

RFP 2724 HERRC Catering Services

9/25/2023

If you have any additional questions, please be sure to reference RFP 2724 in the subject line of your email.

Halal Certification Memo:

Thank you to all vendors who voiced their concerns and provided feedback on the USDA Halal Certification. We have heard your feedback, and have amended our certification requirements for the purposes of this Catering RFP.

USDA Halal Certification will no longer be required for this RFP. Instead, we will require vendors to obtain [New York State Halal Registration](#), to comply with the applicable culturally competent meal requirements of this RFP.

Vendors who have not completed the New York State Halal Registration process before contract execution will not be precluded from contract award. The New York State Halal Registration, however, must be submitted by the contract start date. Vendors are required to meet all requirements to maintain this certification. New York State may audit vendor compliance at any time, and unsatisfactory compliance may result in contract termination. It is expected that vendors will maintain compliance in good faith.

Vendors will still be required to maintain a DOHMH License to Operate a Food Service Establishment.

Thank you again for your feedback and collaboration. We look forward to working with you as dynamic thought partners.

RFP 2724 HERRC Catering Services

Questions and Answers

1. How many vendors will be awarded for this project? How many total sites each vendor will get? What is the total number of meals (approximately) at each site?
 - a. Total number of contracts will depend on the strength of proposers, however there will be more than one vendor awarded.
 - b. Similarly, total sites awarded will be dependent on strength of proposal and communicated capacity.
 - c. Total number of meals varies by site size - site populations allotted to awarded vendors will be outlined upon contract execution.
2. Approximate quantities of meals needed
 - a. Quantities will be dependent on the number of sites and site sizes allotted for each vendor awarded a contract. Sites range from as few as 200 guests to as many as 1,200+ guests.
3. What is your MWBE Goal?
 - a. MWBE requirements and breakdowns are available in the text of the RFP.
4. What is the criteria based on selecting a vendor?
 - a. Criteria selection breakdowns are available in the text of the RFP.
5. What is your expected start date?
 - a. Expected contract start date is available in the text of the RFP.
6. Is there a price point for meals? Is there a designated meal?
 - a. Pricing and menu guidance is available in the text of the RFP.
7. What is the length of the contract?
 - a. 1 year with the option of two 6 month renewals at the discretion of NYC Health + Hospitals.
8. How many locations will this service?
 - a. NYC Health + Hospitals operates approximately 15 HERRCs, which may increase. Awarded vendors will be assigned sites based on the merits of their proposal.
9. Will geography be considered when matching bidders with shelters?
 - a. All vendor proposers should be prepared to deliver meals twice daily through the five boroughs of New York City without disruption to services.

10. Is there a certain budget you can not go over or are you looking for recurring meals
 - a. Meals cannot exceed \$14.40 per guest, per day. This ceiling does not include labor, equipment, delivery, etc.
 - b. Meals should be on a rotating schedule.

11. How many sites do one vendor deliver ?
 - a. This is not defined until contract award. If you have a maximum capacity for meal delivery on a daily basis, please communicate that in your proposal.

12. Does the \$14.00 max price include the deliveries to the locations as well?
 - a. The \$14.40 ceiling is an all-in price, which includes all routine service charges, food and items such as silverware, etc. Vendor may include in their proposal startup costs necessary to operationalize this service, such as commercial refrigerators.

13. Is there a minimum or maximum amount of meals per day guaranteed?
 - a. Vendors are required to provide 3 meals, snacks, and drinks per day for each guest in their assigned sites.

14. What is the projected daily meal volume for the services requested at each of the 10-plus HERRC facilities?
 - a. This is not defined until contract award. If you have a maximum capacity for meal delivery on a daily basis, please communicate that in your proposal.

15. Is the maximum cost per diem of \$14.40 supposed to include or exclude labor?
 - a. This number excludes labor and staffing. \$14.40 is the ceiling for meals, snacks, drinks, condiments, utensils, and delivery. Labor should be estimated in line with the cost model in Section VI.

