

Request for Proposals for
NYC Health + Hospitals
Humanitarian Emergency Response and Relief Centers
Catering Services

All communication regarding this RFP must be to:

Randy Lee
Assistant Director of Solicitations
Strategic Sourcing
NYC Health + Hospitals
50 Water Street, 5th Floor
New York, New York 10004
Office: 646.815.3245
leer31@nychhc.org

[Table of Contents](#)

I. RFP Timeline	3
II. About NYC Health + Hospitals	3
III. Project Overview	5
IV. Minimum Criteria for Participation	6
V. Scope of Work: HERRC Catering Services	7
VI. Required Responses	11
VII. Evaluation Criteria	14
VIII. Contract and Payment	15
IX. RFP Process and Rules of Participation	16
X. Proposal Package Checklist	19

Attachments:

1. M/WBE Utilization Plan & Waiver Request Form
2. Terms and Conditions
3. Vendor Security Requirements Checklist
4. Vendor Intake Form

I. RFP Timeline

	Date	Time (EST)
RFP Release	9/8/23	
Last day to RSVP for Mandatory Pre-Proposal Conference Call via the link below: https://forms.gle/JatF5akcGw8ekiBB8 <i>*Works best in a chrome browser</i>	9/14/23	5:00 PM
Mandatory Pre-Proposal Conference Call Conference Call Dial-in Number: (844) 621-3956 Access Code: 2300 569 0116#	9/15/23	12:00 PM
Proposer Questions Due	9/18/23	5:00 PM
Proposals Due	10/10/23	5:00 PM
Anticipated Contract Start	December 2023	

II. About NYC Health + Hospitals

New York City Health and Hospitals Corporation (NYC Health + Hospitals) is the largest public health care system in the United States. We provide essential inpatient, outpatient, and home-based services to more than one million New Yorkers every year in more than 70 locations across New York City's five boroughs.

Our 11 acute care hospitals provide top-ranked trauma care, dozens of inpatient specialties, and mental health services, making communities healthy through a robust network of hospital-based primary care services for children and adults. Our hospitals have earned numerous special designations for quality and culturally responsive care including LGBTQ Healthcare Equity Leader, Baby Friendly, Safe Sleep, and top ranks by U.S. News and World Report.

Our five post-acute/long-term care facilities have earned the highest five and four star ratings by the Centers for Medicaid and Medicare for their excellent long-term care, skilled nursing care, and rehabilitation services.

Gotham Health is our network of Federally Qualified Health Center clinics across the five boroughs that offers patient-centered primary and preventive care services for the entire family and is focused on meeting community health needs.

NYC Health + Hospitals/Community Care offers comprehensive care management and better access to social support services in patients' homes and communities.

Our diverse workforce is uniquely focused on empowering New Yorkers, without exception, to live the healthiest life possible.

www.nychealthandhospitals.org

III. Project Overview

NYC Health + Hospitals began operationalizing its Humanitarian Emergency Response and Relief Centers (HERRCs) in October 2022 as a response to the mass influx of asylum seekers arriving in New York City. HERRCs provide a range of holistic services to asylum seekers, including a place to stay, food, medical care, reconnection services, and connection to social services. NYC Health + Hospitals currently operates more than 10 HERRCs throughout New York City's five boroughs, with dedicated facilities serving families with minor children, single adult women and adult families, or single adult men. NYC Health + Hospitals also operates the City of New York's Arrival Center as a centralized intake center to assist newly-arrived asylum seekers with getting connected with resources, reconnected with friends or family and, when needed, with shelter services.

HERRCs operate out of a number of facility types including dorms, hotels, renovated office buildings, large open lots converted into mass sheltering structures, and more.

HERRCs are a 24/7 human services operation. Each site is managed by on-site NYC Health + Hospitals managers and supervisors. Our staff and vendors must be available to support successful service delivery, regardless of inclement weather or other non-ideal circumstances.

