

WASHOE COUNTY HUMAN SERVICES AGENCY



Contract for Nutrition Services

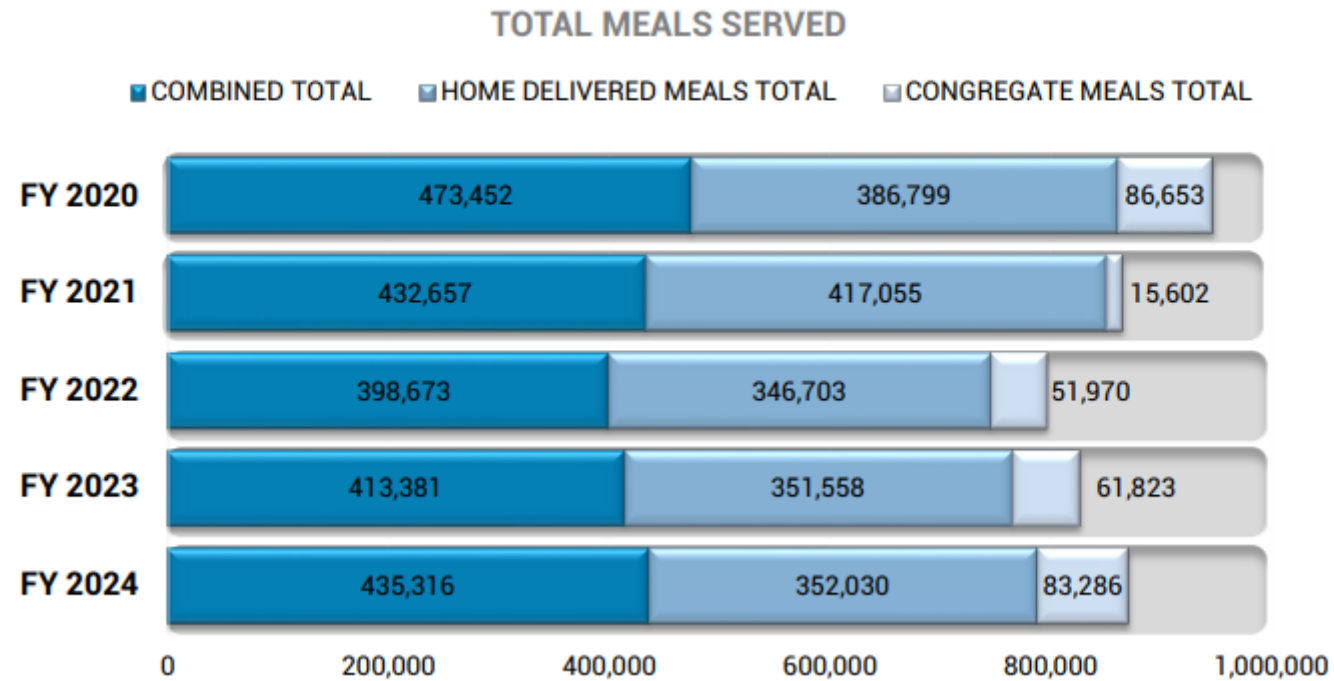
Current Meal Program



Senior Nutrition Program by the Numbers

- Average number of meals served per week
 - Congregate: 1,730
 - Home delivered: 7,230
 - Total meals delivered YTD 2024: 435,197
- Volunteer involvement with home delivered meal service
 - 20 volunteers support home delivered meal service every week
 - Number of meals delivered by volunteers YTD 2024: 70,800 (21.3%)

Senior Nutrition Program by the Numbers



Congregate Meal Service Survey – Conducted 12/6/23

Sites Surveyed: 6

Total Surveys: 149

Do you enjoy your dining experience?

Yes: 145

No: 2

N/A: 2

Do you plan on dining with us again?

Yes: 148

No: 1

How many times per week do you attend a Washoe County meal site and consume a meal?

<1 day per week: 9

1 day per week: 15

2 days per week: 27

3 days per week: 29

4 days per week: 15

5 days per week: 54

Home Delivered Meal Service Survey – Conducted late 2023, early 2024

Total Surveys: 379

Please rate the quality for the following meal types you receive:

	Excellent	Very Good	Good	Fair	Poor
Hot Meal	117	100	115	41	6
Fresh Meal	101	89	117	57	5
Frozen Meal Box	108	76	116	56	13

How important is the hot meal in your delivery to you?

Very important: 281

Not important: 74

N/A: 21

Would you be satisfied with an additional fresh (cold) meal in lieu of the hot meal?

Yes: 189

No: 178

N/A: 37

2025 Surveys

New Surveys

- Congregate meal, over 200 surveys collected since December 19th
- HDM survey's delivered January 13th
- More Qualitative Data collection

[Congregate Meal Survey 2025 final](#)

Procurement Process



RFP Timeline

- Broadcast date: May 23, 2024, 11:00 AM
- Site visits to County facilities (if requested) were to be completed by June 14, 2024 – *no site visits were requested*
- Questions were due by June 17, 2024 – *no questions were received*
- Proposal due date: July 8, 2024, 2:00 PM

RFP Reach, Response & Review

- RFP was broadcast to **231** potential vendors in relevant categories through DemandStar platform
- **12** unique entities downloaded bid documents (two did so twice via different individuals)
- **3** vendors began the process of submitting bids
 - 1 failed to submit any documentation
 - 1 submitted a bid for all segments of the RFP
 - 1 submitted a bid for only the shelf-stable meals component of the RFP
- Evaluation committee of **7** members was assembled by HSA

New Contract Highlights



Meal Enhancements Negotiated Under New Contract

- Higher quality ingredients (meat, dairy, produce, etc.)
- More meals made from scratch (fewer prepackaged meals)
- Expansion of soup program (more sites, (Lazy 5, Cold Springs and Westbrook) and more soup variety options)
- Support from Trio's Certified Dietician to improve the visual appeal of meals while maintaining nutrition standards

Contract Changes Driven by Feedback

At seniors' request:

- Less whole fruit and more precut fruit (as it's easier to consume)
- New options for individuals with special dietary needs, including medically necessary needs, vegan, religion-based, etc.
- More variety in meals and fewer repeats on the menu
- Providing ingredient details for menu items to the seniors

Contract Cost:

- Congregate and Home Delivered Meals for Senior Services, shelf stable meals, the daily soup program, and meals for the Our Place Campus and the JOY Home
- Term period of October 1, 2024 to September 30, 2026, in an amount not to exceed [\$3,100,000.00] per year for each year of the original two year term, with the provision for up to four (4), one (1) year renewals
- Previous Contract: \$2.3 million – includes same as above

please note Trio has never fully billed the contract

SENIOR NUTRITION MEALS:

Type of Meal	Per Meal Rate
Hot Congregate Meals	\$5.16
Hot Home Delivered Meals	\$5.85
Frozen Home Delivered Meals	\$5.86
Shelf Stable Meals	\$3.40-\$5.60

Soup shall be charged per gallon at a rate of \$10.00 per gallon.

Next Steps

- Next food surveys going out in December & January
- Kitchen Remodel to improve efficiency begins in January
- Senior Center improvements including lighting, flooring, furniture, restrooms, activity rooms, library, art, and conversation space. These improvements will support:
 - A better dining experience
 - More diverse and more frequent activities
 - Opportunities to provide additional resources
- Volunteer Fair (January 28th at the National Auto Museum from 10am-12pm)
- **Ask of the senior advisory board to make recommendations to develop a process for more frequent feedback as to the quality of meals within the nutrition program**

Thank you

