

LEGAL NOTICE

The Greater Erie Community Action Committee, as the Area Agency on Aging for Erie County, will be soliciting proposals to select subcontractors to provide services during the period of July 1, 2025 through June 30, 2028. Services to be provided include Congregate and Home Delivered Meals. Parties interested may view the 2025 Nutrition Services Requests for Proposal and the required Bidders Questionnaire found at www.gecac.org/request-for-quote, and email the completed questionnaire to rmaholtz@gecac.org by noon May 9, 2025. Proposals will be due May 23, 2025, by noon.

REQUEST FOR PROPOSALS
FOR
NUTRITION SERVICES

Issued by

**Greater Erie Community Action Committee
Erie County Area Agency on Aging (AAA)**

**18 West 9th Street
Erie, PA 16501**

Pre-Proposal Conference
Monday, May 9, 2025 at 1:00 pm
Refer to Part II, page 10 for details.

Submittal Deadline
Friday, May 23, 2025, 12:00 pm, Local Prevailing Time
Refer to Part II, page 11 for submittal instructions.

Point-of-Contact for this RFP
Ray Maholtz, ERIE AAA Division Manager
Tel: 814-459-4581 ex 441 Fax: 814-456-0161
Email: rmaholtz@gecac.org
Mailing Address: ERIE AAA 18 West 9th St.; Erie, PA 16501
Website: www.gecac.org

This Request for Proposals (RFP) package consists of **40 pages** including legal notice, this cover page and the Table of Contents page. If the RFP package you received is missing any pages, contact the ERIE AAA by telephone at (814) 459-4581 ext. 518.

INVITATION TO BIDDERS

INVITATION TO BIDDERS

Sealed bids will be received at the Greater Erie Community Action Committee, Area Agency on Aging (GECAC/AAA) office, 18 West Ninth Street; Erie, PA 16501, until 12:00 pm on Friday, **May 23, 2025** to satisfy the need for NUTRITION SERVICES for elderly residents 60 years of age and older and their spouses in Erie County. Meals are to be prepared and delivered to designated home delivered meals recipients and congregate meal senior center sites as indicated in the Request for Proposals (RFP).

All bids will be publicly opened and read aloud on May 23, 2025 in the Aging Conference Room, GECAC, 18 West Ninth Street, Erie, PA. Bid opening time for NUTRITION SERVICES is 12:30 pm.

Attention should be called to the provisions for Equal Employment and to all other Federal, State and Municipal laws, codes, regulations and ordinances.

All bids must be submitted in an opaque envelope with the Bidder's name and address on the outside and marked with the designation:

BID: NUTRITION SERVICES

FOR: ERIE COUNTY AREA AGENCY ON AGING

Bidders who submit a bid proposal may be requested to make an oral presentation of the bid proposal to the Agency.

The successful bidder will be required to comply with all assurances and liability coverages at the time of signing a contract and before commencing the contracted services. and failure to provide such assurances shall be grounds, at the sole discretion of GECAC ERIE AAA for declaring the contractor in default.

GECAC and the Area Agency on Aging reserves the right to reject any and all bids.

INFORMATION REQUIRED FROM CONTRACTORS

The following material must be submitted with your bid.

- I. The completed Bidder's Questionnaire found at www.gecac.org/about/resources. This completed questionnaire also MUST be emailed to rmaholtz@gecac.org by noon May 9, 2025.
- II. The Formal Bid Statement/ Narrative
- III. Proposal Statement with cost price analysis.
- IV. Attachments as requested in narrative including a table of company organization, a plan for the administrative management and supervision, and staffing proposed under the specification of this bid. Include qualifications and experience of each.

PROPOSAL ORDER

The information in this section will explain the order of the Request for Proposal. Please ensure this order is followed when completing proposals.

I. Part I: Bidder's Questionnaire

Must be complete, each question answered. This questionnaire must have been emailed by noon on May 9, 2025 to rmaholtz@gecac.org also.

II. Part II: General Information and Bidding Requirements for the Applicant.

Please follow instructions carefully. Any bid submitted which does not follow instructions as outlined will be disqualified.

III. Part III: Format of Information Required from Contractors

All proposals must be submitted in the format (order) given in this section. Proposals not in this format (order) will be disqualified. This section also included in the Bid Statement.

IV. Part IV: Criteria for Selection

This section will show each agency how proposals will be evaluated.

V. Part V: Specifications / Scope of Service

The specifications section will tell the bidding agency what will be required of the agency once the contract is awarded.

VI. Part VI: Appendix A: Meal sites

Will reflect all meal delivery sites and packing activities currently being utilized.

VII. Part VII: Appendix B: Holidays Observed

Reflects all holiday listings and emergency information.

VIII. Glossary

Will explain terminology used.

PART I

ERIE COUNTY AREA AGENCY ON AGING NUTRITION SERVICES **BIDDER'S QUESTIONNAIRE 2025**

All Bidders must complete the following questionnaire. All questions must be answered and the data given must be clear and comprehensive. If necessary, additional sheets may be used to complete the answer. The Bidder may submit any additional information he/she desires.

1. Name and address of Bidder: _____

Telephone Number: _____

2. Location (address) of all offices or facilities where work under this contract would be performed:

3. Form of Business (Check each one that applies): _____ Public Non-Profit _____ Public for Profit
_____ Private Non-Profit _____ Private for Profit _____ Corporation Individual Proprietor Partnership

4. Number of years conducting NUTRITION SERVICE business of the type for which this bid is being submitted:

5. Has Bidder ever been awarded similar contracts for any governmental body or entity?

Yes _____ No _____

Number of such contracts within past 3 years: _____

6. Are you serving or have you served customers of comparable size to the operation described in this bid?

Yes _____ No _____

7. Has Bidder ever defaulted on a contract or failed to complete any work awarded to Bidder?

Yes _____ No _____

8. Has Bidder ever been declared ineligible or barred from submitting bids for any governmental contracts?

Yes _____ No _____

If yes, please explain:

9. Has the Bidder or any of its Principals, Officers, or present or former employees ever been found by any court or administrative agency to have discriminated against any person because of race, color, national origin, religious creed, age, sex, or handicap:

Yes _____ No _____

If yes, please explain:

10. Does the Bidder have any outstanding unsatisfied judgments or tax liens filed against the Bidder, or any lawsuits pending against the Bidder? Yes _____ No _____

If yes, please explain:

11. Please list any background and experience of the Bidder's Principals and Officers that you feel demonstrate the Bidder's ability to perform this contract:

12. Please list at least three (3) recent references for contracts involving similar services of comparable size and operation to those for which this bid is being submitted, giving:

- A. Name and address of business for whom work was performed.
- B. Dates work was performed.
- C. Name, address, and telephone number of supervisor or contact person.
- D. Description of the nature of work performed.

13. List Bidder's IRS EIN Identification Number: _____

The undersigned hereby certifies that the above information is true and correct, and authorizes and requests any person, firm or corporation to furnish any information requested by the Erie County Area Agency on Aging for verification of such information:

AUTHORIZED SIGNATURE:

DATE:

PRINTED NAME AND TITLE:

PART II GENERAL INFORMATION AND BIDDING REQUIREMENTS FOR THE APPLICANT

PURPOSE

This Request for Proposal (RFP) provides interested potential contractors, applicants (responders) with information to enable them to prepare and submit proposals for consideration by the designated Area Agency on Aging in Erie County within Greater Erie Community Action Committee, hereafter referred to as "ERIE AAA". For purposes of satisfying the need for NUTRITION SERVICES for elderly residents 60 years of age and older and their spouses in the City of Erie and Erie County.

