

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

**Request for Proposals (RFP 1177) for
Nutrition Services for Older Adults
and Adults with Disabilities:**

- 1. Congregate meal program for older adults and adult with disabilities**
- 2. To-go meal program for older adults and adults with disabilities**
- 3. Choosing Healthy Appetizing Meal Plan Solutions for Seniors
(CHAMPSS) Congregate Meal Program**
- 4. Home-delivered meal program for older adults and adults with disabilities**
 - 5. Citywide emergency home-delivered meal program**
 - 6. Culturally responsive supplemental grocery program**



Request for Proposals Issued:
Pre-Proposal Conference:
Deadline to Submit Proposals:

December 31, 2024
January 10, 2025
February 24, 2025

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I. INTRODUCTION AND SOLICITATION SCHEDULE

A. Introduction

1. General

The San Francisco Human Services Agency (SFHSA) and the Department of Disability and Aging Services (DAS) announces their intent to seek proposals from nonprofit organizations to provide nutrition services for older adults and adults with disabilities. These programs are designed to reduce hunger, food insecurity, and malnutrition while promoting overall health and well-being for these populations. Through this Request for Proposals (RFP), DAS aims to ensure equitable access to high-quality nutrition services that meet the diverse needs of San Francisco's older adults and adults with disabilities.

This Request for Proposals (RFP) is for nutrition service programming under the Older Americans Act (OAA) Nutrition Program, the Older Californians Nutrition Program (OCNP), and local nutrition programs for older adults and adults with disabilities. The following nutrition service programs are included in this RFP:

1. Congregate meal program for older adults and adults with disabilities
2. To-go meal program for older adults and adults with disabilities
3. Choosing Healthy Appetizing Meal Plan Solutions for Seniors (CHAMPSS) – congregate meal program
4. Home-delivered meal program for older adults and adults with disabilities
5. Citywide emergency home-delivered meal program
6. Culturally responsive supplemental grocery program

DAS has allocated funding for these programs based on current service provision, the Dignity Fund Community Needs Assessment, and the Service and Allocation Plan for FY 2023-24 through FY 2026-27. Multiple grants will be awarded to support the nutrition service programs outlined in this solicitation.

This procurement is for existing programs. Agencies awarded new grants will be required to collaborate with DAS in developing a comprehensive transition plan, if necessary. This plan is essential to ensuring service continuity for current consumers when the new grant period begins. Successful bidders will work closely with DAS to facilitate a smooth transition and minimize any disruptions to service delivery.

2. Background

The Department of Disability and Aging Services (DAS) is a state-designated Area Agency on Aging under the Older Americans Act (OAA) and the Older Californians Act (OCA). These acts primarily provide services, support, and protections for individuals aged 60 and older, with a focus on supporting those who are socially or economically disadvantaged. In addition to serving older adults, DAS also provides community-based services for adults with disabilities.

One of the core services offered under the OAA, OCA, and administered by DAS is nutrition services. These include congregate, home-delivered, and to-go meal programs, along with nutrition education, nutrition risk screenings, and supplemental food programs at the local level. DAS supports these services to enhance the quality of life, promote health, and foster independence for older adults and adults with disabilities.

Older adults and individuals with disabilities face heightened risks of food insecurity due to factors like fixed incomes and mobility limitations. Rising healthcare costs further strain their financial resources, making it difficult to afford nutritious meals. Mobility challenges can also restrict access to healthy food, increasing the risk of malnutrition and related health issues such

as chronic diseases. This can threaten their independence and well-being, especially for low-income individuals.

To address these challenges, DAS funds nutrition support programs designed to alleviate food insecurity and improve the health and well-being of these populations. These programs prioritize providing nutritious, culturally relevant, and accessible food resources. By addressing critical nutritional needs, DAS initiatives help prevent malnutrition, reduce illness vulnerability, and decrease reliance on emergency health services, ultimately promoting independence and improving quality of life.

The congregate, home-delivered, and to-go meal programs are key components of DAS's efforts to combat food insecurity. Congregate nutrition services provide older adults and adults with disabilities not only with nutritious meals but also with opportunities for social engagement, which are crucial for mental and emotional well-being. Home-delivered meal services ensure that those who are homebound or unable to visit community sites still have access to balanced, nutritious meals.

In addition, DAS offers a culturally responsive supplemental grocery program, providing extra food support for individuals who can cook at home. This program tailors grocery offerings to meet the cultural preferences and dietary needs of specific populations, ensuring that the food provided is both familiar and appropriate. By catering to diverse food traditions, this program empowers participants to prepare balanced, culturally relevant meals at home, supporting their independence.

These nutrition programs not only meet immediate food needs but also connect participants with additional community resources, creating a comprehensive approach to addressing food insecurity. Through continued investment in these services, DAS is working to build a healthier, more inclusive community for older adults and individuals with disabilities.

3. Diversity, Inclusion, and Racial Equity

The San Francisco Human Services Agency (SFHSA) and the Department of Disability and Aging Services (DAS) are 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 SFHSA and DAS believe that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients.

SFHSA and DAS are committed to combating systemic racism and disparate impact of governmental services by advancing racial equity in all aspects of our work, ensuring access to services and providing support to communities to ensure their ability to succeed and thrive.

SFHSA and DAS seek to partner with community-based organizations that share these values in their organizational culture and program services. The agency sees our contracted community-based partners and their work as a means to enhance and further advance efforts to address racial equity and inclusion across San Francisco.

Respondents to this request for proposals must ensure that they clearly demonstrate how these values are exemplified through their organizational and program operations. This should include

a description of the organization's plans, strategies, and activities to address racial equity and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement.

Additional examples of information to be provided are: the organizational mission or inclusion statements, non-discrimination documents, and/or other supporting documents, community outreach plans, staff training activities on racial equity, and a description of or data on the demographics of staff and program participants.

4. Selection Overview

The City shall award a grant to multiple Proposers that meet the Minimum Qualifications of this Solicitation and obtain the highest-ranking scores. Responsive Proposals will be evaluated by a panel ("Evaluation Panel") consisting of one or more parties with expertise related to goods and/or services being procured through this Solicitation. The Evaluation Panel may include staff from various City departments. Proposals will be evaluated based on the criteria outlined herein.

A SEPARATE proposal is required for each type of nutrition service:

1. 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.)
2. 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.)
3. To-go meal 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.)
4. To-go meal 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.)
5. Choosing Healthy Appetizing Meal Plan Solutions for Seniors (CHAMPSS) (Nutrition compliance and quality assurance components are required. Respondent should address NCQA components in each proposal submitted and include NCQA components in corresponding budgets.)
6. 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.)
7. 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.)
8. Citywide emergency home-delivered meal program
9. Culturally responsive supplemental grocery program

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 congregate nutrition services and home-delivered meal services.

B. Anticipated Term

A grant awarded pursuant to this Solicitation shall have a tentative term of four (4) years from July 1, 2025, to June 30, 2029, subject to annual availability of funds, annual satisfactory of grantee performance, and need. SFHSA reserves the right to enter into grants of a shorter duration.

C. Anticipated Not to Exceed Amount

The total estimated annual funding for this RFP is approximately \$29,376,968 per year, which may increase or decrease depending on funding availability. See Table below for breakdown. **The funding amounts listed in this RFP are anticipated initial funding awards, based on current budget availability.** The source of funding for these services is state, federal and local funds. Funding for this RFP may include California Department of Aging (CDA) funds. If so, grantees will be required to follow CDA rules and regulations referenced in Section VIII.F. Actual awards will be determined by the number of responsive proposals that meet the Department's strategies and objectives, and funding may be less or more. **Please submit budget requests according to the limits in this RFP,** however, SFHSA and DAS may negotiate different funding allocations, grant terms, and project goals before finalizing awards. Should additional funding become available, award amounts may be increased significantly beyond the originally anticipated amount at a level commensurate to the details in the RFP.

Table 1 below identifies the estimated annual funding for the nutrition services sought through this RFP, including the required Nutrition Compliance and Quality Assurance (NCQA) components for relevant programs. Tables 2 and 3 provide additional details on the anticipated funding by supervisorial district and cuisine type for congregate and home-delivered nutrition services.

Table 1 Nutrition Services	Estimated Funding Amount
Congregate Nutrition Services for Older Adults (OCNP, Dine-in meals-C1 and To-go meals-C2)	\$10,415,344
Congregate Nutrition Services for Adults with Disabilities (Dine-in and To-go meals)	\$1,402,974
Congregate Nutrition Services CHAMPSS - Choosing Healthy Appetizing Meal Plan Solutions for Seniors (OCNP, Dine-in meals-C1)	\$802, 064
Nutrition Compliance and Quality Assurance for Congregate Nutrition Services	\$158,146
Home-Delivered Nutrition Services for Older Adults (OCNP-C2)	\$12,540,616
Home-Delivered Nutrition Services for Adults with Disabilities	\$1,772,350
Citywide Emergency Home-Delivered Nutrition Services for Older Adults and Adults with Disabilities	\$197,875

Nutrition Compliance and Quality Assurance for Home-Delivered Nutrition Services, including nutrition service assessments and nutrition service reassessments	\$1,942,572
Culturally Responsive Supplemental Grocery Program	\$145,027
Total Estimated Funding Amount	\$29,376,968

Table 2 Congregate Nutrition Services											
Supervisory District	D1	D2	D3	D4	D5	D6	D7	D8	D9	D10	D11
Total for Older Adults	\$866,837	\$805,807	\$1,330,503	\$547,843	\$3,020,950	\$1,024,074	\$590,840	\$488,004	\$652,292	\$1,153,944	\$736,315
<i>Cuisine Type</i>											
Multicultural/Other	\$138,694	\$185,336	\$518,896		\$996,913	\$460,833	\$153,618	\$488,004	\$45,660	\$334,644	\$404,973
American- Latiné		\$88,639				\$317,463			\$593,585		
American-Southern					\$815,656					\$703,906	
Chinese	\$485,429		\$811,607	\$416,361		\$245,778	\$171,344			\$115,394	\$169,353
CHAMPSS	\$242,714			\$131,482			\$265,878				\$161,989
Japanese					\$573,980						
Russian		\$531,833									
Multicultural-Breakfast					\$634,399						
American- Latiné Breakfast									\$13,046		
Supervisory District	D1	D2	D3	D4	D5	D6	D7	D8	D9	D10	D11
Total for Adults with Disabilities	\$14,079	\$74,579	\$93,265	\$2,030	\$371,928	\$281,677	\$157,677	\$11,680	\$174,115	\$143,261	\$78,681
<i>Cuisine Type</i>											
Multicultural/Other	\$11,686	\$5,966	\$85,804		\$223,157	\$95,770	\$157,677	\$11,680		\$12,894	\$76,321
American- Latiné		\$29,086				\$183,090			\$160,186		
American-Southern					\$111,579					\$128,935	
Chinese	\$2,393		\$7,461	\$2,030		\$2,817				\$1,433	\$2,360
Russian		\$39,527									
Multicultural-Breakfast					\$37,193						
American- Latiné Breakfast									\$13,929		
NCQA Funding for Congregate Nutrition Services											
\$158,146											

Table 3 Home-Delivered Nutrition Services	
Older Adults by Type of Cuisine	
Multicultural/Other	\$8,641,498
American- Latiné	\$386,749
Chinese	\$2,496,885
Japanese	\$450,003
Kosher	\$105,796
Russian	\$409,385
Vegetarian	\$50,000
Adults with Disabilities by Type of Cuisine	
Multicultural/Other	\$1,744,668
Vegetarian	50,000
Emergency HDM Program for Older Adults and Adults with Disabilities	\$197,875
NCQA Funding for HDM Nutrition Services, including initial and annual assessments	\$1,942,572

Culturally Responsive Supplemental Grocery Program		
District 9	Latiné community	\$38,532
District 10	Black/African American community	\$106,495

DAS and SFHSA 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, previous service delivery in the districts, and the evolving needs of DAS consumers in the community.

Only for Nonprofits: SFHSA will add Cost of doing business (CODB) escalators to reflect the approved City Budget to the awarded annual amount set forth by the Controller's Office Indexed Rate after contract award. CODB may be adjusted annually as authorized by the San Francisco Board of Supervisors. For the purpose of this solicitation, proposers should submit a flat annual budget that is listed in the prior paragraph. Proposers acknowledges that City budget decisions are subject to the discretion of its Mayor and Board of Supervisors and it is not entitled to CODB. Proposers assumes all risk of possible non-appropriation or non-certification of funds. For more information regarding the Controller's Policy on Multi-Year Contracting with Inflation Rates for Nonprofit Suppliers Issued:

<https://openbook.sfgov.org/webreports/details3.aspx?id=3366>

All decisions regarding the size, length, and scope of future funding awards are subject to SFHSA and DAS approval and budget availability. Some of the service areas may not be funded initially, but the Departments may award unfunded proposals within the term of this RFP if funds become available that align with the services proposed. Future funding is not guaranteed, and funding amounts and terms will depend upon the performance of the grantee during the initial

award period, as well as other policy considerations as determined by SFHSA and DAS. SFHSA and DAS reserves the right, in its sole discretion, to not renew funding awards.

D. Cooperative Agreement

Any other City department, public entity or nonprofit made up of multiple public entities, may use the results of this Solicitation to obtain some or all of the commodities or services to be provided by proposer under the same terms and conditions of any grant awarded pursuant to this Solicitation.

E. Solicitation Schedule

The anticipated schedule for this Solicitation is set forth below. These dates are tentative and subject to change.

