide a brief company history, a report of company experience, and any other information that will provide a complete overview of the company from which the meals are being purchased. In addition, indicate what types of menu items are prepared at the company operated facility and what types are prepackaged.
- b. Production and Delivery Staff. State how many meals, in addition to meals proposed under this contract, are prepared and packaged at the same time, in the same kitchen, and by the same staff. Attach staffing chart of all employees involved in production and delivery of meals. Asterisk (*) those positions on chart which will be new if awarded this contract. Describe how the company will accommodate any increase in production demanded by this contract. (Include additional staff, changes in physical plant, etc.)
- c. Plan of Daily Activities. Describe the plan of daily activities including time schedules (pertaining to preparation through cleanup). If bidding on more than one meal contract with PCA, describe how each plan relates to one another.
- d. Delivery Equipment. Describe the equipment and vehicle(s) that will be used to transport meals and maintain food temperatures (including size, quality, and quantity). Indicate when equipment was purchased. If the company does not currently possess the equipment, identify what will be purchased. Indicate how vehicles and drivers have the means to communicate problems such as delays that will impact delivery.
- e. Single Service Items. Describe all single-use materials and disposables that will be used in the meal program, including the manufacturer's name, order number, complete description of each paper product and/or manufacturer's specifications.

4. Administrative Policies and Procedures

- a. Training. Describe in-service training for company staff, including drivers. List dates and topics of past year's trainings. Include copies of related syllabus and/or handouts for each one.
- b. Production Sanitation and Safety. Describe the procedures at the production facility to ensure sanitation and safety in the following processes: food preparation, packaging, freezing, and storage. Include self-monitoring plan to comply with procedures. Self-monitoring plans include any tracking forms or logs, schedules, and maintenance logs.
- c. Transport and Delivery Sanitation and Safety. Describe the procedures that are followed during transportation and delivery from the production facility to delivery at the meal site. Include self-monitoring plan to comply with procedures. Self-

monitoring plans include any tracking forms or logs, schedules, and maintenance logs.

- d. Emergencies. Describe procedures to handle emergencies, including but not limited to strikes, supply chain disruptions, food/supply shortages, fires, kitchen equipment failure, vehicle/delivery equipment failure, and loss of use of production and/or distribution facility(ies). Include details about how the company will proceed if any of these examples occur during the contract period.

Philadelphia Corporation for Aging (PCA)

Section III

Meal Specifications

Meal Services for Congregate Meal Program

July 1, 2026 – June 30, 2029

- A. Meal and Nutrition Requirements**
- B. Special Meals**
- C. Non-Food Specifications**
- D. Policies and Procedures**

**Philadelphia Corporation for Aging
Meal Services for Congregate Meal Program
FY2027 – FY2029 (July 1, 2026, through June 30, 2029)**

Part A: Meal and Nutrition Requirements

1. General Information

- a. The meal must consist of a hot entrée and side dishes with fresh complementary items. The alternate meal must consist of a cold entrée such as a sandwich, salad and platter served with side dishes and fresh complementary items.
- b. Daily menus must differ regarding meat, vegetable, fruit, and dessert without repetition of any particular day within the 20-day cycle period unless approved by PCA.
- c. Meals must be attractive, palatable, and tasty, and to the extent possible must appeal to the cultural food preferences of participants. All menus must be planned in accordance with the Dietary Guidelines for reduced sugar, sodium and fat intake and increased consumption high fiber foods.
- d. Kosher Meals must comply with standards established by the Union of Orthodox Jewish Congregations of America or equivalent Jewish dietary law requirements.

2. Traditional Menu Pattern – Food Group Requirements

The following requirements are described as the Traditional Menu Pattern. The Traditional Menu Pattern must be used in menu development and service delivery for hot bulk, alternate, and boxed meals menus.

Food Group	Required Amount per Meal
Protein Source	3oz. edible (cooked) portion or equivalent.
Fruits and Vegetables	Two ½ cup servings of distinct foods (or juice) for a total volume of 1 cup or equivalent. (Raw leafy greens serving size is 1 cup/serving)
Grains	One to two servings, with a weekly average not to exceed 7 servings.
Milk	½ pint 1% milk (8oz.) or calcium equivalent.
Fortified Butter or Margarine or substitute	Optional
Dessert	Optional
Miscellaneous Foods: soup, beverages*, condiments*	As desired or needed to complement the meal.

*Do not need to be noted on menu submission forms.

3. Traditional Menu Pattern - Nutrient Requirements

Nutrient	Required Amount Each Meal
Protein	Minimum of 25 grams per meal
Carbohydrate	Maximum weekly average of 85 grams
Fat	Maximum weekly average of 35% of total calories
Calories	Minimum of 600 calories per meal Maximum weekly average of 750 calories
Fiber	Minimum weekly average of 7 grams
Sodium	Maximum weekly average of 800 milligrams or less
Calcium	Minimum weekly average of 350 milligrams
Vitamin C	Minimum of 20 milligrams per meal
Vitamin A	Minimum weekly average of 250 micrograms (RAE)

4. Traditional Menu Pattern Meal Component Specifications

- a. Entrée Protein Source: meat, poultry, eggs, cheese, fish or the protein equivalent in nuts and legumes. 3 oz or equivalent edible (cooked) portion unless menu is expected (lacto-ovo vegetarian, DASH plan, ethnic menu plan).
 - i. Equivalents for one ounce of edible protein (EP) include: 1 ounce (solid type) cheese
¼ cup cottage or ricotta cheese 1 egg
1 Tablespoons peanut butter
½ cup dried beans, peas or lentils
 - ii. A whole meat item must be served at least 2 times per week. Whole meat items are defined as a solid piece of meat, poultry or fish (e.g., chicken breast) or combination items which contain at least ½ ounce pieces of meat, poultry, fish (e.g., beef stew). Entrees which contain ground, molded, pressed, or flaked items, items mixed with other ingredients (e.g. tuna salad) or entrees made from eggs (e.g., omelet) may not be used to meet this requirement.
 - iii. Fish/seafood is encouraged to be served once a week.
 - iv. Use of vegetarian protein source is encouraged to be served at least once a week.
 - v. Pork may be used one time per cycle for the nonkosher meal program. It may only be offered on days when an alternate meal is available.
 - vi. If textured vegetable protein is used, high food quality must be maintained.
 - vii. Kosher Meal Program must include two dairy meals per week. The menu cannot include pork or shellfish.
- b. Fruits and Vegetables: two ½ cup servings of fruit and vegetables or 1 piece of fresh fruit or 1 cup raw leafy greens.
 - i. Fresh or raw fruits and vegetables must be provided at least 2 times per week in different meals.
 - ii. Fresh or frozen vegetables must be used. Canned vegetables should not be used except where necessary (e.g., beets, stewed tomatoes.)
 - iii. Fruit juice is to be counted as a serving of fruit. Fruit juice must be 100% juice. One serving of fruit juice is ½ cup. It is recommended to serve juice no more than one time a week.
 - iv. Canned fruits must be packed in natural juice.

