

REQUEST FOR PROPOSALS ("RFP")

Issued By:

Honolulu Community Action Program, Inc. ("HCAP")

Head Start

For:

Meal Services  
In Head Start Classrooms

Funded By:

U.S. Department of Agriculture

and

U.S. Department of Health and Human Services  
Administration for Children and Families  
Office of Head Start

and

State of Hawaii Department of Education, Child and Adult Care Food Program (CACFP)

Post Date: May 30, 2014

Due Date: July 3, 2014 at 1:00 P.M. (Hawaii Standard Time)

I. Introduction

A. General Information

HONOLULU COMMUNITY ACTION PROGRAM, INC. ("HCAP") HEAD START is seeking proposals from interested vendor(s) to provide quality breakfasts and lunches in assigned classrooms of the Head Start Program. Daily meals to be served are estimated to be 1,659 breakfasts and 1,659 lunches for preschool children, 180 lunches for adult teaching staff, along with the possibility of 168 additional lunches for adult volunteers, Monday through Friday, except for holidays, in Head Start classrooms co-located with DOE campuses, and Head Start classrooms independent of DOE facilities on Oahu. Meal services will be needed as noted in Attachment "A" starting August 4, 2014 through June 30, 2015 for identified classrooms. Only Full Day-Full Year (FDY) classrooms will be operating from August 4, 2014 through June 30, 2015. All other classrooms will receive meal services on August 4, 2014 through May 19, 2015, as noted on Attachment A.

See Attachment A for Classroom Sites & Enrollment totals. NOTE: Classroom sites are subject to change due to, but not necessarily limited to, adding and closing of sites.

**Proposals must address all the requirements in this RFP. Failure to do so may result in the rejection of proposals. The following general information is applicable to this RFP:**

1. At a minimum, interested vendors must address the following in their proposal:
  - a. Proposal narrative in response to this RFP, including authorized point of contact and contact information;
  - b. Cost proposals detailing the cost per meal, per child, and per adult, per site;
  - c. Vendor must bid on all three (3): child breakfasts, child lunches, and adult lunches by grouping (Reference Attachment A).
  - d. Proposed weekly menu options in line with standards outlined in this RFP;
  - e. Geographic areas/classrooms sites where vendor(s) are able to provide meals (see Attachment A for Classrooms Sites & Enrollment);
  - f. Proof of food, business and/or any other applicable licenses and permits;
  - g. List of professional references (3 minimum);
  - h. History of food services for pre-school aged children; and
  - i. Signed acknowledgement and agreement to comply with all the terms, conditions and requirements contained in the RFP.

II. Scope of Services

A. Meal Requirements

1. Provide both daily breakfasts and hot lunches for number of children 3 years of age to 5 years of age, in identified classrooms per Attachment A, with low-fat milk (6 oz minimum portion), as well as a minimum of two (2) and up to four (4) adult lunches per classroom which will be used for adult teaching staff and volunteers to model meal time activities with classroom children;

2. All breakfasts and hot lunches must comply with the United States Department of Agriculture’s Child and Adult Care Food Program (“CACFP”) meal pattern for children ages 3-5 years old. (Referenced below and on website links:  
<http://teamnutrition.usda.gov/resources/blocks2.pdf> and  
[http://www.fns.usda.gov/cnd/care/programbasics/meals/meal\\_patterns.htm#Child\\_Lunch](http://www.fns.usda.gov/cnd/care/programbasics/meals/meal_patterns.htm#Child_Lunch).

## Child Care Meal Pattern

<b>Breakfast</b>			
Select All Three Components for a Reimbursable Meal			
<i>Food Components</i>	<i>Ages 1-2</i>	<i>Ages 3-5</i>	<i>Ages 6-12<sup>1</sup></i>
<b>1 milk<sup>2</sup></b> fluid milk	1/2 cup	3/4 cup	1 cup
<b>1 fruit/vegetable</b> juice, <sup>3</sup> fruit and/or vegetable	1/4 cup	1/2 cup	1/2 cup
<b>1 grains/bread<sup>4</sup></b> bread or cornbread or biscuit or roll or muffin or cold dry cereal or hot cooked cereal or pasta or noodles or grains	1/2 slice 1/2 serving 1/4 cup 1/4 cup 1/4 cup	1/2 slice 1/2 serving 1/3 cup 1/4 cup 1/4 cup	1 slice 1 serving 3/4 cup 1/2 cup 1/2 cup

<sup>1</sup> Children age 12 and older may be served larger portions based on their greater food needs. They may not be served less than the minimum quantities listed in this column.  
<sup>2</sup> Milk served must be low-fat (1%) or non-fat (skim).  
<sup>3</sup> Fruit or vegetable juice must be full-strength.  
<sup>4</sup> Breads and grains must be made from whole-grain or enriched meal or flour. Cereal must be whole-grain or enriched or fortified.

