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Congregate and Home-delivered Meal Programs Request for Proposal Orientation

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Introductions

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Nutrition Manager

Mike Chambers
PCA Meal Distribution Center Manager

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Philadelphia Corporation for Aging (PCA)


- Area Agency on Aging
 - Philadelphia County
 - Private non-profit organization
 - Plan and coordinate services for older adults
- PCA's Mission: *To improve the quality of life for older and disabled Philadelphians, and to assist them in achieving the greatest possible levels of health, independence and productivity.*

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Orientation Agenda

- General Information
- Congregate Meal Program
- Home-delivered Meal Program
- RFP Process: Overview
- RFP Scored Items



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MEAL PROGRAM INFORMATION

- General Information
- Congregate Meal Program
- Home-delivered Meal Program

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Menu Preparation & Submission

- Required: a Registered Dietitian must:
 - Analyze the menus prior to submission.
 - Utilize a software program or database.
 - Review and sign off on the submitted menus.
- Menu Submission
 - RFP: utilize forms provided by PCA
 - During contract: electronic submissions using ESHA Food Processor or other approved method
- PCA's Nutrition Manager has final approval of the menu

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Menu and Meal Quality Assurance

- Menu Review Meetings
 - Provider representative *and* Registered Dietitian required to attend in person
 - Consumer input from meal sites & PCA staff
- Test Meals
- PCA Monitoring
- Self-Monitoring
 - Documentation: licenses, trainings, sanitation and cleaning, etc.
 - Congregate: monitoring of meal sites including onsite visits

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Kosher Meals

- Meals must comply with standards established by the Union of Orthodox Congregations of America or equivalent Jewish dietary law requirements.
- *Glatt* kosher meals not required.
- Two dairy meals served per week.



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CONGREGATE

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Congregate Meal Program

Discover
The Best Lunch Spot
In Your Neighborhood!



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Congregate Meal Program



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CONGREGATE

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Senior Center Responsibilities

- Attend Menu Review Meetings
- Attend biannual training
- Dining supervision at mealtime
- Following the Provider's policies for ordering and cancelling meals
- Notify PCA and Provider if closing for any reason



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CONGREGATE

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Congregate Meal Program Contract Categories

Nonkosher


Kosher

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CONGREGATE 13

General Menu Information

- General Information
 - 4-Week cycle menu
 - New menu every 6 months
 - Seasonal menu changes to each menu cycle
- Hot bulk meals
 - Served at all sites Monday through Friday
- Alternate meals
 - Cold meals such as salad, sandwiches, platters
 - Nonkosher: **minimum** 4 times per week (Tuesday through Friday)
 - Kosher: 2 times per week (Wednesday & Thursday)



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General Menu Information


- Grab and Go Meals (nonkosher only)
 - Individually frozen meals with fresh complements
 - Assorted frozen meals to be delivered 1-2 times per week
- Boxed Meals
 - Yearly: one week (5-day) menu
 - To be used for events off site such as trips
 - Complete meal to be enclosed in a box

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CONGREGATE 15

Specialty Menus

- Festive Meals*
 - 7 special occasion meals
 - Scheduled individually by each meal site
- Holiday Meals*
 - 9 holiday occasions
 - Occasions are different for kosher and nonkosher program
- Birthday Cake
 - Monthly cake or cupcakes
- Emergency Food



**Meals must meet meal food-based menu pattern*

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CONGREGATE 16

Menu and Nutrition Requirements

Nutrient	Required Amount Per Meal
Protein source: meat, poultry, egg, fish	3 oz edible portion (cooked) or equivalent
Fruits & Vegetables	2 servings: ½ cup or equivalent (raw leafy greens 1 cup serving size)
Grains	1-2 servings: ½ cup or 1 slice
Milk	8 ounces 1% milk
Optional items to complement meal	Margarine, dessert, beverages, condiments

Used for hot bulk, alternate, box lunch menus

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CONGREGATE 17

Menu and Nutrition Requirements

Nutrient	Required Amount
Protein	Minimum of 25 grams per meal
Carbohydrate	Maximum weekly average of 85 grams
Vitamin C	Minimum of 20 mg per meal
Vitamin A	Minimum weekly average of 250 micrograms RE
Calories	Minimum of 600 calories per meal Weekly average less than 750 calories
Fat	Weekly average less than 35% of total calories
Sodium	Maximum weekly average of 800 milligrams
Calcium	Minimum weekly average of 350 milligrams
Fiber	Minimum weekly average of 7 grams