PROBLEM STATEMENT

ERIE AAA wishes to enter into a contract for NUTRITION SERVICES for elderly residents of the city of Erie and Erie County for a contract timeframe of July 1, 2025 to June 30, 2028; subject to annual renewal and annual increases through the sole discretion of GECAC. During this period, it is expected that the contractor will provide meals in accordance with the Standards and Procedures described in *Part V: Scope of Services* of the RFP. The number of meals indicated by the responding organizations are to be meals actually prepared and delivered to designated home delivered meal pick-up sites and senior community centers indicated in this RFP.

The responding agency shall complete a proposal for the entire ERIE AAA Coordinated Meal Program inclusive of **home delivered** meals with **volunteer** delivery and coordination and senior community center **congregate meals** as listed in the Proposal Statement.

SCOPE OF WORK

ERIE AAA Nutrition Services encompasses 1) comprehensive home delivered meals inclusive of volunteer coordination and delivery and 2) senior community center congregate meals. Both services are provided for the entire Erie County service area. Services to be provided are inclusive of menu preparation, meal preparation, meal delivery, and customer satisfaction follow-up. All services provided must be in compliance with regulations and requirements as issued by the Older Americans Act, the PA Department of Aging APD 15-03-01 and 15-03-02 and any subsequent regulations issued by these or other governing bodies. The full extent of the scope of work may be found in Part V of this RFP. Successful respondents will be expected to meet this requirement in totality.

ISSUING OFFICE

This RFP is issued by ERIE AREA AGENCY ON AGING, which is the sole point of contact for this RFP, and is the Area Agency on Aging for Erie County, Pennsylvania. All questions regarding this RFP must be addressed in writing to: Ray Maholtz, AAA Division Manager, Area Agency on Aging, 18 West Ninth Street; Erie, PA 16501.

REPORTING OF INCONSISTENCIES OR ERRORS

A responder will not be allowed to take advantage of any errors or omissions in the specifications. Where errors or omissions occur in the specification, the responder shall promptly notify ERIE AAA of such errors or omissions. Inconsistencies in the specification shall be reported before proposals are submitted.

RESPONSES RECEIVED

Sealed responses will be received at the ERIE Area Agency on Aging Office (AAA), 18 West Ninth Street; Erie, PA 16501, until **12:00 pm on May 23, 2025**.

RESPONDERS IDENTIFIED

Competing responders will be publicly announced at 12:30 pm on May 23, 2025 in the Aging Conference Room, GECAC, 18 West Ninth Street; Erie, PA.

RESPONDER'S CONFERENCE

A Responder's Conference will be convened virtually via MS Teams, if requested of the responding agencies on **May 9, 2025 at 1:00 pm**. All applicants are encouraged to attend the Responder's Conference. The purpose of the Responder's Conference will be to clarify any parts in the RFP which may not have been clearly understood. Questions from responders must be forwarded to ERIE AAA in writing by May 9, 2025 by noon, to ensure an accurate response. **Once questions are received, all responding agencies will be contacted with conference details.**

The Responder's Conference is for information only. Answers to questions will not be official until verified in writing by ERIE AAA. Answers to questions asked that change or substantially clarify the RFP will be confirmed in writing. Copies will be provided to all applicants attending the Responder's Conference.

ORAL PRESENTATIONS

Responders who submit a proposal may be requested to make an oral presentation of the proposal to the Area Agency on Aging. Presentations may be scheduled upon the Area Agency on Aging's request. Such presentations provide an opportunity for the responder to clarify his/her proposal to insure mutual understanding. Responders will need to make themselves available.

BID OPENING

After vendors have completed the Bidder's Questionnaire and submitted full proposals, a bid opening of responders will occur on May 23, 2025 at 12:30 pm. Cost proposals will be opened and bids read.

ECONOMY OF PREPARATION

Proposals are to be prepared simply and economically, providing a straight forward, concise description of the applicant's ability to meet the requirements to the RFP. However, proposals which do not contain complete information may be rejected as non-responsive.

DISCOUNT AND OTHER CONDITIONS

Any discount, terms, or other costs must be set forth in the proposal.

PRIOR COSTS

ERIE AAA is not liable for any costs incurred by the responder (contractor/applicant) prior to execution of the contract.

PROPOSAL STATEMENT

All proposals must be made on the Proposal Statement furnished by ERIE AAA. No proposals will be considered unless the Proposal Statement is properly signed.

PROPOSAL SUBMITTALS

To be considered, respondents must provide one (1) original and three (3) copies of their response to this RFP using the format provided in Part III. Responses must be provided in a sealed, opaque envelope addressed as instructed in the Invitation to Bidders.

Proposals must be signed by an official authorized to bind the applicant agency to its provisions. For this RFP the price must remain firm at least 90 days following submission of the proposal.

RESPONSE DATE/ ADDRESS

To be considered, proposal responders must complete and submit a Bidders Questionnaire by May 6, 2025 at 12:00 noon, **and the entire proposal must be received by ERIE AAA no later than 12:00 pm, May 23, 2025.** Proposals shall be addressed and delivered to:

**Ray Maholtz, Division Manager, Area Agency on Aging,
18 West Ninth Street; Erie, PA 16501.**

The issuing agency will provide no less than thirty (30) days for the preparation of the proposal.

PUBLIC OPENING

Responders will be recognized on May 23, 2025 12:30 pm. Late proposals will be returned unopened.

Bid openings of cost proposals, for those qualified venders, will occur on May 23, 2025 at 12:30 pm.

NON-DELIVERY OF PROPOSALS

ERIE AAA is not liable for non-delivery/receipt of proposals or for late delivery of the same.

REJECTION OF PROPOSALS

ERIE AAA reserves the right to reject any and all proposals received as a result of this RFP which are not fully responsive to the service specifications, submission timetables, and price ceiling (if given) contained in the RFP on the basis that it is not responsive. ERIE AAA reserves the right to negotiate separately with competing applicants for all or any part of the services described herein. Conditional proposals cannot be accepted. ERIE AAA reserves the right to waive minor errors or irregularities in proposals that are submitted. Proposals which are not responsive to this RFP will be rejected.

TYPE OF CONTRACT

The contract entered into as a result of this RFP will be a unit cost reimbursement contract. Negotiations may be undertaken with the responders whose proposals demonstrate that they are qualified, responsible, and capable of providing the service as described in Part V (Specifications) of this RFP.

PRIME CONTRACTOR RESPONSIBILITIES

The selected responding agency will be required to assume responsibility for and begin to provide all services offered in its proposal, or those services negotiated separately, whether or not it provides them directly, starting on July 1, 2025, or within 30 days after signing the contract, whichever is later. **Further, the responding agency may not enter into sub-contracts for services or functions offered under this proposal without the express prior written permission of ERIE AAA.**

SUBCONTRACTS

ERIE AAA secures the right to approve any subcontracting of work under this proposal award. No assignment of any part of the contract may be made without advance written approval.

