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State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
25 Capitol Street - Room 100
Concord, New Hampshire 03301
(603) 271-3201 | Office@das.nh.gov

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

January 10, 2024

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services, Federal Surplus Distribution, to enter into a contract with Community Action Program Belknap and Merrimack Counties, Inc. (VC#177203), Concord, NH, an amount up to and not to exceed \$6,214,041.41 to coordinate and provide statewide surplus food distribution for The Emergency Food Assistance Program (TEFAP) with the option to extend for an additional two-year period effective upon Governor and Executive Council approval for the period October 1, 2024 through September 30, 2034. 100% Federal Funds.

Contingent upon available funding, funds will be available in the following account for State Fiscal Years 2025 through 2034, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget office, if needed and justified.

01-14-14-141510-51310000-072-500569, Dept. of Administrative Services, Temporary Food Assistance

EXPLANATION

The Department of Administrative Services, through the Federal Surplus Distribution section of the Division of Procurement and Support Services, is responsible for providing surplus food distribution for TEFAP for the State of New Hampshire. Through this requested contract, Community Action Program Belknap and Merrimack Counties, Inc. shall provide the coordination and distribution of United States Department of Agriculture (USDA) commodity foods through an established statewide network which includes, but is not limited to soup kitchens, food pantries, homeless shelters, and Charitable Institutions as defined in 7 CFR 251.3 in compliance with the Federal Regulations pertaining to TEFAP. Community Action Program Belknap and Merrimack Counties, Inc. shall distribute TEFAP commodities to existing food distribution networks and other organizations whose ongoing primary function is to facilitate the distribution of food to those in need.

The Department of Administrative Services, through the Bureau of Purchase and Property, issued request for proposal (RFP) 2824-24 on September 27, 2023, with responses due on November 9, 2023. This proposal reached 6 vendors through the NIGP electronic sourcing platform with an additional 3 vendors directly sourced. There was 1 proposal submitted for consideration. Community Action Program Belknap and Merrimack Counties, Inc. received the highest score of 99 out of a possible 100 points.

The Scoring of the Proposal was based on the evaluation of the following criteria established in the RFP: Geographic Coverage (25%), Distribution Capability (25%), Experience, Resources, References, and Capability to Perform (20%), Inventory Capability and Control (15%), Ordering Capability (10%), and Security (5%). The evaluation team consisted of the following members: Kathleen Daley, DAS Federal Surplus Manager; Valerie Sargent, DAS Federal Surplus Program Assistant; Melanie Carraher, Business Supervisor; Colin Capelle, Business & Project Administrator III Division of Procurement & Support Services, and Abbie Joy, DAS Purchasing Agent Division of Procurement & Support Services. The evaluation team met and unanimously selected Community Action Program Belknap and Merrimack Counties, Inc. as the highest scoring respondent. Specifically, Community Action Program Belknap and Merrimack Counties, Inc. was selected on the strength of its technical proposal.

Estimated prevalence rates of food insecurity during the 3-year period from 2020-2023 averaged 6.2% in New Hampshire.¹ New Hampshire Federal Food Surplus reports an average of 111,735 people received TEFAP foods at local pantries, soup kitchens, and homeless shelters monthly. The approval of this contract is necessary to ensure the welfare of this population. It is important to note, as well, that Community Action Program Belknap and Merrimack Counties, Inc. is the incumbent under the current contract and has successfully supported this program historically, and operates effectively to distribute these essential commodities to the State's most vulnerable population.

The Federal Government, through the USDA Food and Nutrition Service, provides federal funding annually through The Emergency Food Assistance Program. This funding is passed through the State to the Contractor in the form of commodity values. The price limitation represents the commodity value passed through to the needy population. The Department of Administrative Services is estimating grant funds conservatively at a 3% increase each year for State fiscal year 2025 through State fiscal year 2034.

Contract financials	
Fiscal year '25	\$542,053.98
Fiscal year '26	\$558,315.60
Fiscal year '27	\$575,065.07
Fiscal year '28	\$592,317.02
Fiscal year '29	\$610,086.53
Fiscal year '30	\$628,389.13
Fiscal year '31	\$647,240.80
Fiscal year '32	\$666,658.02
Fiscal year '33	\$686,657.76
Fiscal year '34	\$707,257.50
Requested price limitation	\$6,214,041.41

Based on the foregoing, I am respectfully recommending approval of the contract with Community Action Program Belknap and Merrimack Counties, Inc.

¹ Rabbitt, M.P., Hales, L.J., Burke, M.P., & Coleman-Jensen, A. (2023). *Household food security in the United States in 2022* (Report No. ERR-325). U.S. Department of Agriculture, Economic Research Service. <https://doi.org/10.32747/2023.8134351.ers>

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'C. Arlinghaus', written in a cursive style.

Charles M. Arlinghaus
Commissioner



RFP Scoring Summary

Bid Description	The Emergency Food Assistance Program (TEFAP)		
RFP#	2824-24	Agency	DAS
Agent Name	Abbie Joy	Bid Closing	11/9/2023 2:00 P.M.

Technical Scoring		
Community Action Program Belknap And Merrimack		
Category	Possible Points	Average
Geographic Coverage	25	25
Distribution Capability	25	24
Experience, Resources, References, & Capability to Perform	20	20
Inventory Capability and Control	15	15
Ordering Capability	10	10
Security	5	5
Total	100	99

Recommendation Summary	
Statewide Contract or Amendment	Contract
Term of Contract	10 Years
Price Limitation	\$6,214,041.41
Number of Solicitations Received	1
Number of Sourced Bidders	3
Number of NIGP Vendors Sourced	6
Number of non-responsive bidders	8
P-37 Checklist Complete	Yes
D&B Report Attached	Yes

Technical Scoring Team	
Katie Daley	Federal Surplus Manager, DAS
Valerie Sargent	Program Assistant, DAS
Abbie Joy	Purchasing Agent, DAS
Melanie Carraher	Business Supervisor, DAS
Colin Capelle	Business & Program Administrator, DAS

*Final scoring is consensus based

Special Notes:	Requests were sent to the 7 vendors who did not submit responses. 2 vendors replied. The Anthem Group stated that they did not see the notification for the proposal. New Hampshire Food Bank stated they did not see the proposal notification. After further correspondence, there appeared to be miscommunication amongst staff at New Hampshire Food Bank. New Hampshire Food Bank staff also stated that they likely did not submit a bid due to circumstances related to their award of the contract 10 years ago.
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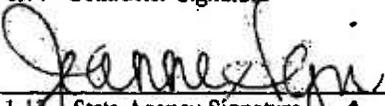
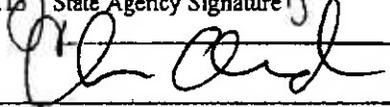
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Administrative Services Bureau of Purchase and Property		1.2 State Agency Address 25 Capitol Street, Room 102 Concord, NH 03301	
1.3 Contractor Name Community Action Program Belknap and Merrimack Counties, Inc.		1.4 Contractor Address 2 Industrial Park Dr. PO Box 1016 Concord, NH 03302-1016	
1.5 Contractor Phone Number 603-225-3295	1.6 Account Unit and Class Various	1.7 Completion Date September 30, 2034	1.8 Price Limitation \$6,214,041.41
1.9 Contracting Officer for State Agency Gary Lunetta		1.10 State Agency Telephone Number 603-271-3606	
1.11 Contractor Signature  Date: 12/7/2023		1.12 Name and Title of Contractor Signatory Jeanne Agri, Chief Executive Officer	
1.13 State Agency Signature  Date: 1/18/24		1.14 Name and Title of State Agency Signatory Charles M. Arlinghaus, Commissioner	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <i>Duncan A. Edgar</i> On: January 29, 2024			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed.

3.3 Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8. The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of

whatever nature incurred by the Contractor in the performance hereof and shall be the only and the complete compensation to the Contractor for the Services.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

6.3 No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

6.4. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with this Agreement and all rules, regulations and orders pertaining to the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

- 8.1.1 failure to perform the Services satisfactorily or on schedule;
- 8.1.2 failure to submit any report required hereunder; and/or
- 8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) calendar days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) calendar days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) calendar days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) calendar days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

10.1 As used in this Agreement, the word "Property" shall mean all data, information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any Property which has been received from the State, or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 Contractor shall provide the State written notice at least fifteen (15) calendar days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the State.

12.2 For purposes of paragraph 12, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.3 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State.

12.4 The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement directly or indirectly arising from death, personal injury, property damage, intellectual property infringement, or other claims asserted against the State, its officers, or employees caused by the acts or omissions of negligence, reckless or willful misconduct, or fraud by the Contractor, its employees, agents, or subcontractors. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the State's sovereign immunity, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all Property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the Property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or any successor, a certificate(s) of insurance for all insurance required under this Agreement. At the request of the Contracting Officer, or any successor, the Contractor shall provide certificate(s) of insurance for all renewal(s) of insurance required under this Agreement. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or any successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **WAIVER OF BREACH.** A State's failure to enforce its rights with respect to any single or continuing breach of this Agreement shall not act as a waiver of the right of the State to later enforce any such rights or to enforce any other or any subsequent breach.

17. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

19. CHOICE OF LAW AND FORUM.

19.1 This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire except where the Federal supremacy clause requires otherwise. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

19.2 Any actions arising out of this Agreement, including the breach or alleged breach thereof, may not be submitted to binding arbitration, but must, instead, be brought and maintained in the Merrimack County Superior Court of New Hampshire which shall have exclusive jurisdiction thereof.

20. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and any other portion of this Agreement including any attachments thereto, the terms of the P-37 (as modified in EXHIBIT A) shall control.

21. **THIRD PARTIES.** This Agreement is being entered into for the sole benefit of the parties hereto, and nothing herein, express or implied, is intended to or will confer any legal or equitable right, benefit, or remedy of any nature upon any other person.

22. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

23. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

24. **FURTHER ASSURANCES.** The Contractor, along with its agents and affiliates, shall, at its own cost and expense, execute any additional documents and take such further actions as may be reasonably required to carry out the provisions of this Agreement and give effect to the transactions contemplated hereby.

25. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

26. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

EXHIBIT A - SPECIAL PROVISIONS

There are no special provisions of this contract.

Contractor Initials JA

Date 12.7.23

EXHIBIT B - SCOPE OF SERVICES

1. INTRODUCTION:

Community Action Program Belknap and Merrimack Counties, Inc. (hereinafter referred to as the "Contractor") hereby agrees to provide the State of New Hampshire (hereinafter referred to as the "State"), Department of Administrative Services (DAS), with The Emergency Food Assistance Program (TEFAP) Services in accordance with the proposal submission in response to State Request for Proposal 2824-24 and as described herein.

2. CONTRACT DOCUMENTS:

This Contract consists of the following documents ("Contract Documents"):

- State of New Hampshire Terms and Conditions, General Provisions Form P-37
- EXHIBIT A Special Provisions
- EXHIBIT B Scope of Services
- EXHIBIT C Method of Payment
- EXHIBIT D RFP 2824-24
- EXHIBIT E Contractor's Proposal Response
- EXHIBIT F TEFAP Recipient List
- EXHIBIT G The State of New Hampshire TEFAP State Plan
- EXHIBIT H Assurance of Civil Rights Compliance
- EXHIBIT I Example Eligibility Application

In the event of any conflict among the terms or provisions of the documents listed above, the following order of priority shall indicate which documents control: (1) Form Number P-37 as modified by EXHIBIT A "Special Provisions," (2) EXHIBIT B "Scope of Services," (3) EXHIBIT C "Method of Payment," (4) EXHIBIT D "RFP 2824-24," (5) EXHIBIT E "Contractor's Proposal Response," (6) EXHIBIT F "TEFAP Recipient List," (7) EXHIBIT G "The State of New Hampshire TEFAP State Plan," (8) EXHIBIT H "Assurance of Civil Rights Compliance," and (9) EXHIBIT I "Example Eligibility Application."

3. TERM OF CONTRACT:

The term of the contract shall commence on October 1, 2024, or upon approval of the Governor and Executive Council, whichever is later, through September 30, 2034, a period of approximately ten (10) years.

The Contract may be extended for up to an additional two (2) years thereafter upon the same terms, conditions, and pricing structure with the approval of the Governor and Executive Council.

The maximum term of the Contract (including all extensions) cannot exceed twelve (12) years.

4. SCOPE OF WORK:

The State of New Hampshire - Department of Administrative Services – Federal Surplus Distribution, administers a service contract for the purpose of coordination and distribution of United States Department of Agriculture (USDA) commodity foods to eligible recipient agencies; Emergency Feeding Sites such as Food Pantries, Soup Kitchens, Homeless Shelters, and Charitable Institutions as defined in 7 CFR 251.3. Currently approximately 225 Emergency Feeding Sites throughout the State are under agreement to receive and distribute USDA commodity foods. The Contractor at a minimum will work closely with all of these organizations to ensure a fair and equitable distribution of USDA TEFAP commodities based on the two-tiered priority system per 7 CFR 251.4(h), 7 CFR 251.4(h)(i), and 7 CFR 251.4(h)(ii). TEFAP commodities are defined as cereal products, cheese, flour, fruits, grains, meat/fish, milk/butter, miscellaneous, nut products, oils, pasta, poultry/eggs, and vegetables.

The Contractor will be required, at a minimum, to deliver at least every other month in refrigerated delivery trucks to each location that has been identified in Attachment B without any fee to the locations. In necessary instances, the Contractor may be required to complete deliveries on a per month basis for up to two (2) years. The Contractor agrees

to accept new delivery locations for the life of the contract. The State does not guarantee a particular number of participants or sales/delivery volume throughout the life of the contract.

The Contractor will be responsible to complete site delivery reports every thirty (30) days. An inventory must be submitted to Federal Surplus Distribution monthly including the quantity of food delivered to each site. Monthly inventories from each delivery location must be submitted to the Contractor, which in turn shall be submitted to Federal Surplus Distribution. In addition, the Contractor will be required to submit reports that may be requested in support of USDA and/or State programs (e.g. Disaster Feeding). The Contractor must have the ability to provide information requested or necessary to meet current and/or future reporting requirements determined by the State and/or the USDA. In furtherance of the requirements of the USDA, see Attachment C the State of New Hampshire TEFAP State Plan.

The Contractor must comply with all requirements detailed in the most current TEFAP State Plan (as identified in Attachment C), and all Federal requirements as they pertain to the TEFAP in accordance with 7 CFR 251.

The Contractor will be responsible to provide recommendation for orders and delivery periods to Federal Surplus Distribution per FD a minimum of two (2) days prior to the order and no later than date specified, with the only exception being opportunity bonus buys; these orders may require a same day decision. After consulting with FD, the Contractor will enter agreed upon orders into the USDA Web Based Supply Chain Management (WBSCM) system and enter shipment receipts into WBSCM as soon as possible but no later than two (2) business days after delivery.

The Contractor must comply with all USDA food recall and food safety requirements to operate the TEFAP program in accordance with the requirements of 7 CFR Part 251, and, as applicable, 7 CFR Part 250.

The Contractor must provide Federal Surplus Distribution with a monthly cycle count of USDA food in their warehouse(s) including reporting on damaged or out-of-condition foods. Any loss claims will be handled per FNS Instruction 410-1 Rev 2.

The Contractor must submit bills on a monthly basis to Federal Surplus Distribution with a complete accounting of each location and eligible expenses being billed for.

The Contractor shall not charge TEFAP recipients for deliveries through the TEFAP Program and USDA products provided.

The Contractor shall comply with all procedures and regulations outlined in the Assurance of Civil Rights Compliance (Attachment D) and immediately take measures necessary to effectuate this agreement. In accordance with Title VI of the Civil Rights Act of 1964.

The Contractor shall comply with all procedures and regulations related to Proxy Permissions, the American with Disabilities Act (ADA) Plan, and Limited English Proficiency Accommodations and take reasonable steps to ensure that said persons have meaningful access to programs, services, information, and, if applicable, benefits they provide in accordance with USDA and DAS guidance.

STANDARDS OF ELIGIBILITY FOR CONTRACTOR:

All TEFAP commodities must be provided to eligible recipients free of charge. Under no circumstances shall TEFAP recipients be required to make any payments in money, materials, or services for or in connection with the receipt of [USDA] donated foods, nor shall voluntary contributions/donations be solicited from recipients.

The Contractor must meet the definition of an Emergency Feeding Organization (EFO) adopted by the USDA at 7 CFR 251.3. No EFO will be added to the TEFAP program without documented proof that they will be serving an unserved population.

The Contractor shall provide yearly civil rights training for all volunteers and employees who have direct contact with program participants before participating in activities funded with federal financial assistance. The Contractor shall maintain a log to verify that employees and volunteers have completed the civil rights training. The log shall be readily available for review by USDA or DAS personnel per FNS Instruction 113-1.

Criteria for selecting eligible recipient agencies shall be based on the two-tiered priority system per 7 CFR 251.4(h) and 7 CFR 251.4(h)(i) and 7 CFR 251.4(h)(ii). The first priority is emergency feeding organizations (EFO's) (food banks, food pantries, soup kitchens, and homeless shelters). Once the needs of the EFO's are met, TEFAP foods can be distributed to second priority recipients' charitable institutions such as hospitals and retirement homes that are non-penal institutions that serve at least a 51% needy population. The policy of Federal Surplus Distribution is to concentrate commodity foods to EFO's and then to charitable institutions. Please see Attachment B for a list of first priority recipients.

An agreement between the Contractor and EFO must be completed and forwarded to Federal Surplus Distribution for final approval and to have a customer number assigned.

CRITERIA FOR DETERMINING ELIGIBILITY FOR INDIVIDUALS/HOUSEHOLDS:

Currently, it is the policy of the State of New Hampshire to provide TEFAP foods per the State of New Hampshire TEFAP State Plan to individuals who are at or below 240% of the federal poverty level as published in the Federal Register. The income level is monitored by the following guidelines:

- A. The individual is on or eligible for public assistance, including but not limited to the Supplemental Nutrition Assistance Program (SNAP); Low Income Home Energy Assistance Program (LIHEAP); The Special Supplemental Nutrition Program for Women, Infant and Children Program (WIC); Commodity Supplemental Food Program (CSFP); Temporary Aid to Needy Families Program (TANF); Aid to Permanently and Totally Disabled Program (APTD); Aide to the Blind Program (AB); Head Start Program; Medicaid Program; Subsidized Housing; County, City or Town Welfare Programs; Fuel Assistance Program; Free and Reduced Price Lunches.
- B. The individual is on or eligible for Supplemental Security Income.
- C. The individual is reasonable believed by the emergency feeding organization to be in need and would benefit from the foods distributed.

The individual must declare by self-attestation they qualify to receive TEFAP foods per the requirements listed above. These forms must be maintained by the EFO. All recipient organizations are required to have these forms on file. See Attachment E for an example.

Emergency Feeding Organizations may use the state application or may incorporate these guidelines in their own application form which is to be approved by Federal Surplus Distribution. Income levels are based on the Federal Income Poverty Guidelines established by the Department of Health and Human Services in the spring of each year. The eligibility determination will be amended annually to reflect the updated income levels when published.

A. Subcontractors (Solution)

- 1) Any Contract resulting from this RFP shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any other Contractor without prior written approval by the State.
- 2) If subcontractors are to be used, the Contractor must clearly explain their participation.
- 3) If subcontractors are to be used, please include information regarding the proposed subcontractors including the name of the company, their address, contact person and three references for clients they are currently servicing.
- 4) The Contractor shall be directly responsible for any subcontractor's performance and work quality when used by the Contractor to carry out the scope of the job.
- 5) Subcontractors must abide by all terms and conditions under any resultant Contract.

B. Additional Requirements

- 1) The State requires the Contractor maintain all necessary equipment in good working order necessary to deliver products to each EFO and the delivery driver to assist with unloading commodities when necessary.
- 2) The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Contractor's employees, equipment or supplies. The Contractor shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Contractor to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the Contractor.
- 3) The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the Contractor to dismiss from the work such employees as deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.
- 4) The Contractor or their personnel shall not represent themselves as employees or agents of the State.
- 5) While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.
- 6) All personnel shall observe all regulations or special restrictions in effect at the State Agency.
- 7) The Contractor's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.
- 8) All offers shall remain valid for a period of one hundred eighty (180) days from the RFP due date. A Contractor's disclosure or distribution of an RFP other than to DAS, Division of Personnel may be grounds for disqualification.

The State shall require correction of any defective work and the repair of any damages to any part of a building or its appurtenances caused by the Contractor or its employees, subcontractors, equipment or supplies. The Contractor shall correct, repair, or replace all defective work, as needed, to complete said work in satisfactory condition, and damages so caused in order to restore the building and its appurtenances to their previous condition. Upon failure of the Contractor to proceed promptly with the necessary corrections or repairs, the State may withhold any amount necessary to correct all defective work or repair all damages from payments to the Contractor.

The work staff shall consist of qualified persons completely familiar with the products and equipment that they will use. The Contracting Officer may require the Contractor to dismiss from the work such employees as the Contracting Officer deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

Neither the Contractor nor its employees or subcontractors shall represent themselves as employees or agents of the State.

All personnel shall observe all regulations or special restrictions in effect at any State agency location at which services are to be provided.

If sub-contractors are to be utilized, Contractor shall provide information regarding the proposed sub-contractors including the name of the company, their address, contact person and three references for clients they are currently servicing. Approval by the State must be received prior to a sub-contractor starting any work.

5. OBLIGATIONS AND LIABILITY OF THE CONTRACTOR:

The Contractor shall provide all services strictly pursuant to, and in conformity with, the specifications described in State RFP #2824-24, as described herein, and under the terms of this Contract.

It is the responsibility of the Contractor to maintain this contract and New Hampshire Vendor Registration with up to date contact information.

Contract specific contact information (Sales contact, Contractor contract manager, etc.) shall be sent to the State's Contracting Office listed in Box 1.9 of Form P-37.

Additionally, all updates i.e., telephone numbers, contact names, email addresses, W9, tax identification numbers are required to be current through a formal electronic submission to the Bureau of Purchase and Property at: [https://das.nh.gov/purchasing/vendorregistration/\(S\(q0fzcv55qhaeqs45jpyq5i45\)\)/welcome.aspx](https://das.nh.gov/purchasing/vendorregistration/(S(q0fzcv55qhaeqs45jpyq5i45))/welcome.aspx).

The Contractor shall agree to hold the State of NH harmless from liability arising out of injuries or damage caused while performing this work. The Contractor shall agree that any damage to building(s), materials, equipment or other property during the performance of the service shall be repaired at its own expense, to the State's satisfaction.

6. **DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS:**

The Contractor certifies, by signature of this contract, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal Department or Agency.

7. **INSURANCE**

Certificate of insurance amounts must be met and maintained throughout the term of the contract and any extensions as per the P-37, section 14 and cannot be cancelled or modified until the State receives a 10-day prior written notice.

8. **CONFIDENTIALITY & CRIMINAL RECORD:**

If requested by the using agency, the Contractor and its employees, and Sub-Contractors (if any), shall be required to sign and submit a Confidential Nature of Department Records Form and a Criminal Authorization Records Form. These forms shall be submitted to the individual using agency prior to the start of any work.

EXHIBIT C - METHOD OF PAYMENT

1. CONTRACT PRICE:

The Contractor hereby agrees to provide The Emergency Food Assistance Program services in complete compliance with the terms and conditions specified in Exhibit B for an amount up to and not to exceed a price of \$6,214,041.41; this figure shall not be considered a guaranteed or minimum figure; however, it shall be considered a maximum figure from the effective date through the expiration date as indicated in Form P-37 Block 1.7.

2. PRICING STRUCTURE:

Administrative funds are issued by the USDA for payment of the administrative, warehousing, and distribution expenses incurred. The administrative funds are determined by the Federal Government based on the unemployment and poverty index for the State of New Hampshire. The Emergency Food Assistance Program (TEFAP) is 100% Federally funded. If no Federal funds are available, no State funds will be issued to the contractor. The amount of funding forecasted for the next ten (10) years is below:

Federal Fiscal Year 2025: \$542,053.98

Federal Fiscal Year 2026: \$558,315.60

Federal Fiscal Year 2027: \$575,065.07

Federal Fiscal Year 2028: \$592,317.02

Federal Fiscal Year 2029: \$610,086.53

Federal Fiscal Year 2030: \$628,389.13

Federal Fiscal Year 2031: \$647,240.80

Federal Fiscal Year 2032: \$666,658.02

Federal Fiscal Year 2033: \$686,657.76

Federal Fiscal Year 2034: \$707,257.50

Bills for reimbursement must be submitted to the Surplus Distribution Office on a monthly basis in accordance with the allowed usage stated in 7 CFR 251.8(e).

If the Contractor has sub-agreements and funds are available, an equitable amount must be passed on.

3. INVOICE:

Itemized invoices shall be submitted to the individual agency after the completion of the job/services and shall include a brief description of the work done along with the location of work.

Contractor shall be paid within 30 days after receipt of properly documented invoice and acceptance of the work to the State's satisfaction.

The invoice shall be sent to the address of the using agency under agreement.

4. PAYMENT:

Payments may be made via ACH or P-Card. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury>.

EXHIBIT D - RFP 2824-24

RFP #2824-24 is incorporated here within.

Contractor Initials JA

Date 12.7.23



**NEW HAMPSHIRE DEPARTMENT OF ADMINISTRATIVE SERVICES
DIVISION OF PROCUREMENT AND SUPPORT SERVICES**

**REQUEST FOR PROPOSAL for The Emergency Food Assistance Program (TEFAP) SERVICES
2824-24**

DUE DATE: NOVEMBER 9, 2023, at 2:00 PM (EST)

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STATE OF NEW HAMPSHIRE TRANSMITTAL LETTER

Date: _____

Company Name: _____

Address: _____

To: Point of Contact: Abigail Joy
Telephone: 603-271-3290
Email: Abigail.F.Joy@DAS.NH.Gov

RE: Proposal Invitation Name: The Emergency Food Assistance Program (TEFAP) SERVICES
RFP Number: **2824-24**
RFP Posted Date (on or by): **September 27, 2023**
RFP Closing Date and Time: **November 9, 2023 @ 2:00 PM (EST)**

[Insert name of signor] _____, on behalf of _____
[insert name of entity submitting RFP(collectively referred to as "Bidder") hereby submits an offer as contained in the written RFP submitted herewith ("RFP") to the State of New Hampshire in response to RFP # 2824-24 for The Emergency Food Assistance Program Services at the price(s) quoted herein in complete accordance with the RFP.

Bidder attests to the fact that:

1. The Bidder has reviewed and agreed to be bound by the RFP.
2. The Bidder has not altered any of the language or other provisions contained in the RFP document.
3. The RFP is effective for a period of 180 days from the RFP Closing date as indicated above.
4. The prices Bidder has quoted in the RFP were established without collusion with other bidders.
5. The Bidder has read and fully understands this RFP.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Bidder certifies that neither the Bidder nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
 - a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
 - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
 - c. Has previously provided false, deceptive, or fraudulent information on a bidder code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
 - d. Is currently debarred from performing work on any project of the federal government or the government of any state;
 - e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
 - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;

- g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
- h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
- i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
- j. Has been placed on the debarred parties list described in RSA 21-I:11-c within the past year.

This document shall be signed by a person who is authorized to legally obligate the responding vendor. A signature on this document indicates that all State of New Hampshire terms and conditions are accepted by the responding vendor and that any and all other terms and conditions submitted by the responding vendor are null and void, even if such terms and conditions have terminology to the contrary. The responding vendor shall also be subject to State of New Hampshire terms and conditions as stated on the reverse of the purchase order.

Authorized Signor's Signature _____ **Authorized Signor's Title** _____

REQUEST FOR PROPOSAL FOR THE EMERGENCY FOOD ASSISTANCE PROGRAM FOR THE STATE OF NEW HAMPSHIRE

PART I OVERVIEW AND SCHEDULE

A. Purpose

The purpose of this RFP invitation is to establish a contract(s) for Temporary Food Assistance Program (TEFAP) Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

B. Timeline

The timeline below is provided as a general guideline and is subject to change. The State reserves the right to amend this schedule at its sole discretion and at any time through a published Addendum.

09/27/2023	RFP Solicitation distributed on or by
10/20/2023	Last day for questions, clarifications, and/or requested changes to RFP
10/25/2023	State Response to submitted questions, clarifications, and/or requested changes to RFP
11/09/2023	2:00 PM (EST) RFP Closing

C. Instructions to Bidders

Read the entire proposal invitation prior to filling it out. In the preparation of your proposal response you shall:

- Complete the pricing information in the "Offer" section
- Submit all requested information within your response
- Complete the "Bidder(s) Contact Information" section
- Complete the company information on the "Transmittal Letter" page, and sign under penalty of unsworn falsification in the space provided on that page.

PART II PROPOSED SCOPE OF WORK

Bidder shall provide temporary food assistance program services to the State of New Hampshire, Department of Administrative Services – Federal Surplus Distribution, as described herein.

A. Background

The State of New Hampshire - Department of Administrative Services – Federal Surplus Distribution, administers a service contract for the purpose of coordination and distribution of USDA commodity foods to eligible recipient agencies; Emergency Feeding Sites such as Food Pantries, Soup Kitchens, Homeless Shelters, and Charitable Institutions as defined in 7 CFR 251.3. Currently approximately 225 Emergency Feeding Sites throughout the State are under agreement to receive and distribute USDA commodity foods. The successful bidder at a minimum will work closely with all of these organizations to ensure a fair and equitable distribution of USDA TEFAP commodities based on the two-tiered priority system per 7 CFR 251.4(h), 7 CFR 251.4(h)(i), and 7 CFR 251.4(h)(ii). TEFAP commodities are defined as cereal products, cheese, flour, fruits, grains, meat/fish, milk/butter, miscellaneous, nut products, oils, pasta, poultry/eggs, and vegetables.

B. Bidder Company and Staff Qualifications (Experience)

Bidder shall have a minimum of five (5) years of experience in providing the proposed services as listed in this RFP and/or providing similar services such as large-scale food delivery services statewide with another government entity. Bidder must demonstrate they have successfully completed these types of services for clients of equivalent size and magnitude for a minimum of five (5) year. Administrative and technical staff shall be of sufficient size and knowledge base to support the State in its initiatives. At a minimum the bidder shall be

capable of providing the same level of service to the current established customer base (as identified in the Attachment B to this RFP). Failure to demonstrate this experience may be grounds for proposal rejection. To demonstrate market experience and breadth, identify other capabilities and/or or tools from your company within the response. Please describe your experience.

SCOPE OF SERVICES

The successful bidder will be required, at a minimum, to deliver at least every other month in refrigerated delivery trucks to each location that has been identified in Attachment B without any fee to the locations. In necessary instances, the successful bidder may be required to complete deliveries on a per month basis for up to two (2) years. The successful bidder agrees to accept new delivery locations for the life of the contract. The State does not guarantee a particular number of participants or sales/delivery volume throughout the life of the contract.

The successful bidder will be responsible to complete site delivery reports every thirty (30) days. An inventory must be submitted to Federal Surplus Distribution monthly including the quantity of food delivered to each site. Monthly inventories from each delivery location must be submitted to the successful bidder, which in turn shall be submitted to Federal Surplus Distribution. In addition, the successful bidder will be required to submit reports that may be requested in support of USDA and/or State programs (e.g. Disaster Feeding). The successful bidder must have the ability to provide information requested or necessary to meet current and/or future reporting requirements determined by the State and/or the USDA. In furtherance of the requirements of the USDA, see Attachment C the State of New Hampshire TEFAP State Plan.

The successful bidder must comply with all requirements detailed in the most current TEFAP State Plan (as identified in Attachment C), and all Federal requirements as they pertain to the TEFAP in accordance with 7 CFR 251.

The successful bidder will be responsible to provide recommendation for orders and delivery periods to Federal Surplus Distribution per FD a minimum of two (2) days prior to the order and no later than date specified, with the only exception being opportunity bonus buys; these orders may require a same day decision. After consulting with FD, the successful bidder will enter agreed upon orders into the USDA Web Based Supply Chain Management (WBSCM) system and enter shipment receipts into WBSCM as soon as possible but no later than two (2) business days after delivery.

The successful bidder must comply with all USDA food recall and food safety requirements to operate the TEFAP program in accordance with the requirements of 7 CFR Part 251, and, as applicable, 7 CFR Part 250.

The successful bidder must provide Federal Surplus Distribution with a monthly cycle count of USDA food in their warehouse(s) including reporting on damaged or out-of-condition foods. Any loss claims will be handled per FNS Instruction 410-1 Rev 2.

The successful bidder must submit bills on a monthly basis to Federal Surplus Distribution with a complete accounting of each location and eligible expenses being billed for.

The successful bidder shall not charge TEFAP recipients for deliveries through the TEFAP Program and USDA products provided.

The successful bidder shall comply with all procedures and regulations outlined in the Assurance of Civil Rights Compliance (Attachment D) and immediately take measures necessary to effectuate this agreement. In accordance with Title VI of the Civil Rights Act of 1964.

The successful bidder shall comply with all procedures and regulations related to Proxy Permissions, the American with Disabilities Act (ADA) Plan, and Limited English Proficiency Accommodations and take reasonable steps to ensure that said persons have meaningful access to programs, services, information, and, if applicable, benefits they provide in accordance with USDA and DAS guidance.

STANDARDS OF ELIGIBILITY FOR SUCCESSFUL BIDDER:

All TEFAP commodities must be provided to eligible recipients free of charge. Under no circumstances shall TEFAP recipients be required to make any payments in money, materials, or services for or in connection with the receipt of [USDA] donated foods, nor shall voluntary contributions/donations be solicited from recipients.

The successful bidder must meet the definition of an Emergency Feeding Organization (EFO) adopted by the USDA at 7 CFR 251.3. No EFO will be added to the TEFAP program without documented proof that they will be serving an unserved population.

The successful bidder shall provide yearly civil rights training for all volunteers and employees who have direct contact with program participants before participating in activities funded with federal financial assistance. The successful bidder shall maintain a log to verify that employees and volunteers have completed the civil rights training. The log shall be readily available for review by USDA or DAS personnel per FNS Instruction 113-1.

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- 8) All offers shall remain valid for a period of one hundred eighty (180) days from the RFP due date. A bidder's disclosure or distribution of an RFP other than to DAS, Division of Personnel may be grounds for disqualification.

Per Administrative Rule 606.01(e) "if there is a discrepancy between the unit price and the extension price in a response to an RFP, RFB or RFQ, the unit price shall be binding upon the bidder".

PART III PROCESS FOR SUBMITTING A PROPOSAL

A. Proposal Submission, Deadline, and Location Instructions

CHAPTER ADM 600 PROCUREMENT AND PROPERTY RULES APPLY TO AND ARE MADE A PART HEREOF.

Proposals submitted in response to this RFP must be received by the Bureau of Purchase and Property no later than the time and date specified in the Timeline section, herein. Proposals may be submitted by e-mail, U.S. Mail or delivery service.

