



MEALS ON WHEELS LONDON

REQUEST FOR PROPOSALS 2023

PROVISION OF FROZEN MEALS

Issue date: November 1, 2023
Closing Date: December 15, 2023



Meals on Wheels London (MOWL) is accepting proposals from experienced and highly qualified contractors to provide frozen meals for our programs. The objective of this Request for Proposals (RFP) is to identify interested parties with the ability to provide a frozen meal service that will meet the requirements specified below.

Proposal/General Instructions

1. Contractors shall submit one clearly identified electronic copy of the RFP as per the submission guidelines.
2. Labelled: **Request for Proposal
Frozen Meal Supplier 2023
Meals on Wheels London**
3. Proposals must be delivered to:
ccallander@mowl.ca
4. The electronic format must be signed (electronically) by an authorized representative of the company submitting the proposal who has the authority to bind the organization.
5. MOWL shall not be responsible for costs incurred in the preparation and submission of proposals in response to this RFP. MOWL reserves the right to reject any or all proposal submitted, or to accept a proposal in its entirety without negotiation, or to accept any part thereof, in its sole discretion, considering the best interests of MOWL. No obligation to enter into a contract with any company is expressed or implied. MOWL reserves the right to terminate the process without award of a contract.
6. Proposals submitted must be valid for ninety working days from the date of submittal.
7. All inquiries and other communications related to this RFP must be directed to Mr. Chad Callander, Executive Director at 519-660-1430 x 260 and ccallander@mowl.ca. Contractors should not base any portion of their proposals on any oral representations or actual/perceived past practices not specifically identified within this RFP.
8. To be emailed by December 15th, 2023 at 4:30pm.
9. This is a request for proposal not a bid process. Therefore, MOWL has the discretion to evaluate the qualitative as well as financial aspects of each proposal and make its selection based on what it considers to be in the best interest of MOWL. MOWL reserves the right to accept anything other than the most financially advantageous proposal. MOWL reserves the right to accept or reject all proposals and waive any informality in proposals. MOWL may require oral presentation of one or more vendors for the purpose of discussion and negotiation.
10. The award document will be a Contract incorporating, by reference, all the requirements, terms and conditions of the solicitation and the vendor's proposal as negotiated.



11. The vendor shall furnish all health and safety information pertinent to this sealed request for proposal. The vendor will be responsible for obtaining all required licenses and permits as required.
12. Submit the proposal, “proof of insurance” from an established insurer satisfactory to MOWL.

The successful vendor will be contracted to operate the service for two (2) years commencing on or before February 28, 2024, with the possibility of an extension. Extensions will be at the sole discretion of MOWL.

Background:

Although many people experience physical and sensory limitations or suffer from chronic illness, aging and diminishing ability, this does not change the basic desire for independence and the comfort of familiar surroundings. Meals on Wheels London is a volunteer-driven organization that helps people maintain their independence and remain in their own homes and communities. Our services are particularly important today when patients are discharged earlier from hospital, coming home for most of their recovery period.

Meals on Wheels London is known for its frozen meal service, which delivers 50,000 to 55,000 (varies each year) meals per year and 5,000 to 6,000 soups and desserts per year across London to adults with disabilities and seniors. The length of time a person remains on the service is determined by their needs. Some are short term, following an illness or surgery, and some may stay on the program for an extended period. Often clients, especially those living alone, lose interest in food and neglect to prepare good meals for themselves. People who have recently been discharged from hospital may also have little interest or ability in cooking or food. Meals on Wheels London provides a frozen meal service delivered weekly, helping them get the energy and nutrients they need to maintain their health. Just as important, the volunteer delivering the meal is a friendly face checking in to see that all is well.

Meals on Wheels seeks a provider that shows a deep understanding of our mission and the needs of our community to have access to affordable, healthy food.

SCOPE OF WORK: The Current Frozen Meal Program:

The frozen meal program, along with our daily meal program, aims to promote independent living. The frozen meals are delivered to our clients Thursday mornings by volunteers. Meals are enjoyed by the client at their discretion and are intended to compliment the daily meal program.

Meals are ordered from the vendor by MOWL by Monday at 4:00pm, packaged by the supplier, and are made available for pickup from the vendor by Wednesday morning. The meals are picked up by a MOWL contracted delivery service and delivered to MOWL offices at 356 Queens Ave,



London, ON between 12-2:00pm on the same Wednesday. The time window may vary depending on the location of the supplier. If you are responding to this proposal and you do offer delivery services with your product, please include as many details as possible on this service and pricing. All containers are recyclable. Each meal label includes the supplier's name, the meal name, production date, pertinent nutritional information, and heating instructions for clients. Meals are packaged and labelled with the client's name and other relevant information. MOWL asks that in your response you address the steps you will be taking regarding the plastics ban and provide details on the products you will be using to serve MOWL meals.

