

# 2015 Specifications for Catered Meals Milwaukee County Senior Dining

## SERVICE REQUIREMENTS

The following are specifications and represent the level of catering services currently required by Milwaukee County:

### FOOD STANDARDS AND QUALITY

#### A. Minimum grades of foods to be used:

##### 1. Meats:

Beef - USDA choice, closely trimmed. When ground beef is used it must contain no greater than 20% fat with no additives.

Pork - US #1 grade with a minimum of fat.

##### 2. Poultry:

USDA Grade A.

##### 3. Eggs:

USDA Grade A large; should be free of cracks. Dried, liquid or frozen eggs must be pasteurized.

##### 4. Dairy Products:

USDA Grade A one-half pint containers of 2%, skim, and low fat chocolate milk that is Vitamin D fortified must be used. Milk must be fresh. All home delivered meal clients receive 1% milk or Lactaid.

##### 5. Fish:

Fish must be frozen and packed by a nationally branded provider. It must be firm with no slime or off odors.

##### 6. Vegetables:

Fresh - US #1 quality or better. Frozen - USDA Grade A.

##### 7. Fruit:

Fresh - US #1 quality or better. Frozen - USDA Grade A. Canned fruits must be packed in natural juice or water.

#### B. Food, at all times, must be prepared in a means that maximizes its palatability and appearance while at the same time maintaining its nutritional value.

- C. Recipes should be prepared using a minimum of salt (one-half the usual recipe recommendation) and sodium containing ingredients such as: table salt, sauerkraut, olives, breads and rolls with salted tops, broths, regular commercial soup, catsup, chili sauce, mustard, horseradish, potato chips and other snack chips, monosodium glutamate, pickles, garlic salt, onion salt, other seasoning salts, Worcestershire sauce, soy sauce, teriyaki sauce, celery salt, and cured, salted, canned or smoked meats (corned beef, ham, bacon, luncheon meats, frankfurters, sausage, anchovies, herring and sardines).

## MENU STANDARDS

- A. Each meal must provide one-third the current Dietary Reference Intake (DRI) established by the Food and Nutrition Board of the National Academy of Sciences Institute of Medicine.
- B. The meal pattern described below, will be used by the County's designated dietitian, when developing menus and approving ethnic menus. Sample menus are included as an Attachment.

### 1. Meat or Meat Alternate Group

One serving (*3 ounces*) - this group includes the cooked, edible portion of meat, fish, fowl, luncheon meats, eggs or cheese. Meat alternatives may be used occasionally for variety and may include cooked or dried beans or peas, nuts, or nut butter. Fat, skin and bones may not count toward the required portion size.

Examples of 1-ounce alternatives to cooked lean meat may include:

- 1 egg
- 1 oz. of natural cheese or 1 1/2 oz. of processed cheese
- 1/4 cup of cottage cheese
- 1/4 cup cooked dried beans or peas (garbanzos, lentils, soybeans, or other legumes)
- 1 T. peanut butter

The use of cured and processed meats (ham, smoked or polish sausage, corned beef, wieners, or dried beef) shall be served no more than once per week. Fillers or breading used in the preparation of meat are not to be counted as part of the required portion size.

### 2. Vegetables and Fruit Group

- a. Two (one-half cup) servings daily.
- b. All vegetables and all fruits may be used.
- c. Full-strength (100%) vegetable and fruit juices may be used occasionally.
- d. Molded salads may count as a fruit/vegetable serving if each serving contains 1/2 cup of fruit/vegetable.
- e. Potatoes may count as a vegetable serving. Instant or dehydrated potatoes must be enriched with Vitamin C.
- f. Vegetables shall be prepared with little or no fat.

- g. Serve fresh or frozen vegetables whenever possible. Because canned vegetables are usually high in sodium, they should be used as seldom as possible (for example, beets).
- h. Vegetables shall be prepared without added salt.
- i. Offer fiber-rich fruits and vegetables (including raw and cooked). Raw vegetables and fruits should be cut fine to accommodate dental and digestive problems.
- j. Whenever possible, use fresh, frozen, or canned fruits packed in their own juice, light syrup, or without sugar.
- k. At least twice per week, the menu must include a food item which is a rich source of Vitamin A such as broccoli, carrots, winter squash, romaine lettuce, sweet potatoes, spinach, tomatoes, cantaloupe, peaches, plums, and pumpkin.
- l. Each day's menu must include one good or excellent source of Vitamin C. These foods include: asparagus, banana, berries, broccoli, cabbage, cauliflower, green pepper, potatoes, spinach, tomatoes, cantaloupe, grapefruit, oranges, strawberries, and tangerines.
- m. Non-casserole vegetables will be provided by the winning proposers and cooked at the meal site by the agency designated by the County.

