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Creating lasting solutions to end poverty, social injustices, and isolation in Toronto.

**Charitable Registration Number
11888 6308 RR0001**

Section I. General Information

A. Introduction

Dixon Hall seeks proposals from qualified **meal provider organizations** to provide services for our Meals on Wheels and congregate dining programs in Toronto's downtown East. Our goal is to partner with a vendor for our Meals on Wheels program, which is a volunteer-driven meal service delivery program, and our congregate dining programs that serve and support seniors and those with varying (dis)abilities to maintain their independence and remain in their homes and communities.

The successful vendor will be expected to provide various meal options, including 90-250 packaged and labelled hot lunches, bulk meals for 15-75 diners daily, and 15- 40 labelled and bagged lunches. All offerings will include a variety of nutritious choices and regional and world cuisines made with local ingredients when possible.

B. Background

Dixon Hall is a multi-disciplinary, multi-site social service agency focusing its work in the downtown east area of Toronto. For over 90 years, we have worked within the community to help at-risk people through effective social service programming.

C. Contract Terms

An award will be made for one year, from April 1, 2025, to March 31, 2026. Dixon Hall reserves the right to extend the terms of an agreement by up to one year. The expected start date of this contract is April 1, 2025. In addition, respondents should be aware that payments for services will be made every month.

D. Eligible Respondents

Dixon Hall is seeking one provider to prepare and deliver up to 90-250 packed hot lunches and an option of up to 40 bagged lunches, seven days per week, to seniors and individuals with chronic illnesses to 188/or 192 Carlton Street. In addition, bulk meals are required for 15-75 diners five (5) days per week to be delivered to 188/or 192 Carlton Street. Respondents must create and deliver complete, ready-to-eat, freshly prepared meals daily, including soup or salad, entrée, and dessert. Lunch bags have typically included a sandwich/wrap and fruit. Each meal provided must follow the Canada Food Guide - <https://food-guide.canada.ca/en/> for healthy and nutritious meals.

Dixon Hall is specifically interested in receiving proposals from organizations with previous or current experience providing delivered meals to seniors, individuals with chronic illnesses and other vulnerable populations.

Section II. RFP and Submission Information

A. RFP Schedule

Important Dates	Required Action
December 20, 2024	RFP Announcement
January 13 and 14, 2025	Site Visits
January 20, 2025	Questions submission
January 27, 2025	Proposals are due by 4:30 pm
February 3, 2025	Meet with Finalists
February 7, 2025	Select and Award the Contract
April 1, 2025	The selected Contractor begins operating

These dates are subject to change with notice.

B. Submittal Procedures

Proposals will be accepted at the Dixon Hall Community Hub at 58 Sumach Street. Toronto, ON M5A 3J7 before the due date, from 9:00 a.m. to 4:30 p.m. Monday – Friday, addressed to: “Meals on Wheels RFP Submission”. Costs should be submitted in the Appendix section of the proposal. Respondents should submit one (1) electronic copy to Dixon Hall no later than **January 27, 2025, by 4:30 pm**.

All proposals must be complete, and only complete proposals may be reviewed. Time-stamped receipts will be issued as proof of timely submission. Faxed proposals will not be accepted.

C. Contact Persons, Inquiries & Responses

Respondents are strongly encouraged to submit all questions and comments related to the RFP at RFP@DIXONHALL.ORG no later than January 20, 2025.

D. Site Visits

Site Visits will be on January 13th and 14th, 2025, in 1-hour intervals for each potential vendor, starting at 11:00 am.

Section III. Scope of Services

A. Ordering, Delivery & Pick-Up/Delivery Process

The following describes the current and/or preference in process.