16. Please provide the street addresses of each of the 10-plus HERRC facilities.
 - a. 700 8th Avenue, Manhattan
 - b. 207 W 85th Street, Manhattan
 - c. 117 W 70th Street, Manhattan
 - d. 440 W 57th Street, Manhattan
 - e. 371 7th Ave, Manhattan
 - f. 1760 3rd Ave, Manhattan
 - g. 4 W 31st Street, Manhattan
 - h. 99 Washington St, Manhattan
 - i. 38-70 12th Street, Queens
 - j. 220 West 42nd Street, Manhattan
 - k. 45 East 45th Street, Manhattan
 - l. 138-10 135th Avenue, Queens
 - m. 236-02 Hillside Ave, Queens
 - n. Randall's Island Athletic Field #83, Manhattan
 - o. 47 Hall Street, Brooklyn

17. What are the different possible award scenarios and number of contracts awarded?
 - a. Award size will be based on the strength of a proposal and the vendor's communicated capacities. A vendor could theoretically be awarded any combination of site sizes, though no vendor will be awarded all sites. If you have a maximum capacity for meal delivery on a daily basis, please communicate that in your proposal.

18. Can you share specifics on the demographics and population to serve at the HERRC?
 - a. Section 1 of the Scope of Work communicates demographics of the HERRC program in as much detail as we will communicate prior to contract award.

19. Can you show an example of a typical shelter to understand needs in terms of adjusting the catering services?
 - a. This question is unclear. We will not make site layouts publicly available. Awarded bidders will conduct a walkthrough of their allotted sites prior to contract execution.

20. What will the food volumes be? How many separate and where are the delivery locations? Will the full RFP be awarded to one vendor or multiple? Is the sample menu provided the ask, or can it be different?
 - a. Volume will vary based on sites awarded. Awarded sites will be based on the strength of a vendor's proposal. If you have a maximum capacity for meal delivery on a daily basis, please communicate that in your proposal.
 - b. Vendors should be prepared to make deliveries throughout the five boroughs of New York City.
 - c. Multiple.
 - d. Vendors are expected to create their own sample menu.

21. Will all the meals need to be Halal or just offered Halal?
 - a. All meals must be Halal

22. Will staff need to be on site 24/7?
 - a. Yes, as outlined in the text of the RFP

23. How many sites will be awarded?
 - a. Number of sites awarded will be based on the strength of proposals. If you have a maximum capacity for meal delivery on a daily basis, please communicate that in your proposal. No vendor will be awarded all sites.

24. How many Clients per site.
 - a. Guests per site varies, ranging from 200 to upwards of 1,200. If you have a maximum capacity for meal delivery on a daily basis, please communicate that in your proposal.

25. Will there be more than one vendor chosen?
- a. Yes
26. Can you provide the addresses of the HERRC sites?
- a. 700 8th Avenue, Manhattan
 - b. 207 W 85th Street, Manhattan
 - c. 117 W 70th Street, Manhattan
 - d. 440 W 57th Street, Manhattan
 - e. 371 7th Ave, Manhattan
 - f. 1760 3rd Ave, Manhattan
 - g. 4 W 31st Street, Manhattan
 - h. 99 Washington St, Manhattan
 - i. 38-70 12th Street, Queens
 - j. 220 West 42nd Street, Manhattan
 - k. 45 East 45th Street, Manhattan
 - l. 138-10 135th Avenue, Queens
 - m. 236-02 Hillside Ave, Queens
 - n. Randall's Island Athletic Field #83, Manhattan
 - o. 47 Hall Street, Brooklyn
27. Are there snacks at each meal as per the sample menu or once per day?
- a. Vendors will provide three snacks, three meals, and three beverages per guest per day.
28. Does the menu need to meet the new NYC Food Standards as of 7/1/23?
- a. Yes.
29. Does Nutritional information need to be supplied with the Proposal?
- a. No, though you are welcome to include nutritional information on your proposed menus
30. Does Baby Food and Formula need to be part of the menu?
- a. No, NYC Health + Hospitals provides baby food and formula.
31. We work with several meal providers that are eligible M/WBE's and have submitted applications either at the City or State level for certification. Will in-process applications be adequate for the M/WBE Utilization plan at the time of RFP submission on 10/10/2023?
- a. This will vary on a case-by-case basis, however in-process applications will not be cut off at 10/10/2023 regardless - assessment would be made at time of contract execution. Please include as much detail as possible with regards to timeline and expected certification for each vendor in your proposal. You should

be prepared to use an alternate MWBE for any MWBE that is not already certified.

