



RFP #23-043 Attachment E – Additional Services at S Wilmington Street Center

Wake County Housing Affordability & Community Revitalization (Housing) seeks proposals from interested vendors (for-profit and nonprofit agencies) for the management and delivery of food services for the South Wilmington Street Center (homeless shelter) and Cornerstone Bridge Housing (temporary housing).

South Wilmington Street Center

The 234-bed South Wilmington Street Center (SWSC) operates 24 hours a day, seven days a week, 365 days a year and serves as the primary emergency shelter for men who are homeless in Wake County. SWSC is located at 1420 S. Wilmington St. in Raleigh, NC. The Center currently employs 33 full-time on-site staff. The facility also has a full-service, commercial kitchen and dining hall with a capacity of 200. In fiscal year 2021-2022, the Center served 700 unduplicated men due to continuing COVID-19 restrictions. However, in fiscal year 2019-20, the Center served 1,685 unduplicated men, averaging 212 guests per night. Services provided to men at the Center include showers, meals, laundry, access to phones and computers, counseling, case management, referral and information assistance, and support group activities.

SWSC Statistical Data	<u>FY19-20</u>	<u>FY20-21</u>	<u>FY21- 22</u>	<u>FY22- Mar23</u>
Breakfasts	33,627	18,268	20,983	16,438
Lunches	4,371	8,902	20,624	17,415
Dinners	47,629	26,206	26,845	19,356
Additional Dinners (Late Plates)	1,075	675	2,013	1,008
Bag Lunches	1,097	653	1,210	799
Diabetic Snacks	0	0	0	0

Cornerstone Bridge Housing

The Cornerstone Bridge Housing program provides interim housing for individuals experiencing homelessness with multiple disabling conditions and who have complicated health and mental health needs. The program will provide 20 efficiency units of temporary housing for individuals experiencing chronic homelessness. The program will operate 24 hours a day, seven days a week, 365 days a year. The Cornerstone program is located approximately 2.5 miles away at 220 Snow Ave. in Raleigh, NC.

The facility is envisioned to receive pre-prepared meals to be distributed to each unit. The efficiency units will be equipped with microwaves and refrigerators to reheat or store meals. An estimated annual need consists of 5,000 breakfast meals, 5,500 lunches, and 2,500 dinners.

1. Scope of Services

Wake County Housing Affordability & Community Revitalization seeks proposals from interested vendors (for-profit and nonprofit agencies) for the management and delivery of food services for the South Wilmington Street Center (homeless shelter) and Cornerstone Bridge Housing (temporary housing).

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For purposes of the RFP, Housing seeks effective and efficient food service management and delivery of nutritious meals which includes the following:

- Organization of kitchen and dining room operations including implementation of operational policies and procedures at SWSC
- Balanced, nutritious meal planning
- Overseeing on-site meal preparation (3meals/day, 7days/week) at SWSC
- Preparation and delivery of meals to the Cornerstone program (3meals/day, 7days/week)
 - Donated meals may supplement purchased meals and are reflected in the amounts listed above
- Maintenance of an 'A' sanitation rating
- History of successful management of similar food service operations

In addition, Housing would consider proposals that include integration of successful community collaborations and innovative vocational training and/or opportunities for interested residents. Please review the following information.

2. Maintenance of Food Service Equipment

In order to ensure maximum useful life of SWSC Food Service Equipment, Proposer agrees as to determine that all equipment listed in the Equipment Inventory operates correctly at all times during Provider's use thereof, arrange for daily and periodic preventive maintenance of all equipment in accordance with manufacturer's suggestions and be responsible for arranging for needed repairs to all equipment (except for Refrigeration equipment attached to the walk-in coolers/freezers, hand sinks, eye wash station, and fly fan) as follows:

- i. Notify SWSC Management who will contact General Services Administration (GSA) in the event of equipment failure or malfunction. Upon authorization from GSA, arranging for equipment repair with an approved repair service, or by GSA.
- ii. Obtain prior authorization from GSA, through SWSC Management, before arranging for equipment replacement.