- Our preference is to place changes in food orders online in a portal/website or via email, with final meal counts by 5 p.m. the day prior
- The provider prints meal labels with the client's name and meal items which must be attached to the packaging
- All meals are pre-packaged and sorted into numbered insulated coolers or bags that correspond to the delivery route information
- Meals to be picked up by 10:45 a.m. or delivered by 11 a.m. each day
- Additional meal containers/bags are returned when meals are picked up or delivered

B. Daily Hot and Cold Meal Requirements

All meals will be prepared off-site and will be delivered or picked up. Meals will be delivered to 188 and/or 192 Carlton Street. The Contractor will provide all labour, oversight, and operational costs, including supplies, materials, and routine equipment maintenance required to deliver food services to Dixon Hall. Dixon Hall will only consider picking up meals if the pick-up location is within a 5-kilometer radius of 192 Carlton Street. The vendor should expect the number of meals to fluctuate throughout the contract.

The following are the expectations of the successful Respondents:

- Provide the following meal options: 90-250 pre-packaged hot meals; 15-40 cold bags of lunch and 15-75 bulk lunches for the Seniors Day Program and an HIV/AIDS dining program (not in packages)
- Pre-package all meals and sort them into numbered insulated coolers or bags which correspond to the delivery route information provided
- Prepare and package each meal in sealed containers with meals stacked in an upright position
- Labels on each meal include the client's name, meal items, production date and heating instructions
- Meals are required seven (7) days per week and ready for delivery to clients at 11:15 a.m.
- Hot meals are delivered on Christmas Day
- If there is a closure due to a statutory holiday, double meals will be required for delivery to clients the day before the closure

C. Meal Requirements, Menu Cycle, Nutritional Requirements and Vendor Requirements

- A standard hot meal should consist of a soup or salad (seasonal), bread & butter, entrée and dessert

- Providers are required to respond to the minimum special meal requirements, including vegetarian, vegan, lactose-free, low or no sodium, renal diets, diabetic, minced and pureed
- Ability to respond to religious food requirements, such as halal, kosher, etc.
- Familiarity with Canada Food Guide is essential: <https://food-guide.canada.ca/en/>
- Offer a monthly menu rotation in consultation with Dixon Hall to include a balance of meat, fish, pasta, potato, rice and vegetables
- Portion sizes: Hot meals: Typically, will include a starch (3-4 oz); vegetables (4 oz); protein (5-6 oz); dessert (4 oz); Cold Lunch: Has typically included a sandwich and fruit however a variety of alternate meal selections are welcome
- Meat substitutes are to be offered each day, and available substitutes are to be provided
- According to Meals on Wheels industry standards, each meal must provide a minimum of 33% of the current Dietary Reference Intakes (DRI) as determined by Health Canada, not including dairy (2.5 servings of fruit/vegetables, 2.5 servings of grain, 1 serving of meat or meat substitute)
- Consult with a registered dietician for support in menu planning, training and other food services
- Have a history of working with diverse communities
- Flexibility in working with older adults with multiple complex health issues, individuals with HIV/AIDS and communities with histories of mental health and addictions
- Demonstrate a strong understanding of Infection Prevention and Control (IPAC) measures and all Toronto Public Health (TPH) protocols associated with the preparation, transportation and delivery of food services
- Be responsible for adhering to Dixon Hall's requirements regarding the schedule for delivery
- Work closely with Dixon Hall and will be subject to regular evaluations of food service provision

Section IV. Additional Requirements

A. General Conditions:

This RFP is not a tender and does not commit Dixon Hall in any way to selecting a Preferred Respondent(s), proceeding to discussions or negotiations toward an agreement, or awarding any agreement.

Dixon Hall reserves its right to reject all Submissions and terminate this RFP process.

B. Respondents' Expenses:

Respondents are solely responsible for their expenses in preparing and submitting Submissions and for any meetings, negotiations, or discussions with Dixon Hall or its representatives and contractors relating to or arising from this RFP.

C. No Contract

By submitting a Submission and participating in the process outlined in this RFP, Respondents expressly agree that no contract of any kind is formed under, or arises from, this RFP prior to signing a formal written contract or agreement for services.

D. Conflict of Interest:

A Respondent shall disclose in its Submission any actual, perceived, or potential conflict(s) of interest and existing business relationships with Dixon Hall, its elected or appointed officials or employees.