Used for hot bulk, alternate, box lunch menus

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CONGREGATE 18

Congregate Meal Program: Meal Quantities

Nonkosher	Kosher
<ul style="list-style-type: none"> • 22 sites • Approx. 950 meals per day 	<ul style="list-style-type: none"> • 3 sites • Approx. 160 meals per day
<ul style="list-style-type: none"> • Grab and Go <ul style="list-style-type: none"> • 11 sites • Approx. 1250 meals per week 	


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CONGREGATE 19

Congregate Meal Program: Pricing

Current Price Range:

\$4.08 - \$6.05 per meal



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CONGREGATE 20

Congregate Meal Program: Include in Congregate Meal Price

- Hot meals
- Alternate meals
- Boxed meals
- Holiday meals
- Festive meals
- Emergency meals
- Birthday cake (monthly)
- Paper supplies plus coffee and tea
- Nutrition education
 - Provided quarterly at each meal site
 - Delivered or overseen by Registered Dietitian
- Delivery of meals to meal sites
- Routine self-monitoring

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CONGREGATE 21

Congregate Meal Program: Include in Grab & Go Meal Price

- Individually Frozen Meals
- Fresh complements, including milk
- Delivery of meals to meal sites
- Provider self-monitoring

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Paper Supplies


- The Provider will provide disposables in sufficient quantities to cover average daily meal counts.
- PCA is eliminating the use of Styrofoam materials for this meal program.
- The following items will be provided to each meal site:
 - Placemats
 - Napkins
 - Dinner and bread plates
 - Cups: hot and cold
 - Flatware
 - Bowls: as needed, based upon menu
 - Coffee stirrers
 - Individually wrapped straws
 - Disposable gloves, aprons, and hairnets
 - Trash liners

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CONGREGATE 23

Monthly Invoicing

- Each invoice for delivery must include details about what has been delivered
- Invoicing system must ensure that meal provider, senior center and PCA have documentation of delivery
- Currently using a hybrid system with electronic ordering and paper invoices
- PCA is interested in moving towards a fully electronic monthly invoicing for senior centers



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HOME-DELIVERED 24

Home-delivered Meal Program



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HOME-DELIVERED

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PCA Meal Distribution Center



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HOME-DELIVERED

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PCA Choice Meals

- Designed to meet consumer preferences and needs
- Participants receive a menu that includes:
 - Meal description
 - Allergen information
 - Nutrition information
- Consumers contact PCA's MDC to order their meals each week
- Consumers who do not choose their own meals receive the set menu

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HOME-DELIVERED

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Receiving



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HOME-DELIVERED

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Storage



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HOME-DELIVERED

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Meal Packing



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HOME-DELIVERED

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Meal Packing



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HOME-DELIVERED 31

Meal Packing

Complements




Frozen Meals



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HOME-DELIVERED 32


Delivery



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HOME-DELIVERED 33

Delivery



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HOME-DELIVERED 34

Home-delivered Meal Program: Contract Categories

Frozen
Nonkosher

Cold Packs
Nonkosher


Frozen and
Cold Packs
Kosher

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HOME-DELIVERED 35

General Menu Information

- **Set Menu:**
 - 5-week cycle menu of frozen meals
 - 35 different frozen meals
- **Choice Menu:**
 - Participants have the option to choose their meals on a weekly basis from the list of the same 35 frozen meal options
 - Sent with a standard set of fresh complements
- **Menu Updates**
 - Menus are used for 6-month periods
 - Seasonal updates to fruit one time per 6-month period



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HOME-DELIVERED 36

General Menu Information

Projected ranges for the 35 meals on the menu to ensure variety.

Meal Type	Nonkosher	Kosher
Poultry	8-9	8-9
Beef	5-7	5-7
Seafood	5-9	5-9
Breakfast (at least ½ must be meat free)	4-7	4-7
Non-meat/vegetarian	6-10	6-10
Pork	0-1	n/a

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HOME-DELIVERED 37

General Menu Information


- Cold Pack Menu:
 - 5-week cycle menu of cold pack meals
 - Cold Pack menu for weekends only (2-day)
 - Considered a sandwich, platter or otherwise appropriate cold-style meal served with fresh complements
 - One meal per week must be freezable.
- Menu Updates
 - Menus are used for 6-month periods
 - Seasonal updates to fruit one time per 6-month period

