

**City and County of San Francisco  
Human Services Agency**

**Request for Proposals (RFP 920) for  
Nutrition Services**

- 1) Congregate Nutrition Services for  
Older Adults and Adults with Disabilities**
  
- 2) Home Delivered Nutrition Services for  
Older Adults and Adults with Disabilities**
  
- 3) Emergency Home-Delivered Nutrition Services**
  
- 4) Home-Delivered Meals Initial and Annual Assessments  
for Adults with Disabilities**
  
- 5) Home Delivered Groceries – Supplement to  
Congregate Nutrition Services and  
Home-Delivered Nutrition Services**



Date issued:	March 8, 2021
Pre-proposal conference via Zoom:	At 1:30 p.m., March 15, 2021
Letter of Intent deadline:	By 5:00 p.m., March 22, 2021
Proposal due:	By 5:00 p.m., April 12, 2021

## Request for Proposals (RFP 920) for **Nutrition Services**

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### **Appendices:**

A.	Agreement for Professional Services (form G-100)	separate document
B.	Budget Template, Congregate Nutrition Services including NCQA component	separate document
B-1.	Budget Template, Home-Delivered Nutrition Services including NCQA component	separate document

B-2.	Budget Template, Home-Delivered Meals Initial and Annual Assessment	separate document
B-3.	Budget Template, Home-Delivered Groceries	separate document
C.	Letter of Intent	separate document
D.	Site Chart, Congregate Nutrition Services	separate document
D-1.	Site Chart, Home-Delivered Nutrition Services	separate document
D-2.	Site Chart, Home-Delivered Meals Initial and Annual Assessment	separate document
D-3.	Site Chart, Home-Delivered Groceries	separate document
E.	Disability Checklist	separate document
F.	Menu Cycle Template	separate document
G.	Nutrient Analysis Form	separate document
H.	California Code of Regulations, Title 22 (Social Security) Division 1.8. (California Department of Aging)	separate document
I.	San Francisco Human Services Agency, Department of Disability and Aging Services Policy Memoranda (Updated: January 25, 2021)	separate document
J.	California Department of Aging (CDA) Program Memo No. 12-17	separate document

# Request for Proposals (RFP 920) for Nutrition Services

## I. Introduction and Schedule

### A. General

The San Francisco Human Services Agency (SF-HSA) and the Department of Disability and Aging Services (DAS) announces its intent to seek proposals from organizations interested in providing nutrition services for older adults and adults with disabilities. The nutrition services sought through this RFP include the following:

1. Congregate nutrition services for older individuals and adults with disabilities with option to add home-delivered groceries services
2. Home-delivered nutrition services for older individuals and adults with disabilities with option to add home-delivered groceries services
3. Emergency home-delivered nutrition services
4. Initial and annual home-delivered meals assessment services
5. Home delivered groceries services

DAS has allocated funding across the services based on their existing provision, identified community need, and key priorities as described in the DAS Service and Allocation Plan. SF-HSA and DAS will award multiple grants to provide the nutrition services described in this solicitation.

Table 1 below identifies the estimated annual funding for each of the general nutrition service areas and the required nutrition compliance and quality assurance (NCQA) components. Tables 2 and 3 further describe the anticipated funding by supervisorial district and/or cuisine type within congregate and home-delivered nutrition services.

Nutrition Services	Estimated Annual Funding
Elderly Nutrition Program (ENP) Congregate Nutrition Services for Older Adults	\$7,027,224
Congregate Nutrition Services for Adults with Disabilities	\$772,761
NCQA Components for Congregate Nutrition Services	\$132,385
ENP HDM Nutrition Services for Older Adults	\$8,721,344
HDM Nutrition Services for Adults with Disabilities	\$1,419,754
NCQA Components for HDM Nutrition Services (excluding initial and annual HDM assessment for adults with disabilities)	\$1,410,014
Emergency HDM Nutrition Services	\$166,530
NCQA Component - Initial HDM assessment services for adults with disabilities	\$199,137 <sup>1</sup>
NCQA Component - Annual HDM assessment services for adults with disabilities	\$159,615 <sup>2</sup>
Home-Delivered Groceries Services	\$391,757
<b>Total</b>	<b>\$20,400,521</b>

*Table 1: Estimated annual funding*

<sup>1</sup> DAS intends to award the Initial HDM Assessment for Adults with Disabilities NCQA component (\$199,137) to ONE grantee who may or may not directly provide meals to clients.

<sup>2</sup> DAS may award Annual HDM Assessment for Adults with Disabilities NCQA component (\$159,615) to more than one grantee only if DAS receives HDM nutrition services for adults with disabilities proposals from respondents that include the annual HDM assessment component, and DAS awards such respondent a grant for HDM nutrition services for adults with disabilities. Grantee awarded Annual HDM Assessment for Adults with Disabilities may or may not directly provide meals to clients.

		Congregate Nutrition Services										
		D1	D2	D3	D4	D5	D6	D7	D8	D9	D10	D11
For Older Adults	American	\$124,676	\$148,651	\$391,015		\$58,525	\$1,165,160	\$128,075	\$571,024	\$49,928	\$163,651	\$201,512
	American-Latinx		\$94,352				\$82,122			\$342,985		
	American-Southern					\$385,467					\$126,601	
	Chinese	\$370,215		\$619,118	\$258,975		\$222,158	\$132,518			\$131,978	
	Japanese					\$503,435						
	Russian	\$320,575										
	Samoan-Hawaiian										\$20,504	
	American-Breakfast						\$414,004					
For Adults with Disabilities	American	\$13,627	\$392	\$159,744		\$2,759	\$213,229	\$117,431	\$4,991		\$3,628	\$4,293
	American-Latinx		\$19,572				\$4,480			\$77,879		
	American-Southern					\$25,789					\$51,357	
	Chinese	\$3,032		\$19,248			\$4,786					
	Russian	\$11,259										
	Samoan-Hawaiian										\$7,614	
	American-Breakfast						\$27,651					
	<b>NCQA Components for Congregate Nutrition Services</b>											
\$132,385												

Table 2: Anticipated funding by supervisorial district and/or cuisine type within congregate nutrition services

<b>Home Delivered Meal Nutrition Services</b>	
For Older Adults (by cuisine type)	
American	\$6,985,193
American-Latinx	\$232,471
Chinese	\$870,843
Japanese	\$271,216
Kosher	\$90,405
Russian	\$271,216
For Adults with Disabilities (by cuisine type)	
American	\$1,419,754
NCQA Components (Excluding initial and annual HDM assessment for adults with disabilities)	\$1,410,014
Emergency Services	\$166,530
NCQA Component - Initial HDM Assessment for Adults with Disabilities	\$199,137
NCQA Component - Annual HDM Assessment for Adults with Disabilities	\$159,615

Table 3: Anticipated funding by supervisorial district and/or cuisine type within home-delivered nutrition services

**The total available funding for this RFP is estimated to be \$20,400,521 annually. The source of funding for these services is state, federal and local funds.** Payment for all services provided in accordance with provisions under this grant shall be contingent upon the availability of funds. The City does not guarantee any minimum amount of funding for these services.

SF-HSA and DAS will award funding for each type of nutrition service by supervisorial district and/or cultural cuisine, whichever applicable. Actual funding amounts may vary depending on the number and quality of bid responses received and previous service delivery in the districts and/or need for specific types of cuisine.

If a respondent in bidding on more than one service, a **SEPARATE proposal is required for each type of nutrition service:**

- **ENP congregate nutrition services for older adults** (Nutrition compliance and quality assurance components are required. Respondent should address NCQA components in each proposal submitted and include NCQA components in corresponding budgets.)
- **Congregate nutrition services for adults with disabilities** (Nutrition compliance and quality assurance components are required. Respondent should address NCQA components in each proposal submitted and include NCQA components in corresponding budgets.)
- **ENP home-delivered nutrition services for older adults** (Nutrition compliance and quality assurance components are required. Respondent should address NCQA components in each proposal submitted and include NCQA components in corresponding budgets.)
- **Home-delivered nutrition services for adults with disabilities** (Nutrition compliance and quality assurance components are required. Respondent should address NCQA components in each proposal submitted and include NCQA components in corresponding budgets.)
- **Emergency home-delivered nutrition services**
- **Initial and Annual HDM assessment NCQA components for HDM nutrition services for adults with disabilities.** (This service may be provided by an organization that do not directly provide meals to clients.)
- **Home-delivered groceries services** as a supplement to congregate nutrition services and home-delivered meals nutrition services. Please note that SF-HSA and DAS OCP will issue a

standalone procurement (RFP 938) for HDG services in fiscal year 2020-2021 for services effective from July 1, 2021 to June 30, 2025.

Respondents do NOT need to submit a separate proposal if bidding on multiple districts or cuisine types within the same nutrition service area. **Proposals will only compete against other proposals applying for the same type of nutrition services.**

**Nutrition compliance and quality assurance (NCQA) components are required for respondents bidding on congregate and/or home-delivered meal nutrition services.** Respondent should address NCQA components in each proposal submitted and include NCQA components in corresponding budgets.

**If a respondent is ONLY bidding on the Initial and/or Annual HDM assessment NCQA components for HDM nutrition services for adults with disabilities, a proposal and budget is required.**

All of the nutrition services sought through this procurement are for existing services. Any agency awarded a new grant, other than the incumbent, is required to transition existing clients from the previous provider of the current program ending June 30, 2021 to the new program beginning July 1, 2021 and must commit to developing a transition plan to transfer existing participants to the organization's nutrition services with the goal of minimal to no disruption of services.

## **B. Background**

The Department of Disability and Aging Services (DAS) is the government agency charged with coordinating services for older adults, veterans, people with disabilities, and their families to maximize their safety, health, and independence in the City. This responsibility is reinforced by DAS's role as the state-designated Area Agency on Agency (CCR Title III Sec. 7105).

As an Area Agency on Aging and under the federal Older Americans Act (OAA) of 1965, as amended, DAS coordinates and supports a broad array of nutrition services for older adults and adults with disabilities at the community level. The elderly nutrition program (ENP), as authorized by the OAA of 1965, is one of the nutrition services funded by the department. Congregate and home-delivered nutrition services for adults with disabilities is also a service supported by DAS. Another nutrition service funded by the department is home-delivered groceries (HDG) services. HDG services is for low-income older adults and adults with disabilities who have limited or reduced mobility, are food insecure, and would benefit from free groceries at a food pantry but are not able to wait in line or transport heavy food bags home to their home.

Adequate nutrition is vital and a major determinant of health. It is a significant factor in an individual's wellbeing. Services, such as congregate and home-delivered meals and home-delivered groceries, promote health and wellness, and assist individuals who are food insecure and at risk of poor nutritional health in gaining reliable access to nutritious foods and meals, and other nutrition related supportive services. The provision of nutrition services is part of the department's coordinated effort to reduce hunger, food insecurity, and malnutrition of older adults and adults with disabilities living in the community as well as support their safety and independence.

DAS is committed to a culture of inclusion in which our differences are celebrated. Everyone should have what they need to thrive no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. The department believes that a more diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients. DAS is dedicated to combating systemic racism and advancing racial equity in all aspects of our work and will include such principles in our selection criteria for grantees.

**C. Terms**

The grants shall have an original term of four (4) years, effective from July 1, 2021 to June 30, 2025, subject to annual availability of funds, annual satisfactory grantee performance, and need. SF-HSA has the sole, absolute discretion to exercise this option, and reserves the right to enter into grants of a shorter duration. SF-HSA reserves the right to make multiple awards through this process.