## Child Care Meal Pattern

<b>Lunch or Supper</b>			
Select All Four Components for a Reimbursable Meal			
<i>Food Components</i>	<i>Ages 1-2</i>	<i>Ages 3-5</i>	<i>Ages 6-12<sup>1</sup></i>
<b>1 milk<sup>2</sup></b> fluid milk	1/2 cup	3/4 cup	1 cup
<b>2 fruits/vegetables</b> juice, <sup>3</sup> fruit and/or vegetable	1/4 cup	1/2 cup	3/4 cup
<b>1 grains/bread<sup>4</sup></b> bread or cornbread or biscuit or roll or muffin or cold dry cereal or hot cooked cereal or pasta or noodles or grains	1/2 slice 1/2 serving 1/4 cup 1/4 cup 1/4 cup	1/2 slice 1/2 serving 1/3 cup 1/4 cup 1/4 cup	1 slice 1 serving 3/4 cup 1/2 cup 1/2 cup
<b>1 meat/meat alternate</b> meat or poultry or fish <sup>5</sup> or alternate protein product or cheese or egg or cooked dry beans or peas or peanut or other nut or seed butters or nuts and/or seeds <sup>6</sup> or yogurt <sup>7</sup>	1 oz. 1 oz. 1 oz. 1/2 1/4 cup 2 Tbsp. 1/2 oz. 4 oz.	1½oz. 1½ oz. 1½ oz. 3/4 3/8 cup 3 Tbsp. 3/4 oz. 6 oz.	2 oz. 2 oz. 2 oz. 1 1/2 cup 4 Tbsp. 1 oz. 8 oz.

<sup>1</sup> Children age 12 and older may be served larger portions based on their greater food needs. They may not be served less than the minimum quantities listed in this column.  
<sup>2</sup> Milk served must be low-fat (1%) or non-fat (skim).  
<sup>3</sup> Fruit or vegetable juice must be full-strength.  
<sup>4</sup> Breads and grains must be made from whole-grain or enriched meal or flour. Cereal must be whole-grain or enriched or fortified.  
<sup>5</sup> A serving consists of the edible portion of cooked lean meat or poultry or fish.  
<sup>6</sup> Nuts and seeds may meet only one-half of the total meat/meat alternate serving and must be combined with another meat/meat alternate to fulfill the lunch or supper requirement.  
<sup>7</sup> Yogurt may be plain or flavored, unsweetened or sweetened.

3. Food preparation standards must comply with Hawaii Department of Health Sanitation Branch guidelines (Reference: <http://health.hawaii.gov/san/>).
4. For use of frozen foods, manufacturers' child nutrition labels must be made available to HCAP Head Start upon request;
5. Vendor(s) shall provide child friendly, nutritious, and culturally appropriate foods. Vendor(s) must also demonstrate an ability to use a variety of fruits and vegetables, and regularly include local produce;
6. Vendor(s) shall demonstrates an understanding of the IDEA and Vocational Rehabilitation Act and requirements of an appropriate food substitution accommodation as needed, and reasonable;
7. Vendors must have a documented process for safe and quality and quantity preparation, efficient production, and as applicable, manufacturing of food. Documentation must also include, but not be limited to, food recipes, ingredients used, nutritional information, production process involved, supplier information, food-safety and sanitation processes, and customer satisfaction surveys. Such information must be made available to HCAP Head Start, auditors, reviewers, State and Federal funding entities as required;

**B. Ordering & Delivery Requirements**

1. Vendor will be notified by each classroom/program site by telephone each work day by 12 o'clock noon regarding any modification for appropriate number of breakfasts needed for the next day at that location.
2. Vendor will be notified by each classroom/program site by telephone each morning within 30 minutes of scheduled class start time regarding any modification for appropriate number of lunches needed for that day at that location.
3. Contracted vendor will be required to deliver modified order of breakfasts and lunches within specified and agreed upon time. For all order modifications agreed to with vendor, an adjusted list of meals delivered per classroom will be submitted by vendor on monthly invoice. The agreed upon time of delivery may vary according to classroom location.
4. Vendor will be required to accommodate delivery with a daily delivery receipt documenting what was delivered, temperatures, quantities, and time of delivery for all meals.
5. HCAP Head Start staff at each classroom will maintain temperature logs and delivery times to be submitted with monthly claims documentation for review with vendor invoice;
6. HCAP Head Start will not be held liable for any meals delivered outside of the agreed upon time limit with vendor. If vendor is not able to meet scheduled delivery time prior to scheduled meal service time, vendor must notify the HCAP Head Start classroom staff immediately to make alternative arrangements;

7. Vendor must provide meals at the appropriate temperature during time of delivery at each site (hot foods at 135 or higher Fahrenheit core temperature, and cold foods at 41 or lower Fahrenheit core temperature), with checks conducted digitally by staff and vendor to ensure food safety. Vendor(s) shall keep a temperature log of meals at the time of delivery, making logs available for review by HCAP Head Start upon request; and
8. Vendors must be able to provide sack lunches, including milk, for field trips when given an agreed upon notice in advance by each classroom/site.

