



Request for Proposal (RFP)

RFP Release Date: 01/30/2026

Project: TOOF – Southbridge Shelter Food Services

Project Address: 2711 S. I-35 Frontage Rd., Austin, TX 78741

Owner: The Other Ones Foundation (TOOF)

RFP Contact: Joseph Westphal

Proposal Due Date: 02/27/2026

Submit Proposals to: joe.westphal@toofound.org

1 Company Overview

The Other Ones Foundation (TOOF) is a 501(c)(3) nonprofit providing workforce development, case management, transitional shelter, and humanitarian aid to people experiencing homelessness in Austin, TX.

Southbridge Shelter Program: Southbridge is a former hotel converted into a semi-congregate shelter offering 145 beds for individuals experiencing homelessness. The program provides safe, dignified accommodations, and wraparound services, with a focus on stability and pathways out of homelessness.

2 Project Information

2.1 Project Scope:

- Vendors must provide nutritious, culturally appropriate meals for up to 145 residents daily at Southbridge Shelter.
- Daily census may vary based on referral volume and shelter operations. Vendors should propose a model that can scale up to 145 participants while accommodating daily fluctuations.
- Prepare and deliver three daily meals (or as contracted) for up to 145 residents.
- Ensure meals meet nutritional standards and accommodate dietary restrictions.
- Maintain compliance with all local, state and federal food safety regulations.
- Provide delivery schedule and ensure timely service.



- Submit monthly reports detailing meals delivered, incidents, and compliance checks.
- Coordinate with TOOF staff to respond to special dietary needs of clients, support special events and/or respond to emergency needs.
- Monitor food distribution patterns and client feedback mechanisms, to reduce waste and increase client satisfaction.

2.2 Meal Service:

- Vendors may bid on individual meal periods (breakfast, lunch, dinner) or full-service packages.

2.3 Delivery:

- Meals must be prepared off-site and delivered daily; Southbridge **does not** have a commercial kitchen.
- Vendors should describe packaging and delivery methodology appropriate for a shelter setting, including how meals will be kept at safe temperatures through transport and handoff, and how dietary substitutions will be labeled and distributed.

2.4 Special Requirements:

- Preference for vendors who utilize their food services to create workforce development opportunities for populations attempting to reenter the workforce.

2.5 Project Timeline:

- TOOF anticipates awarding this contract following evaluation of proposals and any required negotiations. The selected vendor should be prepared to support a transition and mobilization period beginning on or about [Insert Date], with full meal service beginning on or about 04/01/2026 aligned to the Southbridge operational transition. TOOF anticipates an initial contract term of 1 year with renewal options at TOOF's discretion, subject to performance and funding availability. Vendors should describe their ability to mobilize quickly, including staffing, sourcing, delivery logistics, and operational readiness within the anticipated timeline.

2.6 General Responsibilities:

- The selected vendor will provide prepared meals for shelter participants based on actual meal quantities requested by TOOF. Shelter occupancy is expected to fluctuate; therefore, TOOF does not guarantee a minimum number of meals. The vendor must maintain operational capacity to scale service up to a maximum of 145 participants while supporting lower volumes when occupancy is below capacity. TOOF will provide a recurring participant census and anticipated meal forecast on a regular cadence (anticipated weekly) and will confirm final meal quantities through an agreed confirmation process prior to delivery. The vendor will deliver only the



confirmed meal quantities and will maintain documentation of meals delivered by meal period. The vendor will coordinate with TOOF staff on dietary accommodations and service adjustments and will participate in periodic operational check-ins to review volume variability, quality, and service performance.

2.7 Specific Duties:

- The vendor will provide breakfast, lunch, and dinner meals as awarded (individual meal periods or full-service package), with a consistent delivery schedule coordinated with TOOF. Meals must be prepared off-site and delivered to the Southbridge facility because the site does not have a commercial kitchen. The vendor will propose menu cycles and service methodology designed for a low-barrier shelter environment and will accommodate common dietary needs and restrictions, including vegetarian options and medically indicated restrictions when disclosed and documented through TOOF processes. The vendor will implement safe packaging and delivery practices, including maintaining hot and cold holding temperatures and documenting temperature controls at departure and/or arrival as required by TOOF. The vendor will support reasonable menu substitutions and escalation processes for missed deliveries, quality concerns, and urgent service needs. The vendor will coordinate with TOOF to incorporate participant feedback and reduce waste through periodic adjustments to menus, portions, and delivery quantities.

2.8 Deliverables:

- The vendor will deliver the contracted meal service according to the agreed schedule and service model, including required meal counts, packaging, and dietary accommodations. The vendor will provide monthly invoicing consistent with the agreed pricing structure and contract terms. The vendor will submit monthly reporting that includes, at minimum, meal counts by meal period, delivery exceptions or service issues, and any relevant compliance documentation (such as temperature logs and corrective actions, as applicable). The vendor will provide required certifications and documentation, including food safety certifications, proof of insurance, and any required staffing and operational readiness documentation prior to service start. The vendor will participate in operational check-ins with TOOF at a cadence determined during contracting to ensure service quality, reliability, and alignment with shelter operations.