PART III

FORMAT OF

INFORMATION REQUIRED FROM RESPONDERS

ALL PROPOSALS MUST BE SUBMITTED IN THE FORMAT OUTLINED BELOW

Note: All applicants are to submit the following information for the Request for Proposals (RFP):

Section I: Bidder's Questionnaire

Include the completed Bidder's Questionnaire, found in Part I of this RFP, as previously submitted.

Section II: Formal Bid Statement/ Narrative

Thoroughly address the following. Refer to Part V: Scope of Services and referenced regulations to ensure all components are addressed.

A. IDENTIFICATION OF THE RESPONDING AGENCY

1. List the name, address, email contact and telephone number of the proposal organization and the name and title of the organization administrator.
2. Using all applicable terms from the following list, identify the organization as public, private, non-profit, voluntary, proprietary or minority agency.
3. Provide the organization's IRS Employee Identification Number (EIN).
4. Submit with each proposal complete information as to the identity of each person with ownership or controlling interest in the entity, or any sub-contractor in which the entity directly or indirectly has 5% or more ownership interest. This applies to entities which had a total of \$25,000 in business transactions during the previous twelve months.
5. The organization must disclose whether or not it has a mandatory retirement policy. A mandatory retirement policy may not apply to positions paid under any contract for services awarded under this RFP.
6. Applicants must demonstrate familiarity with the Federal Older Americans Act, as re-authorized in 2020.

B. STATEMENT OF UNDERSTANDING

State in concise terms your understanding of the work to be performed under this contract. Clearly state your understanding of the respective roles, responsibilities, and authorities of the responder and Erie AAA. These should include:

- Menu preparation

- Meal ordering
- Meal delivery
- Meal serving and portioning
- Invoicing
- Other reporting
- Interaction with program staff
- Interaction with program clients (food quality surveys and/or reporting).

The contractor must demonstrate an understanding of the priorities established by ERIE AAA to provide services to older persons with the greatest economic or social need as understood by the responding agency.

C. BACKGROUND STATEMENT AND PRIOR EXPERIENCE

In narrative form, describe the general history and orientation of your organization to provide NUTRITION SERVICES. Please ensure that the length of time spent in providing specific services is addressed. This section should include, but is not limited to:

1. A description of the organization's primary mission. Indicate when and why it was organized and major changes in focus which have occurred. Provide details of the legal authority to operate, such as when and where incorporated, or submit a copy of the articles of incorporation.
2. If a part of a franchise or an extension of a multi-purpose organization, a description of the parent organization and its involvement pertinent to the development and on-going operation of the agency.
3. If a multi-service agency or company, a listing of the other services provided in addition to NUTRITION SERVICES and description of how the other services relate or support the provision of NUTRITION SERVICES in Erie County, Pennsylvania.
4. A listing of name and location of organizations which have previously contracted with the contractor/responder/applicant agency or company for the provision of NUTRITION SERVICES. These organizations may be contacted for comment.
5. A description of the geographic area which has been served by your organization. Explain how your experience in serving this geographic area will relate to and benefit the provision of services in Erie County, Pennsylvania, in response to this RFP.
6. For the preceding fiscal year indicate:
 - a. The total number of meals provided in last year.
 - b. The total number of meals provided to senior citizen programs in last year.
 - c. The number of special diet meals provided in the last year (specify types of diets).

- d. Other related supportive nutrition services, such as menu preparation, and nutrition counseling and education (please quantify).
- e. Any volunteer management in the delivery of food items.

D. AGENCY/COMPANY ORGANIZATION AND ADMINISTRATION

1. Describe the Governing Board and Advisory Council (if applicable). Indicate:
 - a. The responsibilities of the Board/Council.
 - b. How the Board/Council members are selected.
 - c. The percentage (based on 100%) of older members and minority (racial and ethnic) members.
2. State by name and position where ultimate responsibility and accountability for this contract will be lodged. Identify separately (if applicable) the person who would have ultimate legal responsibility and authority in the administration of this contract, and the person with local operational responsibility.
3. Submit an organizational chart which:
 - a. Clearly indicates lines of authority among all existing and proposed staff positions. Identify those positions which are proposed.
 - b. Identifies the positions as full-time, part-time (indicating the number of hours worked per week), or on call.
 - c. Identifies the staff person(s) responsible for supervision of NUTRITION SERVICES workers.
 - d. Clearly and separately identifies local staff, any registered dietitian, and person with local program responsibility.
4. Describe qualifications and responsibilities for each position depicted on the organizational chart.
 - a. Submit curriculum vitae of key personnel, such as the executive, the professional staff, supervisors, and registered dietitian.
 - b. Submit job descriptions for all positions, including those yet to be hired.
 - c. Indicate levels of local responsibility and authority delegated to local management/ supervisor staff for this program.

5. Submit a copy of the company's personnel policies for all staff including:

- a. wage scale and increment policy
- b. vacation
- c. annual and sick leave
- d. overtime compensation
- e. fringe benefits
- f. transportation reimbursement plan, if any, for all staff
- g. retirement program
- h. union affiliation, if applicable.

E. SERVICE PROGRAM DESCRIPTION

1. Sequence of Action - Briefly describe the sequence of action from the time a referral is made to the completion of service.

a. Menu preparation

- * Time frames and frequency of orders
- * Input from AAA clients, AAA registered dietician consultant and staff
- * Related record keeping of food usage and inventory
- * Submission for AAA and PDA approval

b. Meal ordering

- * Time frames and frequency of orders
- * Order adjustments flexibility and time frame
- * Cancellation (by contractor or AAA)

c. Packaging and serving

- * Bulk packaging
- * Individual portioning of home delivered meals
- * Individual portioning instructions for congregate meals
- * Scheduling of delivery

d. Meal delivery

- * Scheduling
- * Container retrieval
- * Quality and temperature controls

e. Quality controls

- * Temperature maintenance
- * Sanitary food building
- * Container specifications and handling

f. Invoicing and other reporting

- * Frequency and timetable
- * Documentation of information
- * Service activity log information

g. Client feedback

- * Food quality

- * Menu preferences
- * Utilization in menu preparation

h. AAA staff interaction

- * Food quality, delivery, and serving problems
- * Menu preparation input

i. Inclement weather, catastrophic events

- * Service cancellation by contractor
- * Service cancellation by AAA
- * Strikes or other work stoppages

2. Recruitment, Selection, and Training of NUTRITION SERVICE Workers

- a. Describe the organization's criteria and process for recruitment and selection of NUTRITION SERVICE workers.
- b. Indicate if priority is given to recruitment of minorities, public assistance recipients, and/or older persons.
- c. Submit a copy of the company's Affirmative Action Plan.
- d. Outline, or attach a copy of the organization's training program for NUTRITION SERVICE workers, indicating the number of hours for each subject and the discipline or qualifications of the trainer.
- e. Attach a copy of the organization's most recent in-service training program.

