

Gippsland Lakes Community Health Ltd.

**Request for
proposal &
quotation:**

The Supply of Meals for the
GLCH Meals on Wheels
Service

All proposals must be received by COB 5.00pm on:

Friday 21 October 2016

Gippsland Lakes Community Health
18-26 Jemmeson Street,
PO Box 429
Lakes Entrance 3909

Or email suem@glch.org.au

Part A: Information for Respondents

1. Purpose of this Document

This document has been prepared to provide information to assist prospective suppliers in the preparation and submission of proposals for the Supply of Meals for the GLCH Meals on Wheels Service

2. Overview

GLCH is inviting suitably qualified and experienced suppliers of hot, chilled, and frozen meals for supply to Meals on Wheels clients. Delivered meals are pre-prepared and can be delivered fresh or chilled either on a daily basis or several days in advance using frozen meals. Meals are prepared using a range of food technologies including conventional systems, cook-chill systems and cook-freeze systems.

Delivered meals are not a catering service. They are for people in the HACCP/CHSP target population who are at nutritional risk or who have decreased capacity to prepare their own meals.

3. Scope

3.1 Specifically GLCH will require the service provider to:

- Provide a Four weekly varied menu for supplying one meal a day, and
- Provide Chilled and some hot meals (as exceptions) Monday to Friday on a daily basis for delivery by GLCH staff or volunteers.
- Provide any combination of 2 or 3 courses. 2 courses consist of a main meal, dessert and juice; 3 courses consist of soup, a main meal, dessert and juice.
- Comply with HACCP/CHSP Nutritional standards set out in the *Meals on Wheels Information for Tender* document attached.
- Provide volumes of meals in excess of 20,000 annually and respond to variations in demand.
- Provide for individual needs such as a modified or special diets
- Participate in regular consumer surveys and quality review processes as determined by GLCH.

3.2 Period of Contract

The period of service is to span 3 years commencing **October 17 2016** and cease in **September 16 2019**

4. Background

Gippsland Lakes Community Health is a Company Limited by Guarantee and a medium size business providing health and welfare services to clients across East Gippsland from different State, Commonwealth, Local Government and other funding programs. GLCH has not-for-profit status.

GLCH employs over 300 staff and has an operating budget of approximately \$20 million per annum. It is governed by a board of nine directors, six of whom are elected by the membership and 3 of whom are appointed by the Board.

Further information can be obtained from GLCH's website www.glch.org.au Please refer in particular to about us, services, what's new and our annual report in the publications section.

In a given year up to 200 clients access Meals on Wheels through GLCH. Meals, runs and volunteer rosters are organized by the volunteer coordinator within the Aged and Disability Unit of GLCH. Delivered meals are paid for by the client or their package provider. Fees charged for this service are designed to recover the cost of supply. Delivery is funded by HACC and Commonwealth under volunteer coordination. Volunteers are rostered to deliver meals across our communities via run sheets. Approximately 250 volunteers as individuals or through service organisations support Meals on Wheels.

Historically hot meals have been delivered daily from a single point (Bairnsdale Hospital Kitchen) via Bairnsdale and Paynesville volunteers, and the GLCH courier transports meals to volunteers in Lakes Entrance (GLCH). Frozen meals are either picked up from BRHS by a client's family member or is delivered once a week on a set day via Volunteers.

Part B: Meals on Wheels Specifications

5. Specification and Evaluation

5.1 Specification 1: The Provider

The successful Provider will

- 5.1.1 Articulate a background relevant to the supply of meals and demonstrated capacity to provide meals to the specified volume and quality.
- 5.1.2 Provide an Australian Business Number (ABN) and be able to enter a contract with GLCH.
- 5.1.3 Demonstrate a clear understanding of GLCH requirements.
- 5.1.4 Provide references from or contact details of at least two client referees. Referees must not be members of the GLCH Board.
- 5.1.5 Provide sufficient supporting documentation to enable GLCH to satisfy itself as to the financial, technical, planning and other resource capability to successfully deliver meal quality according to specifications.
- 5.1.6 Provide evidence of using a Continuous Quality Improvement (CQI) approach to meal preparation.