- v. Instant mashed potatoes utilized for the vegetable requirement should be enriched with Vitamin C.
- vi. Potatoes are to be counted as a vegetable. Rice and noodles cannot be counted as a vegetable.
- vii. Legumes are encouraged to be served weekly and can be counted as a vegetable or a protein.
- viii. No food may be counted in two categories unless as part of an ethnic or vegetarian menu.
- ix. A fruit dessert may count as one of the two servings of fruits and vegetables required. The dessert must contain at least ½ cup of fruit to be counted as a fruit serving.
- x. It is recommended to serve a high potassium source or multiple fair sources of fruit and/or vegetables with a high sodium entrée.
- c. Grains: 1-2 servings with a weekly average of 7 grain servings per week.
 - i. The bread/alternate must be served as an accompaniment to, or a recognizable part of the main dish, not merely as an ingredient.
 - ii. Whole grain products should be used to meet fiber requirements. See Appendix B for a list of whole grain products.
 - iii. For examples of enriched bread/whole grain foods see, Appendix B.
 - iv. Graham crackers and granola bars may count as one of the servings of grains.
 - v. Kosher Meal Program: must serve Matzo each meal during Passover.
- d. Fortified Milk or Calcium Equivalent: each meal must offer at least one calcium rich, or calcium enriched food or beverage.
 - i. Low-fat (1% Milk fat) milk must be served. Upon request by individual meal site, nonfat (skim) milk will be made available.
 - ii. Calcium equivalents for 8 oz milk include: 1 cup yogurt
1 ½ cups cottage cheese
1 ½ ounces of cheddar-type cheese
 - iii. Non-dairy calcium equivalents can be used to meet the calcium requirement.
 - iv. All milk delivered to meal sites must be dated no fewer than 7 days prior to the actual date of expiration.
- e. Miscellaneous Foods: *optional* meal components that may enhance the overall acceptability of the meal or to contribute to toward the meal's calorie or nutritional content. Nutrient dense foods are recommended to provide additional vitamins and minerals.
 - i. Dessert is an optional meal component that can be included when it fits with the nutrient, calorie, and carbohydrate requirements.
 - ii. Fortified butter, margarine or substitute can be included when appropriate to accompany the meal components. Substitutes can include mayonnaise, salad dressing, cream cheese, oil, or bacon. These items must be packaged by the manufacturer for individual use.
 - iii. Soups and sauces can be included to enhance the meal and must fit into the nutrition requirements.
 - iv. Condiments should be provided to complement the meal. Salt and pepper disposable shakers must be provided. Other condiments, including sugar and sugar substitutes, must be packed by the manufacturer for individual use.

- f. Beverages
 - i. Water should be available to all participants at every meal.
 - ii. Ground coffee must be packaged in bulk.
 - iii. Decaffeinated instant coffee, tea bags, and nondairy creamer must be packaged by the manufacturer for individual use.

5. Food-Based Menu Pattern- General Information

- a. The Food-Based Menu Pattern should be used for specific meals as specified in this document. The Food- Based Menu Pattern must be used for individual meals only (as described in Section IV.B. Special Meals) and not for weekly averages.
- b. Nutrition analysis does not need to be completed for meals that are planned using this method.
- c. Meals planned using the Food-Based Menu Pattern must be approved and filed by PCA's Nutrition Manager.

6. Food-Based Menu Pattern Component and Nutrition Requirements

- a. Protein Source: meat, poultry, eggs, cheese, fish or the protein equivalent in nuts and legumes
 - i. Meal Amount: 3 ounces, edible portion
 - ii. Specifications:
Encourage use of whole meat items.
Encourage limited use of high fat/high sodium entrees. High fat meat is one that provides more than 8 grams of fat per ounce. High sodium entrée provides more than 650 mg of sodium per serving. Assess by utilizing food labels.
- b. Fruits and vegetables
 - i. Meal Amount: 3 servings of fruit and/or vegetables, must be distinct foods to assure requirements for Vitamin A, Vitamin C and fiber will be met. One high or two fair vitamin C sources must be served to provide a minimum of 20 grams of Vitamin C per meal.
 - ii. Specifications:
One serving is ½ cup of drained fruits or vegetables packed in 100% juice, 4 ounces of 100% juice, 1 piece of fresh fruit, or 1 cup raw leafy greens.
No food may be counted in two categories unless as part of an ethnic menu.
Potatoes must be counted as a vegetable.
Encourage use of foods providing more than 250 mcg Vitamin A per serving and foods high in potassium.
- c. Grains
 - i. Meal Amount: 1 to 2 servings.
 - ii. Specifications:
There can only be one grain served with a high carbohydrate vegetable (potatoes, corn, lima beans, and peas).
Encourage use of whole-grain products.
Foods such as pasta, rice, cereals, barley, and noodles are counted towards the grain requirement and these foods are not part of the vegetable component.

- d. Enriched Milk or Calcium Equivalent
 - i. Meal Amount: 8 oz serving of milk.
 - ii. Specifications:
 - Low-fat (1% Milk fat) milk must be served. Upon request by individual meal site, nonfat (skim) milk will be made available.
 - Cheese, yogurt, calcium enriched juice may be used as calcium equivalents.
 - Non-dairy calcium equivalents can be utilized to meet the calcium requirement if serving alternative for religious or cultural preferences.
- e. Miscellaneous Foods
 - i. Meal Amount: As desired or needed to complete the meal. Fats and desserts are considered optional meal components.
 - ii. Specifications:
 - Miscellaneous foods can include any food that may enhance a meal or contribute toward the meal's caloric or nutritional content.
 - Nutrient-dense miscellaneous foods are recommended.
 - Foods such as soups and sauces can be included to enhance food acceptability and meet the caloric requirements of the meal.
- f. Fiber: Whole grains, legumes, fruits, and vegetables should be used to increase the fiber content of the meals.
- g. Fat: Lower fat foods are encouraged.
 - i. Fat content can be reduced by using skim milk, low-fat condiments, use of poultry and fish and limiting processed meats.
 - ii. Low-fat products that do not raise the sodium content of the meal should be specified on the menu.
- h. Sodium: It is encouraged that meal programs should strive for meals low in sodium.
 - i. Meals should be prepared without added salt.
 - ii. Low sodium products should be specified on the menu to meet the sodium requirements.
 - iii. The use of processed foods should be minimized to meet sodium guidelines.
 - iv. High sodium foods, defined as those providing more than 650 mg per meal, should be limited.
- i. Calories: Minimum of 600 calories per meal.
 - i. Diabetic exchange guidelines or food labels will be utilized to estimate calorie information.