C. Health & Sanitation Compliance

1. Vendor(s) must agree to comply with appropriate and applicable state and local health and sanitation requirements at all times. Vendor also agrees that all food will be properly stored, prepared, packaged and transported free of contamination and at appropriate temperatures for healthy consumption within scheduled meal times. Vendor must have a valid and applicable food establishment permit.
2. Vendor(s) shall provide access to HCAP Head Start to all kitchen and food preparation facilities, prior to final contracting, annually upon contracting, and as needed, to ensure vendor is current with all food establishment permits and licensing requirements. Vendor(s) shall provide current or most recent sanitation inspection report in proposal, with any identified corrective actions required, completed, or pending. Changes to vendors permit/licensing shall be presented to HCAP Head Start within one week of revocation, notice, and/or issuance of warnings to vendor.

D. Related Experience & Professional Reference

1. Vendor must describe type and nature of food permit licensing applicable to the scope of services as identified in this RFP;
2. Vendor must describe any previous and current experience in providing food services to pre-school aged children, Head Start Programs, and/or related community food service businesses, as applicable; and
3. Vendors must list any prior experience and related references in meeting the United States Department of Agriculture's Child and Adult Food Program ("CACFP") meal pattern for children ages 3-5 years old.

III. Proposal Requirements

- A. A copy of this "RFP" outlining the scope of work and instructions for proposal preparations is available online: <http://www.hcapweb.org>
- B. Contract Timeframe: Selected vendor will be awarded a contract for the period of: August 4, 2014 – June 30, 2015, with an option of two (2) one-year (1 year) extensions as determined by HCAP Head Start with contracted vendor(s).

C. Important Timelines:

Event	Date
RFP Orientation	Thursday, June 5, 2014, 1:00 pm HCAP Board Room, 33 South King Street, Suite 300 Honolulu, HI 96813
Proposal Submission Deadline	Thursday, July 3, 2014, 1:00 pm (HST)
Notification of Selection	Friday, July 11, 2014*
Contract Execution	Tuesday, July 22, 2014*
Performance Period	August 4, 2014- June 30, 2015 (option of two 1-year extensions) as determined by HCAP

\*Estimated. Actual dates may vary.

1. HCAP Head Start will conduct an RFP Orientation on Thursday, June 5, 2014 from 1:00 to 2:00 p.m. HST, at the HCAP offices located at 33 South King Street, Suite 300, Honolulu, HI 96813. All prospective applicants are encouraged to attend the orientation.

Interested vendors are encouraged to submit questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the agency's position. Formal official responses will be provided in writing. To ensure a copy of the written response, any oral questions should be submitted in writing. The agency's response to applicant written questions will be provided by: June 20, 2014.

2. The selected vendor(s) will be issued a contract agreement to commence by August 4, 2014.
3. Four (4) original copies of the written proposal must be received by July 3, 2014, at 1:00 p.m. (HAWAII STANDARD TIME), at 33 South King Street, Suite 300, Honolulu, Hawaii 96813, Attn. Head Start Meal Services Committee.

ALL HAND DELIVERIES SHALL BE ACCEPTED UNTIL 1:00 P.M., HAWAII STANDARD TIME (HST), July 3, 2014. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 1:00 p.m. HST, July 3, 2014.

4. HCAP Head Start reserves the right to request additional information or clarifications from vendors or to allow corrections of errors or omissions. At its discretion, HCAP Head Start may request vendors submitting proposals to make oral presentations as part of the evaluation process.
5. The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.
6. **Submission of the proposal indicates acceptance by the vendor of all the terms, conditions, and requirements contained in this RFP.**

7. All inquiries relating to this RFP should be directed to:  
Mr. Gregg Shultz, Comprehensive Health Services Manager  
33 South King Street, Suite 300  
Honolulu, Hawaii 96813  
Phone: (808) 843-4305, Fax: (808) 847-2302  
Email: greggs@hcapweb.org

#### IV. Proposal Organization

##### A. Proposals must be type-written and organized as follows:

1. Title Page  
Title page should provide contact person and information showing the RFP's subject; the vendor's name, address, telephone number and email address of the contact person, and the date of the proposal.
2. Table of Contents
3. Letter of Transmittal  
A signed Letter of Transmittal stating the understanding of the work to be done in line with all RFP requirements; the vendor's commitment to perform the work within the specific time period; the vendor's qualifications to perform the services under this RFP and statement of vendor's validity of proposal through August 3, 2014.
4. Detailed Proposal  
The detailed proposal should address the vendor's ability to meet **ALL** the Requirements set forth in this RFP.