5.2 Specification 2: HACCC/CHSP Requirements for Meals on Wheels

The provider should provide details responding to the specification below under the following headings:

- 5.2.1 How meals provided will meet nutritional requirements and how the provider will monitor and maintain this requirement.
- 5.2.2 How the provider demonstrates compliance under Victorian Food Laws
- 5.2.3 How the provider will support meal planning for Meals on Wheel Clients
- 5.2.4 How the provider ensures that staff have the skills and knowledge required to keep food safe in the workplace.
- 5.2.5 How the provider will cater for individual client preferences regarding chilled meals, frozen meals, and clients who are assessed as having limited capability to safely re-heat chilled or frozen meals themselves.
- 5.2.6 How the provider will package the meal with regard to facilitating:
 - a. Safe re-heating by the client
 - b. Individualised labelling by client name, contents, special diets or food exceptions.

Introduction

This section describes the requirements for delivered and centre-based meal services funded by the HACC/CHSP program.

The HACC/CHSP delivered meals service provides a nutritious, appetising and culturally appropriate main meal delivered to the person's home.

Scope

Delivered meals are pre-prepared and can be delivered fresh or chilled either on a daily basis or several days in advance using frozen meals. Meals are prepared using a range of food technologies including conventional systems, cook-chill systems and cook-freeze systems.

Delivered meals are not a catering service. They are for people in the HACC/CHSP target population who are at nutritional risk or who have decreased capacity to prepare their own meals.

Nutritional requirements for adults

Service providers should ensure that production and delivery methods minimise loss of nutrients and physical damage to the food. In addition, food should always be presented in an appetising and attractive manner.

Meals should have a minimum of two courses, namely main course, dessert, Vitamin C supplement and contain the recommended food servings.

While delivered meals provide a main meal, people should be made aware that they need two other meals during the day in order to meet their nutritional requirements.

Recommended daily intakes of nutrients

The Nutrition Committee of the National Health and Medical Research Council has established recommended dietary intakes (RDI) of nutrients for good health.

A HACC meal should provide:

- two-thirds of the RDI for Vitamin C
- one-half of the RDI for other vitamins, proteins and minerals
- at least one-third of the RDI for energy.

The recommended food servings are listed in the table on the following page.

Vitamin C supplement

It is a condition of funding to serve a Vitamin C supplement with each meal provided. A list of acceptable supplements is supplied in the table below.

Recommended food groups and servings

As stated above, it is recommended that each delivered meal contain two-thirds of the RDI for Vitamin C, one-half of the RDI for the other vitamins, protein and minerals and at least one-third of the RDI for energy.

This can be achieved by including the following eight food servings in each meal. Weight in grams is for cooked food, with the exception of the rice/pasta item under points two and six and the oatmeal/barley/semolina item under point six.

Each of the food group servings, plus a source of Vitamin C should be included in every delivered meal and every centre-based meal.

Food group	Portion size*
One serving: meat/alternative - Meat, poultry, fish, peas, beans, lentils	75–90 grams 1 cup
One serving: potato/alternative - Potato - Rice or pasta occasionally	90 grams 120–150 grams
One serving: green vegetable	60 grams
One serving: yellow or orange vegetable	90 grams
One serving: fruit - Fruit (cooked/prepared) - Whole fresh fruit	120 grams 1 medium
One serving: bread/cereal/alternative - Bread - Bread roll - Muffin - Dumpling - Pancake - Prepared breakfast cereal - Oatmeal/barley/semolina - Rice/pasta (this cannot be counted as a serve of potato)	1 slice 1 ½ 1 1 1/2 cup 25 grams dry weight 120 –150 grams
One serving: milk/alternative - Milk - Cheese - Yoghurt - Skim milk powder - Cottage cheese	200 ml 30 grams 150 grams 20 grams 250 grams
One Vitamin C supplement: minimum amount daily - Fresh fruit: Orange, small 1 - Mandarin, large 1 - Tomato, medium 1 - Grapefruit ½ - Pineapple, 1 whole slice -1.5cm thick - Paw paw diced 1/3 - Cantaloupe diced 3/4 cup - Strawberries 10 medium - Pure fruit juice: - Orange juice - Grapefruit juice - Tomato juice - Vegetable juice - Tropical fruit juice - Orange and mango juice - Apple blackcurrant juice	50 grams 90 grams 110 grams 100 grams 110 grams 50 grams 100 grams 70 grams 75 ml 100 ml 200 ml 150 ml 150 ml 75 ml 60 ml