Proposal Phase	Tentative Date
Request for Proposals Issued	December 31, 2024
Pre-Proposal Conference (virtual)	January 10, 2025 at 1 pm
Letter of Intent Deadline	January 17, 2025 at 3:00pm
Deadline for Written Questions	January 14, 2025 at 3:00pm
Deadline to Submit Proposals	February 24, 2025 at 3:00pm
Tentative Evaluation of Proposals	March 7, 2025
Tentative Notice of Award	March 14, 2025
Tentative Date Services are to Begin	July 1, 2025

F. Definitions (include the following as applicable; add more as needed)

Adult with a Disability	A person 18-59 years of age with a disability.
At Risk of Institutionalization	To be considered at risk of institutionalization, a person must have, at a minimum, one of the following: 1) functional impairment in a minimum of two Activities of Daily Living: eating, dressing, transfer, bathing, toileting, grooming; or 2) or a medical condition to the extent requiring the level of care that would be provided in a nursing facility; or 3) be unable to manage his/her own affairs due to emotional and/or cognitive impairment, evidenced by functional impairment in a minimum of three Instrumental Activities of Daily Living: preparing meals, managing money, shopping for groceries or personal items, performing housework, using a telephone.
CARBON	Contracts Administration, Reporting and Billing Online 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
CHAMPSS	Choosing Healthy Appetizing Meal Plan Solutions for Seniors
City	City and County of San Francisco, a municipal corporation.

Communities of Color	An inclusive term and unifying term for persons who do not identify as White, who have been historically and systemically disadvantaged by institutionalized and interpersonal racism.
Congregate Site Monitoring	Onsite monitoring of nutrition services at a congregate meal site, conducted and documented by a qualified staff member who has, at a minimum, received training from a food safety manager or a Registered Dietitian (RD) / Registered Dietitian Nutritionist (RDN).
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
DAS Benefits and Resources Hub	A unit within DAS that is equipped to receive calls from the community and provide information, referrals, and assistance for older adults and adults with disabilities, caregivers, and community-based organizations. https://www.sfhsa.org/contact-us/locations/das-benefits-and-resources-hub
DETERMINE Your Nutritional Health Checklist / DETERMINE Checklist	A screening tool published by the Nutrition Screening Initiative used to identify individuals at nutritional risk. All grantees must use the DETERMINE Checklist to evaluate the nutrition risk status of congregate and home-delivered meal nutrition services participants. http://www.dhs.gov/vi/home/documents/DetermineNutritionChecklist.pdf
Dietary Guidelines for Americans (DGA)	Evidence-based food and beverage recommendations for Americans ages two (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 (HHS) and the U.S. Department of Agriculture (USDA).
DRI/ Dietary Reference Intakes	Nutrient reference values published by the Institute of Medicine (IOM) that represent the most current scientific knowledge on nutrient needs of healthy populations.
Disability	A condition or combination of conditions that is attributable to a mental, cognitive or physical impairment, including hearing and visual impairments, that results in substantial functional limitations in one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment.
Food Security Screening	A two-question validated screening tool designed to assess an individual's food security status.
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)

HACCP Central Kitchen & Food Service Monitoring	An on-site HACCP safety and sanitation monitoring of the production/central kitchen conducted and document in writing by a Registered Dietitian (RD) or Registered Dietitian Nutritionist (RDN).
HDM Route Monitoring	An on-site review of a home-delivered meal (HDM) delivery route, from the initial packing of meals to delivery to consumers, conducted and documented by a qualified staff member who has, at a minimum, received training from a food safety manager or a Registered Dietitian (RD) / Registered Dietitian Nutritionist (RDN).
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 sex assigned at birth. This includes, but is not limited to, lesbian, gay, bisexual, transgender, genderqueer, and gender nonbinary.
Limited English-Speaking Proficiency	Any person who does not speak English well or is otherwise unable to communicate effectively in English because English is not the person's primary language.
Low Income	Having income at or below 100% of the federal poverty line as defined by the federal Bureau of the Census and published annually by the U.S. Department of Health and Human Services. Eligibility for program enrollment and participation is not means tested. Consumers self-report income status.
Menu Planning and Analysis	The process of developing a menu that spans a minimum of four (4) weeks and complies with the Dietary Guidelines for Americans as well as CDA's Older Californians Nutrition Program Menu Guidance. A registered dietitian conducts the menu analysis, ensuring that the menu meets the required standards and nutritional guidelines for the meals.
NCQA	Nutrition Compliance and Quality Assurance refers to the processes and actions integral to maintaining high standards in congregate and home-delivered nutrition services. These components are required programmatically and vary depending on the type of nutrition services provided. Examples include but are not limited to: staff/volunteer training, menu planning and nutrient analysis, nutrition education, consumer assessments and reassessments for home-delivered and to-go meal nutrition services.
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 Session	An intervention targeting participants and caregivers that uses information dissemination, instruction, or training with the intent to support food, nutrition, and physical activity choices and behaviors (related to nutritional status) to maintain or improve health and address nutrition-related conditions. Content is consistent with the DGA; accurate, culturally sensitive, regionally appropriate, and considers personal preferences; and overseen by a registered dietitian. (CDA Program Memo 21-23)

Nutrition Services	The provision of meals, which must comply with the Dietary Guidelines for Americans, to eligible consumers in a group setting (congregate meal program-C1), delivered to their home (home-delivered meal program-C2), or picked up by an eligible consumer from a community site without congregating (to-go meal program-C2). Nutrition services also include nutrition education and nutrition risk screening.
Nutrition Service Assessment	An assessment conducted by a qualified staff member within two weeks of receiving a home-delivered or to-go meal and annually thereafter that documents the need for service and that the type of meal is 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)
Nutrition Service Reassessment	A reassessment conducted quarterly by qualified staff that documents the need for home-delivered meals or to-go meals. (CCR Title 22 Sec. 7638.3) Initial and annual assessments count towards the quarterly reassessment requirement.
OCM	Office of Contract Management, San Francisco Human Services Agency.
OCNP	Older Californians Nutrition Program is the state-administered program that operates under the federal Older Americans Act (OAA) and is managed by the California Department of Aging (CDA). The program provides nutrition services, congregate (C1) and home-delivered (C2) to older adults aged 60 and over.
OCNP Menu Guidance	A document issued by the California Department of Aging, Nutrition and Wellness Bureau, intended to provide guidance on the application of the Dietary Guidelines for Americans within the Older Californians Nutrition Program.
OCP	Office of Community Partnerships
Older Adult	Person who is 60 years or older, used interchangeably with “senior”
OAA	Older Americans Act is a federal law that aims to improve the well-being and independence of older adults. It provides funding for services like meals, transportation, and caregiver support to help seniors stay healthy, active, and living in their communities.
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.
Senior	Person who is 60 years or older, used interchangeably with “older adult”
SF DAS GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
SFHSA	San Francisco Human Services Agency
Socially Isolated	Having few social relationships and few people to interact with regularly.
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.)
Supervisory District (District)	There are eleven supervisory districts in the City and County of San Francisco. A map of each district can be found at https://www.sf.gov/maps
Volunteer	A volunteer is an individual who offers their time and services willingly and without compensation to assist the grantee in various activities to support their nutrition program(s).
Unduplicated Consumer (UDC)	An eligible individual who participates in a congregate, to-go, or home-delivered meal program, or in the culturally responsive supplemental grocery program, with their participation documented by the grantee in SF DAS GetCare.
Unit of Service (UOS) Congregate Meal	A meal provided to an eligible individual in a congregate group setting, that meets all the requirements of DAS OCP, OAA and OCNP.
Unit of Service (UOS) Home-Delivered Meal	A meal provided to an eligible individual in their place of residence, that meets all the requirements of DAS OCP, OAA and OCNP.
Unit of Service (UOS) To-go Meal	A meal that is picked up at a community site by an eligible individual that meets all the requirements of DAS OCP, OAA and OCNP.
Unit of Service (UOS) Supplemental Bag of Groceries	A culturally responsive supplemental bag of groceries provided to an eligible consumer that meets requirements defined in the grantee's scope of service.

G. Target Population

The programs are designed to serve individuals of all ethnicities and backgrounds, with a focus on addressing the unique cultural needs of those facing the greatest economic and social challenges. This includes:

- Individuals with low income
- Individuals who are socially isolated
- Individuals with limited English proficiency
- Individuals from communities of color
- Individuals who identify as LGBTQ+
- Individuals at risk of institutionalization

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. Proposers should use this description when designing their proposed programs. However, proposers 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

Congregate Nutrition Services

Eligibility:

- 1. Congregate nutrition services for older adults (*OAA and Older Californians Nutrition Program C1*)**
 - a. An individual 60 years of age or older
 - b. A spouse or domestic partner who accompanies the eligible participant, regardless of age
 - c. An individual with a disability who resides with and accompanies the eligible participant
 - d. An individual who lives in a senior housing facility that provides congregate nutrition services
- 2. Congregate nutrition services for adults with disabilities:**
 - a. An individual 18 to 59 years of age with a disability
 - b. A spouse or domestic partner who accompanies the eligible participant

Description of services and other requirements:

1. Grantee will provide meals to eligible individuals in a congregate group setting at designated meal site(s), which must be submitted to and pre-approved by DAS OCP. The grantee will ensure that all meal sites comply with applicable federal, state, and local regulations, including those related to restrooms, lighting, and ventilation. Meal sites must be equipped with sturdy tables and chairs suitable for the target population, with tables arranged to promote accessibility and encourage socialization. All meal sites should be open to the public. Meal sites closed to the public must receive prior approval from DAS OCP. Meals served at closed sites cannot be reported under the OAA and CDA nutrition service programs. Meals provided at DAS OCP approved closed sites will be reported under locally funded nutrition service programming.
2. Grantee will provide congregate meals that comply with CDA's OCNP Menu Guidance. Each meal will provide a minimum of one-third of the Dietary Reference Intakes (DRI) and adhere to the Dietary Guidelines for Americans. Meals will be culturally appropriate for the target population(s) served and ready to consume. The grantee will implement an offer versus serve (OVS) congregate meal service, allowing consumers to select the items they wish to eat, helping to reduce food waste.
3. Grantee will provide at least one (1) meal, five (5) days per week, at each DAS-approved congregate meal site and ensure that sites remain open for nutrition services for a minimum of one (1) hour, unless a lesser frequency or duration is approved by DAS OCP. Respondents requesting DAS OCP funding for a site manager and/or coordinator must demonstrate a need for serving an average of 25 or more meals per day.
4. Grantee will implement a forecasting system to closely estimate demand and adjust meal production, accordingly, minimizing meal waste through regular review and adaptation based on actual consumption patterns. The grantee may introduce a consumer reservation system to help manage meal distribution and ensure sufficient availability. The reservation system must include a written policy and process to accommodate a specified number of walk-in consumers, and both the policy and process are subject to DAS OCP approval.
5. Grantee will serve meals in environmentally friendly containers that are reusable, biodegradable, compostable, and/or recyclable. The grantee will comply with the City's Food Service Waste Reduction Ordinance (2007) and the Single-Use Food Ware Plastics Toxics and Litter Reduction Ordinance (2019).
6. Grantee will ensure that each congregate meal site has sufficient staff (paid or volunteers) with the appropriate education, experience, and cultural competency designated to oversee

the day-to-day operations, with at least one staff member physically present on-site during meal service hours.

7. Grantee will manage all aspects of food service, including the procurement, preparation, transport, delivery, and serving of food and meals. The grantee will ensure compliance with the standards established by the California Retail Food Code (CRFC), California Code of Regulations (CCR) Title 22, and the San Francisco Department of Public Health (SFPDH) Environmental Health Branch. This includes but is not limited to the following:
 - a. A Food Facility Permit, also known as a Health Permit, is required for each facility involved in the preparation, handling, and/or serving of food to the public. In addition, the facility must provide a current health inspection report with a “pass” facility rating status, as issued by the Environmental Health Branch of SFPDH.
 - b. A certified Food Safety Manager must be on staff to oversee and manage the day-to-day operations of food service.
 - c. All staff involved in the preparation, storage, service or handling of food and/or meals must engage in approved food safety training.
8. Grantee will ensure all program staff is oriented and trained to perform their assigned responsibilities and tasks. Training at minimum will include:
 - a. Food safety, prevention of foodborne illness, and HACCP principals.
 - b. Accident prevention, instructions on fire safety, first aid, choking, earthquake preparedness, and other emergency procedures.
9. Grantee will provide a minimum of four (4) hours of annual training for paid and volunteer food service staff, including congregate and home-delivered meal staff. The grantee must develop, implement, and maintain a yearly training plan on file. The plan should include the individuals to be trained, the trainer(s), the training content, and the schedule. The content of the training must be reviewed and approved a Registered Dietitian Nutritionist (RD/RDN). Training sessions will be evaluated by staff, and documentation, including evaluations and attendance records, must be kept on file by the grantee.
10. Grantee will provide the following NCQA activities:
 - a. Menu planning and analysis two (2) times per year.
 - b. HACCP central kitchen and food service monitoring at least once per quarter and a minimum of four (4) times during the fiscal year.
 - c. Congregate site monitoring at least once per quarter and a minimum of four (4) times during the fiscal year per at each meal DAS OCP approved congregate meal site.
 - d. Nutrition education session at least once per quarter and a minimum of four (4) times during the fiscal year per at each DAS OCP approved congregate meal site. Sessions may be conducted in-person or virtually using a video conferencing tool.
11. Grantee will establish and maintain a consumer enrollment process that includes eligibility verification, the collection of required consumer data, completion of a nutrition risk screening using the DETERMINE checklist, and a two-question food security screening. The grantee will document consumer enrollment in the appropriate congregate nutrition program in SF DAS GetCare within one month of obtaining the data, ensuring all collected information is accurately recorded. Additionally, the grantee will establish a disenrollment process for consumers who stop participating in the congregate meal program.
12. Grantee will conduct annual nutrition risk and food security screenings for consumers who remain actively enrolled in the congregate nutrition program. In addition to conducting the screenings, the grantee will reverify consumer data annually to ensure it is current and accurate. Screening results, along with verified and updated consumer data, must be documented in SF DAS GetCare within one month of receiving the information.
13. Grantee will offer consumers who receive a meal with the opportunity to contribute to the cost of the meal, in accordance with DAS OCP Policy Memorandum No. 5. The grantee will

develop a suggested contribution amount, considering the average income range of the consumers accessing the congregate meal program as well as the grantee's other sources of income. A sign will be posted near the contribution collection receptacle, indicating the suggested contribution for eligible individuals and the fee for guests. The sign must clearly state that contributions are voluntary, there is no obligation to contribute, and meals will be provided regardless of whether a contribution is made. The contribution process must ensure confidentiality, with a secure container for collecting contributions. The grantee must also have written procedures in place to protect contributions and fees from loss, mishandling, and theft.

