



CDGA 2021 RFP Frequently Asked Questions and Answers for Home Delivered Meals

- 1. If an agency currently provides hot, culturally-specific meals through the Congregate Dining Program, can they apply to provide hot meals for the Home Delivered Meals Program?**

No. The culturally specific meal diets that were added to the program through this RFP release are for frozen and shelf stable meals only. The list of diets and meal types can be found in the RFP under Meal Requirements, Preparation, and Cycle Menus and within Attachment #9 (Home Delivered Meals Program Supplemental Information) on page 2, Section 1A.1.
- 2. Once the provider is selected, how are referrals sent to the provider?** According to the RFP under Referrals for Services, referrals for meal services are received from external agencies, individuals, as well as DFSS, and then directed to the appropriate Care Coordination Unit (CCUs) or Managed Care Organization (MCO) for an assessment to determine eligibility. The CCU or MCO verifies that the eligibility requirements are met and submits (via email) the referrals to the HDM Provider for enrollment into the program.
- 3. Are all meal types (frozen, hot, cold, shelf stable) within each diet type required to be provided?** Yes. According to Section 1, Program Design and Requirements on page 2 of Attachment #9 (Home Delivered Meals Supplemental Information), the successful respondent must be able to provide all meal types (frozen, hot, cold or shelf stable) as specified for each diet.
- 4. Is subcontracting allowed for this program?** Yes. According to the RFP, Eligible Respondents, Respondents may apply as a single agency or in partnership with multiple agencies, where one agency services as the lead agency for the partnership and other agencies serve as subcontractors of the lead agency.
- 5. Do the meals provided need to meet specific dietary guidelines?** Yes. According to page the RFP, all meals must follow the meal pattern developed by IDoA and must conform to the current Dietary Guidelines for Americans. Please refer to Attachment #2 – IDoA Nutrition Program Standards of the RFP for additional information regarding the dietary guidelines.
- 6. What are the requirements for vehicles used in the delivery of meals?** According to the RFP under Meal Delivery Vehicles, meals must be delivered in oven, freezer, and

refrigerator-equipped vehicles. The oven, freezer, and refrigerator units in each vehicle must have continuous temperature monitoring in view of the driver to assure proper temperature control through the delivery.

- 7. Is the provider responsible for having or procuring a tracking system for managing route operations and delivery tracking verifications?** Yes. While DFSS provides the client tracking system to be used in the Home Delivered Meals Program, the successful Respondent is responsible for having a delivery tracking system that will track and verify deliveries to the clients' homes.