Standards for Frozen Meal Service

The vendor will be required to:

- a) Make and prepare a comprehensive frozen meal menu ensuring the menu is nutritional with options for several dietary requirements including diabetic, pureed, minced, gluten free, lactose free, low sodium and vegetarian.
- b) Make and prepare the frozen meals with options for an entrée, soup, and dessert. The entrée should include a protein source, a carbohydrate source, and a minimum of one vegetable.
- c) Provide information that the meals have been reviewed and approved by a dietician.
- d) Provide information as to size, minimum weight of all meals and the nutritional analysis.
- e) Ensure the meal labels list all ingredients used in their preparation, instructions for proper heating for both microwaves and ovens and expiry date.
- f) Provide the meals in recyclable containers.
- g) Adhere to all legislation and food preparation requirements.
- h) Sort and label meals according to the client orders submitted by MOWL.
- i) Conform and comply with the requirements set out by the Canadian Food Inspection Agency and provided evidence to MOWL that they comply.
- j) Provide marketing by the provider to promote MOWL and their services (partnership)

Selection Process



1. Submitted proposals will be reviewed by MOWL's RFP Committee and a contract will be awarded to the vendor that meets the best interests of MOWL.
2. MOWL will be the sole judge of its own best interests, the proposals, and approval of the resulting contract and its decision will be final. Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by MOWL, shall be utilized in the final award.
3. The selection process may involve reference checks and on-site visits to the vendor's place of business.
4. Preference will be given to providers who are able to meet "the highest standards" of frozen meal preparation requirements.

The Contract:

Meals on Wheels London requires a written, signed two-year contract. The cost of the frozen service should include all aspects required to fulfil contractual obligations.

The Proposal:

Meals on Wheels London will accept proposals as outlined in the RFP. Please indicate a timeline for implementation. The following should be included in the proposal:

- a) Background on your company including current activities and previous experience, facility description, staff and their qualifications, minimum and maximum volume levels, lead time for expansion of meal numbers and menu changes.
- b) Project approach including how you propose to provide service within the parameters listed.
- c) Contractual arrangements and details on how you will follow the "Standards for Frozen Meal Service."
- d) Your quality assurance policies and procedures.
- e) Current client satisfaction report.
- f) Indication of how you will maintain service in the event of an emergency such as COVID-19
- g) Options for delivery of frozen meals (if provider can deliver them, on what schedule or if it up to MOWL to arrange pickup)



- h) List options for culturally sensitive meals (if available)
- i) Two references

General conditions

1. Payment will be made monthly. These payments will be made within 30 days of receipt of an approved invoice.
2. Contract period - the contract is for a two-year period to begin on or before March 1, 2024. At the discretion of MOWL the contract may be extended for an additional two-year period.

Insurance

The contractor shall always purchase at its own expense and keep in place with an insurance company the following required minimum coverage:

- Commercial Gen. liability - \$5 million per occurrence
- Professional Liability Insurance - \$5 million per occurrence

MOWL shall be named as an additional insured and a certificate will be required as proof of the insurance policy. To meet this requirement, the following wording should appear on any certificate of insurance provided: “Meals on Wheels London, and its Board of Directors is an additional insured for any liability incurred by MOWL arising from the activities of the contractor and/or sub-contractor performing work on behalf of the contractor.”

The contractor shall furnish any original certificate(s) of insurance evidencing the required coverage to be in force on the date of this contract and any renewal certificate(s) of insurance coverage has an expiration or renewal date occurring during the term of this contract. Failure of MOWL to obtain certificates or other insurance evidence from the contractor shall not be deemed as a waiver by MOWL. Failure to comply with insurance requirements may be regarded as a breach of the contract.

The successful vendor is responsible for ensuring their employees are covered by appropriate Worker’s Compensation Insurance, in the province of Ontario.

Indemnification

The contractor undertakes to indemnify, defend, and hold harmless MOWL and its agents and employees from and against all claims, demands, losses, costs, damages, actions, suits, or proceedings by third parties that arise out of, or are attributed to, their performance of the contract. This indemnity shall survive termination of the request for proposals.



Termination

MOWL may terminate the contract at any time in whole or in part by providing at least 60 days written notice to the contractor. The contractor may terminate the contract at any time in whole or in part by providing at least 60 days written notice.