**D. Schedule**

The anticipated schedule for this procurement is:

Proposal Phase	Date
Request for Proposal (RFP) is issued by the City	March 8, 2021
Pre-proposal conference via Zoom	At 1:30 p.m., March 15, 2021
Letter of Intent Deadline	By 5:00 p.m., March 22, 2021
Deadline for submission of written questions or requests for clarification	By 5:00 p.m., March 17, 2021
Proposals due	By 5:00 p.m., April 12, 2021
Tentative evaluation of proposals	April 26, 2021
Tentative announcement of contract award	May 3, 2021

**Dates and times subject to change**

**E. Definitions**

Grantee	The organization awarded a grant
Adult with a Disability	A person 18-59 years of age living with a disability
CA-GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service units, run reports, etc.
CARBON	Contracts Administration, Reporting, and Billing On-line System.
CCR-Title 22	California Code of Regulations, Title 22, Social Security, Division 1.8. California Department of Aging
CDA	California Department of Aging
CFR	Code of Federal Regulations
City	City and County of San Francisco, a municipal corporation
Congregate Nutrition Services	The procurement, preparation, transporting and serving of meals that meet nutrition requirements to eligible consumers in a group setting. Congregate nutrition services also includes nutrition education, health promotion, and nutrition risk screening.
CRFC	California Retail Food Code, which is a uniform statewide health and sanitation standard for food facilities. (Sec. 113700 et seq., California Health and Safety Code)
DAS	Department of Disability and Aging Services
DETERMINE Your Nutritional Health	A screening tool published by the Nutrition Screening Initiative used to identify individuals at nutritional risk. All grantees must use the



Checklist / DETERMINE Checklist	DETERMINE Checklist to evaluate the nutrition risk status of congregate and home-delivered nutrition services participants.
DGA/ Dietary Guidelines for Americans	Evidence-based food and beverage recommendations for Americans ages 2 and older that aim to promote health, prevent chronic disease, and help people reach and maintain a healthy weight. Published jointly every 5 years by the U.S. Department of Health and Human Services and the U.S. Department of Agriculture.
DRI/ Dietary Reference Intakes	Nutrient reference values published by the Institute of Medicine that represent the most current scientific knowledge on nutrient needs of healthy populations.
Disability	Mental, cognitive and/or physical impairments, including hearing and visual impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, and self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment. (CCR Title 22 Sec. 7630)
ENP	Elderly Nutrition Program - Title III C1 and C2. A program that provides nutrition services, as authorized by the Older Americans Act of 1965, as amended, and is provided in accordance with the provision of CCR Title 22, Chapter 4, Article 5, Sec. 7630.
Frail	An individual determined to be functionally impaired in one or both of the following areas: (a) unable to perform two or more activities of daily living (such as bathing, toileting, dressing, eating, and transferring) without substantial human assistance, including verbal reminding, physical cueing or supervision; (b) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individuals or others. (CCR Title 22 Sec. 7119)
HACCP	Hazard Analysis of Critical Control Point. A systematic approach to the identification, evaluation, and control of food safety hazards. (CCR Title 22 Sec. 7630)
Home-Delivered Nutrition Services/HDM Nutrition Services	The procurement, preparation, transporting and delivery of meals that meet nutrition requirements to eligible consumers who are homebound by reason of illness, disability, or are otherwise isolated, and have no safe, healthy alternative for meals. Home-delivered nutrition services also includes initial assessment, annual assessments, and reassessments of consumer edibility, nutrition education, health promotion, and nutrition risk screening.
LGBTQ+	An acronym/term used to refer to persons who self-identify as non-heterosexual and/or whose gender identity does not correspond to their birth sex. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender non-binary.
Low-Income	Having income at or below 100% of the federal poverty line defined by the federal Bureau of the Census and published annually by the Department of Health and Human Services. Eligibility for program enrollment and/or participation is not means tested. Consumers self-report income status.

Menu Planning and Nutrient Analysis	The development of a menu cycle that adheres to DAS OCP and CDA menu standards and the nutrition requirements of meals. A RD conducts the nutrient analysis, and the analysis will demonstrate adherence to the menu standards and nutrition requirements of the meals.
Minority	An ethnic person of color who is any of the following: a) Black – a person having origins in any of the Black racial groups of Africa, b) Hispanic – a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race, c) Asian/Pacific Islander – a person whose origins are from India, Pakistan or Bangladesh, Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, or the United States Territories of the Pacific including the Northern Marianas, d) American Indian/Alaskan Native – an American Indian, Eskimo, Aleut, or Native Hawaiian. (CCR Title 22 Sec. 7130)
Nutrition Requirements of Meals	Each meal provided through congregate and home-delivered meal programs shall adhere to the current Dietary Guidelines for Americans (DGA) and provide a minimum of one-third of the Dietary Reference Intakes (DRI). (CCR Title 22 Sec. 7638.5)
NCQA	Nutrition Compliance and Quality Assurance are components of congregate and home-delivered nutrition services that are programmatically required and include, but are not limited to, actions that ensure food safety, certify menu compliance, provide nutrition education, confirm consumer eligibility, and assess consumers’ physiological, socioeconomic, and psychological well-being as well as need for nutrition and other supportive services. NCQA also includes nutrition counseling performed by a registered dietitian, when feasible and appropriate.
Nutrition Counseling	Provision of individualized advice and guidance to individuals who are at nutritional risk because of their health or nutritional history, dietary intake, medications use, or chronic illnesses about options and methods for improving their nutritional status, performed by a registered dietitian in accordance with Sections 2585 and 2586, Business and Professions Code. (CCR Title 22 Sec. 7630)
Nutrition Education	Informing recipients of congregate and home-delivered meals about current nutrition facts and information, which will promote improved food selection, eating habits, nutrition, health promotion, and disease prevention practices. (CCR Title 22 Sec. 7630 & 7638.11)
Nutrition Screening	Completion of a nutrition screening checklist by eligible individuals to determine if they are at nutrition risk. A nutrition screening checklist is a federal public information collection requirement in the National Aging Program Information System (NAPIS), found in the Federal Register, Volume 59, No. 188, September 29, 1994. (CCR Title 22 Sec. 7630)
Nutrition Services	The procurement, preparation, transport, and service of meals, nutrition education, nutrition screening, and nutrition counseling, to eligible individuals at congregate sites or in their homes. (CCR Title 22 Sec. 7630)

OCP	Office of Community Partnerships, a unit within the Department of Disability and Aging Services
OCM	Office of Contract Management, San Francisco Human Services Agency
Older Adult	A person who is 60 years of age or older; used interchangeably with the term “Senior”
Registered Dietitian (RD) Registered Dietitian Nutritionist (RDN)	Registered Dietitian or Registered Dietitian Nutritionist: An individual who shall be both: 1) Qualified as specified in Sections 2585 and 2586, Business and Professions Code, and 2) Registered by the Commission on Dietetic Registration.
SF-HSA	Human Services Agency of the City and County of San Francisco
Senior	Person who is 60 years of age or older; used interchangeably with the “Older Adult”
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual orientation and gender identity of the clients they serve. (Chapter 104, Sections 104.1 through 104.9).
Unduplicated Consumer (UDC)	An individual who participates in congregate nutrition services, HDM nutrition services, and/or home-delivered groceries services and the grantee reflects consumer participation in CA-GetCare through program enrollment.

Home-Delivered Meal (HDM) Nutrition Services NCQA - Assessment Definitions

HDM Nutrition Services Assessment for ENP/C2 Nutrition Program (Initial and Annual)	An assessment conducted by a qualified staff member in the home of an individual within two weeks of beginning meal service and annually thereafter that documents the need for service and the type of meal appropriate for the participant in their living environment. The assessment covers physiological, socioeconomic, and psychological factors including acute or chronic disease, syndromes or conditions, family/support system and functional ability including activities of daily living (ADL) and instrumental activities of daily living (IADL) which contribute to an individual’s need for meals and other related services. (CCR Title 22 Sec. 7638.3)
Initial Assessment for the Adults with Disabilities HDM Nutrition Services	An assessment conducted by a qualified staff member in the home of an individual before the beginning of meal service that documents edibility for program enrollment, need for service, and the type of meal appropriate for the participant in their living environment. The assessment covers physiological, socioeconomic, and psychological factors including acute or chronic disease, syndromes or conditions, family/support system and functional ability including activities of daily living (ADL) and instrumental activities of daily living (IADL) which contribute to an individual’s need for meals and other related services.
Annual Assessment for the Adults with	An assessment conducted by a qualified staff member in the home of an individual annually that documents the need for service and the type of meal appropriate for the participant in their living environment. The

Disabilities HDM Nutrition Services	assessment covers physiological, socioeconomic, and psychological factors including acute or chronic disease, syndromes or conditions, family/support system and functional ability including activities of daily living (ADL) and instrumental activities of daily living (IADL) which contribute to an individual’s need for meals and other related services.
Reassessment for the HDM ENP/C2 Nutrition Program and Adults with Disabilities HDM Nutrition Services	A reassessment conducted quarterly by qualified staff that documents the need for service. Such reassessment shall be done in the home of the participant at least every six months. (CCR Title 22 Sec. 7638.3) Reassessments are required for both home-delivered meal services for older adults and adults with disabilities. Initial and annual assessments count towards the quarterly reassessment requirement.

**F. Target Population**

The target populations are older adults and adults with disabilities living in the City and County of San Francisco with the greatest economic and/or social need and with particular attention to the following individuals:

- Low income
- Limited or No English Speaking Proficiency
- Minority
- Frail
- LGBTQ+

**G. Contractors Unable to do Business with the City**

1. Generally

Contractors that do not comply with laws set forth in San Francisco’s Municipal Codes may be unable to enter into a contract with the City. Some of the laws are included in this RFP, or in the sample terms and conditions attached.

2. Companies Headquartered in Certain States

This Contract is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into contracts with companies headquartered in states with laws that perpetuate discrimination against LGBT populations or where any or all of the work on the contract will be performed in any of those states. Proposers are hereby advised that Proposers which have their United States headquarters in a state on the Covered State List, as that term is defined in Administrative Code Section 12X.3, or where any or all of the work on the contract will be performed in a state on the Covered State List may not enter into contracts with the City. A list of states on the Covered State List is available at the website of the City Administrator.

**II. Scope of Work**

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work necessary to complete the project. Contractors should use this description when designing their proposed programs. However, contractors may suggest modifications and/or additions that will, in their estimation, make the program more feasible or effective. The description below outlines the key program elements and services the selected vendor(s) will provide.

## A. Description of Services

The purpose of the elderly nutrition program (ENP) is to provide nutrition services and assist older individuals to live independently, by promoting better health through improved nutrition and reduced isolation, through programs coordinated with nutrition-related services (22 CCR Sec. 7632.1). CDA defines the eligible service population for the Elderly Nutrition Program, Title III C1 and C2 as individuals sixty-(60) years of age or older, with emphasis on those in greatest economic and social need with particular attention to low-income minority older individuals, older individuals with LEP (limited English proficiency), and older individuals residing in rural areas. (OOA Sec. 305 (a) (2) (E); 22 CCR 7125, 7127, 7130, 7135)

The purpose of congregate and home-delivered nutrition services for adults with disabilities is to provide nutrition services, support individuals to live independently in their own homes and communities, and to help ensure health and well-being through improved nutrition and reduced isolation.

### Congregate Nutrition Services

#### Eligibility:

1. **Individuals eligible to participate in ENP - Title III C1 (congregate nutrition services) are:**
  - a. 60 years of age or older (older adult)
  - b. The spouse or domestic partner of an older adult, regardless of age.
  - c. A person with a disability, under the age of sixty (60) who resides in housing facilities occupied primarily by older adults at which congregate nutrition services are provided.
  - d. A disabled individual who resides at home with and accompanies an older adult who participates in the program.
2. **Individuals eligible to participate in congregate nutrition services for adults with disabilities are:**
  - a. 18-59 years of age living with a disability
  - b. The spouse or domestic partner of an adult with disability, regardless of age.