3. Supervision of NUTRITION SERVICE workers

- a. Describe the agency's specific pattern and process of NUTRITION SERVICE worker supervision.
- b. Indicate the ratio of supervisors to NUTRITION SERVICE workers.
- c. Indicate the frequency with which the supervisor meets with the NUTRITION SERVICE workers.
- d. Indicate methods of supervisor monitoring of NUTRITION SERVICE quality through the preparation site inspection and monitoring of food purchasing storage, preparation and delivery (including temperature checks).
- e. Coordination of site visits to senior centers and homes of home delivered meals clients to assess client satisfaction, including methods which will guarantee client confidentiality.

F. WORK PLAN

Indicate any changes in current agency operating practices that will occur as a result of acceptance of this contract and set forth a management work plan for implementing the

changes. If additional staff must be hired, set forth a time schedule for recruiting and training. **Demonstrate how the proposal agency will assure first refusal of new positions to current GECAC food service employees potentially affected by this award.**

G. COMPLIANCE AND LICENSES

Provide copies of most recent inspection reports and licenses for sites where food will be prepared and all food storage locations, and any related documentation.

H. CERTIFICATES OF INSURANCE

The responder must provide copies of current certificates of insurance. The successful contractor will be expected to carry "bodily liability insurance" to cover: accident, injury, and property damage which may occur during the performance of a job. Also "vehicular insurance" and "product liability insurance" which insures both the successful responder and GECAC from damages for accident, injury, and property damage occurring after completion of a job. Also "Workman's Compensation" insurance. The amount of insurance should be sufficient to satisfy claims up to \$1,000,000 per accident. If the contractor/responder/applicant agency does not currently have such coverage, some proof of inquiry, such as a letter from the insurance carrier quoting prices for such coverage, will be required to be submitted with the proposal. Prior to provision of service the successful responder will be required to submit current certificates of insurance meeting the required limits.

I. SITES TO BE SERVED

Identify the means to provide services to the sites to be served as listed in Part VI: Appendix A. The proposal agency or company must serve all of the sites listed in Appendix A.

J. PROPOSED AND CURRENT MENUS

A proposed menu must be attached for a minimum 6-week menu cycle for the period of July 1, 2025 through June 30, 2028. This menu must meet all the standards for submission to the Department of Aging which are stipulated in this RFP and in program directives issued by the Department. Menu should include items to be substituted to allow for seasonal preferences.

Actual menus used currently and recently (within past three months) for reference sources must also be attached.

PROPOSAL STATEMENT

The _____ ,
a NUTRITION SERVICE contractor, duly incorporated in the State of Pennsylvania
hereby presents this proposal statement in response to the Request for proposal (RFP) issued by
Erie Area Agency on Aging (ERIE AAA) May 23, 2025, for the provision of meals to [REDACTED]
[REDACTED] senior citizens age 60 years and older and their
spouses in Erie and Erie County, Pennsylvania for July 1, 2025 through June 30, 2028.

The above responder states the following per meal price for services specified in the RFP, meals
to be provided from July 1, 2025 through June 30, 2028, the responder shall submit a proposal
concerning the entire ERIE AAA NUTRITION SERVICE Program.

Please be advised the responding agency shall complete a response to this RFP for the entire
comprehensive NUTRITION SERVICE including home delivered meals inclusive of volunteer
delivery coordination, and senior community center congregate meal program, as outlined
below:

A. ERIE AAA Home Delivered Meal Program at an average of 412 home delivered meals
per day on 260 days for a projected total of 107,120 meals. Per Meal \$_____

B. Erie AAA Congregate Meal Program at an average of 200 meals per day on 195 days of
projected total of 39,000 meals. Per Meal\$_____

IN COMPLIANCE WITH THE REQUEST FOR PROPOSAL AND SUBJECT TO ALL CONDITIONS THEREOF, THE UNDERSIGNED AGENCY AGREES, IF THIS PROPOSAL IS ACCEPTED, TO FURNISH ALL ITEMS UPON WHICH PRICES ARE QUOTED AT THE PRICE SET OPPOSITE EACH ITEM. THE TERMS OF THIS PROPOSAL WILL HOLD ENTIRE PROGRAM YEAR.

EXECUTED AT: _____ DATE: _____

BY (print): _____

AUTHORIZED SIGNATURE: _____

TITLE: _____

TELEPHONE NO: _____

WITNESS:

DATE:

**PART IV
CRITERIA FOR SELECTION**

All proposals received will be evaluated, and graded by members of the Area Agency on Aging Staff and Advisory Council. Evaluation **provides the ERIE AAA the opportunity to evaluate the responder's ability to perform the tasks programmatically as listed in the RFP. If the responder is not capable of performing the tasks as listed in the RFP, they will be terminated from the RFP process at this time, and will be notified accordingly.** The adequacy of information provided will be weighed by the members, as well as the acceptability of that information, and proposal order. If adequate information capable of giving reviewers a reasonable understanding of the responder's response to this RFP is not provided in the proposal, the proposal may be rejected as non-responsive.

A. Soundness of Approach:

1. Demonstrated capability of the agency or company to provide the services in the quantity and quality described in this RFP

Comments: _____

Points Given: _____

2. Does the agency's Work Plan adequately accomplish desired objectives?

Comments _____

Points Given: _____

3. The agency's or company's role in the community and its working experience with other agencies

Comments: _____

Points Given: _____

4. Has demonstrated a capability for effective service provision

Comments: _____

Points Given: _____

5. Cost Analysis is sound and effective to deliver proposed services.

Comments: _____

Points Given: _____

MAXIMUM POINTS GIVEN THIS SECTION 25 POINTS.

TOTAL _____

B. AGENCY UNDERSTANDING:

1. The respective roles, responsibilities and authorities of ERIE AAA and of the agency as described in the RFP

Comments: _____

Points Given: _____

2. The objectives of ERIE AAA in seeking proposals to provide the described services

Comments: _____

Points Given: _____

3. The nature and scope of the service requested

Comments: _____

Points Given: _____

4. The established policies of ERIE AAA to provide services to the target populations as defined by the Older American Act

Comments: _____

Points Given: _____

MAXIMUM POINTS GIVEN THIS SECTION, 25 POINTS

AGENCY UNDERSTANDING TOTAL: _____

C. AGENCY EXPERIENCE:

1. How long has the agency been in operation.

Comments: _____

Points Given: _____

2. How long has the agency been providing the type of service as requested in this RFP.

Comments: _____

Points Given: _____

MAXIMUM POINTS GIVEN THIS SECTION 25 POINTS.

AGENCY EXPERIENCE TOTAL: _____

D. AGENCY ADMINISTRATION:

1.. Has clearly defined lines of responsibility and accountability, and a staffing pattern which equals or exceeds the qualification described in this RFP

Comments: _____

Points Given: _____

2. Exercises supervision in quantity and quality which equals or exceeds that described in this RFP

Comments: _____

Points Given: _____

3. Has staff appropriate credentials to ensure appropriate service delivery

Comments: _____

Points Given: _____

4. Has local program management with the authority to respond to AAA program needs

Comments: _____

Points Given: _____

5. Has assurance of adequate financial resources to operate program

Comments: _____

Points Given: _____

8. Keeps sufficient records to allow for an adequate picture of the agency's program and operation both for quality of service and fiscal

Comments: _____

Points Given: _____

MAXIMUM POINTS GIVEN THIS SECTION, 25 POINTS.

AGENCY ADMINISTRATION TOTAL: _____

GRAND TOTAL SCORE: _____ .out of 100 possible.

