

## **TENDERER'S TECHNICAL OFFER <sup>(Note 3)</sup> (ORGANISATION & METHODOLOGY)**

***N.B. The Key Experts Form, the Statement of Availability Form, the Self-declaration form for Key Experts (relating to public employees) and CVs & Literature are subject to Note 2. Any other components of the technical offer are under Note 3.***

**Where in this tender document a standard is quoted, it is to be understood that the Contracting Authority will accept equivalent standards. However, it will be the responsibility of the respective bidders to prove that the standards they quoted are equivalent to the standards requested by the Contracting Authority.**

**A technical offer is to be provided by the Economic Operator in response to Terms of Reference. The submission shall be in a structured form and is to be in the same sequence as listed hereunder for ease of reference and evaluation.**

- 1. Technical Offer (Organisation & Methodology) <sup>(Note 3)</sup>**
- 2. Literature List <sup>(Note 2)</sup>**
- 3. Sample List <sup>(Note 3)</sup>**

## **REQUEST FOR PROPOSALS FOR THE PROVISION AND DISTRIBUTION OF MEALS TO ELIGIBLE PERSONS LIVING WITHIN THE COMMUNITY - MEALS ON WHEELS SERVICE**

The Technical Offer shall include the following requirements:

### **A. Contingency and Risk Management Plans:**

The Economic Operator is to provide the methodology vis-a-vis Contingency and Risk Management Plans to be adopted during contract implementation and showing that the Economic Operator can realistically deal in providing meals as per Menu (Article 4.2.6 of the Terms of Reference). This will include, but not limited to:

- Content of meals,
- Provision of raw materials with regards meal specification/portion sizes and Menu samples,
- On-time delivery of meals - Economic Operators are to also indicate the routes to be catered for according to the number of meals and localities, the number of envisaged routes and the number of allocated vehicles to cater for each route, in order that all meals are provided between 07:30am and 1:00pm. Number of estimated meals per locality is attached at Appendix 1.
- The overall process of managing the way resources are obtained, stored and moved to the locations where they are required,
- Food grade containers to be used.

As per Section 3 'Terms of Reference, Clause 4.2 'Specific Activities' and Clause 5 'Logistics and Timing'

The Economic Operator is to provide the methodology to be adopted during the contract implementation indicating the following measures:

- i. To provide a number of changes in the menu, delivery times, prepaid voucher system/digital platform for ordering and paying online, and any other conditions, accordingly, which were not defined in the tender terms of reference.
- ii. To provide special meals and diets, such as meals for celiac persons (gluten free diet), diabetic and low salt meals, liquidized and soft consistency food, as and when requested by the eligible person/s. The provision of packed lunches must also be made available by the contractor on request by eligible person/s.
- iii. To provide a two (2) week cyclical menu for both seasonal menus, inclusive of pictorial symbols of the food and complete with nutritional analysis in both English and Maltese language. Each menu should be available in normal, diabetic, low salt, soft food, gluten free, lactose free, nuts free and vegetarian forms. The format of the menu proposed shall be a true representation of what is being offered and illustrating all minimum requirements set in Terms of Reference.

As per Section 3 'Terms of Reference, Clause 4.2 'Specific Activities'

Economic Operator is to propose a Contingency Plan showing that he can realistically deal with unexpected and undesirable occurrences, including but not limited to:

- i. Breakdown of all Machinery and equipment being utilised for the provision of the service that may affect the ability of the delivery of meals to arrive on time to eligible persons.

- ii. Breakdown of the vehicles being utilised for the provision of the service that may affect the ability of the delivery of meals to arrive on time to eligible persons.

As per Section 3 'Terms of Reference, Clause 4.2 'Specific Activities'.

Economic Operator is to provide a report together with timetables to show how;

- i. the use of resources will ensure the timely delivery of tasks as specified in the Terms of Reference including but not limited to Clause 5 - Logistics and Timing.
- ii. Technical details of all transport vehicles that are going to be used during the contract including Vehicle type - The Contractor is to make use of Euro 5 compliant or better refrigerated transport used solely for this purpose.