In order to meet the significant and continued resource needs of this population, NYC Health + Hospitals is seeking to contract with catering vendors. Because the HERRC program evolves quickly, with new sites coming online rapidly and with program practices constantly evolving, selected vendors must be able to quickly operationalize services at new sites throughout the five boroughs, without sacrificing quality at existing sites within the purview of their contract. This includes, but is not limited to, crafting and delivering 3 culturally competent meals and snacks daily, within the NYC Department of Health's [guidelines](#) ("City's food guidelines") on nutrition and food safety; providing storage for food within specifications on a site-by-site basis; providing delicious, low cost food; attending all-hands vendor shift changeover meetings to relay food quantities; conducting food safety checks and ensuring food served is safe to consume during and after meal periods, such as for late-night diners; and providing catering staff during all meal services and, at a smaller staffing model, having catering staff on site 24/7.

Successful bidders must be capable of navigating complex situations with cultural competency and compassion. NYC Health + Hospitals seeks vendors who will serve as dynamic problem solvers and solution-oriented thought partners who demonstrate flexibility, nimbleness, and adaptability.

IV. Minimum Criteria for Participation

NYC Health + Hospitals requires that vendors seeking to provide a proposal in response to this RFP meet the following minimum criteria.

1. Minority or Women Owned Business Entity Participation.

NYC Health + Hospitals is committed to vendor diversity and all of its procurements are governed by its vendor diversity policy. In its contracting, NYC Health + Hospitals seeks to remedy the historical disparity in government contracting with minority and women owned business entities (M/WBEs). Within this disparity Black and Hispanic owned businesses are disproportionately underrepresented and so NYC Health + Hospitals requests proposers make a considered effort to utilize Black and Hispanic owned businesses specifically.

If your company is M/WBE certified by the City of New York or the State of New York, then you meet this minimum criterion.

If your company is not an M/WBE certified by the City of New York or the State of New York, you must provide an M/WBE Utilization Plan to award to M/WBE subcontractors 35% of the total contract value to M/WBEs certified as by the City of New York or the State of New York. Total contract value means that if NYC Health + Hospitals pays you \$100 then your company should in turn pay \$35 to M/WBE subcontractors for performance of work under the agreement.

NYC Health + Hospitals' Vendor Diversity Team can assist you with finding M/WBEs to participate as subcontractors.

Based on NYC Health + Hospitals' analysis of this RFP, we have identified the following scopes of work as able to be subcontracted to M/WBEs certified by the City of New York or the State of New York.

1. Food Services (35%)

2. Years in Business

Your company must have been in business for at least 3 years, providing food services at a similar scale

3. Annual Revenue

Your company must have at least \$1 million in gross annual revenue for each of the last 3 years in business

V. Scope of Work: HERRC Catering Services

1. Menu Construction

- a. NYC Health + Hospitals seeks a proposed, 7 day minimum rotating unique menu that includes food options meeting the following benchmarks. Meals should be:
 - i. Culturally appropriate to the populations we serve, which hail most frequently from Central and South America, West Africa, and Eastern Europe
 - ii. Age appropriate, particularly for infants and young children
 - iii. Healthy, flavorful, and nutritious, while considering potential initial acute hunger that is likely to exist
 - iv. Food must be halal
 - v. Minimizing of food and product waste
- b. Meals shall include utensils, microwave-safe to-go containers, and water, juice, or other beverages aligned with the City's food guidelines
- c. Meals will include ingredient labels as well as dietary indicators (vegan, vegetarian, gluten free, etc.)
- d. Selected vendor's items and menus are subject to alteration based on ongoing feedback from NYC Health + Hospitals and its representatives, as well as guest feedback
- e. Proposed menus should include breakfast and lunch selections that will be crafted, transported with necessary temperature controls, and served to maximize shelf life (room temperature to cold)
- f. Proposed menus should include dinner selections that will be crafted, transported with necessary temperature controls, and served hot, as well as dinner selections that would be served room temperature to cold
- g. Proposed menus must include at minimum 1 additional snack per meal, separate from included meal side dishes
 - i. Snacks should include, but are not limited to, fresh fruits and vegetables
- h. Proposed menus must include smaller quantities of vegetarian, vegan, and gluten-free options with every meal service at every HERRC within the vendor's purview, site-specific quantities of which NYC Health + Hospitals will relay to the vendor
- i. Food delivery style (unitized vs. buffet) will vary by site, meal, and population size. NYC Health + Hospitals will relay delivery style for each site within the

vendor's purview. Assigned vendor will be able to provide input on site delivery style