14. Grantee will have procedures in place to obtain views of program participants about the services received. At minimum, the grantee will develop and administer an annual consumer satisfaction survey to capture feedback on program outcomes and service quality. The survey will be reviewed and approved by DAS OCP. The results will be shared with DAS OCP by March 15 each grant year, or on a mutually agreed-upon date.
15. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually, in accordance with the DAS OCP Policy Memorandum No. 45. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
16. Grantee will ensure that all program staff, regardless of position, receive initial training on elder abuse and mandated reporting. Program staff who interact with consumers must complete this training annually, in accordance with the DAS OCP Policy Memorandum No. 35.
17. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy Memorandum No. 33. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.
18. Grantee will ensure that DAS funding information is prominently displayed on its websites and publications related to the DAS-funded nutrition program, in accordance with DAS OCP Policy Memorandum No.47.
19. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share the information with their staff and volunteers as needed.
20. Grantee will arrange for the availability of food to participants during a major disaster where feasible and appropriate.
21. Grantee will conduct outreach activities to connect with the target population(s) and promote program services.

Congregate To-Go Meal Nutrition Services

A congregate nutrition services grantee may offer to-go meals at one or more DAS OCP pre-approved meal sites to complement their congregate meal program. To-go meal service is intended to complement, not take the place of in-person dining at a congregate meal site.

Eligibility:

1. **Congregate to-go meal nutrition services for older adults (*OAA and Older Californians Nutrition Program-C2*):**
 - a. An individual 60 years of age or older living in the City and County of San Francisco who is homebound due to illness or disability, or otherwise isolated.

- b. A spouse or domestic partner who accompanies the eligible participant, regardless of age or condition, if an assessment by the grantee concludes that it is in the best interest of the eligible participant.
 - c. An individual who lives in a senior housing facility that provides congregate nutrition services.
- 2. Congregate to-go meal nutrition services for adults with disabilities:**
- a. An individual 18 to 59 years of age with a disability
 - b. A spouse or domestic partner who accompanies the eligible participant, regardless of age or condition, if an assessment by the grantee concludes that it is in the best interest of the eligible participant.

Description of services and other requirements:

1. Grantee will provide to-go meal nutrition services to complement, and not replace, the dine-in congregate nutrition services offered at DAS OCP pre-approved meal sites. The grantee may offer to-go meal services on one or more of the days the pre-approved site is open for dine-in services.
2. Grantee will provide congregate to-go meals that comply with CDA's OCNP Menu Guidance. Each meal will provide a minimum of one-third of the Dietary Reference Intakes (DRI) and adhere to the Dietary Guidelines for Americans. Meals will be culturally appropriate for the target population(s) served and may be hot, cold, and/or frozen depending on what is most suitable for the population served at the meal site(s).
3. Grantee will provide to-go meals in environmentally friendly containers that are reusable, biodegradable, compostable, and/or recyclable. The grantee will ensure that the to-go containers are sturdy, easy to carry and transport, and adequately cover the prepared food. The grantee will comply with the City's Food Service Waste Reduction Ordinance (2007) and the Single-Use Food Ware Plastics Toxics and Litter Reduction Ordinance (2019).
4. Grantee will implement a forecasting system to closely estimate demand to-go meals and adjust meal preparation, accordingly, minimizing waste through regular review and adaptation based on actual consumption patterns. The grantee may introduce a consumer reservation system to help manage meal distribution and ensure sufficient availability. The reservation system must include a written policy and process to accommodate a specified number of walk-in consumers, and both the policy and process are subject to DAS OCP approval.
5. Grantee will ensure that each congregate to-go meal site has sufficient staff (paid or volunteers) with the appropriate education, experience, and cultural competency designated to oversee the day-to-day operations, with at least one staff member physically present on-site during meal service hours.
6. Grantee will manage all aspects of food service, including the procurement, preparation, transport, delivery, and distribution of food and meals to consumers. The grantee will ensure compliance with the standards established by the California Retail Food Code (CRFC), California Code of Regulations (CCR) Title 22, and the San Francisco Department of Public Health (SFDPH) Environmental Health Branch. This includes but is not limited to the following:
 - a. A Food Facility Permit, also known as a Health Permit, is required for each facility involved in the preparation, handling, and/or serving of food to the public. In addition, the facility must provide a current health inspection report with a "pass" facility rating status, as issued by the Environmental Health Branch of SFDPH.
 - b. A certified Food Safety Manager must be on staff to oversee and manage the day-to-day operations of food service.
 - c. All staff involved in the preparation, storage, service or handling of food and/or meals must engage in approved food safety training.

7. Grantee will ensure all program staff is oriented and trained to perform their assigned responsibilities and tasks. Training at minimum will include:
 - a. Food safety, prevention of foodborne illness, and HACCP principals.
 - b. Accident prevention, instructions on fire safety, first aid, choking, earthquake preparedness, and other emergency procedures.
8. Grantee will provide a minimum of four (4) hours of annual training for paid and volunteer food service staff, including congregate and home-delivered meal staff. The grantee must develop, implement, and maintain a yearly training plan on file. The plan should include the individuals to be trained, the trainer(s), the training content, and the schedule. The content of the training must be reviewed and approved a Registered Dietitian Nutritionist (RD/RDN). Training sessions will be evaluated by staff, and documentation, including evaluations and attendance records, must be kept on file by the grantee.
9. Grantee will carry out the following NCQA activities if the to-go meal nutrition services menu and food service operation differ from those of the dine-in congregate nutrition services provided by the grantee:
 - a. Menu planning and analysis two (2) times per year
 - b. HACCP central kitchen and food service monitoring at least once per quarter and a minimum of four (4) times during the fiscal year.
 - c. Congregate site monitoring at least once per quarter and a minimum of four (4) times during the fiscal year per at each meal DAS OCP approved congregate meal site.
10. Grantee will provide a nutrition education session at least once per quarter, totaling a minimum of four (4) sessions per fiscal year, at each DAS OCP-approved congregate meal site offering to-go meal services for consumers who receive meals to go.
11. Grantee will establish and maintain a consumer enrollment process that includes conducting a nutrition service assessment for to-go meals within two weeks of the consumer receiving their first meal and annually thereafter. The assessment may be done with the consumer at the time of meal pick up or via telephone. The grantee will document the assessment and consumer information in SF DAS GetCare within one month of collecting the data, ensuring that all information is accurately recorded. The assessment will:
 - a. Verify the consumer's need for to-go meal nutrition services and appropriateness of the type of meal being provided.
 - b. Screen functional ability through a series of required questions related to activities of daily living (ADL) and instrumental activities of daily living (IADL).
 - c. Obtain consumer demographic and other information as required by federal, state, and local government.
 - d. Include completion of a nutrition risk screening using the DETERMINE checklist and a two-question food security screening.
12. Grantee will provide consumers with the following information at minimum during the enrollment process:
 - a. Safe food handling instructions for the meal(s) including reheating instructions if applicable.
 - b. Voluntary contribution policy.
 - c. Grievance policy.
 - d. Information on how to contact and request assistance from the grantee when needed.
13. Grantee will conduct and document nutrition service reassessments for program participants on a quarterly basis to confirm continued eligibility for to-go meal nutrition services. Reassessments may be done with the consumer at the time of meal pick up or via telephone. The grantee will also establish a disenrollment process for consumers who are no longer eligible or who choose to discontinue services.

14. Grantee will offer consumers who receive a meal with the opportunity to contribute to the cost of the meal, in accordance with DAS OCP Policy Memorandum No. 5. The grantee will develop a suggested contribution amount, considering the average income range of the consumers accessing the to-go meal nutrition program as well as the grantee's other sources of income. During the enrollment process, the grantee will provide consumers with written information explaining voluntary contributions and how to make them if they choose to do so. Additionally, a sign will be posted near the contribution collection receptacle at the congregate meal site, indicating the suggested contribution for eligible individuals and the fee for guests. The sign and written information provided to the consumer must clearly state that contributions are voluntary, there is no obligation to contribute, and meals will be provided regardless of whether a contribution is made. The contribution process must ensure confidentiality, with a secure container for collecting contributions. The grantee must also have written procedures in place to protect contributions and fees from loss, mishandling, and theft.
15. Grantee will have procedures in place to obtain views of program participants about the services received. At minimum, the grantee will develop and administer an annual consumer satisfaction survey to capture feedback on program outcomes and service quality. The survey will be reviewed and approved by DAS OCP. The results will be shared with DAS OCP by March 15 each grant year, or on a mutually agreed-upon date.
16. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually, in accordance with the DAS OCP Policy Memorandum No. 45. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
17. Grantee will ensure that all program staff, regardless of position, receive initial training on elder abuse and mandated reporting. Program staff who interact with consumers must complete this training annually, in accordance with the DAS OCP Policy Memorandum No. 35.
18. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy Memorandum No. 33. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.
19. Grantee will ensure that DAS funding information is prominently displayed on its websites and publications related to the DAS-funded nutrition program, in accordance with DAS OCP Policy Memorandum No.47.
20. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share the information with their staff and volunteers as needed.
21. Grantee will arrange for the availability of food to participants during a major disaster where feasible and appropriate.
22. Grantee will conduct outreach activities to connect with the target population(s) and promote program services.

Congregate Nutrition Services-CHAMPSS

Eligibility:

- 1. Congregate nutrition services for older adults (*OAA and Older Californians Nutrition Program-C1*)**
 - a. An individual 60 years of age or older

- b. A spouse or domestic partner who accompanies the eligible participant, regardless of age
- c. An individual with disability who reside with and accompanies the eligible participant

Description of services and other requirements:

1. Grantee will provide meals to eligible individuals in a congregate setting at DAS OCP-approved restaurant locations. The grantee will ensure that restaurant meal sites comply with applicable federal, state, and local regulations, including those related to restrooms, lighting, and ventilation. Restaurant meal sites must be equipped with sturdy tables and chairs suitable for the target population, with tables arranged to promote accessibility and encourage socialization.
2. Grantee will recruit restaurants within the designated supervisorial districts identified in this RFP (Districts 1, 4, 7, and 11) to serve as congregate meal sites for the CHAMPSS program. Formal written agreements must be established with each restaurant partner. The CHAMPSS program must operate at each restaurant at least five (5) days per week, for a minimum of four (4) hours per day. The program's days and hours of operation are subject to DAS OCP approval. The grantee will work with restaurant partners to ensure they provide culturally appropriate meals tailored to the target population(s) in these districts. DAS OCP will collaborate with the grantee on an ongoing basis to reassess the specific needs of each district, including preferences for types of cuisine.
3. Grantee will establish partnerships with restaurants that have a valid Food Facility Permit, also known as a Health Permit and a current health inspection report with a "pass" facility rating status, as issued by the Environmental Health Branch of SFDPH. The grantee will ensure that restaurant partners are able to comply with applicable standards established by the California Retail Food Code (CRFC), California Code of Regulations (CCR) Title 22, and the San Francisco Department of Public Health (SFDPH) Environmental Health Branch for all aspects of food service and that each have a certified food safety manager on staff to oversee and manage the day-to-day operations of food service.
4. Grantee will coordinate all aspects of onboarding restaurants as congregate meal partners. This includes, but is not limited to, developing policies and procedures with the restaurant to ensure compliance with the requirements of congregate nutrition services.
5. Grantee will ensure that all meals served at partner restaurants comply with the California Department of Aging's (CDA) OCNP Menu Guidance, providing a minimum of one-third of the Dietary Reference Intakes (DRI) and adhering to the Dietary Guidelines for Americans. Meals should be culturally appropriate, tailored to the target population(s) in those districts. Restaurant partners will implement an offer versus serve (OVS) congregate meal service, allowing consumers to choose the items they wish to eat from the approved CHAMPSS menu to help reduce food waste.
6. Grantee will ensure restaurant partners serve meals in environmentally friendly containers that are reusable, biodegradable, compostable, and/or recyclable and that the restaurants comply with the City's Food Service Waste Reduction Ordinance (2007) and the Single-Use Food Ware Plastics Toxics and Litter Reduction Ordinance (2019).
7. Grantee will ensure all program staff is oriented and trained to perform their assigned responsibilities and tasks. Training at minimum will include:
 - a. Food safety, prevention of foodborne illness, and HACCP principals.
 - b. Accident prevention, instructions on fire safety, first aid, choking, earthquake preparedness, and other emergency procedures.
8. Grantee will provide a minimum of four (4) hours of annual training for paid and volunteer food service staff, including congregate and home-delivered meal staff. The grantee must develop, implement, and maintain a yearly training plan on file. The plan should include the individuals to be trained, the trainer(s), the training content, and the schedule. The content of

the training must be reviewed and approved a Registered Dietitian Nutritionist (RD/RDN). Training sessions will be evaluated by staff, and documentation, including evaluations and attendance records, must be kept on file by the grantee.