### **3. Bread or Bread Alternate Group**

- a. One service (1 slice bread).
- b. Serve a whole grain bread or cereal component 50 percent of the time.
- c. Enriched breads or alternatives may be served the remaining days per week.
- d. One serving of a bread alternate includes the following:
  - 1 small muffin
  - 1/2 bagel or bun, 2-1/2" diameter or 1/2 english muffin
  - 1 biscuit, 2" in diameter
  - 1 corn bread, 2-1/2" cake
  - 1/2 cup rice or brown rice
  - 1/2 cup noodles, pasta or whole grain pasta
  - 1/2 cup dressing/stuffing
- e. Bread alternates may include enriched or whole-grain cereals or pasta, dumplings, tortillas, pancakes, and waffles.
- f. When rice or pasta is served, two half-cup servings of vegetables and fruits are still required.

### **4. Butter or Margarine (Fortified Corn, Soybean, Sunflower or Safflower Oil)**

Serving Size: One teaspoon - one serving of butter or margarine to be used with bread. An additional serving is to be served with potatoes when gravy or sauce is not planned.

- a. All margarines, butter, and butter blends served shall be free of transfatty acids.
- b. Eliminate use of palm oil, coconut oil, and hydrogenated fats in food preparation.
- c. Use monounsaturated and polyunsaturated oils whenever possible.

## **5. Dessert Group**

- a. One serving (one-half cup).
- b. Low sugar or sugar-free desserts shall be available to individuals who request them for health reasons.
- c. Fruit shall be served a minimum of two times per week.
- d. Limit frequency of desserts high in sugar and fat.
- e. Increase the consumption of desserts high in calcium, including low fat dairy products. Offer low fat milk and calcium-containing desserts such as frozen yogurt, low fat custards, and low fat puddings.
- f. Cake and pie will each be served minimally once a month.

## **6. Milk Group**

1. One serving (8 fluid ounces).
2. Milk must be fortified with Vitamin D.
  3. Individual cartons of milk (8 fluid ounces) are to be served.
  4. Home delivered meals include individual cartons of 1% milk or Lactaid.
  5. Congregate meals include individual cartons of 2%, skin, or low fat chocolate milk.

## **7. Soup**

1. One serving (6 ounces).
2. Served once weekly November through April.
3. Served once monthly May through October.

### **C. Additional menu specifications are listed below:**

1. No deep fat fried or pan fried foods are allowed. Provider shall attempt to reduce the amount of fat in food served by serving more fish, poultry, lean meats, and low fat dairy products. Meat/entrees shall be prepared with little or no added fat.
2. Gravies and sauces are a key component for temperature control in home delivered meals. Numerous recipes and mixes for low fat and low sodium gravies and sauces are available for use in entrees.
3. Provider shall use meat/entrees that are lower in sodium. No salt is to be added when cooking.
4. Salt substitutes such as potassium chloride shall not be used.
5. MSG shall not be used.

D. Any requested revisions to the upcoming month's menu must be received by the 15<sup>th</sup> calendar day of the preceding month.

E. Deviations from the menu or substitutions are not permitted without prior discussion with and written approval from the Department. The winning proposers are responsible for notification of menu modifications to meal site managers and providers following approval.

F. Winning proposers may be asked to provide standard recipes or nutritional analysis of pre-packaged foods to the Senior Meal Program Director

## MEAL QUALITY STANDARDS

1. The quality of food prepared and delivered shall be: pleasing to the eye, appetizing, palatable, and of such color, texture, size, and shape considered appropriate to the food items served.
2. Special needs of older people shall be considered in all planning, food selection, and preparation.
3. Each daily menu shall, on average, provide one-third (1/3) of the current recommended Dietary Reference Intake (DRI) established by the Food and Nutrition Board of the National Academy of Sciences Institute of Medicine. Menu guidelines prepared by the nutritionist, consultation, and approval of any substitution or menu modifications shall assure this standard.
4. Each week's menu shall include, at a minimum, two foods which are rich sources of Vitamin A and daily foods which are rich sources of Vitamin C.
6. Food items within the meat, vegetable/fruit, and dessert groups shall be different for the same days of each week in the month to provide for a variety of foods and nutrients so that, for example, the same meal is not served the first Wednesday of the month and so on.
7. Fruits shall not be repeated more than twice in one month's menus, except those fruits provided as alternative, diabetic desserts which may be repeated up to a maximum of four (4) times within a period of one month.
8. Low sugar or sugar free desserts will be offered that are as close as possible to the listed dessert for non-diabetics. Examples of this are: sugar-free butterscotch pudding and regular butterscotch pudding, sugar free cookie and regular cookie, and so on. Upon request, fruit may be substituted for dessert.
9. Fresh fruit shall be washed prior to delivery. When fruit or vegetable juice is served it shall be delivered in individual, sealed, 4-ounce portions.
10. Appropriate complements to entrees such as gravies, lemon wedge, soy/tartar sauce, other condiments (salsa, ketchup, mustard) or topping for desserts should be provided by the caterer and salt/pepper shall be available at the table or in individual packets for use by participants. Sites may request additional condiments when needed.