#### Description of services and other requirements:

1. To provide congregate meals meeting nutritional standards to eligible individuals at certified congregate meal sites. Each congregate meal will adhere to the current DGA and offer a minimum of one-third of the DRIs. The congregate meals shall be culturally appropriate to the target population(s) served. The meals must be ready to serve and may be hot or cold as appropriate for the target population. The grantee will provide at least one (1) meal, five (5) days per week unless such frequency is not feasible and DAS OCP approves a lesser frequency.
2. To operate all aspects of food service (i.e. the procurement, preparation, transport, and service of food and meals) in accordance with the standards set forth in the California Retail Food Code (CRFC), CCR Title 22, and local regulations (i.e. Environmental Health Division of the San Francisco Department of Public Health).
3. To have a valid health permit and/or current health inspection status from the Environmental Health Division of the San Francisco Department of Public Health for each facility used for fulfilling the nutrition services described in this RFP related to the preparation and service of food and meals to eligible consumers. Congregate meal sites must meet the requirements of the California Uniform Retail Food Facilities Law (CURFFL).

4. To have a qualified manager on staff who conducts the day-to-day management and administrative functions for congregate nutrition services. A qualified manager will possess a food-safety manager certification and have the required qualifications as described in the CCR Title 22 Regulations Sec. 7636.3.
5. To provide congregate meals at a meal site that has sufficient staff or trained volunteers designated to be responsible for the day-to-day activities at each site, and physically be on-site during the time that congregate nutrition services are taking place. Respondents requesting OCP funding for a site manager and/or coordinator must show a demonstrated need for serving an average of 25 meals or more per day.
6. To serve meals in environmentally sound containers that are either reusable, or biodegradable, compostable or recyclable and follow the provisions of "Offer Versus Serve", as found in 7 CFR 226.20(p).
7. To track and record the provision of meals at the consumer level, which includes administering a DAS OCP approved intake form and inputting consumer data in CA-GetCare.
8. To conduct annual health and wellness screenings for consumers enrolled in congregate nutrition services including but not limited to a nutrition screening using the DETERMINE Checklist and a food security screening, and document individual responses in CA-GetCare within one month of obtaining the responses. Consumers that are screened at high nutritional risk shall be referred to the DAS funded Citywide Nutrition Counseling and Education program.
9. To give participating consumers an opportunity to contribute to the cost of the meal, and develop a suggested contribution amount per meal and communicate that contribution amount to participating consumers. The grantee will identify such contributions as program income and use it to increase the number of meals served, to facilitate access to such meals, and to provide nutrition-related supportive services. (CCR Title 22 Sec. 7638.9).
10. To make arrangements for the availability of meals to participants during a major disaster where feasible and appropriate.

**Required Nutrition Compliance-Quality Assurance (NCQA) Components for ALL Congregate Nutrition Services (older adults and adults with disabilities):**

Any applicant for congregate nutrition services must include the following components in their program approach and budget:

1. To develop a menu cycle that adheres to the nutrition meal requirement as defined in the CCR Title 22 Sec. 7638.5, CDA Program Memo No. 12-17, and DAS OCP Policy Memoranda No. 42. A RD shall conduct a nutrient analysis of the cycle menu. The analysis will demonstrate adherence to the menu standards and nutrition requirements of the meals that include adherence to the DGA and the provision of a minimum of one-third of the DRIs.
2. To provide consumers participating in congregate nutrition services with nutrition education at least quarterly and report the number of nutrition education units provided in the applicable month in CA-GetCare.
3. To monitor for safe food handling and sanitation practices of the meal production kitchen and congregate meal sites, at least once per quarter and at minimum four times per fiscal year. A registered dietitian (RD) will conduct and document an on-site HACCP safety and sanitation monitoring of the production kitchen. A RD or qualified staff, trained by either a food safety manager or RD, will conduct and document on-site HACCP safety and sanitation monitoring of each congregate site.

4. To provide a minimum of four (4) hours of in-service trainings for paid and volunteer food service staff as described in CCR Title 22 Sec. 7636.5. Training, at a minimum, shall include the following topics: food safety, prevention of foodborne illness, HACCP principles, accident prevention, and instruction on fire safety, first aid, choking, earthquake preparedness, and other emergency procedures.

**Optional Nutrition Compliance-Quality Assurance (NCOA) Component for Congregate Nutrition Services:**

To offer nutrition counseling services defined as individualized advice and guidance to individuals who are at nutritional risk because of their health or nutritional history, dietary intake, medications use, or chronic illnesses about options and methods for improving their nutritional status, performed by a registered dietitian in accordance with Sections 2585 and 2586, Business and Professions Code. (CCR Title 22 Sec. 7630)

**Home-Delivered Nutrition Services**

**Eligibility:**

1. **Individuals eligible to participate in ENP - Title III C2 (home-delivered nutrition services) are:**
  - a. 60 years of age or older (older adult) living in the City and County of San Francisco, frail, and homebound by reason of illness, disability, or isolation.
  - b. The spouse or domestic partner of an older adult receiving HDM service, regardless of age or condition, if an assessment concludes that it is in the best interest of the homebound older individual.
  - c. An individual with a disability who resides at home with older individuals if an assessment concludes that it is in the best interest of the homebound older individual who participates in the program.
2. **Individuals eligible to participate in the home-delivered nutrition services for adults with disabilities are:**

18-59 years of age living with a disability in the City and County of San Francisco and homebound by reason of illness, disability, or isolation.
3. **Individuals eligible to participate in emergency home-delivered nutrition services are:**
  - a. An older adult or an adult with a disability, and
  - b. Approved by DAS through the DAS Benefits and Resource Hub

**Description of services and other requirements:**

1. To provide and deliver meals to the homes of eligible individuals. Each home-delivered meal will adhere to the current DGA and offer a minimum of one-third of the DRIs. The meals shall be culturally appropriate to the target population(s) served. The meals may be hot, cold, and/or chilled as appropriate for the target population. The grantee must provide written instructions in the language of the majority of the participants for handling and re-heating of the meals. As feasible, grantee may propose modified and/or therapeutic diets as described in DAS OCP Policy Memorandum No. 29, if appropriate and approved by DAS OCP. The provision of meals will be equivalent to one (1) meal a day, for a minimum of five (5) days per week per consumer. Two meals a day per consumer will be considered if need is documented and justified.

2. To operate all aspects of food service (i.e. the procurement, preparation, transport, and service of food and meals) in accordance with standards set forth by California Retail Food Code (CRFC), California Code of Regulations Title 22, and local regulations (i.e. Environmental Health Division of the San Francisco Department of Public Health).
3. To have a valid health permit and/or current health inspection status from the Environmental Health Division of the San Francisco Department of Public Health for each facility used for fulfilling the nutrition services described in this RFP related to the preparation and delivery of food and meals to eligible consumers.
4. To have a qualified manager on staff who conducts the day-to-day management and administrative functions for home-delivered nutrition services. A qualified manager will possess a food-safety manager certification and have the required qualifications as described in the CCR Title 22 Sec. 7636.3.
5. To conduct end-of-route home-delivered meal temperature checks every other week per route to ensure the meals maintain temperatures that meet food safety standards during the timeframe of the route. The grantee will document, and keep on file the temperatures for quarterly review by the registered dietitian.
6. To serve meals in environmentally sound containers that are either reusable, or biodegradable, compostable or recyclable.
7. To track and record the provision of meals at the consumer level, which includes administering a DAS OCP approved intake form and inputting consumer data in CA-GetCare.
8. To reassess the need for home-delivered nutrition services quarterly and with such reassessments conducted in the home of the participant at least every other quarter.
9. To conduct annual health and wellness screenings for consumers enrolled in home-delivered nutrition services including but not limited to a nutrition screening using the DETERMINE Checklist and a food security screening, and document individual responses in CA-GetCare within one month of obtaining the responses. Consumers that are screened at high nutritional risk shall be referred to the DAS funded Citywide Nutrition Counseling and Education program.
10. To give participating consumers an opportunity to contribute to the cost of the meal, and develop a suggested contribution amount per meal and communicate that contribution amount to participating consumers as described in CCR Title 22 Sec. 7638.9.
11. To comply with DAS OCP Policy Memoranda No. 17 (HDM Intake and Priority Policy and Procedures) and work collaboratively with the DAS Benefit and Resource Hub and any other designated agency conducting initial consumer screenings or home-delivered meal assessments to create a feedback loop and help ensure consumers' needs are met.
12. To make arrangements for the availability of meals to participants during a major disaster where feasible and appropriate.
13. **Additional Program Requirements for Emergency HDM Nutrition Services:**
  - a. To provide hot, chilled and frozen meals based on an assessment of the needs of the consumer conducted initially by DAS Benefits and Resource Hub. Each home-delivered meal will adhere to the current DGA and offer a minimum of one-third of the DRIs. The provision of meals will be equivalent to two (2) meals a day, seven (7) days a week. The ability to provide modified diets, such as mechanical soft, is required. DAS OCP and the grantee will mutually agree upon the type of modified diets offered.
  - b. To have the capacity to deliver meals citywide.



- c. To provide meals within two (2) to five (5) days of an approved emergency home-delivered meal request.

**Required Nutrition Compliance-Quality Assurance Components (NCQA) for HDM Nutrition Services (ENP/older adults, adults with disabilities and emergency):**

Any applicant for HDM nutrition services must include the following components in their program approach and budget.

1. To develop a menu cycle that adheres to the nutrition meal requirement as defined in the CCR Title 22 Sec. 7638.5, CDA Program Memo No. 12-17, and DAS OCP Policy Memoranda No. 42. A RD shall conduct a nutrient analysis of the cycle menu. The analysis will demonstrate adherence to the menu standards and nutrition requirements of the meals that include adherence to the DGA and the provision of a minimum of one-third of the DRIs.
2. To provide consumers participating in the home-delivered nutrition services for older adults (ENP) and adults with disabilities with nutrition education at least quarterly and report the number of nutrition education units provided in the applicable month in CA-GetCare. Nutrition education is not required for emergency home-delivered nutrition services.
3. To conduct an onsite HACCP safety and sanitation monitoring of the production kitchen and the HDM system including but not limited to the packing, transporting, and delivery of meals at least once per quarter and at minimum four times per fiscal year. A registered dietitian (RD) will conduct and document an onsite HACCP safety and sanitation monitoring of the production kitchen.
4. To monitor the food safety and sanitation of the HDM routes including but not limited to the packing, transporting, and delivery of meals. A qualified staff member, trained by either a food safety manager or RD, will monitor routes, and document and submit the results to the agency within two weeks of the monitoring. The grantee will monitor each HDM route, at minimum, two (2) times per year.
5. To provide, a minimum, of (4) hours of in-service trainings for paid and volunteer food service staff as described in in CCR Title 22 Sec. 7636.5. Training, at a minimum, shall include the following topics: food safety, prevention of foodborne illness, HACCP principles, accident prevention, and instruction on fire safety, first aid, choking, earthquake preparedness, and other emergency procedures.
6. **Additional NCQA Requirements for HDM Nutrition Services for ENP/older adults:**

To assess individuals in their homes within two weeks of receiving a meal, and annually thereafter that documents the need for service and the type of meal appropriate for the participant in their living environment. The assessment, conducted by a qualified staff member, covers physiological, socioeconomic, and psychological factors including acute or chronic disease, syndromes or conditions, family/support system and functional ability including activities of daily living (ADL) and instrumental activities of daily living (IADL) which contribute to an individual's need for meals and other related services. (CCR Title 22 Sec. 7638.3).

7. **Additional NCQA Requirements for respondents proposing therapeutic meals (not modified meals). Please note the provision of therapeutic meals in HDM nutrition services is subject to DAS OCP approval.**

To offer nutrition counseling services defined as individualized advice and guidance to individuals who are at nutritional risk because of their health or nutritional history, dietary intake, medications use, or chronic illnesses about options and methods for improving their nutritional status, performed by a registered dietitian in accordance with Sections 2585 and 2586, Business and Professions Code. (CCR Title 22 Sec. 7630)

## **Optional Nutrition Compliance-Quality Assurance (NCQA) Component for HDM Nutrition Services:**

### **1. Annual HDM Assessment for Adults with Disabilities:**

Please note, DAS may award this Annual HDM Assessment for Adults with Disabilities NCQA component to more than one grantee only if DAS receives HDM nutrition services for adults with disabilities proposals from respondents that include the annual HDM assessment component, and DAS awards such respondent a grant for HDM nutrition services for adults with disabilities.