9. Grantee will provide the following NCQA activities:
 - a. Menu planning and analysis at least once per year.
 - b. HACCP restaurant kitchen and congregate food service monitoring at least once per quarter and a minimum of four (4) times during the fiscal year.
 - c. Nutrition education session at least once per quarter and a minimum of four (4) times during the fiscal year for each CHAMPSS restaurant site. Sessions may be conducted in-person, virtually, or via online pre-recorded video.
10. Grantee will establish and maintain a consumer enrollment process that includes eligibility verification, the collection of required consumer data, completion of a nutrition risk screening using the DETERMINE checklist, and a two-question food security screening. The grantee will document consumer enrollment in the appropriate congregate nutrition program in SF DAS GetCare within one month of obtaining the data, ensuring all collected information is accurately recorded. Additionally, the grantee will establish a disenrollment process for consumers who stop participating in the congregate meal program.
11. Grantee will conduct annual nutrition risk and food security screenings for consumers who remain actively enrolled in the CHAMPSS congregate nutrition program. In addition to conducting the screenings, the grantee will reverify consumer data annually to ensure it is current and accurate. Screening results, along with verified and updated consumer data, must be documented in SF DAS GetCare within one month of receiving the information.
12. Grantee will provide consumers who receive a meal with the opportunity to contribute to the cost of the meal, in accordance with DAS OCP Policy Memorandum No. 5. The grantee will develop a suggested contribution amount, considering the average income range of the consumers accessing the congregate meal program as well as the grantee's other sources of income. A notice will be posted at the contribution collection location, whether in-person or online, indicating the suggested contribution for eligible individuals and the fee for guests. The notice must clearly state that contributions are voluntary, there is no obligation to contribute, and meals will be provided regardless of whether a contribution is made. The contribution process must ensure confidentiality. The grantee must also have written procedures in place to protect contributions and fees from loss, mishandling, and theft.
13. Grantee will have procedures in place for obtain views of program participants about the services received. At minimum, the grantee will develop and administer an annual consumer satisfaction survey to capture feedback on program outcomes and service quality. The survey will be reviewed and approved by DAS OCP. The results will be shared with DAS OCP by March 15 each grant year, or on a mutually agreed-upon date.
14. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually, in accordance with the DAS OCP Policy Memorandum No. 45. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of staff completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
15. Grantee will ensure that all program staff, regardless of position, and restaurant partners receive initial training on elder abuse and mandated reporting. Staff who interact with consumers must complete this training annually, in accordance with the DAS OCP Policy Memorandum No. 35.
16. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy

Memorandum No. 33. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.

17. Grantee will ensure that DAS funding information is prominently displayed on its websites and publications related to the DAS-funded nutrition programs, in accordance with DAS OCP Policy Memorandum No.47.
18. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share the information with their staff and volunteers as needed.
19. Grantee will arrange for the availability of food to participants during a major disaster where feasible and appropriate.
20. Grantee will conduct outreach activities to connect with the target population(s) and promote program services.

Home-Delivered Nutrition Services

Eligibility:

1. **Home-delivered nutrition services for older adults (*OAA and Older Californians Nutrition Program-C2*):**
 - a. An individual 60 years of age or older living in the City and County of San Francisco who is frail, homebound due to illness or disability, or otherwise isolated.
 - b. A spouse or domestic partner of an eligible participant, regardless of age or condition, if an assessment by the grantee concludes that it is in the best interest of the eligible participant.
 - c. An individual with a disability who resides at home with an eligible participant, regardless of age or condition, if an assessment by the grantee concludes that it is in the best interest of the eligible participant.
2. **Home-delivered nutrition services for adults with disabilities:**
 - a. An individual 18 to 59 years of age with a disability living in the City and County of San Francisco who is frail, homebound, or otherwise isolated.
 - b. A spouse or domestic partner of an eligible participant, regardless of age or condition, if an assessment by the grantee concludes that it is in the best interest of the eligible participant.

Description of services and other requirements:

1. Grantee will provide and deliver meals to eligible individuals at their homes. All meals must comply with the California Department of Aging's (CDA) Older Californians Nutrition Program (OCNP) Menu Guidance, meeting a minimum of one-third of the Dietary Reference Intakes (DRI) and adhering to the Dietary Guidelines for Americans. Meals should be culturally appropriate for the target population(s).
2. Grantee must be able to provide consumers with at least five (5) meals per week. With DAS OCP approval, the grantee may offer more than five (5) meals per week per consumer when there is a demonstrated need, and the grantee's program model supports the increased provision. Meals may be hot, chilled, or frozen, depending on consumer needs. When determining meal types, the consumer's ability to safely reheat and store food, as well as their overall nutrition support needs, should be considered. Texture-modified meals, such as dental-soft options, may also be offered for consumers with chewing difficulties.
3. Grantee will provide meals in environmentally friendly containers that are reusable, biodegradable, compostable, and/or recyclable. The grantee will comply with the City's Food Service Waste Reduction Ordinance (2007) and the Single-Use Food Ware Plastics Toxics and Litter Reduction Ordinance (2019).

4. Grantee will employ a qualified manager to oversee the daily management and administrative functions of the home-delivered nutrition services program. The grantee will ensure there is sufficient staff (paid or volunteer) with the necessary education, experience, and cultural competency designated to support the daily operations of the program.
5. Grantee will manage all aspects of food service, including the procurement, preparation, transport, and delivery of food and meals to program participants. The grantee will ensure compliance with the standards established by the California Retail Food Code (CRFC), California Code of Regulations (CCR) Title 22, and the San Francisco Department of Public Health (SFPDH) Environmental Health Branch. This includes but is not limited to the following:
 - a. A Food Facility Permit, also known as a Health Permit, is required for each facility involved in the preparation, handling, and/or serving of food to the public. In addition, the facility must provide a current health inspection report with a “pass” facility rating status, as issued by the Environmental Health Branch of SFPDH.
 - b. A certified Food Safety Manager must be on staff to oversee and manage the day-to-day operations of food service.
 - c. All staff involved in the preparation, storage, service or handling of food and/or meals must engage in approved food safety training.
6. Grantee will ensure all program staff is oriented and trained to perform their assigned responsibilities and tasks. Training at minimum will include:
 - c. Food safety, prevention of foodborne illness, and HACCP principals.
 - d. Accident prevention, instructions on fire safety, first aid, choking, earthquake preparedness, and other emergency procedures.
7. Grantee will provide a minimum of four (4) hours of annual training for paid and volunteer food service staff, including congregate and home-delivered meal staff. The grantee must develop, implement, and maintain a yearly training plan on file. The plan should include the individuals to be trained, the trainer(s), the training content, and the schedule. The content of the training must be reviewed and approved a Registered Dietitian Nutritionist (RD/RDN). Training sessions will be evaluated by staff, and documentation, including evaluations and attendance records, must be kept on file by the grantee
8. Grantee will provide the following NCQA activities:
 - a. Menu planning and analysis two (2) times per year.
 - b. HACCP central kitchen and food service monitoring at least once per quarter and a minimum of four (4) times during the fiscal year.
 - c. HDM route monitoring once per quarter, with each specific route monitored at least twice during the fiscal year.
 - d. Nutrition education session at least once per quarter and a minimum of four (4) times during the fiscal year.
9. Grantee will utilize the DAS OCP centralized waiting list on SF DAS GetCare to identify and enroll eligible consumers. Initial eligibility will be determined by the DAS Benefits and Resources Hub through a telephone screening process. The grantee will prioritize selection and enrollment of consumers from the waiting list based on the following criteria:
 - a. Cuisine preference: Matching the consumer’s preferred cuisine with the options the grantee is funded to provide.
 - b. Grantee delivery capacity: Availability of delivery in the designated service area, which may include a supervisorial district, specific zip code, or established delivery route.
 - c. Once the cuisine and delivery capacity are met, the grantee will select the consumer with the highest numeric priority score for enrollment from the waiting list.
10. Grantee will establish and maintain a consumer enrollment process that includes conducting a nutrition service assessment within two weeks of the consumer receiving their first home-

delivered meal and annually thereafter. The grantee will document the assessment and consumer information in SF DAS GetCare within one month of collecting the data, ensuring that all information is accurately recorded. The assessment will:

- a. Verify the consumer's need for home-delivered nutrition services.
 - b. Screen functional ability through a series of required questions related to activities of daily living (ADL) and instrumental activities of daily living (IADL).
 - c. Confirm the appropriateness of the type of meal being provided.
 - d. Evaluate the consumer's need for additional nutrition-related or other supportive services.
 - e. Obtain consumer demographic and other information as required by federal, state, and local government.
 - f. Include completion of a nutrition risk screening using the DETERMINE checklist and a two-question food security screening.
11. Grantee will provide consumers with the following information at minimum during the enrollment process:
- a. Delivery schedule for meals.
 - b. Copy of the current monthly menu.
 - c. Safe food handling instructions for the meal(s) including reheating instructions if applicable.
 - d. Voluntary contribution policy.
 - e. Grievance policy.
 - f. Information on how to request assistance from the grantee when needed.
12. Grantee will conduct and document nutrition service reassessments for program participants on a quarterly basis to confirm continued eligibility for services. Reassessments may be conducted in person or over the phone however consumers must be assessed in person every other quarter. Reassessments may be conducted by delivery staff or volunteers who have been trained by qualified staff. The grantee will also establish a disenrollment process for consumers who are no longer eligible or who choose to discontinue services.
13. Grantee will offer consumers who receive a meal the opportunity to contribute to the cost of the meal, in accordance with DAS OCP Policy Memorandum No. 5. The Grantee will develop a suggested contribution amount based on the average income range of consumers accessing the home-delivered meal program, as well as the grantee's other funding sources. During the enrollment process, the grantee will provide consumers with written information explaining voluntary contributions and how to make them if they choose to do so. This notification must clearly state that contributions are voluntary, there is no obligation to contribute, and services will be provided regardless of whether a contribution is made. The contribution process must ensure confidentiality, and the grantee must have written procedures in place to safeguard contributions and fees from loss, mishandling, or theft.
14. Grantee will have procedures in place to obtain views of program participants about the services received. At minimum, the grantee will develop and administer an annual consumer satisfaction survey to capture feedback on program outcomes and service quality. The survey will be reviewed and approved by DAS OCP. The results will be shared with DAS OCP by March 15 each grant year, or on a mutually agreed-upon date.
15. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually, in accordance with the DAS OCP Policy Memorandum No. 45. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
16. Grantee will ensure that all program staff, regardless of position, receive initial training on elder abuse and mandated reporting. Program staff who interact with consumers must

complete this training annually, in accordance with the DAS OCP Policy Memorandum No. 35.

17. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy Memorandum No. 33. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.
18. Grantee will ensure that DAS funding information is prominently displayed on its websites and publications related to the DAS-funded nutrition program, in accordance with DAS OCP Policy Memorandum No.47.
19. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share the information with their staff and volunteers as needed.
20. Grantee will arrange for the availability of food to participants during a major disaster where feasible and appropriate.
21. Grantee will conduct outreach activities to connect with the target population(s) and promote program services.

**Citywide Emergency Home-Delivered Meal Services
for Older Adults and Adults with Disabilities**

Only agencies awarded a grant to provide home-delivered nutrition services for older adults and/or adults with disabilities, and capable of delivering services citywide throughout San Francisco, are eligible to receive a grant for emergency HDM services. Grants will not be awarded solely for emergency HDM services.

Eligibility:

- a. An older adult or an adult with a disability living in the City and County of San Francisco who has been screened and approved for emergency home delivered meal services by DAS OCP through the DAS Benefits and Resource Hub.

Description of services and other requirements:

1. Grantee will provide and deliver meals to eligible individuals at their homes, citywide throughout San Francisco, who have an urgent or temporary need for meal support that cannot be met through other available resources. Eligibility for emergency meal services will be determined by the DAS Benefits and Resource Hub. The grantee will deliver meals within two (2) to five (5) days of the consumer's eligibility date. A consumer shall not receive emergency meals for more than sixty (60) days. If meals are needed beyond 60 days, the grantee will transfer the consumer to an appropriate non-emergency home-delivered meal program, which may be either the grantee's own program or another DAS OCP HDM meal partner funded to provide ongoing meal services, as soon as possible.
2. Grantee will provide meals that comply with the California Department of Aging's (CDA) Older Californians Nutrition Program (OCNP) Menu Guidance, meeting a minimum of one-third of the Dietary Reference Intakes (DRI) and adhering to the Dietary Guidelines for Americans.
3. Grantee must be able to provide consumers with at least five (5) meals per week. With DAS OCP approval, the grantee may offer more than five (5) meals per week per consumer when there is a demonstrated need, and the grantee's program model supports the increased provision. Meals may be hot, chilled, or frozen, depending on consumer needs. When determining meal types, the consumer's ability to safely reheat and store food, as well as their overall nutrition support needs, should be considered. Texture-modified meals, such as dental-soft options, may also be offered for consumers with chewing difficulties.