11. Sites may choose regular and/or decaffeinated coffee. Servings available will provide an average of 2 cups per person, unless a smaller amount is specified by the site manager.

## DELIVERY OF FOOD

1. All meals (congregate and home-delivered) must be delivered to the congregate or dispatch location between 9:15 a.m. and 10:30 a.m., Monday through Friday.
2. It is the caterer's sole responsibility to replace rejected items and/or missing items by 11:45 a.m. Failure to do so will result in deductions from that month's invoice.
3. All food for congregate sites must be delivered in containers 2 inches or 4 inches deep, with tight, leak-proof covers.
4. Soup must be delivered in insulated Cambro containers.
5. In the event the caterer does not meet the deadline set forth above in Item 1 for home delivered meals, it is the caterer's sole responsibility to deliver missing meals or portions of meals to each client's home by 1:00 p.m. and ensure that each client receives a complete meal.
6. It shall be the responsibility of the provider to deliver the food to the sites in vehicles which comply with all applicable laws and regulations regarding such delivery, in clean, sanitized containers to store the food while in transit, unless otherwise indicated.
7. Hot food transports which are heavy-duty, with double wall insulation, and have a tight sealing lid or door with position locking shall be used to deliver hot foods which shall be contained in stainless steel pans with covers. An interior temperature of hot food at or above 140 degrees Fahrenheit shall be maintained.
8. Cold transport containers which are heavy-duty, with double wall insulation, and have a tight sealing lid or door with position locking, which will maintain a temperature of 40 degrees Fahrenheit or lower, shall be used to deliver cold goods which shall be contained in stainless steel pans with covers.
9. Jello-O and ice cream, if on the menu, shall be transported in containers that will maintain the temperature required to avoid melting.
10. All containers shall be constructed as to prevent food contamination by dust, insects, animals, vermin, or other sources of contamination. All containers, vehicles and transportation equipment shall be cleaned and, where appropriate, sanitized daily.

11. Packaged food shall not be held longer than two (2) hours prior to delivery to sites based on delivery schedule to be jointly developed by the caterer, the Program Manager, and nutrition site managers.
12. The time between the completion of cooking the food and the beginning of serving at the site must not exceed four (4) hours.

### CANCELLATION

In the event that a school district in which the nutrition site is located announces that it is closing due to bad weather, meals will not be delivered to that site for that day. When this occurs, the cancelled meal will be served the next day for that site and the current day's meal will be eliminated.

### SPECIAL DIET MENUS

In order to meet the requirements of the Senior Meal Program, provision is to be made for special diet needs of participants as designated below. **The winning proposers must have a consultant prepare the menu extensions for therapeutic diets (other than general/heart healthy, which is prepared by the Senior Meal Program Director). All menu extensions must be approved in advance by the Senior Meal Program Director.** Seven diets are available for home delivered meal clients:

1. General/Heart Healthy: reduced amounts of fat, cholesterol and/or sodium.
2. Diabetic: eliminates high concentrated sweets.
3. Renal: reduced amounts of sodium, potassium, and/or phosphorus. Juice is substituted for milk.
4. Soft/Bland: substitutions for dried or raw fruits, raw vegetables, gas-forming vegetables, nuts, seeds or legumes.
5. Mechanical Soft: chopped or ground meats. Raw fruits and vegetables are substituted with foods of soft texture.
6. Pureed: blenderized or smooth consistency food.
7. Low-lactose: substitutions for milk and cheese, but NOT lactose free.

### PORTION CONTROL

1. Portion control methods must assure that all participants receive equivalent amounts of food as designated in the required menu/meal standards established by the Food and Nutrition Board of the National Academy of Sciences, National Research Council.
2. To assure proper, uniform portion control for all meals at the nutrition sites, the Senior Meal Program Director and a representative from the catering firm shall conduct portion control training when needed, for site manager and volunteers responsible for placing foods on plates.
3. Each daily meal delivery shall include written instructions at the time of delivery regarding proper identified measuring utensil usage for each menu item.
4. Caterer management personnel shall visit nutrition sites to assure that staff has needed information for providing uniform portions bi-monthly throughout the contractual agreement.

#### **TEMPERATURE OF FOOD**

1. Upon delivery, hot food must be no less than 140 degrees Fahrenheit.
2. Upon delivery, cold food must be no more than 40 degrees Fahrenheit.
3. Frozen foods shall remain frozen until servicing.
4. Hot and cold foods which arrive at a nutrition site which are not within the temperature levels required should be rejected, returned to the caterer, and the monetary value of the rejected food should be subtracted from the reimbursement of the caterer that day. Caterer will be responsible for the cost of replacement food when catered food is rejected due to safety issues.
5. Temperature - for both hot and cold foods - will be taken and recorded by the caterer staff in the presence of a nutrition site manager or designee and will be done following sanitary practices.