- via email **NH.Purchasing@DAS.NH.Gov**
 - o **If email submission, 1 complete proposal with pricing as a separate document**
- via U.S. Mail or delivery service:
 - o **If hard copy submission, 1 complete with pricing and 5 copies with no pricing**

Hard copy proposals must be addressed to:

RFP #2824-24, Katie Daley, Federal Surplus Distribution Manager
NH Bureau of Purchase & Property
25 Capitol Street - Room 102
Concord NH 03301

Email responses must be labeled with the following information:

State of New Hampshire RFP #2824-24
Due Date: 11/9/2023 @ 2:00 PM (EST)
The Emergency Food Assistance Program Services

Late submissions will not be accepted and will be returned to the bidders unopened. Delivery of the Proposals shall be at the bidder's expense. The time of receipt shall be considered when a Proposal has been officially documented by the Bureau of Purchase and Property, in accordance with its established policies, as having been received at the location designated above. The State accepts no responsibility for mislabeled mail or mail that is not delivered or is undeliverable for any reason. Any damage that may occur due to shipping shall be the Bidder's responsibility.

B. Proposal Inquiries

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be submitted via email to the following RFP designated points of contact:

Kathleen.E.Daley@DAS.NH.GOV or Surplus.Distribution@DAS.NH.GOV

Inquiries must be received no later than the conclusion of the Bidder Inquiry Period (see Timeline). Inquiries received later than the conclusion of the Bidder Inquiry Period shall not be considered properly submitted and may not be considered.

C. Addenda

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, the Bureau of Purchase and Property will post on our web site any Addenda. Before your submission and periodically prior to the RFP closing, vendors are required to **check the site for any addenda** or other materials that may have been issued affecting the RFP. The web site address is <https://das.nh.gov/purchasing/purchasing.aspx>

D. Restriction of Contact with State Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a Bidder, all communication with personnel employed by or under contract with the State regarding this RFP is forbidden unless first approved by the RFP Points of Contact listed in the Proposal Inquiries section, herein. State employees have been directed not to hold conferences and/or discussions concerning this RFP with any vendor during the selection process, unless otherwise authorized by the RFP Points of Contact.

E. Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

PART IV CONTENT AND REQUIREMENTS FOR A PROPOSAL

Proposals shall follow the following format and provide the required information set forth below.

Elaborate proposals beyond what is sufficient to present a complete and effective proposal are not desired.

A. Executive Summary

The bidder must submit an Executive Summary, identifying how the Response satisfies the RFP requirements. The executive summary must include an overview of the bidder's proposed services, general company operations, a work plan defining how services will be implemented, timeframe to implement service, and functionality, support and training. The bidder must clearly identify their qualifications to meet the requirements defined in the RFP and reveal a clear understanding of the RFP requirements.

B. Bidder Qualifications

Provide full details regarding the following items in support of the bidder's Experience and ability to provide services. Include:

- Full legal company name;
- Year business started;
- If applicable, information on any parent/subsidiary relationships with any other company or companies;
- State of incorporation;
- Location of headquarters;
- Current number of people employed;
- Details of any litigation your company may be a party to in which an adverse decision might result in a material change in the company's financial position or future viability;
- Presence in the State of New Hampshire;
- Identification of which services are provided via the bidder and those being resold or provided by a subcontractor;
- Sub-contractor including company name, address, contact person and three references for clients they are currently servicing.

C. Evaluation and Selection

Geographic Coverage (25 points)

- Provide a detailed list of current distribution locations by town that the Vendor is distributing to
- Provide names and addresses of current food pantries, homeless shelters, and soup kitchens you anticipate will participate broken down by county. If any locations need to remain undisclosed (women's shelters, etc.), please provide the town, followed by an asterisk (*)
- Provide a current distribution map of all locations receiving emergency foods by your organization. To supplement the aforementioned map, provide a summary addressing any under served areas statewide via your current distribution efforts and any ongoing or proposed mitigation strategies
- List the location of warehouses and distribution centers, including established and back-up centers both owned and leased
- Provide a plan that details how to provide fair and equitable distribution of TEFAP foods, including assurance of ability

Distribution Capability (25 points)

- Provide a detailed description of the proposed distribution system including the number of stops, delivery points, and the number of times the products are loaded and unloaded
- Detail the frequency (delivery intervals) that the Vendor can deliver to various emergency feeding sites
- Provide logistics plans by location with supporting methodology for delayed USDA shipments, unplanned bonus buys, cancelled deliveries, and reaction to local emergencies (regional), i.e., flood, ice storm
- Provide the number of staff available during established operating hours to distribute commodities aligned with TEFAP
- Provide a list of the total value of food, in pounds, distributed in calendar year 2022
- Describe the vehicles and equipment (owned and leased), and how each is capable of handling and distributing TEFAP commodities to emergency feeding organizations

Experience, Resources, References, Capability to Perform (20 points)

- Provide a brief description detailing the experience level for managing, ordering, warehousing, and distribution of food. Provide resumes with a maximum of six (6) people. Higher score will be achieved for the number of year's experience of managing, ordering, warehousing, and the distribution of food programs to feeding organizations
- Provide a brief description detailing all experience with USDA programs
- Provide a brief description of Vendor's personnel who are available to support the program both internal and external. Provide a resource strategy
- Provide a brief description of network and geographic area. Including reporting requirements, federal guidelines, food entitlements, and grant funds. Higher score will be achieved for the most comprehensive network, Program Management and Administrative support
- Provide the amount and type of partnerships that the Vendor can utilize on a statewide or national basis to support your organization in a crisis
- Explain the process you would use to maximize the use of your federal grant funds in purchasing food in lieu of cash when the federal grant exceeds your program costs
- Propose an operating plan (or budget) of other sources of food funding (i.e. in-kind donations) that would support the TEFAP program
- Describe in detail the available resources (people, hardware, software) that would directly support the TEFAP program

- Provide description of how training for all distribution and emergency feeding location staff and volunteers would be performed
- Provide description of Limited English Proficiency (LEP) support will be provided for all distribution and emergency feeding locations
- Describe in detail the vendor's ability to operate within the guidelines of the federal grant

Inventory Capability and Control (15 points)

- Describe in detail your current and/or proposed inventory tracking process (i.e. order allocation and in-transit) as well as reporting capabilities to be compliant with federal and state guidelines
- Detail warehouse capabilities including ability to receive 18-wheeler tractor trailer loads
- Describe in detail your current or proposed system solution and strategy (software, hardware) for tracking receipt of food products and reporting food deliveries for each emergency feeding location
- Describe in detail, owned, leased, and or other source of warehousing capacity. Please be specific relative to frozen storage capabilities
- Describe in detail your methodology and capabilities to maximize the usage of food products as well as the use of the FIFO inventory method
- Describe in detail your cycle count program and schedule at all stocking locations

Ordering Capability (10 points)

- Describe in detail your proposed food ordering process and your ability to track the status of food orders
- Provide your capabilities of your current and/or proposed food ordering system including the ability to segregate USDA foods
- Describe in detail your capabilities of leveraging additional food products to compliment USDA commodity foods

Security (5 points)

- Describe in detail your capability to provide damage protection and inventory shrinkage in your warehouse(s) including a description of your security system
- Provide a detailed description of your security system (Intrusion alarm system, security cameras, temperature control for refrigerators and freezers)
- Provide current pest control plan
- Provide the amount and ability of emergency power to support the storage operation including the inventory system, warehouse, and refrigeration and freezer units
- Describe your emergency plan to provide emergency power to support the storage operation including inventory system, warehouse, and refrigeration

PART V EVALUATION OF PROPOSALS

Criteria for Evaluation and Scoring

Each responsive Proposal will be evaluated and considered with regard to the following criteria:

The Evaluation Committee will use a scoring scale of 100 points, a maximum of 25 points awarded based on the bidder's Geographic Coverage, a maximum of 25 points awarded for Distribution Capability, a maximum of 20 points awarded for Experience, Resources, References, and Capability to Perform, a maximum of 15 points for Inventory Capability and Control, a maximum of 10 points for Ordering Capability, and a maximum of 5 points for Security. The maximum points that will be awarded are shown in the table below.

CATEGORIES	POINTS
TECHNICAL PROPOSAL with the following potential maximum scores for each Technical Proposal category;	
Geographic Coverage	25
Distribution Capability	25
Experience, Resources, References, & Capability to Perform	20
Inventory Capability and Control	15
Ordering Capability	10
Security	5
TOTAL POTENTIAL TECHNICAL POINTS	100

The evaluation team will select a Bidder based upon the criteria and standards contained in this RFP and from applying the weighting in this section. Technical scoring will be based off of consensus scoring.

A. Award

The award shall be made to the responsible Bidder meeting the criteria established in this RFP and providing the highest Evaluation Process score. The State reserves the right to reject any or all proposals or any part thereof. If an award is made, it shall be in the form of a State of New Hampshire Contract.

If the State, determines to make an award, the State will issue an “intent to negotiate” notice to a Bidder based on these evaluations. Should the State be unable to reach agreement with the selected Bidder during Contract discussions, the State may then undertake Contract discussions with the second highest scoring Bidder and so on, or the State may reject all proposals, cancel this RFP, or solicit new Proposals under a new acquisition process.

PART VI TERMS AND CONDITIONS RELATED TO THE RFP PROCESS

A. RFP Addendum

The State reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an addendum to this RFP, the State, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

B. Non-Collusion

The Bidder’s signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and work quoted have been established without collusion with other Contractors and without effort to preclude the State from obtaining the best possible competitive Proposal.

C. Property of the State

All material received in response to this RFP shall become the property of the State and will not be returned to the Bidder. Upon Contract award, the State reserves the right to use any information presented in any Proposal.

D. Confidentiality of a Proposal

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the Effective Date of any Contract resulting from this RFP. A Bidder’s disclosure or distribution of Proposals other than to the Bureau of Purchase and Property will be grounds for disqualification.

E. Public Disclosure

Generally, the full contents of any proposal (including all materials submitted in connection with it, such as attachments, exhibits, addenda, and vendor presentations) become public information upon completion of final contract or purchase order negotiations with the selected vendor. Certain information concerning

proposals, including but not limited to scoring, is generally available to the public even before this time, in accordance with the provisions of NH RSA 21-G:37.

Confidential, commercial or financial information may be exempt from public disclosure under RSA 91-A:5, IV. Any and all information contained in or connected to a bid or proposal that a Bidder considers confidential shall be clearly designated in the following manner:

If the Bidder considers any portion of a submission confidential, they shall provide a separate copy of the full and complete document, fully redacting those portions by blacking them out and shall note on the applicable page or pages of the document that the redacted portion or portions are “confidential.” Use of any other term or method, such as stating that a document or portion thereof is “proprietary”, “not for public use”, or “for client’s use only”, is not acceptable. In addition to providing an additional fully redacted copy of the bid submission to the person listed as the point of contact on Page one (1) of this document, the identified information considered to be confidential **must** be accompanied by a separate letter stating the rationale for each item designated as confidential. In other words, the letter must specifically state why and under what legal authority each redaction has been made. Submissions which do not conform to these instructions by failing to include a redacted copy (if required), by failing to include a letter specifying the rationale for each redaction, by failing to designate redactions in the manner required by these instructions, or by including redactions which are contrary to these instructions or operative law may be rejected by the State as not conforming to the requirements of the bid or proposal. Marking or designating an entire proposal, attachment or section as confidential shall neither be accepted nor honored by the State. Marking an entire bid, proposal, attachment or full sections thereof confidential without taking into consideration the public’s right to know shall neither be accepted nor honored by the State.

Notwithstanding any provision of this request for submission to the contrary, proposed pricing shall be subject to public disclosure REGARDLESS of whether or not marked as confidential.

If a request is made to the State by any person or entity to view or receive copies of any portion of a proposal, the State will assess what information it believes is subject to release; notify the Bidder that the request has been made; indicate what, if any, portions of the proposal or related material shall be released; and notify the Bidder of the date it plans to release the materials. To halt the release of information by the State, a Bidder must initiate and provide to the State, prior to the date specified in the notice, a court action in the Superior Court of the State of New Hampshire, at its sole expense, seeking to enjoin the release of the requested information.

By submitting a proposal, Bidders acknowledge and agree that:

- The State may disclose any and all portions of the proposal or related materials which are not marked as confidential and/or which have not been specifically explained in the letter to the person identified as the point of contact for this RFP;
- The State is not obligated to comply with a Bidder’s designations regarding confidentiality and must conduct an independent analysis to assess the confidentiality of the information submitted in your proposal; and
- The State may, unless otherwise prohibited by court order, release the information on the date specified in the notice described above without any liability to a Bidder.

F. Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit the Bureau of Purchase and Property to award a Contract. The State reserves the right, at its sole discretion, to reject any and all Proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new Proposals under a new acquisition process.

G. Proposal Preparation Cost

By submitting a Proposal, a Bidder agrees that in no event shall the State be either responsible for or held liable for any costs incurred by a Bidder in the preparation of or in connection with the Proposal, or for Work performed prior to the Effective Date of a resulting Contract.

H. Ethical Requirements

From the time this RFP is published until a contract is awarded, no bidder shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any bidder that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any bidder who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from bidding on the RFP, or similar request for submission and every such bidder shall be disqualified from bidding on any RFP or similar request for submission issued by any state agency. A bidder that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the department of administrative services, which shall note that information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

The State requires that the following certification language be included in the award documents for any and all sub-awards at all tiers including subcontracts, sub-grants, and contracts under sub-recipients, which shall certify and disclose accordingly. The bidder certifies that:

- No Federal appropriated funds have been paid or will be paid, by or on behalf of the State, to any person for influencing or attempting to influence any officer or employee of any agency, member of Congress, an officer or employee of, or an employee of a member of Congress, or an employee of a member of Congress in connection with the awarding of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the State shall complete and submit standard Federal form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

PART VII CONTRACT TERMS AND AWARD

A. Non-Exclusive Contract

Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other Contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal.

B. Award

If the State decides to award a contract as a result of this RFP process, any award is contingent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire.

C. Standard Contract Terms

The State will require the successful bidder to execute a Not to Exceed Contract using the Standard Terms and Conditions of the State of New Hampshire which is attached as Attachment A.

The State may consider modifications of this form during negotiations. To the extent that a Bidder believes that exceptions to the standard form contract will be necessary for the vendor to enter into the Agreement, the Bidder should note those issues during the Bidder inquiry period. The State will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. If the State accepts a Bidder's exception the State will, at the conclusion of the inquiry period, provide notice to all potential bidders of the change to the P-37 and indicate that change is available to all potential bidders.

Any exceptions to the standard form contract that are not raised during the vendor inquiry period are waived. In no event is a Bidder to submit its own standard contract terms and conditions as a replacement for the State's terms in response to this solicitation.

IF AWARDED A CONTRACT, The Vendor must complete the following sections of the attached Agreement

State of New Hampshire Form #P-37;

Section 1.3 Contractor(s) Name

Section 1.4 Contractor(s) Address

Section 1.11 Contractor(s) Signature

Section 1.12 Name & Title of Contractor(s) Signor

- Provide certificate of insurance with the minimum limits required as described below.
- Provide certificate of workers' compensation.
- Provide a certificate of good standing from the NH Secretary of State or proof of your completion of and payment for the start of the registration process.

CERTIFICATE OF INSURANCE:

Bidders awarded a contract(s) shall be required to submit proof of Comprehensive General Liability prior to performing any services for the State. The coverage shall be comprehensive, to include general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

CONTRACT(S) TERM:

The term of the contract shall commence October 1, 2024, or upon approval of the Governor and Executive Council through September 30, 2034, a period of approximately ten (10) years.

The contract may be extended for up to an additional three years thereafter under the same terms, conditions and pricing structure upon the mutual agreement between the successful Vendor and the State with the approval of the Governor and Executive Council.

TRANSITION

The successful bidder agrees to pick up and store at no cost to the State and for a period of one hundred and twenty (120) days prior to the effective date of the Agreement, a maximum of 20,000 cases of commodity from the current contractor to ensure that EFOs are not impacted by the transition.

In the event that this Contract is terminated for any reason, cancelled, expires in accordance with its term, or a new contract has not been awarded prior to the contract expiration date, as may be extended herein, it shall be incumbent upon the successful bidder to continue the contract under the same terms and conditions until the orderly transfer of Clients serviced under this Contract is complete and a new contract can be fully operational. The successful bidder shall assist in the orderly cessation of services it performs under this Contract. At no time shall this transition period extend more than one hundred and twenty (120) days beyond the expiration date of the contract.

TRANSITION PLANNING AND IMPLEMENTATION SERVICES

The bidder must provide a detailed implementation plan that clearly demonstrates the bidder's ability to meet the State's requirements detailed in Part II Proposed Scope of Work. This implementation plan must include a list of specific implementation tasks/transition protocols and a timetable for initiation and completion of such tasks, beginning with the contract award and continuing through the effective date of operation. The implementation plan must be specific about requirements for information transfer as well as any services or assistance required from the State during implementation.

At the discretion of DAS, one hundred and twenty (120) days prior to the contract end date, proposers shall submit to DAS a detailed plan for transitioning all contracted services. The transition plan shall include provisions for the delivery of all proprietary data collected and/or created during the life of the contract to DAS thirty (30) days prior to the contract expiration date. All proprietary data collected and/or created during the final thirty (30) days of the contract, or any proprietary data not captured in the initial delivery, shall be delivered to DAS no more than thirty (30) days following the contract end date.

TERMINATION:

The State of New Hampshire shall have the right to terminate the contract at any time by giving the successful Bidder a thirty (30) day written notice. If this Contract is terminated, cancelled or not renewed, the Contractor shall return to the Agency any equipment, deposits or down payments made or purchased with start-up funds or other funds specifically designated for such purpose under this Contract in accordance with the written instructions from the Agency in accordance with Scope of Services of this Contract. Written instructions shall include, but not be limited to, a description of the equipment to be returned, where the equipment shall be returned to and who is responsible to pay for the delivery/shipping costs. Unless the Agency specifies a shorter time frame in the letter of instructions, the Contractor shall affect the returns to the Agency no later than sixty (60) days from the date that the Contractor receives Notice. If the Contractor fails to do so upon demand, the Agency may recoup said funds from any future payments owing under this Contract or any other contract between the State and the Contractor. Allowable costs, as detailed in audit findings, incurred until the date of termination or cancellation for operation or transition of program(s) under this Contract shall not be subject to recoupment.

VENDOR CERTIFICATIONS:

All Vendors must be duly registered as a vendor authorized to conduct business in the State of New Hampshire.

- **STATE OF NEW HAMPSHIRE VENDOR APPLICATION:** Prior to award, Vendors must have a completed Vendor Application Package on file with the NH Bureau of Purchase and Property. See the following website for information on obtaining and filing the required forms (no fee): <https://DAS.NH.Gov/Purchasing>
- **NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION:** An award, in the form of a contract(s), will **ONLY** be awarded to a Vendor who is registered to do business **AND** in good standing with the State of New Hampshire. Please visit the following website to find out more about the requirements for registration with the NH Secretary of State: <https://sos.nh.gov/corporation-division/>
- **CONFIDENTIALITY & CRIMINAL RECORD:** If required by the using agency, the Vendor will have signed by each of its employees or its approved sub-contractor(s), if any, working in the office or externally with the State of New Hampshire records a Confidentiality form and Criminal Record Authorization Form. These forms shall be returned to the individual using agency prior to the start of any work.

TERMS OF PAYMENT:

Payment shall be paid in full within thirty (30) days after receipt of invoice and acceptance to the State’s satisfaction.

PAYMENT:

Payment method (ACH). **Payments shall be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury/state-vendors/index.htm>**

Administrative funds are issued by USDA for payment of the administrative, warehousing and distribution expenses incurred. There will be no state funds awarded to the successful bidder. USDA Food and Nutrition Services allocates administrative funds annually based upon the number of households below the federal poverty level and unemployed persons in a per state. While the annual dollar value varies, it is most commonly correlated with the total pounds of food distributed. New Hampshire receives approximately 2.8 pounds of commodity foods annually through TEFAP for distribution. An approximate annual amount of \$200,000.00 of administrative funds minus the state match requirement referenced below may be considered for proposal planning.

Bills for reimbursement must be submitted to the Surplus Distribution Office on a monthly basis in accordance with the allowed usage stated in 7 CFR 251.8(e).

If the successful bidder has sub-agreements and funds are available, an equitable amount must be passed on.

Additional administrative funding may become available through Food to Administrative conversion funding, carryover funds, various temporary bonus food program opportunities (such as the Build Back Better Initiative in FY2022), etc.

MATCHING REQUIREMENTS:

The New Hampshire Federal Surplus Distribution Section retained \$15,960 in FY22 in TEFAP administrative funds and matches \$15,960 for a total of \$31,920 for State level administration and monitoring of TEFAP activities. Federal Surplus Distribution will evaluate the costs associated with the TEFAP program on a yearly basis by September 30th for the following TEFAP program year.

NOTIFICATION AND AWARD OF CONTRACT(S):

Proposal results will not be given by telephone. For Vendors wishing to attend the proposal closing: only the number of bidders submitting responses will be made public. Specific response information will not be given out. Proposal results (bidder names and rank or scores) will be made public five days prior to submission to Governor and Council for final approval of the contract(s).

Proposal results may be viewed on our website at: [Statewide Bids and Proposals | Procurement and Support Services | NH Department of Administrative Services](#) when they become public.

PART VIII OFFER

The bidder offers to sell to the state of New Hampshire the services indicated at the price or prices quoted and in compliance with the requirements and specifications of the bid.

BIDDER CONTACT INFORMATION:

Please provide contact information below for a person knowledgeable of and who can answer questions regarding, this bid response.

Contact Person	Local Telephone Number	Toll Free Telephone Number
E-mail Address	Company Website	DUNS #
Bidder Company Name	Bidder Address	

ATTACHMENTS:

The following attachments are an integral part of this bid invitation:

Attachment A: Sample P-37

Attachment B: State of New Hampshire TEFAP Recipient List

Attachment C: The State of New Hampshire TEFAP State Plan

Attachment D: Assurance of Civil Rights Compliance

Attachment E: Example Eligibility Application 2023

The Bid Opening is open to the public online at the following:

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 239 156 038 626

Passcode: 9cK6ib

[Download Teams](#) | [Join on the web](#)

Join with a video conferencing device

nhgov@m.webex.com

Video Conference ID: 111 867 372 9

[Alternate VTC instructions](#)

Or call in (audio only)

+1 603-931-4944,,644483758# United States, Concord

Phone Conference ID: 644 483 758#

[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed.

3.3 Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part, the State

shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8. The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal

employment opportunity laws and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

6.3 No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

6.4. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with this Agreement and all rules, regulations and orders pertaining to the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) calendar days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) calendar days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) calendar days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) calendar days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of

termination. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services, under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

10.1 As used in this Agreement, the word "Property" shall mean all data, information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any Property which has been received from the State, or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE.

In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 Contractor shall provide the State written notice at least fifteen (15) calendar days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the State.

12.2 For purposes of paragraph 12, a Change of Control shall constitute assignment. "Change of

Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.3 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State.

12.4 The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement directly or indirectly arising from death, personal injury, property damage, intellectual property infringement, or other claims asserted against the State; its officers, or employees caused by the acts or omissions of negligence, reckless or willful misconduct, or fraud by the Contractor, its employees, agents, or subcontractors. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the State's sovereign immunity, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all Property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the Property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or any successor, a certificate(s) of insurance for all insurance required under this Agreement. At the request of the Contracting Officer, or any successor, the Contractor shall provide certificate(s) of insurance for all renewal(s) of insurance required under this Agreement. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A (*"Workers' Compensation"*).

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or any successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. A State's failure to enforce its rights with respect to any single or continuing breach of this Agreement shall not act as a

waiver of the right of the State to later enforce any such rights or to enforce any other or any subsequent breach.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

19. CHOICE OF LAW AND FORUM.

19.1 This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire except where the Federal supremacy clause requires otherwise. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

19.2 Any actions arising out of this Agreement, including the breach or alleged breach thereof, may not be submitted to binding arbitration, but must, instead, be brought and maintained in the Merrimack County Superior Court of New Hampshire which shall have exclusive jurisdiction thereof.

20. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and any other portion of this Agreement including any attachments thereto, the terms of the P-37 (as modified in EXHIBIT A) shall control.

21. THIRD PARTIES. This Agreement is being entered into for the sole benefit of the parties hereto, and nothing herein, express or implied, is intended to or will confer any legal or equitable right, benefit, or remedy of any nature upon any other person.

22. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

23. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

24. FURTHER ASSURANCES. The Contractor, along with its agents and affiliates, shall, at its own cost and expense, execute any additional documents and take such further actions as may be reasonably required to carry out the provisions of this Agreement

and give effect to the transactions contemplated hereby.

25. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

26. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

EXHIBIT E - CONTRACTOR'S PROPOSAL

Contractor's proposal is incorporated here within.

Contractor Initials JA

Date 12.7.23



**NEW HAMPSHIRE DEPARTMENT OF ADMINISTRATIVE SERVICES
DIVISION OF PROCUREMENT AND SUPPORT SERVICES**

**REQUEST FOR PROPOSAL for The Emergency Food Assistance Program (TEFAP) SERVICES
2824-24**

DUE DATE: NOVEMBER 9, 2023, at 2:00 PM (EST)

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Contractor Initials QA
Date 11.9.23

STATE OF NEW HAMPSHIRE TRANSMITTAL LETTER

Date: 11/9/2023

Company Name: **Community Action Program
Belknap-Merrimack Counties,
Inc.**

Address: **2 Industrial Park
Drive PO Box 1016
Concord, NH 03302-1016**

To: Point of Contact: Abigail Joy
Telephone: 603-271-3290
Email: Abigail.F.Joy@DAS.NH.Gov

RE: Proposal Invitation Name: **The Emergency Food Assistance Program (TEFAP) Services**
RFP Number: **2824-24**
RFP Posted Date (on or by): **September 27, 2023**
RFP Closing Date and Time: **November 9, 2023 @ 2:00 PM (EST)**

Jeanne Agri, Chief Executive Officer, on behalf of **Community Action Program Belknap-Merrimack Counties, Inc.** (collectively referred to as "Bidder") hereby submits an offer as contained in the written Request for Proposal submitted herewith ("RFP") to the State of New Hampshire in response to RFP # 2824-24 for The Emergency Food Assistance Program Services at the price(s) quoted herein in complete accordance with the RFP.

Bidder attests to the fact that:

1. The Bidder has reviewed and agreed to be bound by the RFP.
2. The Bidder has not altered any of the language or other provisions contained in the RFP document.
3. The RFP is effective for a period of 180 days from the RFP Closing date as indicated above.
4. The prices Bidder has quoted in the RFP were established without collusion with other bidders.
5. The Bidder has read and fully understands this RFP.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Bidder certifies that neither the Bidder nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
 - a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
 - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
 - c. Has previously provided false, deceptive, or fraudulent information on a bidder code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
 - d. Is currently debarred from performing work on any project of the federal government or the government of any state;
 - e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
 - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;

- g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
- h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
- i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
- j. Has been placed on the debarred parties list described in RSA 21-I:11-c within the past year.

This document shall be signed by a person who is authorized to legally obligate the responding vendor. A signature on this document indicates that all State of New Hampshire terms and conditions are accepted by the responding vendor and that any and all other terms and conditions submitted by the responding vendor are null and void, even if such terms and conditions have terminology to the contrary. The responding vendor shall also be subject to State of New Hampshire terms and conditions as stated on the reverse of the purchase order.

Authorized Signor's Signature 
Jeanne Agri

Authorized Signor's Title Chief Executive Officer

REQUEST FOR PROPOSAL FOR THE EMERGENCY FOOD ASSISTANCE PROGRAM FOR THE STATE OF NEW HAMPSHIRE

PART I OVERVIEW AND SCHEDULE

A. Purpose

The purpose of this RFP invitation is to establish a contract(s) for Temporary Food Assistance Program (TEFAP) Services for the State of New Hampshire for services indicated in the SCOPE OF SERVICES and OFFER SECTIONS, and in accordance with requirements of this RFP invitation.

B. Timeline

The timeline below is provided as a general guideline and is subject to change. The State reserves the right to amend this schedule at its sole discretion and at any time through a published Addendum.

09/27/2023	RFP Solicitation distributed on or by
10/20/2023	Last day for questions, clarifications, and/or requested changes to RFP
10/25/2023	State Response to submitted questions, clarifications, and/or requested changes to RFP
11/09/2023	2:00 PM (EST) RFP Closing

C. Instructions to Bidders

Read the entire proposal invitation prior to filling it out. In the preparation of your proposal response you shall:

- Complete the pricing information in the "Offer" section
- Submit all requested information within your response
- Complete the "Bidder(s) Contact Information" section
- Complete the company information on the "Transmittal Letter" page, and sign under penalty of unsworn falsification in the space provided on that page.

PART II PROPOSED SCOPE OF WORK

Bidder shall provide temporary food assistance program services to the State of New Hampshire, Department of Administrative Services – Federal Surplus Distribution as described herein.

A. Background

The State of New Hampshire - Department of Administrative Services – Federal Surplus Distribution, administers a service contract for the purpose of coordination and distribution of USDA commodity foods to eligible recipient agencies; Emergency Feeding Sites such as Food Pantries, Soup Kitchens, Homeless Shelters, and Charitable Institutions as defined in 7 CFR 251.3. Currently approximately 225 Emergency Feeding Sites throughout the State are under agreement to receive and distribute USDA commodity foods. The successful bidder at a minimum will work closely with all of these organizations to ensure a fair and equitable distribution of USDA TEFAP commodities based on the two-tiered priority system per 7 CFR 251.4(h), 7 CFR 251.4(h)(i), and 7 CFR 251.4(h)(ii). TEFAP commodities are defined as cereal products, cheese, flour, fruits, grains, meat/fish, milk/butter, miscellaneous, nut products, oils, pasta, poultry/eggs, and vegetables.

B. Bidder Company and Staff Qualifications (Experience)

Bidder shall have a minimum of five (5) years of experience in providing the proposed services as listed in this RFP and/or providing similar services such as large-scale food delivery services statewide with another government entity. Bidder must demonstrate they have successfully completed these types of services for clients of equivalent size and magnitude for a minimum of five (5) year. Administrative and technical staff shall be of sufficient size and knowledge base to support the State in its initiatives. At a minimum the bidder shall be

capable of providing the same level of service to the current established customer base (as identified in the Attachment B to this RFP). Failure to demonstrate this experience may be grounds for proposal rejection. To demonstrate market experience and breadth, identify other capabilities and/or tools from your company within the response. Please describe your experience.

SCOPE OF SERVICES

The successful bidder will be required, at a minimum, to deliver at least every other month in refrigerated delivery trucks to each location that has been identified in Attachment B without any fee to the locations. In necessary instances, the successful bidder may be required to complete deliveries on a per month basis for up to two (2) years. The successful bidder agrees to accept new delivery locations for the life of the contract. The State does not guarantee a particular number of participants or sales/delivery volume throughout the life of the contract.

The successful bidder will be responsible to complete site delivery reports every thirty (30) days. An inventory must be submitted to Federal Surplus Distribution monthly including the quantity of food delivered to each site. Monthly inventories from each delivery location must be submitted to the successful bidder, which in turn shall be submitted to Federal Surplus Distribution. In addition, the successful bidder will be required to submit reports that may be requested in support of USDA and/or State programs (e.g. Disaster Feeding). The successful bidder must have the ability to provide information requested or necessary to meet current and/or future reporting requirements determined by the State and/or the USDA. In furtherance of the requirements of the USDA, see Attachment C the State of New Hampshire TEFAP State Plan.

The successful bidder must comply with all requirements detailed in the most current TEFAP State Plan (as identified in Attachment C), and all Federal requirements as they pertain to the TEFAP in accordance with 7 CFR 251.

The successful bidder will be responsible to provide recommendation for orders and delivery periods to Federal Surplus Distribution per FD a minimum of two (2) days prior to the order and no later than date specified, with the only exception being opportunity bonus buys; these orders may require a same day decision. After consulting with FD, the successful bidder will enter agreed upon orders into the USDA Web Based Supply Chain Management (WBSCM) system and enter shipment receipts into WBSCM as soon as possible but no later than two (2) business days after delivery.

The successful bidder must comply with all USDA food recall and food safety requirements to operate the TEFAP program in accordance with the requirements of 7 CFR Part 251, and, as applicable, 7 CFR Part 250.

The successful bidder must provide Federal Surplus Distribution with a monthly cycle count of USDA food in their warehouse(s) including reporting on damaged or out-of-condition foods. Any loss claims will be handled per FNS Instruction 410-1 Rev 2.

The successful bidder must submit bills on a monthly basis to Federal Surplus Distribution with a complete accounting of each location and eligible expenses being billed for.

The successful bidder shall not charge TEFAP recipients for deliveries through the TEFAP Program and USDA products provided.

The successful bidder shall comply with all procedures and regulations outlined in the Assurance of Civil Rights Compliance (Attachment D) and immediately take measures necessary to effectuate this agreement. In accordance with Title VI of the Civil Rights Act of 1964.

The successful bidder shall comply with all procedures and regulations related to Proxy Permissions, the American with Disabilities Act (ADA) Plan, and Limited English Proficiency Accommodations and take reasonable steps to ensure that said persons have meaningful access to programs, services, information, and, if applicable, benefits they provide in accordance with USDA and DAS guidance.

STANDARDS OF ELIGIBILITY FOR SUCCESSFUL BIDDER:

All TEFAP commodities must be provided to eligible recipients free of charge. Under no circumstances shall TEFAP recipients be required to make any payments in money, materials, or services for or in connection with the receipt of [USDA] donated foods, nor shall voluntary contributions/donations be solicited from recipients.

The successful bidder must meet the definition of an Emergency Feeding Organization (EFO) adopted by the USDA at 7 CFR 251.3. No EFO will be added to the TEFAP program without documented proof that they will be serving an unserved population.

The successful bidder shall provide yearly civil rights training for all volunteers and employees who have direct contact with program participants before participating in activities funded with federal financial assistance. The successful bidder shall maintain a log to verify that employees and volunteers have completed the civil rights training. The log shall be readily available for review by USDA or DAS personnel per FNS Instruction 113-1.

Criteria for selecting eligible recipient agencies shall be based on the two-tiered priority system per 7 CFR 251.4(h) and 7 CFR 251.4(h)(i) and 7 CFR 251.4(h)(ii). The first priority is emergency feeding organizations (EFO's) (food banks, food pantries, soup kitchens, and homeless shelters). Once the needs of the EFO's are met, TEFAP foods can be distributed to second priority recipients' charitable institutions such as hospitals and retirement homes that are non-penal institutions that serve at least a 51% needy population. The policy of Federal Surplus Distribution is to concentrate commodity foods to EFO's and then to charitable institutions. Please see Attachment B for a list of first priority recipients.

An agreement between the successful bidder and EFO must be completed and forwarded to Federal Surplus Distribution for final approval and to have a customer number assigned.