##### B. Proposal Details

###### 1. General Requirements

The proposal should address the vendor's skills, qualifications, and related experience and capacity to perform the required work as described in Section I, General Information, and Section II, Scope of Services, and Section VI Criteria for Proposal Selection.

###### 2. Independence

The vendor should also list and describe any previous or ongoing personal and/or professional relationships with HCAP, along with a statement explaining why such relationships do not constitute a conflict of interest relative to performing the proposed work.

###### 3. License to Practice in Hawaii

An affirmative statement should be included indicating that the vendor is properly licensed to perform identified contract services in the State of Hawaii and has use of a certified kitchen for food preparation.

#### 4. Cost Proposal

- a. Cost proposals must be all inclusive (i.e. meals, supplies, packaging, delivery, labor, permits, taxes, administrative costs, etc.) for all proposed meal services.
- b. HCAP shall not be responsible for any costs incurred by vendors associated with proposal preparation and in responding to this RFP.
- c. Proposals must be signed by an authorized representative of the vendor.
- d. Cost Proposals must outline cost per meal per child and adult for each group for which proposals are submitted.
- e. Cost proposals must address numerical groups per Attachment A, and vendor may bid on any one (1) or up to all eight (8) groups included in proposal (see Attachment B for Cost Proposal Template).

#### V. Evaluation

##### A. Administrative Review

Proposals submitted will be opened and evaluated by the Head Start Meal Services Committee. The contract shall be awarded to the Vendor(s) whose offer is responsive to the RFP and is most advantageous to HCAP Head Start, based upon responses to proposal details requested by HCAP. HCAP reserves sole discretion to select multiple vendors to deliver meal services based on the eight (8) groupings shown in Attachment A.

##### B. RFP Amendments

HCAP Head Start reserves the right to amend this RFP at any time prior to the closing date for final revised proposals, July 3, 2014 at 1:00 p.m. HST.

##### C. Oral Presentations

During the evaluation process, HCAP may request any and or all vendors to make oral presentations. Not all vendors may be asked to make such oral presentations.

##### D. Cancellation of RFP

The RFP may be canceled, and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of HCAP Head Start.

##### E. Final Selection

The selected vendor(s) will be required to execute an agreement with HCAP before commencement of work.

##### F. Submission of a proposal indicates acceptance of all terms and conditions contained in this RFP.

#### VI. Criteria for Proposal Selection

- A. The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

The evaluation committee shall review and evaluate proposals. The evaluation committee will be comprised of individuals with experience in, knowledge of, and program responsibility for, program services.



B. Evaluation of Proposal Application (100 Points)

1. Experience and Capability (15 Points)

HCAP Head Start will evaluate the applicant’s experience and capability relevant to the proposal contract, which shall include:

<b>Necessary Skills</b>
Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed meal services. (2 points)
Applicant demonstrates an established organizational structure and ability to expeditiously deliver meal services as required. (2 points)
<b>Experience</b>
Applicant can produce verifiable experience with this specific or similar service, to demonstrate satisfactory delivery of services. (2 points)
<b>Quality Assurance and Evaluation</b>
Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. Applicant describes in detail accountability processes. (2 Points)
Applicant describes methods and approach to resolving disputes while still maintaining a satisfactory working relationship with various parties involved in meal service delivery. (2 points)
<b>Coordination of Services</b>
Demonstrated capability to coordinate services with HCAP Head Start and other agencies and resources in the community. (2 points)
Applicant adequately demonstrates knowledge of the responsibilities and authority of each party involved in meal services for preschool children. (3 points)

2. Project Organization and Staffing (25 Points)

HCAP will evaluate the applicant’s overall staffing approach to the service that shall include:

<b>Staffing</b>
The proposed staffing pattern is reasonable to insure viability of the services. (2 points)
Minimum qualifications (including experience) for staff assigned to the delivery of proposed services: The applicant should have detailed and demonstrated a background review process. The applicant should have a detailed screening process for determining competency of staff delivering services in line with the Applicant’s policies. (2 points)
Applicant’s process for staff responsible for preparing invoices to demonstrate responsiveness on billing, and ability to expeditiously provide services. (2 points)
Applicant has supplied qualifications for staff proposed to provide services, documenting educational or work credentials, knowledge, experience and history of providing preschool meal services or similar services. (3 points)
If applicant does not currently have staff employed, or subcontracted, the applicant clearly details a viable plan for obtaining necessary staff to implement proposed services. (2 points)
Applicant has an adequate plan for providing continuous services in case of changes in personnel. (2 points)
Applicant has provided a reasonable time analysis to justify the proposed staffing. (2 points)

<b>Project Organization</b>
Applicant includes a detailed organization chart for the organization. Applicant demonstrates an established organizational structure and ability to expeditiously deliver meal services as required. (2 points)
Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks is described. (2 points)
<b>Supervision and Training</b>
The supervision ratios of supervisors to staff are reasonable to ensure proper oversight and that the ratios are reflective of the degree of oversight needed for the respective ability of the individual staff proposed. (2 points)
The applicant's ability to train its personnel is specifically addressed (training program, how it will be enforced, documented and implemented, and what it entails should be described). (2 points)
Evidence of the training program and what it entails with desired learner outcomes, specific topics should be described. (2 points)

3. Service Delivery (35 Points)

Evaluation criteria for this section will assess the applicant's approach to the meal services and management requirements outlined in the Proposal Application.

Given the service description of the required services in this RFP, the response has clearly detailed an understanding of the service in terms of the service operations and service activities in an educationally based model and how this will translate to actual provision of the meal service as related to the target population. (3 points)
The means to ensure prompt responses to daily meal service orders and a detailed description of the Applicant's policies on how services are coordinated with their vendors is described. (2 points)
The response should clearly demonstrate how the meal service delivery system will avoid service delays or keep HCAP classroom staff apprised of service gaps and/or delays. (2 points)
The proposal should address how the Applicant will service the remote areas identified on Attachment A, and ensure meal services will be available as scheduled per classroom site. (2 points)
Applicant demonstrates an understanding of the IDEA and Vocational Rehabilitation Act and requirements of an appropriate food substitution accommodation as needed, and reasonable. (2 points)
Applicant describes an understanding of the interaction that is required between the service provider and the various parties involved in delivery of meal services. (3 points)
Applicant provides annual report on HCAP Head Start parents and teaching staff satisfaction survey. (3 points)
Proposal clearly addresses how the services will be delivered collaboratively with the HIDEO for co-located classrooms. (15 points)
Applicant demonstrates an awareness of and ensures that children's records are kept confidential. (3 Points)

4. Financial (25 Points)

Adequacy of accounting system and infrastructure to support electronic/manual billing requirements including a demonstration of the applicant's ability to accurately track cost of related program services. (3 points)
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Cost Proposal Template provided as Attachment B for all bid submissions. (22 points)
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C. Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

VII. Protest

A. Prior to submitting a formal complaint, the Protester should initially seek an informal resolution to the Protestor's complaint with HCAP Head Start staff identified in Section III.C.7 above.

B. An applicant aggrieved by an award of a contract may file a protest. The Notice of Protest will be accepted for the following matters:

HCAP Head Start failed to follow procedures as noted in this RFP; and

HCAP Head Start failed to follow any procedure, requirement, or evaluation criteria in a request for proposal issued by the agency.

C. The designated hearing official for all protests will be HCAP's Executive Director.

D. Protests must be made in writing to the designated hearing official at HCAP, within 10 calendar days of notice of award.

E. Protester(s) will be notified of the decision by the designated hearing official in writing, within 30 working days of receipt of the protest.

**Attachment B**

Cost Proposal Template (Applicant should identify pricing per Group on Attachment A). Vendor must bid on both breakfast and lunch per group.

Cost proposals must be all inclusive (i.e. meals, supplies, packaging, delivery, labor, permits, taxes, administrative costs, etc.) for all proposed meal services.

Group #	Child Breakfast Cost	Child Lunch Cost	Adult Lunch Cost
Group 1	Cost per Meal	Cost per Meal	Cost per Meal
Group 2	Cost per Meal	Cost per Meal	Cost per Meal
Group 3	Cost per Meal	Cost per Meal	Cost per Meal
Group 4	Cost per Meal	Cost per Meal	Cost per Meal
Group 5	Cost per Meal	Cost per Meal	Cost per Meal
Group 6	Cost per Meal	Cost per Meal	Cost per Meal
Group 7	Cost per Meal	Cost per Meal	Cost per Meal
Group 8	Cost per Meal	Cost per Meal	Cost per Meal