7. General Food Specifications

- a. All food purchased must conform to grade minimum and other specifications as follows:
 - i. Beef - USDA Choice or No. 1.
 - ii. Ground Beef – USDA Choice not to exceed 20% fat.
 - iii. Pork – USDA No. 1.
 - iv. Poultry – USDA Grade A.
 - v. Meat Extenders – Soy protein added to extend meat products cannot exceed 15% of the net weight of the meat used and can be used only when an acceptable product results.
 - vi. Eggs – USDA Grade A, Medium size.
 - vii. Fresh Fruits and Vegetables – USDA Grade A or USDA Grade No. 1.

- viii. Canned Fruits, Vegetables, and Juices – USDA Grade A.
- ix. Frozen Fruits, Vegetables, and Juices – USDA Grade A.
- x. Milk, Cheese, and Dairy Products - USDA Grade A.
- xi. Fluid milk served alone or used in any product must be pasteurized. Fluid milk must contain 400 IU Vitamin D per quart.
- b. All food served must conform to City of Philadelphia Title 6 Health Code. Section 6-307. *Foods Containing Artificial Trans Fats.*
- c. PCA must have free access to all records, receipts, production sheets, product specifications, and quantities of food issued to each site to determine whether the portions and food quality specified are in compliance. Recipes may be required to be reviewed and certified by PCA's Nutrition Manager.
- d. Use of convenience food items by the Provider is acceptable if the item(s) are so identified, approved in quality by PCA, and meet minimum nutritional needs as determined by PCA's Nutrition Manager. Nutrition labels are to be used by the dietitian analyzing the menu, and a copy of this information made available to PCA Nutrition Manager if requested.

**Philadelphia Corporation for Aging
Meal Services for Congregate Meal Program
FY2027 – FY2029 (July 1, 2026, through June 30, 2029)**

Part B: Special Meals

1. Alternate Meals

- a. To increase variety and options to address consumer preferences Alternate Meals must be offered. Alternate Meals are a cold menu offered as a different option for consumers to select instead of the regular, hot meal. The Provider agrees to make a cold menu option available to individual meal sites.
- b. Menus must meet all requirements for the Traditional Menu Pattern and must be submitted to PCA for approval.
- c. PCA reserves the right to accept or reject the menu options offered by the Provider.
- d. Alternate Meals must be made available to nonkosher meal sites at least 4 times per week and kosher meal sites 2 times per week. The goal is to have the Alternate Meals menu available to be ordered five days a week for the nonkosher meal program. The number of Alternate Meals to be served each week for each meal type will be determined at the outset of the contract.

2. Boxed Meals

- a. Meals which require no heating must be available to meal sites at no extra cost. Boxed Meals can include sandwiches, salads, platters, etc.
- b. These meals must be individually packaged, and the container sealable. Each menu item must be individually packaged to prevent spillage and maintain quality.
- c. Boxed Meals must be freshly prepared.
- d. Boxed Meals may not be frozen or have been previously frozen.
- e. A one week, 5-day, menu must be submitted for Boxed Meals at the beginning of each fiscal year and/or whenever changes have been made. Menus must meet all requirements for the Traditional Menu Pattern and must be submitted to PCA for approval.

3. Grab and Go Meals

- a. Includes individually frozen meals and fresh complements that mirror the hot bulk menu. The menu does not need to be a separate menu submitted for approval if it follows the approved hot bulk menu.
- b. Expectation that meal sites are delivered assorted individually frozen meals for distribution to older adults who are not consuming the meal at the meal site.
 - i. Assorted meals should ensure that individuals will not be receiving multiple of the same meal to maximize variety, nutrition, and consumer satisfaction.
 - ii. Meal delivery slips should indicate the quantity of each meal type that is being delivered to ensure a proper assortment of options.
- c. Meal sites will often order large numbers of grab and go meals for delivery one to three times per week.
- d. Only offered as a part of the non-kosher meal program contract for specific meal sites in the contract.

- e. Grab and Go Meals will be paid for as a separate meal price.

4. **Holiday Meals**

- a. The Provider must provide special holiday meals for the following recognized holiday occasions:

Nonkosher	Kosher
New Year's Day	New Year's Day
Valentine's Day	Purim
Easter	Passover
Mother's Day	Mother's Day
Father's Day	Father's Day
4 th of July	4 th of July
Halloween	Rosh Hashanah
Thanksgiving	Thanksgiving
Christmas	Chanukah

- b. These holiday meals should be elevated options to celebrate each occasion.
- c. Menus must meet all requirements for the Food Based Menu Pattern and must be submitted to PCA for approval. The entrée must include a whole meat item unless otherwise agreed upon by the meal sites and PCA.
- d. The Provider must bring the planned menus for upcoming occasions to the Quarterly Menu Review Meeting to be reviewed by meal sites. Agreed upon changes must be implemented. The menus for each holiday will be the same for all sites served by the Provider.

5. **Festive Meals**

- a. The Provider will offer seven additional special occasion meals called Festive Meals. These meals and the menus will be selected on an individual basis by each meal site and scheduled throughout the contract year. Examples of special occasions could include: Cultural/Ethnic Days, Memorial Day, or Open House.
- b. Two of these occasions can be selected as a chef-assisted occasion whereas the Provider will assist on site with a chef or similar level staff person to enhance the meal service at the senior center.
- c. Menus will be agreed upon by the meal site and the Provider. Menus must meet all requirements for the Food-Based Menu Pattern and must be submitted to PCA for approval. The Provider must attempt to accommodate special menu requests such as ethnic food items whenever feasible.
- d. The Provider will develop a list of sample meal sites for the centers to use as suggested available menu items when creating their Festive Meal requests. This list is to be reviewed and updated annually by the Provider prior to the beginning of the fiscal year (July 1).
- e. The Provider must track the use of the Festive Meals by each meal site and report this information to PCA upon request.

6. Birthdays

- a. Birthday celebrations will be conducted at each meal site monthly on a date agreed upon by the Provider and meal site.
- b. The Provider will be responsible for providing cupcakes and ice cream, which will be counted as a dessert that day if there is a dessert other than fruit on the menu.
- c. Cupcakes will be decorated in a festive manner for the occasion.

