

Office of Human Services Meal Provider Request for Proposal (RFP) Pre-Proposal Conference

October 22, 2025 3:00pm- 4:00pm

Pre-proposal meeting attendance:

Office of Human Services attended:

Kimberly Briggs, Executive Officer

Tena Emmert, Administrative Officer

Anna Kreckel, Health & Wellness and Senior Center Supervisor

Julie Anthony, Deputy Director

Three provider representatives

- Meeting called to order at 3:00pm
- Introduction of OHS staff members in attendance and their roles within the agency
- Question and answer session:
 - No questions regarding the FRP process
 - Other provider specific questions answered- see below
- Meeting closed at 4:00pm

Submitted Questions and Answers:

Q: Will a provider be considered if they only serve frozen meals that can be delivered in a Congregate setting in bulk or Home Delivered?

A: All options are being considered (mainly we interested in the congregate meal setting).

Q: We switch our menu twice a year - our menu includes 35-40 meal options with a great variety of choice - will this be accepted?

A: Yes, the twice per year menu choice options will be accepted.

Q: We use FedEx as our delivery partner – is this acceptable?

A: Yes, FedEx delivery is acceptable.

Q: If currently approved by the Pennsylvania Department of Human Services to provide services within the state and operate under valid food service licenses and ServSafe certifications in their respective states. As an out-of-state provider already authorized by DHS, are we still required to obtain licensure from the Pennsylvania Department of Agriculture or the Pennsylvania Department of Health?

A: OHS will accept your status as an out-of-state provider already authorized by DHS. Note, The Department of Human Services DHS is a separate entity, overseeing programs for the under 60 population, whereas from the Office of Human Services (OHS) oversight is the PA Department of Aging (PDA).

Q: Will OHS accept temporary proposals for nutritional services and delivery if the awardee is in the process of facility renovations?

A: Yes, OHS is welcoming all proposals.

Q: Does delivery have to be daily, or could it be twice per week, or once per week for the three-day centers?

A: OHS is open to all delivery plans, however we must consider whether or not the center has enough refrigerator/ freezer space to store the food safety until service.

Q: In the RFP, I, sub item 7. Complete Attachments 6,7,8, &9, but there was not attachment 9, should there have been?

A: There is no attachment 9, that is a type-o.

Q: What equipment does each center kitchen have?

A: Each center has at least a refrigerator with a freezer, a stove, and a warming unit or steam, table. Some have additional refrigerators or freezers, as the centers themselves hold dinners, breakfasts, etc. to generate revenue.

Q: Is OHS willing to work with the provider to develop the menu?

A: Yes, OHS will work with the provider and assure the guidelines, for the “food based” menu, are met.

Q: Are there ever complaints about the quality and selections of food and will OHS work with the provider to correct?

A: Yes, there are complaints, and all comments good and bad, are reported on the Food Safety Report (FSR) daily and reported back to the provider. OHS will work with the provider to improve/ correct complaints/ negative feedback.

Q: Can the provider offer more than one meal selection of certain days (example seafood vs other protein)?

A: Yes, if the provider wishes to do so.

Q: Is there a back-up plan in place, if the provider cannot make the meal delivery for some reason (weather, accident, etc.)

A: Yes, each center has “emergency food” on hand to put together a meal that meets the nutrition standards.

Q: How are orders placed?

A: Each participant logs into a computer system (Copilot) to order their meals. They currently may order one day at a time, up to a month at a time. The orders are compiled by the Nutrition Assistant at the OHS office, who then submits the orders to the provider. This is currently on a daily basis.

Q: What changes would OHS like to see in regards to the meals?

A: OHS would like to reduce quality y complaints and offer more fresh vegetables and less processed meats.

Q: Is it ok to send fresh vegetables, and perhaps a seasoning or sauce, with a simple instruction card for preparation?

A: Yes, as long as the seasonings or sauces do not add too much sugar, etc. The OHS center directors are fine with simple cooking instructions.

Q: Can the provider send a larger portion than what is on the menu, for example 4 oz of protein vs 3 oz?

A: As long as the minimum requirement is met, and the provider understands the price per meal is not adjustable. Also note, the participants receive the meal for a donation, there are no charges to the participants.

Q: Can the provider work with the senior center boards on recruiting more participants, fund raising, nutritional education, etc.?

A: Yes, there is no conflict of interest for the provider to work with the center boards.