



SOLICITATION ADDENDUM

Solicitation Number: **RFP-25-SID-0450** Addendum #2

Solicitation Due Date: March 14, 2025, at 3:00 p.m. Local Time

CITY OF PHOENIX
HSD Procurement
200 W. Washington Street
18th Floor
Phoenix, AZ 85003

EVICTION LEGAL SERVICES

In accordance with the Section I – Instructions, 13. Addenda, the Solicitation is hereby amended as set forth below. The following information is offered in response to questions and or requests for information.

1. **Question:** In regard to the “two hour” HDM meal delivery windows mentioned in the RFP. Is this a City requirement or was this just the recommendation from the current vendor since employees’ personal vehicles are used for delivery?

Response: This is a recommended timeline by the City to ensure safe holding temperatures, as well as integrity of the food texture and flavor while it is being held in the temperature-controlled vessel.

2. **Question:** In regard to the “two hour” HDM meal delivery windows mentioned in the RFP. Would the City consider a larger window if the selected vendor can provide temperature-controlled vehicles and safety guidelines/standards for delivery of the HDM Meals?

Response: The City would consider a window of no more than 3 hours if it is kept in a temperature-controlled vehicle or vessel and maintains at a safe temperature, as identified in the scope of work. However, the City, at its discretion, may elect to reconsider this consideration if participants feedback includes that the flavor and texture is continually compromised due to extended hold times, despite safe temperatures. In addition, the City may choose to increase quarterly inspections of temperature logs to monthly to ensure safe holding temperatures.

3. **Question:** Can you share who (what company) is currently managing your program?

Response: The current incumbent is Selrico Services, Inc.

4. **Question:** Is the program currently in operation?

Response: Yes

5. **Question:** Can you clarify what the first day of service might be or is requested?

Response: On or about July 1, 2025.

6. **Question:** To help vendors provide the most competitive price, can you share current rates for all meal types? (congregate vs delivery)

Response: Congregate meals are currently \$7.05 per meal, Home Delivered Meals are currently \$9.05 per meal.

7. **Question:** Can you clarify if individual meals or “Unitized meals” are acceptable for both Congregate and home delivered meals? The City may consider unitized meals in the vendor response to congregate meals. Home Delivered Meals are already required to be unitized or individually packaged.



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Response: The City may consider unitized meals in the vendor's response to congregate meals. Home Delivered Meals are already required to be unitized or individually packaged.

8. **Question:** Are you receiving lease or rent payments for the use of the city commissary kitchens?

Response: No.

9. **Question:** If a vendor has their own commissary kitchen, would there be savings to the city/program?

Response: No.

10. **Question:** Can vendors use a 3rd party delivery service for home delivered meals?

Response: Should a vendor decide to use a third party, the awarded vendor shall be wholly responsible for that third party as it relates to items in the solicitation and in the Area Agency Agreement, including but not limited to insurance, background checks, central registry requirements, wellness checks or recipients, and all other solicitation items. While this may be a consideration; it is not the City's preference.

11. **Question:** Regarding the Chinese Senior Center: Would the program consider either a separate contract for this center OR allow for a sub-contract. An answer for both or either would be fine, even if the program would not allow it.

Response: The Chinese Center is part of the whole solicitation; it is the City's preference that it not be a separate contract. Should a vendor decide to use a third party, the Vendor awarded the agreement is wholly responsible for that third party as it relates to items in the solicitation and in the Area Agency Agreement, including but not limited to insurance, background checks, central registry requirements, wellness checks of recipients, and all other solicitation items. While this may be a consideration, it is not the City's preference.

12. **Question:** To better help vendors understand; can you clarify if this center gets their own menu/meals (with different items everyday); or just have the minimum requirement of a vegetarian option available?

Response: The Chinese Center has their own kitchen where cultural appropriate meals are prepared and served daily. They receive the Tofu option in lieu of protein for their "B" meal. **Please see attached for sample Chinese menu.**

13. **Question:** Ref Section 2. Background, Item 2.1

...It is anticipated that during the term of this contract an additional production kitchen will be added at the Cesar Chavez senior center. Will meals be served at Cesar Chavez by the contractor as this production kitchen comes online?