To assess individuals who are adults with disabilities receiving HDM nutrition services annually in their homes and document the need for service and the type of meal appropriate for the participant in their living environment. The assessment, conducted by a qualified staff member, covers physiological, socioeconomic, and psychological factors including acute or chronic disease, syndromes or conditions, family/support system and functional ability including activities of daily living (ADL) and instrumental activities of daily living (IADL) which contribute to an individual's need for meals and other related services. The grantee will document the information obtained through the annual assessment in CA-GetCare.

### **2. Nutrition counseling if providing regular and/or modified meals (please note, nutrition counseling is required for therapeutic meals):**

To offer nutrition counseling services defined as individualized advice and guidance to individuals who are at nutritional risk because of their health or nutritional history, dietary intake, medications use, or chronic illnesses about options and methods for improving their nutritional status, performed by a registered dietitian in accordance with Sections 2585 and 2586, Business and Professions Code. (CCR Title 22 Sec. 7630)

## **Initial and Annual HDM Assessment for Adults with Disabilities:**

Please note, DAS intends to award the Initial HDM Assessment for Adults with Disabilities NCQA component described in number one (1) below to ONE grantee who may or may not directly provide meals to clients. DAS may award the Annual HDM Assessment for Adults with Disabilities NCQA component described in number two (2) below to more than one grantee only if DAS receives HDM nutrition services for adults with disabilities proposals from respondents that include the annual HDM assessment component, and DAS awards such respondent a grant for HDM nutrition services for adults with disabilities. Grantee awarded Annual HDM Assessment for Adults with Disabilities may or may not directly provide meals to clients.

### **1. Initial HDM Assessment for Adults with Disabilities NCQA Component:**

- a. To screen and respond to referrals received for DAS funded home-delivered nutrition programs for adults with disabilities. Referrals may come from City agencies, hospitals, community based organizations, friends and family of potential consumers, and self-referrals from consumers. Within 48 hours upon receipt of referral notification, the grantee will review the referral information. The grantee will process referrals that meet presumptive HDM eligibility criteria to the CA-GetCare HDM waitlist. Grantee will document outreach efforts and pre-enrollment contact with prospective consumer in CA-GetCare.
- b. To conduct an initial assessment in the home of those individuals processed to the CA-GetCare HDM waitlist and awaiting enrollment to a home-delivered nutrition program for adults with disabilities. The grantee will ensure qualified staff with the appropriate education, experience, and cultural competency as described in DAS OCP Policy Memoranda No. 17 will conduct the assessments.

- c. To document the information obtained through the initial assessment in CA-GetCare and make referrals for other social service supports as needed. The assessment, conducted by the qualified staff member, covers physiological, socioeconomic, and psychological factors including acute or chronic disease, syndromes or conditions, family/support system and functional ability including activities of daily living (ADL) and instrumental activities of daily living (IADL) which contribute to an individual's need for meals and other related services. The assessment also includes health and wellness screenings including but not limited to a nutrition screening using the DETERMINE Checklist and a food security screening. The grantee will document the information obtained through the initial assessment in CA-GetCare.
- d. To monitor the CA-GetCare HDM waitlist and facilitate the connection between individuals on the HDM waitlist and DAS funded home-delivered nutrition services for adults with disabilities. The grantee will perform check-in calls for consumers who are on the CA-GetCare HDM waitlist for sixty-(60) days or longer. The check-in call will include confirming continued interest in HDM services, and referrals to other nutrition supports and social services as needed. Grantee will document the information obtained during the check-in call and any referral made in CA-GetCare.
- e. To work collaboratively with the DAS Benefits and Resource Hub and HDM nutrition service partners to create a feedback loop and help ensure consumers' needs are met. The grantee will meet with the HDM nutrition service partners at least quarterly to review service utilization records and quarterly reassessments.

**2. Annual HDM Assessment for Adults with Disabilities NCQA Component:**

To assess individuals who are receiving HDM nutrition services annually in their homes and document the need for service and the type of meal appropriate for the participant in their living environment. The assessment, conducted by a qualified staff member, covers physiological, socioeconomic, and psychological factors including acute or chronic disease, syndromes or conditions, family/support system and functional ability including activities of daily living (ADL) and instrumental activities of daily living (IADL) which contribute to an individual's need for meals and other related services. The grantee will document the information obtained through the annual assessment in CA-GetCare.

**(Supplement) Home-Delivered Groceries (HDG) Service**

This is a supplement to congregate nutrition services and home-delivered nutrition services. Please note that SF-HSA and DAS OCP will issue a standalone procurement (RFP 938) for HDG services in fiscal year 2020-2021 for services effective from July 1, 2021 to June 30, 2025.

The purpose of the HDG service is to provide supplemental groceries to older adults and adults with disabilities who are food insecure, have limited or reduced mobility and the need to wait in line or transport heavy food bags home from a food pantry is a barrier to accessing the needed support. The delivery of supplemental groceries to the homes of these older adults and adults with disabilities help ensure their daily nutrition needs are met.

**Eligibility:**

Individuals eligible to participate in home-delivered groceries services are:

- 1. A resident of San Francisco, and
- 2. A person who is an older adult or an adult with a disability, and
- 3. A person who reports having income at or below 200% of the federal poverty line, and

4. A person who reports having a condition that prevents the individual from standing in a food pantry line, and
5. A person who has demonstrated need for supplemental groceries due to food insecurity and is not receiving two (2) home-delivered meals from a DAS funded nutrition partner, and
6. A person who has capacity or help to store and handle delivered groceries, and
7. A person who is able to prepare food at home or has a caregiver who can prepare food.

**Description of services and other requirements:**

1. To form an agreement with the DAS Food Assistance Program grantee, currently the SF-MFB, to obtain the groceries for eligible consumers and distribute them to those consumers by providing home-delivered groceries services. The delivery of groceries will be weekly or bi-monthly by trained staff, paid or volunteer. The frequency of delivery will be determined in partnership with the SF-MFB, DAS OCP, and the grantee.
2. To operate all aspects of home-delivered groceries services (i.e. food handling, packing, and distribution) in accordance with standards set forth by California Retail Food Code (CRFC) and local regulations (i.e. Environmental Health Division of the San Francisco Department of Public Health), and DAS OCP Policy Memorandum No. 46.
3. To track and record the provision of home-delivered groceries, which includes administering a DAS OCP approved intake form and inputting consumer data in CA-GetCare.
4. To conduct annual health and wellness screenings for consumers enrolled in home-delivered groceries services including but not limited to a nutrition screening using the DETERMINE Checklist and a food security screening, and document individual responses in CA-GetCare within one month of obtaining the responses.
5. To confirm and document consumers' eligibility upon enrollment and annually thereafter.
6. To have qualified staff who conduct the management and administrative functions for home-delivered groceries services including the training and coordination of delivery staff and volunteers. Training will include cultural competency, food safety, and elder abuse awareness.
7. To conduct program outreach to target consumers.
8. To arrange for the availability of HDG services to participants during a major disaster where feasible and appropriate.
9. Optional Program Requirement: To supplement the groceries bags provided by the SF-MFB with culturally appropriate foods.

**B. Objectives**

Respondents should state in measurable, quantifiable terms the service and outcome objectives they will achieve in providing these services. The major purpose of objectives is to measure quantity, quality, and impact of services. In measuring these areas, a balance should be created between the value of the information and the time/effort required to collect the information. The objectives stated in the proposal may be incorporated as part of the program's evaluation plan. The objectives should be specified in the proposals to match the services to be provided.

**1. Service Objectives**

As part of the proposal, the respondent will be required to develop specific service objectives that measure the quantity and other aspects of services. The objectives should state the target quantities and match the program services as proposed.

The estimated minimum units of services to be provided through this funding is:

Nutrition Services	Unduplicated Consumers	Meals
Elderly Nutrition Program (ENP) Congregate Nutrition Services for Older Adults	18,378	966,078
Congregate Nutrition Services for Adults with Disabilities	1282	96417
ENP HDM Nutrition Services for Older Adults	4733	1,974,108
HDM Nutrition Services for Adults with Disabilities	714	362,212
Emergency HDM Nutrition Services	356	40,031
Home-Delivered Groceries Service	923	43,291

### Congregate Nutrition Services

- Number of unduplicated consumers served: One unit is one consumer receiving at least three (3) meals at a congregate site during the course of a fiscal year.
- Number of meals provided: One unit is one complete meal served to one consumer.
- Number of nutrition education units provided: One unit is one presentation conducted at one congregate site to one consumer.
- Number of hours of nutrition counseling (optional): One unit is one hour of individual counseling.

### Home-Delivered Nutrition Services

- Number of unduplicated consumers served: One unit is one consumer receiving at least three (3) meals at home during the course of a fiscal year.
- Number of meals provided: One unit is one complete meal delivered.
- Number of nutrition education units provided: One unit is one set of materials delivered to one consumer.
- Number of initial and annual home-delivered meal assessments: one unit is one initial or annual assessment conducted in the consumer's home and the grantee documents the required information in CA-GetCare.

Please note, nutrition education, initial home-delivered meal assessments, and annual home delivered meal assessments are **not** required for Emergency HDM Nutrition Services.

Summary of Service units C and D	For older adults (ENP)	For adults with disabilities	Emergency
Nutrition education	Required	Required	Not required
Initial assessment	Required	Optional, please submit a separate proposal	Not required
Annual assessment	Required	Optional	Not required

- Number of hours of nutrition counseling (optional unless respondent is proposing therapeutic meals): One unit is one hour of individual counseling.

### **Initial and Annual HDM Assessment for Adults with Disabilities:**

- a. 100% completion of initial home-delivered meal assessments.

The completion rate of home-delivered meal assessments is based on the number of initial home-delivered meal assessments completed on individuals that are referred for home delivered meals services and reflected in CA-GetCare. Individuals who decline or are not available to complete initial assessment process will not be included in the completion rate.

- b. 90% or completion of annual home-delivered meals assessments.

The completion rate of annual home-delivered meal assessments is based the number of annual home-delivered meal assessments completed on individuals who are assigned by DAS OCP to the grantee and actively receive HDM nutrition services. Individuals who are dis-enrolled from HDM nutrition services prior to the anniversary date of their annual assessment will not be included in the completion rate.

### **(Supplement) Home-Delivered Groceries Service**

- a. Number of unduplicated consumers served: One unit is one consumer receiving at least one (1) grocery bag from the grantee during the course of a fiscal year.
- b. Number of grocery bags provided: One unit is one bag of groceries delivered to one consumer.

## **2. Outcome Objectives**

As part of the proposal, the respondent will be required to develop specific outcome objectives that demonstrate and measure the impact, outcomes, or results of services. Both quantitative and qualitative analysis shall be applied to measure program efficiency and effectiveness. The outcome objectives specified below will be required for each contract.

### **Congregate Nutrition Services**

- a. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%
- b. Consumers feel less worried about getting enough food to meet their needs. Target: 85%
- c. Consumers rate the quality of meals they received as excellent or good. Target: 85%
- d. Consumers feel a greater sense of connection to their community. Target: 85%
- e. Consumers feel safe and welcomed by program staff. Target: 85%

To report outcome objectives for each congregate meal site, a grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. An acceptable sample size will be equal to or greater than the average number of daily meals served by the grantee at the meal site.

### **Home-Delivered Nutrition Services**

- a. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%
- b. Consumers feel less worried about getting enough food to meet their needs. Target: 85%
- c. Consumers rate the quality of meals they received as excellent or good. Target: 85%

To report outcome objectives, a grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. An acceptable sample size will be equal to or greater than forty percent (40%) of the enrolled unduplicated consumer.