CRITERIA FOR DETERMINING ELIGIBILITY FOR INDIVIDUALS/HOUSEHOLDS:

Currently, it is the policy of the State of New Hampshire to provide TEFAP foods per the State of New Hampshire TEFAP State Plan to individuals who are at or below 240% of the federal poverty level as published in the Federal Register. The income level is monitored by the following guidelines:

- A. The individual is on or eligible for public assistance, including but not limited to the Supplemental Nutrition Assistance Program (SNAP); Low Income Home Energy Assistance Program (LIHEAP); The Special Supplemental Nutrition Program for Women, Infant and Children Program (WIC); Commodity Supplemental Food Program (CSFP); Temporary Aid to Needy Families Program (TANF); Aid to Permanently and Totally Disabled Program (APTD); Aide to the Blind Program (AB); Head Start Program; Medicaid Program; Subsidized Housing; County, City or Town Welfare Programs; Fuel Assistance Program; Free and Reduced Price Lunches.
- B. The individual is on or eligible for Supplemental Security Income.
- C. The individual is reasonable believed by the emergency feeding organization to be in need and would benefit from the foods distributed.

The individual must declare by self-attestation they qualify to receive TEFAP foods per the requirements listed above. These forms must be maintained by the EFO. All recipient organizations are required to have these forms on file. See Attachment E for an example.

Emergency Feeding Organizations may use the state application or may incorporate these guidelines in their own application form which is to be approved by Federal Surplus Distribution. Income levels are based on the Federal Income Poverty Guidelines established by the Department of Health and Human Services in the spring of each year. The eligibility determination will be amended annually to reflect the updated income levels when published.

A. Subcontractors (Solution)

- 1) Any Contract resulting from this RFP shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any other Contractor without prior written approval by the State.
- 2) If subcontractors are to be used, the Contractor must clearly explain their participation.
- 3) If subcontractors are to be used, please include information regarding the proposed subcontractors including the name of the company, their address, contact person and three references for clients they are currently servicing.
- 4) The Contractor shall be directly responsible for any subcontractor's performance and work quality when used by the Contractor to carry out the scope of the job.
- 5) Subcontractors must abide by all terms and conditions under any resultant Contract.

B. Additional Requirements

- 1) The State requires the bidder maintain all necessary equipment in good working order necessary to deliver products to each EFO and the delivery driver to assist with unloading commodities when necessary.
- 2) The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Bidder's employees, equipment or supplies. The bidder shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the bidder to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the bidder.
- 3) The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the bidder to dismiss from the work such employees as deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.
- 4) The bidder or their personnel shall not represent themselves as employees or agents of the State.
- 5) While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.
- 6) All personnel shall observe all regulations or special restrictions in effect at the State Agency.
- 7) The bidder's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.

- 8) All offers shall remain valid for a period of one hundred eighty (180) days from the RFP due date. A bidder's disclosure or distribution of an RFP other than to DAS, Division of Personnel may be grounds for disqualification.

Per Administrative Rule 606.01(e) "if there is a discrepancy between the unit price and the extension price in a response to an RFP, RFB or RFQ, the unit price shall be binding upon the bidder".

PART III PROCESS FOR SUBMITTING A PROPOSAL

A. Proposal Submission, Deadline, and Location Instructions

CHAPTER ADM 600 PROCUREMENT AND PROPERTY RULES APPLY TO AND ARE MADE A PART HEREOF.

Proposals submitted in response to this RFP must be received by the Bureau of Purchase and Property no later than the time and date specified in the Timeline section, herein. Proposals may be submitted by e-mail, U.S. Mail or delivery service.

- via email **NH.Purchasing@DAS.NH.Gov**
 - o **If email submission, 1 complete proposal with pricing as a separate document**
- via U.S. Mail or delivery service:
 - o **If hard copy submission, 1 complete with pricing and 5 copies with no pricing**

Hard copy proposals must be addressed to:

RFP #2824-24, Katie Daley, Federal Surplus Distribution Manager,
NH Bureau of Purchase & Property
25 Capitol Street - Room 102
Concord NH 03301

Email responses must be labeled with the following information:

State of New Hampshire RFP #2824-24
Due Date: 11/9/2023 @ 2:00 PM (EST)
The Emergency Food Assistance Program Services

Late submissions will not be accepted and will be returned to the bidders unopened. Delivery of the Proposals shall be at the bidder's expense. The time of receipt shall be considered when a Proposal has been officially documented by the Bureau of Purchase and Property, in accordance with its established policies, as having been received at the location designated above. The State accepts no responsibility for mislabeled mail or mail that is not delivered or is undeliverable for any reason. Any damage that may occur due to shipping shall be the Bidder's responsibility.

B. Proposal Inquiries

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be submitted via email to the following RFP designated points of contact:

Kathleen.E.Daley@DAS.NH.GOV or Surplus.Distribution@DAS.NH.GOV

Inquiries must be received no later than the conclusion of the Bidder Inquiry Period (see Timeline). Inquiries received later than the conclusion of the Bidder Inquiry Period shall not be considered properly submitted and may not be considered.

C. Addenda

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, the Bureau of Purchase and Property will post on our web site any Addenda. Before your submission and periodically prior to the RFP closing, vendors are required to **check the site for any addenda** or other materials that may have been issued affecting the RFP. The web site address is <https://das.nh.gov/purchasing/purchasing.aspx>

D. Restriction of Contact with State Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a Bidder, all communication with personnel employed by or under contract with the State regarding this RFP is forbidden unless first approved by the RFP Points of Contact listed in the Proposal Inquiries section, herein. State employees have been directed not to hold conferences and/or discussions concerning this RFP with any vendor during the selection process, unless otherwise authorized by the RFP Points of Contact.

E. Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

PART IV CONTENT AND REQUIREMENTS FOR A PROPOSAL

Proposals shall follow the following format and provide the required information set forth below.

Elaborate proposals beyond what is sufficient to present a complete and effective proposal are not desired.

A. Executive Summary

The bidder must submit an Executive Summary, identifying how the Response satisfies the RFP requirements. The executive summary must include an overview of the bidder's proposed services, general company operations, a work plan defining how services will be implemented, timeframe to implement service, and functionality, support and training. The bidder must clearly identify their qualifications to meet the requirements defined in the RFP and reveal a clear understanding of the RFP requirements.

B. Bidder Qualifications

Provide full details regarding the following items in support of the bidder's Experience and ability to provide services. Include:

- Full legal company name;
- Year business started;
- If applicable, information on any parent/subsidiary relationships with any other company or companies;
- State of incorporation;
- Location of headquarters;
- Current number of people employed;
- Details of any litigation your company may be a party to in which an adverse decision might result in a material change in the company's financial position or future viability;
- Presence in the State of New Hampshire;
- Identification of which services are provided via the bidder and those being resold or provided by a subcontractor;
- Sub-contractor including company name, address, contact person and three references for clients they are currently servicing.

C. Evaluation and Selection

Geographic Coverage (25 points)

- Provide a detailed list of current distribution locations by town that the Vendor is distributing to
- Provide names and addresses of current food pantries, homeless shelters, and soup kitchens you anticipate will participate broken down by county. If any locations need to remain undisclosed (women's shelters, etc.), please provide the town, followed by an asterisk (*)
- Provide a current distribution map of all locations receiving emergency foods by your organization. To supplement the aforementioned map, provide a summary addressing any under served areas statewide via your current distribution efforts and any ongoing or proposed mitigation strategies
- List the location of warehouses and distribution centers, including established and back-up centers both owned and leased
- Provide a plan that details how to provide fair and equitable distribution of TEFAP foods, including assurance of ability

Distribution Capability (25 points)

- Provide a detailed description of the proposed distribution system including the number of stops, delivery points, and the number of times the products are loaded and unloaded
- Detail the frequency (delivery intervals) that the Vendor can deliver to various emergency feeding sites
- Provide logistics plans by location with supporting methodology for delayed USDA shipments, unplanned bonus buys, cancelled deliveries, and reaction to local emergencies (regional), i.e., flood, ice storm
- Provide the number of staff available during established operating hours to distribute commodities aligned with TEFAP
- Provide a list of the total value of food, in pounds, distributed in calendar year 2022
- Describe the vehicles and equipment (owned and leased), and how each is capable of handling and distributing TEFAP commodities to emergency feeding organizations

Experience, Resources, References, Capability to Perform (20 points)

- Provide a brief description detailing the experience level for managing, ordering, warehousing, and distribution of food. Provide resumes with a maximum of six (6) people. Higher score will be achieved for the number of year's experience of managing, ordering, warehousing, and the distribution of food programs to feeding organizations
- Provide a brief description detailing all experience with USDA programs
- Provide a brief description of Vendor's personnel who are available to support the program both internal and external. Provide a resource strategy
- Provide a brief description of network and geographic area. Including reporting requirements, federal guidelines, food entitlements, and grant funds. Higher score will be achieved for the most comprehensive network, Program Management and Administrative support
- Provide the amount and type of partnerships that the Vendor can utilize on a statewide or national basis to support your organization in a crisis
- Explain the process you would use to maximize the use of your federal grant funds in purchasing food in lieu of cash when the federal grant exceeds your program costs
- Propose an operating plan (or budget) of other sources of food funding (i.e. in-kind donations) that would support the TEFAP program
- Describe in detail the available resources (people, hardware, software) that would directly support the TEFAP program

- Provide description of how training for all distribution and emergency feeding location staff and volunteers would be performed
- Provide description of Limited English Proficiency (LEP) support will be provided for all distribution and emergency feeding locations
- Describe in detail the vendor's ability to operate within the guidelines of the federal grant

Inventory Capability and Control (15 points)

- Describe in detail your current and/or proposed inventory tracking process (i.e. order allocation and in-transit) as well as reporting capabilities to be compliant with federal and state guidelines
- Detail warehouse capabilities including ability to receive 18-wheeler tractor trailer loads
- Describe in detail your current or proposed system solution and strategy (software, hardware) for tracking receipt of food products and reporting food deliveries for each emergency feeding location
- Describe in detail, owned, leased, and or other source of warehousing capacity. Please be specific relative to frozen storage capabilities
- Describe in detail your methodology and capabilities to maximize the usage of food products as well as the use of the FIFO inventory method
- Describe in detail your cycle count program and schedule at all stocking locations

Ordering Capability (10 points)

- Describe in detail your proposed food ordering process and your ability to track the status of food orders
- Provide your capabilities of your current and/or proposed food ordering system including the ability to segregate USDA foods
- Describe in detail your capabilities of leveraging additional food products to compliment USDA commodity foods

Security (5 points)

- Describe in detail your capability to provide damage protection and inventory shrinkage in your warehouse(s) including a description of your security system
- Provide a detailed description of your security system (Intrusion alarm system, security cameras, temperature control for refrigerators and freezers)
- Provide current pest control plan
- Provide the amount and ability of emergency power to support the storage operation including the inventory system, warehouse, and refrigeration and freezer units
- Describe your emergency plan to provide emergency power to support the storage operation including inventory system, warehouse, and refrigeration

PART V EVALUATION OF PROPOSALS

Criteria for Evaluation and Scoring

Each responsive Proposal will be evaluated and considered with regard to the following criteria:

The Evaluation Committee will use a scoring scale of 100 points, a maximum of 25 points awarded based on the bidder's Geographic Coverage, a maximum of 25 points awarded for Distribution Capability, a maximum of 20 points awarded for Experience, Resources, References, and Capability to Perform, a maximum of 15 points for Inventory Capability and Control, a maximum of 10 points for Ordering Capability, and a maximum of 5 points for Security. The maximum points that will be awarded are shown in the table below.

CATEGORIES	POINTS
TECHNICAL PROPOSAL with the following potential maximum scores for each Technical Proposal category;	
Geographic Coverage	25
Distribution Capability	25
Experience, Resources, References, & Capability to Perform	20
Inventory Capability and Control	15
Ordering Capability	10
Security	5
TOTAL POTENTIAL TECHNICAL POINTS	100

The evaluation team will select a Bidder based upon the criteria and standards contained in this RFP and from applying the weighting in this section. Technical scoring will be based off of consensus scoring.

A. Award

The award shall be made to the responsible Bidder meeting the criteria established in this RFP and providing the highest Evaluation Process score. The State reserves the right to reject any or all proposals or any part thereof. If an award is made, it shall be in the form of a State of New Hampshire Contract.

If the State, determines to make an award, the State will issue an "intent to negotiate" notice to a Bidder based on these evaluations. Should the State be unable to reach agreement with the selected Bidder during Contract discussions, the State may then undertake Contract discussions with the second highest scoring Bidder and so on, or the State may reject all proposals, cancel this RFP, or solicit new Proposals under a new acquisition process.

PART VI TERMS AND CONDITIONS RELATED TO THE RFP PROCESS

A. RFP Addendum

The State reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an addendum to this RFP, the State, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

B. Non-Collusion

The Bidder's signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and work quoted have been established without collusion with other Contractors and without effort to preclude the State from obtaining the best possible competitive Proposal.

C. Property of the State

All material received in response to this RFP shall become the property of the State and will not be returned to the Bidder. Upon Contract award, the State reserves the right to use any information presented in any Proposal.

D. Confidentiality of a Proposal

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the Effective Date of any Contract resulting from this RFP. A Bidder's disclosure or distribution of Proposals other than to the Bureau of Purchase and Property will be grounds for disqualification.

E. Public Disclosure

Generally, the full contents of any proposal (including all materials submitted in connection with it, such as attachments, exhibits, addenda, and vendor presentations) become public information upon completion of final contract or purchase order negotiations with the selected vendor. Certain information concerning

proposals, including but not limited to scoring, is generally available to the public even before this time, in accordance with the provisions of NH RSA 21-G:37.

Confidential, commercial or financial information may be exempt from public disclosure under RSA 91-A:5, IV. Any and all information contained in or connected to a bid or proposal that a Bidder considers confidential shall be clearly designated in the following manner:

If the Bidder considers any portion of a submission confidential, they shall provide a separate copy of the full and complete document, fully redacting those portions by blacking them out and shall note on the applicable page or pages of the document that the redacted portion or portions are “confidential.” Use of any other term or method, such as stating that a document or portion thereof is “proprietary”, “not for public use”, or “for client’s use only”, is not acceptable. In addition to providing an additional fully redacted copy of the bid submission to the person listed as the point of contact on Page one (1) of this document, the identified information considered to be confidential **must** be accompanied by a separate letter stating the rationale for each item designated as confidential. In other words, the letter must specifically state why and under what legal authority each redaction has been made. Submissions which do not conform to these instructions by failing to include a redacted copy (if required), by failing to include a letter specifying the rationale for each redaction, by failing to designate redactions in the manner required by these instructions, or by including redactions which are contrary to these instructions or operative law may be rejected by the State as not conforming to the requirements of the bid or proposal. Marking or designating an entire proposal, attachment or section as confidential shall neither be accepted nor honored by the State. Marking an entire bid, proposal, attachment or full sections thereof confidential without taking into consideration the public’s right to know shall neither be accepted nor honored by the State.

Notwithstanding any provision of this request for submission to the contrary, proposed pricing shall be subject to public disclosure REGARDLESS of whether or not marked as confidential.

If a request is made to the State by any person or entity to view or receive copies of any portion of a proposal, the State will assess what information it believes is subject to release; notify the Bidder that the request has been made; indicate what, if any, portions of the proposal or related material shall be released; and notify the Bidder of the date it plans to release the materials. To halt the release of information by the State, a Bidder must initiate and provide to the State, prior to the date specified in the notice, a court action in the Superior Court of the State of New Hampshire, at its sole expense, seeking to enjoin the release of the requested information.

By submitting a proposal, Bidders acknowledge and agree that:

- The State may disclose any and all portions of the proposal or related materials which are not marked as confidential and/or which have not been specifically explained in the letter to the person identified as the point of contact for this RFP;
- The State is not obligated to comply with a Bidder’s designations regarding confidentiality and must conduct an independent analysis to assess the confidentiality of the information submitted in your proposal; and
- The State may, unless otherwise prohibited by court order, release the information on the date specified in the notice described above without any liability to a Bidder.

F. Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit the Bureau of Purchase and Property to award a Contract. The State reserves the right, at its sole discretion, to reject any and all Proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new Proposals under a new acquisition process.

G. Proposal Preparation Cost

By submitting a Proposal, a Bidder agrees that in no event shall the State be either responsible for or held liable for any costs incurred by a Bidder in the preparation of or in connection with the Proposal, or for Work performed prior to the Effective Date of a resulting Contract.

H. Ethical Requirements

From the time this RFP is published until a contract is awarded, no bidder shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any bidder that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any bidder who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from bidding on the RFP, or similar request for submission and every such bidder shall be disqualified from bidding on any RFP or similar request for submission issued by any state agency. A bidder that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the department of administrative services, which shall note that information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

The State requires that the following certification language be included in the award documents for any and all sub-awards at all tiers including subcontracts, sub-grants, and contracts under sub-recipients, which shall certify and disclose accordingly. The bidder certifies that:

- No Federal appropriated funds have been paid or will be paid, by or on behalf of the State, to any person for influencing or attempting to influence any officer or employee of any agency, member of Congress, an officer or employee of, or an employee of a member of Congress, or an employee of a member of Congress in connection with the awarding of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the State shall complete and submit standard Federal form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

PART VII CONTRACT TERMS AND AWARD

A. Non-Exclusive Contract

Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other Contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal.

B. Award

If the State decides to award a contract as a result of this RFP process, any award is contingent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire.

C. Standard Contract Terms

The State will require the successful bidder to execute a Not to Exceed Contract using the Standard Terms and Conditions of the State of New Hampshire which is attached as Attachment A.

The State may consider modifications of this form during negotiations. To the extent that a Bidder believes that exceptions to the standard form contract will be necessary for the vendor to enter into the Agreement, the Bidder should note those issues during the Bidder inquiry period. The State will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. If the State accepts a Bidder's exception the State will, at the conclusion of the inquiry period, provide notice to all potential bidders of the change to the P-37 and indicate that change is available to all potential bidders.

Any exceptions to the standard form contract that are not raised during the vendor inquiry period are waived. In no event is a Bidder to submit its own standard contract terms and conditions as a replacement for the State's terms in response to this solicitation.

IF AWARDED A CONTRACT, The Vendor must complete the following sections of the attached Agreement State of New Hampshire Form #P-37;

Section 1.3 Contractor(s) Name

Section 1.4 Contractor(s) Address

Section 1.11 Contractor(s) Signature

Section 1.12 Name & Title of Contractor(s) Signor

- Provide certificate of insurance with the minimum limits required as described below.
- Provide certificate of workers' compensation.
- Provide a certificate of good standing from the NH Secretary of State or proof of your completion of and payment for the start of the registration process.

CERTIFICATE OF INSURANCE:

Bidders awarded a contract(s) shall be required to submit proof of Comprehensive General Liability prior to performing any services for the State. The coverage shall be comprehensive, to include general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

CONTRACT(S) TERM:

The term of the contract shall commence October 1, 2024, or upon approval of the Governor and Executive Council through September 30, 2034, a period of approximately ten (10) years.

The contract may be extended for up to an additional three years thereafter under the same terms, conditions and pricing structure upon the mutual agreement between the successful Vendor and the State with the approval of the Governor and Executive Council.

TRANSITION

The successful bidder agrees to pick up and store at no cost to the State and for a period of one hundred and twenty (120) days prior to the effective date of the Agreement, a maximum of 20,000 cases of commodity from the current contractor to ensure that EFOs are not impacted by the transition.

In the event that this Contract is terminated for any reason, cancelled, expires in accordance with its term, or a new contract has not been awarded prior to the contract expiration date, as may be extended herein, it shall be incumbent upon the successful bidder to continue the contract under the same terms and conditions until the orderly transfer of Clients serviced under this Contract is complete and a new contract can be fully operational. The successful bidder shall assist in the orderly cessation of services it performs under this Contract. At no time shall this transition period extend more than one hundred and twenty (120) days beyond the expiration date of the contract.

TRANSITION PLANNING AND IMPLEMENTATION SERVICES

The bidder must provide a detailed implementation plan that clearly demonstrates the bidder's ability to meet the State's requirements detailed in Part II Proposed Scope of Work. This implementation plan must include a list of specific implementation tasks/transition protocols and a timetable for initiation and completion of such tasks, beginning with the contract award and continuing through the effective date of operation. The implementation plan must be specific about requirements for information transfer as well as any services or assistance required from the State during implementation.

At the discretion of DAS, one hundred and twenty (120) days prior to the contract end date, proposers shall submit to DAS a detailed plan for transitioning all contracted services. The transition plan shall include provisions for the delivery of all proprietary data collected and/or created during the life of the contract to DAS thirty (30) days prior to the contract expiration date. All proprietary data collected and/or created during the final thirty (30) days of the contract, or any proprietary data not captured in the initial delivery, shall be delivered to DAS no more than thirty (30) days following the contract end date.

TERMINATION:

The State of New Hampshire shall have the right to terminate the contract at any time by giving the successful Bidder a thirty (30) day written notice. If this Contract is terminated, cancelled or not renewed, the Contractor shall return to the Agency any equipment, deposits or down payments made or purchased with start-up funds or other funds specifically designated for such purpose under this Contract in accordance with the written instructions from the Agency in accordance with Scope of Services of this Contract. Written instructions shall include, but not be limited to, a description of the equipment to be returned, where the equipment shall be returned to and who is responsible to pay for the delivery/shipping costs. Unless the Agency specifies a shorter time frame in the letter of instructions, the Contractor shall affect the returns to the Agency no later than sixty (60) days from the date that the Contractor receives Notice. If the Contractor fails to do so upon demand, the Agency may recoup said funds from any future payments owing under this Contract or any other contract between the State and the Contractor. Allowable costs, as detailed in audit findings, incurred until the date of termination or cancellation for operation or transition of program(s) under this Contract shall not be subject to recoupment.

VENDOR CERTIFICATIONS:

All Vendors must be duly registered as a vendor authorized to conduct business in the State of New Hampshire.

- **STATE OF NEW HAMPSHIRE VENDOR APPLICATION:** Prior to award, Vendors must have a completed Vendor Application Package on file with the NH Bureau of Purchase and Property. See the following website for information on obtaining and filing the required forms (no fee): <https://DAS.NH.Gov/Purchasing>
- **NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION:** An award, in the form of a contract(s), will **ONLY** be awarded to a Vendor who is registered to do business **AND** in good standing with the State of New Hampshire. Please visit the following website to find out more about the requirements for registration with the NH Secretary of State: <https://sos.nh.gov/corporation-division/>
- **CONFIDENTIALITY & CRIMINAL RECORD:** If required by the using agency, the Vendor will have signed by each of its employees or its approved sub-contractor(s), if any, working in the office or externally with the State of New Hampshire records a Confidentiality form and Criminal Record Authorization Form. These forms shall be returned to the individual using agency prior to the start of any work.

TERMS OF PAYMENT:

Payment shall be paid in full within thirty (30) days after receipt of invoice and acceptance to the State's satisfaction.

PAYMENT:

Payment method (ACH). **Payments shall be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury/state-vendors/index.htm>**

Administrative funds are issued by USDA for payment of the administrative, warehousing and distribution expenses incurred. There will be no state funds awarded to the successful bidder. USDA Food and Nutrition Services allocates administrative funds annually based upon the number of households below the federal poverty level and unemployed persons in a per state. While the annual dollar value varies, it is most commonly correlated with the total pounds of food distributed. New Hampshire receives approximately 2.8 pounds of commodity foods annually through TEFAP for distribution. An approximate annual amount of \$200,000.00 of administrative funds minus the state match requirement referenced below may be considered for proposal planning.

Bills for reimbursement must be submitted to the Surplus Distribution Office on a monthly basis in accordance with the allowed usage stated in 7 CFR 251.8(e).

If the successful bidder has sub-agreements and funds are available, an equitable amount must be passed on.

Additional administrative funding may become available through Food to Administrative conversion funding, carryover funds, various temporary bonus food program opportunities (such as the Build Back Better Initiative in FY2022), etc.

MATCHING REQUIREMENTS:

The New Hampshire Federal Surplus Distribution Section retained \$15,960 in FY22 in TEFAP administrative funds and matches \$15,960 for a total of \$31,920 for State level administration and monitoring of TEFAP activities. Federal Surplus Distribution will evaluate the costs associated with the TEFAP program on a yearly basis by September 30th for the following TEFAP program year.

NOTIFICATION AND AWARD OF CONTRACT(S):

Proposal results will not be given by telephone. For Vendors wishing to attend the proposal closing: only the number of bidders submitting responses will be made public. Specific response information will not be given out. Proposal results (bidder names and rank or scores) will be made public five days prior to submission to Governor and Council for final approval of the contract(s).

Proposal results may be viewed on our website at: [Statewide Bids and Proposals | Procurement and Support Services | NH Department of Administrative Services](#) when they become public.

PART VIII OFFER

The bidder offers to sell to the state of New Hampshire the services indicated at the price or prices quoted and in compliance with the requirements and specifications of the bid.

BIDDER CONTACT INFORMATION:

Please provide contact information below for a person knowledgeable of and who can answer questions regarding, this bid response.

Contact Person	Local Telephone Number	Toll Free Telephone Number
E-mail Address	Company Website	DUNS #
Bidder Company Name	Bidder Address	

ATTACHMENTS:

The following attachments are an integral part of this bid invitation:

- Attachment A: Sample P-37
- Attachment B: State of New Hampshire TEFAP Recipient List
- Attachment C: The State of New Hampshire TEFAP State Plan
- Attachment D: Assurance of Civil Rights Compliance
- Attachment E: Example Eligibility Application 2023

The Bid Opening is open to the public online at the following:

Microsoft Teams meeting

Join on your computer, mobile app or room device

Click here to join the meeting

Meeting ID: 239 156 038 626

Passcode: 9cK6ib

Download Teams | Join on the web

Join with a video conferencing device

nhgov@m.webex.com

Video Conference ID: 111 867 372 9

Alternate VTC instructions

Or call in (audio only)

+1 603-931-4944, 644483758# United States, Concord

Phone Conference ID: 644 483 758#

Find a local number | Reset PIN

Learn More | Meeting options

ATTACHMENT A: SAMPLE FORM TO BE COMPLETED UPON AWARD

FORM NUMBER P-37 (version 2/23/2023)

Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION:

1.1 State Agency Name		1.2 State Agency Address	
1.3 Contractor Name		1.4 Contractor Address	
1.5 Contractor Phone Number	1.6 Account Unit and Class	1.7 Completion Date	1.8 Price Limitation
1.9 Contracting Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Contractor Signature <p align="right">Date:</p>		1.12 Name and Title of Contractor Signatory	
1.13 State Agency Signature <p align="right">Date:</p>		1.14 Name and Title of State Agency Signatory	
1.15 Approval by the N.H. Department of Administration, Division of Personnel <i>(if applicable)</i> By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) <i>(if applicable)</i> By: _____ On: _____			
1.17 Approval by the Governor and Executive Council <i>(if applicable)</i> G&C Item number: _____ G&C Meeting Date: _____			

Contractor Initials QA
Date 11.9.23

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed.

3.3 Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part, the State

shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8. The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal

employment opportunity laws and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

6.3 No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

6.4. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with this Agreement and all rules, regulations and orders pertaining to the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) calendar days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) calendar days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) calendar days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) calendar days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of

termination. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

10.1 As used in this Agreement, the word "Property" shall mean all data, information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any Property which has been received from the State, or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE.

In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12.

ASSIGNMENT/DELEGATION/SUBCONTRACT

S.

12.1 Contractor shall provide the State written notice at least fifteen (15) calendar days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the State.

12.2 For purposes of paragraph 12, a Change of Control shall constitute assignment. "Change of

Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.3 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State.

12.4 The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement directly or indirectly arising from death, personal injury, property damage, intellectual property infringement, or other claims asserted against the State, its officers, or employees caused by the acts or omissions of negligence, reckless or willful misconduct, or fraud by the Contractor, its employees, agents, or subcontractors. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the State's sovereign immunity, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all Property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the Property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or any successor, a certificate(s) of insurance for all insurance required under this Agreement. At the request of the Contracting Officer, or any successor, the Contractor shall provide certificate(s) of insurance for all renewal(s) of insurance required under this Agreement. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or any successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **WAIVER OF BREACH.** A State's failure to enforce its rights with respect to any single or continuing breach of this Agreement shall not act as a

waiver of the right of the State to later enforce any such rights or to enforce any other or any subsequent breach.

17. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

19. CHOICE OF LAW AND FORUM.

19.1 This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire except where the Federal supremacy clause requires otherwise. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

19.2 Any actions arising out of this Agreement, including the breach or alleged breach thereof, may not be submitted to binding arbitration, but must, instead, be brought and maintained in the Merrimack County Superior Court of New Hampshire which shall have exclusive jurisdiction thereof.

20. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and any other portion of this Agreement including any attachments thereto, the terms of the P-37 (as modified in EXHIBIT A) shall control.

21. **THIRD PARTIES.** This Agreement is being entered into for the sole benefit of the parties hereto, and nothing herein, express or implied, is intended to or will confer any legal or equitable right, benefit, or remedy of any nature upon any other person.

22. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

23. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

24. FURTHER ASSURANCES. The Contractor, along with its agents and affiliates, shall, at its own cost and expense, execute any additional documents and take such further actions as may be reasonably required to carry out the provisions of this Agreement

and give effect to the transactions contemplated hereby.

25. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

26. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

STATE OF NEW HAMPSHIRE TRANSMITTAL LETTER

Date: 11/9/2023

Company Name: **Community Action Program
Belknap-Merrimack Counties, Inc.**
Address: **2 Industrial Park Drive
PO Box 1016
Concord, NH 03302-1016**

To: Point of Contact: Abigail Joy
Telephone: 603-271-3290
Email: Abigail.F.Joy@DAS.NH.Gov

RE: Proposal Invitation Name: **The Emergency Food Assistance Program (TEFAP) Services**
RFP Number: **2824-24**
RFP Posted Date (on or by): **September 27, 2023**
RFP Closing Date and Time: **November 9, 2023 @ 2:00 PM (EST)**

Jeanne Agri, Chief Executive Officer, on behalf of **Community Action Program Belknap-Merrimack Counties, Inc.** (collectively referred to as "Bidder") hereby submits an offer as contained in the written Request for Proposal submitted herewith ("RFP") to the State of New Hampshire in response to RFP # 2824-24 for The Emergency Food Assistance Program Services at the price(s) quoted herein in complete accordance with the RFP.

Bidder attests to the fact that:

1. The Bidder has reviewed and agreed to be bound by the RFP.
2. The Bidder has not altered any of the language or other provisions contained in the RFP document.
3. The RFP is effective for a period of 180 days from the RFP Closing date as indicated above.
4. The prices Bidder has quoted in the RFP were established without collusion with other bidders.
5. The Bidder has read and fully understands this RFP.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Bidder certifies that neither the Bidder nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
 - a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
 - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
 - c. Has previously provided false, deceptive, or fraudulent information on a bidder code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
 - d. Is currently debarred from performing work on any project of the federal government or the government of any state;
 - e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
 - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;

- g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
- h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
- i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
- j. Has been placed on the debarred parties list described in RSA 21-I:11-c within the past year.

This document shall be signed by a person who is authorized to legally obligate the responding vendor. A signature on this document indicates that all State of New Hampshire terms and conditions are accepted by the responding vendor and that any and all other terms and conditions submitted by the responding vendor are null and void, even if such terms and conditions have terminology to the contrary. The responding vendor shall also be subject to State of New Hampshire terms and conditions as stated on the reverse of the purchase order.

Authorized Signor's Signature 
Jeanne Agri

Authorized Signor's Title Chief Executive Officer

Executive Summary

General Company Operations

Community Action Program Belknap-Merrimack Counties, Inc. (CAPBM) is an NH-based 501(c)(3) private, nonprofit organization overseen by a voluntary Board of Directors. The Agency was established in 1965 under the provisions of the Equal Opportunity Act of 1964 and is an NH organization in good standing with the NH Secretary of State. CAPBM headquarters/administrative office is located at 2 Industrial Park Drive, Concord, NH 03302. The Agency has 16 satellite locations throughout Belknap-Merrimack Counties.

Since 1965 CAPBM has prioritized the development of programs and services that meet the nutritional needs of low-income families and senior citizens in Merrimack and Belknap Counties and the entire State of New Hampshire.

CAPBM is led by executive staff and is governed by 11 Board of Directors. The Board consists of one-third (1/3) members from the Public Officials Sector, one-third (1/3) from the Private and Community Organizations Sector, and at least one-third (1/3) from the low-income Individuals and Families Sector. Both Board and executive leadership are actively and continuously engaged in the Agency's near and long-term sustainability. This includes succession planning, ethics, and overall agency progress and success in achieving its mission and goals, particularly in addressing the impacts of poverty on individuals and families as well as community-level/systemic drivers of inequity. The following positions comprise the executive staff:

- The Chief Executive Officer is responsible for the organization's consistent achievement of its mission, financial objectives, program development, and cost-effectiveness of its administration.
- The Chief Operating Officer is responsible for ensuring smooth implementation of the Agency's business and Human Resource Management, providing program guidance, supervising staff, oversight of grant proposals and reports, communicating with stakeholders and community members, and providing substantial financial management.
- The Chief Fiscal Officer oversees all financial aspects of the Agency's daily operations. It is a hands-on leadership role that requires someone who can support high-level, complex accounting and finance responsibilities and operationalize the day-to-day work.

Proposed Services

CAPBM proposes to coordinate and distribute USDA commodity foods to eligible recipient agencies; Emergency Feeding Sites such as Food Pantries, Soup Kitchens, Homeless Shelters, and Charitable Institutions as defined in 7 CFR 251.3. under the Temporary Emergency Food Assistance Program (TEFAP). CAPBM as lead agency will continue to partner with and draw upon the support and expertise of the other four (4) Community Action Agencies that make up the New Hampshire Community Action Association (NHCAA). The NHCAA network is statewide, in all ten (10) counties and serves all 234 towns and cities. The other four (4) agencies are Southern New Hampshire Services Inc. (SNHS) serving Hillsborough and Rockingham Counties, Southwestern Community Services, Inc. (SCS) serving Cheshire and Sullivan Counties, Community Action

Partnership of Strafford County (CAPSC) serving Strafford County, and Tri-County Community Action Program, Inc. (TCCAP) serving Carroll, Coos, and Grafton Counties.

Providing food assistance and hunger relief to needy families has been a core competency of NHCAA for over forty years. As the state's largest non-profit food provider NHCAA have an efficient and well-established warehousing, community outreach and volunteer food distribution system that operates across the state of New Hampshire. In 2023 the TEFAP program will distribute 3,220,228 pounds of USDA foods statewide to over 245 TEFAP eligible EFOs and the NHCAAs provided food nutrition services to 635 service locations operated by the five (5) NHCAAs. The continued success of this well-established distribution system centers around a network of volunteers and community-based partnerships that have demonstrated reliability and competence in implementing this statewide delivery system to needy families in all counties and communities within the state of New Hampshire.

It is through this statewide network of local community organizations and volunteer groups and other community food providers that CAPBM proposes to continue to efficiently provide critically needed TEFAP resources to New Hampshire families in the greatest need of food assistance.

Program Implementation

TEFAP has been administered by CAPBM statewide since the program's inception. The established food distribution system and statewide network have grown over these years and has resulted in a broad coalition of food pantries, soup kitchens, and homeless shelters that distribute the commodity foods to the most vulnerable residents of the state. Success in reaching the end-user has been greatly improved and enhanced by the extensive use of volunteers throughout the state which also aids in reducing administrative costs. With over 30 years of experience, the current statewide TEFAP Director has demonstrated the ability to work collaboratively with the NH community EFOs and other stakeholders to help ensure adequate food resources are available to local EFOs as they continuously strive to assist NH's families in need.

