

REQUEST FOR PROPOSAL



FOOD SERVICE
Arrow Child & Family Ministries
Residential Services
5016 Gilmer Road
Longview, Texas

Closing Date for Proponent Response: **October 6, 2023**

For Further Information, Contact:

Tammy Vickers
Contracts Liaison
Tammy.vickers@arrow.org
443-588-7314

Arrow Child & Family Ministries ("Arrow") is seeking proposals from Food Service Providers for professional, qualified food service at the specified locations listed above for a period of one (1) year with an option to renew for an additional two (2) years. The provider is required ensure that all meals prepared meet the USDA recommended daily allowances.

BACKGROUND

Arrow Child & Family Ministries is a Christian provider of child welfare and education services children and families in crisis. Arrow Maryland provides an array of services including foster care, residential services, special education, and community services. All programs and services advance the well-being of children, families and communities while promoting Christian responsibility and commitments to strengthen family life.

EXPECTATIONS

Arrow is looking for proposals that provide:

- Conformance to all applicable standards mandated by Federal, State, and Local Health Department requirements.
- Choices of healthy food and drink items and a focus on serving the needs of clients.
- Product offerings that includes milk as well as contemporary and nutritious items which are client focused, as well as nutritious and satisfying alternatives for those with documented allergies and/or other conditions.
- Affordable pricing competitive to market pricing.
- A pleasing product presentation style and perception of value.

INQUIRIES

All inquiries related to this Request for Proposal should to be directed to Tammy Vickers, Contracts Liaison for Arrow. Information obtained from any other source is not official and should not be relied upon.

SUBMISSION OF PROPOSALS

- Proposals will be accepted until **Friday, October 6, 2023**.
- Arrow will not be bound to accept the lowest or any proposal. Arrow reserves the right to accept or reject in whole or in part, any and all proposals and to waive any minor informality or irregularity.
- All costs incurred in the preparation and submission of the RFP response shall be borne solely by the Vendor. Where Vendor may decide to perform a presentation, give demonstrations, and/or provide samples or technical literature, all costs shall be borne by the Vendor.
- Submission of a Proposal shall be construed to mean that the Vendor agrees to carry out all of the conditions set forth in this document. Any proposed variation from the specifications, terms and conditions shall be clearly identified. If no changes are indicated, the Arrow shall expect to receive the service(s) exactly as specified.
- To be considered responsive, a proposal must contain the following:
 - A brief description of the history and organization of the bidder's firm, and of any proposed subcontractor.
 - Copies of business licenses, professional certifications or other credentials, together with evidence that bidder, if a corporation, is in good standing and qualified to conduct business in Texas.
 - The most recent copy of Vendor's Certificate of Insurance, which includes both General Liability Insurance and Worker's Compensation Insurance.
 - References with detailed contact information
- A description of the techniques, approaches and methods to be used in providing the requested services, including, a description of how the bidder monitors all tasks performed, follows up on performance deficiencies, and reports to the client about these matters. Sample logs, reports or forms may be included, if relevant.
- Vendor must include a sample copy of a menu for one month, including substitution menu.

E-mail all submissions to: tammy.vickers@arrow.org or mail to 2408 Creswell Road, Bel Air, MD 21015.

Other Considerations & Procedures

- Vendor shall inform its employees that the use of equipment (kitchen appliances, office copiers, computers, phones, etc.) located at any of our facilities are not permitted, except for emergency phone calls.
- There is a strict NO SMOKING policy at all Arrow facilities. Vendor’s employees will not smoke in any Arrow operated building or on any property where Arrow is conducting business.
- Vendor’s employees must obtain security clearance before beginning work in any of Arrow’s facilities.
- Vendor must immediately notify Arrow if an employee assigned to work in an Arrow facility is terminated.

EVALUATION CRITERIA

The proposals will be evaluated at the sole and absolute discretion of Arrow. In addition, interviews may be scheduled with the firm proposed to be involved in this proposal. The following, but not limited to, criteria will be considered in the evaluation.

- Breakdown of cost to be presented on a per meal/per person basis. This includes food and supplies.
 Breakfast: \$ _____
 Lunch: \$ _____
 Dinner: \$ _____
 Evening Snack: \$ _____
- Product variety and duplication.
- References with contact information (names, complete address, phone numbers, and email addresses).
- Product replenishment frequency and out of stock guarantee.
- Price guarantee period and price adjustment terms & conditions.
- Response time to emergency issues calls.

SITE VISIT

Site visits may to be arranged by Vendors at the convenience of Arrow. Arrow will provide a contact name and contact information, at the necessary stage of process.

SCOPE of WORK

Arrow will provide breakfast, lunch, and dinner, seven (7) days a week, 365 days a year, to clients who reside at our facility, and the staff working in direct care of these clients. Arrow is looking for a contractor that will prepare the food offsite and bring the food to the facility. The population will vary at different times of the year. Anticipate the number of meals will be approximately 20 meals three times a day/seven days a week.

