



Request for Proposals

Home-Delivered Meals for Postpartum Health Plan Members

Parkland Community Health Plan (PCHP) seeks qualified vendors to provide free, home-delivered meal services for eligible postpartum members enrolled in STAR, CHIP, and CHIP Perinate.

This Value-Added Service (VAS) supports new mothers by providing convenient, nutritious meals that promote recovery and family well-being. PCHP serves approximately 165,000 members across seven North Texas counties: Dallas, Collin, Ellis, Hunt, Kaufman, Navarro, and Rockwall. Each month, about 200-500 postpartum members receive home-delivered meals through this benefit. The selected vendor will partner with PCHP to continue and enhance this service by delivering high-quality meals, responsive member support, and reliable data reporting.

Information and Required Qualifications:

Anticipated Contract Term:

- The resulting agreement will be a two-year contract with one-year renewal options and includes a 90-day termination clause with or without cause.

Evaluation Criteria:

Proposals will be evaluated as follows:

Member Experience, Customer Support, and Account Service – The quality and responsiveness of member and account service, accessibility of the ordering experience, and the vendor’s ability to support a smooth and reliable process for postpartum members.	25%
Meal Quality, Nutrition, Safety, and Delivery Performance – Overall meal quality, nutritional appropriateness, food safety and inspection compliance, packaging, timeliness of delivery, and the vendor’s ability to serve all seven counties.	40%
Operational Capability, Reporting Integrity, Cost Effectiveness, and SLA Commitment Operational integrity, eligibility and delivery workflows, reporting	35%

<p>accuracy, implementation capacity, all-inclusive pricing, and the vendor’s willingness to commit to PCHP’s Service Level Agreements (SLAs) or propose reasonable alternatives.</p>	
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Project Timeline:

- RFP Issued: December 8, 2025
- Vendor Questions Due: December 12, 2025
- PCHP Responses to Questions: December 16, 2025
- Proposals Due: January 9, 2026
- Notify Finalists: January 16, 2026
- Finalist Presentations & Meal Samples: Week of January 19, 2026
- Vendor Selection and Notification: January 26, 2026
- Contracting: January 27 – March 23, 2026
- Implementation: April – August 2026
- Service Begins: September 1, 2026

Questions and Proposal Submission Instructions

Questions:

Submit questions to Sergio.Chapa@phhs.org
 Subject Line: Questions – Postpartum Meal Services RFP
 Questions must be received by December 12, 2025.

Proposals:

Submit proposals via email to Sergio.Chapa@phhs.org
 Subject Line: RFP Submission – Postpartum Meal Services – (VENDOR NAME)
 All proposals must be received by January 9, 2026. Late submissions will not be accepted.

Required Qualifications	Please confirm you meet the required qualification (Y/N):
Must satisfy all applicable laws and other requirements promulgated by the Texas Health and Human Services Commission (“HHSC”), the Texas Department of Insurance (“TDI”), the Centers for Medicare and Medicaid Services (“CMS”), and National Committee for Quality Assurance (“NCQA”).	
All work performed under the agreement must be performed onshore as outlined in the current version of the Uniform Managed Care Contract ; Section 4.11 Prohibition Against Performance Outside the United States	
Must comply with and agree to include the <i>Texas Medicaid & CHIP Mandatory Administrative Services Addendum</i> in potential services contract. <i>(A copy can be provided upon request)</i>	
Must be able to maintain compliance with all vendor requirements as outlined in the HHSC Uniform Managed Care Contract .	
Must comply with and agree to include a Business Associate Agreement	

Scope of Work:

The vendor will provide meal preparation, packaging, and delivery for eligible postpartum members.

Benefit Design (Current as of State Program Year 2026 – Sept. 1, 2025-August 31, 2026; subject to change in Program Year 2027)

- STAR and CHIP postpartum members: Up to 10 home-delivered meals within three (3) months after hospital discharge.

- CHIP Perinate members: Up to 10 home-delivered meals within two (2) months after hospital discharge.

Ordering and Delivery

- Vendors should provide access to a secure, online ordering platform for members to request meal delivery. The platform landing page should be customized for PCHP, including the PCHP logo. PCHP will offer a link to the vendor's ordering platform on our site at ParklandHealthPlan.com.
- Vendors should also offer a phone ordering option for members without online access.
- The portal must be secure, HIPAA-compliant, mobile-friendly, bilingual (English and Spanish), and written at a sixth grade reading level or lower.
- Vendors will submit to PCHP a monthly list of all members requesting meals. PCHP will verify eligibility, and no orders may be fulfilled until written confirmation of eligibility is received from PCHP.
- Deliveries must occur within five to seven (5–7) business days of PCHP's eligibility confirmation.
- Deliveries must go to members' residences within PCHP's seven-county service area.
- Vendors must provide proof of delivery for each shipment (tracking number, carrier confirmation, or electronic signature).
- All meals shall be delivered in climate-controlled boxes at a food-safe temperature.
- Vendors must allow PCHP to supply member communication materials for routine insertion in meal delivery boxes, as well as ad hoc inserts when needs arise.
- Any additional communication materials that are included in the meal delivery boxes should be limited to instructional purposes only, regarding the meals, reheating, freezing, recycling packaging, etc. All materials must be approved by PCHP (and HHSC, as applicable), prior to insertion.