- j. All meals and snacks shall meet all NYC Department of Health food safety standards, outlined [here](#). NYC Health + Hospitals seeks to understand the vendor's processes for food safety, storage, transportation, and temperature control in an end-to-end capacity
- k. Vendors must comply with Executive Order 8 (a copy of which can be found [here](#)) and provide details of origin of all food
- l. NYC Health + Hospitals seeks to understand the vendor's prior experiences serving diverse populations and/or populations in transient settings, as well as the vendor's incorporation of cultural competency into their organizational structure
- m. Vendors in the final round of selection should be prepared to conduct a no-fee sampling of their proposed menu for NYC Health + Hospitals' leadership team
- n. Below is an example meal menu

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast	Greek yogurt and honey parfait with granola and fruit, snack, juice	Overnight oats with greek yogurt, non-dairy milk, berries, and honey, snack, juice	Whole grain cereal, individual milk, fruit, snack, juice	Individually wrapped bagel, cream cheese, fruit, snack, juice	Individually wrapped muffin, granola, fruit, snack, juice	Individually wrapped boyoz, granola, fruit, snack, juice	Whole grain croissant, granola, fruit, snack, juice
Lunch	Turkey or ham sandwich on rye bread, snack, fruit	Grilled chicken and vegetable whole grain wrap, snack, fruit	Caprese sandwich, spinach wrap, snack, fruit	Turkey, avocado, bacon on wheat bread, snack, fruit	Vegetable, feta, hummus whole grain wrap, snack, fruit	Chicken satsivi sandwich on whole grain bread, snack, fruit	Falafel pitas, tabouleh, snack, fruit
Dinner	Black beans and rice with chicken, snack, fruit	Beef sopes, baked plantains, snack, fruit	Pabellon Criollo, snack, fruit	Chorizo, mexican rice, snack, fruit	Jollof rice, chicken yassa, snack, fruit	Chicken pelmeni, sour cream, and roasted vegetables, snack, fruit	Chicken shawarma, snack, fruit

2. Pricing
 - a. NYC Health + Hospitals seeks a daily per meal, per period, per day breakdown for pricing. Vendor should include two columns based on food delivery style of unitized vs. cafeteria
 - b. Pricing must not be more than \$14.40 per person per diem, regardless of food delivery style (unitized vs. cafeteria)
 - c. Please provide a sample price chart
3. Delivery and Pickup
 - a. Vendor will deliver meals in bulk at least twice per day to the vendor's assigned site(s)
 - b. NYC Health + Hospitals will establish delivery times, which will vary by site. An example set of delivery windows is:
 - i. Breakfast + Lunch: 6:00AM - 7:00AM
 - ii. Dinner: 4:00PM - 5:00PM
 - c. Vendor will coordinate, establish, and personally execute or oversee an excess food pickup service
 - i. NYC Health + Hospitals seeks to understand the vendor's approach to coordination of excess food pickup and minimization of food waste. Proposals should include excess food target destinations (i.e, discarding, donation, donation organization, quantity targets, etc.)
 - ii. NYC Health + Hospitals seeks to understand sustainability measures taken by the vendor with regards to packaging materials, ingredient sourcing, compostable items, etc.
4. Operationalization and New Site Planning
 - a. For existing sites, NYC Health + Hospitals shall communicate established order rates based on site population and site capacities, and communicate order rates, as well as any amendments, to vendor via email upon contract execution, with sufficient notice
 - b. For new sites, NYC Health + Hospitals shall communicate projected order rates based on estimated site population and site capacities, and communicate order rates, as well as any amendments, to vendor via email, with sufficient notice of a new site go live
5. Quality Assurance
 - a. All vendors must have all NYC Department of Health food handling certificates, including but not limited to:
 - i. DOHMH License to Operate a Food Service Establishment