7. Emergency Food

- a. The Provider must supply meal sites, within one week of the commencement of the contract term, emergency food and paper supplies as listed in the specifications below, at no extra charge. The amount of emergency food and paper supplies stored at each meal site will be large enough to service the average daily meal count plus 5%.
- b. Emergency food and paper supplies will be used by meal site in the following situations:
 - i. Provider's failure to deliver the appropriate amount of food or paper supplies.
 - ii. Late arrival of food.
 - iii. The arrival of food at unsatisfactory temperatures.
 - iv. Food is spoiled or otherwise does not meet specifications.
 - v. Items are damaged.
- c. Emergency food **cannot** be used by meal sites for any reason other than those listed above without prior permission from PCA. Emergency food **cannot** be used to replace a meal due to participant preferences or to supplement the regular meals when site did not order enough.
- d. It is the responsibility of the meal site to notify the Provider if the emergency food supply has been used for prompt replacement. The Provider will replace used items during the next scheduled meal delivery. A Meal Delivery slip to invoice the meal will be generated by the Provider unless the original meal slip can be altered to assure the emergency meal is accounted for during payment.
- e. If emergency food or supplies are used for reasons other than those listed above, the meal site will reimburse the Provider for its cost. The Provider will substantiate the cost of the emergency items to PCA upon request. If the emergency meal is used correctly according to listed criteria, the Provider will be paid at the contracted meal price for meals served using the emergency meal foods.
- f. Emergency food must be dated on the label by meal site upon delivery. The Provider is responsible for prompt replacement of food each fiscal year (during the first week of July) regardless of if the supply has been replaced at another time during the year. The expiration dates of the items must not occur during the 12 month time period. It is the responsibility of the Provider to keep documentation of the collection and redistribution of emergency meals and submit this information to the Nutrition Manager by July 31. Unused emergency food is the property of the Provider and will be returned at the end of the contract period.
- g. Emergency food must include the following:
 - i. Canned fruit – packed in 100% fruit juice, sufficient amount to provide ½ cup drained fruit per participant.
 - ii. Tuna – a sufficient number of 4 lb. cans to provide each participant with 3 oz. of tuna.

- iii. Three bean salad – # 10 cans. Sufficient amount to provide each participant with $\frac{1}{2}$ cup serving.
- iv. Crackers – individually wrapped in portions and sufficient amount to provide 2 graham cracker squares/person or 6 saltine crackers/ person or oatmeal raisin granola bar.
- v. Mayonnaise – sufficient amount to mix with tuna.
- vi. Pickle relish – in sufficient amount to mix with tuna.
- vii. Milk – Non-fat dry milk in sufficient amount to provide each participant with 8 fluid ounces.

**Philadelphia Corporation for Aging
Meal Services for Congregate Meal Program
FY2027 – FY2029 (July 1, 2026, through June 30, 2029)**

Part C: Non – Food Specifications

1. Single-Use Items

- a. The Provider will provide disposables in sufficient meal count quantities to cover average daily meal counts plus 5%.
- b. Substitution of these disposables may be permitted when the replacement item is of comparable quality and size to the original, at the discretion and approval of PCA.
- c. PCA is eliminating the use of Styrofoam materials for this meal program which should be reflected in the materials that are used for meal service at all congregate meal sites.
- d. Depending upon the menu for the day, the following items will be provided at each meal site:
 - i. Placemats: 9 ¾" x 14"; white, colored and themed in keeping with required Holiday Meals, such as Valentine's Day.
 - ii. Napkins: 17" x 17"; color-coordinated with placemats and/or disposables
 - iii. Dinner Plates: 9" three-compartment laminated round dinner plate; or other type of plate as approved by PCA
 - iv. Bread Plates: 6" for bread or dessert (must be firm); should match dinner plates
 - v. Cups: 6 oz. hot cups and 12 oz. cold cups (for iced tea only)
 - vi. Flatware: Knife, fork, spoon - medium grade; must be prepackaged
 - vii. Soup Spoons: Medium grade (for soup only); must be prepackaged
 - viii. Dessert Dishes: 5 oz. (as needed, based upon menu); should match dinner plates
 - ix. Soup & Salad Bowls: 8 oz. (as needed, based upon menu); should match dinner plates
 - x. Stirrers for coffee: Plastic or wood
 - xi. Straws: Individually wrapped
 - xii. Polyethylene disposable gloves
 - xiii. Plastic disposable aprons
 - xiv. Disposable hairnets
 - xv. Trash liner: 55 gallon capacity (3 mils)

2. Emergency Disposables

- a. The following emergency paper supplies, in quantities to cover average daily meal count plus 5%, must be provided to and maintained at each meal site:
 - i. Placemats: 9 ¾" x 14"
 - ii. Napkins: 17" x 17"
 - iii. Dinner Plates: 9"; three-compartment laminated round dinner plate; or other type of plate as approved by PCA.
 - iv. Cups: 6 oz. foam hot cups; 5-6 oz cold cup (for juice).
 - v. Flatware: Knife, fork, spoon - medium grade; must be prepackaged.
 - vi. Dessert Dishes: 5 oz.; should match dinner plates.

Philadelphia Corporation for Aging
Meal Services for Congregate Meal Program
FY2027 – FY2029 (July 1, 2026, through June 30, 2029)

Part D: Policies and Procedures

1. Meal Orders, Changes, Cancellations

- a. Hot Bulk Meals and Alternate Meals
 - i. Standard meal ordering procedures will be agreed upon in writing by PCA and the Provider at the outset of the contract. The Provider must distribute necessary order forms and procedural information to all meal sites.
 - ii. Meal sites reserve the right to vary the quantity of meals ordered each day, provided the meal site notifies the Provider of such variance no later than **9:00 a.m.** of the ***day proceeding the day of delivery.***
 - iii. When the cause is beyond the control of meal sites, such as snowstorms, ice, and other unforeseen conditions, the Provider will accept a total cancellation of meals by 7:00 a.m. of that delivery day. The cancelled meal may be delivered/served the following day.
- b. Boxed Meals
 - i. Boxed Meals can only be used by meal sites as lunch for members on a center-sponsored trip that extends through the normal lunch time at the meal site. Boxed Meals cannot be used to replace a meal due to participant preferences or during an on-site activity that occurs during lunch time.
 - ii. ***Boxed Meals cannot be used by meal sites for any reason other than listed above without prior permission from PCA's Nutrition Manager.***
 - iii. The ordering procedures will be agreed upon in writing by PCA and the Provider at the onsite of the contract. PCA will distribute necessary order forms and policies to all meal sites.
 - iv. If a meal site serves Boxed Meals in other than the approved situations and without prior approval of PCA, they may be held responsible for cost of the meals. If the Provider suspects that a meal site may be ordering boxed meals for reasons other than the approved situations, they should immediately notify PCA's Nutrition Manager.
- c. Holiday Meals
 - i. The date of delivery for each holiday meal occasion will be agreed upon at the Quarterly Menu Review Meeting prior to the holiday. All meal sites will receive the meal on that agreed upon date.
 - ii. Holiday meal ordering procedures will be agreed upon in writing by PCA and the Provider at the outset of contract. The Provider must distribute necessary order forms and procedural information to all meal sites.
- d. Festive Meals
 - i. Before the Festive Meal order can be placed, the menu must be approved by PCA. The meal site must submit the Festive Meal Approval form to PCA at least 30 days prior to the event. PCA will notify the meal site of the approval or to address any issue and return the approved form.