#### **Initial and Annual HDM Assessment for Adults with Disabilities:**

- a. Consumers rate the quality of services they received as excellent or good. Target: 85%
- b. Consumers feel less worried about getting enough food to meet their needs. Target: 85%.

Based on a consumer survey and a sample size of at least 40% of the enrolled unduplicated consumer.

#### **(Supplement) Home-Delivered Groceries Service**

- a. Consumers report increased consumption of fruits, vegetables, and/or whole grains. Target: 75%
- b. Consumers feel less worried about getting enough food to meet their needs. Target: 85%
- c. Consumers report feeling healthier. Target: 85%
- d. Consumers report the quality of services they received as good or excellent: Target: 80%

To report outcome objectives, a grantee will administer an annual consumer satisfaction survey using a survey tool approved by DAS OCP. An acceptable sample size will be equal to or greater than forty percent (40%) of the enrolled unduplicated consumer.

### **III. Submission Requirements**

#### **A. Time and Place for Submission of Proposals**

Proposers shall submit one (1) electronic pdf copy of the proposal to **HSARFP@sfgov.org** and **Candace.Gray@sfgov.org**. Electronic file title should include RFP number, agency name, number of files submitted i.e. 1 of 4. Proposals must be received **by 5:00 p.m., on April 12, 2021**. Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

**Department staff will confirm receipt of all Respondent submissions within one (1) working day after the deadline for receipt noted above.**

#### **B. Format**

For word processing documents, text should be unjustified (i.e., with a ragged-right margin) using a 12 point serif font (e.g., Times Roman, and not Arial), and page margins should be at least 1” on all sides (excluding headers and footers).

#### **C. Content**

Organizations interested in responding to this RFP must submit the following information, in the order specified below. All proposals for funding must be developed using the format below. This is necessary so that all proposals can receive fair and equal evaluation. Proposals not following the required format will not be considered for funding. Information must be at a level of detail that

enables effective evaluation and comparison between proposals by the Proposal Evaluation Panel. The Agency must ensure that the proposal addresses the Selection Criteria.

**1. Table of Contents**

Each proposal package should contain a complete table of contents showing page numbers. All pages in the package must be numbered consecutively, and major sections must be indexed.

**2. RFP Cover Page – (use form provided in Section X)**

Submit the cover page signed by a person authorized to obligate the organization to perform the commitments contained in the proposal. Submission of this document will constitute a representation by the organization that the organization is willing and able to perform the commitments contained in the proposal.

**3. Minimum Qualifications –up to 3 pages**

All agencies submitting proposals for funding must provide a *Minimum Qualifications Narrative* describing in detail how the proposing agency meets each of the Minimum Qualifications. Any proposals failing to demonstrate these qualifications will be considered non-responsive and will not be eligible for proposal review or award of grant (refer to section IV, Item A).

**4. Contracts (both public and private) –up to 2 pages**

Agencies should submit a statement listing relevant contracts with a description of the services which have been completed during the last three (3) years. The statement must also list any failure or refusal to complete a contract, including details and dates. Include any unresolved and /or outstanding findings from any program or fiscal/compliance visits done by the City. If no outstanding issues, provide a statement that your agency is in full compliance with program and fiscal monitoring. Provide disclosure of any litigation including Respondent, subcontracts, or any principal officers thereof in connection with any contract or grant.

**5. Program Approach –up to 10 pages**

Description of your agency’s specific program approach to deliver the services proposed in this RFP.

In addition, please address the following:

- a. Describe your organization’s approach to deliver the nutrition services proposed detailing how your organization will adhere to the program standards and requirements described in the RFP.

If applicable, address how your organization will comply with the most recent California Retail Food Code and local regulations for all aspects of food handling as described in this RFP. Please include a valid health permit and/or current health inspection status from the Environmental Health Division of the San Francisco Department of Public Health for each facility used for fulfilling the nutrition services described in this RFP related to the preparation and delivery of food and meals to eligible consumers.

If applicable, explain how your organization will meet and provide the required nutrition compliance and quality assurance (NCQA) components of the nutrition services proposed.

If applicable, please provide signed or draft agreements with sub-contractor and/or community partners.

If your organization’s proposal is for nutrition services in which it is not currently the incumbent, please confirm you will develop a transition plan to transfer existing participants to your organization’s nutrition services with the goal of minimal to no disruption of services.



- b. Explain how your organization’s approach to deliver the nutrition services proposed will appropriately address the needs of the target population, including any supervisorial district needs and cultural food preferences. Describe the linkages that will link clients to services and how your organization will connect consumers to other supportive services as needed.
- c. Address the provision of services as they relate to cultural competency, such as menus or language capacity of staff providing services. If offering modified and/or therapeutic diets, please elaborate on the types of modified and/or therapeutic diets provided and how the specific offerings meet consumers’ needs. As appropriate, provide a two-week sample menu(s) with a nutrient analysis for all proposed menus.
- d. List and explain the specific service and outcome objectives to be accomplished and how they will be measured. Describe how your organization will manage and process required data for the provision of nutrition services including but not limited to consumer data and units of service. Explain how your organization will monitor the grant obligations throughout the fiscal year.
- e. Describe your organization’s quality control system as it relates to nutrition services. Explain how consumers will be able to provide feedback about the services they are receiving.

**6. Organizational Capacity –up to 5 pages (not including resumes, job descriptions, and letters of reference)**

Description of your agency’s ability to deliver the services proposed in this RFP. In addition, please address the following:

- a. Describe your organization’s mission, purpose and goals and explain how they align with services sought through this RFP. Discuss how your organization addresses equity and inclusion in the provision of services for the target population and in its own organizational structure and culture. Provide a summary of your organization’s experience in implementing the nutrition services for which you are seeking funding for and in serving the proposed target populations and service areas as described in the RFP. Describe your organization’s ability to successfully execute grants and fulfill grant obligations. Include your organization’s experience in working with other funders and/or partners to address needs of the San Francisco older adult and adults with disabilities population.
- b. Describe the plan for location and hours of services and how the provision of nutrition services will be accommodated. If relevant, include the organization’s access to and condition of any necessary capital equipment to provide nutrition services such as congregate meal sites, kitchen facility, and transport vehicles. Please include site charts, as well as any sub-contracting agreements and memorandums of understandings related to the provision of the nutrition services proposed.
- c. Describe your organization’s staffing structure and explain how it will support the nutrition services proposed in your submission. Please provide a copy of the organization chart with nutrition service staff and volunteers clearly identified in the chart. Provide summary of related staff skills, and copies of key staff job descriptions and resumes if available. Provide written assurance that the key individuals listed and identified will be performing the work and will not be substituted with other personnel or reassigned to another project without the City’s prior approval. Clearly identify whether services will be performed by existing staff or by proposed staff. If applicable, provide copies of required staff certifications and licenses, including but not limited to food-safety manager certification and required qualifications as described in the CCR Title 22 Sec. 7636.3.

- d. Provide a staff training plan and describe your organization’s ability to provide culturally and linguistically appropriate nutrition services for the target population and nutrition service areas for which funding is sought. Address your organization’s capacity to serve consumers with disabilities including physical, sensory, and mental disabilities. Please complete the Disability Checklist.
- e. Letters of reference (minimum of two required). Letters must be on agency letterhead and include, at minimum, the name, title, telephone number and e-mail address of the individual providing the reference. References from SF-HSA and DAS staff and/or clients of services are not permitted

**7. Fiscal Capacity (Budget) –up to 4 pages (excluding justification, cost allocation plan and audited financial statement)**

Please refer to the instructions outlined in Section XII and use only HSA approved budget forms. Provide Cost Allocation Plan and current audited financial statements.

The SF Human Services Agency intends to award this grant to respondents that it considers will provide the best overall program services at a reasonable pricing structure. The SF Human Services Agency reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.

Using the budget forms, please provide the direct expenses for all proposed costs to be supported through this grant for a two-year term. Respondents must also provide a budget narrative that clearly explains the basis for each expense listed on the budget forms.

Discuss planned leveraging of other resources (i.e., fund raising, in-kind contributions, etc.), if any, to support the program approach proposed. Identify external resources committed to this program, including in-kind resources designated solely for this program. Assign a dollar value for all external resources.

<b>Nutrition Services</b>	<b>Appendix</b>
Elderly Nutrition Program (ENP) Congregate Nutrition Services for Older Adults (Include budget for required NCQA component and optional NCQA nutrition counseling component here)	B
Congregate Nutrition Services for Adults with Disabilities (Include budget for required NCQA component and optional NCQA nutrition counseling component here)	B
ENP HDM Nutrition Services for Older Adults (Include budget for required NCQA component and optional NCQA nutrition counseling component here)	B1
HDM Nutrition Services for Adults with Disabilities (Include budget for required NCQA component and optional NCQA nutrition counseling and annual assessment component here)	B1
Emergency HDM Nutrition Services	B1
NCQA Component – Initial HDM assessment services for adults with disabilities	B2
NCQA Component – Annual HDM assessment services for adults with disabilities	B2
Home-Delivered Groceries Services	B3

**8. Completed Page Number Form (refer to Section XI)**

## IV. Evaluation and Selection Criteria

### A. Minimum Qualifications

Proposals should clearly demonstrate that the qualifications are met. Insufficient or incomplete information may result in a proposal being considered non-responsive and may not be eligible for award of the contract. If required information is complete, but the department determines that the proposer does not meet minimum qualifications, proposer may be deemed non-responsive.

For All:

- Respondent must possess a minimum of 3 years of experience providing programming and/or services specifically focused on serving the older adults and/or adults with disabilities populations; and
- Respondent must be a certified vendor with the City and County of San Francisco or declare their ability to become a certified vendor (instructions on Section IX) following notice of intent to award; and
- Respondent must declare their ability to comply with the City contracting requirements set forth in Section VII of this RFP.

#### **Additional minimum qualification for Congregate Nutrition Services**

Respondent must possess a minimum of 3 years of experience providing Congregate Nutrition Services and/or Home-Delivered Nutrition Services to low-income populations living in the City and County of San Francisco as described in this RFP.

#### **Additional minimum qualification for Home-Delivered Nutrition Services**

Respondent must possess a minimum of 3 years of experience providing Congregate Nutrition Services and/or Home-Delivered Nutrition Services to low-income populations living in the City and County of San Francisco as described in this RFP.

#### **Additional minimum qualification for Initial and Annual HDM Assessment for Adults with Disabilities:**

Respondent must possess a minimum of 3 years of experience providing initial and/or annual assessments for older adults and/or adults with disabilities as described in this RFP.

#### **Additional minimum qualification for (Supplement) Home-Delivered Groceries Service**

Respondent must possess a minimum of 3 years of experience providing Congregate Nutrition Services and/or Home-Delivered Nutrition Services to low-income populations living in the City and County of San Francisco as described in this RFP.

### B. Screening of Minimum Qualifications

Each proposal will be reviewed for initial determinations on whether Proposer meets minimum qualifications referenced in Section IV.A. of this RFP. Proposals will not be scored during the screening of Minimum Qualifications. This screening is simply a pass or fail determination as to whether the proposer has met the minimum qualifications. A proposal that fails to meet the minimum qualifications will not be eligible for consideration in the evaluation process. The City reserves the

right to request clarifications from proposers prior to rejecting a proposal for failure to meet the minimum qualifications. Clarifications are limited exchanges between the City and Proposer for the purpose of clarifying certain aspects of the proposal and will not provide a proposer the opportunity to revise or modify its proposals. Only proposals that meet the minimum qualifications can proceed to the next evaluation phases.