PART V

SPECIFICATIONS

SCOPE OF SERVICE

Congregate and non-congregate home delivered meal program, provided for ERIE AREA AGENCY ON AGING (AAA) consumers, in-home and at seven, GECAC-operated senior centers in the community.

Services will be provided for persons determined eligible and referred by ERIE Area Agency on Aging (AAA). Implementation of the contract(s) will commence **July 1, 2025** and/or following the signed approval of GECAC's Board of Directors and terminates **June 30, 2028**. The Subcontractor will provide services hereunder, pursuant to the contract between the Pennsylvania Department of Aging and GECAC ERIE AAA for the provision of the congregate and home delivered meal services, applicable provisions of the Area Plan for PSA #01, and the laws and regulations of the United States and the Commonwealth of Pennsylvania.

A. PURPOSE AND SCOPE

Provision of these meals and services will begin on **July 1, 2025 and end on June 30, 2028**.

1. ERIE AAA Coordinated Meals - The Provision of non-congregate home delivered meals and congregate meals to Aging consumers who qualify for such meals on a daily routine basis.

2. Providers: Providers must ensure delivery of all meals regardless of volunteer or other delivery methods, so that consumers do not have to wait for services. Volunteers will convene at the designated distribution sites beginning at 9:00 am, Mondays through Fridays. Volunteers are responsible to ensure that all cold meals are accounted for, as well as hot meals for the delivery. The actual meals are counted and the Route Slips are checked to ensure all meals are present. This service is also to ensure that:

- Service order forms are processed correctly;
- Completion of daily route slips for volunteers

This service provider will be responsible of ensuring the collection of mileage information for mileage reimbursement of volunteers. This service provider will also assist with any emergency deliveries.

B. MINIMUM STANDARDS

ERIE AAA will, **subject to the availability of federal and state grant funds**, reimburse the service Subcontractor who is awarded the contract(s) and who meets all of the following minimum standards and conditions:

B 1. Client eligibility, referral and implementation of service

1. Area Agency on Aging caseworkers will assess client service needs and determine client eligibility and priority.

B 2. Personnel

1. Subject to the requirements of merit employment systems, and in accordance with state and federal laws and regulations, the subcontractor shall make every possible effort to recruit and hire persons aged 60 and over for full and part-time staff positions paid under this contract. For positions paid under this contract, the subcontractor shall not have a policy of mandatory retirement or deny employment to any person on account of age.

2. Subcontractor agrees to make available by request, to the Area Agency on Aging, a complete copy of its personnel policies and procedures and job descriptions. Any amendments to these as may occur must be on file at ERIE AAA. In addition, the Subcontractor agrees to make available to the Area Agency on Aging the composition of its governing and/or advisory body in the following categories:

- Persons over 60, minorities, males, females,
- Professionals and consumers.

3. Qualifications and selection of workers shall follow personnel policies that include:

a. A personal interview and required follow-up of references must be completed. Documentation of reference follow-up must be incorporated into the worker's personnel file.

4. All workers shall be trained for all services to be performed in an efficient and safe manner.

5. The Subcontractor will be expected to show documentation that all workers involved in client services are:

- Physically capable of completing the work required;
- For food service workers, free from any communicable diseases. Such documentation will be kept in each employee's personnel file. The service Subcontractor shall, within one month of the employee's start date, have this documentation on file.

6. The Subcontractor will ensure that all workers are properly and safely attired to complete work assignments.

7. On an annual basis NUTRITION Service Manager will provide and document nutrition education training for subcontracted agency personnel to include center directors, volunteers and cooking staff on:

- Food handling
- Food sanitation
- Sanitation of equipment

C. GENERAL CONDITIONS

1. The Subcontractor will ensure that services will be provided in a manner respectful of the service recipient.

2. The Subcontractor will provide services in an ongoing effective and cost efficient manner.

3. The Subcontractor will cooperate fully with ERIE AAA, GECAC and other AAA subcontracted agencies and staff.

4. The Subcontractor will meet all AAA, county, state, and federal terms and conditions related to the provision of meals.

5. The Subcontractor will provide to the AAA an emergency telephone number, which may be utilized for emergencies, which occur after regular office hours, weekends, and holidays.

6. ERIE AAA will assume the responsibility for monitoring and evaluating program and fiscal outputs and processes. Fiscal monitoring and evaluation will include interim inspection and final audits. Program monitoring and evaluation will include:

- The audit of program and client records
- The assembly of data obtained from monthly and quarterly program reports
- The interview with service recipients conducted by qualified AAA staff.
- The Subcontractor will provide the AAA with access to the information of clients as needed to carry out the provisions herein, and is outlined in Attachment III of this Agreement.

7. The Subcontractor will not deny service to the client based upon race, color, creed, ancestry, national origin, sex, age or handicap.

8. The Subcontractor **must** attend all scheduled meetings as arranged by the AAA.

9. The Subcontractor will provide to the AAA a listing of their active clients upon termination of this agreement. This information will include the client's name, address, telephone number, emergency contact name and number, services presently receiving, the frequency of services, and the next scheduled date for service. Payment for the last month's invoice will be held until such a listing is received.

10. The Subcontractor should have an office within a reasonable distance from the ERIE AAA office in Erie, PA, to allow for cost effective and time efficient communications between the AAA and the service Subcontractor.
11. The Subcontractor will provide to the AAA copies of their service schedules when requested by the AAA.
12. The Subcontractor will follow all PDA requirements for contracted services as found on-line www.pa.gov/agencies-aging Under Publications and Reports, link with “Aging Program Directives.”
13. The Subcontractor must have Internet and e-mail access for communication and delivery of work.

D. SERVICE PROVISION

D 1. ERIE AAA Coordinated Meal Program – Non-Congregate Home Delivered Meals

Non-congregate Home Delivered Meals for clients are provided 5-7 days per week, but delivered only 4 days per week. Double meals are delivered either on Thursday or Friday. Clients who receive weekend meals also have these meals delivered with the last delivery of the week. Holiday meals are also delivered the last delivery preceding the holiday.

Clients go through nutritional screening and are assessed by Area Agency on Aging (AAA) caseworkers who certify their need for the meal and their eligibility to receive services. These meals must meet Pennsylvania Department of Aging (PDA) standard (APD 15-03-01) and follow menus prepared by the Subcontractor and approved by the AAA and PDA. Persons receiving these meals may be restricted because of chronic illness or recent discharge from a hospital or other institution, and considered to be functionally disabled. Clients served by the AAA are older persons over the age of sixty, and their spouses. Those persons determined in need and eligible for meals are referred to the ERIE AAA Coordinated Meal Program.

The meal delivery provides recurring contact with the client, assuring that any significant changes in client behavior and condition can be observed and reported to the client's ERIE AAA Care Management caseworker. The client's caseworker monitors client status and periodically reassesses the client's need for services. If a change in client services is indicated by the re-assessment, the caseworker notifies the client and the ERIE AAA Coordinated Meal Program of the change in service. The ERIE AAA Coordinated Meal Program will notify the Subcontractor of any changes in meal counts based on client referral or termination of service, including temporary termination (such as for short hospital admittances). The Subcontractor will deliver meals, individually portioned in sectioned trays, in route prepared insulated containers to the meal distribution sites. Delivery volunteers will pick up meals for clients assigned to their routes and deliver them.