Fruit juices may be supplied as:

- chilled fruit juices delivered in cartons or plastic containers, which should be stored under refrigeration for less than one month and used within 10 days of opening
- canned juices, which should be kept under refrigeration and used within two days after opening. Once opened the juice is to be dispensed into a clean food-grade container with a fitted lid.
- fresh juices, which should be squeezed daily, kept refrigerated and consumed within two days.

Menu planning

All meals provided should be based on a menu plan. Service providers who cook their own meals are directly responsible for menu development and should ensure they have the advice and ongoing input of a dietitian in the development and implementation of both their general menu and menus for individuals with special dietary needs.

Menu planning is based on the following principles:

- all meals meet the nutritional and portion size requirements of these guidelines
- the menu is cyclic, with a series of weekly menus designed to be used in sequence and rotated a number of times; this reduces the possibility of repetition and monotony
- the person's profile has been considered, including physical health, cultural cuisine preferences and special dietary needs
- menu items have aesthetic appeal including flavour, colour, texture and variety
- people are provided with choice and the means to express preferences and satisfaction.

Catering for individual needs

Special diet meals: Service providers are encouraged to meet people's special dietary requirements but are not under obligation to do so, as the primary purpose of delivered and centre-based meals is to provide a nutritious meal. Where people require a modified or special diet, this should be supplied on the basis of a letter of recommendation from a dietitian or medical practitioner.

No person should be on a modified or special diet unless the aims and benefits of this diet are clearly known to the person, their carer and the provider of the service (usually the assessment and care management service and the delivered meals provider). The person's medical practitioner or dietitian should review the need for a special diet at six and 12 month intervals and advise the service of review outcomes.

If agencies are unable to properly provide a specific type of special diet meal, they should not attempt to provide them. Nor should special diet meals be provided to all people, such as making all meals suitable for diabetics. This would potentially place people who did not need that specific special diet at risk.

Service providers should seek appropriate information from a dietitian or medical practitioner regarding the details of any diet requested to ensure the service provider can meet the requirements of the diet. If a particular diet or dietary requirement cannot be provided properly by the service, the consumer should be assisted to find an alternative provider.

Using frozen meals to enhance access

While all delivered meals services should provide meals for 365 days of the year, frozen meals can be left on a Friday or a weekday for weekend or public holiday consumption. This is not the case for hot meals or chilled meals, which must be delivered daily, and must not be left on Friday, or a weekday, for weekend or public holiday consumption. Frozen meals can be used for this purpose because freezing is the only way to maintain a safe and continuous food temperature in the home environment.

Purchasing or contracting

Where a HACCC funded organisation purchases meals from another source or subcontracts meal production, there must be a written contract and a written meal supply specification with the supplier that includes all the requirements of the *Victorian HACCC program manual*. This contract should include procedures regarding communication, comment from the people receiving the meals and menu planning.

Food safety requirements for HACCC meals

Delivered meal service providers must be familiar with legal requirements in the area of food safety and must ensure that paid and unpaid staff receive appropriate information and training. It is the responsibility of providers to ensure that the practices of their delivered meals service comply with all regulatory requirements.

Victorian food laws

Victorian food safety laws affect every Victorian's health and safety. Food-borne pathogens can cause severe illness and even death in vulnerable people.

Under the *Food Act 1984*, all food business owners and community groups who sell food are legally responsible to ensure that food sold or prepared for sale is safe to eat.

The Act also requires food premises to comply with the Food Standards Code. The code is a collection of individual food standards developed jointly by Australia and New Zealand. It is a criminal offence in Australia to supply food that does not comply with relevant food standards.

It is also an offence to sell food that is damaged, has deteriorated or perished, is adulterated or is unfit for human consumption.

This means that all staff who handle and prepare food for sale are responsible for food safety, not only the business owner/proprietor.

From 1 July 2010, changes to the *Food Act 1984* came into effect. These changes are intended to improve Victoria's system for regulating the safety of food sold for human consumption.

