

GetFood: Nonprofit Provider Role
Request for Information

Purpose of the Request for Information

The City is interested in obtaining information about what capacity nonprofit providers would have to participate in the GetFood Food Delivery Assistance Program through potential emergency contracts. This is not a solicitation or procurement.

Background

GetFood, the City of New York's Emergency Food Delivery, which launched on March 24, 2020 is one of many programs the City set up to ensure no New Yorker goes hungry as a result of the COVID-19 crisis. New Yorkers in need of food assistance can order food from the City through the GetFood Webpage (nyc.gov/getfood), or by calling 311.

The program is intended for individuals and families who meet all of the below criteria as a result of the COVID-19 emergency. Eligibility is self-verified by the customer.

- No members of the household can go out and get food because they are at increased medical risk or homebound;
- No neighbors or family members can go out and get food for the household;
- The person or household does not receive meal assistance from other providers (incl. Meals on Wheels or God's Love We Deliver); and
- The person or household is unable to afford meal delivery or grocery delivery from private sources (e.g., grocery stores, restaurants)

Enrollment and meal orders come in through the GetFood Webpage and 311. Meal recipients can enroll and order directly for recurring meals for up to a month at this time. There is also a Trusted Enroller program that offers senior centers and other community-based organizations training and approval to do facilitated enrollment and enter names directly into the portal for individuals who need assistance.

Each GetFood order for adults contains three days of meals for up to 2 household members. Orders for seniors contain three days of meals and are delivered twice a week.

Current GetFood Delivery Assistance Program Structure:

The current program consists of approximately 15 emergency food contracts with program capacity to prepare 3.1 million meals weekly. This includes meal boxes, pantry boxes, and Kosher, Halal, and Vegetarian options.

Senior emergency meal vendors prepare and deliver meal packs directly to seniors. Adult emergency meal vendors prepare and deliver meal packs to one of ten distribution locations in the City staffed by multiple City agencies (DSNY, Parks, DEP) and the National Guard. Meals are

logged in and sorted at the distribution sites, and delivered by TLC-licensed drivers to the recipient's home. See Appendix A for Distribution Locations.

Needed Services from Nonprofit Providers

The current capacity for GetFood is 3.1 million meals per week. However, the goal of the program is to deliver **one million meals a day**. Distribution site staffing, driving capacity and meal preparation limits the ability to meet this projected demand. The **GetFood** Delivery Assistance Program is seeking information from nonprofit providers that would be able to provide any of the following:

- **Staffing Distribution Sites:**
 - Up to 300 nonprofit provider staff to staff distribution sites, including up to 250 staff for load/unloading function and 50 staff for data entry.
- **Drivers:**
 - TLC-licensed drivers are responsible for delivering food from distribution sites to customer homes. Additional drivers may be needed to supplement this operation.
- **Meal Prep:**
 - Providers with commercial kitchen capacity to prepare and package meals, with a specific focus on culturally sensitive meals and ethnic foods, including but not limited to: Pan Asian, South Asian and Caribbean/West Indian.
 - These providers would need to be able to provide a minimum of 1,000 meals per day
- **Zone Model:**
 - For nonprofit providers that can support a specific geographic area or population in the City, there is opportunity for such organizations to source meals, ensuring meal quality, serve as a distribution site and facilitate home meal delivery. Strict data sharing would be required to avoid duplication of effort.
 - The City is seeking information regarding assistance in specific neighborhoods including but not limited to: Melrose, Washington Heights, Howard Beach / South Ozone Park, Gravesend/Sheepshead Bay, Morris Park, North Shore Staten Island, Flushing, Jackson Heights, Eastchester, and Sunset Park.
 - These providers would be able to provide fewer than 1,000 meals per day.
 - Data sharing would be required, including number of meals provided by location and / or delivery address locations. In addition, record-keeping and expenses must be consistent with FEMA guidelines. Expenses are subject to audit.