- ERIE AAA program requires that all non-congregate home delivered meal consumers sign monthly that they have received their meals. This documentation must be kept on file should the funding source require its review.

- Provider coordinate with Erie AAA for all new volunteers with quarterly updates and reminders.

D 2. Please review the PDA Aging Program Directive #15-03-01 and #15-03-02 for compliance with the following:

- ERIE AAA Coordinated Meal Program - Congregate Meals and Non-congregate Home Delivered Meals
- Menu Preparation
- Dietitian Services provided by ERIE AAA consultant
- Menu Submission
- Client Input and Staff Training
- Food Items – Specifications
- Menu Cycling
- Food Standards
- Menu Pattern for Planning Congregate Meals Food Groups
- Additional Program Requirements for N.S.I.P.
- Condiments, Serving Utensils, and Clean-up
- Disposable and Emergency Disposable items
- Menu and Compliance Monitoring

D 3. Special Menu Items

Special menu items for home delivered and congregate meals must be requested for special occasions such as for the six (6) holidays (Thanksgiving, Christmas, Easter, Independence Day, Memorial Day, and Labor Day) or special events such as center picnics. This will reflect a whole meal. If the Subcontractor is closed on the holiday the meal will be distributed on the last delivery date.

D 4. Emergency Meal Distribution

Subcontractor will have a system to ensure, during severe weather the distribution of emergency non-congregate home delivered meals and congregate meals. Pre-planning is of the essence when subcontractor has been forewarned of pending severe weather. At the onset of the contract, the Subcontractor will supply emergency food and paper supplies to each meal site. These

supplies will be large enough to service the total number of meals served daily. The emergency food and paper supplies will be used by the meal site in the following situations: power failure or disaster. The emergency food shall be dated on the label by the meal site upon delivery. Foods shall be rotated every six months. **If non-congregate home delivered meals were used based on an emergency need, the vendor will immediately supply a new emergency meal to the consumer. All meals should be labeled “emergency” so that the consumers will be aware that they are to store the meal for an emergency.** One day out of each 6-month menu will be designated for the usage of these products by the agency, once in the winter and once in the summer. The emergency food supplies must meet the 1/3 DRI requirement and be NSIP reimbursable.

D 5. Nutritional Requirement

The single meal selection provided will meet or exceed the nutritional requirements as calculated using the USDA Food Pattern and DRI's (Dietary Reference Intakes) using the requirements of a female, 71 years of age or older. This is defined in APD No. 15-03-02.

D 6. Menu Development

NUTRITION SERVICES provider will seek ERIE AAA supervisors to provide staff contribution in menu development and changes for home delivered and congregate meals. Periodic survey of consumers should also be completed for menu satisfaction.

D 7. Meal Orders

Meal quantities for each site will be ordered via the IAT Co-pilot Pro-21 system. Copies of orders for billing purposes are emailed and must be maintained by the Subcontractor Provider. Individual Senior Community Center Services staff will order meals one week prior to expected meal delivery. For weeks that have a holiday on a Monday, the orders are due by the prior Tuesday afternoon. Due to Senior Community Center meal capitation, cancellation of meals may occur when it does not impact the Subcontractor planning to maximize the AAA use of grant dollars. The actual daily levels of service may vary on a daily basis by as much as 50% at some Senior Centers. Some of these variations will occur within a single week, others will be seasonal. On an annualized basis, the variance from a total meal count for each site (average meals per day multiplied by the number of days of service) will be within fifteen percent. The Subcontractor will ensure a process, which will allow for adjustments to orders placed, and adequately document program orders and adjustments for invoicing. A Subcontractor, that fails to deliver any meal or meals in whole or in part, will incur reductions in payments and replacement costs.

Non-congregate home delivered meals will be ordered in accordance with established agency using IAT Co-Pilot Pro 21 and emailed service order forms.

See Attachment Non-Congregate Home Delivered Meals Procedure Policy.

D 8. Reimbursement/Credit Procedures:

In the event that the Subcontractor fails to deliver supply items or meals, or delivers portions of meals which are inedible or which fail to meet specifications in quantity, quality, temperature,

type of food item, or any other specifications as listed in this document, of which the ERIE AAA Coordinated Meal Program shall be the sole judge, the following procedures may be followed:

- a. The AAA Division Manager shall notify the vendor of any item failing to meet specifications.
- b. The meal site will utilize emergency food and supplies or procure these items elsewhere.
- c. If the meal site procures the food and meal service items elsewhere, the Subcontractor will incur the cost of the replacement food and supply items, plus any expenses incurred by the meal site in procuring such items.
- d. The Subcontractor will also be assessed a penalty surcharge for late delivery as listed in the Reimbursement Schedule. The credit will appear on the next monthly invoice.
- e. Paper product supplies and costs may be supported, but responder must provide a cost analysis that encompasses complete meal.

Each food grouping of the menu will be allotted the following percentage of the meal price.

Food Grouping	Percentage of Price of Meal
Meat or Meat Alternate	40%
Vegetables or Soup	15%
Fruit or Fruit Juice	15%
Bread or Bread Alternate	5%
Margarine	3%
Milk	15%
Dessert (other than fruit)	4%
Condiments	3%

If the meals are delivered and accepted after 12:00 noon at any meal site, a 25% penalty credit for late delivery may be due to the site for the number of meals ordered. This will appear on the monthly invoice. In the case of a truck breakdown, the subcontractor will immediately notify the site.

D 9. Food Delivery

Consideration will be given to reducing the time of meal delivery routes to no more than one hour from the time the food is taken from the kitchen until the time the last meal is delivered. Food will be delivered prior to the serving in containers, which can maintain proper serving temperatures without any additional heating or chilling at the site. Temperatures will be monitored by the Subcontractor at the time of packaging and a record kept of all temperatures. Refer to APD 15-03-02, to follow the minimum standards for temperature that must be met at the time of serving. The Time in Lieu of Temperature guideline will be utilized as defined.

A. Packaging and Labeling:

1. **Meal site name, contents and number of servings** and key nutritional information about the product shall be labeled on all containers of food and supplies.

2. Items shall be labeled as to the time they were packed and discarded if not served with four hours from the time the food item was removed from the heating or cooling source. Cold items that reach 71 degrees Fahrenheit will automatically be discarded.
3. Time of packing meals and temperature of food items when packed shall be documented at the food service site and on food transport containers.
4. Food shall be packaged and transported in a manner to avoid spillage. Time between packaging and delivery must be kept to a minimum to prevent nutrient loss.
5. Number of servings, portion sizes, specified serving utensils, and special heating/storage instructions shall be included for each menu and submitted with the menu cycle.

B. Delivery/Service Equipment Specifications:

Menu items must be packaged in bulk transport containers to ensure proper temperature maintenance until food is delivered. The Subcontractor must perform proper daily sanitization of equipment as well as all necessary equipment maintenance. The Subcontractor must follow a routine maintenance program for all equipment. All containers must be retrieved from each location the following working day. Any equipment found to be defective must be repaired or replaced; all replacement equipment must meet the above equipment specifications.

