

Attachment B

Application To Provide Catering Services

Title III-C1 Congregate Meals and Title III-C2 Home Delivered Meals

<u>1. Company Information</u>		<u>2. Primary Food Preparation Site (If Different)</u>	
Organization Legal Name	Smigo Management Group Inc. DBA Hoffman House Catering	Organization Legal Name:	
Address:	1530 Hubbard Ave Unit D Batavia IL 60510	Address:	
Main phone number:	630-406-0330	Main phone number:	
County:	Kane	County:	
Primary Contact:	Jim Smigo	Primary Contact:	
Title:	President	Title:	
E-mail:	jwshhhcatering@sbcglobal.net	E-mail:	

3. Days/Hours/Type of Service


Please indicate your capabilities in each of these categories. See application instructions- **Attachment A** for more details about meal types and delivery options.

<p><u>Days of the week you are able to deliver meals to sites</u></p> <p><input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday</p> <p><u>Delivery Hours Between:</u> <u>7</u> A.M. & <u>12</u> P.M.</p>	<p><u>Types of meals (check all that apply)</u></p> <p><input checked="" type="checkbox"/> Regular/General <input type="checkbox"/> Hispanic cuisine <input type="checkbox"/> Chinese cuisine <input type="checkbox"/> Southeast Asian/Indian <input type="checkbox"/> Korean cuisine <input checked="" type="checkbox"/> Ethnic <input type="checkbox"/> Upon Request <input type="checkbox"/> Ethnic</p>	<p><u>Delivery Options</u></p> <p><u>Congregate Meals delivered to sites:</u></p> <p><input checked="" type="checkbox"/> Hot <input checked="" type="checkbox"/> Cold <input checked="" type="checkbox"/> Pre-Portioned "Deli-Bar" Items</p> <p><u>Individually packaged HDMs delivered to sites:</u></p> <p><input checked="" type="checkbox"/> Hot <input checked="" type="checkbox"/> Cold <input checked="" type="checkbox"/> Frozen</p>
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<p>Are you willing to provide equipment to meal sites? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Negotiable <input checked="" type="checkbox"/> We will work with locations based on their needs. We often consult with Meal Providers to assist in the purchase of equipment.</p>	<p><input type="checkbox"/> Kosher <input checked="" type="checkbox"/> Deli or Salad Bar <input type="checkbox"/> Fresh Grocery Box <input checked="" type="checkbox"/> Shelf stable meals <input checked="" type="checkbox"/> Holiday or special event meals <input checked="" type="checkbox"/> Other <u>senior dances or other catering events.</u></p> <p>Special Therapeutic Diets (check all that apply) <input checked="" type="checkbox"/> Diabetic Friendly <input checked="" type="checkbox"/> Renal Friendly for those receiving dialysis <input checked="" type="checkbox"/> Heart Healthy <input checked="" type="checkbox"/> Vegetarian <input checked="" type="checkbox"/> Gluten Free <input checked="" type="checkbox"/> Pureed</p>	<p>Individually packaged HDMs delivered to homes: <input type="checkbox"/> Hot <input type="checkbox"/> Cold <input type="checkbox"/> Frozen</p> <p>Not currently</p>
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4. Application Agreement

By signing this application, I certify that I am an authorized representative to sign for this Agency. I certify that I will adhere to all AgeGuide requirements and policies for provision of services, including Definitions and Standards and Request for Application. I certify that the specifications outlined in this application represent the Applicant Agency's commitments from **October 1, 2025 - September 30, 2028**. All costs for the preparation of this application shall be the responsibility of the Applicant Agency and not the responsibility of AgeGuide. I hereby certify that all the information and answers provided in this application are true and accurate to the best of my knowledge.

Typed Name:	Jim Smigo	Signature:	
Title:	President	Date:	12-7-24

5. Application Instructions

- Please answer all questions as thoroughly as possible.
- Submit both the narrative and pricing matrix.
- AgeGuide accepts applications to provide catering services throughout the year.
- Submit the application to Lchew@AgeGuide.org.
- Questions should be e-mailed to Lchew@AgeGuide.org.

Notes:

- (1) This application does not request financial information about your organization, however, AgeGuide does reserve the right to request financial data as necessary to assess the financial viability of the organization.
- (2) This application is not a contract. If a contract is offered by a Nutrition Provider, this application becomes part of the contract.
- (3) Contracts will not vary from the information included in the Caterer Request for Application unless specifically approved by the Nutrition Provider.
- (4) See **Attachment D** for FY24 Estimated Meal Volumes by Delivery Location (reference only).