Response: The design and plan phase of this project is not far enough along to determine what activity will occur at this location.



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14. **Question:** Are meals currently being served at Cesar Chavez?

Response: No

15. **Question:** If so, what are the current head counts?

Response: NA

16. **Question:** Will the production kitchen be open in time to utilize as a backup kitchen when McDowell closes for renovation?

Response: Since the project is still in location and design phase, there is not a confirmed date for the opening of the center. However, it is anticipated that McDowell closure will occur before the Cesar Chavez Center construction begins.

17. Ref. Section 3. City Equipment and City Non-Food Supplies, Item 3.2

Question: ...In addition, contractor is responsible for quarterly steam cleaning of production equipment. Steam cleaning equipment such as ovens and cooktops does not comply with manufacturer recommendations and industry best practices due to electrical components on some equipment. Please provide additional detail on what the expectation is for equipment cleaning and for steam cleaning if provided elsewhere.

Response: Contractor will adhere to industry's best practices and provide quarterly cleaning checklist or similar during City kitchen inspections, identifying industry best practice and manufacturer cleaning recommendations that were completed on production kitchen equipment.

18. Ref. Section 3. National Fire Protection Association, Item 3.3

Question: Is City responsible for Fire Suppression System repairs, maintenance, inspections, etc.?

Response: City will be responsible for inspections only. The contractor will be responsible for repairs, maintenance, and hood cleaning. Please see contract page 20, section 3, paragraph 3.3

19. Ref. Section 5. Contractor Service Requirements, Item 5.2 Special Implementation

Question: How many special events does the City allow annually by site?

Response: No more than one per quarter per center. However, the allowance includes holiday events identified in the contract and those meals are already built into the menu cycles.

20. Ref. Section 7. Menu Planning, Item 7.5, Meal Reservation System

Question: Is it a possibility to receive meal confirmations earlier than 12noon 1.5 days before to service?

Response: The meal reservation system is currently being reviewed for revisions and upgrades. At this time, changes cannot be made to the existing system but changes to the meal confirmation reporting could be re-evaluated when revisions are implemented.



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21. Ref. Section 7. Menu Planning, Item 7.6, Meal Preparation

Question: If meals are allowed for purchase to be consumed at home, will reservations go through the current system and be delivered with daily lunch service?

Response: Yes

22. Ref. Section 7. Menu Planning, Item 7.7.2.1, Reimbursement

Question: Please clarify, will Contractor be reimbursed for replacement meal if received prior to serving time?

Response: Yes

23. Ref. Section 8. Optional Meals

Question: Option A: Food Trucks,

Is the intent that there is no congregate service by contractor on the day of Food Truck operations?

Response: Yes

24. **Question:** Is it the intent that center members pay for Food Truck meals or is the cost covered by the City at no cost to the member?

Response: The intent is that any food truck meals will be a replacement for the congregate meal usually served, at no cost to the member other than the suggested contribution.

25. **Question:** Option C: Private Pay Home Delivered Meals

Who would be the responsible party for billing and collecting from private pay customers?

Response: Since this option is a future possibility, there may be a requirement for the vendor to be responsible or the City may take that responsibility. The contractor can provide a bid for both whether they are responsible or if they are not responsible for billing and collecting.

26. Ref. Section 8. HDM Client File

Question: Are Serve Tracker software system and Pharos database (referred to in 16.3) proprietary to City of Phoenix? Are the costs associated with using these programs passed on to the Contractor?

Response: At this time, the usage of Serve Tracker is included in the grant award to the City from Area Agency on Aging, Region one, Inc. There is no cost passed on to the contractor. Pharos is no longer in use.

27. Ref. Section 19., Item 19.6.2 Meal Delivery

Question: How is prior approval between AAA and HSD Contract Manager communicated to Contractor?

Response: If Contractor is utilizing frozen home delivered meals for non-delivery days, Contract manager must be notified how many participants may be receiving the frozen



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meals and the days those meals are being delivered to accommodate the authorized number of meals approved by the Case Manager. Contract manager will review with AAA and advise the Contractor of approval.

