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Lowcountry RFP Caterer 2018-002 Pre-Bid Questions and Answers

1. Does the Hampton Council on Aging location at 108 West Pine Street, Hampton, SC have a kitchen? Not for cooking the meal but for staging? If not, are there any locations that do have a kitchen for staging meals?

All sites included in the service area either have a kitchen or have access to a kitchen. The Robertsville meal site (Jasper County) is the only site that has a DHEC certified kitchen that can be used for meal preparation.

2. Does Lowcountry Region have Commercial kitchen or access to a Commercial Kitchen?
The Lowcountry AAA does not host a Commercial kitchen. However, there are Commercial kitchens located within the service area that the AAA is not attached to. Additionally, one of the current contracted local providers hosts a DHEC certified kitchen within one of the county sites.
3. If yes, how would Caterers gain access to the commercial kitchen for a site visit?
You will be required to contact any outside source. The (2) kitchens closest to the Lowcountry AAA administrative office are located at:

Colleton Commercial Kitchen
514 E Washington St.
Walterboro, SC 29488

(843) 549-2303

<https://www.colletonkitchen.org/>

The KITCHEN Connection, LLC
61 Riverwalk Blvd. Unit E.
Ridgeland, SC 29936

(843)970-3030

<https://www.kitchenconx.com/>

4. What is Lowcountry Area Agency on Aging current contracted rate per meal?
Current cost to Lowcountry AAA for each respective meal type is as follows:
 - 1) Total Meal Package- Frozen \$3.81
 - 2) Hot/Cold Bulk/Deli/Picnic \$2.93
 - 3) Frozen + Supplement \$3.16
 - 4) Emergency Shelf Stable \$3.01
5. Can RFP respondents gain a breakout of the number of Total Meal Package (TMP) and Frozen meals per local contracted provider?
Attached you should find a grid sheet that includes all sites and meal types served in FY 16.
6. Does the Lowcountry AAA liken a TMP to a shelf stable meal?
Correct, however shelf stable meals are reserved for emergency situations/closings. However, historically TMS/TMP meals are frozen.
7. How often are Emergency meals ordered for the Lowcountry Region?
Emergency meals are ordered 2x annually with respect to inclement weather.
8. What is the difference between TMP's with Supplements and Shelf stable?
Shelf stable meals are reserved for Emergency planning. There may be times that a Home delivered meal program participant may request shelf stable vs. Frozen meals. Ordinarily, shelf stable meals do not include supplements. Frozen meals TMP should include supplements as these are regularly delivered meals according to the need of the provider.
9. What is the difference between frozen with fresh supplements and a TMS meal?

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The main difference in these two meal types are the preparation required by the local provider. Frozen meals with fresh supplements require further preparation at the local level (bagging supplements), whereas the TMS/TMP meal type is already completely packaged with the supplements included and requires no further preparation by the local provider.

10. Please elaborate on the breakdown of the Meal Type schedule.

Attached you should find a grid sheet that includes all sites and meal types served in FY 16.

11. Are delivery times flexible?

Meal delivery schedules can be adjusted considering insight from the current local providers. However, Drop key situations should be avoided. All delivery times are contingent on the capability of the provider to deliver food within the TCS parameters.

12. What is the overall goal of the Lowcountry AAA, in offering a detailed RFP?

Lowcountry AAA is actively seeking a *Preferred Provider* as defined in the RFP. To elaborate, the AAA intends to utilize the services and support of the caterer Nutritionist as well move towards the expansion of food safety measures by means of a better food tracking system. These efforts support the vision of the AAA to grow in both meal types as well as increase the number of daily meals served. Lowcountry Region 10 is rural and can pose issues, the AAA wants to work with the caterer to avoid potential hazards and lesser quality meals.

13. Will food be delivered by volunteers and staff of local providers?

Yes, the local providers are staffed by employees and volunteers.

14. Do all sites have their own equipment?

The local sites utilize equipment offered by the current caterer for food service.

Currently the only sites with meal service equipment that belong to the current meal caterer are:

- 1) Walterboro site has a 3-section warming table and crimper
- 2) Hampton site has a HDM Pan crimper
- 3) Hardeeville site has HDM sealer
- 4) Port Royal has a crimper
- 5) All sites have Thermometers

15. Can the RFP respondents gain a list of current equipment housed at the local provider sites?

Please see attached sheet that describes which site uses what type of equipment. These needs may or may not change according to program growth.

16. Please define the difference in the types of meals that Lowcountry AAA is procuring.

This information can be found within the RFP beginning on page 31, as **Description of Meal Type and Service**.

17. Can the RFP respondents gain a copy of the Lowcountry AAA current caterer menu?

This information may be considered Confidential to Senior Catering, Inc.

18. Does the Lowcountry Area Agency on Aging currently have more than one caterer?

Currently the Lowcountry AAA utilizes more than 1 caterer due to needs of Region 10. The RFP is designed to attract multiple bidders of various products to entice competitive procurement.

19. Does the definition of a *Preferred Provider* include the capacity to serve the entire region for all meal types?

Although the goal is competitive procurement, the AAA would also benefit from a sole source for all meal type needs.

20. What are the current tracking methods used by Lowcountry AAA and the local providers?

Currently, the Lowcountry AAA, the Meal Caterer and the local providers all work in unison to ensure that food safety measures are met daily.



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21. Is the Lowcountry AAA database a statewide database?

The Lowcountry AAA uses a statewide database to record data such as units of service. The state is building a system that would accept the meal tracking data. Once this happens, the Lowcountry AAA will offer extensive training the Meal Caterer and local providers.

22. Does the Lowcountry AAA use technology that would need to accept caterer data?

Not at this time. We would however, need to monitor Meal Caterer data and export reports accordingly.

23. Is there any tolerance of price, as the resources requested within the RFP are costly?

We realize that this RFP is unique, and we are searching for providers to grow with the Lowcountry AAA. A budget sheet is included in the RFP as the last page of the document. We understand that you may need to elaborate for justification to the RFP review panel and we welcome additional information for consideration. Therefore, respondents may offer additional information to describe limitations as well as capacity to meet these needs in a separate attachment included in your response.

24. What are the current collective number of meals per site, by type?

See the chart as the last page of this document.



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Nutrition Program Meal Count FY 16

Location	Congregate Bulk	Hot HDM Bulk	Deli	Frozen HDM (packed as 5 meals per box)	Shelf Stable HDM (packed as 5 meals per box)	Congregate Emergency Shelf (packed as 3 meals per box)
Port Royal		9906		21552		865
Bluffton	1612					
Burton Wells	5513	482			810	
St. Helena	4433	1911			55	
Green Pond	2769	3325		1795	213	
Walterboro	3714	19802		14185	2619	523
Estill	4963	7288	1157		100	
Hampton	5046	16815	4144		1071	954
Yemassee	4018	2505	712		85	
Ridgeland	5602	11039			133	468
Robertsville	5410	12773			248	
Hardeeville	5466	3451			57	
Total	48546	89297	6013	37532	5391	2810

Source: Advanced Information Management System