- ii. The meal site is responsible for submitting this approved form to the Provider at least 30 days before the event. The Provider will contact the meal site if there is any conflict with the approved menu and the proposed date of service.
- iii. The number of meals ordered for the Festive Meal can be updated up to the business day before delivery.
- iv. The Provider must maintain records about the number of Festive Meals served to each meal site and send this information to PCA's Nutrition Manager at the end of each quarter (end of September, December, March and June).

2. Packaging and Labeling

- a. All food and supplies must be labeled with the meal site name and number of servings.
- b. Hot food must be delivered in steam table pans. Individual pans must be labeled with the type of food, the number of serving each pan contains and the serving size of the menu item.
- c. Fresh complements may be prepackaged by the manufacturer for individual use or in bulk for service.
- d. Food must be packaged and transported in a manner to avoid spillage. Time between packaging and delivery must be kept to a minimum.
- e. Boxes used to deliver fresh complements must be marked with name of component and number of servings.
- f. At the start of each menu cycle, the Provider must provide the following information for each day of the Hot Bulk and Alternate Meal menu, including the fresh complements, to PCA and meal sites:
 - i. Top 9 allergens are: milk and dairy, eggs and egg products, fish, shellfish, wheat, soy and soy products, peanuts, sesame, and tree nuts.
 - ii. Nutrition information: calories, % calories from fat, sodium, total carbohydrates, dietary fiber, protein, Vitamin A, Vitamin C, and Calcium.
- g. Meal sites must make the nutrition and allergen information available for all consumers upon request.

3. Delivery Equipment & Specifications:

- a. Hot and cold food items must be kept in separate containers during delivery. Containers used for the transport of food must cover and protect food and prevent contamination from dust, flies, and rodents.
- b. Meals transported in disposable containers, e.g., cardboard boxes, must have contents marked on the outside. Containers must be stackable.
- c. Vehicles that will maintain proper temperatures must be used for transporting meals. The Provider is responsible for providing and using appropriate vehicles and equipment for the transport of meals and is responsible for the safe and sanitary handling of the transported food until the last point of delivery.
- d. Vehicles, food transport containers and equipment must be maintained in good condition and kept clean at all times. The Provider must check delivery trucks and equipment on an ongoing basis.
- e. Food temperatures must meet the following specifications:
 - i. Hot food must be delivered at a temperature between 135 °F and 160 °F.

- ii. Foods requiring refrigeration must be transported at temperatures between 35 ° and 41 °F.
- iii. Nonhazardous foods must be transported at room temperature.

4. Delivery Procedures

- a. The Provider must deliver meals to each site at least 30 minutes before meal service begins at each site.
 - i. At the start of the contract and at the start of each fiscal year, PCA will share the meal service times for each meal site.
 - ii. Deliveries made within 30 minutes of the dictated mealtime or after are considered late. ***The Provider is responsible for notifying a meal site if delivery will be late as soon as possible and the estimated arrival time.***
 - iii. The meal site will have discretion on accepting any late deliveries that are made by the Provider.
 - iv. If the meal delivery is late and the delivered meals are not accepted, the meal site should utilize the provided emergency food to serve participants.
 - v. If the meal delivery is late and the delivered meals are accepted, PCA may adjust the invoices to reflect the number of participants that were unable to be served due to the delay.
 - vi. If meals are considered late at least 3 times in a month, the Provider must submit a written Corrective Action Plan to PCA's Nutrition Manager.
- b. ***The Provider must not leave food at a meal site unless there is an authorized person to receive the delivery.*** The meal site will inform Provider of the person authorized to accept delivery.
- c. Delivery personnel will unload and place all deliveries in designated food service areas and assist meal site personnel in placing food in freezers, refrigerators, or storage areas.
- d. Food temperatures must be checked of temperature-controlled foods at the time of delivery by meal site personnel and the driver before signing the delivery receipt. If the foods do not meet required temperature levels, the site should not accept delivery of the item(s). If this occurs, the Provider must either replace the items prior to meal service (if possible), or the meal site should use their emergency food supply. The Provider is responsible for immediate replacement of any emergency food used in this situation.
- e. All food and supplies indicated on delivery receipt must be accounted for upon delivery. The authorized representative at the meal site will not sign delivery receipt until this is done. Any discrepancies must be noted on all copies of the delivery receipt prior to signing.
- f. The Provider must supply itemized receipts and/or bills of lading for all deliveries to be signed by an authorized representative. No delivery can be considered complete until receipt has been corrected for discrepancies and signed by the meal site's representative. The Provider must leave two copies of receipt at meal site and retain copies for billing purposes.
- g. Delivery vehicles/personnel must be equipped with radios or cellular telephones to maintain contact with their commissary and/or meal sites.
- h. The Provider must perform proper cleaning of food service equipment, e.g., steam table pans, brought to meal sites. All equipment must be retrieved from each location the following business day.

- i. Soups and sauces can be included to enhance the meal and must fit into the nutrition requirements.
 - ii. Condiments should be provided to complement the meal. Salt and pepper disposable shakers must be provided. Other condiments, including sugar and sugar substitutes, must be packed by the manufacturer for individual use.
- i. Beverages
 - i. Water should be available to all participants at every meal.
 - ii. Ground coffee must be packaged in bulk.
 - iii. Decaffeinated instant coffee, tea bags, and nondairy creamer must be packaged by the manufacturer for individual use.

Philadelphia Corporation for Aging (PCA)

Section IV

Standard Meal Program Material

Meal Services for Congregate Meal Program

July 1, 2027 – June 30, 2029

- A. Requirements for Menu Development and Menu Submission**
- B. Sanitation and Food Temperature Requirements and Procedures**
- C. Personnel**
- D. Nutrition Education Requirements**
- E. Monitoring**
- F. Inventory Control**
- G. Billing**
- H. Reimbursement/Credit Procedures Appendix**
- Appendix A. Sample Menu**
- Appendix B. Menu Development Information**

**Philadelphia Corporation for Aging
Meal Services for Congregate Meal Program
FY2027 – FY2029 (July 1, 2026, through June 30, 2029)**