- ii. United States Department of Agriculture Halal Certification
 - b. NYC Health + Hospitals seeks to understand the vendor's processes for quality assurance. Please detail any and all measures, including but not limited to:
 - i. On-going, random, and various quality assurance measures to ensure appropriate service delivery, such as temperature control and food safety checks, guardrails for ensuring delivery measures are met, processes for maintaining ingredient freshness, reporting metrics, etc.
 - ii. Any other areas applicable to the scope of work as identified in this section
- 6. Response Logistics
 - a. Vendor will provide at their expense all their own supplies, including but not limited to staff access to PPE, disinfectants, technology including hardware and software, vans for food delivery, and all necessary and ancillary supplies
 - b. Vendor will provide at their expense any supplies pertaining to the purview of catering that are necessary for use by NYC Health + Hospitals or other vendor staff for the successful integration of the catering vendor for sites that are not equipped for large-scale catering, including but not limited to hot plates, proofing cabinets, sterno setups for pan service, and industrial fridges
- 7. Staffing and Daily Coordination
 - a. Vendor must adhere to daily check-in processes established by NYC Health + Hospitals
 - i. Vendor will submit, by spreadsheet, twice daily, per assigned site, the below information to an assigned NYC Health + Hospitals contact:
 - 1. Time of delivery completion
 - 2. Number of meals delivered
 - 3. Any under delivered quantities, with justification
 - 4. NYC Health + Hospitals staff member receiving the order
 - 5. Any excess meals removed, when applicable
 - ii. Any delayed delivery arrivals must be documented with rationale (i.e. staff callouts, traffic, etc.) and accounted for via vendor's contingency plans. Recurrent delays are not acceptable
 - iii. Vendor must designate an "executive lead" to coordinate directly with NYC Health + Hospitals' HERRC program leadership
 - 1. Executive lead must serve as central point of contact for program operations
 - 2. Executive lead must be available for routine, ongoing, and ad hoc engagement with NYC Health + Hospitals' program leadership during all periods of activation, during normal business hours
 - iv. A staff member with sufficient seniority to resolve operational and staffing problems from the vendor must be on call/able to be made available to the NYC Health + Hospitals' team from 7am - 10pm when program activities are taking place

- v. A vendor staff member with sufficient seniority to solve any operational issues must be available on site during all deliveries and meal distributions to conduct quality assurance and safety checks for metrics such as food safety
- vi. Vendor will provide 24/7 catering staff and a model staffing proposal to distribute food during all meal periods and off hours, conduct post-service cleanup, and handle food reporting of leftovers during shift changeover meetings

8. Availability and Adaptability

- a. Vendor should be available to activate quickly, preferably with full service catering being deployed with full coverage within 10 days of contracting
- b. Vendor must ensure twice daily, 7 day a week delivery coverage at all assigned sites, without gaps, even in the event of call outs, holidays, extreme weather scenarios, or other possible disruptions
- c. NYC Health + Hospitals seeks to understand the vendor's narrative descriptions of how many meals they could provide across a variety of site population size scenarios, as well as any contingencies vendor will put in place to mitigate operational issues that would otherwise lead to under-delivery or delay of services

VI. Required Responses

Please provide responses to the below.

1. Minimum Criteria

Attest and provide a description of how your company meets each of the minimum criteria set forth in Section IV.

2. Executive Summary

Provide a summary of no more than one page describing how you will meet the goals of the Scope of Work and a summary of the cost information.

3. Vendor's Responses to the Scope of Work

Please provide a response for how you will satisfy each section of the above scope of work.

4. Cost Proposal

4.1 If not already addressed in the Technical Proposal, the vendor must set forth a cost proposal including line item detail of equipment, labor and all overhead and profit within the proposal, using the below format. For staff, calculate at an hourly rate.