**Please note:** Agencies submitting proposals that have previously been contracted by the City and County of San Francisco and/ or Federal agencies to provide goods and/or services must successfully demonstrate compliance with performance/monitoring requirements specified in previous grants/contracts (corrective actions) in order to be considered responsive to this RFP. **Documented failure to correct performance/monitoring deficiencies identified in past City and County grants/contracts may result in Agency disqualification to participate in this RFP.**

### C. Selection Criteria

The proposals will be evaluated by a selection committee comprised of parties with expertise in the service areas identified in this RFP. The City intends to evaluate the proposals generally in accordance with the criteria itemized below.

Total Possible Points: 100

#### 1. Program Approach (40 points)

- a. The respondent describes a comprehensive approach to provide the proposed nutrition services and objective outcomes and sufficiently addresses the description of services provided in the RFP. The proposed service units are realistic and the respondent explains how the services provided meets consumer demand. The respondent addresses how the organization will refer consumers to additional supportive services as needed.

If applicable, the respondent explains how the program design adheres to the standards described in the most recent California Retail Food Code, DAS OCP policy memorandum and local regulations for all aspects of food handling. Respondent attached a valid health permit and/or current health inspection status from the Environmental Health Division of the San Francisco Department of Public Health for each facility used for fulfilling the nutrition services described in this RFP related to the preparation and delivery of food and meals to eligible consumers.

If applicable, the respondent demonstrates an understanding of the required nutrition compliance and quality assurance (NCQA) components of the nutrition services and identifies how the organization will meet the requirements. If required for the provision of nutrition services, the organization's two (2) week sample menu(s) is culturally appropriate for the target population and meets the menu requirements defined in the RFP. (15 points)

- b. The respondent conveys its understanding of the target population/s' needs, and the types of barriers the target population may encounter when attempting to access nutrition services and explains how their services addresses those needs and barriers. The respondent presents an outreach plan that describes how they will engage the target population and identifies the resources and strategies they will use for outreach. (15 points)
- c. The program design includes a detailed description of how the organization will collect, document and report the required service data. The proposal explains how the respondent will screen for eligibility and comply with enrollment and reporting requirements identified in this RFP and all policy memorandums for DAS contractors. The proposal provides a clear and complete description of data management and a plan to address consumer confidentiality. All

narratives regarding consumer and service data, data management, and compliance should include designated staffing required and assigned. (5 points)

- d. The proposed program includes a well-defined plan for monitoring and evaluating services to ensure consumer satisfaction and benefit, including method for consumers to provide feedback about the services they are receiving. The respondent describes administration of annual consumer satisfaction survey and if applicable, pre and post survey to measure change for consumers enrolled in the program. The respondent provides a description of their quality control system and means for program adjustment. (5 points)

## **2. Organizational Capacity (30 points)**

- a. The organization's mission, purpose, and goals align with the priorities set forth in this RFP. The respondent conveys the organization's commitment to diversity, equity and inclusion in its provision of services for the target population and in its own organizational structure. Examples of documents to demonstrate commitment to diversity, equity and inclusion may include non-discrimination documents for the organization, training schedules and/or documents that include diversity training, a targeted outreach plan for a specific population. (5 points)
- b. The respondent conveys its knowledge and expertise in the provision of nutrition services, and that of any relevant partners. The respondent has a well-established history of competently providing nutrition services for target population and experience in successfully delivering the type of nutrition services they are bidding on and as described in the RFP. (5 points)
- c. Respondent clearly identifies the location and hours of service and how the organization will provide the nutrition services proposed. If relevant, respondent include the organization's access to and condition of any necessary capital equipment to provide nutrition services such as congregate meal sites, kitchen facility, and transport vehicles. Respondent submits a site chart as well as any sub-contracting agreements and memorandums of understandings related to the provision of the nutrition services proposed. (10 points)
- d. Staff and volunteer positions, duties, and hours are appropriate and adequate to deliver, manage, administer, and support the proposed nutrition services including the coordination and training of volunteers. The respondent provides a copy of an organization chart with nutrition service staff, and if applicable volunteers clearly identified. Copy of job descriptions and resumes (if available) of the dedicated FTE(s) and key staff positions are provided. The skills and experience of identified staff support the expressed ability by the respondent for the organization to deliver successfully the type of programming and services in which they are bidding on. The respondent demonstrates the organization's capacity to provide culturally and linguistically appropriate nutrition services. The respondent addresses the organization's capacity to serve consumers with disabilities including physical, sensory, and mental disabilities. Respondent satisfactorily completes the Disability Checklist. (10 points)

## **3. Fiscal Capacity (30 points)**

- a. The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). Is the budget correct and easy to understand? (10 points)
- b. Are the overall costs reasonable, and competitive with other proposals? Are specific costs are reasonable, justified, and competitive? Does the cost allocation support the services as proposed? (10 points)

- c. Respondent's ability to leverage other resources for this program, either from in-kind, and/or external resources. The proposal reflects the effective use of organizational resources/external resources, including leveraged funds, designated exclusively for this program. (5 points)
- d. The cost per service unit (meal, NCQA component, and delivery of HDG) is competitive with other proposals bidding for the same service area(s) (5 points)

## **V. Pre-proposal Conference and Contract Award**

### **A. Pre-Proposal Conference**

Proposers are encouraged to attend a pre-proposal conference on **March 15, 2021, at 1:30 p.m.** to be held via Zoom. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please contact the individual designated in Section VI.B.

The Pre-Proposal Conference will begin at the time specified, and company representatives are urged to arrive on time. Topics already covered will not be repeated for the benefit of late arrivals. Failure to attend the Pre-bid Conference shall not excuse the successful Proposer from any obligations of the contract. Written Bid Addendum will execute any change or addition to the requirements contained in this RFP, as a result of the Pre-Proposal Conference. It is the responsibility of the Proposer to check for any RFP Addendums, Q&A postings, and other updates which will be posted on the City's San Francisco City Partner website: <https://sfcitypartner.sfgov.org>

### **B. Contract Award**

The Human Services Agency will select a proposer with whom Agency staff shall commence contract negotiations. The selected proposal will be part of the final contract and will be used as a starting point for contract negotiations. The selection of any proposal shall not imply acceptance by the City of all terms of the proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time the Human Services Agency, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer.

### **C. Written Questions**

Proposers are encouraged to submit written questions before the due date stated in Section I.B. to the individual designated in Section VI.B. All questions will be addressed and any available new information will be provided in writing via email to proposers. All written questions must be submitted on or prior to **5:00 p.m. on March 17, 2021.**

## **VI. Terms and Conditions for Receipt of Proposals**

### **A. Errors and Omissions in RFP**

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the Department, in writing, if the proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the Department promptly after

discovery, but in no event later than five working days prior to the date for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

## **B. Inquiries Regarding RFP**

Inquiries regarding the RFP and all oral notifications of intent to request written modification or clarification of the RFP, must be directed to:

Candace Gray  
Contract Manager  
Office of Contract Management  
San Francisco Human Services Agency  
1650 Mission Street, Suite 300  
San Francisco, CA 94103  
Candace.Gray@sfgov.org

## **C. Objections to RFP Terms**

Should a proposer object on any ground to any provision or legal requirement set forth in this RFP, the proposer must, not more than ten calendar days after the RFP is issued, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

## **D. Change Notices**

The Department may modify the RFP, prior to the proposal due date, by issuing an Addendum to the RFP, which will be posted on the website. The proposer shall be responsible for ensuring that its proposal reflects any and all Bid Addendum(s) issued by the Department prior to the proposal due date regardless of when the proposal is submitted. Therefore, the City recommends that the proposer consult the website frequently, including shortly before the proposal due date, to determine if the proposer has downloaded all Bid Addendum(s). It is the responsibility of the proposer to check for any Addendum, Questions and Answers, and updates, which will be posted on the City's San Francisco City Partner website: <https://sfcitypartner.sfgov.org>

## **E. Term of Proposal**

Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

## **F. Revision of Proposal**

A proposer may revise a proposal on the proposer's own initiative at any time **before the deadline** for submission of proposals. The proposer must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any proposer.

At any time during the proposal evaluation process, the Department may require a proposer to provide oral or written clarification of its proposal. The Department reserves the right to make an award without further clarifications of proposals received.

## **G. Errors and Omissions in Proposal**

Failure by the Department to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the vendor from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

## **H. Financial Responsibility**

The City accepts no financial responsibility for any costs incurred by a firm in responding to this RFP. Submissions of the RFP will become the property of the City and may be used by the City in any way deemed appropriate.

## **I. Proposer's Obligations under the Campaign Reform Ordinance**

Proposers must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who contracts with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

If a proposer is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the proposer is prohibited from making contributions to:

- the officer's re-election campaign
- a candidate for that officer's office
- a committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (2) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

1. Criminal. Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.
2. Civil. Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
3. Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.



For further information, proposers should contact the San Francisco Ethics Commission at (415) 252-3100.

#### **J. Sunshine Ordinance**

In accordance with S.F. Administrative Code Section 67.24I, contractors' bids, responses to RFPs and all other records of communications between the City and persons or firms seeking contracts shall be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

#### **K. Public Access to Meetings and Records**

If a proposer is a non-profit entity that receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, the proposer must comply with Chapter 12L. The proposer must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to proposer's meetings and records, and (2) a summary of all complaints concerning the proposer's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the proposer shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in proposer's Chapter 12L submissions shall be grounds for rejection of the proposal and/or termination of any subsequent Agreement reached on the basis of the proposal.

#### **L. Reservations of Rights by the City**

The issuance of this RFP does not constitute an agreement by the City that any contract will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, proposal, or proposal procedure;
2. Reject any or all proposals;
3. Reissue a Request for Proposals;
4. Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals;
5. Procure any materials, equipment or services specified in this RFP by any other means; or
6. Determine that no project will be pursued.

#### **M. No Waiver**

No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a proposer to observe any provision of this RFP.

## **N. Local Business Enterprise Goals and Outreach**

Due to county, federal and state funding for these services, LBE bid discounts will not be used in this RFP.

## **VII. Contract Requirements**

### **A. Standard Contract Provisions**

The successful proposer will be required to enter into a contract substantially in the form of the Agreement for Professional Services. Failure to timely execute the contract, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

Proposers are urged to pay special attention to the requirements of Administrative Code Chapters 12B and 12C, Nondiscrimination in Contracts and Benefits; the Minimum Compensation Ordinance; the Health Care Accountability Ordinance; the First Source Hiring Program; and applicable conflict of interest laws, as set forth in paragraphs B, C, D, E and F below.

### **B. Nondiscrimination in Contracts and Benefits**

The successful proposer will be required to agree to comply fully with and be bound by the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into contracts or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of employees. The Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD's website at [www.sfgov.org/cmd](http://www.sfgov.org/cmd).

### **C. Minimum Compensation Ordinance (MCO)**

The successful proposer will be required to agree to comply fully with and be bound by the provisions of the Minimum Compensation Ordinance (MCO), as set forth in S.F. Administrative Code Chapter 12P. Generally, this Ordinance requires contractors to provide employees covered by the Ordinance who do work funded under the contract with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements.

For the amount of hourly gross compensation currently required under the MCO, see [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco). Note that this hourly rate may increase on January 1 of each year and that contractors will be required to pay any such increases to covered employees during the term of the contract. Additional information regarding the MCO is available on the web at [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco).

### **D. Health Care Accountability Ordinance (HCAO)**

The successful proposer will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at [www.sfgov.org/olse/hcao](http://www.sfgov.org/olse/hcao).

## **E. First Source Hiring Program (FSHP)**

If the contract is for more than \$50,000, then the First Source Hiring Program (Admin. Code Chapter 83) may apply. Generally, this ordinance requires contractors to notify the First Source Hiring Program of available entry-level jobs and provide the Workforce Development System with the first opportunity to refer qualified individuals for employment.

Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at [www.oewd.org/first-source](http://www.oewd.org/first-source) and from the First Source Hiring Administrator, (415) 701-4848.

## **F. Conflicts of Interest**

The successful proposer will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the C'ty's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful proposer will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful proposer might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful proposer that the City has selected the proposer.