Part A: Requirements for Menu Development and Menu Submission

1. General Information

- a. The Provider must submit menu cycles with corresponding nutrition analysis each time a menu is submitted in the manner described herein.
- b. Menu cycles will be for periods of 6 months, with seasonal menu changes at the midpoint of each 6-month period. The menu cycles are for January 1 through June 30 and July 1 through December 31. Seasonal menu changes will be implemented in April and October, respectively.
- c. Alternate meal menus must be submitted with the hot bulk menu cycles or at other times as determined by PCA.
- d. Boxed meal menus for a selection of at least 5 boxed meals must be submitted with the July 1 through December 31 menu cycle. This menu will remain consistent for both menu cycles.
- e. Menus must accurately reflect the food that will be received at the meal sites. Menu changes or substitutions that will impact the approved menu on a regular basis may be made only when approved by PCA's Nutrition Manager. Notice of such intention must be given by Provider *prior* to delivery to the meal sites. For menu substitutions that will occur on a temporary basis due to food shortage, unavailability, or below quality standards, the Menu Substitution Log must be used according to the following procedure:
 - i. Menu substitutions must be a menu component equivalent to the food being changed and will provide a comparable nutrient profile.
 - ii. A Provider staff person must be designated by the meal provider, with approval by PCA's Nutrition Manager, to determine the appropriateness of the substitutions.
 - iii. All menu substitutions must be emailed to PCA Nutrition Manager when the substitution is made with date of substitution, original menu items and substituted menu item.
- f. The PCA Nutrition Manager has final approval of the content of all menus.
- g. The Provider must provide the center with the menu in a timely manner, at least one month before the start of service. The menu must be formatted in a way that is legible and easy to understand for center staff. Any Holiday Meals must be designated on the menu along with the date the Birthday Cake will be delivered.

2. Menu Preparation

- a. The Provider's registered dietitian(s) analyzing the nutrient content of menus must use a software program or database.
- b. The menu must meet all PCA requirements as described in Section IV. Meal Specifications. See Appendix A for a Sample Menu.
- c. Portion sizes of all items must be labeled on the menu.

- d. When combination dishes such as casseroles, soups, salads are served, the major ingredients and portion sizes must be indicated. Menu items with inexplicit names must also be described, e.g., ½ cup winter mixed vegetables (broccoli, cauliflower, carrots); or Health Salad (½ cup of fresh spinach, mandarin oranges, walnuts, raisins and one tablespoon of sweet and sour dressing).
- e. When describing entrees, the amount of the **edible portion** (EP) of the protein source must be specified and all components listed, e.g., 3 oz EP Baked Chicken or 6 oz Beef Stew with 3 oz EP Beef Cubes, ½ c. Mixed Vegetables (carrots, peas, onions) and 2 oz Gravy.
- f. When an entrée includes cheese, the type(s) of cheese in the recipe must be specified using the proper equivalents for each type, e.g., 6 oz Stuffed Shells with ½ c Ricotta Cheese, 1 oz Mozzarella Cheese, ¾ c. Pasta and 2 oz Tomato Sauce.
- g. Ingredients of menu items must be specified, e.g., 1 medium Apple (not Fresh Fruit), ½ cup Mixed Vegetables (green beans, carrots and corn), or ½ c Tropical Fruit Salad (pineapple, grapefruit and shredded coconut).

3. Menu Submission

- a. All menus must be submitted to PCA electronically. During the contract period, it is the expectation of the Pennsylvania Department of Aging (PDA) that menus are submitted using ESHA Food Processor. Any deviation from this must be agreed upon between the Provider and PCA at the outset of the contract.
- b. Dates for submission of finalized menu cycles will be determined by PCA's Nutrition Manager and communicated to the Provider Registered Dietitian.
- c. The Provider's Registered Dietitian must electronically submit:
 - i. A completed and signed PCA Dietitian Information Form with each submitted menu.
 - ii. Menu and nutrition analysis for each menu.
- d. **Menu submission will not be considered complete until all required items are received by PCA.**
- e. PCA may request that the provider forwards composition and recipe for any food items served for examination.

4. Menu Review Meetings

- a. Menu Review Meetings will be held four times a year for each meal program. Dates for menu review meetings will be scheduled at the start of each fiscal year (July 1) or at the outset of the contract.
- b. Kosher meal sites: all meetings will be held virtually and hosted by PCA on Teams.
- c. Nonkosher meal sites: two meetings where the new menu is presented will be held in person at PCA, two meetings where the seasonal menu changes are present will be held virtually on Teams.
- d. PCA requires that the Provider's representative and Registered Dietitian(s) attend each meeting in person along with PCA and meal site staff. The Provider must bring sufficient copies of the proposed menu (hot bulk and alternate), and holiday menus for all meeting attendees.
- e. The purpose of these meetings is to review the proposed new menu or seasonal adjustments to the menu, upcoming holiday menus, Provider monitoring, nutrition

education, festive meal use and to discuss issues related to meal quality, acceptability, service, etc.

- i. The meal sites and PCA reserve the right to recommend menu changes and/or substitutions at Menu Review Meetings to ensure food quality and menu acceptance. The Provider is required to make those agreed upon adjustments.
 - ii. The Provider must respond immediately with appropriate action to service problems as they are identified.
- f. The following items will be reviewed during each menu review meeting:
 - i. Festive Meal usage will be reviewed by PCA's Special Projects Coordinator and the Provider.
 - ii. The Provider's Registered Dietitian will review Nutrition Education activities provided to meal sites during the last quarter. This will include a description of topics covered and reaction of participants. A written report detailing the dates each site was visited, number of participants and outline of presentation must be submitted to PCA's Nutrition Manager at time of meeting.
 - iii. The PCA Nutrition Manager will review Monthly Test Meal Forms and Provider Problem Reports received from meal sites during the last quarter. Copies of these forms must be shared with the Provider's representative at the time of the meeting.
- g. The first Menu Review Meeting of the contract period will serve as an introductory meeting for the Provider and its meal sites. Senior Center staff, including the center directors, will get this opportunity to learn about the vendor and the meals that will be served for the contract period. The Provider will have the opportunity to present information about their company and the meal program. The Provider can elect provide meal samples during this meeting.

Part B: Sanitation and Food Temperature Requirements and Procedures

1. The Provider must comply with all federal, state, and local laws and regulations governing the preparing, handling, and transporting of food.
2. At a minimum, food temperatures must be checked and recorded at the point of final preparation, prior to delivery to the meal site (where applicable), at the point of receipt at the meal site (where applicable), and immediately prior to meal service.
3. At time of delivery, all food items must be at the proper temperature: greater than or equal to 135 °F for hot foods and less than or equal to 41 °F for cold foods. Adequate sanitary practices in handling the food in transit must also be maintained at all times.
4. All vehicles used for transportation of food must meet the regulations established by relevant governmental bodies. The Provider is responsible for providing qualified and sufficient personnel to staff vehicles during delivery.

Part C: Personnel

1. Contract Management

- a. The Provider must designate an individual who is responsible for the administration of the contract.
- b. A representative of the Provider must be available on the days of meal service to answer questions and requests.
- c. Meal sites and PCA are to be notified in writing in advance of any changes in key

personnel which may affect the meal service or program implementation.