4. Grantee will provide meals in environmentally friendly containers that are reusable, biodegradable, compostable, and/or recyclable. The grantee will comply with the City's Food Service Waste Reduction Ordinance (2007) and the Single-Use Food Ware Plastics Toxics and Litter Reduction Ordinance (2019).
5. Grantee will employ a qualified manager to oversee the daily management and administrative functions of the home-delivered nutrition services programs. The grantee will ensure there is sufficient staff (paid or volunteer) with the necessary education, experience, and cultural competency designated to support the daily operations of the programs.
6. Grantee will manage all aspects of food service, including the procurement, preparation, transport, delivering, and serving of food and meals, in compliance with the standards established by the California Retail Food Code (CRFC), California Code of Regulations (CCR) Title 22, and the San Francisco Department of Public Health (SFPDH) Environmental Health Branch. This includes but is not limited to the following:
 - a. A Food Facility Permit, also known as a Health Permit, is required for each facility involved in the preparation, handling, and/or serving of food to the public. In addition, the facility must provide a current health inspection report with a "pass" facility rating status, as issued by the Environmental Health Branch of SFPDH.
 - b. A certified Food Safety Manager must be on staff to oversee and manage the day-to-day operations of food service.
 - c. All staff involved in the preparation, storage, service or handling of food and/or meals must engage in approved food safety training.
7. Grantee will ensure all program staff is oriented and trained to perform their assigned responsibilities and tasks. Training at minimum will include:
 - e. Food safety, prevention of foodborne illness, and HACCP principals.
 - f. Accident prevention, instructions on fire safety, first aid, choking, earthquake preparedness, and other emergency procedures.
8. Grantee will provide a minimum of four (4) hours of annual training for paid and volunteer food service staff, including congregate and home-delivered meal staff. The grantee must develop, implement, and maintain a yearly training plan on file. The plan should include the individuals to be trained, the trainer(s), the training content, and the schedule. The content of the training must be reviewed and approved a Registered Dietitian Nutritionist (RD/RDN). Training sessions will be evaluated by staff, and documentation, including evaluations and attendance records, must be kept on file by the grantee.
9. Grantee will provide the following NCQA activities:
 - a. Menu planning and analysis at least once per year.
 - b. HACCP central kitchen and food service monitoring at least once per quarter and a minimum of four (4) times during the fiscal year.
 - c. HDM route monitoring once per quarter, with each specific route monitored at least twice during the fiscal year.
10. Grantee will use the DAS OCP centralized waiting list on SF DAS GetCare to identify and enroll consumers in emergency home-delivered nutrition services. The grantee will prioritize consumer enrollment based on the number of days the consumer has been waiting for services. Consumers who have been on the waiting list longest will be enrolled first.
11. Grantee will establish and maintain a consumer enrollment process that includes providing consumers with the following information at minimum during the enrollment process:
 - a. Delivery schedule for meals
 - b. Copy of the current monthly menu
 - c. Safe food handling instructions for the meal(s) including reheating instructions if applicable
 - d. Voluntary contribution policy

- e. Grievance policy
 - f. Information on how to request assistance from the grantee when needed
12. Grantee will offer consumers who receive a meal the opportunity to contribute to the cost of the meal, in accordance with DAS OCP Policy Memorandum No. 5. The Grantee will develop a suggested contribution amount based on the average income range of consumers accessing the home-delivered meal program, as well as the Grantee's other funding sources. During the enrollment process, the grantee will provide consumers with written information explaining voluntary contributions and how to make them if they choose to do so. This notification must clearly state that contributions are voluntary, there is no obligation to contribute, and services will be provided regardless of whether a contribution is made. The contribution process must ensure confidentiality, and the grantee must have written procedures in place to safeguard contributions and fees from loss, mishandling, or theft.
 13. Grantee will have procedures in place to obtain views of program participants about the services received. At minimum, the grantee will develop and administer an annual consumer satisfaction survey to capture feedback on program outcomes and service quality. The survey will be reviewed and approved by DAS OCP. The results will be shared with DAS OCP by March 15 each grant year, or on a mutually agreed-upon date.
 14. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually, in accordance with the DAS OCP Policy Memorandum No. 45. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
 15. Grantee will ensure that all program staff, regardless of position, receive initial training on elder abuse and mandated reporting. Program staff who interact with consumers must complete this training annually, in accordance with the DAS OCP Policy Memorandum No. 35.
 16. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy Memorandum No. 33. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.
 17. Grantee will ensure that DAS funding information is prominently displayed on its websites and publications related to the DAS-funded nutrition program, in accordance with DAS OCP Policy Memorandum No.47.
 18. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share the information with their staff and volunteers as needed.
 19. Grantee will arrange for the availability of food to participants during a major disaster where feasible and appropriate.
 20. Grantee will conduct outreach activities to connect with the target population(s) and promote program services.

Culturally Responsive Supplemental Grocery Program

A congregate nutrition services grantee may offer a culturally responsive supplemental grocery program to complement their congregate meal program. Only agencies awarded a grant to provide congregate nutrition services for older adults and/or adults with disabilities are eligible to receive a grant for a culturally responsive supplemental grocery program. A grant will not be awarded solely for a culturally responsive supplemental grocery program.

Eligibility:

To participate in the DAS OCP funded culturally responsive supplemental grocery program, individuals must meet all the following criteria:

- a. A resident of San Francisco.
- b. An older adult or an adult with disability.
- c. Income at or below 200% of the federal poverty line.
- d. High nutritional risk using the DETERMINE Checklist or food insecure using the two-question validated screening tool.
- e. Capacity to store and handle food safely.
- f. Able to prepare or utilize food at home or have a caregiver who can assist.
- g. Not currently enrolled in a DAS OCP-funded Home-Delivered Grocery (HDG) program.
- h. Not currently enrolled in a DAS OCP-funded Home-Delivered Meal (HDM) program that provides the equivalent of two (2) home delivered meals on 5 or more days per week.

Description of Services and Program Requirements:

1. Grantee will provide weekly distributions of supplemental groceries to eligible consumers at DAS OCP-approved site locations using a farmers' market-style pantry approach. This model allows consumers to select the food items they prefer and decline those they do not, which helps reduce food waste and supports more strategic procurement of groceries. Alternative program designs, including variations in frequency and/or distribution methods, may be considered if submitted to and approved by DAS OCP.
2. Grantee will procure a sufficient quantity and variety of food to meet the service and outcome objectives for their proposed program model. Grantee will ensure their program design and program operations complies with the standards established by the California Retail Food Code (CRFC) and the San Francisco Department of Public Health (SFPDH) Environmental Health Branch, if applicable. This includes but is not limited to the following:
 - a. A Food Facility Permit, also known as a Health Permit, is required for each facility involved in the preparation, handling, and/or distribution of food to the public. In addition, the facility must provide a current health inspection report with a “pass” facility rating status, as issued by the Environmental Health Branch of SFPDH.
 - b. All staff involved in the preparation, storage, service or handling of food and/or meals must engage in approved food safety training.
3. Grantee will ensure that all food procured aligns with the most current Dietary Guidelines for Americans (DGA). The grantee will develop a standard menu of food items for program participants, providing an overview of the types and quantities of food that will be offered each week. The menu must be approved by DAS OCP in advance and should detail the USDA-defined food groups, along with estimated quantities for each group. Each distribution must include at least two food items from the following three USDA-defined food groups:
 - a. Vegetable (juice may not be counted towards this requirement)
 - b. Fruit (juice may not be counted towards this requirement)
 - c. Grain (grain product must be at least 50% whole grain)
4. Grantee will provide groceries in environmentally friendly packaging that is reusable, biodegradable, compostable, and/or recyclable. The grantee will comply with the City’s Food Service Waste Reduction Ordinance (2007) and the Single-Use Food Ware Plastics Toxics and Litter Reduction Ordinance (2019).
5. Grantee will establish and maintain a consumer enrollment process that includes eligibility verification, the collection of required consumer data, completion of a nutrition risk screening using the DETERMINE checklist, and a two-question food security screening. The

- grantee will document consumer enrollment in SF DAS GetCare within one month of obtaining the data, ensuring all collected information is accurately recorded.
6. Grantee will implement an annual consumer reassessment process to verify continued eligibility for program enrollment and to collect accurate, up-to-date consumer data. This process will include annual nutrition risk and food security screenings. The grantee will update consumer records in SF DAS GetCare within one month of gathering reassessment data, ensuring all changes are accurately recorded. Additionally, the grantee will establish a disenrollment process for consumers who are no longer eligible or who choose to discontinue services.
 7. Grantee will provide orientation and training to all new program staff, both paid and volunteer, to ensure they can perform their assigned responsibilities. All staff must complete food safety training before handling food for distribution to consumers. Additionally, the grantee will conduct in-service training for program staff at least twice per year, with one session focused on food safety to prevent foodborne illness and ensure food is safe for consumption. An annual in-service training schedule must be created and submitted to DAS at the start of each fiscal year. The grantee will maintain attendance records with signatures or proof of completion of these training sessions.
 8. Grantee will ensure there is sufficient program staff with the necessary education, experience, and cultural competency designated to support the operations of the supplemental grocery program.
 9. Grantee will have a written policy and procedures in place for accepting and handling of program income in accordance with the DAS OCP Policy Memorandum No. 5.
 10. Grantee will have procedures in place to obtain views of program participants about the services received. At minimum, the grantee will develop and administer an annual consumer satisfaction survey to capture feedback on program outcomes and service quality. The survey will be reviewed and approved by DAS OCP. The results will be shared with DAS OCP by March 15 each grant year, or on a mutually agreed-upon date.
 11. Grantee program staff will complete the California Department of Aging (CDA) Security Awareness Training annually, in accordance with the DAS OCP Policy Memorandum No. 45. Within 30 days of their start date, any new employee, subcontractor, or volunteer must also complete this training. The grantee will maintain records of completion. The grantee shall comply with the applicable privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
 12. Grantee will ensure that all program staff, regardless of position, receive initial training on elder abuse and mandated reporting. Program staff who interact with consumers must complete this training annually, in accordance with the DAS OCP Policy Memorandum No. 35.
 13. Grantee shall develop a written grievance process for reviewing and resolving service concerns raised by consumers or their authorized representatives regarding DAS-funded programs and their employees or volunteers, in accordance with DAS OCP Policy Memorandum No. 33. This process must ensure that consumers have clearly established rights and due process for timely resolution of their concerns.
 14. Grantee will ensure that DAS funding information is prominently displayed on its websites and publications related to the DAS-funded nutrition program, in accordance with DAS OCP Policy Memorandum No.47.
 15. Grantee will attend in-service trainings and nutrition meetings coordinated and provided by DAS OCP and share the information with their staff and volunteers as needed.
 16. Grantee will arrange for the availability of food to participants during a major disaster where feasible and appropriate.

17. Grantee will conduct outreach activities to connect with the target population(s) and promote program services.

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

Nutrition Services	Unit of Service	Estimated Quantity
Congregate Nutrition Services for Older Adults	Congregate Meal (Dine in)	1,060,222
Congregate Nutrition Services for Older Adults	To-go Meal	
Congregate Nutrition Services for Adults with Disabilities	Congregate Meal (Dine in)	140,803
Congregate Nutrition Services for Adults with Disabilities	To-go Meal	
Home-Delivered Nutrition Services for Older Adults	Home-Delivered Meal	1,766,284
Home-Delivered Services for Adults with Disabilities	Home-Delivered Meal	249,627
Emergency Home-Delivered Meal Program for Older Adults and Adults with Disabilities	Home-Delivered Meal	27,870
Culturally Responsive Supplemental Grocery Program	Supplemental Bag of Groceries	11,900

The number of units reflected above are estimates and may vary once final grants are issued.

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.

1. Services 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 respondent must include a target number of **unduplicated consumers** to be served through the program for which they are submitting a proposal.
- Below are the additional service objectives required for each nutrition services program solicited through this RFP.

Nutrition Services	Unit of Service,
Congregate Nutrition Services, Dine-in Meals for Older Adults	Number of Dine-in Meals
Congregate Nutrition Services, Dine-in Meals for Adults with Disabilities	Number of Dine-in Meals
Congregate Nutrition Services, To-go meals for Older Adults	Number of To-go Meals
Congregate Nutrition Services, To-go Meals for Adults with Disabilities	Number of To-go Meals
Congregate Nutrition Services, CHAMPS for Older Adults	Number of CHAMPSS Meals
Home Delivered Nutrition Services for Older Adults	Number of Home-Delivered Meals
Home Delivered Nutrition Services for Adults with Disabilities	Number of Home-Delivered Meals
Emergency Home-Delivered Meal Program	Number of Emergency Home-Delivered Meals
Culturally Responsive Supplemental Grocery Program	Number of Culturally Responsive Supplemental Bags of Groceries

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 grant.

