

# Memorandum



**Date:** March 1, 2011

**To:** Honorable Chairman Joe A. Martinez  
and Members Board of County Commissioners

**From:** George M. Burgess  
County Manager 

**Subject:** Supplement to Contract Award Recommendation for  
Food Catering Services for the Department of Human Services

Supplement to  
Agenda Item No. 801F

This memorandum responds to questions posed by Board members at the January 11, 2011 Internal Management and Fiscal Responsibility Committee (Committee) meeting regarding the award recommendation for the referenced contract.

A Committee member expressed concerns regarding the recommended firm, and the quality of food to be provided. On August 10, 2010, staff from the departments of Procurement Management (DPM) and Human Services (DHS) performed a site visit inspection and responsibility review at Montoya Holdings, Inc. d/b/a Pelota Café & Pizzeria (Montoya Holdings) 270 West 25<sup>th</sup> Street, Hialeah, FL 33010. This facility is where the vendor prepares the food and packages the meals to be delivered to the different locations indicated in the County contract. The site inspection confirmed that the vendor's facilities met all contractual requirements, and that the vendor had the appropriate resources and equipment to perform the food catering services.

Staff verified several references to assess the vendor's performance under other contracts providing similar meals to elderly recipients. The Committee wanted to ensure the quality of the food is high. References stated the vendor always delivered food on time, food was delivered at the right temperature, and that there were no quality concerns with the meals or any related operational issues. The vendor currently serves approximately 2,000 meals per day for Miami-Dade County Public Schools, and 1,619 meals per day for adult care facilities. Montoya serves these meals to 12 schools and 12 adult care facilities in Miami-Dade County on a daily basis. As a result of the contracts it holds to provide meals to adult care facilities, the recommended vendor has an working relationship with the Alliance for Aging. The Alliance for Aging is a non-profit organization that provides grant funding to Miami-Dade County's Elderly Programs. The Alliance for Aging also sets the menus for these programs.

In response to the Committee discussion, on January 13, 2011, staff again met with the recommended vendor's owner, Carlos Montoya. Accompanying Mr. Montoya was Javier Pena, Quality Control Manager, also from Montoya Holdings. The following information was confirmed. The vendor will have a dedicated contract manager to handle the contract for the County. This contract manager has designed a quality control and assurance program which will require him to visit the delivery sites each week to identify any potential problems and obtain feedback directly from the meal recipients. Montoya Holdings plans to have adequate staff, heating equipment, and meal transportation vehicles to ensure that meals are delivered timely and at the correct temperature. After conducting dry runs to each delivery site, the vendor has mapped the delivery routes and has finalized a schedule.

Montoya Holdings has met with the Alliance for Aging (Alliance) and reviewed the planned menus for the programs with the Alliance's nutrition consultant. The vendor has confirmed with its suppliers the availability of food products, supplies, and packaging required to meet the

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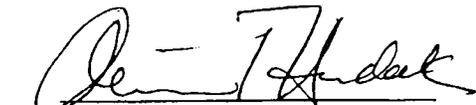
quality standards specified by Federal, State, and County governments. Montoya Holdings Inc. is fully licensed by the Food and Drug Administration (FDA) and the United States Department of Agriculture (USDA). Their plant has undergone and passed inspection by the State of Florida Department of Health. The physical site inspection by County staff deemed it satisfactory and in compliance with contractual requirements.

Montoya Holdings Inc. has presented a detailed, well thought-out transition and implementation plan. The plan includes information on the company and its current clients, the names and locations of the adult day care centers to be served, the number of meals expected to be served each date for each site, an organizational plan, a production schedule, a transition plan, and logistics data. If the contract is awarded, Montoya Holdings will have 8 dedicated delivery trucks to meet the needs of this contract. Quality control procedures, transition and logistics issues, quality control, and production plans have been presented to, reviewed and approved by County staff. Based on these procedures and all information provided, Montoya Holdings has the ability, capacity, and knowledge to provide the services required by this contract.

A Committee member expressed concerns about the service provided by the current vendor as several complaints had been received that the vendor had not prepared culturally-sensitive meals. The meals menus are set by the Alliance and will be closely reviewed by the Department of Human Services staff. Based on these concerns raised by the Committee, the recommended vendor has met with the Alliance's nutrition consultant. The Alliance has the flexibility to create menus to satisfy a variety of groups at each center. The vendor has proposed, and the Alliance has approved, certain menu changes to be made during holidays and other events to reflect the cultural-sensitivity preferences of meal recipients. These menus will also meet the nutritional value required by the FDA and the USDA.

DPM staff conducted market pricing analysis to compare prices in the food catering industry. The prices by Montoya Holdings offered are comparable to industry prices. The pricing information does show that the prices the County pays on the current contract are comparatively the highest. Below is a pricing comparison for specific meal items.

	<u>Montoya</u>	<u>Exquisite</u>	<u>Greater Miami</u>	<u>Construction</u>	<u>Construction</u>	<u>Montoya</u> <u>(recommended)</u>
	(Greater Miami Behavioral Center)	(Greater Miami Behavioral Center)	(Greater Miami Behavioral Center)	(Miami-Dade County Current Contract Price)	(Miami-Dade Bid 9372-0/15)	(Miami-Dade Bid 9372-0/15)
Breakfast	\$1.25	\$1.38	\$1.31	\$1.74	\$1.69	\$1.60
Lunch	\$2.05	\$2.21	\$2.17	\$3.00	\$3.20	\$2.75

  
Assistant County Manager