As per Section 3 'Terms of Reference, Clause 4.2 'Specific Activities' and Clause 5 'Logistics and Timing'

#### **B. Quality Assurance**

Economic Operator is to submit proof indicating the following:

- i. that Meals should be individually plated into microwave/oven safe food grade containers, which should be single use containers, at the Central Processing Unit (CPU). The containers shall keep meals safely sealed without any dispersion of food out of the container. The said containers must bear storage and reheating instructions in Maltese, English and Italian as well as pictorial symbols of these instructions. The contractor must fully abide with all Local and EU Food and Safety Legislations. Literature detailing technical specifications of microwave/oven safe food grade containers is to be provided with tender offer.
- ii. Economic Operator is to submit proof indicating that the vehicles have standard certification to transport meals.
- iii. Economic Operator is to submit a Declaration that the refrigerated vehicles shall be capable to maintain the meals chilled at 5° C temperature and maintained in such temperatures till time of delivery to eligible persons.
- iv. Economic Operator is to submit a Declaration that Contractor will be eligible to periodical quality control inspections by the Environmental Health Directorate, Public Health Regulations Division to ensure that both local and EU Food and Safety Legislations are rigorously observed and that the overall environment upholds the highest hygienic standards.
- v. Health and Safety resources (quality assurance systems employed by the contractor to ascertain a good/safe working environment) to ensure safety to his/her employees during the execution of the contract.

As per Section 3 'Terms of Reference, Clause 4.2 'Specific Activities'

#### **C. Reporting Requirements**

Economic Operator is to submit a report together with templates indicating the following reporting requirements:

- i. Draft Delivery Note Template to be duly signed by the eligible person or his/her representative as proof of the delivery of the meal;
- ii. Draft Monthly Schedule Template (in Excel Format) listing name, surname, location, meal or packed lunch and delivery note number. The Final layout of this schedule will be agreed upon with the contractor upon award of contract;
- iii. Draft Operations Report Template based on the Key Performance Indicators (KPIs) as listed in Section 3 - Terms of Reference, Clause 8.1. to be submitted by not later than the end of June and end of December of each calendar year;
- iv. Draft Monthly Report of Bacteriological Analysis of each of the constituents of a full meal for the parameters as listed in Section 3 - Terms of Reference, Clause 4.2 spec. 18 and any other Microbiological species that may be relevant;
- v. Draft Report of a Structural set up of a Complaint Management System in case of any incident or complaint is logged by the eligible persons which must be also easily accessible to service users thus has to include a manned customer care telephone line available between 07:00am and 03:00pm daily. Documentation detailing the supervision/investigation of complaints and Client Satisfactory Surveys must be kept available for evaluation by the Contracting Authority;
- vi. Report of a Hazard Analysis Critical Control Point (HACCP) monitoring and control process covering the whole process (i.e from purchases of raw materials to delivery of meals to eligible persons). The documentary evidence must be kept up-to-date and must be available for inspection upon request by the Contracting Authority during the validity term of the contract. Results of independent audits of the HACCP System in place are to be submitted with the tender offer.

As per Section 3 'Terms of Reference, Clause 7.1 'Reporting Requirements'

#### **D. Supervision and Other Requirements - Key Experts and relative training**

The Service Provider shall appoint:

**Key Expert 1** - A Project Coordinator who will be in liaison with Active Ageing & Community Care for the smooth and efficient running of the service. In the absence of the Project Coordinator another person is to be appointed to act in his stead.

**Key Expert 2** - A Nutritionist or Dietician registered with the Council for the Professions Complementary to Medicine or the equivalent EU Regulatory Entity if the meals are prepared abroad. A proof of this registration including registration number must be submitted with the tender. Proposed menus submitted to the Contracting Authority must be accompanied by a nutritional analysis, prepared by a Dietician/Nutritionist registered with the Council for the Professions Complementary to Medicine.