Providers that have capacity to prepare and package meals would need to meet the following requirements:

- Providers would need to be a 501(c)(3).
- Contractor would need to have a minimum of three years of experience within past five years of sourcing, providing, or delivering food

- For Kosher and Halal meals: certification would be needed
- Pantry boxes should generally align with the guidelines set by the USDA's Updated Child and Adult Food Program Meal Pattern, NYC Department of Hygiene, NYC Human Resources Administration & Foodbank.org.
- Maintain all permits and licenses necessary to do business in the jurisdiction they are located in and for the type of business they are operating.
- Senior meal providers in addition must meet nutritional requirements set by the NYC Department for the Aging. See Appendix B

Request for Information

The City is offering an informational conference call to receive an overview and ask questions. This call will be on 05/11/2020 at 3PM. Please send any questions ahead of this call, and no later than 5/8/2020.

The RFI is seeking information only at this time. Organizations interested in responding to this RFI should respond to the following questions in writing to NYCFood@dshy.nyc.gov and it is requested that submissions be made by 05/29/2020. All information provided in response to this RFI will be reviewed. Submissions will be reviewed on a rolling basis.

- 1) Please submit the following information about your organization:
 - a. Organization name
 - b. EPIN/ or other ID #
 - c. ED name and contact information
 - d. Program Director name and contact information
 - e. Address
- 2) Please describe how your organization can help assist in the GetFood program. For the questions that apply to your organization, please indicate specifically –
 - a. Number of meals that can be prepared per day and sample menu(s)
 - b. Description of ability to provide specialty meals, including culturally sensitive meals, in line with nutritional requirements
 - c. Number of drivers/driving hours that can be provided per day
 - d. Number of staff, and staff skills, for distribution centers
 - e. Number of meals that can be prepared and delivered (Zone Model)
 - f. Geographies that can be served for the Zone Model
- 3) Please include the cost associated with each of the above, including the cost per meal.

Contact Information

All comments and feedback regarding this Request for Information must be received no later than 05/8/2020 by 5PM. Comments should be sent via email to: NYCFood@dshy.nyc.gov

Appendix A: Distribution Site Location

Basketball City, Pier 36, MN
Thomas Jefferson Recreation Center, MN
Pelham Fritz Recreation Center, MN
Ocean Breeze Track & Field, SI
Brownsville Recreation Center, BK
Al Oerter Recreation Center, QN
Hunts Point Recreation Center, BX
Kingsbridge Armory, BX
West Bronx Recreation Center, BX
South Ozone Park, QN

Appendix B: Senior Meals Nutrition Requirements

Section 5: Meal & Nutrition Requirements

Food Group/Nutrient	Per Meal	Per Day	Per Box (9 meals)
Protein Minimum	2 oz or equivalent	6 oz or equivalent	18 oz or equivalent
Fruit/Vegetable	1 serving	5 servings	15 servings
Grain/Whole grains Use of all whole grains is encouraged	2 ounces	6 ounces	18 ounces; minimum 9 ounces are whole grain
Dairy Use of low-fat dairy encouraged	0-1 serving (1 recommended)	2 servings (3 recommended)	6 servings (9 recommended)
Sodium	500-800 mg	1,500-2,300 mg	4,500 – 6,900 mg
Calories	Minimum 600 calories per day not to exceed 750 calories	Minimum 1,800 Calories per day not to exceed 2,250	Minimum 5,400 calories not to exceed 6,750

Notes:

The amount per meal estimates provision of 1/3 of the DRIs.

"Servings" and "equivalents" per USDA ChooseMyPlate.gov.

Caloric Value- USDA ChooseMYPlate.gov recommends the following:

To achieve a healthy weight (as opposed to maintaining weight) for 65 year old male, 194 pounds, 68 inches tall, less than 30 minutes physical activity = 2,000 per day; for 65 year old female, 166 pounds, 63 inches tall, less than 30 minutes physical activity = 1,600 per day.

Average heights and weights taken from average Americans 60+, described here:

<https://www.cdc.gov/nchs/data/nhsr/nhsr122-508.pdf>

Note: Use of the meal pattern does not necessarily ensure that meals meet 33 1/3% of the DRIs and the Dietary Guidelines for Americans. Meals are likely to require specific types of fruits and vegetables, whole grains, and high fiber foods in order to ensure the key nutrients are met per USDA ChooseMyPlate.gov.