D 10. Delivery Procedures:

Meals are to be delivered to sites at a scheduled time (consistent) between 9:00 a.m. and 11:00 a.m. daily, or as per meal site's schedule after approval from the Area Agency on Aging. Daily the Subcontractor shall supply meal delivery receipts to each meal site with all necessary form areas completed. Individuals delivering food to the site must have the delivery receipt signed by the site's representative. **(No delivery will be considered complete until the delivery receipt is signed or initialed)**. The sites will ensure that the Subcontractor is kept informed of the names of the sites representatives who will be assigned to record temperatures and sign for deliveries. (Each site may weigh the items as received to determine proper number of portions received). The Subcontractor shall unload and place all deliveries in the designated food service areas of the meal sites. Subcontractor shall not leave food at a site unless the above procedures have been followed.

Temperatures for center services meals will be recorded by the center services staff at the time the meals are served. For non-congregate home delivered meals clients, the temperature will be randomly taken by care managers.

D. 11 Inventory Control:

The Subcontractor shall provide **inventory control records** for all equipment provided to the center, as well as for all disposable, staple foods, and emergency food and emergency disposable. The meal site will be responsible for monitoring the receipt and return of equipment to the Subcontractor and for reimbursing for lost items. The Subcontractor will be responsible for the delivery of food to the site, at picnics and other special events, as may be scheduled by the AAA.

D. 12 Staffing

Staff are to be directly supervised by a trained professional in the food service industry. Supervision will include regular face-to-face contact. The supervisor will also be available to consult with AAA staff regarding nutrition program problems and will monitor client and staff comments submitted regarding food. The supervisor will on a regular basis visit each site to inspect facilities and receive direct input from clients. This should include occasional visits to pre-selected and AAA authorized Non-congregate home delivered meals clients in their homes.

Training will be provided on a consistent basis to the ERIE AAA staff and the volunteers regarding Food Safety and meal serving.

D. 13 Miscellaneous

Each home delivered meal will be provided by a face-to-face contact with the client or client representative otherwise determined by the care manager. No meal should be left at the home when a consumer or their approved representative is not available to receive the meal. The undelivered meal should be invoiced as an ordered non-deliverable meal.

Subcontractor will make every attempt to purchase bulk food and disposable items to ensure lowest possible costs.

Subcontractor will make every effort to meet with the senior center participants to get their input on the food items and the food preparation in an effort quality assurance and consumer satisfaction. Consumer satisfaction surveys should also be given to participants yearly and the results of the surveys should be reviewed in the contract monitoring process for provision of service compliance.

Subcontractor will coordinate records of Non-congregate HDM volunteer drivers contact information and training documents.

**Attachment
GECAC PROCEDURE**

Title: Non-congregate Home Delivered Meals Policy	Department: Area Agency on Aging- AAA
Issue Date: 7/1/2019	Frequency of Review: Annual
Revised: 4/16/2025	

Ordering Non-congregate Home Delivered Meals (HDM) for a consumer in any of the AAA Programs.

- The AAA care manager conducts an assessment and determines the need for the Meals on Wheels and describes the process of this service to the consumer during a call or home visit via completion of a Needs Assessment Tool (NAT) or NAT-Express.
- The care manager e-mails the GECAC food service supervisor to alert them to expect a new Service Order (SO) through IAT Co-Pilot Pro21. This would also be to determine an opening on the appropriate route. A phone contact may be made to the food service supervisor in addition to the e-mail to expedite the referral for any emergency request.
- The AAA care manager completes the service order request form and emails notification to the provider and to the appropriate AAA clerical person (with a cc: to appropriate supervisors).
- For OPTIONS consumers the care manager prints out the letter to the attending physician regarding non-congregate home delivered meals. The care manager's name is placed in the highlighted boxes on the letter. A copy of the letter is placed in the consumer's file. The original letter, along with a copy of the PDA nutritional guidelines are given to the appropriate clerical person.
- In the event that the letter is returned to the Case Manager by the physician stating that he does not want the consumer to receive HDM's then the case manager is to follow up with the physician. If the physician did not read the letter correctly and decides that the consumer should receive HDM's this conversation must be documented in database.
- The clerical person approves the service order and the service order along with the demographics page is sent to Food Service provider.

Service Order Form (SOF) start date:

- If the SOF is completed on a Friday, Monday or Tuesday the START DATE should be for that Friday.
- If the SOF is completed on a Wednesday or Thursday the START DATE should be for the next Tuesday.

- The Food Service coordinator will notify the appropriate case manager and program supervisor if HDMs are not able to start due to full routes.
- The care manager completes a two-week follow-up by contacting the consumer via telephone to confirm the services have started and the consumer is satisfied with the service.
- During this telephone contact, the care manager reminds the consumer that if the consumer needs to cancel the meal delivery due to a medical appointment or other reasons, the consumer should contact the care manager.
- Any action regarding service (i.e. hold, restart, or term) The care manager completes the service order request form and emails it to the appropriate clerical person (with a cc: to appropriate supervisors).
- The clerical person approves the service order and the service order is sent to the Food Service provider.

EMERGENCY MEALS

- Emergency meals are to be delivered every 6 months (for example every August and February). Whenever it is necessary for the emergency meal to be eaten (weather conditions prohibit delivery of daily meals etc..) the emergency meal is to be replaced within the week.
- Caseworker staff will complete the SOF, service plan and documentation in database.
- The same procedure as previously indicated will be followed.

MISSED MEALS (If a consumer does not answer the door).

- The volunteer is NOT to leave the meal.
- The volunteer is to notify **ERIE AAA (814) 459-4581 ext. 513** as soon as possible at the conclusion of their route.
- ERIE AAA will call the case manager and follow-up with an e-mail to the case manager and the case manage supervisors.
The case manager will attempt to locate the consumer and if unable will attempt to notify the emergency contact that the consumer did not answer the door.
- If the case manager is unable to contact the consumer or emergency contact by telephone the case manager will attempt to locate the consumer (check with neighbors –look in windows etc..) at their home.
- If still unable to contact /locate the consumer or emergency contact the case manager will staff with their supervisor and may follow up with police intervention if deemed necessary.

IF THE CONSUMER IS UNABLE TO BE OPENED DUE TO A FULL ROUTE

- If the consumer is unable to be opened to non-congregate home delivered meals due to a full route, the care manager and AAA casework supervisor is to be notified via email immediately.
- When the consumer is going to start receiving non-congregate home delivered meals, the Food Services director is to notify the AAA casework supervisor and the care manager (if known) via email.
- The food services supervisor, is to provide a monthly email to the Center Services, Options/FCSP supervisors, indicating those consumers who are waiting for non-congregate home delivered meals.
- The AAA casework supervisors indicated above would forward this list to the appropriate care managers and the AAA division manager each month.
- The same procedure is to be followed for those consumers who are waiting to receive non-congregate home delivered meals, and receiving frozen meals.
- **Frozen meals will be considered as an option for consumers.**

TRAINING OF VOLUNTEERS

- It is the responsibility of the Food Service provider to coordinate training of all delivery volunteers. The training should utilize and distribute the attached “Reminders for Home Delivery of Meals”
- Training for volunteers should be done prior to any delivery of meals and quarterly thereafter.
- Volunteers should sign off that they have received the training information.
- Training information and sign off sheets should be coordinated by Food Service provider to ensure that all volunteers are getting the same information at the same time.