2. Utilization of a Registered Dietitian

- a. The Provider must utilize the services of a Registered Dietitian(s) who will develop, analyze, and approve menus *and* plan and approve nutrition education programs and materials.
- b. A Registered Dietitian is an individual with a bachelor's degree in dietetics who has successfully completed the national examination of the Commission on Dietetic Registration (CDR) and maintains continuing education requirements as established by the CDR. It is recommended that the Dietitian/Nutritionist be licensed in Pennsylvania pursuant to regulations of act 99.
- c. The Registered Dietitian is *required* to attend the Quarterly Menu Review Meetings in person.

3. Initial Training

- a. The Provider's contract manager, Registered Dietitian, and/or other food service managers must be available for training in proper preparation of meals, portion control, food safety, and inventory control to meal site personnel as appropriate upon request.

Part D: Nutrition Education Requirements

1. General Information

- a. Nutrition education activities must be provided on a quarterly basis for congregate meal participants at each meal site served by the Provider.
- b. Nutrition education must include verbal instruction. Written materials such as newsletters or brochures may accompany instruction but may not be used independently in the congregate setting.
- c. It is not required that the instructor be a nutritional professional, however they must be well versed regarding the topic being discussed to be able to accurately respond to questions related to the topic.
- d. Nutrition education activities must be provided by or overseen by the Provider's dietitian. If another person is providing the education, all materials must be reviewed by the Provider's dietitian prior to any activity taking place. Students or interns providing education as part of their learning experience must have, at a minimum, a Bachelor's degree or be enrolled in an Academy of Nutrition and Dietetics Coordinated Undergraduate Program.
- e. Prior to the scheduled nutrition education sessions, the Provider's registered dietitian must submit a description of the proposed program including a minimum of one objective and a copy of any materials that will be distributed.

2. Scheduling

- a. It is the Provider's responsibility to schedule activities with individual meal sites.
- b. PCA's Nutrition Manager should be contacted with any issues related to scheduling.

3. Documentation

- a. The Provider must submit the service verification form and site schedule at the end of each quarter. The Nutrition Verification Form must be signed by the presenter and a staff person from the meal site. This form can be submitted electronically or mailed to the PCA Nutrition Manager.
- b. A copy of each nutrition education plan must be filed and be available for PCA monitoring, evaluation, and (PDA) technical assistance visits.
- c. Nutrition Education materials posted on the PDA website have been reviewed and approved by the PDA dietitian. They are available for training purposes and when used should be documented. Nutrition education materials are located on the PDA website, www.aging.pa.gov under Nutrition Tools and Resources.

4. Topic Areas

- a. The Provider's registered dietitian must plan educational activities that promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health information (as it relates to nutrition.)
- b. Nutrition education programs presented must be of immediate, practical importance to those involved and must be conducted in a manner consistent with the economic and intellectual level of participants.
- c. It is recommended that the Provider's dietitian obtain suggestions from participants regarding topics of interest for planning purposes.
- d. Topics should fall into one of these topic areas: bone health/calcium/vitamin D, budget friendly nutrition tips, cardiovascular health/cholesterol/fats/sodium, diabetes, carbohydrates/sugars, Dietary Guidelines for Americans, disease management (other than diabetes or heart disease), eating away from home (restaurants, social gatherings, fast food), food groups, food shopping tips, food safety and sanitation, general health, healthy aging, hydration/beverages, macronutrients: fat/carbohydrates/protein, micronutrients: vitamins/minerals, nutrition and eye health, nutrition facts labels, physical activity, portions/portion control, produce/farmer's markets, or weight management.

Part E. Monitoring

1. Licenses and Certificate Documentation

- a. The Provider must have a copy of each required license held for all facilities involved with serving the PCA Congregate Meal Program.
- b. A copy of any license(s) must be sent to PCA's Nutrition Manager at the beginning of the fiscal year (July 1).
- c. A Provider providing kosher meals must submit a current copy of their Kashrut Certificate each year of the contract. This must be sent to PCA's Nutrition manager at the beginning of the fiscal year (July 1).

2. Philadelphia Corporation for Aging (PCA) Monitoring

- a. PCA is required to monitor Food Service Providers (FSP) to ensure compliance with the policies and standards of the PDA Food Safety and Menu Compliance Monitoring APD 15-03-01 (found on PDA's website) and evaluate the provision of service and arrange for/provide technical assistance as needed.

- b. PCA is required to report any suspected foodborne illness to the local licensing and inspection agency and notify PDA of the number of people affected, name of the alleged food item, name of the Food Service Provider and actions taken.
- c. PCA is required to report suspected facility sanitation deficiencies to the licensing and inspection agency. PCA will also notify PDA of the actions taken.
- d. The Provider agrees to permit PCA, subcontractor, meal site, state, and/or federal personnel to monitor the services provided according to applicable regulations of local, state, and federal governments; to audit and review all records required to be maintained; and to assure compliance with all specifications.
- e. Menu compliance monitoring will address the adequacy of the Provider's food taste, quantity, quality, and safety of meals at the meal site twice annually.

3. Provider Self-Monitoring

- a. Evidence of ongoing self-monitoring must be submitted to PCA's Nutrition Manager by email two times per fiscal year by July 1 and January 1. The report must include documentation for meal site program implementation, meal preparation and documentation (described in Section E.1 - Licenses and Certificate Documentation).
 - i. Additionally, if there has been any need for Corrective Action Plans during the past period, status updates on continuation of monitoring and implementation of the plan must be included in the report.
- b. The Provider's contract manager and/or other qualified staff must conduct self-monitoring regarding meal preparation and program implementation.
- c. Meal Site Program Implementation: The Provider will assess quality and satisfaction for each meal site at least two times per fiscal year. At least one occasion must include an on-site visit.
 - i. If there are problems presented, the Provider must arrange follow-up site visits to determine if there has been adequate resolution.
 - ii. Documentation of this follow-up visit must be shared in the report.
- d. Meal Preparation: The following monitoring documentation is required for each submission to demonstration ongoing training and development in the Provider facility:
 - i. Schedule of in-service training for past 12 months. Include topics, copy of handouts (if applicable) and proof of staff attendance.
 - ii. Copy of cleaning or housekeeping schedule.
 - iii. Copy of in-house sanitation monitoring schedule and proof of monitoring for past 12 months.

4. Adulterated Products

- a. If a product is adulterated, such as a foreign object in the food or the food is suspected to be unwholesome, the meal site must contact the Provider and PCA's Nutrition Manager.
- b. The food in question will be picked up at the meal site by the Provider for investigation and documentation.
- c. The Provider must send the Nutrition Manager the results of the investigation and a written Correction Action Plan within 10 business days of the reported incident.

5. Records and Audits

- a. The Provider must maintain/retain books, records, documents, accounting records, and

other evidence relative to service provided under this contract, as necessary, for appropriate documentation, and must make such documents available to PCA as requested.