3 Proposal Requirements

All proposals must be submitted in the format outlined below to be considered responsive. Proposals should be clear, concise, and no longer than 25 pages (excluding resumes and appendices). TOOF reserves the right to request additional information or clarification from any proposer.

3.1 Cover Letter

- Brief introduction to the Company / Organization
- Summary of interest and qualifications for this specific project (describe what inspires you to engage with TOOF on this project).
- Signature of an authorized representative

3.2 Company Overview

- Legal name and structure of the Company / Organization
- Company / Organization address and office location
- Number of years in business
- Relevant licenses, certifications, or accreditations
- Organizational chart or description of internal structure
- Provide a brief statement on the firm's financial stability and/or capacity of a project of this scale

3.3 Evidence of key personnel experience (either resume or narrative)

- Identify key personnel to be assigned to this project
- Provide resumes highlighting relevant experience of the staff who will be working on the project
- Specify the primary point of contact and their availability over the project timeline
- Identify any proposed subcontractors or consultants

3.4 Relevant Experience:

- Provide a brief narrative describing their relevant experience delivering food services of similar scope and scale. The narrative should include experience serving comparable populations, operating in similar settings, and performing under applicable health, safety, and regulatory requirements. Please include examples that demonstrate operational capacity, reliability, and quality of service.

3.5 Sample Pricing Table:

Meal Type	Unit Cost (\$)	Estimated Quantity	Total (\$)
Breakfast			
Lunch			
Dinner			



Grand Total			
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3.6 Evaluation Criteria:

TOOF will evaluate all proposals based on the following weighted criteria:

Criteria	Weight
Relevant Experience & Qualifications	25%
Project Team & Staffing	15%
Proposed Approach & Methodology	30%
Food Safety, Compliance and Quality Assurance	15%
Fee Proposal (Cost Effectiveness)	15%

4 Contract Type & Payment Terms

- This will be a unit-price agreement under TOOF's Master Service Agreement (MSA). Bidders will propose per-meal unit pricing by meal period (breakfast, lunch, and/or dinner), inclusive of all food, packaging, labor, delivery, and required documentation. TOOF does not guarantee a minimum number of meals. The vendor will invoice monthly for meals actually delivered, supported by delivery logs and the meal count confirmation process established during contracting.

4.1 Payment:

- Vendor will submit a monthly invoice based on the negotiated per-meal cost and actual meals delivered. Payment will be processed within 30 days of invoice approval.

5 Instructions for Submission

The purpose of this document is to provide bidding Contractors with instructions to prepare a complete Lump Sum Bid for the project scope. This document is in no way to be construed as a complete scope list. Each Contractor is responsible for providing a complete bid that includes all costs for execution of the work in accordance with the proposal requirements mentioned above.

In addition, all bidders must be able to include in their proposal a current Certificate of Insurance indicating minimum coverages: \$1M general liability, \$1M professional



liability, and workers' compensation as required by Texas law. Additional insurance coverages may be required upon Owner / Funder(s) request.

Bidder, by making a Bid, represents that:

1. Bidder has read, understood, and made the Bid in accordance with the provisions of this Request for Proposal (RFP) and all other Bid Documents.
2. Bidder confirms acceptance of all requirements in this document.
4. At the time of submission of the Bid, Bidder and all Subcontractors, regardless of tier, have the appropriate current and active licenses, certifications, etc. as required to perform the work in the Bid Documents.
5. Bidder has the expertise and financial capacity to perform and complete all obligations under the Bidding Documents.
6. Bidder is aware of and, if awarded the Contract, will comply with all applicable Federal, State and local Procurement Requirements in its performance of the Work.
8. Bidder represents and warrants that it is not suspended, debarred, or otherwise ineligible to participate in federally funded programs, as reflected in the System for Award Management (SAM.gov), and that it can comply with all applicable eligibility requirements for the duration of any resulting contract.
9. **All documents, information, and materials provided by TOOF in connection with this Request for Proposals (RFP) are confidential and may be used by the bidder solely for the purpose of preparing a proposal. Bidders shall not disclose, reproduce, distribute, or otherwise share any such information with any third party without TOOF's prior written consent. This obligation shall survive the submission of a proposal and any subsequent award or non-award.**

5.1 Required Attachments:

- Completed pricing table.
- Proof of food safety certifications and insurance.
- Staffing plan and delivery logistics.
- Any partnership documentation as applicable.

For any questions, direct all inquiries to adel.maitland@toofound.org no later than 02/20/2026.