Award of the contract to Community Action Program Belknap-Merrimack Counties, Inc. ensures the established, successful system will continue to operate and support the states Emergency Feeding Organizations (EFO) with the fair and equitable distribution of USDA foods with no down time for the implementation of a new process, and no necessary transition plans requiring new support and training to over 245 EFOs.

Qualifications to Meet RFP Requirements

With over forty (40) years of experience with managing, ordering, warehousing and distribution of TEFAP food products, CAPBM and the NHCAA are the only organizations with the history, experience and knowledge of the TEFAP program, and are best positioned to ensure the continued success of this program.

CAPBM has proven its effectiveness in meeting the intended purpose of the TEFAP program by making USDA Commodities accessible to the local EFOs. CAPBM has also demonstrated during years of service the ability to administer TEFAP in compliance with the Federal Code of Regulation (CFR), the Department of Administrative Services Administrative Rules (600), and in accordance with Government Auditing Standards required by Super Circular 2 CFR Part 200.

The ability to meet the requirements of the RFP and to operate this federal grant has been demonstrated for decades and during very challenging circumstances. For example, CAPBM adapted to changing circumstances throughout the COVID-19 pandemic. During this time, the scale of operations and the volume of food received and distributed significantly increased. Despite this unprecedented situation, CAPBM demonstrated the ability adjust quickly and to operate within the federal grant. CAPBM has demonstrated innovation, flexibility, and consistent reliability in delivering successful outcomes for TEFAP for over 40 years.

This is further demonstrated by annual agency audits for program compliance, which have had no findings. State monitoring of the TEFAP program has also been reflective of the high standards that are met by this program and agency.

Community Action Program Belknap-Merrimack Counties, Inc. respectfully asks to be granted the opportunity to continue operating this important program, providing hunger relief to New Hampshire's most vulnerable residents.

Bidder Qualifications

Provide full details regarding the following items in support of the bidder's experience and ability to provide services.

- **Full legal company name:** Community Action Program
Belknap and Merrimack Counties, Inc.
- **Year business started:** 1965
- **Parent/Subsidiary relationships:** N/A
- **State of incorporation:** New Hampshire
- **Location of Headquarters:** 2 Industrial Park Drive
Concord, NH 03301
- **Current number of employees:** 322
- **Details of any Litigation:** N/A
- **Presence in State of NH:** Statewide
- **Services provided by bidder:** All
- **Sub-contractor:** N/A

Bidder Contact Information

Please provide contact information below for a person knowledgeable of and who can answer questions regarding this bid response.

<u>Randy Emerson</u>	<u>603-225-3295 ext 1120</u>	<u>800-856-5525</u>
Contact Person	Local Telephone #	Toll Free Telephone #

<u>remerson@capbm.org</u>	<u>capbm.org</u>	<u>073997504</u>
E-mail Address	Company Website	DUNS #

<u>Community Action Program</u>	<u>2 Industrial Park Drive, Concord NH 03301</u>
<u>Belknap-Merrimack Counties, Inc.</u>	
Bidder Company Name	Bidder Address

Geographic Coverage (25 points)

- Provide a detailed list of current distribution locations by town that the Vendor is distributing to
- Provide names and addresses of current food pantries, homeless shelters, and soup kitchens you anticipate will participate broken down by county. If any locations need to remain undisclosed (women's shelters, etc.), please provide the town, followed by an asterisk (*)

Emergency Feeding Sites

The New Hampshire Community Action Agencies (NHCAA) currently provide food assistance through a network of 631 sites, including 245 TEFAP eligible Emergency Feeding Organizations (EFO) throughout all ten (10) counties of the state.

The following tables provide information for TEFAP distribution sites which are priority Emergency Feed Organizations (EFO) throughout all ten (10) counties of the state by town and city and Additional Food Distribution Sites by location that the NHCAA network serves.

Agency	TEFAP Sites	Commodity Supplemental Food Sites	Elderly Meal Sites	WIC	Summer Food Program	CACFP Sites	Grand Total
CAPBM	56	95 ⁽¹⁾	11	22 ⁽²⁾	19	9	212
SNHS	75	53	0	18	23	53 ⁽³⁾	222
SCS	29	19	0	7	0	7	62
CAPSC	21	11	4	0	22	4	62
TCCAP	64	0	0	0	0	9	73
Grand Total	245	178	15	47	64	82	631

(1) Includes sites in Carroll, Coos, Grafton, and Strafford Counties

(2) Includes sites in Coos, and Grafton

(3) Includes CACFP Sponsorship of Child Development Centers in all 10 Counties

TEFAP Distribution Sites

Community Action Program Belknap-Merrimack Counties Inc.

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
BELKNAP COUNTY				
Alton				
Alton Community Services 141 Main Street P.O. Box 43 Alton, NH 03809	✓			
Barnstead				
Barnstead Thrift Shop & Food Pantry 134 Suncook Valley Road P.O. Box 27 Barnstead, NH 03218	✓			
Families In Need Route 126 Barnstead, NH 03225	✓			
Belmont				
First Baptist Church 49 Church Street Belmont, NH 03220	✓	✓		
Center Harbor				
Agape Ministry Food Pantry 80 Bean Road Center Harbor, NH 03226	✓			
Laconia				
Belknap County Nursing Home 30 County Drive Laconia, NH 03246				✓
Christ Life Center 175 Mechanic Street Laconia, NH 03246	✓	✓		
The Common Pantry Laconia Area Center 121 Belmont Road Laconia, NH 03246	✓			
Hands Across the Table 31 Gilford Ave. PO Box 6553 Laconia, NH 03247		✓		
Isaiah 61 Café 100 New Salem Laconia, NH 03246		✓		
Laconia Housing Authority 25 Union Ave Laconia, NH 03246				✓

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
The Salvation Army (Carey House) 177 Union Avenue P.O. Box 326 Laconia, NH 03247	✓	✓	✓	
St Francis Home 406 Court Street Laconia, NH 03246				✓
Lakeport				
St. Vincent de Paul Society 1269 Union Avenue P.O. Box 6123 Lakeport, NH 03247	✓			
Meredith				
Calvary Bible Church Food Pantry 6 St. James Street P.O. Box 1 Meredith, NH 03253	✓			
Meredith Emergency Food Pantry 147 Main Street Meredith, NH 03253	✓			
Sanbornton				
First Fruits Food Pantry Second Baptist Church 322 Upper Bay Road Sanbornton, NH 03269	✓			
Tilton				
Northfield-Tilton Congregational Church 283 Main Street Tilton, NH 03276	✓			
MERRIMACK COUNTY				
Boscawen				
Boscawen Congregational Church 12 High Street Boscawen, NH 03303	✓			
Merrimack County Nursing Home 325 Daniel Webster Highway Boscawen, NH 03303				✓
Bradford				
Bradford Community Food Pantry First Baptist Church 88 West Main Street P.O. Box 57 Bradford, NH 03221	✓			
Chichester				
Town of Chichester Town Hall 54 Main Street Chichester, NH 03258	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Concord				
Centerpoint Church 20 North State Street Concord, NH 03301	✓			
Christ the King/ St. John's Food Pantry 67 1/2 S. State Street Concord, NH 03301	✓			
Concord Area Center Community Action Program 2 Industrial Park Drive P.O. Box 1016 Concord, NH 03301	✓			
The Friendly Kitchen Inc. 14 Montgomery Street Concord, NH 03301		✓		
Friends of Forgotten Children 224 Bog Road Concord, NH 03303	✓	✓		
First Congregational Church Pantry 177 North State Street Concord, NH 03301	✓			
NH Hospital 36 Clinton Street Concord, NH 03301				✓
Riverbend CMHC 40 Pleasant Street Concord, NH 03301				✓
St. Paul's Church Food Pantry 21 Centre Street Concord, NH 03301	✓			
The Salvation Army 58 Clinton Street Concord, NH 03301	✓			
The Salvation Army McKenna House 100 South Fruit Street Concord, NH 03301			✓	
Seventh Day Adventist Church 310 Sheep Davis Road P.O. Box 4087 Concord, NH 03301	✓			
West Congregational Church 499 North State Street Concord, NH 03303	✓			
Contoocook				
Hopkinton Food Pantry Hopkinton Community Center 41 Houston Drive Contoocook, NH 03229	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Epsom				
Epsom Food Pantry 1598 Dover Road Epsom, NH 03234	✓			
Franklin				
CAP's Cupboard Franklin Area Resource Center 12 Rowell Street Franklin, NH 03235	✓			
Twin Rivers Interfaith Food Pantry 237 Central Street P.O. Box 184 Franklin, NH 03235	✓			
Bread and Roses Kitchen 206 Central Street Franklin, NH 03235		✓		
Henniker				
Henniker Food Pantry Grange Hall (downstairs) Western Avenue P.O. Box 55 Henniker, NH 03242	✓			
Hooksett				
Giving Hands Food Pantry 14 Mammoth Road Hooksett, NH 03106	✓			
Hooksett Community Food Pantry 35 Main Street Hooksett, NH 03106	✓			
Loudon				
Loudon Food Pantry 30 Chichester Road Unit D Loudon, NH 03307	✓			
New London				
Kearsarge Lake Sunapee Community Food Pantry 461 Main Street New London, NH 03257	✓			
Penacook				
Immaculate Conception Food Pantry 9 Bonny Street Penacook, NH 03303	✓			
Penacook				
United Church of Penacook 21 Merrimack Street P.O. Box 6178 Penacook, NH 03303	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Pittsfield				
Pittsfield Food Pantry, Inc. 85 Main Street Pittsfield, NH 03263	✓			
Suncook				
Suncook Area Center Community Action Program 15 Glass Street Suncook NH 03275	✓			
Warner				
Warner Connects NH 49 West Main Street PO Box 402 Warner, NH 03278	✓			
Webster				
Webster Food Pantry 1011 Long Street Webster, NH 03303	✓			
TOTAL	40	8	2	6

TEFAP Distribution Sites

Southern New Hampshire Services, Inc. Hillsborough and Rockingham Counties

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
HILLSBOROUGH COUNTY				
Goffstown				
Hillsborough County Nursing Home 400 Mast Road Goffstown, NH 03405				✓
Goffstown Food Network Inc. 7 North Main Street Goffstown, NH 03045	✓			
Greenfield				
Greenfield Food Pantry 12 Depot Drive Greenfield, NH 03047	✓			
Greenville				
St. Vincent de Paul Society 15 High Street Greenville, NH 03048	✓			
Hillsboro				
Hillsboro District Food Pantry 7 Church Street Hillsboro, NH 03244	✓			
Hudson				
Hudson Community Food Pantry 23 Library Street Hudson, NH 03051	✓			
Manchester				
Bethany Chapel Food Pantry 54 Newbury Street Manchester, NH 03103	✓			
Families in Transition 199 Manchester Street Manchester, NH 03105	✓	✓	✓	
First United Methodist Church 961 Valley Street Manchester, NH 03103	✓			
The Helping Hands Outreach Center 50 Lowell St. P.O. Box 3551 Manchester, NH 03105			✓	
Liberty House Inc. 75 West Baker Street Manchester, NH 03103				✓

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Manchester Housing and Redevelopment Authority 198 Hanover Street Manchester, NH 03104				✓
Manchester Housing Authority Mary Gale Apts. 600 Maple Street Manchester, NH 03103				✓
Manchester Housing Authority Gallen Building 200 Hanover Street Manchester, NH 03103				✓
Manchester Housing Authority Brown School Building 435 Armory Street Manchester, NH 03102				✓
Manchester Housing Authority Burns Building 55 South Main Street Manchester, NH 03102				✓
Manchester Housing Authority Pariseau Building 55 Armory Street Manchester, NH 03102				✓
Manchester Housing Authority Kalivas Building 175 Chestnut Street Manchester, NH 03103				✓
Manchester Housing Authority O'Malley Building 259 Chestnut Street Manchester, NH 03103				✓
NH Food Bank 700 East Industrial Park Drive Manchester, NH 03109				✓
New Life Ministries of NE Inc. 782 North River Road Manchester, NH 03104				✓
Parish of Transfiguration 305 Kelley Street Manchester, NH 03102	✓			
St. Anthony Food Pantry Blessed Sacrament Church 14 Elm Street Manchester, NH 03103	✓			
St. Raphael Food Pantry 103 Walker Street Manchester, NH 03102	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
The Salvation Army 121 Cedar Street Manchester, NH 03101	✓			
Merrimack				
Merrimack Community Food Pantry 646 Daniel Webster Highway P.O. Box 895 Merrimack, NH 03054	✓			
St. John Neumann Food Pantry 708 Milford Rd Merrimack, NH 03054	✓			
Milford				
SHARE Food Pantry 1 Columbus Ave Milford, NH 03055	✓			
Nashua				
Christian Bible Church of Nashua 205 Manchester Street Nashua, NH 03060	✓			
Corpus Christi 3 Crown Street Nashua, NH 03060	✓			
Family Promise of Greater Nashua "Anne-Marie House" 3 Crown Street Nashua, NH 03060			✓	
Harbor Care Food Pantry 45 High Street Nashua, NH 03060	✓			
Heart of Nashua Food Assistance 2 Quincy Street Nashua, NH 03060	✓			
Marguerite d'Youville Food Pantry 166 Kinsley Street Nashua, NH 03060	✓			
Nashua Soup Kitchen Food Pantry & Shelter 2 Quincy Street Nashua, NH 03060	✓	✓	✓	✓
The Salvation Army 1 Montgomery Ave. Nashua, NH 03060	✓			
The Tolles Street Mission Inc. 52 Whitney Street Nashua, NH 03061	✓			
Peterborough				
Peterborough Human Services Food Pantry 25 Elm Street Peterborough, NH 03458	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Wilton				
Open Cupboard Food Pantry 28 Maple Street P.O. Box 111 Wilton, NH 03086	✓			
ROCKINGHAM COUNTY				
Brentwood				
Rockingham County Nursing Home 117 North Road Brentwood, NH 03833				✓
Deerfield				
Deerfield Food Pantry 15 Church Street P.O. Box 34 Deerfield, NH 03037	✓			
Derry				
First Baptist Church Community Food Pantry 4 Crystal Avenue Derry, NH 03038	✓			
Sonshine Soup Kitchen 4 Crystal Avenue #4 Derry, NH 03038		✓		
The Upper Room 36 Tsienneto Road Derry, NH 03038	✓			
Exeter				
St Vincent de Paul 11 Linden Street Exeter, NH 03833	✓			
Hampstead				
St Anne Ecumenical Food Pantry 26 Emerson Avenue; PO Box 339 Hampstead, NH 03841	✓			
Hampton				
St. Vincent de Paul 289 Lafayette Road Hampton, NH 03842	✓	✓		
The Salvation Army of Hampton 324 Lafayette Ave Ste. 3 Hampton, NH 03842	✓			
Londonderry				
Londonderry United Methodist Church Food Pantry 258 Mammoth Road Londonderry, NH 03053	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Newmarket				
Newmarket Community Church 137 North Main St. Newmarket, NH 03857	✓			
Northwood				
Northwood Emergency Food Pantry Northwood Town Hall P.O. Box 7 Northwood, NH 03261	✓			
Nottingham				
Higher Ground Baptist Church 100 Old Turnpike Road Nottingham, NH 03290	✓			
Nottingham Food Pantry Town Hall Rte. 152 Stage Road P.O. Box 209 Nottingham, NH 03290	✓			
Plaistow				
Holy Angels Food Pantry 8 Atkinson Depot Road Plaistow, NH 03865	✓			
Portsmouth				
Cross Roads House 600 Lafayette Road Portsmouth, NH 03801			✓	
Gather Food Pantry 210 West Road Suite 3 Portsmouth, NH 03801	✓			
The Salvation Army 272 Rockland Street Portsmouth, NH 03801	✓	✓		
Raymond				
Greater Raymond Food Pantry Community Action Program 55 Prescott Road Raymond, NH 03077	✓			
Salem				
Bread of Life Food Pantry 171 Zion Hill Road Salem, NH 03079	✓			
Food For Hungry Food Pantry United Methodist Church 8 Pleasant Street Salem, NH 03079	✓			
Greater Salem Community Action 85 Stiles Road Salem, NH 03079	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
We Care Charity Food Pantry 224 North Broadway Street unit 14d10 Salem, NH 03079	✓			
Seabrook				
Healing Rain Ministries 49 New Zealand Road Seabrook, NH 03874	✓	✓		
Seabrook Community Table 867 Lafayette Road Seabrook, NH 03874		✓		
Seabrook Church of Christ 867 Lafayette Road Seabrook, NH 03874	✓			
Seacoast Community Action Center 146 Lafayette Road Seabrook, NH 03874	✓			
West Nottingham				
Liberty Baptist Church 62 Freeman Hall Road P.O. Box 78 West Nottingham, NH 03291	✓			
TOTAL	49	7	5	14

TEFAP Distribution Sites

**Southwestern Community Services Inc.
Cheshire and Sullivan Counties**

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
CHESHIRE COUNTY				
Alstead				
Fall Mt. Friendly Meals Alstead Fire Station Alstead, NH 03602		✓		
Chesterfield				
Joans Food Pantry NH Route 63 Chesterfield, NH 03443	✓			
Jaffrey				
Jaffery Food Pantry 54 Main St Jaffrey, NH 03452	✓			
Keene				
The Community Kitchen Inc. Pantry Program 35-37 Mechanic Street P.O. Box 1315 Keene, NH 0343	✓	✓		
Feeding Tiny Tummys 305 Park Ave Keene, NH 03431	✓			
Federated Church Food Pantry 16 Pleasant Street Marlborough, NH 03455	✓			
Hundred Nights Inc. 17 Lamson St PO Box 833 Keene, NH 03431		✓	✓	
Keene Serenity Center 40 Carpenter Street Keene, NH 03431				✓
Monadnock Area Housing Coalition 139 Roxbury Street PO Box 603 Keene, NH 03431			✓	
The Salvation Army 15 Roxbury Plaza Keene, NH 03431	✓	✓		
St. Vincent de Paul Society St. Bernard Church 173 Main Street Keene, NH 03431	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Langdon				
Fall Mt. Alstead Pantry 122 NH Route 12A Langdon, NH 03602	✓			
Rindge				
Rindge Food Pantry 1102 NH Route 119 Rindge, NH 03461	✓			
Troy				
Helping Hands Center 1 Depot Street P.O. Box 240 Troy, NH 03465-0240	✓			
Westmoreland				
Cheshire County Nursing Home Maplewood 201 River Road Westmoreland, NH 03467				✓
West Swanzey				
Gert's Food Pantry Community Church of West Swanzey 5 Holbrook Road West Swanzey, NH 03469	✓			
Winchester				
St. Vincent de Paul Society 99 Main Street Winchester, NH	✓			
SULLIVAN COUNTY				
Charlestown				
Fall Mountain Food Pantry 19 Summer Street Charlestown, NH 03602	✓			
Claremont				
Catholic Outreach St Mary Parish 35 Central Street Claremont, NH 03743	✓			
City of Claremont Welfare Food Pantry 58 Opera House Square Claremont, NH 03743	✓			
Claremont Soup Kitchen, Inc. 53 Central Street P.O. Box 957 Claremont, NH 03743	✓	✓		
Sullivan County Housing Coalition 96 Main Street Claremont, NH 03743			✓	

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Sullivan County Nursing Home 5 Nursing Home Drive Claremont, NH 03743				✓
Newport				
Church of the Epiphany Soup Kitchen 4 Cedar Street Newport, NH 03773		✓		
Newport Area Association of Churches 95-97 S. Main Street P.O. Box 672 Newport, NH 03773	✓			
TOTAL	17	6	3	3

TEFAP Distribution Sites

Community Action Partnership of Strafford County

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Barrington				
Barrington Community Pantry 105 C Ramsdell Lane PO Box 208 Barrington, NH 03825	✓			
Center Strafford				
Third Baptist Church Soup Kitchen 30 Strafford Road PO Box 36 Center Strafford, NH 03884	✓	✓		
Dover				
Dover Food Pantry 1 Silver Street Dover, NH 03820	✓			
Dover CAP Outreach Food Pantry 577 Central Ave. Ste. 10 Dover, NH 03820	✓			
Riverside Rest Home 276 County Farm Road Dover, NH 03820				✓
Our Daily Bread 180 Locust Street Dover, NH 03820	✓			
Durham				
Church of St. Thomas More 6 Madbury Road P.O. Box 620 Durham, NH 03824	✓			
Farmington				
Interfaith Pantry 400 Main Street Farmington, NH 03835	✓			
Grace Community Church 9Mechanic Street Farmington, NH 03867	✓			
Lee				
Wilkinson Food Pantry 17 Mast Road Lee, NH 03861	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Milton				
We Care Food Pantry 370 White Mountain Highway Milton, NH 03867	✓			
New Durham				
New Durham Food Pantry 5 Main Street New Durham, NH 03855	✓			
Rochester				
Community Action Partnership of Strafford County 10 Cold Spring Circle Rochester, NH 03867	✓			
The Salvation Army 10 Olde Farm Lane P.O. Box 1029 Rochester, NH 03867	✓	✓		
The Homeless Center of Strafford 202 Washington Street Rochester, NH 03839			✓	
Gerry's Food Pantry 150 Wakefield Street Rochester, NH 03867	✓			
Grace Community Church 57 Wakefield Street Rochester, NH 03867	✓			
Rollinsford				
Seeds of Faith Inc. 1 Front Street Suite 160 Rollinsford, NH 03820	✓			
Somersworth				
The Community Food Pantry 176 West High Street P.O. Box 228 Somersworth, NH 03878	✓			
TOTAL	17	2	1	1

TEFAP Distribution Sites

**Tri County Community Action Program Inc.
Coos, Carroll, Grafton Counties**

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
COOS COUNTY				
Berlin				
Community Bible Church Food Pantry 593 Sullivan Street Berlin, NH 03570	✓			
Community Cafe 219 Willow Street Berlin, NH 03570		✓		
Coos County Nursing Home 364 Cates Hill Road; PO Box 416 Berlin, NH 03570				✓
Feeding Hope Food Pantry 219 Willow Street Berlin, NH 03570	✓			
The Salvation Army 15 Cole Street P.O. Box 495 Berlin, NH 03570	✓	✓		
St. Vincent de Paul Rehab and Nursing Ctr. 29 Province Ave. Berlin, NH 03570				✓
Serenity Steps 567 Main Street Berlin, NH 03570				✓
Colebrook				
Area Churches Working Together Trinity United Methodist Church 55 Pleasant Street Colebrook, NH 03576	✓	✓		
Helping Hands North 119 Main Street Colebrook, NH 03576	✓			
Groveton				
Groveton Food Pantry 11 State Street P.O. Box 247 Groveton, NH 03582	✓			
North Country Peer Support 9 Summer Street Unit 1 Groveton, NH 03582				✓

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Lancaster				
Lancaster Community Cupboard 135 Main Street Lancaster, NH 03584	✓	✓		
Tyler Blain Homeless Shelter Tri-County Community Action 56 Prospect Street Lancaster, NH 03584	✓		✓	
Twin Mountain				
Town of Carroll 92 School Street P.O. Box 146 Twin Mountain, NH 03595	✓			
West Stewartstown				
Coos County Nursing Hospital 136 Country Farm Road West Stewartstown, NH 03597				✓
Whitefield				
Morrison Nursing Home 6 Terrace Street Whitefield, NH 03598				✓
Whitefield Christian Church Food Pantry 3 School Street Whitefield, NH 03598	✓			
CARROLL COUNTY				
Conway				
Conway Village Congregational Church 132 Main Street; P.O. Box 333 Conway, NH 03818	✓			
Conway Peer Support 6 Main Street PO Box 241 Conway, NH 03818				✓
The Dinner Bell Conway Village Congregational Church 132 Main Street Conway, NH 03818		✓		
Center Conway				
The Breadbasket Food Pantry @ The River Church 2600 East Main Street Center Conway, NH 03813	✓	✓		

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Center Ossipee				
Agape' Ministries 1895 NH Route 16 Center Ossipee, NH 03814	✓			
Freedom				
Freedom Food Pantry First Christian Church 12 Elm Street P.O. Box 502 Freedom, NH 03836	✓			
Glen				
Bartlett-Jackson Food Pantry Glen Community Baptist Church 9 Dundee Road P.O. Box 279 Glen, NH 03838	✓			
Madison				
Madison Church Food Pantry 53 Conway Road Madison, NH 03849	✓			
North Conway				
Kearsarge Group Home 138 Kearsarge Road North Conway, NH 03860				✓
Vaughan Community Services Inc. 2503 White Mountain Highway P.O. Box 401 North Conway, NH 03860	✓			
Sanbornville				
Wakefield Food Pantry 1500 Wakefield Road P.O. Box 426 Sanbornville, NH 03872	✓			
Tamworth				
The Community Food Center 678 Whittier Road Tamworth, NH 03886	✓			
Wolfeboro				
L.I.F.E. Ministries Food Pantry 264 South Main Street Wolfeboro, NH 03894	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
GRAFTON COUNTY				
Ashland				
Ashland Food Closet 12 Highland Street P.O. Box 1146 Ashland, NH 03217	✓			
Bethlehem				
Town of Bethlehem 2155 Main Street Bethlehem, NH 03574	✓			
Support Center at Burch House 249 Main Street Bethlehem, NH 03574	✓		✓	✓
Bristol				
Bristol Community Service 24 Pleasant Street Bristol, NH 03222	✓			
Campton				
Campton Baptist Church Food Pantry 1345 NH Route 175 (Main St.) Campton, NH 03223	✓			
Dinnertime Soup Kitchen 1345 NH Route 175 (Main St.) Campton, NH 03223		✓		
Canaan				
Friends of Mascoma Foundation 9 On The Common Way Canaan, NH 03741	✓			
Enfield				
Friends of Mascoma Foundation Enfield Town Hall Enfield, NH 03748	✓			
Franconia				
Good Neighbor Food Pantry 44 Church Street Franconia, NH	✓			
Glencliff				
Glencliff Home for the Elderly 393 High Street PO Box 76 Glencliff, NH 03238-0076				✓
Lebanon				
Crosspoint Church Food Pantry 45 Buckingham Place Lebanon, NH 03766	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
Lebanon continued				
Listen Inc. 60 Hanover Street Lebanon, NH 03766	✓	✓		
Lincoln				
Lincoln-Woodstock Food Pantry 194 Pollard Road PO Box 25 Lincoln, NH 03251	✓			
Littleton				
All Saints Church Food Cupboard 35 School Street Littleton, NH 03561	✓			
The Bridge Outreach Center 70 Redington Street Littleton, NH 03561	✓			
Littleton.Peer Support 111 Saranac Street Ste 169-171 Littleton, NH 03561				✓
North Haverhill				
Grafton County Nursing Home 3855 Dartmouth College Highway North Haverhill, NH 03774				✓
Horse Meadow Senior Center Food Pantry 91 Horse Meadow Road North Haverhill, NH 03774	✓			
Plymouth				
Bridge House 260 Highland Street Plymouth, NH 03264	✓		✓	
Meals For Many Plymouth Congregational Church 5 South Main Street Plymouth, NH 03264		✓		
Plymouth Area Community Closet 5 South Main Street Plymouth, NH 03264	✓			
We Care Food Pantry 319 Highland Street Plymouth, NH 03264	✓			
Warren				
Warren / Wentworth Food Pantry 333 NH Rte. 25 Warren, NH 03279	✓			

Distribution Site	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution
West Lebanon				
Wellspring Food Pantry 407 N. Main Street West Lebanon, NH 03784	✓			
Woodsville				
Good Shepard Ecumenical Food Pantry 65 South Court Street Woodsville, NH 03785	✓			
TOTAL	40	9	3	12

Agency	Food Pantry	Soup Kitchen	Homeless Shelter	Charitable Institution	Grand Total
CAPBM	40	8	2	6	56
SNHS	49	7	5	14	75
SCS	17	6	3	3	29
CAPSC	17	2	1	1	21
TCCAP	40	9	3	12	64
Grand Total	163	32	14	36	245

Additional NHCAA Food Distribution Sites

Community Action Program Belknap-Merrimack Counties Inc.

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
BELKNAP COUNTY					
Alton					
Alton Senior Center 7 Pearson Road Alton, NH 03809	✓	✓			
Alton Elderly Housing Prospect View 13A Spruce Terrace Alton, NH 03809	✓				
Alton Bay Community Center 58 Mount Major Hwy Alton, NH 03810			✓		
Belmont					
Belmont Elderly Housing Heritage Terrace 22 Heritage Terrace Belmont, NH 03220	✓				
Gilford					
Gilford Knolls 15 Beacon Drive Gilford, NH 03249	✓				
Laconia					
Lakes Region Family Center 121 Belmont Road Laconia, NH 03246			✓		
Laconia Head Start/Early Head Start 121 Belmont Road Laconia, NH 03246					✓
Lakes Region Boys & Girls' Club 876 North Main Street Laconia, NH 03246				✓	
Opechee Day Camp 915 N Main Street Laconia, NH 03246				✓	
Woodland Heights Summer Program 225 Winter Street Laconia, NH 03246				✓	
Elm Street School 478 Elm Street Laconia, NH 03246				✓	
Pleasant St School 350 Pleasant st Laconia, NH 03246				✓	

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Laconia Salvation Army 177 Union Avenue Laconia, NH 03246	✓				
Sunrise Towers 25 Union Avenue Laconia, NH 03246	✓				
Laconia Middle School 150 McGrath Street Laconia, NH 03246				✓	
Laconia High School 345 Union Avenue Laconia, NH 03246				✓	
Laconia Senior Center 532 Main Street Laconia, NH 03246		✓			
Lake Village Apartments 765 Union Avenue Laconia, NH 03246	✓				
Victoria Woods 16 Chalevoix Place Laconia, NH 03246	✓				
Tavern Apartments 7 Church Street Laconia, NH 03246	✓				
Lakes Region Family Center 121 Belmont Road Laconia, NH 03246			✓		✓
Meredith					
First Congregational Church 4 Highland Street Meredith, NH 03253	✓		✓		
Hillside Apartments 23 Gould Avenue Meredith, NH 03253	✓				
Northfield Village 25 Spring Street Street, NH 03276	✓				
MERRIMACK COUNTY					
Bradford					
Mountain View Senior Center 134 E. Main Street Bradford, NH 03221		✓			
Concord					
WIC Program 2 Industrial Park Drive, Bldg 2 Concord, NH 03301			✓		

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Concord Boys and Girls Club 55 Bradley Street Concord, NH 03301				✓	
Rundlett School 144 South Street Concord, NH 03301				✓	
Allenstown Boys & Girls Club 8 Whitten Street Allenstown, NH 03275				✓	
Beaver Meadow School 40 Seawalls Falls Road Concord, NH 03301				✓	
Concord CAP 2 Industrial Park Drive, Bldg 1 Concord, NH 03301		✓			
Concord EHS 67 Old Loudon Road Concord, NH 03301-7811					✓
Concord Head Start 67 Old Loudon Road Concord, NH 03301-7811					✓
Eastman School Head Start 15 Shawmut Street, Concord, NH 03301					✓
Keach Park/Heights Community Center 14 Canterbury Street Concord, NH 03301		✓		✓	
Concord Royal Gardens 15 Concord Gardens Concord, NH 03301				✓	
Christa McAuliffe School 17 North Spring Street Concord, NH 03301				✓	
Concord High School 170 Warren Street Concord, NH 03301				✓	
Abbot-Downing School 152 South Street Concord, NH 03301				✓	
Broken Ground School 51 S Curtisville Road Concord, NH 03301				✓	
Mill Brook School 53 S Curtisville Road Concord, NH 03301				✓	
CAPBM Central Warehouse 2 Industrial Park Drive, Bldg 2 Concord, NH 03301	✓				

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Concord Elderly Housing Boscawen Green 135 N. Main Street Concord, NH 03301	✓				
Concord Elderly Housing Briar Pipe 83 Washington Street Concord, NH 03301	✓				
Concord Elderly Housing Firehouse Block 46 Warren Street Concord, NH 03301	✓				
Horseshoe Pond Place 26 Commercial Street; Ste 105 Concord, NH 03301		✓			
Concord Area MOW 2 Industrial Park Drive Concord, NH 03301		✓			
Concord Elderly Housing Kennedy Apartments 1 Thompson Street Concord, NH 03301	✓				
Pitman Apartments 15 Pitman Street Concord, NH 03301	✓				
Freidman Court Housing 13 Old Suncook Road Concord, NH 03301	✓				
Merrimack Valley Day Care Services 19 North Fruit Street Concord, NH 03301					✓
Epsom					
Meadow Brook 464 Suncook Valley Epsom, NH 03234	✓				
Franklin					
Franklin Elderly Housing 55 Dany Drive Franklin, NH 03235	✓				
Riverside Elderly Housing 68 Lancaster Street Franklin, NH 03235	✓				
Franklin Elderly Housing New Franklin Apartments 121 N. Main Street Franklin, NH 03235	✓				
Bessie Rowell Community Center 12 Rowell Drive Franklin, NH 03235		✓			✓

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Unitarian Universalist Church 206 Central Street Franklin, NH 03235			✓		
Hooksett					
Hooksett Congregational Church 5 Veteran's Drive Hooksett, NH 03106	✓		✓		
Hooksett Elderly Housing-Holly Berry 319 Londonderry Tpk. Hooksett, NH 03106	✓				
Loudon					
Loudon Elderly Housing 142 South Village Road Loudon, NH 03301	✓				
New London					
Bittersweet Apartments 92 Pleasant Street New London, NH 03257	✓				
St. Andrews Episcopal Church 52 Gould Road New London, NH 03257			✓		
Newbury					
Newbury Commons 52 Newbury Heights Road Newbury, NH 03255	✓				
Northfield					
Northfield Village 25 Spring Street Northfield, NH 03276	✓				
Pembroke					
Pembroke Elderly Housing The Village at Pembroke Farms 408 Pembroke Street Pembroke, NH 03275	✓				
Pittsfield					
Pittsfield Community Center 68 Main Street Pittsfield, NH 03263	✓		✓		
Pittsfield Head Start 8 Catamount Street Pittsfield, NH 03263					✓
Pittsfield Early Head Start 7 Fayette Street Pittsfield, NH 03263					✓
Pittsfield Senior Center 44 Barnstead Road Pittsfield, NH 03263		✓			

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Drakes Field Route 107 Barnstead Road Pittsfield, NH 03263				✓	
Suncook					
Suncook CAP 15 Glass Street, Suite 104 Suncook, NH 03275	✓				
Suncook Senior Center 8 Whitten Street Suncook, NH 03275		✓			
Tilton					
Tilton Senior Center 11 Grange Road Tilton, NH 03276		✓			
Warner					
United Church of Warner 8 Main Street Warner, NH 03278			✓		
Kearsarge Elderly Housing-North Ridge 26 North Road Warner, NH 03278	✓				
CARROLL COUNTY					
Center Ossipee					
Ossipee Concerned Citizens Main Street Ossipee, NH 03814	✓				
Mountain View Place Sunset Apartments Main Street Center Ossipee, NH 03814	✓				
Conway					
Conway Church of Christ 348 East Main Street Conway, NH 03818	✓				
Wolfeboro					
First Congregational Church 115 South Main Street Wolfeboro, NH 03894	✓				
COOS COUNTY					
Berlin					
Coos Family Health Center 54 Willow Street Berlin, NH 03570			✓		

