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Emergency (EA) Family Shelter Site Meal Preparation, Delivery, and Service Program RFP Questions and Community Teamwork, Inc. Responses

As of 12.06.24, Community Teamwork received the following questions from potential vendors in response to the “Emergency (EA) Family Shelter Site Meal Preparation, Delivery, and Service Program” Request for Proposals released on 11.25.24. Questions were required to be submitted no later than 12.06.24. Questions and CTI Responses are below.

1. Has CTI purchased or leased the old Days Inn hotel in Methuen? Are you now running the operation there?

No, CTI does not own the Emergency Family Shelter Site (EA) in Methuen. We lease the rooms and the common area, including the Dining Area as described in the RFP. We do have project and program staff on-site, including on-site Management. Lead Residential Counselors are on-site 24/7. Days Inn staff continue to conduct all of the cleaning/ maintenance and manage the Front Desk; they work closely with the CTI staff and the Hotel GM is readily accessible.

2. Can you please confirm if meal delivery will be to this single site of the old Days Inn?

Yes, this current RFP is requesting services to the single site identified in the Procurement Document. The site is located at 159 Pelham Street, Methuen, Massachusetts. If we determine to add a site, it will be through a competitive procurement, as the needs and services will be different.

3. Would it be possible to schedule a site visit to 159 Pelham Street as part of the RFP bidding process and to have a discussion with the CTI site manager on how to design the delivery process for maximum efficiency and minimum price?

As this is a competitive procurement, we cannot offer one potential vendor an opportunity that we cannot offer all. The CTI Director and Staff will meet with the prospective vendor at the point of negotiations and contracting to discuss our site and the meal provision. The Scope of Work outlined within the RFP has worked for our site.

4. You mention the existence of a “full-service Dining Room in the residence.” What does this include?

As noted above, CTI leases the Common Space, which includes the Function Room with a full Kitchen, which is utilized as our Dining Space. Historically, our Service Provider has cooked off-site and transported; setting up and serving at our location. The kitchen is available, however.

- a. Is there space to set up a small buffet line from which we are serving the residents? Can we set up Sterno heaters and a hot water bath to keep the food hot during the lunch or dinner hour?

Yes



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- b. Is there a dining area with tables and chairs where residents are expected to socialize together? Do we expect them to do that?

Yes

- c. Is there any commercial-size refrigeration available in the dining room of 159 Pelham (or nearby), such that meals could be stored there and reheated individually by residents if they cannot attend the official serving hours of noon-1 pm and 6-7 pm?

Yes, however, CTI is not recommending, nor encouraging, our Shelter residents to take food into their individual rooms. We currently have a process in place for families who cannot make it downstairs during meal service for approved reasons.

- d. Are there one or several microwave ovens available to residents in the dining room area, or in their individual rooms, if they want to get food for later consumption?

CTI is not recommending, nor encouraging, our Shelter residents to take food into their individual rooms. We currently have a process in place for families who cannot make it downstairs during meal service for approved reasons.

- 5. To reduce cost, is it conceivable to have one delivery per day (instead of two) where we deliver hot meals in hotel dishpans just in time for lunch, and provide the one-hour “live on-site” service requested, but the dinner is served in the form of individually packaged sandwiches, salads and desserts that gets stored in a reach-in refrigerator we provide, and residents can help themselves?**

At this time, we are requesting potential vendors to provide us their best information and bid response based on the *Scope of Work* in the RFP. The CTI Director and Staff will meet with the prospective vendor at the point of negotiations and contracting to discuss our site and the meal provision. There may be a willingness to modify the contract terms; in lowering costs, but at this time, please bid against the Scope of Work as presented in the RFP. That ensures fairness in the review process and balanced proposals (bids all utilizing the same Scope of Work).

- 6. As a general rule, does CTI prefer receiving the food in hotel dishpans requiring manual portioning and serving by the vendor, or do you prefer individually packaged, unitized meals (either delivered hot or delivered chilled for reheating in resident’s room) that can either be served by us, or made available on a self-service basis?**

CTI is not recommending, nor encouraging, our Shelter residents to take food into their individual rooms. We currently have a process in place for families who cannot make it downstairs during meal service for approved reasons.

Please review the Scope of Work, and the request for service provision on-site, as outlined.



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7. Regarding the clean-up services mentioned in the RFP, will cleaning supplies be provided on-site, or should the vendor arrange to bring their own?

Yes, cleaning supplies are provided on-site. We will work with the selected provider if this changes or other supplies are needed.

8. Will CTI provide a site manager who can keep track of the meals being delivered, consumed, and possibly stored for later use? Will our delivery person have access to this site manager? Will this site manager be able to sign a delivery slip provided by us, verifying that the meals are as advertised and the temperature of the meals is indeed compliant with food safety standards?

Community Teamwork staff are always on-site to support our vendor and manage the process. We expect this not to be a “drop and run” operation, as outlined in the *Scope of Work*. We will work with the selected vendor on how to track #s of individual meals, etc. but the vendor is also required to be responsible for the food safety standards. Please review the Scope of Work and requirements about this area of concern.

9. For residents who are unable to visit the food serving area at scheduled mealtimes, could there be a delivery system to their rooms? Who would be the point of contact for organizing this aspect of service delivery?

CTI is not recommending, nor encouraging, our Shelter residents to take food into their individual rooms. We currently have a process in place for families who cannot make it downstairs during meal service for approved reasons.