Congregate Nutrition Services Dine-in meal program for older adults and adults with disabilities, and CHAMPSS meal program for older adults

- Consumers report increased consumption of fruits, vegetables, and/or whole grains.
Target: 75%
- Consumers feel less worried about getting enough food to meet their needs. Target: 85%
- Clients rate the quality of food they received as excellent or good. Target: 85%
- Clients feel a greater sense of connection to their community. Target: 85%
- Clients report the food support they received helps them live stably in the community.
Target: 85%

Congregate Nutrition Services To-go meal program for older adults and adults with disabilities

- 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. Clients rate the quality of food they received as excellent or good. Target: 85%
- d. Clients report the food support they received helps them live stably in the community. Target: 85%

Home-Delivered Nutrition Services for older adults, adults with disabilities, and the citywide emergency meal program

- 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. Clients rate the quality of food they received as excellent or good. Target: 85%
- d. Clients report the food support they received helps them live stably in the community. Target: 85%

Culturally Responsive Supplemental Grocery Program

- 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. Clients rate the quality of food they received as excellent or good. Target: 85%
- d. Clients report the food support they received helps them live stably in the community. Target: 85%
- e. Clients feel the food support they received is inclusive of their cultural food preferences. Target: 85%

C. Reporting Requirements

- a) Grantee shall enter all service objectives into the SF DAS GetCare Service Unit section by the 5th working day of the month for the preceding month.
- b) Grantee shall enter monthly reports and metrics into the CARBON database system by the 15th of the following month, ensuring the accuracy and timeliness of these entries. Each report must include:
 - The number of unduplicated consumers served
 - The total units of service provided
- c) Grantee shall enter the annual outcome objective metrics into the CARBON database by the 15th of the month following the end of the program year.
- d) Grantee shall issue a Fiscal Closeout Report at the end of each fiscal year. This report is due to SFHSA no later than July 31 of each grant year and must be submitted through the CARBON system.
- e) Grantee shall provide DAS OCP with summary reports of Sexual Orientation and Gender Identity (SOGI) data collected during the year, to be submitted two times per year. The due dates for these reports are July 10 and January 10.

- f) Grantee shall develop and deliver ad hoc reports as requested by SFHSA and DAS.

III. SUBMISSION REQUIREMENTS

A. Time and Place for Submission of Proposals

Proposers shall submit one (1) electronic pdf copy of the proposal and one (1) electronic Excel copy of the budget to Candace.Gray@sfgov.org and HSARFP@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 3:00 p.m. on **February 24, 2025**. 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) business day after the deadline for receipt noted above.

B. Format

Proposals must be created using a word processing software (e.g. Microsoft Word or Excel); typed in a 12-point serif font (i.e. Times New Roman, not Arial); text should be double-spaced and unjustified (i.e., with a ragged-right margin); 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 Respondent 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 IX)

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 Documentation* 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/award. (refer to section IV, Item A)

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

Agencies should submit a statement listing relevant contracts and grants 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 or grant,

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. Organizational Capacity – up to 5 pages (not including resumes/job

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

- a) Briefly explain how your organization is qualified to implement the proposed services. Demonstrate your management/supervisory infrastructure, as well as your administrative/financial capacity to deliver the proposed services.
- b) Describe your experience with/history of successfully providing these services, and serving this population/community. Describe recently completed projects, including quality, requirements, timelines, and/or success. Demonstrate ability to implement new programming and/or services.
- c) Describe the staffing patterns needed to provide the proposed services. Clearly identify whether services will be performed by existing staff or by proposed staff. Attach job descriptions and resumes of key program staff and clearly identify which staff position they occupy. 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. Describe relevant staff training plans to ensure services are provided in an efficient manner and service and outcome objectives are being achieved.
- d) A description of the organization’s plans, strategies, and activities to address racial equity, cultural competence and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement, including cultural and linguistic competencies, related to working with the identified Target Population and the envisioned program design. Describe agency’s language and cultural capacity.
- e) Complete the Disability Checklist (Attachment 4)

6. 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 specific program approach to deliver the service components proposed and how this program approach or service model will appropriately address the needs of the target populations in this RFP (be sure to address all applicable items listed in Target Population, Scope of Work, and Service and Outcome Objectives). Include the proposed menu(s) along with a nutrient analysis for at least two weeks of the menu (Attachment 5 menu compliance template). Describe the linkages that will connect clients to services.
- b) Identify the proposed site that will be made available for the target population. Explain how the facility/site is appropriate for the services proposed. Describe plan for location and hours of programming and/or services. Include Site Chart (Attachment 3).
- c) Identify any subcontractors and describe their responsibilities in the delivery of services. Provide MOU or letter of intent.

- d) List and explain the specific service and outcome objectives to be accomplished and how they will be measured. Describe methods for data collection, documentation, and reporting on service and outcome objectives.
- e) Describe the proposed model for clients to offer input regarding program design, service delivery and program operations.

7. Fiscal Capacity (Budget) – up to 6 pages on form provided (excluding cost allocation plan and audited financial statement)

Please refer to the instructions outlined in Section XI and use only SFHSA approved budget forms. Provide Cost Allocation Plan and current audited financial statements. SFHSA intends to award this grant to respondents that it considers will provide the best overall program services at a reasonable pricing structure. SFHSA 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. Respondents must also provide a Budget Justification that clearly explains the basis for each expense listed in the budget.

Discuss any planned leveraging of other resources (i.e., fund raising, in-kind contributions, volunteers, 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.

Nutrition Services	Appendix
Congregate Nutrition Services for Older Adults (OCNP, Dine-in meals-C1 and To-go meals-C2)	B
Congregate Nutrition Services for Adults with Disabilities (Dine-in and To-go meals)	B
Congregate Nutrition Services CHAMPSS - Choosing Healthy Appetizing Meal Plan Solutions for Seniors (OCNP, Dine-in meals-C1)	B
Nutrition Compliance and Quality Assurance for Congregate Nutrition Services	B
Home-Delivered Nutrition Services for Older Adults (OCNP-C2)	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
Home-Delivered Nutrition Services for Adults with Disabilities	B1
Emergency Home-Delivered Nutrition Services for Older Adults and Adults with Disabilities	B1
Nutrition Compliance and Quality Assurance for Home-Delivered Nutrition Services, including nutrition service assessments and nutrition service reassessments	B1
Culturally Responsive Supplemental Grocery Program	B2

8. Completed Page Number Form (refer to Section X)

IV. PROPOSAL EVALUATION CRITERIA

A. Minimum Qualifications (Pass/Fail)

Proposers must provide documentation that clearly demonstrates each Minimum Qualification (MQ) listed below has been met at time of submission. Minimum Qualification documentation should be clearly marked as “MQ1”, MQ2”, etc. to indicate which MQ it supports. Each Proposal will be reviewed for initial determination on whether Proposer meets the MQs referenced in this section. **This screening is a pass or fail determination and a Proposal that fails to meet the Minimum Qualifications will not be eligible for further 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.

MQ #	Description
MQ1	Proposer has three (3) years of experience providing congregate and/or home-delivered nutrition services to the target population of older adults or people with disabilities as described in the RFP.
MQ2	A nonprofit organization with a 501(c)(3) determination and/or equivalent.
MQ3	Must be willing and able to comply with the City contracting requirements set forth in Section VIII of this RFP.
MQ4	Current certified vendor or the ability to become a certified vendor with the City and County of San Francisco within ten (10) days of notice of award.

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 grant.

Please note: Agencies submitting proposals that have previously contracted with 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.** Provide a statement of 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. (Refer to section III.C.4)

B. 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

Organizational Capacity (40 points)

- 1) Did respondent explain how the organization is qualified to implement the proposed services? Did they demonstrate the management/supervisory infrastructure, as well as the administrative/financial capacity to deliver the proposed services? (10 points)
- 2) Did respondent describe experience with/history of successfully providing these services, and serving this population/community? Were recently completed projects listed,

detailing quality, requirements, timelines, and/or success? Did they demonstrate ability to implement new programming and/or services? Satisfactorily completed Disability **Checklist (Attachment 4)** (15 points)

- 3) Based on the staffing patterns described, will the program be sufficiently staffed? Based on job descriptions and qualifications, does the staff have the necessary skill, training, and experience to successfully provide the services to these clients and community? Do job descriptions include appropriate experience/qualifications for the project, realistic description of tasks to be performed, reasonable workload/ work schedule? Were relevant staff training plans clearly described? (10 points)
- 4) Does the agency clearly demonstrate how racial equity and cultural competence values are exemplified through their organizational and program operations? This should include a description of the organization's plans, strategies, and activities to address racial equity and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement. Do they address the agency's language and cultural capacity? (5 points)

Program Approach (35 points)

- 1) Does the respondent clearly describe the agency's specific program approach to deliver the service components proposed and how this program approach or service model will appropriately address the needs of the target populations in this RFP? Did they address Target Population, Scope of Work, and Service/Outcome Objectives? Did the respondent include a menu(s) with a nutrition analysis for at least two weeks (**Attachment 5 menu compliance template**)? Do the meals on the menu align with the specified cuisine type in the respondent's application? Are the meals complete, meeting nutritional and portion requirements? Are the meals and food likely to be well-received by the target population? Does the respondent clearly describe the linkages that will connect clients to services? (15 points)
- 2) Is the proposed facility/site that will be made available for the target population appropriate for the services proposed? Does respondent have a plan for location and hours of programming and/or services? Did respondent include a Site Chart (**Attachment 3**)? (5 points)
- 3) Does the respondent describe specific service and outcome objectives to be accomplished and how they will be measured? Does the respondent include an explanation of methods for data collection, documentation, and reporting on service and outcome objectives? Are any subcontractors identified? If so, are their responsibilities in the delivery of services clearly defined? Did respondent provide an MOU or letter of intent? (10 points)
- 4) Does the proposed model include methods for clients to offer input regarding program design, service delivery and program operations? (5 points)

Fiscal Capacity (25 points)

- 1) Does the budget reflect 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)

- 2) Are the overall costs reasonable, and competitive with other proposals? Are specific costs reasonable, justified, and competitive? Does the cost allocation support the services as proposed? (10 points)
- 3) Does respondent describe their ability to leverage other resources for this program, either from in-kind, and/or external resources? Does the proposal reflect the effective use of organizational resources/external resources, including funds leveraged exclusively for this program? (5 points)

V. PRE-PROPOSAL CONFERENCE AND GRANT AWARD

A. Pre-Proposal Conference

Proposers are encouraged to attend a Pre-Proposal Conference on January 10, 2025, at 1:00 pm to be held via teleconference. 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. A.

B. Award

SFHSA will select a proposer with whom Agency staff shall commence grant negotiations. The selected proposal will be part of the final grant and will be used as a starting point for negotiations. The acceptance and/or selection of any Proposal(s) shall not imply acceptance by the City of all terms of the Proposal(s), which may be subject to further negotiations and approvals before the City may be legally bound thereby. SFHSA may negotiate modifications after the bid/proposal has been selected to assure that all necessary program requirements are covered before the grant is signed. If a satisfactory grant cannot be negotiated in a reasonable time, SFHSA, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin grant negotiations with the next highest ranked proposer.

C. Written Questions and Requests for Clarification

Proposers are encouraged to submit written questions to Candace.Gray@sfgov.org and HSARFP@sfgov.org. 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 January 14, 2025, at 3:00pm.

VI. TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS

A. Inquiries Regarding RFP

All inquiries regarding the RFP or clarification of the RFP, must be directed to: Candace.Gray@sfgov.org and HSARFP@sfgov.org

B. How to Register as a City Supplier

The following requirements pertain only to Proposers not currently registered with the City as a Supplier.

Step 1: Register as a BIDDER at City's Supplier Portal:

<https://sfcitypartner.sfgov.org/pages/index.aspx>

Step 2: Follow instructions for converting your BIDDER ID to a SUPPLIER ID. This will require you to register with the City Tax Collector's Office and submit Chapter 12B and

12C forms through the Supplier portal. Once these forms have been completed, submitted, and processed, you will be notified via email with your organization's new Supplier ID. That email will also provide instructions for completing your Supplier registration.

- **City Business Tax Registration Inquiries:** For questions regarding business tax registration procedures and requirements, contact the Tax Collector's Office at (415) 554-4400 or, if calling from within the City and County of San Francisco, 311.
- **San Francisco Labor Code 131 and 132 Inquiries:** For questions concerning the San Francisco Labor Code 131 and 132 Equal Benefits and Non-Discrimination in Contracting requirements, go to: www.sfgov.org/cmd

C. Proposal Questions and Submissions

1. Proposer Questions and Requests for Clarification

Proposers shall address any questions regarding this Solicitation to Candace.Gray@sfgov.org and HSARFP@sfgov.org. Proposers who fail to submit questions concerning this Solicitation and its requirements will waive all further rights to protest based on the specifications and conditions herein. **Questions must be submitted by email to Candace.Gray@sfgov.org and HSARFP@sfgov.org no later than Written Questions Due Date.** A written Addendum will be executed addressing each question and answer and posted publicly. It is the responsibility of the Proposer to check for any Addenda and other updates that will be posted on the City's Supplier Portal: <https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>.

2. Proposal Format

Proposals must be created using a word processing software (e.g. Microsoft Word or Excel); typed in a 12-point serif font (i.e. Times New Roman, not Arial); text should be double-spaced and unjustified (i.e., with a ragged-right margin); page margins should be at least 1" on all sides (excluding headers and footers). Information must be provided at a level of detail that enables effective evaluation and comparison between Proposals. Failure to follow formatting, submission, or content requirements, as well as page limit restrictions (if any), may negatively impact the evaluation of your Proposal.

3. Time and Place for Submission of Proposals

Proposers shall submit one (1) electronic pdf copy of the proposal and one (1) electronic Excel copy of the budget to Candace.Gray@sfgov.org and HSARFP@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 3pm, on February 24, 2025. 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.