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HOME-DELIVERED 38

General Menu Information

- Holiday Meals
 - 3 occasions
 - Different for kosher and nonkosher
 - Must meet Food Based Menu Pattern requirements



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HOME-DELIVERED 39

Individually Frozen Meal: Component Requirements

Nutrient	Required Amount Per Meal
Protein source: meat, poultry, egg, fish	3 oz edible portion (cooked) or equivalent
Fruits & Vegetables	1 – 2 servings
Grains	0 – 1 servings

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HOME-DELIVERED 40

Individually Frozen Meal: Nutrient Requirements

Nutrient	Required Amount
Protein	At least 17 grams in all meals
Carbohydrate	No more than 40 grams in all but 8 meals
Vitamin C	At least 20 milligrams in all but 8 meals
Vitamin A	At least 75 micrograms RAE in all but 8 meals
Calories	Minimum of 275 calories in all meals
Fat	No more than 17 grams in all but 8 meals
Sodium	No more than 500 milligrams in all but 8 meals
Calcium	At least 50 milligrams in all but 8 meals
Fiber	At least 4 grams in all but 8 meals

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Individually Frozen Meal: Additional Nutrient Information

- The following nutrients must be included in the nutrition analysis:
 - Saturated Fat
 - Added Sugar
 - Potassium
- There are no minimum or maximum standards for these nutrients

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Fresh Complements: **Weekly** Component Requirements

Category	# of Servings	Details
Fresh Fruit	2	Changes seasonally based on availability
Packaged Fruit	3	All packed in 100% juice Serving size is ½ cup
Juice	1	100% juice only Serving is ½ cup
Bread	6	Include a mix of rolls and sliced bread varieties At least 4 servings must be whole grain Recommendation: source breads lower in sodium when possible
Dessert	2	Includes items such as pastries, dried fruits, grain-based desserts
Margarine/ Fortified Butter	6	

Milk will be procured by PCA.

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CONGREGATE		43
Cold Pack: Component Requirements		
Nutrient	Required Amount Per Meal	
Protein source: meat, poultry, egg, fish	3 oz edible portion (cooked) or equivalent	
Fruits & Vegetables	2 servings: ½ cup or equivalent (raw leafy greens 1 cup serving size)	
Grains	1-2 servings: ½ cup or 1 slice	
Milk	8 ounces 1% milk	
Optional items to complement meal	Margarine, dessert, beverages, condiments	
<i>Milk will be procured by PCA.</i>		

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CONGREGATE		44
Cold Pack: Nutrition Requirements		
Nutrient	Required Amount	
Protein	Minimum of 25 grams per meal	
Carbohydrate	Maximum weekly average of 85 grams	
Vitamin C	Minimum of 20 mg per meal	
Vitamin A	Minimum weekly average of 250 micrograms RE	
Calories	Minimum of 600 calories per meal Weekly average less than 750 calories	
Fat	Weekly average less than 35% of total calories	
Sodium	Maximum weekly average of 800 milligrams	
Calcium	Minimum weekly average of 350 milligrams	
Fiber	Minimum weekly average of 7 grams	
<i>Milk will be procured by PCA and must be included in the nutrition analysis.</i>		

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HOME-DELIVERED		45
Home-delivered Meal Program: Meal Quantities		
Meal Types	Approx. Meals/Week	
Frozen Nonkosher	21,750	
Frozen Kosher	2,230	
Cold Packs Nonkosher	136	
Cold Packs Kosher	8	

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HOME-DELIVERED		46
Home-delivered Meal Program: Pricing		
Current Price Range:		
\$4.16- \$6.13 per meal		
		

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HOME-DELIVERED		47
Home-delivered Meal Program : Include in Meal Price		
<ul style="list-style-type: none"> • Meals <ul style="list-style-type: none"> • Individually Frozen Meals (nonkosher) • Cold Pack Meals (nonkosher) • Individually Frozen & Cold Pack Meals (kosher) • Holiday Meals • Delivery to central facility • Routine self-monitoring • Menu Review Meeting attendance in-person at the MDC 		
<i>Milk is NOT included in meal price</i>		

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HOME-DELIVERED		48
Required: Meal Inventory		
<ul style="list-style-type: none"> □ Maintain 1 week inventory of meals within 1 hour from the MDC that can be delivered to the MDC within 24 hours notice if necessary. <ul style="list-style-type: none"> □ Inventory of meals shall include the frozen meal plus all complements. □ The inventory must be continuously rotated on a week-to-week basis according to the set menu. □ At the start of each menu cycle the provider will need to build inventory at the MDC to meet choice meal needs <ul style="list-style-type: none"> □ Due to PCA Choice Meals, meal orders will fluctuate each week based on the needs of the consumers. 		