It is understood that Proposer will not be financially liable for normal wear and tear associated with proper use of equipment. However, Proposer agrees to assume financial responsibility for damages resulting from its gross negligence or intentional tort. To this end, Proposer agrees to indemnify the County for actual damages and losses (i.e. repair and replacement of equipment) resulting from improper use, gross negligence or intentional damage up to the limit of repair or replacement cost per piece of equipment per event.



3. South Wilmington Street Center - Kitchen Equipment Inventory

Item	Reference Number	Item	Reference Number
Metro Chemical Storage Unit	Item 2	Plastic Dye Front Panel (2)	Item 31-C Item 32-C
Leading Edge Fly Fan (2)	Item 4	HP Compressor	Item 31-D
Stainless Steel Condiment Table	Item 5	12x20 Cold Pans	Item 31-E
Receiving Scale	Item 6	S/S Legs (2)	Item 32-A
Brown Walk in Cooler/Freezer	Item 7		
Three Compartment Sink	Item 10	Dish Cart (2)	Item 33
18-inch Swing Faucet	Item 10-A	Electric Coffee Urn (2)	Item 34
Sink Heater	Item 11	Juice Dispenser (2)	Item 35
Meat Sink	Item 13	Tea Maker and Dispenser (2)	Item 36
Vegetable Sink with two bowls	Item 12	Slicer	Item 37
12-inch Swing Faucets (2)	Item 13-A Item 14-A	Food Processor	Item 38
Chicken Sink	Item 14	½ HP 24 Mixer	Item 39
Pre-Rinse Spray	Item 16 Item 17	Mixer Stand	Item 40
Hand Sinks	Item 18 Item 18-A	Conveyor Toaster	Item 42
Three Door Freezer	Item 19	Rolling Racks (5)	Item 43
Under-Griddle Freezer	Item 21	Utility Cart (2)	Item 44
Metal Master Table	Item 22	Work Table 96x36 (4)	Item 45
Flat Top Griddle	Item 23	Three Pot Drying Racks (2)	Item 46
Quick Disconnect Flex Hoses (2)	Item 24 Item 26-B Item 27-A	Ice Maker	Item 47
Gas Double Stack Convection Oven	Item 25	Ice Bin	Item 47-A
Casters	Item 25-A Item 26-A	Adapter	Item 47-B
Cable Restraint Kit	Item 25-B	Soiled Dish Table	Item 48
Range	Item 26	Hi Temp Dish Washer	Item 49
Lid Assist	Item 27-B	Clean Dish Table	Item 50
Single Pantry Faucet	Item 27-C	Drying Racks	Item 51
Convection Oven – Pressure-less	Item 28	60x30 S/S Table with Undershelving (2)	Item 52
Tilting Braising Pan	Item 29	30x60 S/S Table with Back Splash	Item 53
Steam Pan Inserts	Item 29-A	Dunnage Rack 20x48 (6)	Item 54
Single Pan Faucet	Item 29-B	Walk Hung Dish Shelf	Item 55
Hot Food Counter (2)	Item 30	Chicken Dolly	Item 56
96 Sneeze Guard (2)	Item 30-A	Walk Mount Shelf	Item 57



Manifold Drain (2)	Item 30-B	Vegetable Sink Disposer	Item 58
Cutting Board (2)	Item 30-C	Soiled Table Disposer	Item 59
6-inch Legs	Item 30-D	Wall Mount Shelf	Item 60
Laminate Dye Front Panel	Item 30-E	Ice and Water Unit – Drop In	Item 61
16 ga S/S Top (2)	Item 30-F Item 31-F Item 32-B	Paper Cup Dispenser	Item 62
60 b Cold Food Counter	Item 31	24x48 Metroseal (12)	Item 63
Sneeze Guard	Item 31-A	74 inch post Metroseal (44)	Item 63-A Item 63-C
Intermed. Bottom Shelf	Item 31-B	24x60 Metroseal (32)	Item 63-B

NOTE: various other non-inventoried small kitchen equipment/utensil/supply items

4. Proposal Format

Interested Proposers shall prepare their proposals in accordance with the instructions outlined in this section. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Proposer’s capabilities to satisfy the requirements of the RFP. Utmost attention should be given to accuracy, completeness, and clarity of content.

Please submit your proposal using the attached application, no less than 12 pt. font. It is not necessary to limit the length of your responses to the space following each question, however, your total proposal should be no more than 20 pages.