Cost Model: Per Day Charge	
Example Staff Titles	Cost
Staffing - Managing Director	
Staffing - Senior Director	
Staffing - Catering Associate, Meal Service	
Staffing - Catering Associate, Off Hours	
Additional items	
Price per meal per day	

5. Vendor's Background and Organization

In this section, provide the following information:

- 5.1 Number of employees
- 5.2 Organization chart
- 5.3 Audited financial statement for the last 3 years

- 5.4 Background of principals
- 5.5 Recently completed similar size projects or contracts
- 5.6 A copy of any licenses relevant to this RFP
- 5.7 Duration you have been doing business in this service or product line
- 5.8 A copy of your SEC 10-K, if applicable
- 5.9 Are there any potential or pending litigation against your company that could adversely impact your company or the goods or services being sought in this RFP? If so, please list and describe in detail, including case name, and docket numbers.
- 5.10 Are there any ongoing, or concluded within the last 5 years, inquiries, warnings, findings, or investigations of any governmental body of your company? If so, please describe in detail and provide any agreements, corrective action plans, settlements, and the like regarding such.
- 5.11 Have there been any governmental investigations, recalls, withdrawals or safety alerts of any goods or services offered by your company within the United States within the last two years? If yes, please describe the circumstances, as well as any corrective actions and the final disposition.

6. References

List of three current clients and one former client, including client email addresses and phone numbers.

7. Vendor Diversity and Social Responsibility

The following two questions and your responses will not be scored as a part of the evaluation of your proposal and are for informational purposes only. Please provide a response to the following:

7.1. Vendor Diversity Commitment: Recognizing that at the time of this RFP there does not appear to be a substantial market number of diverse vendors able to participate in this market, we would like to know what efforts you are or plan on taking to identify and grow diverse vendors in this market. Please describe such efforts, including whether you have a vendor diversity program and the details of such program, including mentorship or joint venture efforts, etc.

7.2 Corporate Social Responsibility: In addition to focused efforts on vendor diversity, what are your other corporate social responsibility efforts, such as environmental business practices, diverse hiring and cultural human resources efforts?

VII. Evaluation Criteria

Each proposal will be scored against the following evaluation criteria:

Category	Weight %
Relevant experience	30%
Readiness to deploy	25%
Cost	25%
Cultural Competency	10%
M/WBE Utilization Plan or M/WBE Status	10%

VIII. Contract and Payment

The term of the contract resulting from this RFP is expected to be for an initial term of one year, with two six-month options to renew exercisable solely at the discretion of NYC Health + Hospitals. NYC Health + Hospitals has the right to terminate the agreement without cause on 30 days' notice.

Invoicing will be monthly in arrears and payment will be within 30 days of receipt of invoice. Preferred payment terms may be offered if the awarded proposer is an M/WBE certified by the State of New York or City of New York.

IX. RFP Process and Rules of Participation

1. RFP Process

1.1 RSVP for Pre-proposal Conference. Companies wishing to participate in this RFP must RSVP their intent to participate using the web link provided on page 3 of this RFP.

1.2 Pre-proposal Conference. Companies wishing to participate in this RFP must participate in the pre-proposal conference. NYC Health + Hospitals' subject matter experts will attend the conference and be available to clarify any questions.

1.3 Written Questions. Any questions not answered at the pre-proposal conference may be submitted in writing by emailing the contact on the first page of this RFP before the deadline set forth in the RFP Timeline. Emailed questions must include the RFP Number (which can be found in the header of this RFP) in the subject line of the email.

1.4 Submission. Proposers must submit the Proposal Package in accordance with the instructions below and by the date set forth in the RFP Timeline.

2. Proposal Package Requirements

2.1 Proposal Package size limit. The Proposal Package should not exceed 20 megabytes and shall be emailed to the contact listed on the first page of this RFP. All attachments and supplemental documents must be collated into one PDF document. If the proposal package still cannot be submitted due to file size, then the submitter will be sent a secure 'Kiteworks' link for submission upload.

2.2 Cover Sheet. The submission must include a cover sheet containing the following information:

- RFP number
- Vendor's legal name and address
- Principal contact person name and contact information
- Number of addenda received

2.3 Table of Contents. The proposer must provide a table of contents with page numbers.

2.4 Required Responses. Your response to this section must address all questions set forth in the Required Responses section. You may also include any other information you believe relevant. Your response must be limited to no more than 15 pages.