6. Application

A. General

Are you applying for

- Caterer**
- On-Site Caterer**
- Shelf-stable meal vendor**
- Fresh grocery box provider**

B. Performance History

1. When was your company established? Who are the owners of the company?

Hoffman House Catering, once owned by Henrici's Management Corp. was established in 1981 and has been providing senior meals in Illinois since 1989. I, James Smigo, have managed the senior meal production for Hoffman House Catering since January of 2004. I have purchased the operation, and I am now the current owner/operator since April 1, 2015.

2. How many meals did your company prepare and deliver for service in 2024? Please report which category of meals: **home delivered meals, Congregate meals, shelf-stable meals and or fresh grocery boxes.**

Home Delivered Meals- approximately 2 million

Congregate Meals-approximately 125,0000

Shelf Stable Meals-approximately 65,000

Fresh Grocery Boxes-N/A

3. What volume of daily meals can your operation produce on the **first day of contract service on October 1, 2025?** Please explain (e.g., expansion plans or other changes to production).

We currently produce approximately 8500 total Home Delivered and Congregate meals per day. These include hot, cold, and frozen meal categories. We have expanded our cold and frozen storage in both 2020 and 2023 and have improved our production lines. We can produce another 3000-3500 meals per day in our current commercial kitchen facility. Additional vehicles and/or kitchen equipment can be purchased, if necessary, prior to October 1, 2025, to accommodate additional routes. We do not anticipate any problems providing the additional volume of meals awarded. We thoroughly work through all the details of production and delivery prior to the first day of service to avoid any issues. We spend extensive time training our experienced staff and running the routes ahead of time so that on the first day of service it is second hand. Our core staff members have worked servicing the senior nutrition program for an average of twenty years each.

4. Have you done work similar in scope and size to the Senior Nutrition program? Give examples of the number of meals served.

Yes, we have done and currently do work in a similar scope and size. We currently are contracted with over 18 meal providers serving Northern Illinois and Southeastern Wisconsin since 1989. This includes Du Page, Kane, Will, Grundy, Kendall, Suburban Cook, Kenosha and Racine Counties. In addition, we provide meals for several independent providers as well. Since our start, we have served over 28 million meals for the senior nutrition program. We are experienced in all aspects of the food service industry including school lunch programs, off premise catering, banquets, and picnics. We can serve off premise special events for over 3500 guests.

C. Quality

1. What is the maximum number of hours between preparation of the entrées, and arrival at the designated nutrition site?

On average our operation is 45 minutes from the sites we are bidding on. Our meals are prepared on average, between one and two hours before they arrive for meal service. For congregate sites we have implemented measures to help improve the quality of vegetable and pasta dishes.

2. How will you document food temperatures at the time of leaving your facility and the time of delivery?

We document food temperatures at several points in the process. Temperatures are taken from the time the food comes out of the oven to the time it arrives at each site location. We take and document the temperature upon departure of our kitchen and upon arrival at each site. We keep temperature records for a period of two years or more. We utilize a duplicate delivery receipt system to provide the site and the caterer with the same information.

D. Capacity

1. Please describe how you will respond to special meal requests (holiday-related meals, occasional themed meals, etc.) and accommodate menu changes (e.g. when meals do not meet client satisfaction?)

We take pride in servicing the needs of our clients. We are flexible and open-minded with our customers and their menu requests, working closely together with them when developing menus for special events. As a tradition, special Holiday themed meals are also offered for major holidays. In the past we have accommodated requests by changing our recipe or by making a menu change or offering an alternative item. We have many options due to the variety of menus offered and we also have special event menus or ethnic menus upon request. In 2025, we will be launching a new web-based ordering platform. In addition to introducing Serve Tracker Reports into our system for ordering purposes we will also have an area specific to special meal requests. This will aid and promote special events and requests for the Nutrition Providers.

We create a myriad of special therapeutic diets to accommodate our clients' nutritional needs. We have expanded the availability of these diets in our frozen meals and frozen 5 pack meal boxes as well as our hot meals. The details of these special diet orders are challenging so we have designed our new ordering platform to be flexible to handle the ever-changing needs of our customers.

We have 3 chefs on staff including myself, serving the finest of foods for several years in area restaurants. We develop our recipes for the menus utilizing our culinary backgrounds and computer nutrition program. We use well over thirty criteria while creating each new cycle menu. Our contracted dietician reviews and approves all menus as well. Throughout the year we attend dining centers, talking to seniors and listening to their comments and requests. In addition, we attend several meetings to review menu ratings. We also receive cycle menu surveys that we utilize when developing our menus, helping us achieve higher client approval. Lastly, we look at daily customer counts and look to adjust on days with lower client turnout.