Customer Service

- Vendors must provide bilingual (English/Spanish) customer service by phone and email to assist with ordering, delivery status, or replacements.
- Phone orders should be limited to members without online access.
- Customer service must be available during standard business hours (Central Time Zone).

Meal Standards and Dietary Options

- Meals must be nutritionally balanced and appropriate for postpartum recovery, supporting energy, healing, and maternal wellness.
- Meals should be easily prepared by members utilizing methods such as stove top, microwave, conventional oven, or toaster oven.
- Menus should include common dietary options (low-sodium, diabetic-friendly, vegetarian, food allergies) and may also offer specialty meal plans such as ketogenic (keto) or gluten-free.
- Vendors must provide sample menus listing nutritional content and calories.

Reporting, Invoicing, and Records Retention

- **Monthly Eligibility Report:** List of all members requesting the benefit for PCHP's verification prior to fulfillment.
- **Monthly Invoice:** Itemized cost per meal or delivery with proof-of-delivery documentation.
- **Records Retention:** Vendors must maintain auditable records of all orders, deliveries, and eligibility confirmations for at least ten (10) years.
- **State of Texas Compliance:** Vendors must comply with all applicable State of Texas HHSC requirements for operations, documentation, and reporting.

3. Proposal Requirements

Proposals must include:

1. **Company Profile:** History, mission, and relevant experience.

2. **Service Model:** Description of meal preparation, food safety and cleanliness protocols, inspection standards, packaging, and delivery logistics. Provide proof of compliance with local and state food preparation and inspection requirements, including current permits and inspection reports.
3. **Technology Platform:** Description of the secure online ordering system and customization options for PCHP; include a demo link if available. PCHP is launching a new member portal on February 1, 2026, which may allow members to order meals through our in-house platform. Vendors should state whether they are willing to allow PCHP to integrate or replicate the ordering workflow within PCHP's portal if technically feasible.
4. **Customer Service:** Bilingual support structure, hours, and process for limited phone orders.
5. **Reporting and Verification:** Workflow showing how eligibility files will be exchanged securely with PCHP before fulfillment, and how proof of delivery and invoices will be submitted.
6. **Member Satisfaction Surveys:** Description of the vendor's ability to conduct short member satisfaction surveys to assess meal taste, flavor, variety, packaging quality, and delivery timeliness. Include sample survey questions, response collection methods, and frequency of reporting to PCHP.
7. **Geographic Coverage:** Ability to serve members in all seven counties (Dallas, Collin, Ellis, Hunt, Kaufman, Navarro, and Rockwall).
8. **Menu and Nutrition:** Example menus and dietary options, including specialty meal plans such as keto, gluten-free, or vegetarian. Finalists may be asked to provide sample meals for PCHP evaluators to assess meal quality, taste, and packaging prior to final selection. Five (5) evaluators will each require a full meal shipment delivered to their home addresses.

9. **Implementation Plan:** Timeline, onboarding, and launch steps.
10. **Pricing Proposal:** Must include **all-inclusive pricing**, covering cost per meal/delivery, packaging, shipping, administrative fees, technology/platform costs, and all implementation or setup fees.
11. **References:** At least three comparable contracts (preferably with health plans or public agencies).
12. **Disaster Recovery and Business Continuity Plan:** Description of how the vendor will maintain service during inclement weather, supply chain issues, or emergencies, including contingency delivery methods and communication protocols.
13. **Single Point of Contact (POC):** Identification of a dedicated operations lead who will serve as the primary operational contact for PCHP, with defined responsibilities and escalation pathways.

4. Service Level Agreements (SLAs)

PCHP will require the selected vendor to meet mutually agreed-upon Service Level Agreements (SLAs) to ensure consistent, timely, and high-quality service delivery. These SLAs may include standards related to delivery timeliness, customer service responsiveness, ordering platform performance, food safety, and invoice accuracy.

Vendors should state in their proposal whether they can meet the SLAs below as written or whether they propose alternative service standards for PCHP's consideration. Vendors are also encouraged to describe any additional internal performance standards they currently follow that support high-quality service.

5. Proposed SLAs

- **Delivery Timeliness:** At least 95% of verified orders delivered within 5–7 business days of eligibility confirmation.

- **Delivery Accuracy:** At least **98% of deliveries** completed to the correct address on the first attempt.
- **Proof of Delivery:** 100% of orders must include valid delivery confirmation or tracking information.
- **Customer Service Response Time:** Member inquiries responded to within 1 business day.
- **Issue Resolution:** At least 90% of member or operational issues resolved within **3 business days**.
- **Ordering Platform Availability:** System available 99% of the time, excluding scheduled maintenance; PCHP notified of outages longer than 30 minutes within 1 hour.
- **Food Safety:** 100% of shipments must meet food-safe temperature requirements and maintain compliance with all inspection standards.
- **Compliance Documentation:** Updated inspection reports and permits provided to PCHP within 5 business days of renewal.
- **Incident Reporting:** Food safety or quality incidents reported to PCHP within 24 hours.
- **Invoice Accuracy:** Invoices must maintain 98% accuracy; corrections issued within 5 business days.

Please respond to the Scope of Services as requested; however, feel free to also suggest for PCHP's consideration any alternative options that may curb costs, improve member satisfaction, offer more flexibility for members, or expedite fulfillment. Including but not limited to, routine delivery of produce, grocery boxes, or gift cards for meal services or food delivery.