28. Ref. Section 19., Item 19.6.4 (see 19. Welfare Check)

Question: Please describe what is expected by the Welfare Check and how often it should occur and what “relevant changes” are as listed in 20.1

Response: A welfare check should be conducted each time the delivery driver interacts with the meal recipient. A **brief** assessment should be conducted when dropping off the meal, where the driver will check in on a senior’s wellbeing, noting any changes to their health, mood and overall situation. Drivers should be trained to observe noticeable changes in health such as noticeable weight loss, difficulty moving, speech changes, and any other health signs that may raise concerns. In addition, a brief visual check of their home environment, such as noting if air conditioning or heating is not working during inclement weather, or electricity or water issues.

29. Ref. Section 19., Item 19.6.10, Report to City Staff

Question: How often does the City require notification that meals are not delivered? (see 28. Reporting Requirements – are these one in the same?)

Response: Meals that are not delivered will be reported monthly with invoicing, as referenced in 28, Reporting Requirements.

30. Ref. Section 19., Item 19.6.10, Report to City Staff

Question: Clarification needed on how complaints are to be handled; does Contractor manage via case manager or does City?

Response: Per 19.6.10, Contractor shall investigate complaints received from clients and case managers and submit a report to the City documenting the incident and how the issue was addressed. City will forward a copy of the complaint and the Contractor's written response to the appropriate case manager and AAA within fourteen (14) calendar days from receipt of complaint. In the event the City receives the complaint first, Contract Manager will request written response from the Contractor and return it to the case manager as identified above.

31. **Question:** Does this contract require a performance bond? If so, what is the amount of required bond?

Response: No

32. **Question:** Only question that I have at the moment is if a company can bid for just 1 meal offering of the contract?

Response: It is the City’s preference that Congregate and Home Delivered meals be bid and awarded together. However, the optional services identified in the solicitation can be bid individually.



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33. **Question:** Do Congregate meals need to meet OAA dietary requirement?

Response: It is the City's preference, however, since the congregate meal program is not funded by OAA funding, some flexibility on meal requirements may be considered and must be discussed and approved before each menu cycle.

34. **Question:** Do Sack Lunches need to meet OOA dietary requirements?

Response: Please see response to question 33.

35. **Question:** What are you currently paying your vendor per meal for each meal type?

Response: \$7.05 per meal for congregate and sack lunch, \$9.05 per home delivered meals.

36. **Question:** For HDM, How many meals are delivered to each participant per delivery?

Response: Each participant gets one hot meal per delivery. Frozen vary depending on what the participant has been approved for. Based on average frozen meals delivered per day, approximately 2 frozen meals are delivered daily to those authorized to receive them.

37. **Question:** How many Hot Fresh Meals are delivered per day?

Response: Approximately 750-800

38. **Question:** How many Frozen Meals are delivered per day?

Response: Approximately 350-400

39. **Question:** Can you please provide the routing information for HDM Meals?

Response: Routing is determined by the vendor who is awarded the contract. The boundaries of the delivery region are located in Exhibit K, page 38.

40. **Question:** Can you please provide the Addresses of HDM participants, for routing purposes?

Response: HDM Participants are clients of the Area Agency on Aging, Region One, Inc., and information of the participants is proprietary to them and the provider the contract is awarded to (The City of Phoenix Human Services).

41. **Question:** Will the vendor selected be responsible to maintain and repair kitchen equipment?

Response: Yes, please see page 20, section 3, paragraph 3.2 and 3.3

42. **Question:** In the document provided there is a reference to a CSS kiosk menu. Is the vendor responsible for providing these meals? Who will benefit from these meals? How many of these meals are needed daily?

Response: The Kiosk menu refers to the menu system at the Senior Centers that is used by members to make congregate meal reservations.



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43. **Question:** Does this program do any grab and go meals at the congregate sites? If so how many participants take the Grab and go (To-Go) meals?

Response: No

44. **Question:** If you don't have a Grab and Go program, would you consider adding that program?

Response: The City may consider a variation of grab and go option as outlined in the contract. Please see contract section 7, paragraph 7.6.5 and 7.8.