#### **SANITATION PROCEDURES AND INSPECTIONS**

1. The winning proposers must to furnish on a daily basis clean and sanitized serving trays and plates meeting contract specifications. These must be delivered to the congregate sites daily in sealed plastic

bags. The winning proposers must furnish Styrofoam trays to each congregate site for use in the event there are not enough clean and sanitized plates.

2. At the conclusion of each congregate meal, all plates and serving trays will be returned unwashed to the winning proposers. It is the winning proposer's responsibility to wash and sanitize such items.
3. State and local fire, health, sanitation, and safety regulations applicable to the particular types of food preparation and meal delivery system used by the Elderly Nutrition Program of the Older Americans Act and the State of Wisconsin Bureau on Aging shall be adhered to in all stages of food service operation. State regulations relating to the hygienic preparation of food stated in the Wisconsin Administrative Code Chapter HFS 196 Restaurant and Wisconsin Food Code, Appendix A are applicable to the elderly nutrition program.
4. Staff members affiliated with the Milwaukee County Department on Aging and the State of Wisconsin Bureau on Aging and Disability Resources, who are certified in applied Food Service Sanitation by the National Institute for the Food Service Industry will provide inspections and assessments where concern regarding sub-standard sanitation or related procedures are in evidence in compliance with the standardized inspection form prepared and distributed by the State of Wisconsin on Aging.

# Cost Proposal Submission Form

	Congregate Meal	Home Delivered Hot Meal	Home Delivered Bagged Meal
Food Cost			
Labor			
Disposable Paper Goods			
Supplies			
Transportation			
Overhead			
<b>TOTAL PER MEAL COST</b>			

# Meal Cost Analysis

Please specify the cost of each component to arrive at the Total Per Meal Cost:

<b>COMPONENT</b>		<b>COST</b>
1	FOOD COST	\$
2	LABOR	\$
3	DISPOSABLE PAPER GOODS	\$
4	SUPPLIES	\$
5	TRANSPORTATION	\$
6	OVERHEAD	\$
<b>TOTAL PER MEAL COST</b>		<b>\$</b>

Please Note:

The cost of soup should be included in your total meal cost and will no longer be reimbursed at a separate rate, effective January 1, 2015.

**ACCOUNT:**

**SUBMITTED BY:**

**DATE:**

## **Insurance and Indemnity Acknowledgement Form**

Vendor must, at the time of the contract award, provide to Milwaukee County, proof of all Liability clauses listed below:

### **Indemnity:**

Contractor agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the County and its agents, officers and employee, from and against all loss or expenses including cost and attorney's fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of Contactor, or its (their) agent(s) which may arise out of or are connected with the activities covered by this agreement.

### **Insurance:**

Purchase and maintain policies of insurance and proof of financial responsibility to cover costs as may arise from claims for damages to property of and/or claims which may arise out of or result from Contractors activities, by whomever performed, in such coverage and amounts as required and approved by the County. Acceptable proof of such coverage shall be furnished to the County prior to commencement of activities under this memorandum. A Certificate of Insurance shall be submitted for review for each successive period of coverage for the duration of this memorandum, unless otherwise specified by the County, in the minimum amounts specified in an Attachment.

### Exhibit A – Insurance

Contractor shall provide evidence of the following coverage and minimum amounts:

<b><u>Type of Coverage</u></b>	<b><u>Minimum Limits</u></b>
Wisconsin Workers' Compensation Employers Liability & Disease	Statutory \$100,000/\$500,000/\$100,000
General Liability Bodily Injury & Property Damage To include Personal Injury, Fire, Products and Completed Operations Contractual Liability	\$1,000,000 Per Occurrence \$2,000,000 Aggregate
Automobile Liability Bodily Injury & Property Damage All autos	\$1,000,000 Per Accident

Except for Worker's Compensation and Employer's Liability, Milwaukee County shall be named as an Additional Insured in the general and automobile liability policies as its' interests may appear as respects the services provided in this agreement. A waiver of subrogation shall be afforded to Milwaukee County on the Worker's Compensation policy. A thirty-day (30-day) written notice of cancellation or non-renewal shall be afforded to Milwaukee County.

The insurance specified above shall be placed with an A-rated carrier per Best's Rating Guide approved to do business in the State of Wisconsin. Any deviations or waiver of required coverage or minimums shall be submitted in writing and approved by Milwaukee County's Risk Manager as a condition of this agreement.

A certificate of insurance shall be submitted for review to Milwaukee County for each successive period of coverage for the duration of this agreement.