The Vendor shall also include “substitute meals” to accommodate those clients that have allergies or other special dietary needs and cannot eat the meal offered for that day. The substitute meal should incorporate the same nutritional standards set by the USDA.

When transporting food, Vendor must provide safe transportation according to governmental guidelines. Records and logs must be available for inspection. Sample meal schedules is as follows:

- Breakfast:** 8:00am – 9:00am
- Lunch:** 11:00am – 1:30pm
- Dinner:** 5:00pm – 6:00pm
- Snack:** Left for the residents after dinner

REQUIREMENTS

The Vendor shall purchase all food, food products and beverages for preparation and distribution at the locations previously indicated. Foods and beverages shall be provided and made available in quantities enough to meet anticipated demand.

Vendor must provide menus, in advance, that meet the USDA Nutrition Standards. Vendor will also meet with program leadership and/or appointees and the facility director on a routine basis, to discuss meal planning, special requests, and other issues that may arise. Arrow will provide, in advance special dietary needs of clientele. However, emergency placements do occur, and programs will notify vendor as soon as they are made aware of special dietary needs.

PRODUCT & PRICING CHANGES

Established portion size shall remain firm for the duration of the contract unless agreed upon and signed by both Arrow and the Vendor. Items requiring substitution must receive prior written approval. Approval for substitute products will be based on the ability to meet the terms and conditions of this Request for Proposal as determined solely by Arrow. Pricing changes should be limited to industry wide wholesale price fluctuations.

QUALITY OF FOOD AND BEVERAGE

All food and beverage items provided by the Vendor shall be only of the best quality. No product shall be used beyond its expiration date.

OPERATING STATEMENTS

At Arrow’s request, the Vendor shall deliver to Arrow an operating statement showing all expenditures related to the operation under the Contract. The operating statement may be externally and independently reviewed. Such statement will be submitted to Arrow within ten (10) business days of the request.

WARRANTY OF WORK

The Vendor warrants that all services and products supplied are in accordance with the specifications, terms and conditions of the contract agreement. If, in the sole and absolute opinion of Arrow, contract deficiencies or problems (failure to adhere to the contract specifications, terms and conditions) arise during contract period, the Vendor shall immediately remedy, replace, re-perform or correct the deficiencies at no cost to Arrow within a time fixed by Arrow.

If the Vendor fails to respond or remedy, replace, re-perform or correct the contract deficiencies within the time fixed by Arrow, Arrow may remedy, replace, re-perform or correct the contract deficiencies, and, any damage arising from it, by whatever means it chooses and the cost of same shall be paid by the Vendor.

EQUIPMENT

The Vendor shall, maintain, install or remove at its expense, any additional equipment and carry out at its expense, all necessary facility modifications, electrical, drainage and other requirements as essential for the placement and operation of such equipment. All Arrow approved equipment provided by the Vendor shall remain the personal property of the Vendor. The Vendor shall have the right to remove such equipment within thirty (30) days after the expiration or termination of this Contract.

All components of any electrical product used on site during the performance of the Contract must be approved by Arrow Facilities Department. All costs associated with the required approval are the responsibility of the Vendor.

PRODUCT REPLENISHMENT

The Vendor shall maintain an adequate supply of all food and supplies. Arrow is required to have at least one (1) week worth of food and drink on the premises at all times.

ACCESS TO PREMISES

The Vendor shall have reasonable access to the premises prior to commencement of operations hereunder in order to ensure uninterrupted food service. The Vendor and its employees must sign for any keys issued for access.

HOUSEKEEPING

The Vendor shall, as a direct cost of operation, maintain standards of housekeeping and sanitation in the immediate areas under its responsibility, always, to the complete satisfaction of Arrow and its regulating authorities.

VENDOR PURCHASES

The Vendor will make all purchases in its own name and shall not in any way bind Arrow in its Contractual Agreements.

LICENSES

The Vendor will provide and pay for all required licenses, certifications, permits and authorizations required by applicable Federal and State law and Health Departments in connection with the food service operation.

UTILITIES

Arrow shall provide power, water, and drainage as well as the plumbing and electrical work necessary to provide food services and shall be at the expense of Arrow. Arrow shall maintain utility services and make every reasonable effort to avoid their disruption. In the event any utility service must be interrupted for repair or modification, Arrow shall provide the Vendor as much advance notice as possible. In the event of any such interruption or any disruption of utility services, Arrow shall take reasonable steps to restore them promptly but shall not be responsible for any loss or delay sustained by the Vendor resulting from such interruptions from any cause.

PERSONNEL

The Vendor agrees that, at all times, the employees of the Vendor furnishing or performing any of the services specified under this Agreement shall do so in a proper, workmanlike, and dignified manner. In addition, Arrow reserves the right to carry out its own Criminal Records Check for any of the Vendor's employees as deemed necessary.