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Packaging Requirements: Frozen and Cold Pack

- Entrees must be packages in sealed, disposable, 2-or 3-compartment trays
 - Frozen Meals: must be oven and microwave safe
 - Cold Pack Meals: must be semi-rigid containers to avoid crushing
 - Meat and bread shall be wrapped separately and sealed in container.
- Tray dimensions shall be approximately 8 ½" x 6 ½" x 1 ½".



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Packaging Requirements: Fresh Complements

- All fresh components must be individually wrapped or packaged
 - Exception: whole fresh fruit
 - Packaged fruit and juice must be in heavy duty plastic containers with heat-sealed foil lids
- Packaging must meet requirements for efficient packing
 - e.g. size, shape, strength



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Labeling Requirements: Frozen Meal and Cold Pack

In large, clear print labels must be placed on each package stating:

- The entire contents of the tray in consumer-friendly language.
- Production date of meal, labeled as such
- Kosher meals labeled as such.
- Frozen Meals: Heating instructions for regular and microwave ovens.
- Nutrition information: calories, protein, fat, saturated fat, carbohydrates, fiber, added sugar, sodium, vitamins A & C, calcium, phosphorus, potassium
- Allergen information – top 9 allergens

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HOME-DELIVERED 52

Production Date Requirements

Frozen Meal	Cold Pack
<ul style="list-style-type: none"> • Production dates must be no more than 2 months prior to delivery. 	<ul style="list-style-type: none"> • Production dates must be no more than 2 days prior to delivery.

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Delivery Requirements

Meals must be delivered once a week to

centralized facility:

PCA Meal Distribution Center (MDC)

2810 N. 17th Street
Philadelphia, PA 19132

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RFP Process Overview

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General RFP Information

- RFP documents and links will all be on PCA's website
- Proposals accepted for each category electronically
- Contact Person: Elise Mendelsohn
- Email: MealsRFP2026@pcacares.org

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General RFP Information

- 3-year contract period
 - July 2026 – June 2029
- Unit-cost contracts
- Amended and renewed each contract year

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RFP Categories

- Congregate:
 - Nonkosher (includes Grab and Go Meals)
 - Kosher
- Home-delivered:
 - Frozen Nonkosher
 - Cold Pack Nonkosher
 - Frozen Kosher and Cold Pack Kosher

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Projected Key Dates for the RFP

RFP Released	Jan 22nd
Question & Answer Session	Feb 10th
Meal Distribution Center Tour	Feb 11th
Senior Center Tours	Feb 12th
RFP Proposals Due	March 26

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Q & A Session

- Clarify any information in the RFP that is not clearly understood
- Submit questions using the *Question Form for RFP Question and Answer Session* that will be linked on the PCA website



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Tours Hosted by PCA


- Applicants will be invited to tour the PCA Meal Distribution Center and specific Senior Centers
- RSVP for the tour using the *Question Form for RFP Question and Answer Session*

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Intent-to-Bid Form

- Applicants must submit using the form that will be linked on PCA's website
- Appropriate licenses held
- Copies of recent inspections by government agencies
- Include dates when facilities will not be available for inspection



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Provider Facility Requirements

- To submit proposal, applicant must have a local facility to operate from.
- Facility may be rented.
- **Congregate Meals:**
 - Local commissary/ production facility
- **Home-delivered Meals:**
 - Frozen: local production facility or warehouse-type storage facility
 - Cold Pack: local commissary/production facility

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Provider Facility Requirements


Licenses and documents required for the submission process:

Local commissary or production facility	Out of town production facility	Storage Facilities
A current Food License from the City of Philadelphia Department of Licenses and Inspection or equivalent license from other counties.	USDA inspected	Appropriate inspection/license documents

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Facility Inspection



- Facility Inspection score is 25% of the final score for the proposal
- Will be notified one business day prior to inspection
- Completed *prior* to proposal submitted
- Applicants proposing to use frozen meals produced out of the local area will receive only 80% of the earned Facility Inspection score.

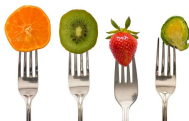
Applicants who pass the facility inspection and submit appropriate licenses will be invited to submit a proposal.