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Northern Lights Apartments 25 Success Street Berlin, NH 032570	✓				
St Regis Apartments 421 Main Street Berlin, NH 03570	✓				
Salvation Army 15 Cole Street Berlin, NH 03570	✓				
Colebrook					
Colby Court Apartments 3 Colby Street Colebrook, NH 03576	✓				
Monadnock Congregational Church 92 Main Street Colebrook, NH 03576	✓		✓		
Monadnock Village 12 Village Way Colebrook, NH 03576	✓				
Groveton					
Groveton United Methodist Church 46 Church Street Groveton, NH 03582			✓		
Melcher Court apartments 3 Melcher Street Groveton, NH 03582	✓				
Lancaster					
St. Paul's Episcopal Church 113 Main Street Lancaster, NH 03584			✓		
All Saints Church 163 Main Street Lancaster, NH 03584	✓				
Whitefield					
Highland House Apartments 30 Highland Street Whitefield, NH 03598	✓				
McIntyre School Apartments 16 Highland Street Whitefield, NH 03598	✓				
Trinity Methodist Church 28 Bridge Street Whitefield, NH 03598	✓				

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Grafton					
Ashland					
Ashland Community Center 4 Highland Street Ashland, NH 03217	✓		✓		
Common Man Commons 48 Wet Street Ashland, NH 03217	✓				
Bristol					
United Church of Christ 15 Church Street Bristol, NH 03222	✓		✓		
Bristol Elderly Housing 42 Central Square Bristol, NH 03222	✓				
Campton					
Campton Mills 349n Owl Street Campton, NH 03264	✓				
The Woods Apartments 1228 Route 175 Campton	✓				
Canaan					
Indian River Apartments 42 Indian River Road Canaan, NH 03741	✓				
Enfield					
United Methodist Church 314 US Route 4 Enfield, NH 03748	✓		✓		
Prospect Pines Apartments 24 Prospect Pines Road Enfield, NH 03748	✓				
Lebanon					
Roger's House Apartments 39 Park Street Lebanon, NH 03766	✓				
Maple Manor Apartments 16 Maple Street Lebanon, NH 03766	✓				
First Congregational Church of Lebanon 10 South Park Street Lebanon, NH 03766			✓		

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Lincoln					
Lincoln Green Apartments 34 Lincoln Green Road Lincoln, NH 03251	✓				
Father Roger Bilodeau Community Center 194 Pollard Road Lincoln, NH 03251			✓		
Lisbon					
Lisbon Inn Elderly Apartments 40 South Main Street Lisbon, NH 03585	✓				
Littleton					
Lane House 43 Cottage Street Littleton, NH 03561	✓				
Littleton High School 159 Oak Hill Avenue Littleton, NH 03561					
Mildred C. Lakeway School 325 Union Street Littleton, NH 03561					
Mount Eustis Commons 260 Cottage Street, Suite F, Main Ent. Littleton, NH 03561			✓		
Saint Rose of Lima Catholic Church 82 High Street Littleton, NH 03561	✓				
North Haverhill					
Horsemeadow Senior Horsemeadow Road North Haverhill, NH 03774	✓				
Plymouth					
Pemi Commons 230 Fairgrounds Road Plymouth, NH 03264	✓				
Prince Haven 5 Pine Haven Road Plymouth, NH 03264	✓				
Whole Village Family Resource Center 258 Highland Street Plymouth, NH 03264	✓		✓		
Warren					
Warren Food Pantry PO Box 6 Warren, NH 03279	✓				

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Woodsville					
Opera Block Housing 65 Central Street Woodsville, NH 03785	✓				
Woodsville Methodist Church 9 Maple Street Woodsville, NH 03785			✓		
(STRAFFORD COUNTY)					
Dover					
Dover Housing Authority Housing and Volunteers 58 Union Street Dover, NH 03820	✓				
Niles Senior Center 58 Union Street Dover, NH 03820	✓				
Durham					
Bagdad Woods 38 Madbury Road Durham, NH 03824	✓				
Rochester					
Rochester Housing Authority 77 Olde Farm Lane Rochester, NH 03867	✓				
Goodwin Community Health Center 22 South Main St Rochester, NH 03867	✓				
Laurel Terrace 21 McKinley Street Rochester, NH 03867	✓				
Roberge Manor 14 Adrien Circle Rochester, NH 03867	✓				
Chasse Village 11 Adrien Circle Rochester, NH 03867	✓				
Rochester Community Ctr CAP Head Start 150 Wakefield Street Rochester, NH 03867	✓				
Laurel Terrace 22 McKinney Street Rochester, NH 03867	✓				
Rochester East 33 Highland Street Rochester, NH 03867	✓				

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Linscott 20 Columbus Ave. Rochester, NH 03867	✓				
Wyandotte Wyandotte Falls Rochester, NH 03867	✓				
Nickless 19 Glenwood Ave. Rochester, NH 03867	✓				
Felker 11 & 13 Felker Street Rochester, NH 03867	✓				
Amazon Park 105 Whitehouse Road Rochester, NH 03867	✓				
Homemakers 215 Rochester Hill Road Rochester, NH 03867	✓				
Wellsweep 13 Wellsweep Acres Rochester, NH 03867	✓				
Somersworth					
Charpentier Apts. 26 Franklin Street Somersworth, NH 03878	✓				
Robert Fillion Terrace Washington Street Somersworth, NH 03878	✓				
Queensbury Mills 1 Market Street Somersworth, NH 03878	✓				
AJ Labonte Housing 191 Maple Street Somersworth, NH 03878	✓				
Preservation Park 163 Main Street Somersworth, NH 03878	✓				
Parkview Terrace 5 & 7 Parkview Somersworth, NH 03878	✓				
Union					
Greater Wakefield Resource Center 254 Main Street Union, NH 03887	✓				
TOTAL	95	11	22	19	9

Additional NHCAA Food Distribution Sites

Southern New Hampshire Services, Inc.

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
HILLSBOROUGH COUNTY					
Antrim					
Antrim Village 6 Aiken Street Antrim NH 03440	✓				
Greenfield					
Greenfield 826 Forrest Road Greenfield NH 03047	✓				
Greenville					
Sacred Heart Church 15 High Street Greenville, NH 03048	✓		✓		
Greenville Falls Apts 54 – 56 Main Street Greenville NH 03048	✓				
Goffstown					
St. Lawrence Church 63 Main Street Goffstown, NH 03045	✓		✓		
Hillsboro					
Smith Memorial Congregational Church 30 West Main Street Hillsboro, NH 03244	✓		✓		
Hillsborough Child Development Center 21 School Street Hillsboro, NH 03244-4888					✓
Hudson					
Becky's House Family Daycare Adam Drive, Hudson NH 03051					✓
Jen's Family Daycare 14 Regina Street Hudson, NH 03051					✓
Penny's Child Care 47 Heritage Circle Hudson, NH 03051					✓

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Litchfield					
Tiny Turtles Child Care 38 Stark Lane Litchfield, NH 03052					✓
Manchester					
SNHS, Inc. 40 Pine Street Manchester, NH 03103	✓		✓	✓	
Maintaining Independence RT 3A Manchester NH 03102	✓				
Amory Street Site #1 435 Amory Street Manchester, NH 03103	✓				
S. Main Street Site 55 S. Main Street Manchester, NH 03103	✓				
Hanover Street Site #1 628 Hanover Street Manchester, NH 03103	✓				
Hanover Street Site #2 200 Hanover Street Manchester, NH 03103	✓				
Chestnut Street Site #1 179 Chestnut Street Manchester, NH 03103	✓				
Maple Street Site 600 Maple Street Manchester, NH 03103	✓				
Chestnut Street Site #2 259 Chestnut Street Manchester, NH 03103	✓				
Amory Street Site #2 55 Amory Street Manchester, NH 03103	✓				
Front Street Site 1919 Front Street Manchester, NH 03103	✓				
Varney Street Site 84 Varney Street Manchester, NH 03103	✓				
Carpenter Center 323 Franklin Street Manchester, NH 03103	✓				
College Road Site 27 College Road Manchester, NH 03103	✓				
Summerville Apts 426 Summerville Street Manchester NH 03103	✓				

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Southern NH Service Inc. 160 Silver Street Manchester, NH 03103-5507					✓
Manchester Head Start West 435 South Main Street Manchester NH 03102					✓
Head Start at MCC 1066 Front Street Manchester NH 03102					✓
Beech Street School Playground Beech and Pine Streets Manchester, NH 03103				✓	
Kelley Falls Apartment Kimball Street Manchester, NH 03103				✓	
Elmwood Gardens Apartments Ahern, O'Mally, Trahan, West Baker Street and Brown Ave Manchester, NH 03103				✓	
Hunts Memorial Pool Maple Street Manchester, NH 03103				✓	
Sweeney Park South Main Street Manchester, NH 03103				✓	
Beech Hill Apartments Beech Hill Avenue Manchester, NH 03103				✓	
Manchester PAL 409 Beech Street Manchester NH 03103				✓	
Rock Rimmon Pool 249 Mason Street Manchester NH 03102				✓	
Maple Street Apts 138 Maple Street Manchester NH 03103				✓	
Center Park 22 Beech Hill Drive Manchester NH 03103				✓	
Central High School Football Practice Gill Stadium 396 Valley Street Manchester NH 03103				✓	
West High School Football Practice School Field 9 Notre Dame Ave Manchester NH 03102				✓	

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Memorial High School Football Practice School Field 100 Porter Street Manchester NH 03103				✓	
Center for New Americans 72 Concord Street Manchester NH 03104				✓	
Northwest Head Start 300 Youville Street Manchester NH 03102					✓
Merrimack					
Merrimack YMCA 6 Henry Clay Drive Merrimack, NH 03054					✓
Milford					
Bridge Community Church 65 West Street Milford, NH 03055	✓		✓		
Milford Mills Apt 40 Bridge Street Milford NH 03055	✓				
Pine Valley Loft 37 Wilton Road Milford NH 03055	✓				
Nashua					
SNHS, Inc. 134 Allds Street Nashua, NH 03060	✓		✓	✓	
Nashua CSFP/FMNP Office 124 Allds Street Nashua, NH 03060	✓				
Tyler Street Site #2 57 Tyler Street Nashua, NH 03060	✓				
Pine Street Site 165 Pine Street Nashua, NH 03060	✓				
Ledge Site 143 Ledge Nashua, NH 03060	✓				
Temple Street Site #1 71 Temple Street Nashua, NH 03060	✓				
Burke Street Site 101 Burke Street Nashua, NH 03060	✓				
Salmon Brook 21 Lovell Street Nashua NH 03060	✓				

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Coliseum Avenue Site 7 Coliseum Avenue Nashua, NH 03060	✓				
Temple Street Site #2 76 Temple Street Nashua, NH 03060	✓				
Will Street Site 27 Will Street Nashua, NH 03060	✓				
W. Hollis Street Site 583 W. Hollis Street Nashua, NH 03060	✓				
Nashua Child Development 134 Allds Street Nashua, NH 03060-6302					✓
Nashua Early Head Start 88 Temple Street Nashua NH 03060					✓
Rotary Pool 27 Cleveland Street Nashua NH 03060				✓	
Centennial Pool 22 Sargent Ave Nashua NH 03060				✓	
Sandy Pond Sacred Heart Drive Nashua NH 03060				✓	
Nashua Public Library 2 Court St Nashua NH 03060				✓	
Arlington Street Community Ctr 36 Arlington Street Nashua NH 03060				✓	
Little Treasures 71 Dublin Avenue Nashua, NH 03063					✓
Marguerite's Place 87 Palm Street Nashua, NH 03060					✓
Yeni's Day Care 136 Kinsley Street Nashua, NH 03060					✓
Pelham					
Trails to Learning Home Day Care 44 Nashua Road Pelham, NH 03076					✓
Peterborough					
Union Congregational Church 44 Concord Street Peterborough, NH 03458	✓		✓		

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
School Kids in Peterborough 14 Vine Street Peterborough, NH 03458					✓
Weare					
Old Weare Town Hall Rte. 114 Weare, NH 03281	✓		✓		
ROCKINGHAM COUNTY					
Brentwood					
Donna Clarke's Family Daycare 17 Sanborn Way Brentwood, NH 03833					✓
Chester					
Imagination Station 127 Haverhill Road Chester, NH 03036					✓
Danville					
Prime Time Day Care 40 Hillside Terrace Danville, NH 03819					✓
Derry					
Community Action Center 9 Crystal Ave Derry NH 03038	✓		✓		
Derry Head Start 9 Crystal Ave. Derry NH 03038					✓
The Clubhouse Childcare 13 Peabody Rd Anx Derry, NH 03038"					✓
Epping					
Whispering Pines 70 Pleasant Street Epping, NH 03042	✓				
Deb's Day Care 10 Fisher Drive Epping, NH 03042					✓
Exeter					
Christ Episcopal Church 43 Pine Street Exeter, NH 03833	✓		✓		
Hampton					
Dearborn Apts 7 Dearborn Street Hampton, NH 03842	✓				

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Newmarket					
Newmarket Community Church 137 N. Main Street Newmarket, NH 03857			✓		
Northwood					
Town Hall Route 4 Northwood, NH	✓		✓		
Northwood Meadows 243 Bow Street Northwood NH 03261	✓				
Plaistow					
First Baptist Church 122 Main Street Plaistow, NH 03865	✓		✓		
Portsmouth					
Gosling Meadows 40 Wedgewood Road Portsmouth, NH 03801			✓		
Manor Apts Manor Drive Portsmouth, NH 03801	✓				
Margeson 245 Middle Street Portsmouth, NH 03801	✓				
Feaster 140 Court Street Portsmouth, NH 03801	✓				
Senior Housing 263 Rockland Street Portsmouth, NH 03801	✓				
Community Campus 100 Campus Drive Portsmouth, NH 03801	✓		✓		
Greenleaf Rec Center 195 Greenleaf Ave Portsmouth NH 03801				✓	
Raymond					
Community Action 55 Prescott Road Raymond, NH 03077	✓		✓		
Raymond Head Start 108 Fremont Street Raymond NH 03077					✓
Salem					
United Methodist Church 6 Pleasant Street Salem, NH 03079	✓		✓		

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Seabrook					
Seacoast Community Action 146 Lafayette Road Seabrook, NH 03874	✓		✓		✓
Seabrook Parks and Rec 311 Lafayette Road Seabrook, NH 03874				✓	
Miss Beth's Family Daycare 49 Belgian Drive Seabrook, NH 03874					✓
Londonderry					
Miss Aria's Home Grown Kids 49 Perkins Road Londonderry, NH 03053					✓
Ms. Darlene's Early Learning Center & Child Care 10 Kendall Pond Road Londonderry, NH 03053					✓
Nielsen Daycare Litchfield Road Londonderry, NH 03053"					✓
BELKNAP COUNTY					
Gilford					
Ready Set Grow Child Care 401 Gilford Avenue Gilford, NH 03249					✓
Laconia					
Open Door 651 Union Avenue Laconia, NH 03246					✓
Lochmere					
Weeping Willow Daycare 34 Silver Lake Road Lochmere, NH 03252					✓
CARROLL COUNTY					
North Conway					
Vaughan Learning Center 2503 White Mountain Highway North Conway, NH 03860					✓
Tuftonboro					
Wild Woods Daycare 50 Mountain Road Center Tuftonboro, NH 03816					✓

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
CHESHIRE COUNTY					
Hinsdale					
The Little Imaginative Learners 434 Plain Road Hinsdale, NH 03451					✓
Keene					
Growing Minds Preschool & Daycare 69 Washington Street Keene, NH 03431					✓
Keene Family YMCA – JD Site 200 Summit Road Keene, NH 03431					✓
Keene Family YMCA Learning Center 38 Roxbury Street Keene, NH 03431					✓
Keene State College Child Development Center 229 Main Street Keene, NH 03435"					✓
Swanzey					
Honeybee Hollow Children's Center Ash Hill Road Swanzey, NH 03446					✓
COOS COUNTY					
Berlin					
North Woods Learning Center 99 Wentworth Avenue Berlin, NH 03570					✓
Lancaster					
Lancaster Daycare Center 3 Cemetery Street Lancaster, NH 03584					✓
GRAFTON COUNTY					
Alexandria					
Marie's Daycare 137 Berry Farm Road Alexandria, NH 03222					✓
Plymouth					
Miss Amber's Daycare 19 Page Street Plymouth, NH 03264					✓
MERRIMACK COUNTY					
Concord					
Little Learners Daycare 3 Garrison Street Concord, NH 03301					✓

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
STRAFFORD COUNTY					
Barrington					
Kids Culture- Barrington 8 E Avenue Barrington, NH 03825					✓
Dover					
Kids Culture- Dover 43 Back River Road Dover, NH 03820					✓
Kids Culture – Dover South 32 Thomas Street Dover, NH 03820					✓
Somersworth					
Kids Culture LLC 233 NH-108 Somersworth, NH 03878					✓
Nanny's Daycare 22 Blackwater Road Somersworth, NH 03870					✓
Somersworth Early Learning Center 15 Bartlett Avenue Somersworth, NH 03878					✓
SULLIVAN COUNTY					
Claremont					
One-4-All Child Care 169 Main Street Claremont, NH 03743					✓
Sunflower Child Care 53 Lane Ridge Road Claremont, NH 03743					✓
TOTAL	53		18	23	53

Additional NHCAA Food Distribution Sites

Southwestern Community Services Inc.
Cheshire and Sullivan Counties

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
CHESHIRE COUNTY					
Ashuelot					
SCS Head Start Ashuelot Center 161 Ahsuelot Main Street Ashuelot, NH 03441-2617					✓
Drewsville					
SCS Head Start Drewsville Center 4 Common Road Drewsville, NH 03604					✓
Hinsdale					
Millstream Community Center 19 Main Street Hinsdale, NH 03451			✓		
Hinsdale VFW 66 Main St Hinsdale, NH 03451	✓				
Jaffrey					
Calvary Assembly of God Church 48 Stratton Road Jaffrey, NH 03452	✓		✓		
SCS Head Start Jaffrey Center 35 Oak Street Jaffrey, NH 03452-5848					✓
Keene					
Keene Head Start 63 Community Way Keene, NH 03431					✓
Southwestern Community Services 63 Community Way Keene, NH 03431			✓		
Central Square Terrace 5 Central Square Keene, NH 03431	✓				
Cleveland Place 21 Roxbury Plaza Keene, NH 03431	✓				
Eastside Senior Housing Railroad St Keene, NH 03431	✓				
Railroad Square Senior Housing 49 Community Way Keene, NH 03431	✓				

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Monadnock Covenant Church 90 Base Hill Rd Keene, NH 03431					
Swansey					
SCS Head Start Swansey Center 37 West Street Swansey, NH 03446-3318					✓
Winchester					
Sunrise Village 76 North Main Street Winchester, NH 03470	✓				
Grace Christian Fellowship Church 81 Ashuelot Street Winchester, NH 03470	✓		✓		
SULLIVAN COUNTY					
Charlestown					
Charlestown VFW 365 Lovers Lane Charlestown, NH 03603	✓				
Hinsdale VFW Main Street Charlestown, NH 03603	✓				
Charlestown Senior Housing Lovers Lane Charlestown, NH 03603	✓				
The Old Town Hall 19 Summer Street Charlestown, NH 03602			✓		
Claremont					
SCS Head Start Claremont Ctr 6 Kinney Place Claremont, NH 03743-5617					✓
Marion Phillips Housing 243 Broad Street Claremont, NH 03743	✓				
Earl Bourdon Housing 67 Maple Ave Claremont, NH 03743	✓				
Sugar River Mills 7 Heritage Drive Claremont, NH 03743	✓				
Hillside Terrace 2 Hillside Terrace Claremont, NH 03743	✓				
All for one 161 Main Street Claremont NH 03743			✓		

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Kmart Parking Lot Washington Street Claremont, NH 03743	✓				
Newport					
Newport Senior Center Route 10 and Church Street Newport, NH 03773	✓				
SCS Head Start Newport Center 360 Sunapee Street Newport, NH 03773-1486					✓
Maple Manor Apartments 44 Maple Street Newport, NH 03773	✓				
Newport House 17 Pearl Street Newport, NH 03773	✓				
Newport Health Center 11 John Start Hwy Newport, NH 03773			✓		
TOTAL	19		7		7

Additional NHCAA Food Distribution Sites

Community Action Partnership of Strafford County

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Dover					
Dover Head Start 577 Central Ave Dover, NH 03820					✓
Dover High School 25 Alumni Drive Dover, NH 03820				✓	
Rutland Manor 1 Abbey Lane Dover, NH 03820				✓	
White Cliffs 5 Martha's Way Dover, NH 03820				✓	
Rochester					
Amazon Park 105 Whitehouse Road Rochester, NH 03867				✓	
Chamberlain Street School 65 Chamberlain St Rochester, NH 03867				✓	
McClelland School 47 Brock Street Rochester, NH 03867				✓	
Riviera Motel 479 Gonic Road Rochester, NH 03867				✓	
Rochester Community Ctr CAP Head Start 150 Wakefield Street Rochester, NH 03867					✓
Rochester Housing Authority 10 Cold Spring Manor Rochester, NH 03867				✓	
Rochester Middle School 47 Brock Street Rochester, NH 03867				✓	
Rochester Rec 150 Wakefield St Rochester, NH 03867				✓	
Spaulding High School 150 Wakefield Street Rochester, NH 03867				✓	

Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
Farmington					
CAP Farmington Children's Ctr 120 Main Street Farmington, NH 03835					✓
Farmington Rec 531 Main Street Farmington, NH 03835				✓	
Farmington High School 40 Thayer Street Farmington, NH 03835				✓	
Henry Wilson School 51 School St Farmington NH 03835				✓	
Valley View School 79 Thayer Street Farmington, NH 03835				✓	
Milton					
Milton Elementary 20 School Street Milton, NH 03851				✓	
Nute High School 22 Elm Street Milton, NH 03851				✓	
Somersworth					
Somersworth Youth Connection Middle 174 Maple Street Somersworth, NH 03878				✓	
Somersworth Youth Connection Idlehurst 46 Stackpole Road Somersworth, NH 03878				✓	
Somersworth Head Start 46 Stackpole Rd Somersworth NH 03878					✓
Somersworth Housing 25 Bartlett Ave Somersworth, NH 03878				✓	
Somersworth Recreation Noble Street Somersworth, NH 03878				✓	
John Powers School 317 Main Street Somersworth, NH 03878				✓	
TOTAL	11	4		22	4

Additional NHCAA Food Distribution Sites

Tri County Community Action Program Inc.
Carroll, Coos and Grafton Counties

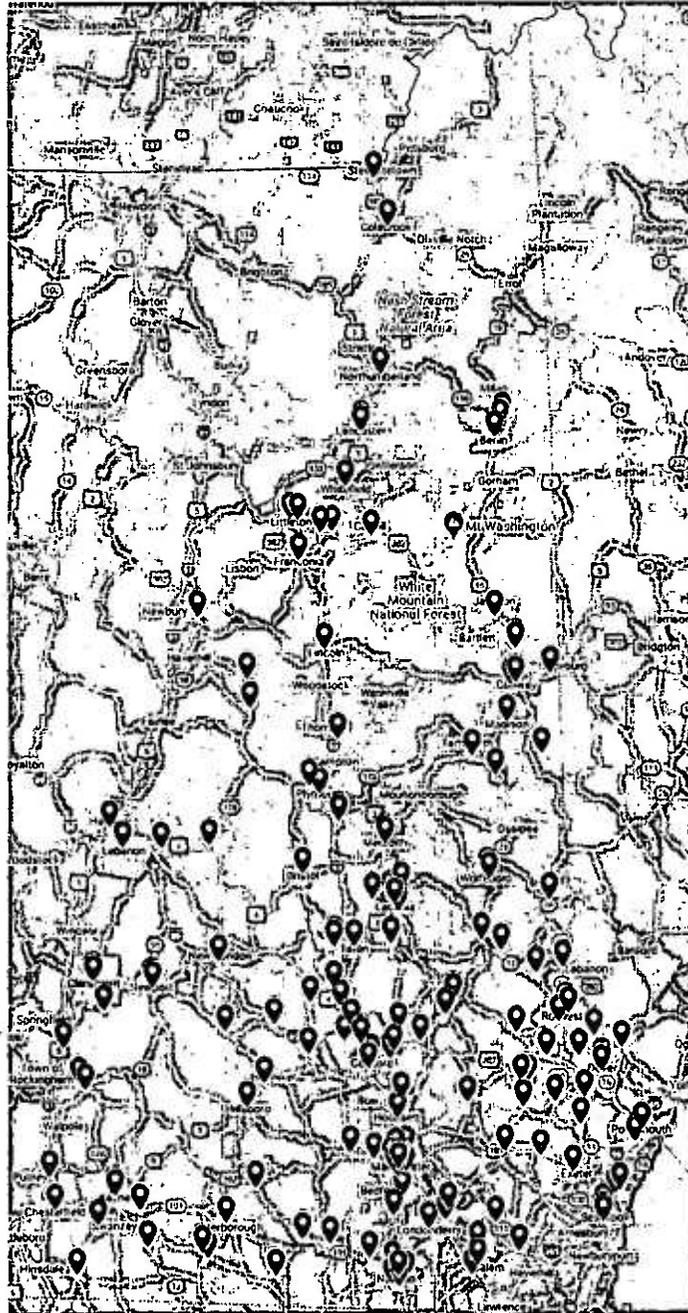
Distribution Site	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites
CARROLL COUNTY					
Conway					
Conway Area Head Start 73 Main Street Conway, NH 03818					✓
Tamworth Head Start 448 White Mountain Highway, Tamworth, NH 03886					✓
COOS COUNTY					
Berlin					
Berlin Area Head Start 610 Sullivan Street Berlin, NH 03570					✓
Colebrook					
Colebrook/Pittsburg Area Head Start 53 Park St. Colebrook, NH 03576					✓
Groveton					
Groveton Area Head Start 7 Preble Street Groveton, NH 03532					✓
Whitefield					
Whitefield Area Head Start 34 Jefferson Road Whitefield, NH 03598					✓
GRAFTON COUNTY					
Littleton					
Littleton Area Head Start 646 Union Street Suite 800 Littleton, NH 03561					✓
Plymouth					
Plymouth Area Head Start 258 Highland Street Suite 9 Plymouth, NH 03264					✓
Woodsville					
Woodsville Area Head Start 6 Church Street Woodsville, NH 03785					✓
TOTAL					9

Agency	CSFP Sites	Elderly Meal Sites	WIC Clinics	Summer Food Program	CACFP Sites	Grand Total
CAPBM	95	11	22	19	9	156
SNHS	53	0	18	23	53	147
SCS	19	0	7	0	7	33
CAPSC	11	4	0	22	4	41
TCCAP	0	0	0	0	9	9
Grand Total	178	15	47	64	82	386

- Provide a current distribution map of all locations receiving emergency foods by your organization. To supplement the aforementioned map, provide a summary addressing any under served areas statewide via your current distribution efforts and any ongoing or proposed mitigation strategies

Emergency Food Distribution Map

Live interactive version of map available at <https://capbm.org/TEFAP-EFO-map>



Underserved Areas & Mitigation Strategies

The Statewide coverage of Community Action Program Belknap-Merrimack Counties (CAPBM) and the New Hampshire Community Action Agencies (NHCAA) provides the unique opportunity to work collaboratively with stakeholders on a statewide, regional, and local level. Experience has proven that local community stakeholders are in the best position to know and understand the needs of their communities and to assist in the identification of effective strategies for providing necessary support services. Collaborating with community partners facilitates the development of a method and process for the sustainable delivery of food assistance services.

The NHCAs make every effort to meet and work with existing Emergency Feeding Organizations (EFO) and potential new food distribution locations to discuss available resources and requirements for program participation. In addition, when an unmet need is identified, support is provided through additional food resources to assist with mobile food pantry delivery operations and efforts. There are numerous mobile food pantries currently in operation within New Hampshire including two (2) operated by CAPBM. Mobile food pantries are able to focus on underserved areas rather than duplicating services of an established EFO.

Additionally, CAPBM continues to encourage conversations and feedback from the many active stakeholders and advisory groups within New Hampshire. Continuing to develop partnerships and support from these stakeholders makes us better able assist in underserved areas, to provide training and technical assistance, and to provide support for long-term sustainable solutions.

- | |
|---|
| <input checked="" type="checkbox"/> List the location of warehouses and distribution centers, including established and back-up centers both owned and leased |
|---|

Warehouses & Distribution Centers

CAPBM will utilize the primary warehouses located at 2 Industrial Park Drive in Concord, NH 03301 for receiving, warehousing, and shipping product. This warehouse complex is centrally located within the state. CAPBM has had a long-term lease with McCarthy Properties since 1980. Additionally, as required, the agency has access to backup refrigerated storage units to be located at Industrial Park Drive in a secured location.

Additional warehouse space available:

- Southern NH Services (SNHS) – Hillsborough County owned space:
 - 40 Pine Street, Manchester NH 03108
 - 134 Allds Street, Nashua NH 03060
- Tri-County Community Action Program (TCCAP) – owned space:
 - 55 Maynesboro Street, Berlin, NH 03570
 - 488 White Mountain Highway, Tamworth, NH 03886
 - 109 Main Street, North Woodstock, NH 03262
- Law Warehouse and Trucking
 - 59 DW Highway, Merrimack NH 03054

Should additional warehouse space be needed to meet program or emergency needs, CAPBM has standing agreements with the warehouses listed above to store food when needed.

Warehouse space will also be made available for use on a short-term basis through locations that can be secured through SNHS in Rockingham County, TCCAP in Coos, Carroll, and Grafton Counties, and CAPSC in Strafford County.

CAPBM maintains the ability to increase or decrease warehouse space as needed which improves the efficiency of ongoing program operations.

The NHCAAs have twelve (12) Regional Distribution Sites (RDS), covering the entire state as follows:

Regional Distribution Center	Belknap	Carroll	Cheshire	Coos	Grafton	Hillsborough	Merrimack	Rockingham	Strafford	Sullivan
226 Smoke Street Barrington, NH									✓	
219 Willow Road Berlin, NH				✓						
14 Bowen Street Claremont, NH										✓
55 Pleasant Street Colebrook, NH				✓						
2 Industrial Park Drive Concord, NH	✓						✓			
43 Pine Street Exeter, NH								✓		
350 Marlboro Street Keene, NH			✓							
135 Main Street Lancaster, NH				✓						
70 Reddington Road Littleton, NH					✓					
40 Pine Street Manchester, NH						✓				
12 Hitchner Road Plymouth, NH					✓					
448 White Mtn. Highway Tamworth, NH		✓								

- | |
|---|
| <input checked="" type="checkbox"/> Provide a plan that details how to provide fair and equitable distribution of TEFAP foods, including assurance of ability |
|---|

Fair and Equitable Distribution

CAPBM in partnership with the NHCAAs has over 40 years of experience working collaboratively with each EFO to ensure that needed TEFAP food resources are being distributed in a fair and equitable manner throughout New Hampshire's diverse regions. This plan is well established, including processes and tools necessary to conduct statewide fair and equitable distributions of food. These include the USDA and State required ability to track the existing monthly USDA inventory and product usage of each local recipient community EFO.

In conjunction with the five (5) regional TEFAP Coordinators and 24 outreach field offices CAPBM has proven the ability to respond to fluctuating circumstances such as the COVID-19 pandemic, increased unemployment, or areas impacted by natural disaster. Local communication is a critical component in understanding the needs of each EFO and in providing fair and equitable distribution.

Currently CAPBM and the NHCAAs are the only statewide Non-Profit food distribution organization in NH that is able to track monthly food inventory levels of each individual food product, and the participation statistics for each participating EFO. This unique ability to review current inventory levels and participation statistics is essential to the fair and equitable distribution of USDA foods. The testimonials of eligible EFOs that are vital stakeholders on the frontline assisting families in need verifies the effectiveness of this process.

(see attached EFO letters from The Society of St. Vincent de Paul and Vaughan Community Service, Inc.)

Fair and Equitable Regionally

- The currently established CAPBM process mirrors the method used by USDA to distribute food to each region and state in the Country. The process begins with foods being allocated regionally based on a fair share percentage. In the end final product quantities are determined locally based on an EFO's fair and equitable percentage along with the actual need as expressed in the feedback of EFOs. The process is designed to ensure each participating EFO has the food that is needed and additionally minimizes food waste and food loss throughout the distribution process.
- In order to ensure fair and equitable distribution statewide CAPBM will continue to allocate TEFAP food regionally to each of the ten (10) counties within New Hampshire.
- The regional allocation amounts will be determined by the following criteria:
 - The overall percentage of the population that fall below the federal poverty level in the given geographic area *combined with*

- The demonstrated actual need as determined by the number of needy families and individuals served in the given geographic area.
- Upon approval by State Surplus Distribution Section regional allocation amounts may be adjusted to take into consideration instances of increased or emergency need.
- CAPBM will utilize a TEFAP Advisory Board with EFO representation from each county to review statewide regional commodity allocation amounts and provide statewide guidance on regional demand and demographic changes.

Fair and Equitable Locally

- The established distribution system operates in compliance with USDA's two tier priority system by first offering donated foods to priority eligible EFOs that are providing relief to alleviate the emergency food needs of families and individuals. When the food needs or priority eligible EFOs are met, remaining donated foods are then offered to approved and eligible Charitable Institutions that serve at least a 51% needy population.
- The ability to review current EFO food inventory levels and the rate of food usage provides the ability to determine and establish a fair share percentage of food for each EFO. This data allows for the allocation of a fair and equitable percentage of available food to each EFO based upon actual need.
- Each EFO will be allotted their fair share of the regional TEFAP food allocation based on the number of needy families and individuals served each month.
- Current existing EFO food inventory levels and the actual need of a given commodity will be factored in when determining allocation amounts.
- Each EFO can request additional products based upon need and availability or may decline part or all of the allocation based on a lack of need.
- This allocation process allows EFOs to receive a fair share of commodities and helps ensure that the quantities received are equitable and manageable for each individual EFO.
- Regional TEFAP Coordinators will manage the local allocation process and review monthly inventory and statistical reports to help ensure that allocations reflect current and actual need.
- In instances of unexpected food demand due to circumstances such as pandemic, layoffs or natural disaster, EFOs may request additional commodity quantities in a direct delivery shipment to help mitigate the need resulting from increased demand.

Assurance of Fair and Equitable Distribution

- The regional TEFAP allocation process ensures that each priority eligible EFO receives a fair and equitable share of available foods. This ensures that no region, including rural areas, are left out.
- To help ensure a fair and equitable distribution system, an EFO may at any time request a review of their fair share allocation amount to determine if an adjustment is needed. Every effort will be made to accommodate the needs of each EFO.
- Delivery invoices and statistical reports will be reviewed by regional TEFAP Coordinators and monitored by the TEFAP Director to ensure ongoing equitable distributions.
- A detailed list will be provided to the State Surplus Distribution Section each month indicating the amounts of food delivered to each EFO. In addition, a monthly inventory from each recipient EFO will be provided.