32. We work with several meal providers that are in the process of being certified halal with the New York State Department of Agriculture and Markets. Will noting their in process certification at the time of RFP response be sufficient?
- a. This will vary on a case-by-case basis with good-faith consideration of timeline. Please include as much detail as possible with regards to timeline and expected certification for each vendor in your proposal.
33. Can you explain the process for how H+H will work with the vendor to be compliant with the Good Food Purchasing Program in Executive Order 8, and provide example documentation that will be required of the vendor to comply with the Good Food Purchasing Program?
- a. Executive Order 8 documentation is the responsibility of NYC Health + Hospitals. Vendor is expected to provide sourcing information for ingredients to NYC Health + Hospitals when establishing and amending menus and in an ad hoc go-forward basis. NYC Health + Hospitals will request via email and/or template the necessary information. Vendor should maintain documented records of ingredient sourcing, but routine reporting to NYC Health + Hospitals is not necessary at this time
 - b. Executive Order 8 Subsection 5 Subheading "Agency Cooperation" details what NYC Health + Hospitals will communicate in terms of data and compliance to the Mayor's Office, in good faith. Compliance with Department of Health Food Standards, as communicated in the RFP, is the primary focus for vendors in this capacity
34. Hi, looking through the RFP VI Section 4. Cost Proposal I would like to better understand the ask - it is clear that we are to detail labor rates but for line-item detail on equipment, overhead and profit this would vary based on number of meals, mealtimes, and other unique logistics of each site. Are we simply to put average expected percentages to this? We, of course, understand that we must be nimble and that numbers are fluid.
- a. As discussed in the pre-proposal bidder's conference, vendors are able to submit various cost estimate outlines at different population sizes. As part of these estimates, vendors can include price points at various equipment needs vis a vis population size. For example, sites range from as few as 200 guests to as many as 1,200+ guests.
35. Is there an outline available to present proposals in a format that best answers all questions for the reviewer? Is there a response for all individuals that apply whether approved or not?
- a. No.

36. Is the 3 year 1 million flexible? Covid just occurred and everyone went through financial hardships.
- a. No.
37. Can you provide additional clarity for what is meant by a ""sample price chart"" (Section V.2.c)?
- a. Vendor should propose a price chart (or multiple price charts at various population sizes) that breaks down costs per meal per guest, in line with the \$14.40 per guest per day cap.
38. Can you confirm that the 15 page limit refers only to the narrative content required to answer Section VI.3 Vendor's Responses to the Scope of Work and does not also encompass the response to Section VI.5 Vendor's Background and Organization?
- a. Correct.
39. Can you confirm that any example menus provided in the response are exempt from the 15 page narrative limit.
- a. Yes.
40. Can a waiver be provided to vendors who do not have over 1 million in capital to compete? Bridging Cultures Group a WBE, in 2020 received a \$5 million contract with no such stipulation and was able to successfully provide halal food pantry service across the city for 5 months.
- a. The \$1 million is a requirement in revenue, not capital.
41. The USDA page is simply a landing page. There is no certification drop down or application for halal certification. The organizations listed do not provide halal certification. <https://www.fns.usda.gov/tefap/halal> . The list of food available on this halal landing page is very deceiving if you don't review it carefully for the color key in the bottom of the page. <https://www.fns.usda.gov/tefap/usda-foods-available-list-tefap> If there is a USDA Halal certification application, please send it to all the vendors?
- a. Please see the attached memo.
42. To become an " Halal" certified for an organization like American Grill, the task is very costly, and it means to reconstruction of company menu and identity, and is a lengthy process. The Halal requirements, and the efficiency of the certification organization involved. Generally, the process can take several weeks to several months. To obtain Halal certification, a kitchen typically needs to meet specific guidelines and standards set by a recThe average time to become Halal certified for a kitchen in New York State can vary depending on several factors, including the complexity of the certification process, the readiness of the kitchen to meet the Halal requirements, and the efficiency of the certification organization involved. Generally, the process can take several weeks to several months. In Other words, American Grill will be submitting a bid and we can hire a halal sub-contractor to deliver SOME halal meals but to get a halal certification within 3 month with no guarantee of a contract is not possible for any food contractor.