Proposal shall include a cover letter executed by a person within the firm authorized to bind the firm to the contents therein. The cover letter must also include the following:

- Name of Organization
- Physical Address
- Mailing Address
- Organizations Tax Identification Number
- Telephone and Fax Number
- Email Address
- Name and Title of Person Authorized to Sign Contract
- Project Proposal Contact Person and Contact Information

4.1 Experience and Past Performance

Please include:

- History of successful management of similar food service operations and/or comparable operations for other government agencies or private sector equivalents.
- Organization’s experience and history
- Organization’s areas of expertise relative to food service management and meal preparation
- Project management methodology and philosophy relative to comparable assignments
- Letters of Reference from current or previous customers
- Credentials of proposed staff

4.2 Organizational Capacity

Describe in detail the organizational structure necessary for this project and your capacity to successfully manage this project. Identify key personnel assigned to this project and proposed



staffing schedules. Describe your capacity to begin service provision within 30 days of successful contract negotiation. Describe any lawsuits pending against your organization. Provide evidence of your organization's insurance.

4.3 Food Service at SWSC and Cornerstone

Describe in detail your organization's plan for management and delivery of food services at the SWSC and Cornerstone facilities. Minimally your plan should address:

- Weekday and weekend meals (3 meals per day/7 days per week) that, at a minimum, meets or exceed nutritional guidelines defined by NC Division of Public Health, Nutrition Services, CACFP (Child & Adult Care Food Program). Meat, poultry, fish (or appropriate meat alternative) is expected to be served daily (at either lunch or dinner). Quality and standards relative to vendors' use of recycled food should be addressed.
- Special dietary needs of residents
- Food and all necessary supplies acquisition plan
- Holiday food service provision
- Kitchen safety standards
- Policies and procedures for management and delivery of food services at SWSC and Cornerstone that addresses:
 1. Routine and preventative equipment maintenance and repair
 2. Workplace safety including meeting OSHA standards
 3. Food handling and sanitation practices
 4. Supply provision (paper products, condiments, aprons, utensils, etc)
- Safe and sanitary transportation and delivery of meals to the Cornerstone facility
- Bag lunch provision

4.4 Budget Proposal

Your proposed bid should be per-meal prices for breakfasts, lunches, dinners, bag lunches, diabetic snacks inclusive of all profit and administrative, food, and labor costs, using the meal counts as a projection of volume. Attach a line-item budget and narrative that explains your rationale for pricing.

Proposals that offer resident vocational training/opportunities should include a separate line-item budget and narrative that reflects no more than 10% administrative fees.

Proposal must show a "price per meal". This may be subject to contract negotiation.

Cost Per Meal:	Optional - Delivery Cost:	
Breakfast -----	\$ _____	\$ _____
Dinner -----	\$ _____	\$ _____
Daily Total -----	\$ _____	\$ _____

4.5 Community Collaboration (Optional)

Proposals that include integration of community collaborations should describe recruitment, integration and monitoring plans and strategies. Partnering with community volunteers, residents, other agencies, and the faith community, as well as collaboration with other Housing programs (i.e., Community Health, Project Direct, Health Promotions, Nutritionist via WIC) is also encouraged.

4.6 Resident Vocational Training/Opportunities (Optional)

Proposals that choose to offer resident vocational training/opportunities should describe your plan for inclusion of SWSC residents in the planning, management, delivery and monitoring of services and any plan for resident vocational training and/or education and/or job skill development.



4.7 Service Reporting/Monitoring

Proposal is expected to address organization's plan for coordination with SWSC and Cornerstone management staff in delivery of services and should include special events or emergency activities that may involve food services. Reporting protocols presently include daily meal count, weekly menu plans, monthly meetings with SWSC and Cornerstone management and site kitchen management staff, and quarterly overall program reviews. Participation in periodic resident satisfaction surveys is also expected.

5. Evaluation of Proposals – South Wilmington Street Center and Cornerstone Bridge Housing

The County Project Team will evaluate the proposals based on the following criteria:

Experience and Capacity	30
Approach to Food Service	30
Proposal Budget and Availability to Begin Services	30
Service Reporting and Optional Components	10
Total points available:	100