45. **Question:** Are standard "Sack Lunches" similar to Grab and Go?

Response: Sack lunches are primarily for when members participate in group trips. Lunches are prepared and dropped off by the vendor or picked up by staff so members can take them along.

46. **Question:** Is the Chinese Senior Center managed by the same company or program currently?

Response: Yes.

47. **Question:** Would the city program allow or consider using a second company for this specific site and needs?

Response: The Chinese Center is part of the whole solicitation; it is the City's preference that it not be a separate contract. Should a vendor decide to use a third party, the Vendor awarded the agreement is wholly responsible for that third party as it relates to items in the solicitation and in the Area Agency Agreement, including but not limited to insurance, background checks, central registry requirements, wellness checks of recipients, and all other solicitation items. While this may be a consideration, it is not the City's preference.

48. **Question:** Can vendors bid on just portions of the business or centers (Congregate OR Home Delivered)?

Response: It is the City's preference that the Congregate and Home Delivered meals be awarded to one vendor. The optional services can be bid separately, however.

49. **Question:** Does the current or previous Vendor pay Utilities for the Commissary kitchens?

Response: No



2025

February

Chinese Senior Center

Date Printed: 2/6/2025

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3 A Sesame Chicken 芝麻雞, Stir-Fry Vegetable, Mushrooms B Tofu option in lieu of A meal protein	4 A Country Fried Steak w/ Gravy 炸牛排, Mashed Potato, Buttered Carrots B Tofu option in lieu of A meal protein	5 A Soy Baked Fish 豆油焗魚, Asian Mixed Vegetable, Zucchini B Tofu option in lieu of A meal protein	6 A Teriyaki Beef 照燒牛肉, Cauliflower, Peas and Carrots B Tofu option in lieu of A meal protein	7 A Stir-Fry Pork 炒豬肉, Napa Cabbage w/ Carrots, Zucchini B Tofu option in lieu of A meal protein
10 A General Tso's Chicken 左宗棠雞, Napa Cabbage, Green Beans B Tofu option in lieu of A meal protein	11 A Beef and Broccoli 牛肉和西蘭花, Bok Choy, Cauliflower B Tofu option in lieu of A meal protein	12 A Orange Chicken 橙子雞, Carrots, Broccoli B Tofu option in lieu of A meal protein	13 A Roasted Pork Loin 烤豬肉, Sweet Potato Mash, Italian Mixed Veg B Tofu option in lieu of A meal protein	14 A Kung Pao Shrimp 宮保小蝦, Chop Suey, Asian Vegetable B Tofu option in lieu of A meal protein
17 Holiday Center Closed	18 A Sweet and Sour Chicken 酸甜雞, Bok Choy, Roasted Eggplant B Tofu option in lieu of A meal protein	19 A Monogolian Beef 蒙古牛肉, Brussel Sprouts, Mushrooms B Tofu option in lieu of A meal protein	20 Breaded Fish Sandwich 金槍魚沙拉三 A 明治 w/ Lettuce & Tomato, Marinated Cucumbers B Tofu option in lieu of A meal protein	21 A Oven Baked Black Bean Chicken 黑豆焗雞, Yellow Squash, Stir Fry Cabbage B Tofu option in lieu of A meal protein
24 A Green Chili Cheese Tamale 牛肉辣醬玉米餅餡, Pinto Beans, Chuckwagon Corn B Tofu option in lieu of A meal protein	25 A Tuna Noodle Casserole 金槍魚砂鍋 w/ Spinach & Glazed Carrots B Tofu option in lieu of A meal protein	26 BBQ Pork Sandwich 燒烤豬肉, A Superfood Coleslaw, Rosemary Potatoes B Tofu option in lieu of A meal protein	27 A Honey Garlic Chicken 蜂蜜蒜蓉雞, Bok Choy, Cauliflower B Tofu option in lieu of A meal protein	28 A Sticky Pork Ribs 黏牛肋骨, Napa Cabbage, Asian Mixed Vegetable B Tofu option in lieu of A meal protein



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The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by returning the entire addendum with the bid or proposal submittal.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____