

## Attachment 1

### Specification - Service Description Delivered Meals

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#### INTRODUCTION

The Council brokers funding from the State and Commonwealth Government for the provision of low cost nutritious meals to vulnerable people. It seeks to procure a new model of delivered meals with the following components.

#### SCOPE

Directly delivered range of culturally and dietarily appropriate and nutritious food, to individual clients at 3-5 days per week, on weekdays to a maximum value of \$12.00 per main meal plus a dessert and sandwich option.

Delivery also to a centre for a planned activity group within the Municipality to a maximum value of \$13.00 per meal on a Monday, Wednesday and Friday each week.

To deliver the meals to recipients at least 3 days per week, weekday mornings, with flexibility to offer up to 5 days when needed, and to incorporate new deliveries on a temporary or permanent basis, and to be able to return, in instances where the person is not home, with the meal within a 2 hour timeframe. The meal to include a main meal, with dessert and sandwich options.

Council does not guarantee any minimum quantity or frequency of supplies ordered.

The provision of shopping packs to purchase, in addition, for when people are unwell, returning home from hospital or in adverse weather conditions is also required including food staples such as milk, eggs, bread and spread.

The delivery drivers need to be paid employees, in line with council's socially responsible procurement provisions, (copy attached) and able to ascertain that the client is at home to receive the food and/or arrange for an alert to next of kin or Council officers should there be any concern about the recipient's welfare. The drivers should be police checked.

The provider will need to be able to provide an identified point of liaison for Council for welfare and invoicing purposes. The Council will broker the grant and user contribution funding to the provider. One model could be that the provider identify an identified person to liaise with the Council about any welfare concerns and to invoice and receive payments.

#### TECHNICAL REQUIREMENTS

- Nutritious, culturally appropriate main meals including main meal and dessert and sandwich options
- Options for cultural appropriateness
- Level 1 Food Standard accreditation

#### FUNCTIONAL REQUIREMENTS

- Employed drivers delivering within a 2 hour timeframe unless using refrigerated vans

- Relevant computer systems to provide invoices and receive payments and report on figures of meals delivered and purchased

### **CONFIDENTIALITY**

- As the provider will be receiving information about specific recipients including their address and cultural preferences, they will need to have appropriate privacy and confidentiality policies in place.

### **Performance**

- Delivery at least 3 days a week with flexibility to move to more days and to return if recipient not at home
- Deliver within 2 hours of the meal leaving refrigerated premises unless using a refrigerated van
- System in place to report to designated council officer that day to act on concerns when recipients not well or not responding to door knock
- Customer satisfaction and complaint resolution procedures in place and accessible
- Photos of meal options should be made available on request

### **TRANSITION**

- This will involve a transition from a different provider so the provider needs to have undertaken all preparation work to be ready and able to take up the full span of work from Monday 29 October 2018. It is anticipated that this preparation work will take place during October and the relevant payment required can be negotiated with the Council.

### **TIMEFRAMES**

The contract will be let one month before the 29 October 2018 to provide sufficient notice for the provider to prepare for the take up of full span of work from Monday 29 October 2018.

The supplier is required to meet the indicative / key dates for the following tasks:

<b>Task</b>	<b>Date / Time Frame</b>
Inception Meeting	Within 7 days of contract commencement.
Transfer of client information	Two weeks prior to the take-up date of 29 October 2018

### **LOCATIONS**

- The locations where the food is required is in people's homes in the Municipality of the City of Port Phillip and also the Cora Graves Centre in St Kilda.
- The Contractor's business needs to be sufficiently local to add incidental deliveries when needed.

## HEALTH & SAFETY REQUIREMENTS

- The contractor is required to demonstrate compliance with the relevant OH&S legislation and the Commonwealth and State Aged Care Quality Standards

## QUALIFICATION/LICENCES REQUIREMENTS

## RELEVANT LEGISLATIVE REQUIREMENTS

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### Schedule 2 Specification - Questionnaire and Selection Criteria

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#### Evaluation Criteria

A Draft Business Plan is required to be submitted which will address :

- Delivery Model
- Methodology
- Nutritional Testing
- Menu planning including photos of options
- Welfare provisions

Are you a Level 1 Food Safety Provider

Do you have employed delivery drivers who will ensure the client is at home and check on their welfare, and will contact your liaison point if there are concerns

Can you deliver at least 3 days per week

Part B - evaluation criteria rates the organisation's capacity to meet the requirements of the specification and the organisation's relevant experience and track record to deliver the program.

<b>Criterion</b>	<b>Weighting</b>
Cost of meals under \$13.00 per meal	20%
Nutritional value and culturally appropriate options	40%
Capacity to meet the requirements of the specification including the liaison, welfare check and recouping mechanism with Council	30%
Capacity to provide additional shopping packs for purchase as above	10%