## **G. Insurance Requirements**

1. **Types and Amounts of Coverage.** Without limiting Gran'ee's liability, Grantee shall maintain in force, during the full term of the grant agreement, insurance in the following amounts and coverages:

- (a) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than one million dollars (\$1,000,000) each accident, injury, or illness.
- (b) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence and \$2,000,000 general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; policy must include Abuse and Molestation coverage, and
- (c) Commercial Automobile Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

If professionals are used as part of the grant agreement, professional liability will be required:

- (d) Professional liability insurance for negligent acts, errors or omission with respect to professional or technical services, if any, required in the performance of this Agreement with limits not less than one million dollars (\$1,000,000) each claim.

Grantees that will provide technology type services must provide Technology Errors and Omissions Liability insurance. Limits of insurance may be increased according to the Scope of Work, risk, and amount of contract:

- (e) Technology Errors and Omissions Liability coverage, with limits of \$1,000,000 each occurrence and each loss, and \$2,000,000 general aggregate. The policy shall at a minimum cover professional misconduct or lack of the requisite skill required for the performance of services defined in the contract and shall also provide coverage for the following risks:
    - i. Liability arising from theft, dissemination, and/or use of confidential information, including but not limited to, bank and credit card account information or personal information, such as name, address, social security numbers, confidential social service information, protected health information or other personally identifying information, stored or transmitted in electronic form;
    - ii. Network security liability arising from the unauthorized access to, use of, or tampering with computers or computer systems, including hacker attacks; and
    - iii. Liability arising from the introduction of any form of malicious software including computer viruses into, or otherwise causing damage to the City's or third person's computer, computer system, network, or similar computer related property and the data, software, and programs thereon.
2. **Additional Requirements for General and Automobile Coverage.** Commercial General Liability and Commercial Automobile Liability insurance policies shall:
    - (a) Name as additional insured City and its officers, agents and employees.
    - (b) Provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought, except with respect to limits of liability.
  3. **Additional Requirements for All Policies.** All policies shall be endorsed to provide at least thirty (30) days' advance written notice to City of cancellation of policy for any reason, nonrenewal or reduction in coverage and specific notice mailed to C'ty's address for notices pursuant to Article 15.
  4. **Required Post-Expiration Coverage.** Should any of the insurance required hereunder be provided under a claims-made form, Grantee shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three (3) years beyond the expiration or termination of this Agreement, to the effect that, should occurrences during the term hereof give rise to claims made after expiration or termination of the Agreement, such claims shall be covered by such claims-made policies.
  5. **General Annual Aggregate Limit/Inclusion of Claims Investigation or Legal Defense Costs.** Should any of the insurance required hereunder be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.
  6. **Evidence of Insurance.** Before commencing any operations under this Agreement, Grantee shall furnish to City certificates of insurance, and additional insured policy endorsements, in form and with insurers satisfactory to City, evidencing all coverages set forth above, and shall furnish complete copies of policies promptly upon C'ty's request. Before commencing any operations under this Agreement, Grantee shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Failure to maintain insurance shall constitute a material breach of this Agreement.

7. **Effect of Approval.** Approval of any insurance by City shall not relieve or decrease the liability of Grantee hereunder.
8. **Insurance for Subcontractors and Evidence of this Insurance.** If a subcontractor will be used to complete any portion of this agreement, the grantee shall ensure that the subcontractor shall provide all necessary insurance and shall name the City and County of San Francisco, its officers, agents, and employees and the grantee listed as additional insureds.
9. Regarding Workers' Compensation, Contractor hereby agrees to waive subrogation which any insurer of Contractor may acquire from Contractor by virtue of the payment of any loss. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation. The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.
10. Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

**H. Compliance with Other Laws.** Grantee shall keep itself fully informed of City's Charter, codes, ordinances and regulations and all state, and federal laws, rules and regulations affecting the performance of the grant Agreement and shall at all times comply with such Charter codes, ordinances, and regulations rules and laws.

**I. DAS Policy Manuals and Memoranda**

[www.sfhsa.org/partner/policies-and-procedures](http://www.sfhsa.org/partner/policies-and-procedures)

**J. Other CDA Rules and Regulations**

State CDA (California Department of Aging) Regulations:

[https://www.aging.ca.gov/programsproviders/aaa/Laws\\_Regulations\\_Policies/](https://www.aging.ca.gov/programsproviders/aaa/Laws_Regulations_Policies/)

Federal OMB (Office of Management and Budget) Uniform Guidance: [www.grants.gov/learn-grants/grant-policies/omb-uniform-guidance-2014.html](http://www.grants.gov/learn-grants/grant-policies/omb-uniform-guidance-2014.html)

Code of Federal Regulations: [www.govinfo.gov/help/cfr](http://www.govinfo.gov/help/cfr)

## **VIII. Protest Procedures**

**A. Protest of Non-Responsiveness Determination**

Within five working days of the City's issuance of a notice of non-responsiveness, any firm that has submitted a proposal and believes that the City has incorrectly determined that its proposal is non-responsive may submit a written notice of protest. Such notice of protest must be received by the City on or before the fifth working day following the City's issuance of the notice of non-responsiveness. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

## **B. Protest of Non-Responsible Determination**

Within five working days of the City's issuance of a notice of a determination of non-responsibility, a vendor that would otherwise be the lowest responsive proposer may submit a written notice of protest. The vendor will be notified of any evidence reflecting upon their responsibility received from others or adduced as a result of independent investigation. The vendor will be afforded an opportunity to rebut such adverse evidence, and will be permitted to present evidence that they are qualified to perform the contract. Such notice of protest must be received by the City on or before the fifth working day following the City's issuance of the notice of non-responsibility. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

## **C. Protest of Contract Award**

Within ten calendar days of the City's issuance of a notice of intent to award the contract, any firm that has submitted a responsive proposal and believes that the City has incorrectly selected another proposer for award may submit a written notice of protest. Such notice of protest must be received by the City on or before the tenth calendar day after the City's issuance of the notice of intent to award.

The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

## **D. Delivery of Protests**

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the City received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered to:

Executive Director  
Human Services Agency  
P.O. Box 7988  
San Francisco, CA 94120

## **IX. Standard Forms**

### **A. How to become Eligible to Do Business with the City:**

Before the City can award any award any contract to a contractor, all vendors must meet the minimum requirements described below. There may be additional requirements placed upon a vendor depending on the type of good or service to be purchased.

### **B. Become an Approved Supplier:**

At a minimum, in order to become eligible to do business with the City, a vendor must submit the following documents to the Vendor Support Division via the City's supplier portal located at [sfcitypartner.sfgov.org](http://sfcitypartner.sfgov.org):

1. Tax Identification Number: Companies should provide their Federal Employee Identification Number (FEIN). Individuals may supply their Social Security Number.

2. DUNS Number (if applicable): A DUNS Number is only required if you will be working on federally-funded contracts/grants.
3. San Francisco Business Registration Certificate (if applicable)
4. Completed and Signed W-9 Form (or W-8 if your business is a foreign entity). Blank W-9 forms can be downloaded from [www.irs.gov/pub/irs-pdf/fw9.pdf](http://www.irs.gov/pub/irs-pdf/fw9.pdf)
5. 12B Equal Benefits Declaration

**C. Vendor Eligibility and Invoice Payment:**

Vendors must have a City-issued vendor number, have all compliance paperwork submitted and approved by the City, and have an executed contract or purchase order before payments can be made. Once a vendor number has been assigned, an email notification will be provided by the City's Vendor File Support Division. This notification will include instructions on how to sign up to receive payments through the City's supplier portal located at [sfcitypartner.sfgov.org](http://sfcitypartner.sfgov.org).

**D. Supplemental Forms:**

<b>Form:</b>	<b>Information:</b>
Minimum Compensation Ordinance (MCO) Declaration ( <a href="#">pdf</a> )	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 5 employees, including employees of any parent, subsidiaries and subcontractors.
Health Care Accountability Ordinance (HCAO) Declaration ( <a href="#">pdf</a> )	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 20 employees (more than 50 employees for nonprofit organizations), including employees of any parent, subsidiaries or subcontractors.
First Source Hiring Program ( <a href="#">Office of Economic and Workforce Development</a> )	The First Source Hiring Program requires businesses to utilize good faith efforts toward employing economically disadvantaged San Franciscan residents in new entry-level positions on applicable projects.
Insurance Requirements ( <a href="#">pdf</a> )	The solicitation requires the successful proposer to demonstrate proof of insurance.
Payment (Labor and Material) Bond ( <a href="#">pdf</a> )	The solicitation requires the awarded vendor to post a Payment (Labor and Material) bond.
Performance Bond ( <a href="#">pdf</a> )	The solicitation requires the awarded vendor to post a Performance bond.
Local Business Enterprise Program Application ( <a href="#">Contract Monitoring Division</a> )	You desire to participate in the City's Local Business Enterprise Program which helps certain financially disadvantaged

	businesses increase their ability to compete effectively for City contracts
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For further guidance, refer to the City's supplier training videos that are located online at: [sfcitypartner.sfgov.org](http://sfcitypartner.sfgov.org).



**X. San Francisco Human Services Agency RFP Cover Page**

**Congregate Nutrition Services for Older Adults**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX#: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER #: \_\_\_\_\_

ANNUAL AMOUNT(S) REQUESTED for  
Congregate Nutrition Services for Older Adults:  
(Please use budget template B) \_\_\_\_\_

Congregate Nutrition Services for Older Adults

Cuisine Type	Supervisor District	Annual Amount
Total amount of funding requested for <i>required</i> NCQA nutrition components (1) Menu cycle, (2) Nutrition education, (3) Kitchen and congregate site monitoring, (4) In-services training		
Amount of funding requested for <i>optional</i> NCQA nutrition counseling component		
Total		

Is your organization also submitting a proposal for Home Delivered Groceries?  Yes  No

I understand that the San Francisco Human Services Agency (SFHSA) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity

Signature of authorized representative(s):

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit an electronic copy to **HSARFP@sfgov.org** and **Candace.Gray@sfgov.org**

**X. San Francisco Human Services Agency RFP Cover Page**

**Congregate Nutrition Services for Adults with Disabilities**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX#: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER #: \_\_\_\_\_

ANNUAL AMOUNT(S) REQUESTED for  
Congregate Nutrition Services for Adults with  
Disabilities:  
(Please use budget template B) \_\_\_\_\_

Congregate Nutrition Services for Adults with Disabilities

Cuisine Type	Supervisor District	Annual Amount
Total amount of funding requested for <i>required</i> NCQA nutrition components (1) Menu cycle, (2) Nutrition education, (3) Kitchen and congregate site monitoring, (4) In-services training		
Amount of funding requested for <i>optional</i> NCQA nutrition counseling component		
Total		

Is your organization also submitting a proposal for Home Delivered Groceries?  Yes  No

I understand that the San Francisco Human Services Agency (SFHSA) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity

Signature of authorized representative(s):

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit an electronic copy to **HSARFP@sfgov.org** and **Candace.Gray@sfgov.org**

**X. San Francisco Human Services Agency RFP Cover Page**

**Home-Delivered Meals Nutrition Services for Older Adults**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX#: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER #: \_\_\_\_\_

ANNUAL AMOUNT(S) REQUESTED for Home-Delivered Meals Nutrition Services for Older Adults:  
(Please use budget template B-1) \_\_\_\_\_

Home-Delivered Meals Nutrition Services for Older Adults

Cuisine Type	Annual Amount
Total amount of funding requested for <i>required</i> NCQA nutrition components (1) Menu cycle, (2) Nutrition education, (3) Kitchen monitoring, (4) Route monitoring, (5) In-services training, (6) Initial assessment, and (7) Annual assessment	
Amount of funding requested for <i>optional</i> NCQA nutrition counseling component	
<b>Total</b>	

Is your organization also submitting a proposal for Home Delivered Groceries?  Yes  No