EFO Letter – The Society of St. Vincent de Paul



The Society of St. Vincent de Paul

Laconia Conference

PO Box 6123 • 1269 Union Avenue
Laconia, New Hampshire 03247
603-524-5470 • 603-524-5503 (Fax)
603-528-5683 (Pantry)

I have worked with a local CAP (Randy Emerson) who have been provided us USDA products for over 16+ years. In those years, they have demonstrated the capability and proven reliability. We provide them a monthly report containing our clients served and our inventory of USDA products. They've demonstrated using those numbers to provide equal and fair distribution.

With their consistent flow we're able to leverage our donated food to provide a wide variety of food to our clients.

They prove to be able to adapt to changing times and changing situations and disasters. Like covid-19 they work closely with us to maintain our needs.

With the local management of food distribution in each region of the state, I can call someone and talk to them. We're on a first name basis, and we can deal with issues immediately.

They work closely with local community organizations and take our feedback.

I received rotten food from another organization and I have reported it more than once. They have not demonstrated to me the ability to handle issues like that. I have not had that problem with CAP.

It seems very obvious to me that they have demonstrated superior ability to handle the USDA program and should continue.

Thank you for taking my input. If you have any further questions, feel free to contact me.

Mckee Jack

Pantry Manager



"An all-volunteer non-profit organization serving those in need."

www.stvdplaconia.org • email: info@stvdplaconia.org

EFO Letter – Vaughan Community Services, Inc.



Vaughan Community Service, Inc.

A Mission of The First Church of Christ, Congregational

PO Box 401
2503 White Mountain Highway
North Conway, NH 03860
phone: (603) 356-2324 fax: (603) 356-7104

Community Action Program
ATTN: Randy
PO Box 1016
Concord, NH 03302-0747

October 16, 2023

To Whom it may Concern,

Vaughan Community Service, Inc has been operating as the food pantry for the town of Conway since 2007 and has been receiving USDA Commodities to assist us in providing food to those in need.

Cap Food Distribution, as it relates to the Vaughan Food Pantry, provides an organized, efficient inventory tracking system which is achieved by a "user friendly" computer program to be filled out by the pantry coordinator and sent to TEFAP monthly. The monthly report indicates the amount of food distributed, hence the amount of food needed for our food pantry.

The recent pandemic served (s) as a prime example of how important it was (is) to meet the demands we faced here in the North Country due to supply shortages and other challenges. The Vaughan Food Pantry shifted from receiving an allotment once every two months, to once every month. This shift was(is) a tremendous help in keeping our costs down and offering food staples to those in need!

Another benefit to the TEFAP program in Northern New Hampshire is its delivery service. The food is delivered to a central location, in our case, Tamworth, NH, enabling us to eliminate a drive to Concord, NH. The contact person for our region is responsive to any matter which may arise and reaches out to our director with any information pertaining to our program.

Cap Food Distribution remains a valuable program to our community and serves as a model that works to serve our community well and is highly valued.

Sincerely,

Jennifer Perkins- Administrator
Vaughan Community Service, Inc.

Distribution Capability (25 points)

- | |
|---|
| <input checked="" type="checkbox"/> Provide a detailed description of the proposed distribution system including the number of stops, delivery points, and the number of times the products are loaded and unloaded |
|---|

Proposed Distribution System

Community Action Program Belknap-Merrimack Counties, Inc. (CAPBM) will be the statewide vendor and fiscal agent for the Temporary Emergency Food Assistance Program (TEFAP). CAPBM will continue to partner with and draw upon the support and expertise of the other four (4) Community Action Agencies that make up the New Hampshire Community Action Association (NHCAA). The NHCAA network is statewide, in all ten (10) counties and serves all 234 towns and cities. The other four (4) agencies are Southern New Hampshire Services Inc. (SNHS) serving Hillsborough and Rockingham Counties, Southwestern Community Services, Inc. (SCS) serving Cheshire and Sullivan Counties, Community Action Partnership of Strafford County (CAPSC) serving Strafford County, and Tri-County Community Action Program, Inc. TCCAP serving Carroll, Coos, and Grafton Counties.

Providing food assistance to needy families has been a core competency of NHCAA for over forty years. As the state's largest non-profit food provider NHCAA have an efficient and well-established warehousing, community outreach and volunteer food distribution system that operates across the state of New Hampshire. In 2023 the TEFAP program will distribute 3,220,228 pounds of USDA foods statewide to over 240 TEFAP eligible EFOs and the NHCAAs provided food nutrition services to 635 service locations operated by the five (5) NHCAAs. The continued success of this well established distribution system centers around a network of volunteers and community-based partnerships that have demonstrated reliability and competence in implementing this statewide delivery system to needy families in all counties and communities within the state of New Hampshire.

It is through this statewide network of local community organizations and volunteer groups and other community food providers that CAPBM proposes to continue to efficiently provide critically needed TEFAP resources to New Hampshire families in the greatest need of food assistance.

To maximize the delivery, distribution and availability of food resources and provide the greatest overall program support to local Emergency Feeding Organizations (EFO) the following distribution system is proposed:

- **Accept direct delivery and receipt of USDA / TEFAP entitlement, bonus, and other supplemental support and emergency shipments** – In order to maximize efficiency and minimize potential damage and loss of TEFAP donated foods CAPBM in partnerships with NHCAA proposes the continuation of direct shipments

of TEFAP commodities from USDA's contracted vendors directly to CAPBM warehouse facilities (including backup facilities as warranted). This will reduce or eliminate the duplication of warehousing, inventorying, staffing needs and the number of times a product is handled.

- **Accommodate local EFOs by offering flexible delivery options** – To best meet the specific individual and regional needs of each TEFAP eligible EFO, we propose to continue local collaboration to provide EFOs with the commodity delivery options that best suits the needs of their local community organization, volunteers and the local needy families they serve.
- **Volunteer-supported regional distributions** – Through this local community food distribution system CAPBM in partnership NHCAA will continue to provide EFOs with program technical support, one-on-one guidance and added volunteer collaboration. To address these needs, we will continue to offer long-standing and effective regional delivery options.

Specifically, one stop Regional Distribution Sites (RDS) are located at convenient and accessible locations within each county. Currently there are 12 RDC locations statewide. Additional delivery points may be scheduled based upon regional need. Delivery points will be approved by the TEFAP Advisory Board which consists of EFO representatives from each county.

This keeps in place the well-established local volunteer collaborative partnership network that community organizations have come to rely upon to meet their needs and the needs of families experiencing hardship in their communities. This option:

- Supports community collaboration and networking between organizations.
 - Maximizes the use of volunteers and donated resources.
 - Provides additional staff guidance and a forum to address TEFAP program questions on topics such as monthly inventory needs, reporting requirements and Civil Right training.
 - Allows for the redistribution of additional locally donated products.
 - Allows for redistribution of any overstocked inventory products and privately donated items to take place with no additional transportation or delivery expense.
- **Minimized product handling** – Product will be minimally handled and distributed in efficiently managed quantities.
 - TEFAP commodities will be loaded once at the warehouse.
 - TEFAP commodities will be unloaded once at EFO.
 - Allows for redistribution of any overstocked inventory of both USDA/TEFAP products and privately donated items to take place with no additional transportation or delivery expense.

- **Provide emergency delivery shipments to eligible organizations – Resources available to volunteer supported EFOs fluctuate and there may be times when additional resources and commodity food support are necessary. To meet these needs, CAPBM will continue to provide delivery to eligible EFOs with additional supplies of available commodity resources. In addition, delivery will be provided of non-USDA donated food items directly to these organizations when available and delivered in conjunction with TEFAP commodities.**
 - This delivery system will require minimal product handling from the warehouse to end user.
 - TEFAP commodities will be loaded once at the warehouse.
 - TEFAP commodities will be unloaded once at EFO.
 - Delivery will be made to every eligible Food Pantry, Soup Kitchen, Homeless Shelter and Class C Charitable Institution.

Providing delivery options that account for the diversity of the people and the local community organizations of New Hampshire is part of what makes this distribution system both efficient and effective. CAPBM in partnership with the NHCAA understands well the varying needs of both large and small EFOs located in both urban and rural areas. Each organization has come to know and rely on this steady and consistent commodity food distribution system and the program support system it provides. Through this revised and improved delivery system CAPBM is able to provide even greater support to the organizations that are helping needy families in New Hampshire.

- | |
|--|
| <input checked="" type="checkbox"/> Detail the frequency (delivery intervals) that the Vendor can deliver to various emergency feeding sites |
|--|

Delivery Intervals

Flexible Delivery Intervals

CAPBM in partnership with NHCAAs has demonstrated the consistent capability and flexibility to provide product deliveries with frequency that meets the needs of both TEFAP and local community EFOs. The well-established statewide volunteer network has demonstrated the capacity to accomplish complete distribution cycles within extremely short turnaround times, up to daily when needed. This was clearly demonstrated with the significant increase in shipments and deliveries in response to the COVID-19 pandemic. Similar capabilities have been demonstrated in response to disaster relief shipments when needed and receiving and distributing fresh fruit and vegetable shipments within very narrow timeframes.

Frequency of Delivery

CAPBM currently schedules food distribution on a monthly basis to EFOs, and has the capacity, if necessary and based on availability of food, to provide weekly deliveries to EFOs through volunteer supported Regional Distribution Sites (RDS).

CAPBM has a proven track record of effectively adjusting the frequency of deliveries to efficiently manage available product in conjunction with the needs of local community EFOs. Since much of the distribution network is comprised of local community-based volunteers, costs associated with the frequency of delivery cycles are managed in an efficient manner.

In addition to the large base of community volunteers, NHCAAs have outreach offices located throughout the state with staff that are able to provide local community program support. This allows for superior and personalized response to program needs and provides for well managed frequent deliveries.

Emergency Delivery Shipments

In the event of an emergency or other extenuating circumstance, CAPBM and NHCAA are staffed and capable of conducting a statewide weekly or even daily distribution cycle utilizing established volunteer supported regional delivery locations currently established and in place.

As an example of the NHCAA ability to coordinate and respond nimbly and effectively, in November of 2011 the USDA provided an emergency shipment of commodities as a result of the disaster caused by Hurricane Irene and Tropical Storm Lee. NHCAA and the network of volunteers was able to provide direct delivery of all of the disaster commodities to each eligible EFO in one day.

Additional Delivery Shipments to Eligible Organizations

Resources available to volunteer supported EFOs fluctuate and there may be times when additional resources and delivery support are necessary. To meet these needs, CAPBM will continue to arrange delivery to each eligible EFO with additional supplies of available commodity resources as necessary and available.

- | |
|--|
| <input checked="" type="checkbox"/> Provide logistics plans by location with supporting methodology for delayed USDA shipments, unplanned bonus buys, cancelled deliveries, and reaction to local emergencies (regional), i.e., flood, ice storm |
|--|

Logistics Plans

Resolving Unexpected Delivery Problems, Delayed/Unplanned Bonus/Cancelled Deliveries/ Emergencies.

With over 40 years of experience ordering and tracking USDA TEFAP food shipments and working with USDA selected vendors, CAPBM has extensive knowledge and experience managing delayed and cancelled shipments, unplanned bonus buys and emergencies. Over this period of time, our track record has demonstrated the ability to adapt and implement the solutions necessary to ensure the timely delivery of resources that provide support to local community EFO's and the families they serve.

The statewide communication and delivery system established by CAPBM and the NHCAAs allows for quick response to the needs of each EFO and to provide rapid response to local and regional emergencies. With 24 outreach field offices staffed with 84 individuals, the ability to respond effectively to the needs of community partners and needy families has been demonstrated for decades. In addition, with multiple warehouse, and storage options, the NH Community Action network has the ability and capacity to react to each of the described scenarios. As the only vendor to ever operate the TEFAP program in New Hampshire CAPBM has firsthand experience with managing delayed, unexpected and cancelled USDA shipments. CAPBM and NHCAA resources have also been called upon to respond to some of the most serious disasters to face New Hampshire for over 40 years.

Delayed Shipments

- The demonstrated ability to communicate with vendors and track product shipments on a continuous basis provides for effective response to delays and the initiation of alternative delivery options. Shipments are managed to ensure that each EFO is allocated and able to receive their fair share of all TEFAP commodities in a timely manner including delayed shipments.
- The logistical solutions implemented are flexible and adaptable to suit the needs of the situation. For example, depending on the length of the shipment delay and the product shelf life, the commodity may be delivered statewide to EFOs as soon as the product becomes available or during the next scheduled delivery cycle. The objective is to ensure local EFOs have the items needed as soon as available.
- Upon receipt of a delayed shipment, the product may be integrated into the current distribution delivery cycle. This will result in timely product delivery, with some EFOs receiving the product in the current delivery cycle and some sites receiving it in the following delivery cycle. This will allow for the efficient delivery of needed foods to local EFOs. The needs of each EFO are considered and discussed when making adjustment.

- In instances of a delayed product with a short shelf life that does not coincide with an existing delivery cycle, CAPBM will hold a special statewide distribution to ensure timely delivery and use of the product. CAPBM and the NHCAAs have previously demonstrated this capability by conducting a complete statewide delivery cycle in three days.

Bonus Commodities / Unplanned and Emergency Shipments

- As demonstrated during the COVID-19 pandemic, NHCAAs have the capacity to adapt and respond to unplanned emergencies. In addition to TEFAP commodities, CAPBM received and distributed millions of pounds of additional food in response to the pandemic. As operations normalize, we continue to work closely with each EFO to help ensure consistent and steady operational capabilities.
- As a key component that is vital to the TEFAP program, NHCAAs have demonstrated the desire and ability to accept supplemental shipments and Bonus offerings, planned or unplanned.
- CAPBM agrees to continue to accept Emergency, Bonus, and Entitlement commodity offerings provided to NH as well as available commodities that may be declined by other states, thus providing additional support to New Hampshire families in need.
- CAPBM agrees to accept, warehouse, and distribute all unplanned commodity offerings.
- Unplanned bonus shipments will be integrated into current and ongoing delivery cycles. Product distribution will be expedited in the event of receiving an unplanned shipment of a product with a short shelf life.

Cancelled Deliveries

- CAPBM has decades of experience working with USDA vendors and managing shipment adjustments and cancellations. The statewide outreach network of the NHCAAs enables the timely notification of local EFOs, and has been demonstrated to be quick and efficient, when a planned delivery is cancelled.
- With years of experience utilizing the USDA Web Based Supply Chain Management (WBSCM) online ordering system and email notification process, CAPBM has proven to be effective in providing a quick response and rapid notification to EFOs. When possible, adjusting existing orders to mitigate the impact of a cancelled shipment.
- CAPBM's experience placing TEFAP Entitlement, COVID-19 and Bonus food orders allows the flow of the most needed TEFAP commodities to be regulated to ensure adequate quantities of food are received in regular, timely intervals thus reducing the impact of a cancelled order.
- A TEFAP Advisory Board comprised of members of the EFO from each county will also provide guidance on need and demand to help regulate adequate and manage resources.

- Utilizing the NHCAA statewide partnership in conjunction with the network of local EFOs and food providers, CAPBM is able to ensure each site has the resources it needs.

Regional Emergency Response

- As demonstrated statewide and in each region, during the COVID-19 pandemic, the New Hampshire Community Action network has the logistical ability to react and respond to disasters that may occur anywhere in New Hampshire.
- When the COVID-19 lockdown occurred in March of 2020 the entire NH Community Action Network demonstrated its ability to respond immediately with flexibility, leveraging an array of services to meet local and statewide needs. As the pandemic progressed the NHCAs adjusted to the changing priorities throughout the state. Some responses included:
 - Immediate outreach to EFOs and ongoing communications to monitor and react to local emergency food needs.
 - Rapid modification of the CAPBM's Meals on Wheels program from fresh meal deliveries to frozen meal deliveries to minimize contact with vulnerable participants.
 - Temporary alteration of congregate meal sites to a "grab-and-go" take out locations.
 - The NHCAs were tasked by the Governor's office to utilize the network's experience and abilities to distribute NH Emergency Rental Assistance Program funds statewide.
- Responsible for administering over 70 programs and services NHCAs are able to provide support through multiple emergency services including but not limited to bulk emergency food shipments, kitchen facilities, food service preparation, supply and commuter transportation, as well as housing and shelter.
- Well established networks and partnerships give CAPBM the ability to react and respond quickly while leveraging resources in the event of limited access due to route closures. This capability was demonstrated in November of 2011 when CAPBM provided emergency shipments of commodities as a result of the declared disaster that resulted from Hurricane Irene and Tropical Storm Lee
- With multiple statewide warehouse locations, the NHCAA network is able to provide regional logistical warehousing and transportation support for regional and local emergencies.
- Each of the NH Community Action Agencies are support agencies for Emergency Support Function – 11 (ESF-11) and maintain statewide emergency contact information. This provides statewide regional agency listings for multiple levels of contact personnel and multiple methods of contact. Regional TEFAP Coordinators are able to assist with determining and verifying local and regional inventory resources including food and other assets that may be called upon to assist with disaster response.

- The NHCAAs maintain a strong and reliable statewide volunteer network capable of providing support to any region of the state.
- NHCAA has been designated as a member of the State of NH response team for disaster related issues. The network handles long term recovery issues for individuals and family impacted by these disasters. NHCAA is responsible for locating sites for FEMA (Federal Emergency Management Agency) and the Small Business Administration near the disaster areas for individual assistance.
- The Network has coordinating agreements with the State and local regional response teams to bring its resources to bear if requested by the Governor and approved by the President in times of disasters or declared emergencies. These resources include but are not limited to the release, delivery, and distribution of USDA Commodity foods and other donated or purchased foods, meal preparations and feeding sites if required, offices space for emergency personnel, buses to transport affected citizens, provisions for screening of eligibility and provision of direct financial assistance to affected families.
- In NH, emergency planning and coordination is under the direction of the NH Homeland Security and Emergency Management. Commodity foods (including TEFAP) and other resources and services provided by CAPBM in partnership with the NHCAAs that are made available to assist in crisis or emergencies would be (under the direction of Homeland Security and the Office of the Governor.

Provide the number of staff available during established operating hours to distribute commodities aligned with TEFAP

Available Staff

Emergency Food Coordinators

The NHCAA network has assigned the Emergency Food Coordinators, also referred to as Regional Distribution Site Coordinators for TEFAP, for each county as follows:

Agency	Counties	Person
Community Action Program Belknap-Merrimack Counties, Inc.	Belknap and Merrimack	Faith Krefft / Jamison Graham
Southern New Hampshire Services, Inc.	Hillsborough and Rockingham	Dave Loring
Southwestern Community Services Inc.	Cheshire and Sullivan	Heather Amer, COO
Community Action Partnership of Strafford County	Strafford	Silas Garcia
Tri-County Community Action Program, Inc.	Carroll, Coos and Grafton	Erik Becker

In addition to the Regional Distribution Site Coordinators each NHCAA has a number of staff from their Outreach Offices who are available to assist with the TEFAP distribution at any time. There are a total of 24 outreach sites that serve all the 234 cities and towns statewide. The Outreach Offices have a close working relationship with local community EFOs. The available list of staff from the outreach offices is as follows:

Emergency Food Coordinators	# Staff Available to Help TEFAP At Any One Time
CAPBM	
Emergency Food Coordinator	1
Concord Outreach Office Staff	8
Franklin Outreach Office Staff	2
Laconia Outreach Office Staff	4
Meredith Outreach Office Staff	1
Suncook Outreach Office Staff	4
Warner Outreach Office Staff	1
SNHS Rockingham	
Emergency Food Coordinator	1
Derry Outreach Office Staff	2
Portsmouth Outreach Office Staff	2
Salem Outreach Office Staff	1
Raymond Outreach Office Staff	3
Seabrook Outreach Office Staff	3

SNHS Hillsborough	
Emergency Food Coordinator	1
Manchester Outreach Office Staff	4
Peterborough Outreach Office Staff	1
Greenville Outreach Office Staff	2
Hillsborough Outreach Office Staff	1
Nashua Outreach Office Staff	4
SCS	
Emergency Food Coordinator/COO	1
Maintenance Staff	5
Keene Housing Stabilization Staff	3
CAPSC	
Emergency Food Coordinator	1
Dover Outreach Office Staff	8
Rochester Outreach Office Staff	4
TCCAP	
Emergency Food Coordinator	1
Tamworth Outreach Office Staff	2
Berlin Outreach Office Staff	2
Lancaster Outreach Office Staff	2
Lebanon Outreach Office Staff	2
Ashland Outreach Office Staff	2
TOTAL	79

The NHCAA Network has the following additional facilities staff, warehouse staff and drivers available for TEFAP distributions:

CAPBM	
Warehouse	4
Drivers	4
Facilities Staff	2
SNHS	
Warehouse	2
Drivers	2
Facilities Staff	2
CAPSC	
Drivers	1
Facilities Staff	1
SCS	
Facilities Staff	1
TCCAP	
Drivers	6
Facilities Staff	4
Total	29

A pool of 19 drivers with commercial driver's license (class A and B and air brake endorsement) are available from CAPBM if ever needed.

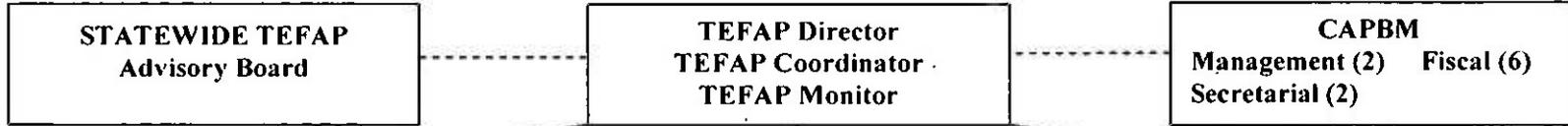
Organizational Chart Staff



**COMMUNITY ACTION PROGRAM
BELKNAP-MERRIMACK COUNTIES, INC.**
EMPOWERING COMMUNITIES SINCE 1965



STATEWIDE ADMINISTRATION - PROGRAM MANAGEMENT



Regional Food Coordinator
**Community Action Program
Belknap-Merrimack Counties, Inc.
Concord**
Serves all cities and towns in
Belknap and Merrimack Counties

- Six (6) Outreach Offices:
*Concord, Franklin, Laconia, Meredith,
Suncook, Warner*
- Serves 56 EFOs
- Available Staff – 21
- Warehouse, Drivers, Facilities Staff – 10

Regional Food Coordinator
**Southern New Hampshire Services, Inc.
Manchester**
Serves all cities and towns in
Hillsborough County

- Five (5) Outreach Offices:
*Greenville, Hillsborough, Manchester,
Nashua, Peterborough*
- Serves 44 EFOs
- Available Staff – 13
- Warehouse, Drivers, Facilities Staff - 6

Regional Food Coordinator
**Community Action Partnership
of Strafford County
Dover**
Serves all cities and towns in
Strafford County

- Two (2) Outreach Offices:
Dover and Rochester
- Serves 21 EFOs
- Available Staff – 13
- Drivers, Facilities Staff - 2

Regional Food Coordinator
**Southern New Hampshire Services, Inc.
Manchester**
Serves all cities and towns in
Rockingham County

- Five (5) Outreach Offices:
*Portsmouth, Raymond, Salem,
Seabrook, Derry*
- Serves 31 EFOs
- Available Staff – 12

Regional Food Coordinator
**Southwestern Community Services, Inc.
Keene**
Serves all cities and towns in
Cheshire and Sullivan Counties

- One (1) Outreach Office:
Keene
- Serves 29 EFOs
- Available Staff – 9
- Facilities Staff – 1

Regional Food Coordinator
**Tri-County Community Action, Inc.
Berlin**
Serves all cities and towns in
Coos, Carroll and Grafton Counties

- Five (5) Outreach Offices:
*Tamworth, Berlin, Lancaster,
Ashland, Lebanon*
- Serves 64 EFOs
- Available Staff – 11
- Drivers, Facilities Staff - 10

Total Number of Staff Available 79
Total Number of Emergency Feeding Sites..... 245

Total Number of Outreach Sites.....24
Total Number of Regional Food Coordinators 6

Provide a list of the total value of food, in pounds, distributed in calendar year 2022

Value of Food

The value of food varies from year to year. For 2022, CAPBM in partnership with the NHCAAs distributed over 128,944 cases of food with a combined total of over 3,356,245 pounds and a value of \$13,589,423.

Program	Value	Pounds	Cases
Temporary Emergency Food Program (TEFAP)	\$ 3,907,797	2,327,140	97,759
Commodity Supplemental Food Program (CSFP)	\$ 1,048,743	1,029,105	31,185
Women, Infants and Children (WIC) Program (vouchers)	\$ 7,029,697		
Summer Food Service Program (SFSP)	\$ 488,261		
Child and Adult Food Care Program (CACFP)	\$ 751,955		
Senior Farmer's Market Nutrition Program (SFMNP)	\$ 61,600		
Food Pantries	\$ 301,370		
TOTAL	\$ 13,589,423	> 3,356,245	>128,944

NOTE 1: NHCAA *does not count* the local EFO donations as part of our in-kind (donated cash/items) towards the food value or poundage. The in-kind is recorded by the EFO and used in their financial and program reporting as local community support.

NOTE 2: Pounds and cases of food are not tracked across all programs.

- | |
|---|
| <input checked="" type="checkbox"/> Describe the vehicles and equipment (owned and leased), and how each is capable of handling and distributing TEFAP commodities to emergency feeding organizations |
|---|

Vehicles and Equipment

The five (5) NHCAAs have access to over forty-seven (47) vehicles and logistical support equipment available to meet the TEFAP requirements of daily, weekly, monthly, bi-monthly, or quarterly deliveries to the EFOs.

The breakdown is as follows:

- CAPBM has six (6) Box Trucks that include: two (2) 26' Refrigerated Box Trucks w/ 4500lb. Lift Gates, one (1) 24' Refrigerated Box Truck w/ 4000lb. Lift Gate, one (1) 24' Box Truck w/ 4000lb. Lift Gate, two (2) 16' Box Trucks/w Ramps, two (2) 12' Box Trucks, three (3) Extended Cargo Vans, one (1) F250 Pickup Truck
- SNHS has two (2) Transit Van, one (1) Cargo Van, and six (6) Mini Vans
- SCS has two (2) Box Trucks, five (5) Pickup Trucks and six (6) Utility Vans
- CAPSC has five (5) Utility Vans
- TCCAP has six (6) Cube Vans and three (3) Utility Vans

Additionally, CAPBM has two (2) tractor trailer units available from LAW Trucking Nashua NH. Leased refrigerated vehicles from Ryder Trucks are available at any time. DDA Trucking will also provide vehicle resources when needed.

Equipment available for use is as follows:

- CAPBM has three (3) Electric Forklifts, one (1) Propane Forklift, one (1) Electric Pallet Stacker, six (6) Electric Pallet Jacks, five (5) Hand Trucks and five (5) Loading Docks
- SNHS has two (2) Forklifts, three (3) Pallet Jacks and two (2) Loading Docks
- SCS has two (2) Forklifts
- CAPSC has three (3) Utility Carts, two (2) Hand Trucks, and one (1) Dolly
- TCCAP has two (2) Forklifts

The NHCAA network also has access to over 100 additional vehicles from volunteers and organizations (EFOs) that pick up food from the Regional Distribution sites. This provides both a direct cost savings to the TEFAP program and a pool of support in the case of a disaster or an emergency. The program cannot operate without the efforts and support of the volunteers' time, vehicles and equipment provided by the 245 EFOs.

Experience, Resources, References, Capability to Perform (20 points)

- Provide a brief description detailing the experience level for managing, ordering, warehousing, and distribution of food. Provide resumes with a maximum of six (6) people. Higher score will be achieved for the number of year's experience of managing, ordering, warehousing, and the distribution of food programs to feeding organizations

Experience Managing, Ordering Warehousing, and Distribution

The five (5) New Hampshire Community Action Agencies (NHCAA) that represent all 234 cities and towns have a long history of serving the local Emergency Feeding Organizations (EFO). The NHCAs have been in existence since 1965 as private 501(c)3 non-profit corporations.

The NHCAs have been providing food products to local EFOs since 1965 by managing the first USDA Surplus Food Program where food products were delivered in bulk and the local NHCAA outreach office repackaged the foods into family sized items for distribution to needy families that came to the offices. This program involved the ordering and storage at the local offices (no warehousing at that time) and distribution.

Later the federal government developed the food stamp program which reduced the amounts of USDA foods that were available. The NHCAs were involved in the set up and distribution of food stamps until the state established the NH Health and Human Services Department.

In the early 1980's the Surplus Cheese Program was introduced and the NHCAs partnered with Surplus Distribution to develop the original program with the help of the NH National Guard to deliver surplus foods to needy families. The program evolved into the TEFAP model which exists now. CAPBM has been the lead agency and responsible for the administration and management of the TEFAP with the five (5) NHCAs and the 245 EFOs statewide today.

With over forty (40) years of experience with managing, ordering, warehousing and distribution of TEFAP food products, CAPBM and the NHCAA are the only organizations with the history, experience and knowledge of the TEFAP program, and are best positioned to ensure the continued success of this program.

CAPBM has proven its effectiveness in meeting the intended purpose of the TEFAP program by making USDA Commodities accessible to the local EFOs. CAPBM has also demonstrated during years of service the ability to administer TEFAP in compliance with the Federal Code of Regulation (CFR), the Department of Administrative Services Administrative Rules (600), and in accordance with Government Auditing Standards required by Super Circular 2 CFR Part 200.

CAPBM also manages the following programs that distribute food products to emergency feeding site's:

- **Commodity Supplemental Food Program (CSFP):** Is a USDA program serving seniors 60 and older with incomes $\leq 130\%$ of federal poverty level statewide. CAPBM is the statewide administrator for CSFP. The CSFP warehouse shared with TEFAP is located in Concord and receives direct deliveries/shipments from USDA of specific food products. The CSFP commodities are then packed into approved food packages that are stored in the warehouse and then delivered to all ten counties. The Community Health and Nutrition Director and staff are responsible for inventory managements in collaboration with the State WIC/CSFP Office, warehousing operations and the distribution by truck to local sites where eligible seniors receive the food products. CAPBM does direct delivery to 6 counties and coordinates with SNHS and SCS to deliver to 2 counties in each of their areas reaching all ten counties. The value of the commodities distributed statewide from the CAPBM warehouse was \$1,046,168.
- **Elder Services Nutrition Program:** The CAPBM Meals on Wheels and Congregate Meals programs distribute over 5,250 prepared meals weekly to (8) senior centers in Belknap and Merrimack Counties. These meals are delivered in bulk by transport carriers utilizing two delivery vehicles for meal distribution to Meals on Wheels recipients and seniors at congregate senior centers. The program served over 265,497 meals to 2,795 participants for fiscal year 2022-2023. The Food Service Manager oversees the food ordering, preparation, delivery, and the storage of products (dry, refrigerated, and frozen) at the central kitchen. All meals meet the USDA Nutrition requirements. Tri-County Community Action Program operates similar senior nutrition programming.
- **Head Start, Early Head Start, and Child Care:** This program has three (3) kitchens located at the Concord, Laconia, and Franklin sites. Meals are prepared at these sites for the children enrolled in the program, including individualizing meal options according to participants' specific dietary needs (i.e. food allergies and sensitivities, etc.). The Concord kitchen team prepares and delivers meals for the program's Pittsfield Head Start classroom. Meals and snacks are provided to 319 children across the Head Start and Early Head Start program. The program served over 58,000 breakfasts, lunches, and snacks across the entire program for the 2022-2023 school year. The center staff are responsible for managing, ordering, and storage of products (dry, refrigerated and frozen) at the central kitchens. This same process is also done at the other four (4) NHCAAs.
- **Summer Food Service Program:** This program has five (5) central kitchens, two (2) located in Concord, and additional kitchens in Laconia, Bristol, and Littleton in Grafton County. This program provided over 36,602 meals to 24 meal sites for low-income children. The kitchen staff are responsible for managing, ordering, storage of products (dry, refrigerated, and frozen) at the central kitchens. The same program is also operated in Hillsborough, Rockingham, and Strafford Counties.

- **Area Resource Centers:** Four (4) of the six (6) agency outreach offices through the Area Resource Center program operate emergency food pantries with the help of local organizations in the communities they serve. The four (4) food pantries are supervised by a Center Manager who is responsible for ordering the TEFAP foods and purchasing food from local supermarkets. The center staff are responsible for the storage, inventory and distribution of the food products. The Food Pantries provided 20,392 meals from donated food in 2022.
- **WIC Food Benefits:** The WIC program provides nutrition education, health screenings, and referrals to pregnant, postpartum and breastfeeding women, infants and children up to their 5th birthday with incomes ≤185% of poverty. The WIC participants receive a monthly prescribed food package along with a cash value fruit and vegetable benefit that can be used at approved vendors statewide. The WIC services are provided by nutritionists promoting healthy eating, health screenings and physical activity. The program also offers other health services including health screenings, lead testing, smoking cessation counseling, developmental monitoring, screening of well water, Fit WIC program, breastfeeding peer counseling and numerous other support services. The value of food benefits issued was \$2,365,281 in 2023.
- **WIC Farmer Market Nutrition Program (WIC-FMNP)** will begin in 2024. WIC agencies across the state will provide electronic benefits for use at farmers markets across the state. This will be in addition to the WIC benefits received each month.
- **Senior Farmers' Market Nutrition Program (SFMNP):** CAPBM is the statewide administrator of this USDA program overseeing the planning, implementation, coordination, and distribution to eligible seniors in the summer months. It has developed a strong network of farmers who participate in this program to provide fresh fruits and vegetables statewide. CAPBM contracts with farmers and agencies to assist with the benefit distribution. The value of the produce distributed statewide was \$71,910 to 3,995 seniors.

Staff Experience

The Director of the TEFAP program has over 30 years of experience as a staff member with CAPBM. He has served as the Director of TEFAP for over 29 of those years. These years of experience have resulted in an adept understanding of federal and state program regulations as well as an understanding of the day-to-day internal program requirements of the State Surplus Distribution System and the local delivery systems.

The staff supporting the TEFAP program have a combined years of experience of 304 years that include managing, ordering, warehousing, and distribution of food to emergency feeding organizations as well as financial and program oversight.