- a. The certification must be submitted by contract start, it does not need to be fully completed for award. To be awarded this contract, *all* meals must be compliant with NY State Halal registration requirements. This is non-negotiable.
43. What is the projected daily meal volume for the services requested at each of the 10-plus HERRC facilities?
- a. Volume varies by site. Sites range from 200 guests to 1,200+ guests per site. If you have a maximum capacity for meal delivery on a daily basis, please communicate that in your proposal.
44. Is the maximum cost per diem of \$14.40 supposed to include or exclude labor?
- a. The \$14.40 ceiling refers only to food costs including 3 meals, 3 snacks, and 3 drinks per guest per day, as well as delivery, utensils, and condiments. It does not include labor. Labor projections should be included in the price chart in Section VI.
45. In reference to the “Cost Model: Per Day Charge” table found on page 12 of the RFP in Section VI. Required Responses, is the “Price per meal per day” line at the bottom of the table supposed to include the line items above it or is “Price per meal per day” supposed to be in addition to the line items above it? In other words, is it your expectation that our proposed per person per diem include all expenses (food, labor, direct expenses, fees, etc.) and not exceed \$14.40?
- a. Labor, expenses, fees, etc. are separate from the \$14.40 per meal per guest per day ceiling. Please include projected costs for labor, expenses, and other fees in this chart.
46. We are requesting the list of certifications and more detailed information regarding the certifications. For example the clarification of the Halal certification.
- a. All vendors must possess and maintain through the duration of their contract:
 - i. DOHMH License to Operate a Food Service Establishment
 - ii. New York State Halal Registration
47. Regarding payment terms, could you please clarify if NYC Health + Hospitals has a standard billing schedule for vendors? Are there options for more frequent billing intervals, such as daily or weekly, to support cash flow management for vendors participating in the HERRC program?
- a. Vendor will submit invoices monthly. While NYC Health + Hospitals may take *up to* 90 days to pay out each individual invoice from date of submission, we attempt to make payments within 2 weeks of invoice submission, barring any contested charges. Barring any issues and assuming accurate submissions, payments will not routinely be 90 days past the date of invoice submission.
48. Could you elaborate on the 24/7 operation aspect?
- a. Vendor is required to have a pared-down overnight staffing model. Overnight staff tasks include, but not are not limited to, conducting food safety checks, handling food distribution for late-night diners, conducting food-related inventory,

and attending all-vendor shift changeover meetings to relay food operations of the site.

49. How frequently will menus need to be altered based on feedback and guest input, and how quickly should these changes be implemented?
 - a. Menu alterations are not cadenced and are based on routine feedback sourcing from guests. Vendors will be given sufficient time to implement menu changes agreed upon by NYC Health + Hospitals.
50. We have partners that we've worked with before that can handle large volumes of people, if need be. Should we let you know after the RFP or prior?
 - a. Each vendor or consortium should submit a unique proposal. All vendors in a consortium should be included in a proposal. If a vendor is not an MWBE and their partner is an MWBE, the partner can be utilized as part of the MWBE utilization plan.
51. Is the cost of staffing a part of the overall daily per diem or a separate line item which NYCHHC will pay?
 - a. The daily cost per person, per meal, per day is separate from all other costs related to this contract. All other costs should be proposed in Section VI's cost chart.
52. What's the many meals each day? How many delivery for one week?
 - a. As detailed in the text of the RFP, vendors must provide 3 meals, 3 snacks, and 3 beverages per day, per guest. Deliveries will be made twice daily.
53. Are all the meals need halal certified?
 - a. All meals must be Halal and vendors must be NY State Halal registered.
54. What is the process for applicants to submit proposed revisions to the mandatory terms and conditions which would allow applicants the opportunity to discuss with H&H [without having its submission rejected]?
 - a. 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. Such exceptions to mandatory terms may result in rejection of the proposal as non-responsive.
55. Will we be provided with a breakdown of how many infants vs children vs adults we serve? The reason we are asking this is infants eat a very different meal than a child or an adult.
 - a. Yes, population breakouts will be provided based upon contract award and site assignment.
 - b. NYC Health + Hospitals provides baby food and formula for infants and vendors are not expected to provide these items.