2.5 Vendor Security Requirements Checklist. The attached checklist has been created to highlight NYC Health + Hospitals' information security requirements which should be understood by all

Proposers. The checklist does not replace the requirement to complete a security review as a condition of the contract award process. This can be provided in a Word document upon request.

2.6 NYC Health + Hospitals Terms and Conditions (attached). Any exceptions to the terms and conditions must be set forth in writing, with reasons for such objection, and alternate language suggested, or are otherwise waived. Any exceptions taken to such mandatory terms may result in rejection of the proposal.

2.7 Vendor Intake Form (attached). The selected proposer must complete the vendor intake form when submitting a proposal.

3. Rules of Participation

3.1 Communication with NYC Health + Hospitals. From the date this RFP is issued until the award of contract proposer and its staff shall direct all communications relating to this RFP solely to the person set forth on the first page of this RFP. Emails sent to the person on the first page of this RFP must include the RFP Number as written in this document in the subject Line.

3.2 Discretionary RFP Actions. Solely within its discretion, NYC Health + Hospitals may withdraw this RFP prior to award of a contract, postpone this RFP, reject all proposals, award in part, or choose not to award a contract as a result of this RFP.

3.3 Addenda. NYC Health + Hospitals may issue addenda to this RFP to correct or clarify it. Addenda will be distributed to all emails that RSVP'd.

3.4 Mistakes. NYC Health + Hospitals may waive or modify any mistakes in proposals that are deemed to be not material.

3.5 No Representations. NYC Health + Hospitals shall not be bound by any oral or written representations, statements or explanations other than those made in this RFP or in formal written addenda issued to this RFP.

3.6 Proposal. The proposal is a written offer and shall be irrevocable for six months. The offer may not be withdrawn after the submission deadline.

3.7 Final Deadline. Modifications to or withdrawals of a proposal after the submission deadline shall not be considered.

3.8 Costs. NYC Health + Hospitals shall not be liable for any costs incurred by proposers in the preparation of proposals or for any work performed in connection therewith.

3.9 Negotiations. NYC Health + Hospitals may award a contract on the basis of initial offers received. The Proposal Package should therefore contain the proposer's best terms from a

programmatic and cost standpoint. NYC Health + Hospitals may choose to negotiate all proposers or a limited pool of proposers and award a contract to one or more proposers.

3.10 Conditions of Award. All proposed awards will be required to comply with NYC Health + Hospitals legal requirements, vendor responsibility determination, and approval by its internal governing bodies.

3.11 Confidential or Proprietary Information. NYC Health + Hospitals is a public entity subject to New York State's Freedom of Information Law (FOIL). Confidential material shall be clearly marked by the proposer and be easily separable or redacted, and will not be disclosed unless required by Freedom of Information Law or other applicable state or federal laws.

4. Evaluation

4.1 Evaluation Committee. An Evaluation Committee shall be formed and comprised of a minimum of five persons who will evaluate the proposals, which shall score and weight responsive proposals of proposers that meet the Minimum Qualifications in accordance with the scoring criteria set forth above in this RFP. As part of the evaluation process there may be a request for additional information from all or a subset of proposers that might result in additional rounds of scoring or voting.

4.2 Presentations. The Evaluation Committee may require all or a short list of proposers to give one or more oral or visual presentations in support of their proposals.

X. Proposal Package Checklist

The below checklist is for the proposers' benefit to ensure it has included all items in its proposal.

1. Cover Sheet	
2. Company Background and Business Information	
3. Proposal Submission <ol style="list-style-type: none">Attestation of meeting minimum criteriaOne-page executive summaryComprehensive response against SOW	
4. M/WBE Utilization Plan, Waiver Request Form, or M/WBE Certificate	
5. Cost Proposal	
6. List of References	
7. Vendor Security Requirements Checklist	
8. Terms and Conditions	
9. Vendor Intake Form	