The bidder should show through the submission of a write-up report of approximately 1,000 - 1,500 words how the Project Coordinator will ensure the smooth and efficient running of the service and how the registered Nutritionist/Dietician will conduct the nutritional analysis.

As per Section 3 'Terms of Reference, Clause 6.1 'Personnel and Key Experts'

Further to the above, the Economic Operator is also to submit the following:

- i. A list of measures, in the case that the Contracting Authority demands improvement or replacement of any service provided by the Contractor, if there are consistent complaints vis-à-vis appearances, taste or smell, and over/under cooking.

As per Section 3 'Terms of Reference, Clause 4.2 'Specific Activities'

- ii. **Uniforms/Tags**  
Economic Operators are to provide photos illustrating all minimum requirements set in Terms of Reference with regards uniforms and identification tags of employees involved in the delivery of meals to eligible persons.

As per Section 3 'Terms of Reference, Clause 6.3 'Facilities to be provided by the Consultant'

- iii. **Ad hoc testing**  
A list of measures and laboratory protocol to be used in the case that the Contracting Authority appoint an independent accredited laboratory to carry out ad hoc testing of food sampling as specified in Section 3 - Terms of Reference, clause 4.2, specs 18 to 22.

As per Section 3 'Terms of Reference, Clause 4.2 'Specific Activities', Specs 18-22

- iv. A Declaration that all personnel performing the requested service must be registered as food handlers with the Food Safety Commission according to Law. Copies of certificates and documentation must be submitted when requested by the Contracting Authority. Contractor shall also submit details of on-going staff-training programme related to food hygiene and safety.

As per Section 3 'Terms of Reference, Clause 4.2 'Specific Activities', Spec 17

**Declaration of compliance in respect of Section 3 - Terms of Reference**

I / We declare that as part of our technical offer, we confirm that the services will be in accordance with the Terms of Reference (Section 3).

Name of Tenderer / Company: .....

Company / Individual: .....

Signature:.....  
(the person or persons authorised to sign on behalf of the tenderer)

Date: .....

## LITERATURE/SAMPLES LIST (Note 2)

Literature that **MUST** be submitted by the bidder with the technical offer;

Item	Description	Reference in Terms of Reference
1.1	All other necessary documents, reports, declarations, information and pictures, related to Meals on Wheels services as specified in the Terms of Reference which are needed to substantiate the Technical Offer submitted.	Section 3 Terms of Reference Clause 4.2 - Specific Activities
1.2	<p>The Contractor is to make use of Euro 5 compliant or better refrigerated transport used solely for this purpose. Details of all transport vehicles and equipment that are being proposed for use are to be submitted with the tender offer.</p> <p>On-time delivery of meals - Economic Operators are to also indicate the routes to be catered for according to the number of meals and localities, the number of envisaged routes and the number of allocated vehicles to cater for each route, in order that all meals are provided between 07:30am and 01:00pm. Number of estimated meals per locality is attached at Appendix 1.</p>	Section 3 Terms of Reference Clause 4.2 - Specific Activities Spec no. 4

## SAMPLES (Note 3)

Viewing of van/s and submission of sample menu shall be held as stated below:

Item	Description	Reference in Section B, Article 3 – Scope & Terms of Reference
1.1	During evaluation stage the Contracting Authority reserves the right to ask the Tenderer to bring a sample of one day’s menu (based on the Tender Menu and Conditions). If requested, the sample menu must be delivered <b>within five (5) working days</b> from being notified to do so <small>(Note 3)</small> . If sample is not delivered within the specified timeframe, offer will not be considered further.	Section 3 Terms of Reference Clause 4.2 - Specific Activities Spec no. 4
1.2	During evaluation stage the Evaluation Committee reserves the right to view the vehicles that are being offered for the performance of the contract. If requested, the viewing of the vehicles shall be done <b>within five (5) working days</b> from being notified to do so <small>(Note 3)</small> . If viewing of the vehicles will not be done within the specified timeframe, offer will not be considered further.	Section 3 Terms of Reference Clause 4.2 - Specific Activities Spec no. 4