Reminders for Home Delivery of Meals

1. Phone number to report unusual events or problems that make you unable to complete your route while delivering meals.
 - Food Services Provider: Contact Title, Name and Phone
2. Meals are to be delivered to the consumer. This means seeing and talking with the individual for whom the meal is intended.
3. Meals unable to be delivered should be reported ASAP, as soon as the route is completed by the volunteer directly to ERIE AAA (814) 459-4581 ext. 513.
Provide:
 - consumers name, address and
 - date /time of unsuccessful delivery attempt
4. If the consumer leaves specific instructions this should be reported to GECAC Food Services (See #1).
5. Meals should NEVER be left at the door – they should always be given to a person.
6. Volunteers should not enter a consumer's home to leave the meal on a table or put it in the refrigerator unless the consumer is present and asks for this assistance. If the consumer is not home the meal should NOT be taken into the home even if the consumer leaves a note asking the volunteer to do so.
7. The consumer should be aware of the approximate time of the meal delivery and should be waiting. However, there could be delays (hard of hearing, poor ambulation, bathroom emergency, confusion etc...) so you may need to *knock loudly, call out the consumers name, knock loudly several times for several minutes, look in windows to see if you can see the consumer*).
8. If you are unable to deliver the meal, report this to ERIE AAA 459-4581 ext. 513—see item # 3. GECAC Area Agency on Aging staff will follow-up with a case worker for calls the same day and if necessary, notify the consumer's emergency contact on file.

PART VI:

Appendix A

MEAL DELIVERY SITES

LOCATION NAME,
ADDRESS &
TELEPHONE NO.

Days
of
Service

Serving/Client
Delivery
Time

Special
Notes

1. GECAC Coordinated Meals*

A. Congregate Meals:

* Corry Senior Center 25 First Avenue Corry, PA 16407 (814) 664-2477	200 T-F	By 11:30	NT, IS
* Erie West Senior Center 1210 West 8th Street Erie, PA 16502 (814) 459-6685	200 T-F	By 12:00	DT, IS
* North East Senior Center 50 East Main Street North East, PA 16428 (814) 725-5195	200 T-F	By 12:00	DT, IS
* Northwestern Senior Center 9 Academy Street Albion, Pa 16401 (814) 756-5373	200 M-TH	By 12:00	DT, IS
* Union City Senior Center 16 Johnson Street Union City, PA 16401 (814) 438-2146	200 M-TH	By 12:00	DT, IS
* Tri-Boro Senior Center 7555 Main Street Fairview, PA 16415 (814) 474-2211	200 T-F	By 11:00	DT, IS
* RBW Central City Senior Activity Center 823 Peach Street Erie, PA 16501	200 T-F	By 10:30	AT, RP, SL

This site list may change during the contract year, should centers be closed or relocated or should new centers be added.

B. Home Delivered Meals:

GECAC Coordinated Home Delivered Meal Program

	<u># Days Services</u>	<u>Delivery Time</u>	<u>Special Notes (Next Page)</u>
Corry Senior Center 25 First Avenue Corry, PA 16407 (814) 664-2477	260	By 10:30	AT,RP,SL
North East Senior Center 50 East Main Street North East, PA 16428 (814) 725-5195	260	By 10:30	AT,RP,SL
Northwestern Senior Center 9 Academy Street Albion, PA 16401 (814) 756-5373	260	By 10:30	AT,RP,SL
Tri-Boro Senior Center 7555 Main Street Fairview, PA 16415 (814) 474-2211	260	By 10:30	AT,RP,SL
Union City Senior Center 16 Johnson Street Union City, PA 16438 (814) 438-2146	260	By 10:30	AT,RP,SL
GECAC Erie AAA 18 West 9 th Street Erie, PA 16501	260	By 10:30	AT, RP, SL

*This site list may change during the contract year, should centers be closed or relocated or should new centers be added.

NOTES

- AT - disposable divided trays, of a type which could be reheated if necessary; for Home Delivered Meals.
- DT - disposable serving trays and tableware of the Styrofoam and plastic type for Congregate Meals.
- IS - meals to be served to clients at Centers.
- RP - route packaging (prepackaged in divided trays) of Home Delivered Meals to these sites (all other meals are delivered in bulk form), and route packaged according to program delivery routes.
- NT - no tableware or trays necessary for these Congregate Meals for Centers which utilize standard place setting, washable in dishwashers.
- SL - sack lunches which are provided to Home Delivered Meal clients as a holiday or weekend meal, delivered on the last regular delivery day prior to the holiday or on a Friday for weekend consumption.

PART VII

Holidays Observed:

Independence Day - Friday, July 4 2025

Labor Day - Monday, September 1, 2025

Election Day - Tuesday, November 4, 2025

Thanksgiving Day - Thursday, November 27, 2025

Day after Thanksgiving - Friday, November 28, 2025

Christmas Eve – Wednesday, December 24, 2025

Christmas Day – Thursday, December 25, 2025

New Year's Eve – Wednesday, December 31, 2025

New Year's Day Thursday, January 1, 2026

Martin Luther King Day - Monday, January 19, 2026

President's Day - Monday, February 16, 2026

Good Friday - Friday, April 3, 2026

Memorial Day – Monday, May 25, 2026

Juneteenth Day – Thursday, June 19, 2026

PART VIII

GLOSSARY:

AAA	- Area Agency on Aging – local agencies administering, planning, coordinating and providing social services to older persons with federal funding allocated by the Congress through the Older American Act. In Pennsylvania AAA's receive this funding through the Pennsylvania Department of Aging.
APD	- Aging Program Directive – a series of regulatory directives issued by the Pennsylvania Department of Aging (PDA) which regulate programs utilizing Older American Act funds and any other funds provided by PDA.
RESPONDER	- An organization submitting a proposal in response to this RFP.
CONGREGATE MEALS	- A program providing meals in a group / congregate setting in a Senior Community Center to eligible older persons.
CONTRACTOR	- The organization submitting a proposal in response to this RFP, and, is awarded a contract pursuant to this.
FUNCTIONALLY DISABLED	- A condition in which a person is not able to perform normal functions of activities of daily living, such as preparing meals.
GECAC	- Greater Erie Community Action Committee - a social service administrator and contractor which was designated on May 1, 1974 to be the Area Agency on Aging serving Erie County.
HOME DELIVERED MEALS	- A program providing meals to eligible, older and functionally disabled persons in their homes. These meals are normally delivered from a Senior Community Center to the clients' home by volunteers.
MINORITY AGENCY	- minority owned proprietary firm, or a non-profit organization with a governing body on which majority are racial/ethnic minorities.
OLDER AMERICAN ACT	- An act of Congress known as the Older Americans Act of 1965 and re-authorized in 2020 which establishes the requirement for state units on aging, such as the Pennsylvania Department of Aging (PDA) and Area Agencies on Aging (AAA's), and provides funding to the states for these agencies and the programs operated by them.
UNIT COST	- Pricing method in which the proposal agency sets a price for a defined unit of service (e.g., meal) and bills the purchasing agency for the number units provided. Under this method, services which are not a part of the unit (such as menu preparation, administrative costs, etc.) have their cost allocated within the unit cost; no other payments are made outside the reimbursement for the units provided.