56. Would the number of meals we need to serve change on a daily basis or weekly basis?
- Site populations change in real time and vendors are expected to buffer meal quantities slightly to account for this. Meal quantities will be communicated to vendor on a routine basis. Significant site population changes will be communicated prior to population shift.
 - Please refer to the RFP's Scope of Work number 6, Response Logistics.
57. Do we need to provide tables to set items up on?
- Please refer to the RFP's Scope of Work number 6, Response Logistics.
58. When you ask for someone 24/7 being onsite, what would that person be required to do from the hours of 8pm-4am?
- Overnight staff tasks include, but not are not limited to, conducting food safety checks, handling food distribution for late-night diners, conducting food-related inventory, and attending all-vendor shift changeover meetings to relay food operations of the site.
59. Will there be outlets for us to plug either a cooler or hotbox into?
- Yes.
60. Can we use flame onsite?
- Chafing fuel may be utilized to warm chafers. No other flame may be utilized. Cooking will not occur on site.
61. Are we responsible for cleaning up the area the people will be eating in?
- Catering staff are not responsible for cleaning dining tables, but are responsible for cleaning and maintaining food storage and food service areas.
62. Does all packaging need to be ecofriendly?
- While not required, sustainable packaging is highly encouraged. Please detail all sustainability measures in response to the RFP Scope of Work Section 3.C.II.
63. The United States Department of Agriculture Halal Certification, can we get more clarification on this? We currently do not have that certification. However, we have done Halal events that meet all the requirements. Will we not be considered due to that?
- Please see attached memo.
64. The number of unknowns implicit in the RFP (e.g., number of guests to be served, number and locations of assigned HERRC shelter facilities to be serviced, the type of kitchen and equipment located at assigned facilities) make it difficult to accurately respond to this RFP Section. Moreover, Section V.2 already asks for pricing information. Also, at the Pre-Proposal Conference, H+H invited potential bidders to provide a variety of pricing options based on possible trade-offs and/or moving various "levers." In light of all this, we request that this Section be stricken from the RFP. It would have the effect of empowering Bidders to present more creative pricing options and, in doing so, still provide H+H insight into which cost levers (e.g., equipment, labor, overhead, and profit) they are exercising.

- a. This section will not be removed. Variance in guests, number of locations, etc. do not impact the daily ceiling of \$14.40 per guest per day. Vendors are invited to propose various menus at various price points in line with a \$14.40 per guest per day ceiling.
 - b. Section VI is requesting your price chart for segments separate to the \$14.40 per guest per day ceiling such as labor, overhead, profit, and equipment.
 - c. Vendors are expected to provide equipment such as industrial fridges in an as-needed basis, as outlined in the Scope of Work's Response Logistics section.

65. Can you confirm that the 15-page narrative response mentioned in Section IX refers only to the narrative required to answer the Scope of Work requirements (Section V. 1-8) and that the following items are NOT counted in the 15-page limit.
 - * Section VI Subsection 7 (the two unscored questions)
 - * Section VI Subsection 5 (three years of audited financial statements alone would exceed 15 pages)
 - * Section VI Subsection 4 (this will allow vendors to devote sufficient space to alternative pricing scenarios utilizing different levers, as suggested in the Pre-Proposal call)
 - * Section VI Subsection 1 (Executive Summary as a stand-alone one page document)
 - a. Yes, the 15 page cap refers only to the response to the scope of work.

66. Please confirm all meals on the menu must be Halal Certified and meet the new NYC Food Standards as of 7/1/23?
 - a. Yes

67. Must all food produced for this contract come from a Halal Certified production facility?
 - a. The kitchen producing Halal food must be Halal certified, however if for example you source produce from a New York State farm, that farm does not need to be Halal.

68. Is the vendor price to be quoted (\$14.40 Max) for Delivery of Breakfast, Lunch, Dinner and Snack? (Inclusive of Food, Production, Delivery, Quality Assurance, Supervision and Dietary Review)
 - a. The \$14.40 ceiling refers only to the cost of meals on a per day per guest basis. Catering staff, overhead, etc. are separate from this ceiling and should be detailed in Section VI's cost model.

69. Page 5 paragraph 4 references catering staff for all meal services and catering staff on site 24/7. Is it NYC Health + Hospitals' intention for the Vendor to provide staffing for the HERRC Sites?
 - a. Vendor is expected to provide catering staff for all meal services and overnight staff at a pared-down model.

70. Page 5 paragraph 4 references Vendors providing food storage. Please define scope of service for each HERRC site to include number of deliveries per day, storage, refrigeration capacity, heating, holding and service equipment.