E. Disclaimers/Limitations of Liability:

Dixon Hall, its employees, agents, contractors, and volunteers expressly disclaim any liability for representations or warranties expressed, implied or contained in, or for omissions from this RFP package or any written or oral information transmitted or made available at any time to a Respondent by or on behalf of Dixon Hall. Nothing in this RFP is intended to relieve a Respondent from forming its own opinions and conclusions concerning this RFP.

Dixon Hall, its employees, agents, contractors and volunteers will not be liable to any Respondent for any claims, whether for costs, expenses, losses, damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by a Respondent in preparing and submitting a Submission, or participating in negotiations for a Contract or agreement for services, or other activity related to or arising out of this RFP. By submitting a Submission, each Respondent shall be deemed to have agreed that it has no right to make such claims.

Section V. Evaluation and Selection Procedures

A. Evaluation Process

Respondents should include their head quartered address, contract name and phone number.

All proposals will be evaluated against the guidelines provided within the Evaluation Criteria section. Care should be taken to ensure sufficient specific information is provided so that an informed evaluation can be carried out in each area where points are awarded. The reviewers should only include information relevant to the required services. The Evaluation Team may, at its discretion, invite some or all of the Respondents to appear before the Evaluation Team to clarify their submissions.

B. Evaluation Criteria

The proposals will be evaluated on the Respondent's ability to provide delivered meals as defined in this RFP's "Scope of Services" and on submitting and completing all requested documentation as specified. The minimum threshold criteria will consist of:

- The proposal meets the Scope of Services described in Section III of this RFP.



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- The Respondent has demonstrated administrative and programmatic capacity to operate and manage the proposed program.
- The proposal review does not reveal any serious issues that would raise concerns about the agency's ability to fulfill contract requirements.
- The Respondent has no past, current or anticipated legal judgments resulting from contract matters.

1. RESPONDENT'S QUALIFICATIONS AND EXPERIENCE (marked out of 25)

The Respondent demonstrated a successful history of providing services outlined in this RFP for similar or relevant work. The Respondent is required to provide three (3) examples of contract work within the last five (5) years of similar scale to the proposed contract, including but not limited to:

- Number of meals served
- Location
- Clients including contact information
- Population(s) Served
- Example Menu(s)
- Any details surrounding the reference that may be of value

The examples provided should demonstrate your experiences supporting and feeding diverse communities and your understanding of best practices for engaging seniors, individuals with varying (dis)abilities, and chronic illnesses.

2. ORGANIZATIONAL STRUCTURE (marked out of 25)

The proponent must provide an organizational chart and summary of the staffing model to demonstrate a capacity to provide food services for upwards of 300 meals daily. The staffing model should include a breakdown of roles, responsibilities, and management structure. The proponent must provide three (3) staff resumes at the proposed location. Resumes will be evaluated on experience and qualifications related to the food service industry.

3. QUALITY CONTROL (marked out of 20)

The proponent must outline how they ensure that the proponent meets health and safety regulations, provide meals in food-safe temperatures (see public health guidelines), successful implementation of the Respondent's proposed sanitation, safety, ability to address food service problems and complaints, training, staffing for the program, and monitoring policies and procedures (copies of written policies and procedures, current inspection certificates with any positive or negative citations issued).

4. PHYSICAL CAPABILITY TO PERFORM (marked out of 10)

Demonstrated by the condition and quality of the food, the food preparation facility, the delivery vehicles, the catering equipment and supplies, the storage facilities, and the meal packaging materials. The respondent may be subject to a site inspection by Dixon Hall staff or the review committee.

5. COST (marked out of 20)

The proponent must provide the following charges for single meals:

- Meals, Hot
- Cold Lunch bag

May include pricing for:

- Milk, 2%
- Lactaid

The costs will include packaging and delivery of meals to 188/192 Carlton Street, Toronto, if beyond 5Km.

C. Selection

Selections will not be final until Dixon Hall and the Respondent have fully negotiated and executed a contract. Dixon Hall assumes no liability for costs incurred in responding to this RFP or for costs incurred by the Respondent in anticipation of a fully executed contract. Dixon Hall does not guarantee the number of meals served daily, with the anticipated range of meals being between 90 and 250, depending on client program enrollment.