Organization Experience

Since 1965 CAPBM has prioritized the development of programs and services that meet the nutritional needs of low-income families and senior citizens in Merrimack and Belknap Counties and the entire State of New Hampshire. CAPBM Nutrition services include:

- The Congregate Meals Program under the Older Americans Act
- The Meals on Wheels Program under the Older Americans Act and Social Service Block Grant
- The USDA Community Distribution Program prior to the NH Food Stamp Program in conjunction with County government
- The NH Food Stamp Program during the first few months of operation until the State began administration of the program
- The USDA Temporary Emergency Food Program (TEFAP) (Statewide)
- The USDA Commodity Supplemental Food Program (CSFP) (Belknap, Merrimack, Carroll, Coos, Grafton, and Stafford Counties)
- The USDA WIC Program
- Four (4) Emergency Food Pantries, and two (2) Mobile Food Pantries
- USDA Child and Adult Care Food Program (CACFP)
- USDA Summer Food Service Programs (SFSP)
- USDA Senior Farmers Market Program (SFMP)
- Capabilities of sharing nutritionists, food service directors, kitchen support staff, delivery staff and warehouse staff amongst the programs to deliver effective and cost-efficient services
- Nutrition education across the lifespan from birth to old age

Organization Resources

Staff Person	Years of Experience
Chief Executive Officer	27
Chief Operating Officer	17
Chief Fiscal Officer	21
TEFAP Director	31
TEFAP Program Coordinator	22
Human Resources Director	25
Payroll and Benefits Manager	3
Human Resource Coordinator	1
Senior Accountant	7
Budget Analyst	11
Accounts Payable Specialist	1
Executive Coordinator	25
Receptionist	1
Elder Services Director	6
Community Health and Nutrition Director	37
Head Start Director	10
Energy & Area Resources Center Director	3
Regional Distribution Site Coordinator	6
Area Center Outreach Office Staff	50
TOTAL YEARS OF EXPERIENCE	304

Provide a brief description detailing all experience with USDA programs

Experience with USDA Programs

CAPBM has a long and extensive history of implementing **USDA** programs administered through the Food and Nutrition Service (**FNS**) Agency dating back to the early 1970's, providing access to nutrition services for individuals throughout all stages of life. FNS programs provide children and low-income families access to food, a healthful diet, and nutrition education. These include all of the main programs administered by FNS: Child Nutrition Programs including the Special Supplemental Food Program for Women, Infants and Children (**WIC**), Child and Adult Care Food Program (**CACFP**), Summer Food Service Program (**SFSP**), Senior Farmers' Market Nutrition Program (**SFMNP**), the Nutrition Services Incentive Program (**NSIP**). Programs also include the food distribution programs The Emergency Food Assistance Program (**TEFAP**) and Commodity Supplemental Food Program (**CSFP**). CAPBM is also approved as an agency to administer **Disaster Assistance**. All these programs promote healthy eating based on the 2020-25 Dietary Guidelines for Americans which are the cornerstone of Federal nutrition policy and nutrition education activities.

CAPBM has demonstrated the capability to successfully administer all these programs and has been able to reach those most in need of nutrition services. Additionally, the agency has knowledge and experience with meeting the programmatic, fiscal, and reporting requirements of USDA. CAPBM through administration of all these programs has developed a strong network of partnerships in collaboration with other support organizations and agencies throughout the state to deliver USDA program services. Each agency program has developed an effective network and partnerships to deliver services across wide geographic areas in New Hampshire. The administration of these USDA programs under the umbrella of the CAPBM results in reduced administrative costs which enables the leveraging of program funds to be directed to the clients and participants who are most in need.

The Emergency Food Assistance Program (TEFAP)

In the early 1980's the Surplus Cheese Program came about and the NHCAA's partnered with Surplus Distribution to develop the original program with the help of the NH National Guard to deliver surplus foods to needy families. From that program evolved TEFAP that exists today. TEFAP has been administered by CAPBM statewide since the program inception. The established food distribution system and statewide network have grown over these years and has resulted in a broad coalition of food pantries, soup kitchens, and homeless shelters that distribute the commodity foods to the most vulnerable residents of the state. Success in reaching the end-user has been greatly improved and enhanced by the extensive use of volunteers throughout the state which also aids in reducing administrative costs. With over 30 years of experience, the current statewide TEFAP Director has demonstrated the ability to work collaboratively with the NH community EFOs and other stakeholders to help ensure adequate food resources are available to local EFOs as they continuously strive to assist NH's families in need.

Special Supplemental Food Program for Women, Infants and Children (WIC)

CAPBM has administered the WIC Program since 1981. The WIC Program provides supplemental foods, health care referrals, and nutrition education to low-income pregnant, breastfeeding and post-partum women, and to infants and children up to their fifth birthday who are found to be at nutritional risk. The agency WIC program has a strong and effective nutrition component employing 7 nutritionists to oversee the implementation of the nutrition education and counseling component. WIC has focused on the promotion of breastfeeding for all infants and prevention of childhood obesity and overweight expanding its services to provide education and promotion of physical activity to parents who have children at risk of obesity. The WIC Program collaborates closely with the Food Stamp Program promoting WIC in their outreach and education activities and collaborating on a referral linkage between the two programs.

Commodity Supplemental Food Program (CSFP)

CAPBM has over 30 years of successful CSFP experience in warehouse management and direct distribution of USDA Commodities. CSFP has a well-developed nutrition component to assist seniors with making healthy choices and improving nutrition habits as well as promoting health messages and physical activity to this population. CAPBM has been the statewide administrator for CSFP since 2017 overseeing 2 subcontractor agencies. CSFP has developed a strong network of volunteers that provides over 3,000 hours of volunteer service each year. In addition, TEFAP and CSFP are co-located in one warehouse. This enables the program to minimize its administrative overhead costs. These agency volunteers are available to the TEFAP program whenever needed.

Senior Farmers' Market Nutrition Program (SFMNP)

CAPBM has coordinated SFMNP with CSFP since 2001 and has been the SFMNP statewide administrator since 2011 when a direct distribution of produce versus coupon program began. CAPBM has developed linkages with farmers throughout the state to bring NH grown fruits and vegetables to the CSFP participants to improve their diets during the summer and early fall. Administration of SFMNP requires working directly with the farmers and coordinating delivery of benefits statewide in collaboration with our 2 CSFP subcontractors.

Summer Food Service Program (SFSP)

Since 2004 the CAPBM SFSP services have assisted the hungry and most vulnerable children 18 and younger to receive a free nutritious meal each day during the summer months when the National School Lunch Program ends in the communities of Concord, Allenstown, Laconia, Pittsfield, Littleton, and Bristol. SFSP is a vital link in the prevention of hunger in children and helps with their continued growth and development during this transition period when school lets out.

Child and Adult Care Food Program (CACFP)

The CACFP has been administered by the agency since the 1970's. This program provides meals to young low-income children in the Head Start, Early Head Start, and Child Care programs. It improves the quality of childcare and helps make it more affordable for low-income families.

Nutrition Services Incentive Program (NSIP)

NSIP provides nutrition and supportive services to vulnerable seniors either in their homes or in community at local senior centers. CAPBM has provided these services since the early 1980's. In 2022, CAPBM provided 230,709 home delivered meals and 36,954 congregate meals to seniors residing in Belknap and Merrimack Counties. These nutritious and well-balanced meals are the main meal of the day for many of these vulnerable nutritionally at-risk seniors who depend on these to supplement their diet. In addition, the senior centers provide many supportive services to the seniors including health screenings, socialization to prevent isolation, physical activity, exercise programs and nutrition education.

Disaster Assistance

CAPBM is approved as a Disaster Assistance organization to provide food for shelters and other mass feeding sites. It also enables the agency to distribute USDA food packages directly to households in need in certain situations.

CAPBM has administrative staff that oversee these programs and that have a combined experience of over 192 years of combined experience. This positions the agency as a leader in the community which is leveraged to continue to develop strong partnerships and linkages to other services. These relationships provide numerous other benefits to the participants served by this agency.

Through the administration of these numerous USDA programs, CAPBM provides benefits to reduce hunger and improve nutrition to over 13,000 individuals each year in Belknap and Merrimack Counties.

The USDA Programs administered by the Community Action Program provide the following benefits:

- Increased Nutrition Education to vulnerable populations with support from trained staff
- Health Screenings for at risk populations served by USDA Programs
- Provision of multiple nutritious USDA food packages by one agency
- Strong established linkages with other State Programs including Food Stamps, Healthy Kids, TANF and UNH Cooperative Extension
- Numerous USDA Programs administered by one Agency under one umbrella reduces administrative overhead and increases financial resources available to assist needy low-income individuals

- Coordination of distribution of NH produce to increase access to locally grown items by low-income seniors who would otherwise not have access
- Co-location of two similar USDA Programs (TEFAP & CSFP) reduces warehouse facilities overhead, administrative overhead and duplication of administrative costs when contrasted with two separate agencies and warehouses
- Location of 9 USDA Programs in one agency enables an efficient use of available resources and allows for better collaboration and program oversight
- Collaborative efforts to eradicate senior hunger on a national, state and local level with numerous groups addressing senior needs

- | |
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| <input checked="" type="checkbox"/> Provide a brief description of Vendor's personnel who are available to support the program both internal and external. Provide a resource strategy |
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Personnel

CAPBM will be the statewide grantee for the NH Community Action Association. CAPBM has demonstrated the proven experience to support the TEFAP program with management and operations oversight.

Internal support:

- Program Administration
 - The CAPBM Chief Executive Officer and Chief Operating Officer provide support guidance, management and oversight for the TEFAP Program.
 - The TEFAP Program will be operated by the TEFAP Director, who with over 30 years of experience, will supervise the Program Coordinator and Program Monitor who will work directly with the Regional Distribution Site Coordinators.
 - The five (5) Regional Distribution Site Coordinators from each NHCAA agency maintain a close working relationship with each of the Emergency Food Organizations (EFO) and assist in determining local community food allocation to EFOs, cross-check inventory lists, oversee regional distributions and collaborate with the local communities on local needs and donations of food and cash.
- Financial Operations – Oversight and Accountability
 - The CAPBM Fiscal Department will maintain the revenues and expenses for the TEFAP program and will provide the financial record keeping reports to the TEFAP Director. Monthly expenditure reports will be submitted to Surplus Distribution with a complete accounting of eligible expenses.
 - The Fiscal Department is staffed by the Chief Accountant, Budget Analyst, Senior Accountant and Accounts Payable Specialist, and two (2) Fiscal Assistants. All will provide supportive financial services to the TEFAP program and staff.
- Clerical Support
 - Clerical staff provide day-to-day logistical and clerical support to the program
 - The Secretarial Department is staffed by the Executive Coordinator and Receptionist.

- The TEFAP Program Coordinator and TEFAP Monitor assists the TEFAP Director in the day-to-day administration and documentation of the TEFAP Program.
- The Human Resources department provides payroll, benefits, recruiting and compliance support. The Human Resources department is staffed by the Human Resources Director, Payroll and Benefits Manager, and the Human Resources Coordinator.
- **Technical Assistance and Collaboration**
 - The TEFAP Director will work closely with the other ten (10) CAPBM Directors for coordination of services, vehicles, equipment, and space to maximize use of administrative dollars and commodities.
 - Resources such as staff and volunteers to assist in the delivery of TEFAP services from other CAPBM programs. CAPBM has 171 full time employees and 54 part time employees.

External Support:

- **Regional Distribution Site Coordinators (RDSC)**
 - Each NHCAA will provide a Regional Distribution Site Coordinator that will be accountable to the Statewide TEFAP Director.
 - The RDSC will be responsible for the management and administration of the TEFAP program with the local EFOs and local communities. Each of the NHCAAs have staff available to coordinate TEFAP activities locally as follows:

Agency	Outreach Offices	Staff to Assist RDC	EFOs
CAPBM	6	21	56
SNHS	10	25	75
SCS	1	9	29
CAPSC	2	13	21
TCCAP	5	11	64
TOTAL	24	79	245

- The RDSC will be the focal point for establishing relationships with the private sector to secure local donations of donated foods, equipment, and volunteers for the local EFOs to enhance their services to local communities. This will assist in keeping food local and reduce the carbon footprint of moving donated foods out of the regions.

- **Volunteers and Donated Goods**

- The established statewide and local volunteer support networks will assist in every aspect of TEFAP operations and is essential to the success of the program. The RDSC will utilize volunteers and donated goods from the private sector as well as the public sector. All time and efforts will be documented.
- In the past, the value of all volunteer hours in all the programs sponsored by the NHCAA network have exceeded a volunteer value of over \$10,000,000 annually.

- **Partnerships**

- NHCAAs have developed community wide partnerships with over 1,963 organizations. This includes government, non-profits, faith based, school districts, financial institution, health service institutions and statewide associations. It remains a focus of the NH Community Action network to enhance partnerships with the local businesses and organizations to bring more opportunities to local EFOs.

- Provide a brief description of network and geographic area. Including reporting requirements, federal guidelines, food entitlements, and grant funds. Higher score will be achieved for the most comprehensive network, Program Management and Administrative support

Network and Geographic Area

The five (5) NH Community Action Agencies (NHCAA) are private non-profit corporations with local boards of directors composed of representatives of the private sector, public officials, and representation of the low-income community. As private non-profit corporations, NHCAs are governed by Federal and State laws. Funding is a mix of Federal, State, local and private resources. NHCAs are geographically designed along county lines, either single or multi-county in service area, and together serve every one of the 234 cities and towns in New Hampshire.

With local direction and management, NHCAs are able to respond quickly and effectively to the variety of needs throughout the State. Each agency works closely with local, county and state governments, as well as other social service agencies, and private industry, including banks, investors, and local/statewide businesses. Together the network strives to marshal the resources necessary to provide comprehensive services responsive to State and local conditions.

Federal Guidelines

The tax structure in the State presents unique challenges and can be especially burdensome to those with the fewest resources. NHCAs are committed to collaborative efforts in addressing the problems faced by the poor to identify opportunities for community members to become more socially and economically successful. By partnering with other social service organizations, State Agencies, municipalities, and the private sector, NHCAs strive to maximize the impact of each dollar in providing services. A strong social service network, like the NH Community Action network provides communities with cost-effective services, which are locally controlled and supervised. This is the essence of Community Action.

Program Management and Administrative Support

CAPBM as the fiscal agent has a proven track record for providing management and administrative support for statewide programs such as the TEFAP program. CAPBM administers over 70 different programs and services for eight (8) Federal agencies, fifty (50) federal contracts, four (4) state contracts and eighty-three (83) local and private contracts. Many of the federal contracts are pass-through funding at the state level.

CAPBM's financial department submits monthly, quarterly and semi-annual reports to federal, state and local grantors. These include expenditure reports, balance sheets and budgets. CAPBM offers over 70 different programs and services which meet federal income guidelines from 30% to 280% of income poverty guidelines, depending upon the individual programs' eligibility requirements.

CAPBM is also the fiscal agent for ten (10) different corporations that support family and elderly housing in Belknap and Merrimack Counties. Responsibility includes financial reporting, program oversight, annual audits and reporting to the Boards of Directors.

Food Entitlements

Providing food and nutrition assistance is a core competency and central function of CAPBM and NHCAA. USDA food entitlement programs administered by CAPBM are managed by the Community Health and Nutrition Services Director, the Child Development Director, the Elder Services Program Director, the Director of Energy and Area Resource Centers, and the TEFAP Director.

Contracts and Grant Funds

The five (5) NHCAs combined manage over 551 contracts and grants to support programs and services for the most vulnerable members of our communities in all 234 cities and towns throughout New Hampshire. These grants and funds exceeded \$310,000,000 for 2022.

Region	Federal	State	Local	Private	In-kind	Total
Belknap and Merrimack Counties	50	4	40	43		137
	\$49,474,324	\$125,199	\$831,556	\$6,488,093	\$401,748	\$57,320,920
Rockingham and Hillsborough Counties	48	4	1	28		81
	\$127,186,364	\$730,153	\$162,140	\$6,583,607	\$992,197	\$135,654,461
Cheshire and Sullivan Counties	26	5	7	1		39
	\$20,985,079	\$870,592	\$448,500	\$3,598,231	\$722,162	\$26,624,564
Strafford County	28	1	5	12		46
	\$41,824,793	\$2,003,960	\$391,686	\$105,250	\$988,080	\$45,313,769
Coos, Carroll, and Grafton Counties	32	15	76	125		248
	\$37,505,321	\$1,855,978	\$439,995	\$4,620,339	\$872,129	\$45,293,764
TOTAL CONTRACTS	184	29	129	209		551
TOTAL FUNDING	\$238,694,576	\$41,863,227	\$2,265,477	\$22,086,379	\$3,976,316	\$310,207,476

- Provide the amount and type of partnerships that the Vendor can utilize on a statewide or national basis to support your organization in a crisis

Partnerships

NHCAA is part of a national network of over 1,000 Community Action Agencies that provide services to all counties in the nation along with Indian reservations. All of the NHCAAs are members of the National Community Action Partnership that has established cooperative agreements with the following national organizations and their associated state members to work on emergencies, disasters and issues related to food, nutrition, housing and other basic needs. The NHCAA agencies have been designated as Support Agencies by the State of New Hampshire as part of Emergency Support Function Eleven (ESF-11).

National Partners

- Community Action Program Legal Services, Inc. (CAPLAW)
- National Community Action Foundation (NCAF)
- National Association for State Community Services Programs (NASPCSP)
- AARP
- American Red Cross
- American Rights at Work
- Americans United for Change
- Annie E. Casey Foundation
- Brookings Institution
- Campaign for America's Future
- Center on Budget and Policy Priorities
- Center for American Progress
- Coalition on Human Needs
- Economic Policy Institute
- Families USA
- Feeding America
- Food Research and Action Center
- Green for All
- National Alliance to End Homelessness
- National Community Reinvestment Coalition
- National Employment Law Project
- National Fuel Funds Network
- National Head Start Association
- National League of Cities
- National Low-Income Energy Consortium
- National Low-Income Housing Coalition
- National WIC Association
- National Women's Law Center
- Rebuild and Renew America Now
- Spotlight on Poverty and Opportunity
- Feed the Children

Government Organizations

- Office of Community Services
- Internal Revenue Service
- Non-Profit Gateway
- US Census Bureau
- US Department Energy
- US Department of Health and Human Services
- US Department of Housing and Urban Development
- US Department of Treasury
- US Department of Labor

New Hampshire Partners

- Community Action Partnership of New Hampshire (NHCAA) National Voluntary Organizations Active in Disaster (VOAD)
- NH Homeland Security and Emergency Management (HSEM)
- Federal Emergency Management Administration (FEMA)
- Cora Brown Fund

- New Hampshire Partners (continued)

- o Small Business Administration (SBA)
- o United Way
- o Salvation Army
- o American Red Cross
- o AmeriCorps*VISTA
- o ServiceLink
- o NH Pandemic Planning Coordinating Committee
- o NH Charitable Fund
- o Regional Planning Commissions
- o NH Community Development Finance Authority
- o NH Housing Finance Authority

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| <input checked="" type="checkbox"/> Explain the process you would use to maximize the use of your federal grant funds in purchasing food in lieu of cash when the federal grant exceeds your program costs |
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Maximizing Federal Grant Funds

CAPBM will monitor commodity inventory levels on a monthly basis to maximize the usage of food products within the Emergency Feeding Organizations and current warehoused food inventory levels. Comparing the existing food products with the current usage and forecasts of future food orders the TEFAP staff will:

- coordinate food orderings with Surplus Distribution to maximize USDA deliveries when available and needed;
- facilitate food transfers amongst the EFOs as necessary to best utilize available foods and minimize waste;
- respond to natural emergencies statewide as a designated Emergency Response Organization (all NHCAAs) by FEMA, the State's Emergency Preparedness Plan and Homeland Security.

Collaboration with the Regional Food Coordinators (RFC) on a regular basis through teleconferencing to monitor usage and needs of the local communities. The RFC's will be the local contact for the EFOs. This local relationship will help in the development of partnerships with the private sector (local stores/businesses) donating food products, equipment, volunteers and furniture to the local EFOs to keep products local and reduce the carbon footprint.

CAPBM, through the TEFAP staff, will utilize past experience and recommendations from the EFOs, a Statewide Advisory Council and Surplus Distribution to purchase foods as follows:

- utilize food stamp funds available for conversion for the purpose of purchasing additional foods for distribution;
- when practical and advantageous, convert administrative dollars into entitlement dollars to support additional food purchases.
- utilize cost effective purchases of food products that are needed and provide the most nutritious value;

In the past CAPBM has utilized USDA administrative funds to purchase USDA foods for distribution to EFOs. The agency will continue to do as able and allowed by Federal and State regulations. The NHCAA network, in a time of need within the state, is committed to using grant funds it has available to support the TEFAP management operations and use the administrative funds from USDA to purchase additional USDA food products for the distribution to EFOs and families and individuals of need within the state.

Propose an operating plan (or budget) of other sources of food funding (i.e. in-kind donations) that would support the TEFAP program

PROPOSED FY2024 Operating Budget based on FY2023 Funding

Revenue Sources	TEFAP	OTHER SOURCES	Total
1) TEFAP			
a. Food Purchases			
Entitlement	\$984,590	0	\$984,590
Bonus Foods	\$1,788,268	0	\$1,788,268
Commodity Credit Corp (CCC)	\$2,108,987	0	\$2,108,987
Build Back Better	\$11,809	0	\$11,809
b. Administrative			
TEFAP	\$332,286	0	\$332,286
Community Credit Corp	\$110,000	0	\$110,000
Sub Total	\$5,335,940	\$0	\$5,335,940
2) Community Action Agencies (CAA)			
a. CAPBM - Mobile Food Pantry Program	0	\$59,905	\$59,905
b. CAPBM - Elder Service -Congregate Prog	0	\$463,740	\$463,740
c. CAPBM - Elder Service -MOW Program	0	\$2,344,638	\$2,344,638
d. CAPBM - Head Start USDA Program	0	\$161,992	\$161,992
e. CAPBM - Summer Food Program	0	\$134,406	\$134,406
f. CAPBM - Senior Farmer's Market Program	0	\$67,106	\$67,106
g. CAPBM - Commodity Supplemental Food Program	0	\$259,329	\$259,329
h. CAPBM - WIC Program	0	\$714,496	\$714,496
i. CAPBM - Annual Value of Volunteer time for monthly Food Distributions*	0	\$9,795	\$9,795
Sub Total	0	\$ 4,215,407	\$ 4,215,407
Revenue Total	\$5,335,940	\$4,215,407	\$9,551,347

* \$32.54 per hour valuation from IndependentSector.org

- Describe in detail the available resources (people, hardware, software) that would directly support the TEFAP program

Available Resources

Financial Oversight and Support

The CAPBM Fiscal Department utilizes a Fiscal Procedures Manual, including the Procurement Policy which outlines the procedures used by the TEFAP staff and the program in accounting for all monies entrusted to the agency for the purpose(s) of receiving and expanding TEFAP funding, as well as all other Federal, State, local and private donations/grants. The department has maintained a financial software program, ORION that provides the daily, monthly, quarterly, and annual information needed by TEFAP staff to manage program operations. By the end of the CAPBM 2023 fiscal year, all financial accounting will be migrated to Blackbaud Financial Edge, providing cloud services to support the agency fiscal functions.

CAPBM is unique in that the support provided by the fiscal and secretarial departments allows program dollars that would normally go to support single-purpose agencies (fiscal and secretarial operations), to be spent on delivery of services to clients. This administrative structure reduces the overhead operating expenses of each program and therefore improves operational efficiency and reduces duplications and redundancies.

The agency utilizes a Personnel Policies and Procedures Manual which outlines the procedures to be used by the TEFAP staff and agency staff in meeting all federal and state employment practices and requirements.

The agency conducts a year-end audit of all the agency financial records (including TEFAP) annually based on the agency fiscal year March 1 to February 28. The audit is performed by an independent audit CPA firm of Leone, McDonnell and Roberts, P.A. The audit meets the Government Auditing Standards as required by the U. S. Office of Management and Budget as set forth in the Super Circular 200 CFR Part 200. The audit is submitted to all federal and state grantors including Administrative Services, and over 50 different funding sources.

CAPBM is responsible for the monitoring of compliance with the Federal Regulations related to the TEFAP program. The Fiscal management of the TEFAP program provides the following:

- Financial support including financial software accounting package.
- Federal, state and local tax and informational returns.
- Receipt and acknowledgement of tax-deductible donations and grants.
- Payroll tax remittance and filings.
- Monthly financial statements
- Financial recordkeeping including daily weekly, monthly, and annual reports.

- Independent audit by outside CPA firm.
- Check processing and issuance expenses, I-9's 1099's.
- Insurance including general liability commercial automobile, garage, excess umbrella, workers compensation, blanket crime, professional liability, product liability and volunteers.
- Human resource administration.
- Payroll processing, W-2's, State Unemployment filings.
- Personnel Policies in compliance with federal, state and local laws.
- Comprehensive benefits package.
- Benefits administration, filing of 5500, as well as ACA reporting of 1094 and 1095.
- Inventory (equipment and product) control and oversight
- Legal advice and access.
- Grants management and progress reports.
- Fiscal Procedures policies in compliance with Federal, State and local laws.
- Computer equipment (hardware) and software
- Cash flow management.
- Volunteer recruitment, management, and recognition.

Available Resources – Hardware and Software

Each of the five (5) NHCAs maintains and operates a Windows based computer networks for security and domain name services (DNS), electronic file storage, and print services. These systems are used for the accounting, email and reporting systems within the five organizations. Microsoft Office 365, which is cloud-based, is the standard business package utilized by each organization.

Remote outreach offices use desktop or laptop computers running Microsoft Windows. Microsoft Office 365 is used as the standard business package for all sites.

The main offices and all remote sites are interconnected via high-speed internet.

CAPBM has developed a cloud based TEFAP inventory system utilizing empowOR, a CRM software tool that specializes in Community Action program and client management. This system replaced the paper inventory system statewide, providing EFOs the ability to submit their monthly inventory updates online. While electronic entry is preferred by most EFOs, the flexibility to submit monthly reports on paper has been retained to ensure that all EFOs are able to respond in a way that is comfortable, with some having limited technology experience or equipment. Up-to-date inventory reports can be viewed on demand. This allows the TEFAP program staff to view current inventory levels at any or all EFOs, maximizing the ability to manage and ensure TEFAP distributions are fair and equitable, and that food is distributed where needed.

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| <input checked="" type="checkbox"/> Provide description of how training for all distribution and emergency feeding location staff and volunteers would be performed |
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Training

Each EFO is provided on-site training that outlines and reviews program participation requirements, and includes food safety, storage, and distribution requirements. This training process includes:

- prior to being eligible for receiving TEFAP foods, a meeting with a prospective EFO is conducted at their location to provide on-site review of general program participation and training requirements.
- the inspection of storage availability, and to ensure adequate dry, refrigerated, and cold storage are available for program participation, that temperatures are monitored and documented, and that proper sanitization practices are in place.
- the review of the required self-attestation intake process as well as the required monthly inventory reporting requirements.
- the review of the required Civil Rights training for applicable EFO staff and or volunteers and review the requirement for training to be conducted on an annual basis.
- review of the importance of having the proper postings available in view of the recipients that include the current "AND JUSTICE FOR ALL" poster, and that it is of the correct size and color.
- guidance on safe and sanitary storage of all commodities and reviews of the need for the proper rotation of food utilizing FIFO.
- additional training provided by NHCAA in cooperation with UNH Cooperative Extension providing regarding food safety and the importance of proper food rotation.
- CAPBM provides each EFO with training to support participants with Limited English Proficiency (LEP) and access to translation services during intake and subsequent visits as necessary.
- CAPBM conducts on site reviews, and monitoring is conducted of each EFO providing additional training and review of storage and inventory practices.
- additional training for new staff and volunteers, such as new EFO coordinators, to ensure there is a comprehensive understanding of program participation requirements.
- ongoing training and program materials provided annually to help ensure that current best practices are implemented at each participating EFO and that Civil Rights training is current.

NHCAA has developed a Hazard Analysis Critical Control Point (HACCP) system that is currently being implemented in the operation of TEFAP. This system was developed originally by the National Advisory Committee on Microbiological Criteria for Food to assist organizations in determining the points at which the flow of food is at risk for contamination. This system includes the following points:

- Analysis of potential hazards in commodities anticipated and received into the State. Prior to all food orders placed CAPBM determines the hazards each commodity may pose prior to being received into the State.
- Determine the critical control points of each commodity. Analyze and determine ways to reduce or eliminate risks.
- Establish minimum and maximum limits each commodity has. For example, training volunteers and staff on the shelf life of all commodities. Educating volunteers to utilize the First In First Out method to ensure all commodities are utilized prior to its best if used by date.
- Monitor procedures set in place, ensuring procedures are being followed. CAPBM monitors each EFO to provide training to volunteers and EFO/TEFAP site coordinators. Training includes food safety, safe food storage methods, and proper food rotation practices, First In First Out.
- As necessary, additional follow up is provided including T&TA, and if appropriate corrective action, ensuring procedures are being followed.
- Verify that the system in place works and is the most effective for the program. NHCAA TEFAP coordinators and program director communicate regularly to review processes, resolve logistical issues and to review areas of improvement.
- Documentation verifying that frozen and refrigerated commodities have been stored at the appropriate temperature. Monthly inventories from emergency feeding organization showing quantity of commodities on hand as well as pack dates. The pack dates will identify to NHCAA that each EFO is using the First In First Out method.

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| <input checked="" type="checkbox"/> Provide description of Limited English Proficiency (LEP) support will be provided for all distribution and emergency feeding locations |
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Limited English Proficiency (LEP)

Translation services for TEFAP and EFO staff are provided by Pinpoint Translation Services (a program of the International Institute of New England), in Manchester, NH. Through Pinpoint staff will have access to over 300 languages for Over the Phone Interpretation (OPI). The TEFAP Director provides the EFOs with the availability of this service and instructs them in its use. EFOs have a unique PIN number which they use when calling Pinpoint. This PIN number allows the TEFAP Director to validate the services and monitor translation service needs as necessary. The TEFAP Director will make necessary forms and materials available in the most frequently encountered languages.

Language Assistance Procedures for EFO and TEFAP Staff

At the initial point of contact with a participant, staff will assess the need for language assistance and notify the individual of the right to an interpreter at no cost. Staff members who have subsequent connections will continue to evaluate the need for language assistance. These steps include:

- To assess the need for language assessment, staff should ask open-ended questions and avoid asking questions that would allow for yes or no responses. For example, asking: "how may I be of assistance?" instead of "do you need help?"
- The LEP individual may speak more than one language or have limited proficiency in a secondary language. Staff shall identify the primary language of the LEP individual and work to provide language assistance in the individual's primary language.
- A Deaf individual may also be limited in English proficiency and not be proficient in American Sign Language. Staff shall work to identify the primary language of the Deaf individual and provide language assistance in the *primary language of the individual*.
- Services for Deaf and Hearing services can be accessed through:
 - Northeast Deaf and Hard of Hearing Services, Inc. (NDHHS) by completing their online request <https://ndhhs.org/interpreter-cart-request-form/>
- Staff shall request the individual or companion identify the language of the LEP or Deaf individual.

- Staff will use the “I Speak”
<https://www.dhhs.nh.gov/sites/g/files/ehbermt476/files/documents/2021-11/wic-ispeak.pdf> poster to assist them in identifying the primary spoken language of the client.
- Staff have access to Relay New Hampshire which provides free services that allow people who are deaf, hard of hearing, deafblind, or speech impaired to make and receive phone calls. Relay calls can be made to anyone, anywhere in the world, 24 hours a day, seven days a week. The specialized relay operators will facilitate calls. All calls are completely confidential. Contact for Relay New Hampshire text telephone/Teletypewriter (TTY) Relay service at 711 or 800-735-2964 for English and 866-479-7569 for Spanish
- Staff may request bilingual/multilingual staff or volunteers to identify the primary language.
- Staff will not ask or require another applicant, participant, and/or parent/guardian to interpret due to confidentiality.
- Children should never be asked to interpret for a parent, relative, or other clients.

Describe in detail the vendor's ability to operate within the guidelines of the federal grant

Operating within Federal Guidelines

CAPBM has extensive experience with the administration of USDA Nutrition Programs and has over 40 years of experience operating within the federal and state guidelines for administering the TEFAP grant. The current system has been effective due in part to the partnerships with the NHCAAs and with the input and feedback from local community stakeholder EFOs. With ongoing annual training and communication with EFOs, CAPBM is able implement federal program guidelines and operate within the grant requirements.

The ability to operate within the guidelines of the federal grant has been demonstrated for decades and during very challenging circumstances. For example, CAPBM adapted to changing circumstances throughout the COVID-19 pandemic. During this time, the scale of operations and the volume of food received and distributed significantly increased. Despite this unprecedented situation, CAPBM demonstrated the ability adjust quickly and to operate within the federal grant.

This ability is further demonstrated by annual agency audits for program compliance, which have had no findings. State monitoring of the TEFAP program has also been reflective of the high standards that are met by this program and agency.

CAPBM has operated within the guidelines of the TEFAP grant in the past and will continue to do so in the future. The TEFAP staff are familiar with program regulations, and utilize the directives and instructions received from USDA and State Surplus Distribution Section (SSDS) to manage and operate the program. Program information and guidelines are then disseminated to the five (5) NHCAAs and EFOs for implementation.

An example of the ability to implement new program guidelines could be seen during the recent pandemic when the state raised the TEFAP eligibility guidelines. The NH TEFAP State plan was amended, and the self-attestation eligibility guidelines were increased to 240% of the federal poverty level to make food more accessible. CAPBM and the NHCAAs responded quickly to update and implement the new eligibility guidelines ensuring statewide implementation by each EFO. CAPBM will continue to work closely with SSDS to ensure compliance with federal guidelines and the NH TEFAP State Plan.

As described in other sections of the RFP (resources, accountability, experience) CAPBM will adhere to the accounting standards as set forth in the Super Circular 2CFR Part 200 for the management and accountability of finances, program, and food.

Inventory Capability and Control (15 points)

- Describe in detail your current and/or proposed inventory tracking process (i.e. order allocation and in-transit) as well as reporting capabilities to be compliant with federal and state guidelines
- Describe in detail your current or proposed system solution and strategy (software, hardware) for tracking receipt of food products and reporting food deliveries for each emergency feeding location

Inventory Tracking Process & System Solution

The current CAPBM and NHCAA statewide distribution tracking and delivery system for TEFAP commodities provides both a statewide and local regional inventory tracking capabilities. With 24 statewide outreach program support locations combined with local regional program coordinators CAPBM is able to track, verify and document each shipment of food from the time it is shipped from the USDA vendor to when it is received, distributed and utilized by the local community EFO. This multi-tiered tracking system provides the logistical capability by which all order allocation and in-transit shipments are verified to ensure inventory accuracy.

The current tracking system was designed to meet the TEFAP program operational needs and comply with USDA inventory requirements. It was developed with stakeholder input to give consideration to the various capabilities and regional complexities of the diverse group of EFOs participating in the TEFAP program.

Inventory Tracking System

The current and proposed TEFAP commodity inventory tracking system is as follows:

- Track the TEFAP commodity food orders by the USDA assigned sales order and material number that is generated upon order entry into USDA's WBSCM.
- Receive automatic email update notifications generated from USDA WBSCM that assists with tracking status changes as to when the product has been purchased, shipped or cancelled.
- Communicate with vendors regarding product status, date of shipment, and schedule receipt of shipments into Community Action Warehouse completing notice of shipment forms.
- Communicate with shipper to verify timing of product shipments, review in transit status to track and determine on time or shipments delays.
- Upon receipt of shipment, receiving staff verifies that the product information matches USDA's Requisition information and confirms receipt of shipment with State Surplus Distribution Section and or WBSCM shipment receipt entry.