D. Proposal Addenda

The City may modify this Solicitation, prior to the Proposal Due Date, by issuing an Addendum to the Solicitation, which will be posted on the San Francisco Supplier Portal. Every Addendum will create a new version of the Sourcing Event and Proposers must monitor the event for new versions. **The Proposer shall be responsible for ensuring that its Proposal reflects any and all Addenda issued by the City 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 Solicitation Addenda. It is the responsibility of the Proposer to check for any

Addenda, Questions and Answers documents, and updates, which may be posted to the subject Solicitation.

THE SUBMITTAL OF A RESPONSE TO THIS SOLICITATION SHALL EXPLICITLY STIPULATE ACCEPTANCE BY PROPOSERS OF THE TERMS FOUND IN THIS SOLICITATION, ANY AND ALL ADDENDA ISSUED TO THIS SOLICITATION, AND THE PROPOSED GRANT TERMS.

E. Public Disclosure

All documents under this solicitation process are subject to public disclosure per the California Public Records Act (California Government Code Section §6250 et. Seq) and the San Francisco Sunshine Ordinance (San Francisco Administrative Code Chapter 67). Contracts, Proposals, responses, and all other records of communications between the City and Proposers shall be open to inspection immediately after a contract has been awarded. Nothing in this Administrative Code 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 benefit until and unless that person or organization is awarded the contract or benefit.

If the City receives a Public Records Request ("Request") pertaining to this solicitation, City will use its best efforts to notify the affected Proposer(s) of the Request and to provide the Proposer with a description of the material that the City deems responsive and the due date for disclosure ("Response Date"). If the Proposer asserts that some or all of the material requested contains or reveals valuable trade secret or other information belonging to the Proposer that is exempt from disclosure and directs the City in writing to withhold such material from production ("Withholding Directive"), then the City will comply with the Withholding Directive on the condition that the Proposer seeks judicial relief on or before the Response Date. Should Proposer fail to seek judicial relief on or before the Response Date, the City shall proceed with the disclosure of responsive documents.

F. Limitation on Communications During Solicitation

From the date this Solicitation is issued until the date the competitive process of this Solicitation is completed (either by cancelation or final Award), Proposers and their subcontractors, vendors, representatives and/or other parties under Proposer's control, shall communicate solely with the Contract Administrator whose name appears in this Solicitation. Any attempt to communicate with any party other than the Contract Administrator whose name appears in this Solicitation – including any City official, representative or employee – is strictly prohibited. Failure to comply with this communications protocol may, at the sole discretion of City, result in the disqualification of the Proposer or potential Proposer from the competitive process. This protocol does not apply to communications with the City regarding business not related to this Solicitation.

G. Proposal Selection Shall Not Imply Acceptance

The acceptance and/or selection of any Proposal(s) shall not imply acceptance by the City of all terms of the Proposal(s), which may be subject to further approvals before the City may be legally bound thereby.

H. Cybersecurity Risk Assessment

As part of City's evaluation process, City may engage in Cybersecurity Risk Assessment (CRA). CRA may be performed for each entity manufacturing the product, performing technical functions related to the product's performance, and/or accessing City's networks and systems.

Where a prime grantee or reseller plays an active role in each of these activities, CRA may also be required for the prime grantee or reseller.

To conduct a CRA, City may collect as part of this Solicitation process one of the following two reports:

- **SOC-2 Type 2 Report:** Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy; or
- **City's Cyber Risk Assessment Questionnaire:** Proposer's responses to a City's Cyber Risk Assessment Questionnaire.

The above reports may be requested at such time City has selected or is considering a potential Proposer. The reports will be evaluated by the soliciting Department and the City's Department of Technology to identify existing or potential cyber risks to City. Should such risks be identified, City may shall afford a potential Proposer an opportunity to cure such risk within a period of time deemed reasonable to City. Such remediation and continuing compliance shall be subject to City's on-going review and audit through industry-standard methodologies, including but not limited to: on-site visits, review of the entities' cybersecurity program, penetration testing, and/or code reviews.

I. Solicitation Errors and Omissions

Proposers are responsible for reviewing all portions of this Solicitation. Proposers are to promptly notify the City, in writing and to the Solicitation contact person if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the Solicitation. Any such notification should be directed to the City promptly after discovery, but in no event later than the deadline for questions. Modifications and clarifications will be made by Addenda as provided below.

J. Objections to Solicitation Terms

Should a Proposer object on any ground to any provision or legal requirement set forth in this Solicitation, the Proposer must, no later than the deadline for questions, provide written notice to the City 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.

K. Notice of Intent to Award-Required Documentation

After the City issues a Notice of Intent to Award, and before award, if requested by the City, the successful Proposer must possess all qualifications required for the contract. Any failure to demonstrate satisfaction of one or more of following requirements, if requested by the City, will be considered sufficient for the disqualification of the Proposer as nonresponsive and will entitle the City to terminate negotiations and move to the next highest ranked Proposer for award.

1. Proposer is registered in the System of Award Management (SAM) and has no exclusions (<https://usfcr.com/search-sam-cage-duns/>) ;
2. Proposer is in good standing with the California Secretary of State (<https://bizfileonline.sos.ca.gov/search/business>);
3. Proposer is in good standing with the Franchise Tax Board (<https://webapp.ftb.ca.gov/eletter/?Submit=Check+Status>);
4. Proposer is in good standing with the Internal Revenue Service (<https://apps.irs.gov/app/eos/>) ;

5. Proposer is in good standing with California Attorney General's Registry of Charitable Trusts (<https://rct.doj.ca.gov/Verification/Web/Search.aspx?facility=Y>)
 - a. To receive a grant under this Solicitation, any nonprofit proposer must be in good standing with the California Attorney General's Registry of Charitable Trusts by the time of grant execution and must remain in good standing during the term of the agreement. Upon request, proposer must provide documentation to the City demonstrating its good standing with applicable legal requirements. If proposer will use any nonprofit subgrantees to perform the agreement, proposer will be responsible for ensuring they are also in compliance with all requirements of the Attorney General's Registry of Charitable Trusts at the time of grant execution and for the duration of the agreement.

Note: Proposer's failure to remain in good standing with the above after award will entitle the City to immediately terminate the contract for default with no opportunity for the Proposer to cure.

L. Protest Procedures

1. Protest of Non-Responsiveness Determination

Within three (3) business days of the City's issuance of a Notice of Non-Responsiveness, a Proposer may submit a written Notice of Protest 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 Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

2. Protest of Award

Within three (3) business days of the City's issuance of a Notice of Intent to Award, a Proposer may submit a written Notice of Protest of Contract 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 Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

3. Protest of Contract Award

Within three (3) business days of the City's issuance of a Notice of Intent to Award, a Proposer may submit a written Notice of Protest of Contract 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 Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

4. Delivery of Protests

A Notice of Protest must be written. Protests made orally (e.g., by telephone) will not be considered. A Notice of Protest must be delivered by email to Candace.Gray@sfgov.org and

HSARFP@sfgov.org and received by the due dates stated above. A Notice of Protest shall be transmitted by a means that will objectively establish the date the City received the Notice of Protest. If a Notice of Protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein.

Executive Director
Human Services Agency
P.O. Box 7988
San Francisco, CA 94120
Trent.Rhorer@sfgov.org

M. Proposal Term

Submission of a Proposal signifies that the proposed products, services and prices are valid for 180 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. At Proposer's election, the Proposal may remain valid beyond the 180-day period in the circumstance of extended negotiations.

N. Revision to 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, but no later than the Proposal Due Date and time. 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 City may require a Proposer to provide oral or written clarification of its Proposal. The City reserves the right to make an award without further clarifications of Proposals received.

O. Proposal Errors and Omissions

Failure by the City to object to an error, omission, or deviation in the Proposal will in no way modify the Solicitation or excuse the Proposer from full compliance with the specifications of this Solicitation or any contract awarded pursuant to this Solicitation.

P. Financial Responsibility

The City accepts no financial responsibility for any costs incurred by a Proposer in responding to this Solicitation. Proposers acknowledge and agree that their submissions in response to this Solicitation will become the property of the City and may be used by the City in any way deemed appropriate.

Q. Proposer's Obligations under the Campaign Reform Ordinance

If a contract awarded pursuant to this Solicitation has (A) a value of \$100,000 or more in a fiscal year and (B) requires the approval of an elected City official, Proposers are hereby advised:

1. Submission of a Proposal in response to this Solicitation may subject the Proposers to restrictions under Campaign and Governmental Conduct Code Section 1.126, which prohibits City contractors, Proposers, and their affiliates from making political contributions to certain City elective officers and candidates; and

2. Before submitting a Proposal in response to this Solicitation, Proposers are required to notify their affiliates and subcontractors listed in the awarded contract or Proposal of the political contribution restrictions set forth in Campaign and Governmental Conduct Code section 1.126.

This restriction applies to the party seeking the contract, the party's board of directors, chairperson, chief executive officer, chief financial officer, chief operating officer, any person with an ownership interest greater than ten percent, and any political committees controlled or sponsored by the party, as well as any subcontractors listed in the awarded contract or Proposal. The law both prohibits the donor from giving contributions and prohibits the elected official from soliciting or accepting them.

The people and entities listed in the preceding paragraph may not make a campaign contribution to the elected official at any time from the submission of a Proposal for a contract until either: (1) negotiations are terminated and no contract is awarded; or (2) twelve months have elapsed since the award of the contract.

A violation of Section 1.126 may result in criminal, civil, or administrative penalties. For further information, Proposers should contact the San Francisco Ethics Commission at (415) 252-3100 or go to <https://sfethics.org/compliance/city-officers/city-contracts/city-departments/notifying-bidders-and-potential-bidders>.

R. Reservations of Rights by the City

The issuance of this Solicitation does not constitute a guarantee by the City that a contract will be awarded or executed 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 the Solicitation;
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 Solicitation, or the requirements for contents or format of the Proposals;
5. Procure any materials, equipment or services specified in this Solicitation by any other means; or
6. Determine that the subject goods or services are no longer necessary.

S. No Waiver

No waiver by the City of any provision of this Solicitation shall be implied from the City's failure to recognize or take action on account of a Proposer's failure to comply with this Solicitation.

T. Other

1. The City may make such investigation, as it deems necessary, prior to the award of this contract to determine the conditions under which the goods are to be delivered or the work is to be performed. Factors considered by the City shall include, but not be limited to:

- a. Any condition set forth in this Solicitation;
- b. Adequacy of Proposer's plant facilities and/or equipment, location and personnel location to properly perform all services called for under the Purchase Order; and
- c. Delivery time(s).

2. City reserves the right to inspect an awarded Proposer's place of business prior to award of and/or at any time during the contract term (or any extension thereof) to aid City in determining an awarded Proposer's capabilities and qualifications.

3. Failure to timely execute a contract, or to furnish any and all insurance certificates and policy endorsements, 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 Proposer and may proceed against the original selectee for damages.

4. City reserves the right to reject any Proposal on which the information submitted by Proposer fails to satisfy City and/or if Proposer is unable to supply the information and documentation required by this Solicitation within the period of time requested.

5. Any false statements made by a Proposer or any related communication/clarification may result in the disqualification of its Proposal from receiving further evaluation and a contract award.

U. Local Business Enterprise Goals and Outreach

Per Section 14B.2 of the Admin Code, Chapter 14B requirements do not apply to grants, whether funded by the City or by Federal or State grant funds, to a nonprofit entity to provide services to the community.

VII. CITY'S SOCIAL AND ECONOMIC POLICY REQUIREMENTS

The San Francisco Municipal Code establishes a number of requirements for people seeking to do business with the City ("Social and Economic Policy Requirements"). These Social and Economic Policy Requirements set forth below, which Proposers are encouraged to carefully review. The Social and Economic Policy Requirements set forth below are not intended to be a complete list of all Social Policy Requirements applicable to this Solicitation and any contracts awarded from it.

A. Proposers Unable to do Business with the City

1. Generally

Proposers 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. Laws applicable to this Solicitation are set forth below.

2. San Francisco Labor and Employment Code Article 131.2

A Proposer selected pursuant to this Solicitation may not, during the term of the Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of bereavement leave, family medical leave, health benefits, membership or membership discounts, moving expenses, pension and retirement benefits or travel benefits, as well as any benefits other than the benefits specified above, between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of such employees, where the domestic partnership has been registered with a governmental entity pursuant to state or local

law authorizing such registration, subject to the conditions set forth in Article 131.2(b) of the San Francisco Labor and Employment Code.

B. Minimum Compensation Ordinance

A Proposer selected pursuant to this Solicitation shall comply with Labor and Employment Code Article 111. A Proposer selected pursuant to this Solicitation shall pay covered employees no less than the minimum compensation required by San Francisco Labor and Employment Code Article 111, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. A Proposer selected pursuant to this Solicitation is subject to the enforcement and penalty provisions in Article 111. Information about and the text of the Article 111 is available on the web at <https://www.sf.gov/information/minimum-compensation-ordinance>.

C. First Source Hiring Program

A proposer selected pursuant to this solicitation shall comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code that apply to this agreement and an awarded proposer is subject to the enforcement and penalty provisions in Chapter 83.

D. Other Social Policy Provisions

Attachment 1, City's Contract Terms, identifies the City's applicable social policy provisions related to a contract awarded pursuant to this Solicitation. Proposers are encouraged to carefully review these terms and ensure they are able to comply with them.