- b. Records must properly reflect all costs of whatever nature claimed to have been incurred for the performance of the contract for a period of four years after the date of the outset of contract.

Part F: Inventory Control

1. The Provider must, upon request, provide inventory control records for all disposables, emergency food and emergency disposables provided to each meal site.

Part G: Billing

1. PCA currently uses paper invoices for billing purposes but would like to introduce electronic invoicing for billing purposes. The resulting system must ensure that invoices are available for the senior center, the Provider and PCA for documentation.
2. The system to be used for invoices and billing will be determined at the outset of the contract with the Provider.
3. For the paper invoicing system, at the time of delivery to a meal site, the Provider must obtain the signature of site staff on the delivery receipt. Two (2) copies of this receipt must be left at meal site. The Provider must submit to PCA signed delivery receipts and invoices indicating actual units of service, in accordance with the reporting and invoicing schedule issued by PCA. Submitted invoices will be approved upon determination that billed amount agrees with information obtained from the individual meal sites.
4. The Provider must submit the invoices and delivery receipts to PCA's Nutrition Manager by the end of the first full week of the following month. Delays in the delivery of the documentation may result in a delay of payment to the Provider.
5. PCA will pay the Provider for each meal that meets all meal requirements, at an agreed upon unit price. If PCA determines that any portion of the invoice is not properly payable to Provider, PCA will adjust the payment to Provider. Payment to the Provider will be made by PCA within 30 days of receipt of complete invoices for the prior month's deliveries.

Part H: Reimbursement/Credit Procedures

1. If the Provider fails to deliver meals or supplies, in a timely manner, or delivers portions of meals which are inedible, or which fail to meet specifications in quantity, quality, temperature, type of food item, or any other specifications as listed in this document, of which the meal site will be the sole judge, the following procedures may be followed:
 - a. Meal site may refuse delivery of items failing to meet specifications or that have arrived too late for meal service. The Delivery receipt should be adjusted to indicate non-acceptance prior to being signed by authorized representative at meal site.
 - b. If the issue is discovered after delivery, the meal site must notify the Provider of items failing to meet specifications. The Provider may attempt to replace unacceptable items prior to meal service if possible.

- c. Meal site will reserve the right to utilize emergency food and supplies.
- d. If emergency food or supplies are used for reasons other than those listed above, the Provider will be reimbursed for its cost by the meal site.

**Philadelphia Corporation for Aging
Meal Services for Congregate Meal Program
FY2027 – FY2029 (July 1, 2026, through June 30, 2029)**

Appendix A: Sample Congregate Menu for Traditional Menu Pattern

Food Group	Mon.	Tues.	Weds.	Thurs.	Fri.
Protein	4 oz EP Baked Tilapia with 1 oz lemon sauce	Meatballs with 3 oz EP Ground Beef with 2 oz tomato sauce	Chicken Cacciatore w/ 4 oz EP Chicken	3 oz EP Pot Roast w/ 1 oz Gravy	Stuffed shells with ½ cup part-skim ricotta, 1 oz mozzarella, 2 oz tomato sauce
Fruits & Veg.	½ cup green beans 1 orange	½ cup garlic spinach with carrots ½ cup pears	¼ cup each onions and red peppers (in entrée) ½ cup cup roasted sweet potatoes	½ cup mashed potatoes ½ cup carrots	½ cup broccoli & cauliflower 1 small apple
Grains	½ cup macaroni and cheese	½ cup cooked penne	½ cup brown rice 1 oz whole wheat roll	1 slice whole wheat bread	¾ cup stuffed shells (in entrée)
Milk	8 oz 1% Milk	8 oz 1% Milk	8 oz 1% Milk	8 oz 1% Milk	8 oz 1% Milk
Misc.	1 small chocolate chip cookie		1 tsp margarine	1 tsp margarine ½ cup orange juice	

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Appendix B: Menu Development Information

1. Enriched Bread/Whole Grain Requirements

- Enriched breads or alternates must be made with whole grain or enriched or made from whole grain or enriched meals and/or flours, as the primary ingredient(s) by weight, as specified by labeling or recipe.
- Examples of whole grain foods include one of the following listed first on the label's ingredient list: brown rice, cracked wheat or bulgur, graham flour, whole grain corn, oatmeal, popcorn, pearly barley, whole oats, whole rye or whole wheat.
- One serving equals one slice of bread, or one low fat biscuit, low fat muffin, dinner roll, or square of cornbread. Additional information regarding serving sizes is found below.

2. Bread/Alternate Products

- The following can be used to meet the bread/alternate requirement: Whole grain or enriched breads, French toast, enriched macaroni and pasta products, whole grain or enriched cereals, graham crackers, low sodium Melba toast, low fat biscuits, grains, low sodium bagel chips, grits, enriched noodles or noodle products, corn tortillas and corn products made with whole grain or enriched corn meal, rice cakes, pita pockets, egg rolls, stuffing/dressing, popovers, taco shells, low fat and low sodium tortilla chips.
- The following cannot be used to meet bread/alternate requirements: commercial bread stuffing, cake, chips, unenriched corn meal or grits, cookies, cupcakes, gingerbread, ice cream cones, dessert pie crusts, popcorn, pretzels, tapioca, wheat germ, and breads containing fruits/vegetables

3. Enriched Bread Equivalents

Item	Serving Size
Bagel	½ bagel
Bagel Chips, low sodium	10 small chips
Biscuit, low fat	1 medium
Bread Sticks, hard	2 sticks
Bread Sticks, soft	1 stick
Buns, all types	½ bun
Chow Mien Noodles	½ cup
Cornbread (2" square)	1 square
English Muffin	½ muffin

French Toast	1 slice
Graham Cracker (2 ½" square)	2 crackers
Melba Toast, low sodium (oblong)	3 oblongs
Muffin, low fat	1 muffin
Pancakes (4")	2 pancakes
Pita Pocket (6")	½ pocket
Pizza Crust	1 slice crust
Popover	1 popover
Rice cake (4")	2 cakes
Roll, dinner	1 roll
Rye wafers (whole grain)	4 wafers
Saltine crackers	6 crackers
Stuffing/dressing	1/2 cup
Taco shells	2 shells
Tortilla Chips, low sodium, low fat	9
Tortillas (6" diameter)	1 tortilla
Waffles (4 ½ " square)	1 waffle

Cooked portions of cereal products such as pasta (macaroni, noodles, and spaghetti), rice, bulgur, or other grains may count toward meeting the bread requirement as follows:

Bulgur	½ cup
Pasta products, all varieties	½ cup
Rice	½ cup
Rolled oats	½ cup
Grits, enriched corn or hominy	½ cup
Barley	1/3 cup
Couscous	½ cup