- a. As detailed in the RFP, vendors are expected to deliver meals twice daily to all assigned HERRC sites in their purview. Storage, refrigeration capacity, heating, holding and service equipment vary by site and be communicated upon selected vendors' site assignment. Note that the RFP also communicates that the vendor is expected to provide storage, refrigeration, heating, and other equipment as needed.
71. What is the Maximum number of Sites that would be awarded to a single Vendor?
- a. This varies by the strength of proposal. No vendor will be awarded all sites.
72. Please confirm you are requesting for pricing to include an extra Snack 3 times per day beyond the Revised NYC Food Standards.
- a. Vendors are expected to provide one snack per meal per guest per day. Snacks should meet the Department of Health's Food Guidelines linked in the RFP.
73. On Page 9, please define what per period pricing is.
- a. Meal period (i.e, breakfast, lunch, dinner.) The Table directly above this section can serve as a template guide.
74. Please confirm that all Labeling required must include ingredients.
- a. Yes.
75. To demonstrate compliance with NYC standards, please confirm that vendors should submit Nutritional analysis need to be supplied with proposed menu.
- a. This is not necessary for the proposal, though a vendor may if they wish to demonstrate capability.
76. Please confirm the 15-page proposal limitation only applies to the Vendor's Response to the Scope of Work section.
- a. Correct.
77. Can we provide exhibits to support our Scope of Work in addition to the maximum 15-page proposal limitation?
- a. No, however the 15 page limit refers only to the scope of work response and not licenses, financial audits, etc.
78. Can the age range required for the menu please be provided? (Under the NYC Food Standards, the nutritional and menu requirements change for children between the ages of 2-3 and 3-14.)
- a. This can be provided on a site-by-site basis upon contract award. Proposals can defer to the 3-14 age range with the understanding that executed menus may differ slightly.
79. If other age groups need to be accommodated, can that information be provided?
- a. For the purposes of this proposal, the only other age group carveout is older adults.

80. Knowing that Baby Food and Baby Formula usage is unknown, site specific, high cost and must be provided to meet the new NYC Food Standards as of 7/1/23 can we provide separate pricing for these items?
- NYC Health + Hospitals provides baby food and formula. Vendors are not expected to provide these items.
81. On Page 7 (f) Is this dinner meal to be delivered hot ready for service or delivered cold and heated on site? Is it the intention that the dinner menu will have two options? One option that will be served hot and a separate selection that is Ready to Eat and consumed cold?
- Hot meals can be delivered hot or delivered cold and heated on site if the vendor provides no-flame heating options that are not reliant on site capacity. There is not a need for two dinner option; this section invites you to propose hot or cold dinner options.
82. Please define what “smaller quantities of vegetarian, vegan and gluten free options with every meal service” means. Is there a specific number of times by meal period (i.e. breakfast, lunch and dinner) that you want these menu items to appear within 7 day rotating menu? Under the NYC Food Standards, which this RFP outlines we must follow, a plant-based menu item is required at lunch and dinner once a week.
- Quantities will vary based on site size and population need. A 200 person site may only require 10 vegan meals per period, a 2,000 person site would require more.
 - Vegetarian, vegan, and gluten free options must be available for every meal.
83. Is it the intent that the 7-day rotating menu be available in both unitized and buffet style? If yes, can the volume of unitized vs. buffet service be provided? Is the verbiage that the “assigned vendor will be able to provide input on site delivery style” to mean that the vendor can elect to service the style that fits best?
- No, you may propose either, and may further break this out based on meal period, i.e, unitized breakfast and lunch and buffet dinner. The vendor will be able to arrive at the decision of which service style is best for the site in consultation with NYC Health + Hospitals; the vendor will not solely make this decision.
84. The example menu does not comply with the NYC Food Standards, this RFP requires vendors to follow, can a compliant example menu be provided so vendors bid accordingly?
- The sample menu adequately communicates its purpose.
85. Please provide the demographics of the HERRC sites and how will the Cultural Competency be evaluated and scored?
- As written in the RFP, the populations we serve hail most frequently from Central and South America, West Africa, and Eastern Europe

- b. Cultural competency will be scored based on the menus proposed and the vendor's response to questions regarding their company's approach to cultural competency in this space specifically and as a business generally.
- 86. Page 9 #5 Since the contract awarded will exceed thresholds for USDA and FDA certification will vendors need to have USDA certifications to be compliant with quality assurance under this RFP?
 - a. Please refer to the attached memo regarding USDA Halal certification.
- 87. How Health + Hospitals requiring potential vendors to demonstrate their compliance with the following: Vendor's food production facility registration with the USDA & FDA? What is food safety plan demonstrating compliance with the federal requirements, including but not limited to written preventative controls food safety plan? Will vehicles used by the Vendor to transport meals w be refrigerated and maintain temperature control at or below 40 degrees Fahrenheit, to ensure food safety?
 - a. Please refer to attached memo regarding Halal certification.
- 88. How will the staffing payroll be billed? And at what rate?
 - a. Vendor is expected to propose staffing rates in Section VI's price chart. NYC Health + Hospitals will pay monthly invoices.
- 89. Is the bidder responsible for the equipment (ie. Fridges, Freezers, Storage) cost for their assigned sites?
 - a. Vendor is expected to fill any gaps to ensure adequate storage on a site-by-site basis and should expect to provide the aforementioned items.