VIII. GRANT REQUIREMENTS

A. Grant Terms and Negotiations

The successful Proposer will be required to enter into the Agreement in the form attached hereto as Attachment 1, City's Proposed Agreement Terms. **City's Proposed Agreement Terms are attached in the Attachment 1: Grant Agreement (form G-100).** However, Proposers may identify those contract terms to which they object as part of the questions they submit by the Questions Due Date. City shall evaluate all objections and determine what, if any changes, will be incorporated into City's Contract Terms prior to the Proposal Due Date. Any such changes will be made known to all Proposers through an Addendum to this Solicitation. Failure to timely execute the Proposed Agreement, or to furnish any and all insurance certificates and policy endorsements, surety bonds or other materials required in the Proposed Agreement, shall be deemed an abandonment of the Proposal and City, in its sole discretion, may select another Proposer and proceed against the original selectee for damages.

B. Insurance Requirements

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

insurance may be increased according to the Scope of Work, risk, and amount of contract:

- 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.
- 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 City'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 City'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.

C. Failure to Provide Insurance and/or Bonds

Unless otherwise stated, within ten business days of the receipt of a notice of award of a Contract, the Proposer to whom the RFP is awarded shall deliver the specified bond documents and/or insurance certificates and policy endorsements to City. If the Proposer fails or refuses to furnish the required bond and/or insurance within ten days after receiving notice to award a Contract, City may, at its option, determine that the Proposer has abandoned its Proposal. The foregoing in no way limits the damages which are recoverable by City whether or not defined elsewhere in the contract documents.

D. Compliance with Other Laws

Proposers 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.

E. HSA/DAS Policy Manuals and Memoranda

<https://www.sfhhsa.org/partner/policies-and-procedures>

F. Other CDA Rules and Regulations (if applicable)

State (CDA Regulations):

https://www.aging.ca.gov/programsproviders/aaa/Laws_Regulations_Policies/

Federal OMB Uniform Guidance: <https://www.grants.gov/learn-grants/grant-policies/omb-uniform-guidance-2014.html>

Code of Federal Regulations: <https://www.govinfo.gov/help/cfr>

IX. RFP COVER PAGE Congregate nutrition services for older adults

NAME OF ORGANIZATION: _____

ADDRESS: _____

DIRECTOR: _____

PHONE: _____

EMAIL: _____

CITY SUPPLIER ID (IF KNOWN) _____

**FEDERAL EMPLOYER
IDENTIFICATION NUMBER (FEIN):** _____

ANNUAL AMOUNT
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		

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 grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant 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 Candace.Gray@sfgov.org and HSARFP@sfgov.org

X. RFP COVER PAGE CONGREGATE NUTRITION SERVICES FOR ADULTS WITH DISABILITIES

NAME OF ORGANIZATION: _____

ADDRESS: _____

DIRECTOR: _____

PHONE: _____

EMAIL: _____

CITY SUPPLIER ID (IF KNOWN) _____

FEDERAL EMPLOYER IDENTIFICATION NUMBER (FEIN): _____

ANNUAL AMOUNT
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		

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 grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant 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 Candace.Gray@sfgov.org and HSARFP@sfgov.org

**XI. RFP COVER PAGE CONGREGATE NUTRITION SERVICES CHAMPSS-
CHOOSING HEALTHY APPETIZING MEAL PLAN SOLUTIONS FOR
SENIORS**

NAME OF ORGANIZATION: _____

ADDRESS: _____

DIRECTOR: _____

PHONE: _____

EMAIL: _____

CITY SUPPLIER ID (IF KNOWN) _____

**FEDERAL EMPLOYER
IDENTIFICATION NUMBER (FEIN):** _____

ANNUAL AMOUNT
REQUESTED for Congregate
Nutrition Services CHAMPSS-
Choosing Healthy Appetizing Meal
Plan Solutions for Seniors (please
use budget template B): \$ _____

**Congregate Nutrition Services CHAMPSS-Choosing Healthy Appetizing Meal Plan
Solutions for Seniors**

Cuisine Type	Supervisor District	Annual Amount
Total		

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 grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant 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 Candace.Gray@sfgov.org and HSARFP@sfgov.org

**XII. RFP COVER PAGE NUTRITION COMPLIANCE AND QUALITY ASSURANCE
FOR CONGREGATE NUTRITION SERVICES**

NAME OF ORGANIZATION: _____

ADDRESS: _____

DIRECTOR: _____

PHONE: _____

EMAIL: _____

CITY SUPPLIER ID (IF KNOWN) _____

**FEDERAL EMPLOYER
IDENTIFICATION NUMBER (FEIN):** _____

ANNUAL AMOUNT
REQUESTED for Nutrition
Compliance and Quality Assurance
for Congregate Nutrition Services
(please use budget template B): \$ _____

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 grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant 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 Candace.Gray@sfgov.org and HSARFP@sfgov.org

XIII. RFP COVER PAGE- HOME-DELIVERED NUTRITION SERVICES FOR

NAME OF ORGANIZATION: _____

ADDRESS: _____

DIRECTOR: _____

PHONE: _____

EMAIL: _____

CITY SUPPLIER ID (IF KNOWN) _____

**FEDERAL EMPLOYER
IDENTIFICATION NUMBER (FEIN):** _____

OLDER ADULTS

ANNUAL AMOUNT
REQUESTED for Home-Delivered
Nutrition Services for Older Adults
(please use budget template B1): \$ _____

Home-Delivered Nutrition Services for Older Adults

Cuisine Type	Annual Amount
Total	

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 grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant 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 Candace.Gray@sfgov.org and HSARFP@sfgov.org

XIV. RFP COVER PAGE- Home-delivered nutrition services for Adults with Disabilities

NAME OF ORGANIZATION:

ADDRESS:

DIRECTOR:

PHONE:

EMAIL:

CITY SUPPLIER ID (IF KNOWN)

FEDERAL EMPLOYER

IDENTIFICATION NUMBER (FEIN):

ANNUAL AMOUNT

REQUESTED for Home-Delivered
Nutrition Services for Adults with
Disabilities (please use budget
template B1):

\$

Home-Delivered Nutrition Services for Adults with Disabilities

Cuisine Type	Annual Amount
Total	

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 grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant 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 Candace.Gray@sfgov.org and HSARFP@sfgov.org

XV. RFP COVER PAGE- EMERGENCY HOME-DELIVERED NUTRITION SERVICES FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

NAME OF ORGANIZATION: _____

ADDRESS: _____

DIRECTOR: _____

PHONE: _____

EMAIL: _____

CITY SUPPLIER ID (IF KNOWN) _____

FEDERAL EMPLOYER IDENTIFICATION NUMBER (FEIN): _____

ANNUAL AMOUNT
REQUESTED for Emergency
home-delivered nutrition services
for older adults and adults with
disabilities (please use budget
template B1): \$ _____

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 grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant 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 Candace.Gray@sfgov.org and HSARFP@sfgov.org

**XVI. RFP COVER PAGE- NUTRITION COMPLIANCE AND QUALITY
ASSURANCE FOR HOME-DELIVERED NUTRITION SERVICES, INCLUDING
NUTRITION SERVICE ASSESSMENTS AND NUTRITION SERVICE
REASSESSMENTS**

NAME OF ORGANIZATION: _____

ADDRESS: _____

DIRECTOR: _____

PHONE: _____

EMAIL: _____

CITY SUPPLIER ID (IF KNOWN) _____

**FEDERAL EMPLOYER
IDENTIFICATION NUMBER (FEIN):** _____

ANNUAL AMOUNT
REQUESTED for Nutrition
compliance and quality assurance
for home-delivered nutrition
services, including nutrition service
assessments and nutrition service
reassessments (please use budget
template B1): \$ _____

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 grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant 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 Candace.Gray@sfgov.org and HSARFP@sfgov.org

**XVII. RFP COVER PAGE- CULTURALLY RESPONSIVE SUPPLEMENTAL
GROCERY PROGRAM**

NAME OF ORGANIZATION: _____

ADDRESS: _____

DIRECTOR: _____

PHONE: _____

EMAIL: _____

CITY SUPPLIER ID (IF KNOWN) _____

**FEDERAL EMPLOYER
IDENTIFICATION NUMBER (FEIN):** _____

ANNUAL AMOUNT
REQUESTED for Nutrition
compliance and quality assurance
for home-delivered nutrition
services, including nutrition service
assessments and nutrition service
reassessments (please use budget
template B2): \$ _____

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 grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant 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 Candace.Gray@sfgov.org and HSARFP@sfgov.org

XVIII. 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.

	Evaluation and Selection Criteria	
	Minimum Qualifications	Page Number(s)
MQ1.	Proposer has three (3) years of experience providing congregate and/or home-delivered nutrition services to the target population of older adults or people with disabilities as described in the RFP.	
MQ2.	A nonprofit organization with a 501(c)(3) determination and/or equivalent	
MQ3.	Must be willing and able to comply with the City contracting requirements set forth in Section VIII of this RFP.	
MQ4.	Current certified vendor or the ability to become a certified vendor with the City and County of San Francisco within ten (10) days of notice of award.	
	Organizational Capacity (40 points)	
A1.	Does respondent explain how the organization is qualified to implement the proposed services? Did they demonstrate the management/supervisory infrastructure, as well as the administrative/financial capacity to deliver the proposed services? (10 points)	
A2.	Did respondent describe experience with/history of successfully providing these services, and serving this population/community? Were recently completed projects listed, detailing quality, requirements, timelines, and/or success? Did they demonstrate ability to implement new programming and/or services? Satisfactorily completed Disability Checklist (Attachment 4) (5 points) (15 points)	
A3.	Based on the staffing patterns described, will the program be sufficiently staffed? Based on job descriptions and qualifications, does the staff have the necessary skill, training, and experience to successfully provide the services to these clients and community? Do job descriptions include appropriate experience/qualifications for the project, realistic description of tasks to be performed, reasonable workload/ work schedule? Were relevant staff training plans clearly described? (10 points)	
A4	Does the agency clearly demonstrate how racial equity and cultural competence values are exemplified through their organizational and program operations? This should include a description of the organization's plans, strategies, and activities to address racial equity and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement. Do they address the agency's language and cultural capacity? (5 points)	
	Program Approach (35 points)	
B1.	Does the respondent clearly describe the agency's specific program approach to deliver the service components proposed and how this program	

	approach or service model will appropriately address the needs of the target populations in this RFP? Did they address Target Population, Scope of Work, and Service/Outcome Objectives? Did the respondent include a menu(s) with a nutrient analysis for at least two weeks (Attachment 5 menu compliance template)? Do the meals on the menu align with the specified cuisine type in the respondent's application? Are the meals complete, meeting nutritional and portion requirements? Are the meals and food likely to be well-received by the target population? Does the respondent clearly describe the linkages that will connect clients to services? (15 points)	
B2.	Is the proposed facility/site that will be made available for the target population appropriate for the services proposed? Does respondent have a plan for location and hours of programming and/or services? Did respondent include a Site Chart (Attachment 3)? (5 points)	
B3.	Does the respondent describe specific service and outcome objectives to be accomplished and how they will be measured? Does the respondent include an explanation of methods for data collection, documentation, and reporting on service and outcome objectives? Are any subcontractors identified? If so, are their responsibilities in the delivery of services clearly defined? Did respondent provide an MOU or letter of intent? (10 points)	
B4.	Does the proposed model include methods for clients to offer input regarding program design, service delivery and program operations? (5 points)	
	Fiscal Capacity (25 points)	
C1.	Does the budget reflect 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)	
C2.	Are the overall costs reasonable, and competitive with other proposals? Are specific costs reasonable, justified, and competitive? Does the cost allocation support the services as proposed? (10 points)	
C3.	Does respondent describe their ability to leverage other resources for this program, either from in-kind, and/or external resources? Does the proposal reflect the effective use of organizational resources/external resources, including funds leveraged exclusively for this program? (5 points)	

XIX. BUDGET FORMS AND INSTRUCTIONS

Budgets should be submitted in the standard SFHSA format. Forms are available at:

<https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>

Click on “Human Services Agency” in the Department drop-down menu and then click the link for this RFP.

The attached spreadsheets are in Excel. There are six (6) tabs: Budget Summary, Salaries and Benefits, Operating-Direct, Subcontractors-Pass Thru, Capital Expenses, and Justification.

Please note these must all be clearly and easily attributable to the specific program being funded.

The Budget Justification should be a narrative, providing detailed information and calculations supporting the amount allocated for each budget line item. Please detail all mathematical computations for each line item. Show how the total dollar amount was derived, e.g., 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 grant term, etc. For the Salaries and Benefits section, list the position, a brief sentence of the position's responsibilities, the basis for the percentage of FTE allocated to the activity, and the mathematical computation used to arrive at the total dollar amount. Also list everything being included under Fringe Benefits.

The Cost Allocation Plan is required. Respondents must follow the City’s cost allocation guidelines for nonprofit grantees, 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.

For any proposed Subcontracts over \$25,000, attach a separate detailed Subcontracting budget using the standard SFHSA format. 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 Subcontractors-Pass Thru sheet.

Indirect rates are not allowable on Subcontractor indirect expenditures, Subcontracts over \$25,000, Capital Expenses, or Direct Client Pass-Through payments: aid payments, 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.

These guidelines provide general information. If further clarification or technical assistance is required, email Candace.Gray@sfgov.org and HSARFP@sfgov.org on or prior to January 14, 2025.