If you run a food business, you need to understand the impact of these changes on your organisation. Your local council environmental health officer will assist you to understand and comply with your obligations.

See also free guidance materials on the Victorian Department of Health food safety website.

Food premises classification and registration

The *Food Act 1984* adopts a preventative approach to food safety. It groups food premises into separate classes, and sets out different food safety requirements for each class based on the food safety risks of its highest risk food handling activity. There are four classes — from highest risk (class 1), such as a nursing home, to lowest risk (class 4), such as a newsagent selling only pre-packaged confectionery.

The level of regulation is largely determined by the microbial hazards posed by food handling onsite. The greater the chance of something going wrong during the food handling process, and the greater the potential impact on people's health, the higher the level of regulation.

Local councils are responsible for classifying every food premises within their municipal districts under the Act. The Department of Health has developed a food business classification tool that outlines a wide range of food business activities and applies a classification of 1 to 4 according to the food safety risk of each activity. HACCC funded delivered meals organisations that prepare ready-to-eat meals for delivery to vulnerable persons fall under class 1, the highest risk category.

Home-delivered meals

To ensure high standards of food nutrition and safety the following information is provided regarding food delivery processes:

- the suitability of vehicles used in the delivery of meals should be considered in accordance with national food safety standards
- individual meal containers should be disposable aluminium foil or microwave-safe plastic and have the meal production date shown (handwritten or labelled)

Staffing statement

All food premises that operate in Victoria need to ensure their food handlers have the skills and knowledge required to keep food safe in the workplace.

This requirement means anyone in a business or community group that prepares food has surfaces likely to come into contact with food must know how to keep food safe from contamination.

For important information about the skills and knowledge required by food handlers, please refer to the department’s food handler skills and knowledge information sheet, provided in the links section at the end of this chapter.

5.3 Specification 3: Clients, Volumes, Meal Combinations, and Proposed Price Clients

In the 15/16 year GLCH had 207 total clients accessing Meals on Wheels. At any given time client numbers are approximately 100-120. This number has been gradually declining in the past 5 years and may be reflective of competitive products via supermarkets, lack of previous product or choice development, and little direct marketing to this client group.

Volumes

In the 15/16 year total volumes of meals produced were 20,770

Meal Combinations

Meal combinations consist of two and three courses which are charged to the client at different rates.

- Two Course – Main and dessert (60% of clients/meals)
- Three Course – Soup, Main and Dessert (40% of clients/meals)

Fruit juice is included in the price of the meal to the client but is declined by 38% of clients

- 5.3.1 GLCH is seeking a fixed price quotation for each of the two meal choices and fruit juice, which is expected to be competitive and sustainably passed on to GLCH Meals on Wheels consumers.
- 5.3.2 All quotations must be GST inclusive. If the goods or services are GST exempt, reasons for this must be provided.
- 5.3.3 The provider is asked to submit a unit cost for each meal package in year one, two and three – in the following table. Narrative should include justification for any annual price increases greater than 2%.

Proposed Unit Price

	<u>Year 1 16/17</u>	<u>Year 2 17/18</u>	<u>Year 3 18/19</u>
Two Course – Main and dessert			
Three Course – Soup, Main and Dessert			
Fruit Juice Unit cost (62% of current annual volumes)			

5.4 Implementation Timetable

What is your earliest commencement date?	
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5.5 Project Response

1. All proposals must address the specifications outlined in Part B above.
2. All prices must be GST inclusive (where applicable).
3. Questions and requests for information may be made within the specified dates (below) to Chris Tipa, Executive Manager Aged & Disability Services christophert@glch.org.au
4. The following schedule applies to all responses

EOI Issued by GLCH	Wednesday day 21 September 2016
End of period for questions or information requests	Friday 7 October 2016
Closing Time	5pm
Closing Date	Friday 21 October 2016
Shortlisting and negotiation end period	Friday 28 October 2016
Formal notification of successful applicant	Friday 4 November 2016

5. Please address your Tender to the Chief Executive Officer and send to:

Gippsland Lakes Community Health

PO Box 429

Lakes Entrance Victoria, 3909

or by email to suem@glch.org.au