INDEPENDENT VENDOR

All of the Vendor employees furnishing services at any Arrow facility shall be deemed employees solely of the Vendor and shall not be deemed for any purposes, whatsoever, employees or agents of, acting for or on behalf of Arrow. The Vendor shall perform all services as an independent Vendor and shall discharge all its liabilities as such. No acts performed or representation, whether oral or written, made by the Vendor with respect to third parties, shall be binding on Arrow.

INSURANCE

The Vendor shall, without limiting its obligations or liabilities and at its own expense, provide, maintain and continuously carry the following insurances:

- Commercial General Liability: \$1,000,000.00 per occurrence; \$3,000,000.00 aggregate with Arrow named as additional insured.
- Proof of Worker's Compensation coverage.

PRESENCE

The Vendor agrees that all persons working for or on behalf of the Vendor whose duties bring them upon Arrow's premises shall obey the rules and regulations that are established by Arrow and shall comply with the reasonable directions of Arrow.

The Vendor shall be responsible for the acts of its employees and agents while on Arrow's premises.

Accordingly, the Vendor agrees to take all necessary measures to prevent injury and loss to persons or property located on Arrow's premises. The Vendor shall be responsible for all damages to persons or property caused by the Vendor or any of its agents or employees.

The Vendor shall perform the services contemplated in this Agreement without interfering in any way with the activities of Arrow's, students, clients, staff or visitors.

USE OF FACILITIES

The Vendor and its employees or agents shall have the right to use only those facilities of Arrow that are necessary to perform services under this Agreement and shall have no right of access to any other facilities of Arrow.

THEFT & DISAPPEARANCE

Arrow shall have no responsibility for the loss, theft, mysterious disappearance of, or damage to, equipment, materials, supplies and other personal property of the Vendor or its employees, which may be located at the Service area.

LIENS

The Vendor shall at all times keep Arrow free and clear from all liens asserted by any person, firm or corporation for any reason whatsoever, arising from the furnishing of services (whether for services, work, or labor performed, or materials or equipment furnished) by the Vendor pursuant to the terms of this Agreement.

PERMITS AND LICENSES

The Vendor, their employees, agents and vehicles shall have and maintain valid permits and licenses as required by law for the execution of services related to this agreement.

The Vendor will be required to conform to all Federal, Local and Municipal Acts, Regulations and Bylaws that may apply to its Food Service operation at any of Arrow's facilities. The Vendor is required to obtain and pay for all necessary permits, licenses, and inspection fees. Inspection documentation must be displayed in the kitchen area visible for the public.

The Vendor will provide copies of required permits/licenses when requested.

TERMINATION

Arrow (at its sole discretion) reserves the right and exclusive option to immediately and without further notice, terminate any Contract, or part thereof, without further liability and penalty of any kind in the event of:

- Major operational, funding, technological or procedural changes which occur that affect the requirement

or utilization of services under contract

- Service changes/alterations/substitutions not approved for acceptance by Arrow
- The expected and agreed to level of service and performance is not being provided by the Vendor
- Vendor generated undue risk towards students, clients, staff, or the general public
- repeated or persistent faulty work or performance by the Vendor, or failure by the Vendor to remedy defects or deficiencies after being given notice to do so
- any breach of condition of the Agreement by the Vendor
- any Act of God event

ASSIGNMENT

The Vendor shall not assign (in any manner including by operation of law) or sub-contract any of its obligations under this Agreement without the prior written consent of Arrow.

DEFINITIONS

“Vendor” means responder to the Request for Proposal and the individual, partnership, and sole proprietorship or Corporation executing the Contract and shall include any agent, employee, officer, director, supplier or sub-contractor of the Vendor pursuant to the Contract.

“Arrow” refers to Arrow Child & Family Ministries, its students, clients, employees and agents.

“RFP”, “Proposal” means Request for Proposal.

“shall” “must” “will” “mandatory” means a requirement that must be met for the submission to receive consideration.

“Service”, “Services”, “Work” shall mean the food services supplied to Arrow in accordance with the specifications, terms and conditions stated in this Request for Proposal.

Attachment A

Request for Proposal Acknowledgement Form

Vendors that do not submit this Proposal Acknowledgment Form will not be sent any amendments or addenda. Vendors that sign and return the Proposal Acknowledgment Form are not obligated to submit a proposal.

Legal Name and Address of the Vendor: (Print Clearly)

Business Name: _____

Address: _____

Phone: _____ Alternate Phone: _____

Cell: _____ Email: _____

Website: _____

Name, Title and Signature of person authorized to sign Proposal:

Authorized Representative: _____
(Print Clearly)

Title: _____

Signature: _____

I/WE HEREBY INTEND TO SUBMIT A PROPOSAL IN RESPONSE TO THE NOTED RFP TO PROVIDE THE NOTED PRODUCTS AND SERVICES TO ARROW, UPON THE TERMS AND CONDITIONS SET OUT AND/OR REFERRED TO HEREIN, AND INCLUDING ANY ADDENDA ACKNOWLEDGED AS RECEIVED.

Signature: _____ Date: _____