I understand that the San Francisco Human Services Agency (SFHSA) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity

Signature of authorized representative(s):

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Submit an electronic copy to **HSARFP@sfgov.org** and **Candace.Gray@sfgov.org**

**X. San Francisco Human Services Agency RFP Cover Page**  
**Home-Delivered Meals Nutrition Services for Adults with Disabilities**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX#: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER #: \_\_\_\_\_

ANNUAL AMOUNT(S) REQUESTED for Home-Delivered Meals Nutrition Services for Adults with Disabilities:  
 (Please use budget template B-1) \_\_\_\_\_

Home-Delivered Meals Nutrition Services for Adults with Disabilities

	Annual Amount
American Cuisine	
Total amount of funding requested for <i>required</i> NCQA nutrition components (1) Menu cycle, (2) Nutrition education, (3) Kitchen monitoring, (4) Route monitoring, (5) In-services training	
Total amount of funding requested for <i>optional</i> NCQA annual assessment component	
Total amount of funding requested for <i>optional</i> NCQA nutrition counseling component	
<b>Total</b>	

Is your organization also submitting a proposal for Home Delivered Groceries?  Yes  No

I understand that the San Francisco Human Services Agency (SFHSA) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity

Signature of authorized representative(s):

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Submit an electronic copy to **HSARFP@sfgov.org** and **Candace.Gray@sfgov.org**



**X. San Francisco Human Services Agency RFP Cover Page**

**Emergency Home Delivered Meals Nutrition Services**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX#: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER #: \_\_\_\_\_

ANNUAL AMOUNT(S) REQUESTED for Home Delivered Meals:  
(Please use budget template B-1) \_\_\_\_\_

Emergency Home-Delivered Meals Nutrition Services

	Annual Amount
American Cuisine	
Total amount of funding requested for <i>required</i> NCQA nutrition components (1) Menu cycle, (2) Kitchen monitoring, (3) Route monitoring, (4) In-services training	
Amount of funding requested for <i>optional</i> NCQA nutrition counseling component	
<b>Total</b>	

Is your organization also submitting a proposal for Home Delivered Groceries?  Yes  No

I understand that the San Francisco Human Services Agency (SFHSA) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity

Signature of authorized representative(s):

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit an electronic copy to **HSARFP@sfgov.org** and **Candace.Gray@sfgov.org**

**X. San Francisco Human Services Agency RFP Cover Page**

**Initial and Annual Assessment for Home-Delivered Meals for Adults with Disabilities**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX#: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER #: \_\_\_\_\_

ANNUAL AMOUNT(S) REQUESTED  
 For Initial and Annual Assessment for Home-delivered  
 Meals for Adults with Disabilities:  
 (Please use budget template B-2) \_\_\_\_\_

Initial and Annual Assessment for Home-delivered Meals for Adults with Disabilities

	Annual Amount
Total amount of funding requested for initial assessment for the adults with disabilities HDM nutrition services	
Total amount of funding requested for annual assessment for the adults with disabilities HDM nutrition services	
<b>Total</b>	

Is your organization also submitting a proposal for Home Delivered Meals for Adults with Disabilities?

- Yes (Please submit the annual assessment with the Home Delivered Meals for Adults with Disabilities proposal.)
- No

I understand that the San Francisco Human Services Agency (SFHSA) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity

Signature of authorized representative(s):

Name: _____	Title: _____
Signature: _____	Date: _____
Name: _____	Title: _____
Signature: _____	Date: _____

Submit an electronic copy to **HSARFP@sfgov.org** and **Candace.Gray@sfgov.org**

**X. San Francisco Human Services Agency RFP Cover Page**

**Home Delivered Groceries Services**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX#: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER #: \_\_\_\_\_

ANNUAL AMOUNT(S) REQUESTED for Home  
Delivered Groceries:  
(Please use budget template B-3) \_\_\_\_\_

Is your organization also submitting a proposal for Congregate Meals and/or Home Delivered Meals?

- Yes
- No (Please note that SF-HSA and DAS OCP will issue a standalone procurement (RFP 938) for HDG service in fiscal year 2020-2021 for services effective from July 1, 2021 to June 30, 2025.)

I understand that the San Francisco Human Services Agency (SFHSA) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity

Signature of authorized representative(s):

Name: _____	Title: _____
Signature: _____	Date: _____
Name: _____	Title: _____
Signature: _____	Date: _____

Submit an electronic copy to **HSARFP@sfgov.org** and **Candace.Gray@sfgov.org**

**XI. San Francisco Human Services Agency Page Number Form**

This form is to assist the review panel in finding the information in the Proposal that corresponds to the evaluation criteria. For each item listed below, please list the page number(s) where the reviewer may find the answer(s) to the criteria.

		Page No
<b>Minimum Qualification</b>		
<b>Program Approach (40 points)</b>		
1a.	<p>The respondent describes a comprehensive approach to provide the proposed nutrition services and objective outcomes and sufficiently addresses the description of services provided in the RFP. The proposed service units are realistic and the respondent explains how the services provided meets consumer demand. The respondent addresses how the organization will refer consumers to additional supportive services as needed.</p> <p>If applicable, the respondent explains how the program design adheres to the standards described in the most recent California Retail Food Code, DAS OCP policy memorandum and local regulations for all aspects of food handling. Respondent attached a valid health permit and/or current health inspection status from the Environmental Health Division of the San Francisco Department of Public Health for each facility used for fulfilling the nutrition services described in this RFP related to the preparation and delivery of food and meals to eligible consumers.</p> <p>If applicable, the respondent demonstrates an understanding of the required nutrition compliance and quality assurance (NCQA) components of the nutrition services and identifies how the organization will meet the requirements. If required for the provision of nutrition services, the organization’s two (2) week sample menu(s) is culturally appropriate for the target population and meets the menu requirements defined in the RFP. (15 points)</p>	
	<i>Are you a new vendor?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<i>If your organization’s proposal is for nutrition services in which it is not currently the incumbent, please confirm you will develop a transition plan to transfer existing participants to your organization’s nutrition services with the goal of minimal to no disruption of services.</i>	
1b.	<p>The respondent conveys its understanding of the target population/s’ needs, and the types of barriers the target population may encounter when attempting to access nutrition services and explains how their services addresses those needs and barriers. The respondent presents an outreach plan that describes how they will engage the target population and identifies the resources and strategies they will use for outreach. (15 points)</p>	
1c.	<p>The program design includes a detailed description of how the organization will collect, document and report the required service data. The proposal explains how the respondent will screen for eligibility and comply with enrollment and reporting requirements identified in this RFP and all policy memorandums for DAS contractors. The proposal provides a clear and complete description of data management and a plan to address consumer confidentiality. All narratives regarding consumer and service data, data management, and compliance should include designated staffing required and assigned. (5 points)</p>	

1d.	The proposed program includes a well-defined plan for monitoring and evaluating services to ensure consumer satisfaction and benefit, including method for consumers to provide feedback about the services they are receiving. The respondent describes administration of annual consumer satisfaction survey and if applicable, pre and post survey to measure change for consumers enrolled in the program. The respondent provides a description of their quality control system and means for program adjustment. (5 points)	
<b>Organizational Capacity (30 points)</b>		
2a.	The organization’s mission, purpose, and goals align with the priorities set forth in this RFP. The respondent conveys the organization’s commitment to diversity, equity and inclusion in its provision of services for the target population and in its own organizational structure. Examples of documents to demonstrate commitment to diversity, equity and inclusion may include non-discrimination documents for the organization, training schedules and/or documents that include diversity training, a targeted outreach plan for a specific population. (5 points)	
2b.	The respondent conveys its knowledge and expertise in the provision of nutrition services, and that of any relevant partners. The respondent has a well-established history of competently providing nutrition services for target population and experience in successfully delivering the type of nutrition services they are bidding on and as described in the RFP. (5 points)	
2c.	Respondent clearly identifies the location and hours of service and how the organization will provide the nutrition services proposed. If relevant, respondent include the organization’s access to and condition of any necessary capital equipment to provide nutrition services such as congregate meal sites, kitchen facility, and transport vehicles. Respondent submits a site chart as well as any sub-contracting agreements and memorandums of understandings related to the provision of the nutrition services proposed. (10 points)	
2d.	Staff and volunteer positions, duties, and hours are appropriate and adequate to deliver, manage, administer, and support the proposed nutrition services including the coordination and training of volunteers. The respondent provides a copy of an organization chart with nutrition service staff, and if applicable volunteers clearly identified. Copy of job descriptions and resumes (if available) of the dedicated FTE(s) and key staff positions are provided. The skills and experience of identified staff support the expressed ability by the respondent for the organization to deliver successfully the type of programming and services in which they are bidding on. The respondent demonstrates the organization’s capacity to provide culturally and linguistically appropriate nutrition services. The respondent addresses the organization’s capacity to serve consumers with disabilities including physical, sensory, and mental disabilities. Respondent satisfactorily completes the Disability Checklist. (10 points)	
<b>Fiscal Capacity (30 points)</b>		
3a.	The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). Is the budget correct and easy to understand? (10 points)	
3b.	Are the overall costs reasonable, and competitive with other proposals? Are specific costs are reasonable, justified, and competitive? Does the cost allocation support the services as proposed? (10 points)	

3c	Respondent’s ability to leverage other resources for this program, either from in-kind, and/or external resources. The proposal reflects the effective use of organizational resources/external resources, including leveraged funds, designated exclusively for this program. (5 points)	
3d	The cost per service unit (meal, NCQA component, and delivery of HDG) is competitive with other proposals bidding for the same service area(s) (5 points)	

## **XII. San Francisco Human Services Agency Budget Forms and Instructions**

Budgets should be submitted in the standard HSA format. Forms are available at: <http://mission.sfgov.org/OCABidPublication/ReviewBids.aspx> and click on the “Consultants and Professional Services” link and then the link for this RFP.

The following spreadsheets are in Excel. There are 4 pages in the budget (in addition to the budget justification), as follows: Contract Budget Summary, Salaries and Benefits Detail, Operating Expense Detail, Capital Expenditure Detail.

Please note the Salaries and Benefits, Operating Expense and Capital Expenditure are direct costs and must be clearly and easily attributable to a specific program.

The Budget Justification is a narrative, which provides the detailed information and calculations supporting the amount allocated for each budget line item. There is no form provided for the Budget Justification. Please detail all mathematical computations for each line item. Show how the total dollar amount was derived, e.g., the annual salary for each position multiplied by the FTE, the number of square feet of office space to be utilized multiplied by the rate per square foot, the cost per month for insurance multiplied by the number of months in the contract term, etc. For the Salaries and Benefits section, list the position, a brief sentence of the position's responsibilities, the full-time equivalent (FTE), the percentage of FTE allocated to the activity, the salary per month, the salary per annum, and the mathematical computation used to arrive at the total dollar amount.

The Cost Allocation Plan is required. Respondents must follow the City's cost allocation guidelines for nonprofit contractors, which largely follow those described by Generally Accepted Accounting Principles (GAAP) and in Federal OMB Circular A-122. The plan should include how indirect costs were calculated.

If applicable, attach a separate detailed Subcontracting budget using the standard HSA format if there is a Subcontractor arrangement made under the terms of the contract. Provide a brief explanation of the subcontracting arrangement, as well as a budget breakdown. Please note, the total subcontractor budget amount should appear on the Operating Expense Detail sheet under the Subcontractor section.

Indirect rates are not allowable on subcontractor indirect expenditures, capital expenditures, aid payments, other direct voucher payments, or any stipend, subsidy or expense paid on behalf of a client (i.e, security deposit, rental payment assistance, transportation vouchers, etc.). These examples are not intended to be a comprehensive list. If an organization is uncertain whether indirect costs can be applied to a particular expense, it should consult with the HSA Contract Manager.

**These guidelines provide general information. If further clarification or technical assistance is required, consult your HSA Office of Contract Management Contract Manager.**