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Menu Development & Nutrition Evaluation

- Menus and nutrition analysis must be submitted using PCA provided forms
- All forms will be posted on PCA's website
- Nutrition Analysis must be completed by a Registered Dietitian
- Evaluation Criteria:
 - Menu appeal and appropriateness for PCA consumers
 - Meeting nutrition and meal requirements



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Proposal Submission Requirements

- Each submission for each meal type should be a stand-alone submission
- Proposals must be submitted by email
 - A separate email must be submitted for each meal type
 - Each email must include:
 - Proposal Narrative
 - Menus Submission
 - Applicant Profile & Attachments
 - Bid Price Sheet and Unit Cost Analysis Sheet


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Proposal Narrative

1. Bidding Agency Experience

- Management Experience
- Company Philosophy
- References



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Proposal Narrative

2. Personnel Qualifications

- Company Organization
- Contract Liaison*
 - Individual must be designated as administrative contact for program.
 - Person of contact local to PCA
- Registered Dietitian*

**Include job descriptions/resumes*


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Proposal Narrative

3. Meal Preparation, Packaging Delivery Procedures

- Procedure Descriptions
- Production & Delivery Staff
- Delivery Equipment
- Single service and packing items




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Proposal Narrative

4. Administrative Policies & Procedures

- Training
- Sanitation & Safety Procedures
- Emergency Procedures



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Proposal Narrative Tips


- Follow the proposal outline with numbering and headings
- Be as brief and specific as possible
- The document is sizeable and provides critical information to utilize in preparing the proposal
- Will be scored by a selection committee that includes PCA staff and representatives from organizations serving the meals

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Applicant Profile & Attachments

- PDF Form that will be on the PCA website
- General Applicant Information and Profile
- Rental Agreement (if applicable)
- Insurance
 - General Liability
 - Auto
 - Liability
 - Workers' compensation
 - Professional Liability



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Meal Samples

- Samples Required for all meal types bid on
- These samples **must** be meals that are on the menu submitted with the proposal narrative
- Specific directions regarding date, time and location will be provided after the proposals have been received

Applicants whose meal samples do not meet PCA's quality standards, or do not submit meal samples will be disqualified.

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Single Service or Packing Items

- Items must be submitted with the meal samples



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Qualified Applicant

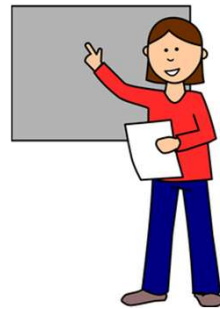
- Qualified applicants must meet all 4 criteria:
 1. Submitted appropriate licenses and documents
 2. Passed facility inspection
 3. Met PCA's quality standards for meal samples
 4. Received minimum score

Applicants who do not meet these criteria will not be invited to continue in the RFP process.

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Oral Presentation



- Qualified applicants will be invited to make an oral presentation to the Selection Committee
- Applicants will be given time to present on the proposal and respond to questions from the Selection Committee

The applicant must meet the required minimum score for the Oral Presentation to be considered further.

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Bid Price Sheet and Unit Price Analysis Sheet

- Each form must be full completed for each meal category.
- Copies of the forms will be posted on PCA's website.
- Submitted forms will be kept confidential and will not be shared with any other applicants.

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Unit Price Analysis Sheet

Note: this is an example of the table that will be on the forms in the RFP.

1. Indicate Number of Meals:		Over 1,000	
		Unit Cost	%
2. Food Cost			
A. Meat			
B. Vegetable/Fruit			
C. Vegetable/Fruit			
D. Grain			
E. Dessert			
F. Butter			
G. Milk			
H. Juice/Soup			
I. Coffee/Tea			
J. Condiments			
Total Food Cost			
3. Non-food Cost			
A. Labor			
B. Paper Goods/Packaging Materials			
C. Transportation			
D. Delivery Equipment			
E. Overhead			
F. Profit			
G. Nutrition Education			
Total Non-food Cost			
Total Unit Price*			
*Total Unit Price = Total Food Cost + Total Non-food Cost			

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Bid Price Sheet and Unit Price Analysis Sheet

- The Unit Price Analysis Sheet must be fully completed with details about each item regarding food and non-food cost to show how the unit price is determined.
- The total unit price should be a total of the non-food and food cost.
- The price on the unit price analysis sheet must match the Bid Price Sheet.

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Questions?

- Contact Person: Elise Mendelsohn
- Email: MealsRFP2026@pcacares.org
- PCA website: www.pcacares.org
 - How We Work: Request For Proposals/Qualifications

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