2. Please describe how you will provide meals on days that service is required but your kitchen is closed due to your organization's or the Nutrition providers' holiday policy.

We have always worked with customers or agencies to agree on a schedule, and we have never denied our customers' service to due to holiday policy or adverse weather conditions. We have many options for additional meals to accommodate holiday schedules such as sandwich meals, cold reheat-able, frozen meals and frozen 5 packs. In many cases, we make last-minute adjustments to accommodate winter cancelations if our customers choose to close in advance. We are often asked to provide additional meals the next day, either fresh, cold, shelf stable, or frozen. This allows our customers to still serve 5 or more meals a week even if they need to close due to the weather.

3. Please describe your company's ability to provide a Fresh-served deli or salad bars at a congregate site.

To keep prices affordable, we offer our newly expanded Deli Fresh Bar every Tuesday, Wednesday and Thursday, which includes our homemade soups made fresh daily. Our homemade soups have been proven to be a big hit. Also included, is a hot or cold sandwich or entrée item, cottage cheese, fruit and a salad item. We also provide a fresh garden salad loaded with tomatoes, cucumber, peppers and shredded carrots as well as dressings. Due to the complexity and large variety of items, the Deli Fresh Bar is priced slightly higher than our regular congregate menu. We currently do not offer a full salad bar due to health concerns (post Covid) at the dining centers. We are open to discussing the possibility of a full-service salad bar again in the future. Please refer to the attached menu cycle for description and variety for the Deli Fresh Bar Menu.

- a. Do you have the additional capacity to do the Fresh-served deli portioning work? If yes, what is the effect on the per meal price?

Our Deli Fresh Bar is pre-portioned as much as possible. There will be no extra charge for this pre-portioning.

- b. Are you able to provide the salad bar equipment? If yes, what is the effect on the per meal price?

The Deli Fresh Bar does not necessarily require a salad bar or cold table (ice or refrigerated). Hoffman House will work with the location on a case-by-case basis to find a serving solution. If in the future a full-service salad bar is implemented, we will work with Nutrition Providers to plan accordingly.

4. Do you have the capacity to pack Home Delivered Meals in delivery carriers according to the routes set by the Nutrition providers? If yes, what is the effect on the per meal price?

Typically, upon delivery, the meals are transferred from our electric Cambros to a holding oven. This is our preferred method to maintain proper holding temperatures to ensure food safety. Yes, we do have the capacity to load delivery carriers according to routes upon delivery, if requested. We look at each Nutrition Provider's needs on an individual basis. We would have to negotiate a price increase (if at all) based on the situation. We currently have only one Meal Provider requesting this service and we do not charge an additional fee.

5. What packaging system do you use for individually packing home delivered meals? (List brand.)

We currently are in transition with our packaging suppliers to expand our capabilities. We are using Oliver and transitioning to Preferred Packaging. Both meal tray companies provide dual oven-able and recyclable trays, and both use micro-perf lidding film. We are exploring our options as we look forward to improving our meal packaging to give us more options when designing our menus. We are working towards and soon will have the ability to print menus, dates, codes and heating instructions on the film. In addition, we will be able to label and date individual fruit and salad containers that we pack in house. We also added a horizontal flow wrapper to our operation to professionally wrap our bread. In addition to increased efficiency, this allows us to continue to purchase and wrap a variety of quality and more specialized bread items appropriate for the Senior Nutrition Program.

E. Pricing

1. Please complete Attachment C - "Caterer Pricing Matrix" Remember to enter information for each County you are able to cater.

F. Attachments

If your organization is invited by AgeGuide to provide a taste test, you will be asked to submit one set of the attachments listed below. Please label any attachments with your company name.

1. Current health department inspection(s)
2. Current fire department inspection(s)
3. Current sanitation certificate (CFPM) for the supervisor of meal preparation
4. Three client references, including client's name, primary contact's phone number and e-mail address
5. Current caterers must submit a sample menu for any home delivered meals, congregate dining meals, shelf-stable meals and/or fresh grocery boxes that will be approved by a licensed Registered dietitian for AgeGuide's review.

NEW CATERERS must submit a cycle menu for any home-delivered meals, congregate dining meals, shelf-stable meals and or fresh grocery boxes that will be approved by a licensed Registered dietitian indicating the menus meet 1/3 of the daily nutritional requirements for older adults.

- A one-month sample menu and nutritional analysis or meal pattern using the IDOA approval sheet. AgeGuide will provide approval sheets.
5. Written confirmation that the caterer has read the menu standards and can provide menus that meet these standards (**Attachment D.**)

I, Jim Smigo, have read the menu standards and can provide menus that meet these standards in (Attachment D).

James Smigo