- CAPBM on-hand product inventory is updated in tracking system with verified product descriptions and quantities.
- When USDA/TEFAP product is received, it is labelled and tracked with the USDA Material Number, the USDA Sales Order Number for the shipment and the date of receipt. This allows the ability to identify, segregate and track the ongoing product inventory in the warehousing, shipping, and delivery process.
- Food order requisitions are generated by county and individual EFOs based on "fair share" allocation quantities to ensure fair and equitable distribution statewide including rural areas.
- Shipment notices are generated and sent to regional offices and local EFOs that provide anticipated product quantities, product descriptions, delivery date and time. Product status and shipment updates are provided as needed.
- Invoices are generated that identify the specific product, case quantities, delivery date, and EFO receipt confirmation with dual signature verification.
- When product is shipped, warehouse computerized inventory system is updated to reflect product shipment and current updated inventory levels.
- In-transit shipments are tracked utilizing Fleet-Track automated GPS software tracking system.
- Upon receipt of delivery, detailed product delivery invoicing receipts are reviewed for accuracy, verified, and confirmed by NHCAA staff and the recipient EFO.
- A detailed listing of the disposition of TEFAP commodities and current inventory levels will be sent to Surplus Distribution Section each month.
- A Month Ending inventory is submitted to State Surplus Distribution Section at the end of each month verifying TEFAP inventory levels.
- CAPBM inventory levels are tracked on an ongoing and daily basis providing the ability respond to unknown needs such as natural disasters.
- Local community EFOs track the receipt and distribution of products that they receive.
- Each month EFOs complete a USDA Surplus Commodity Inventory report electronically, or via paper if preferred, to report month ending inventory on-hand, towns served, number of clients served and the number of meals provided.
- Inventory usage data is tracked and reviewed, and product is reordered based on the rate of product usage, local EFO inventory levels and product availability.
- Quarterly program distribution reports are compiled and filed with the Federal Surplus Manager with the State of NH reporting on all TEFAP activities.

This operational inventory system is reviewed and audited by the USDA, The State of NH and our Agency's audit firm on a regular basis without findings.

Software System Solution

CAPBM has developed a cloud based TEFAP inventory system utilizing empowOR, a CRM software tool that specializes in Community Action program and client management. This system replaced the paper inventory system statewide, providing EFOs the ability to submit their monthly inventory updates online. While electronic entry is preferred by most EFOs, the flexibility to submit monthly reports on paper has been retained to ensure that all EFOs are able to respond in a way that is comfortable, with some having limited technology experience or equipment. Up-to-date inventory reports can be viewed upon demand. This provides the TEFAP program staff to view current inventory levels at any or all EFOs, maximizing the ability to manage and ensure TEFAP distributions are fair and equitable, and that food is distributed where needed.

- Describe in detail, owned, leased, and or other source of warehousing capacity. Please be specific relative to frozen storage capabilities
- Detail warehouse capabilities including ability to receive 18-wheeler tractor trailer loads

Warehousing Capacity

Established Warehouses

Location	Total Cubic Feet	Dry Storage Space	Cooler Storage Space	Freezer Storage Space	18-Wheeler Accessible
CAPBM 2 Industrial Park Drive Complex Concord, NH 03301	242,466 cubic feet	204,135 cubic feet	14,459 cubic feet	23,872 cubic feet	✓
SNHS 40 Pine St Manchester, NH 03108	90,000 cubic feet	87,568 cubic feet	1,920 cubic feet	512 cubic feet	✓
SNHS 134 Allds St Nashua, NH 0 3060	72,000 cubic feet	70,848 cubic feet	1,152 cubic feet	None	✓

Back-Up Warehouses*

Region	Dry Storage	Refrigerated Storage	Freezer Storage	18-Wheeler Accessible
Merrimack County	✓	✓	✓	
Rockingham County				
Raymond Center 55 Prescott Rd. Raymond, NH 03077	✓			
146 Lafayette Rd. Seabrook, NH	✓	✓	✓	
Hillsborough County				
LAW Warehouse and motor Freight Co Merrimack	½ million cubic feet			✓
DDA Services, Inc. Manchester	✓			✓
Berlin/Coos/Grafton Counties				
55 Maynesboro St. Berlin	9,600 cubic feet			
448 White Mtn. Hwy. Tamworth	9,600 cubic feet			
109 Main St. North Woodstock	9,600 cubic feet			

*Additional back-up dry, cold, and frozen storage can be obtained as needed.

- Describe in detail your methodology and capabilities to maximize the usage of food products as well as the use of the FIFO inventory method

Food Usage Methodology & Capabilities

With vast experience with the administration of food and nutrition programs CAPBM has successfully implemented methods of inventory management that help to ensure the maximum use of food products and an inventory rotation system that includes "First In First Out" (FIFO) product usage. In addition, with over 40 years of statewide food distribution and storage experience CAPBM has developed food ordering practices and inventory delivery cycles that help to ensure the timely deliver and distribution of food to ensure maximum use.

The New Hampshire Community Action Agencies' combined experience in administering multiple food and nutrition programs have helped to develop methods of monitoring and tracking USDA/TEFAP commodities to maximize the life and quality of the product. FIFO inventory usage is implemented statewide in all stages of the storage and distribution.

- Product orders are placed based on need and EFO inventory levels to ensure that the product type matches product demand. This helps to eliminate overstocking of a given product.
- When a USDA/TEFAP product is received, it is identified and labelled with the USDA Material Number, the USDA Sales Order Number for the shipment and the date of receipt. This provides for the identification, segregation and tracking of the product inventory in the warehousing and shipping process.
- In the event of inventorying the same product from different shipments the product is rotated to ensure that the product is pulled in the order of First In First Out.
- Product pack dates are verified during each monthly physical inventory count to ensure FIFO.

At regional and local EFO storage locations, the NHCAA review all monthly inventories submitted by emergency feeding organizations. A review of the commodity type, quantity, usage rate and pack dates is performed. As appropriate, product overstock evaluated and redistributed to local eligible EFOs in need of the overstocked products.

- In this review process inventories are scanned for overstock of commodities. If an EFO has an overstock of a product, a commodity transfer is set up with an eligible EFO that is in need of the commodity and is able to utilize the product.
- Pack dates of commodities are also reviewed. If a commodity is close to its expiration dates the commodity will be transferred to a participating EFO that will utilize the commodity in a timely manner.
- Regional Food Coordinators and outreach site locations have direct contact with all EFOs to review program issues and concerns and provide technical assistance.

As described earlier, each EFO is provided on-site training on food safety and best use and storage practices including FIFO. This training process includes, but is not limited to:

- An initial site visit with each eligible recipient EFO is conducted providing guidance on safe and sanitary storage of all commodities and proper rotation of food utilizing FIFO.
- CAPBM conducts on site reviews and monitoring is conducted of each EFO providing additional training and review of storage and inventory practices.
- Establish minimum and maximum limits each commodity has. For example, training volunteers and staff on the shelf life of all commodities. Educating volunteers to utilize the FIFO method to ensure all commodities are utilized prior to its best if used by date.
- Monitor procedures set in place, ensuring procedures are being followed. CAPBM monitors each EFO to provide training to volunteers and EFO/TEFAP site coordinators. Training includes food safety, safe food storage methods, and proper food rotation practices, First In First Out.
- As necessary, additional follow up is provided including T&TA, and if appropriate corrective action, ensuring procedures are being followed.
- Documentation verifying that frozen and refrigerated commodities have been stored at the appropriate temperature. Monthly inventories from emergency feeding organization showing quantity of commodities on hand as well as pack dates. The pack dates will identify to NHCAA that each EFO is using the First In First Out method.

Describe in detail your cycle count program and schedule at all stocking locations

Cycle Count Program and Schedule

NHCAA has been responsible for implementing efficient and accurate inventory management procedures for over four decades for multiple federal programs including TEFAP. Aspects of our inventory procedures were developed in collaboration with State Surplus Distribution Section and Health and Human Services to ensure federal program compliance.

- NHCAA is the only statewide non-profit food distribution agency that currently has an established monthly inventory count and reporting system established with local community EFOs.
- The NHCAA inventory management and reporting system schedule is implemented in an efficient and consistent manner at all stocking locations statewide.
- Central warehouse inventory is tracked on an ongoing and daily basis allowing response to unknown needs such as natural disasters.
- A complete physical inventory is conducted and verified each month.
- A Month Ending inventory is submitted to State Surplus Distribution Section verifying TEFAP inventory levels monthly, or more frequently as needed.
- At a minimum monthly, all TEFAP stocking locations are required to provide a complete end of monthly inventory. This currently includes:
 - NHCAA owned facilities
 - Backup warehouse facilities
 - Local community EFOs
- Each community EFO and NHCAA storage location record a monthly inventory count which provides a complete fixed inventory count of all stored commodities at each stocking location.
 - EFO Monthly inventory reports are submitted to NHCAA.
- NHCAA inventory management program includes an inventory review process by regional program coordinators of each monthly EFO inventory submission.
 - Records of all monthly reports are retained for minimum of three federal fiscal years as required by the Code of Federal Regulations.
- NHCAA provides statewide regional and local agency T&TA to EFOs providing program support to ensure inventory program accuracy and compliance.
- During each distribution delivery cycle of TEFAP commodities cycle counts are done at each statewide delivery point by NHCAA to ensure inventory shipment accuracy.
 - These cycle counts while inventory in moving provide an additional verification process that helps to ensure inventory accuracy.

Ordering Capability (10 points)

- Describe in detail your proposed food ordering process and your ability to track the status of food orders
- Provide your capabilities of your current and/or proposed food ordering system including the ability to segregate USDA foods

Food Ordering System

CAPBM and the NHCAAs have over 40 years of experience coordinating food orders within the TEFAP program. The systems that have been developed have proven to be an effective mechanism for determining food orders capable of meeting the needs of local EFOs and the needy families they serve. The ordering system focuses on the goal of achieving maximum potential food quantity, commodity variety, effectively timed delivery cycles, "fair and equitable" distribution and maintaining accurate delivery records and inventory control.

- The demonstrated quality of our food ordering system centers around input provided from well-established partnerships with local community EFOs that provide valuable, real-time insight into product ordering.
- With the established system, CAPBM is able to prioritize selection and the ordering of products that are most in need by local EFOs. EFO input is an integral part of the ordering process.
- As previously described the extensive experience, training, and expertise with USDA's WBSCM online ordering system and email notification process, CAPBM has demonstrated the capability of placing and tracking online orders, and providing rapid notification to EFOs and when possible, adjusting orders to mitigate the impact of a cancelled shipment.
- Through this system CAPBM is capable of electronically tracking the status of incoming shipments.
- When USDA/TEFAP product is received, it is identified and labelled with the USDA Material Number, the USDA Sales Order Number for the shipment and the date of receipt. This allows for the identification and segregation of the product in the warehousing and shipping process.
- While warehoused USDA/TEFAP product will have its own designated storage area segregating it from other foods thus limiting product loss or damage.
- Regional food orders are generated by county based on "fair share" allocation quantities to ensure fair and equitable distribution statewide including rural areas.

- The NHCAA Regional Food Coordinators generate food orders locally for each eligible EFO within a given county. Orders are generated based on:
 - USDA's establish priority system for TEFAP commodities.
 - The average number of needy individuals served by the EFO each month.
 - Current EFO inventory levels and usage rates to safeguard against waste.
 - Meeting and providing relief of priority / emergency food needs.
- Email or written notification is provided to each EFO reflecting order status and delivery time. Order status updates are provided notifying EFOs of any changes to the scheduled delivery.
- Upon notification and prior to delivery each local EFO is able to adjust ordered product and may decline all or part of an order or request additional commodity amounts if available thus helping to ensure efficient product utilization.
- All orders and deliveries are verified and confirmed by NHCAA staff and the recipient EFO.

- Describe in detail your capabilities of leveraging additional food products to compliment USDA commodity foods

Leveraging Additional Food Products

NHCAAs are able to leverage additional food products in several ways and on multiple levels through statewide and national agency representation. The NHCAA unique and vast statewide delivery system with regional food coordinators and 24 staffed outreach locations allows for the efficient coordination of resources locally among Emergency Food Organizations (EFO). In addition; since the NHCAAs are not only a statewide food distributor but may also have agency emergency food provider sites, there is an ability to partner with other local community EFOs throughout the state to coordinate and provide added food resources within communities effectively and efficiently.

- The large NHCAA collaborative food assistance network is able leverage program expenses and cost share operating and administrative expenses thus making increased resources available to support EFOs.
- Through the existing statewide Community Action outreach network there exists the capability to secure and facilitate the distribution of donated and other food resources with local EFOs.
- Statewide transportation and warehousing capabilities provide the ability to secure additional donated food products including dry, fresh or frozen products in offered quantities at every opportunity available.
- The NHCAAs are able to leverage additional food resources that include donations from local grocers, commercial vendors, restaurants, local growers and other community food drives.
- In addition to the ability to secure monetary and in-kind donations to provide additional support to EFOs, the vast NH Community Action network allows for rapid response anywhere in the state to secure usable salvage donated food products.
- This statewide network also allows for the retrieval, distribution and utilization donated foods with a short shelf life, thus providing additional food and reducing waste.
- The NHCAAs can secure food items and redistribute locally limiting the costs of staff, transportation, warehousing, and volunteer resources utilized in the process thus reducing the carbon footprint.
- The NHCAAs collaborate with food providers in neighboring states to receive and distribute privately donated foods.

Security (5 points)

- Describe in detail your capability to provide damage protection and inventory shrinkage in your warehouse(s) including a description of your security system
- Provide a detailed description of your security system (Intrusion alarm system, security cameras, temperature control for refrigerators and freezers)

Damage & Inventory Shrinkage Protection

CAPBM is pleased that in the 40 years we have been operating the TEFAP program we have never had any incidents of theft or damage to goods.

Security System

CAPBM uses Mango Security Systems to protect our central warehouse at 2 Industrial Drive. Mango Security Systems is capable of providing us with 24/7 digital security monitoring with Rapid Response Services that include an automated weekly test. If someone enters the warehouse and fails to deactivate the alarm system within 30 seconds a loud alarm goes off and the system automatically notifies the police and staff.

Environmental Monitoring

CAPBM's freezer and cooler storage temperatures are monitored 24/7 using sensor systems produced by Swift Sensors, founded in 2015. In the event that a storage unit reaches an improper temperature, an automated system contacts a staff person. The system is set up with multiple staff contacts. The system continues to call agency personnel until it is successful in reaching someone.

Security Provider

Founded in 1973, Mango Security Systems has over 25 years of experience and provides a wide array of residential and commercial products and services. Their Commercial services include the following:

- Commercial Detection Systems & Monitoring (smoke detectors and rapid response monitoring systems)
- Commercial Fire Alarm Systems
- Commercial Access Control Systems and Readers (single card entry doors, complete multi-door PC-controlled biometric systems, etc.)

Mango is a member of:

- NBFAA - National Burglar, and Fire Alarm Association
- NHAA - New Hampshire Alarm Association
- NHECA - New Hampshire Electrical Contractors Association
- BBB - Better Business Bureau of New Hampshire
- NFPA - National Fire Protection Association
- Greater Concord N.H. Chamber of Commerce

For more information see: <http://www.mangosecurity.com/>

Alarm System

Our alarm system uses Napco GEMP1632INTROPAK Gemini 1632 & RP1CAE2 LCD Keypad. The system includes the following components:

- 1-GEM1632 8 Hardwire/Wireless zone Panel.
 - 8 Hardwire/Wireless zones - including 2 2-wire fire zones
 - Expandable up to 32 zones with multiplexing from alpha keypads or multiplex modules (GEM-EZM4/8 or standard GEM-EZM8)
 - Up to 32 user codes
 - Supports up to 7 standard Gemini keypads (GEM-RP1CAe2 - GEM-RP2Se2 - and GEM-RP3DGTL)
 - 255 Event Schedule and 400 Event Log
 - Supports all Gemini Wireless Transmitters using standard GEM-RECV8 or RECV10 Receiver
 - Comes in 3 configurations:
 - GEM-1632INTROPAK: includes GEM-P1632 - GEMRP1CAe2 custom - alphanumeric - enhanced backlit display keypad - TRF12 Class 2 Step-Down Transformer
 - GEM-1632PROPAK: includes GEM-P1632 - GEMRP3DGTL dual seven-segment digital display keypad; TRF12 Class 2 Step-Down Transformer
- 1-GEMRP1CAE2 Alpha English Keypad.
- 1- 12V 4Ah Battery

Video Surveillance

High resolution security cameras provide 24 hours surveillance of property and entrance to warehouse. The system is capable of recording license plate numbers of vehicles entering the parking lot by day or night. The system includes the following components:

- 8 Channel 4k NVR with EPoE surveillance video recorder
- Skyhawk 3" 6 TB surveillance drive
- Four (4) 8 Megapixel Night Color Bullet Camera with White Light Technology
- One (1) 8 Megapixel Vari-Focus Bullet Camera with motorized lens
- Four (4) 4 Megapixel Night Color Dome Camera

Provide current pest control plan

Pest Control

Pest control is provided by Hampshire Pest Control Co., Inc., 516 Jenness Pond Road, Northwood, NH 03261. Hampshire Pest Control has been providing pest control services in NH since 1975.

Service Plan

On a monthly basis all monitors, and bait stations are inspected, replaced, and refilled. Service includes controlling mice, rats, roaches, all types of stored product pests, ants, hornets and wasps. Inspections are done monthly on both the interior and exterior of the building. A detailed inspection report (log book), is maintained in the warehouse office area.

Upon inspection, if pest activity is identified, Hampshire Pest Control immediately makes contact with appropriate CAPBM personnel, and provides a plan to remediate the pest issues.

Hampshire Pest Control works with CAPBM to prevent and eliminate pest issues in the food storage facility, by identifying steps that CAPBM can take to minimize pest infestations including:

- Ensuring that building maintenance of siding, roofing, doors, windows, foundation, all in good repair.
- Minimizing access for all types of pests.
- Keeping the exterior free of over-grown shrubs and trees.
- Ensuring no debris is around building.
- All dumpsters maintained and emptied regularly.

When any pest issues arise, either through the inspections made by Hampshire Pest Control or CAPBM the following steps are implemented:

- Contact made to both parties immediately
- Inspection made by Hampshire Pest Control to assess pest issue
- Plan to remediate pest issue
- Follow-up inspection
- Identify additional plans to help eliminate possible entry

- Provide the amount and ability of emergency power to support the storage operation including the inventory system, warehouse, and refrigeration and freezer units
- Describe your emergency plan to provide emergency power to support the storage operation including inventory system, warehouse, and refrigeration

Emergency Power

The inventory system is maintained on cloud-based system and developed by empowOR by CSST Software, 100 Mt Holly Bypass, Lumberton, NJ 08048. CSST Software provides over 14 years of experience providing comprehensive client services software to multi-service nonprofit organizations.

Warehouse operations, refrigeration and freezers are protected by a Napco GEMP Alarm System that monitors facilities 24/7. Mango Security Systems monitors the system and notifies the appropriate first responder, whether that is the agency or emergency services of any problems related to intrusion, fire, smoke or loss of refrigeration or freezer capacity.

Upon notification by Mango Security the agency staff (if power failure or equipment failure is identified as the problem) will deploy two (2) 15,000 watt portable generators to provide standby power until service is restored. If the power loss is of a long duration existing frozen or refrigerated inventory will be moved to cold storage not affected by the power loss.

CAPBM Attachment #1

Resumes

- Randy Emerson, Director of The Emergency Food Assistance Program
- David Carignan, TEFAP Warehouse Coordinator
- J. Faith Krefft, Director of Energy and Area Resource Programs
- Susan M. Wnuk, Director, Community Health and Nutrition Services
- Suzanne L. Demers, Director of Elder Services
- Jeanne Agri, Chief Executive Officer

RANDY EMERSON

WORK EXPERIENCE

1994 – Present **Director, The Emergency Food Assistance Program**
Community Action Program Belknap-Merrimack Counties, Inc.
P.O. Box 1016, Concord, NH 03302-1016

Thirty (30) years of experience providing oversight and management of the Statewide Surplus Food Distribution of USDA commodity foods for the Emergency Food Assistance Program (TEFAP) including its implementation, planning, coordinating, scheduling and monitoring. This being conducted as the Contractor with the State of New Hampshire, Department of Administrative Services. And responsible for the implementation and oversight of other special food programs, including but not limited to, the Summer Food Service Program.

- Responsible for the accountability and fiscal management of the statewide TEFAP food distribution processes, and other special food projects in accordance with the Agency's fiscal procedures. This includes, but is not limited to, budgets, expenditures, billings, reports and regulations.
- Coordinates food product procurement with other regional states as needed and makes product selection based on available foods and EFO and advisory board feedback.
- Enters food orders in USDA's Web Based Supply Chain Management System and tracks vendor selection and purchasing and shipping progressions.
- Responsible for preparing, writing, and organizing of proposal applications, grants and budgets in accordance with approved Agency and funding source procedures.
- Responsible to recruit, interview, train, supervise and evaluate Needy Food Distribution program and special food project staff.
- Oversees warehousing, shipping, receiving and distribution operations
- Responsible for coordinating with the Agency's Community Services Director, the implementation of TEFAP and special food projects including their structure, procedures and services within the Agency's Area Center Program.
- Provides public relations and information about the Needy Food Distribution Program and special food projects.
- Develops internal operating policies and procedures that are in compliance with Agency and funding policies and procedures requirements.
- Responsible for coordinating the implementation of TEFAP including its structure, procedures and policies and communication with the State of New Hampshire, the six Community Action agencies and their designate(s), local participating agencies/organizations and other State agencies.
- Provides training materials on established program requirements including Civil Rights Training on an ongoing basis to be in compliance with Federal and State guidelines.
- Responsible for compiling and keeping accurate records of program statistics, financial reports and reimbursement requests from the six CAP programs and submitting final reports to the appropriate State agencies.
- Responsible for maintaining a regular schedule of monitoring and evaluating the six CAP agencies programs and other agencies/organizations participating in the program, such as soup kitchens and food pantries, with appropriate follow-up and submittal of reports as required.
- Responsible for the hiring and training of seven staff members, and program volunteers

1993-1994

Housing Occupancy Clerk

Community Action Program Belknap-Merrimack Counties, Inc.
P.O. Box 1016, Concord, NH 03302-1016

**BOARD MEMBERSHIPS/ADVISORY AND OTHER
AFFILIATIONS/CERTIFICATIONS/LICENSES**

American Commodity Distribution Association – Present
ServSafe Food Protection Manager Certification – National Restaurant Association
Educational Foundation
Commercial Driver's License – CDL-B – w/air brake endorsement
New Hampshire Real Estate License

EDUCATION

Franklin High School – Diploma 1983
Recipient of the Commercial Arts Award

DAVID CARIGNAN

EXPERIENCE:

March 2020 - Present - The Emergency Food Assistance Program Warehouse Coordinator Community Action Program Belknap Merrimack Counties, Inc.

- Assist the program director by coordinating approximately 3 million pounds of USDA commodities annually for distribution statewide. Work in conjunction with 5 Community Action partners serving approximately 245 Emergency Feeding Organizations throughout the ten New Hampshire counties.
- Receiving, warehousing, and distributing USDA commodities.
- Collecting and compiling statistical data for program reports. Completing and submitting monthly inventory reports and Quarterly distribution, participation, and reimbursement reports.
- Completing purchase orders for program financial responsibilities.
- Scheduling required maintenance for a fleet of three commercial vehicles, four warehouse refrigeration units, several forklifts, pallet jacks and other equipment.

August 2014 - March 2020 - Warehouse Coordinator Southern New Hampshire Services, Inc.

- Responsible for the implementation of several USDA programs including the Commodity Supplemental Food Program, The Emergency Food Assistance Program, and the Senior Farmer's Market Program.
- Scheduled the receipt and distribution/deliveries of USDA commodities. Organized 2 warehouses with shopping areas.
- Oversaw 2 warehouses with refrigeration, a fleet of 3 light commercial vehicles, 2 forklifts and other smaller pieces of equipment.

October 2001 - August 2014 – P/T Warehouse Worker/Truck Driver Southern New Hampshire Services, Inc.

- Responsible for warehousing of 5 different food programs including the TEFAP, Community Supplemental Food program, Senior Farmers' Market Nutrition Program and Fresh Fruits & Veggies Program - delivering, recordkeeping and shipping and receiving.

June 1987 - August 2014 - Firefighter, Lieutenant and Station Captain Hooksett New Hampshire Fire-Rescue Department

- Responded to emergency calls and as a company officer directed company operations for the quick competent mitigation and the safe return of all personnel.
- Responsible for implementing various fire prevention and public education programs.
- NH certified level III, Hazardous Materials Technician and an Advanced Emergency Medical Technician as well as many other certifications.
- Additional responsibilities consisted of being the Department Breathing Apparatus Program Coordinator responsible for the testing, maintenance, and training for the department.
- Assisted with the submission of a Fire Act Grant that was awarded to replace our aging breathing apparatus.
- Developed the policies and procedures for the use of all self-contained breathing apparatus that is still in use today.

J. Faith Krefft

Professional Summary:

A professional with 6+ years of experience in the non-profit and higher education fields. Passionate about working with others in an inclusive environment with years of supervisory experience. Deep understanding of managing operations, finance and budget keeping, and leadership training. Excellent interpersonal skills with the ability to connect with others.

Education:

- **Merrimack College**, North Andover, MA, *Master of Education in Community Engagement* May 2018
- **Providence College**, Providence, RI, *Bachelor of Arts in Public and Community Service* May 2017

Professional Experience:

Director of Energy and Area Resource Centers, Community Action Program, Concord, NH **October 2023-present**

- Provides positive and effective leadership and oversight to Fuel and Electric Assistance Programs provides leadership to the Area Resource Centers, including supervising and coordinating staff, operations, and all related outreach and intake systems.
- Develops internal operations and procedures and centralizes client intake in accordance with State, Federal, and agency requirements.
- Coordinates the hiring, training, supervision, and evaluation of all Fuel and Electric Assistance and Area Resource Center staff.
- Oversees and coordinates with area center staff to ensure there are accurate and up-to-date records for area center operations, programs, activities, and client listings for Agency programs.
- Works closely with local communities and Program Directors to determine the needs of the elderly and low-income population in the area and recommends services or projects to meet the needs.
- Coordinates the USDA Emergency Food Program for Belknap and Merrimack Counties, including organizing distributions and preparing quarterly reports for 60+ organizations in the counties.
- Manages food pantries run through Centers, including recruiting volunteers and donations.
- Develops and oversees budgets related to the Fuel and Electric Assistance Programs and Area Resource Centers.
- Presents funding requests to local cities and towns to use local support as funding for the centers.
- Compiles and maintains records of program statistics and financial reports.
- Maintains effective and positive public relations with local governmental officials, social service organizations, church organizations, internal and social organizations, and the public.

Director of Food Services, Families in Transition, Manchester, NH **September 2021- September 2023**

- Oversaw the organization's food pantry that serves a monthly average of 1,110 Manchester households, and the Production Kitchen that produces 600+ meals a day for the four FIT agency programs.
- Managed an annual operating budget of over \$1,000,000.
- Supervised a staff of ten employees.
- Served as the key contact for volunteers, external partners, and potential donors.
- Created policies and Standard Operating Procedures for the Pantry and Production Kitchen.
- Served as the FIT representative with the Manchester Food Collaborative and NH Food Access Coalition.
- Ensured proper use of food safety for all staff and volunteers handling food.
- Facilitated onboarding for new staff and training for volunteers.
- Created, input and managed a database of Food Bank Manager for the Pantry to track data and run reports on 4,500+ unique households.

- Maintained proper Manchester Health Department regulations for five licensed kitchens.
- Serve as a Co-Chair for the Diversity, Equity, and Inclusion Committee, spearheading the DEI efforts.

Direct Service Associate, My Brother's Keeper, Dartmouth, MA

September 2020-September 2021

- Played a key role in the organization's food, furniture, and Christmas programs.
- Managed the safety and organization of an 18,000 square foot warehouse.
- Drove the organization trucks and vans for daily food and furniture deliveries.
- Coordinated daily volunteers for the organization.
- Communicated with families to confirm daily delivery and pick-up route schedules.
- Established a position for work-study students.
- Aided with organizational fundraising appeals throughout the year.
- Assisted with the annual Christmas program that helps 3,500+ families during the Christmas season.
- Trained new volunteers to assist in the food, furniture, and Christmas programs.

Assistant Director of Service and Immersion, Iona College, New Rochelle, NY

July 2018- September 2020

- Oversaw the Iona in Mission program that sends 18 student groups annually to international and domestic immersions that all focus directly on a social justice issue and is paired with a hands-on service project.
- Maintained a budget of \$100,000+ for the Iona in Mission program.
- Facilitated training and workshops for student leaders, participants, and faculty/staff members.
- Moderated Iona in Mission immersion trips; responsible for safety, budgeting, and emergencies.
- Organized and oversaw the freshmen service immersion, Get Moving!.
- Served as the chair of the Make a Difference Week Committee, planning all the events for a weeklong service intensive program across campus, focused on engaging students, faculty, and staff.
- Coordinated the campus-wide Thanksgiving Basket Collection of 150 baskets and 3,000+ volunteers to be donated to three organizations to help local families.
- Supervised students' weekly service projects, campus programs, and outreach on campus.
- Served on the Middle States Commission on Higher Education Standard Working Group for Mission and Goals.
- Instructed two sections of incoming freshmen online Orientation courses.

Volunteer Experience:

- **Board of Directors, Nazareth Farm, Salem, West Virginia** **March 2021- June 2022**
 - General Board Member and committee member, Member of the Facilities committee

Research:

- **Master's Capstone Research Study, Merrimack College** **Sept. 2017-May 2018**
 - The Unheard Stories of Service-Learners: An Exploratory Study of the Assumptions of Race, Identity, and Privilege within the Service-Learning Experience- looking at how race, identity, and privilege play a role in the service-learning experience
- **Undergraduate Thesis, Providence College** **Sept. 2016-May 2017**
 - International Service Trips and their Effects on the Volunteer: A deeper look at how serving internationally benefits the volunteer positively

Skills:

- Microsoft Office Suite, GivePulse, Salesforce, Paylocity, Leadership training, Diversity, Equity, and Inclusion training, CPR and First Aid Certified

EXPERIENCE

1992 to
Present

COMMUNITY ACTION PROGRAM BELKNAP-MERRIMACK COUNTIES, INC.

Director, Community Health and Nutrition Services

- Responsible for overall management of the WIC, Breastfeeding Peer Counseling Program, Title X Family Planning, Teen Clinic, HIV and Hepatitis C testing in correctional facilities and serves as the Statewide Administrator for Senior Farmers Market Nutrition Program and Commodity Supplemental Food Program,
- Oversee planning, development, implementation and coordination of all program services and personnel for multiple programs and clinic locations
- Fiscal management including budget preparation, monitoring, fundraising, and reports
- Responsible for hiring, personnel management
- Oversee special grant projects including Oral Health initiatives and statewide coordination of WIC Lead Screening.
- Development and implementation of policies and procedures.
- Oversee quality improvements plans for all program services
- Responsible for grant management and report preparation
- Represents agency on local Boards of Directors, Coalitions, and Partnership

1991-1992

Director, Family Planning, Prenatal, STD Clinics and HIV Counseling and Testing Services

- Initiated development and implementation of comprehensive Prenatal program clinical services in Belknap County for low-income women
- Integrated all program services to provide access to comprehensive care

1989-1992

Director, Family Planning, STD Clinics and HIV counseling and Testing Services

- Coordinated development of STD Clinic Services in three County area including obtaining initial grant funding
- Fiscal, personnel, program management of all services

1987-1989

Director, Family Planning and HIV Counseling and Testing Services

- Obtained grant funding to initiate development of HIV Counseling and Testing Services
- Integrated services into Family Planning Clinic

1986-1987

Family Planning Program Director

- Responsible for the overall fiscal, programmatic and personnel management of a Title X funded Family planning program in a three County area.
- Initiated program development activities and expansion of services

1980-1985

CONCORD HOSPITAL, CONCORD NEW HAMPSHIRE

Social Worker – Social Services Department

- Evaluation of emotional, social and economic stresses of illness.
 - Developed patient care plans including financial assessment, discharge planning needs, home supports, and transfer for patients in maternity/newborn nursery, ICU, nephrology/dialysis, and urology units.
 - Liaison between medical staff, patient, families and community agencies.
 - Coordinated adoptions with public and private organizations.
 - Provided assessments for guardianships hearings.
 - Initiated protective service referrals for infants, children and seniors.
 - Coordinated transfers to skilled, intermediate level nursing homes, group homes, and facilities providing traumatic head injury and spinal cord care.
-

EDUCATION

1977 Massachusetts College of Liberal Arts
North Adams, MA
Bachelor of Arts Degree Majors: History and Sociology

PROFESSIONAL ASSOCIATIONS**Board of Directors and Committees**

- National WIC Association
Board of Directors 2013- present
 - Chair - Local Agency Section representing 7 USDA defined Regions - 2016-17
 - Northeast Region Local Agency Representative - 2013- present
 - NH Representative to Local Agency Section - 2010-present
 - NWA/USDA Food and Nutrition Services - Verification of Certification Task Force – Local Agency Representative - 2015-16
 - NWA Chair of Recruitment and Retention of RD's in WIC Task Force – 32018 to present
- National Commodity Supplemental Food Program Association
President Board of Directors 2011
Vice President Board of Directors 2010
 - *Marketing Committee- Chair 2012-2014*
 - *Board of Directors Local Agency Representative 1999-2000*
- New Hampshire WIC Directors Association - 1992-Present
Chairperson 2010-present
Secretary 2000-2008
- NH Hunger Solutions Coalition 2011-present
NH Roadmap to End Childhood Hunger
- Health First Family Care Center - Board of Directors - January 2009-present
- Partnership for Public Health - Board of Directors - 2005-2015
- Winnepesaukee Public Health Council – Executive Committee - 2014 to present Co-Chair 2020 - present
- Capital Area Public Health Network – Public Health Advisory Council Executive Committee 2014-present
- Upper Valley Hunger Council – 2015 to present.
- Public Health Council of the Upper Valley – 2014 to present
 - *HEAL and Oral Health Committees – 2016 to present*
- Central New Hampshire Health Care Partnership - Founding member 2008-present
- HEAL - Statewide Practice Committee - 2009-2012
Lakes Region HEAL - 2009-present
CCNTR HEAL - 2009-2012
- Bi-State Primary Care Association – *Operations and Government Relations Committee 2004-2019*
- Whole Village Family Resource Center - *Board of Directors 1995-2000*
Chair Personnel Committee 1996-2000
- Capital Area Wellness Coalition – 2010-present
Healthy Foods Subcommittee

Government Task Forces and Legislative Committees

- Legislative Task Force on Perinatal Substance Abuse – 1993-2002
- Legislative Study Committee on Premature Births – 1991
- Attorney General's Task Force on Child Abuse and Neglect – 1990-1993
- National Family Planning and Reproductive Health Association – 1986-Present

COMMUNITY & VOLUNTEER

- Bow School District Wellness Committee - 2004-present
- Bow POPS (Parents of Performing Arts Students) 2005-2010 – Vice President 2009-2010
- Boys Indoor Soccer Team - Coach – 2008-2010

SUZANNE L. DEMERS, MBA

Executive Management

- C-Level Collaboration • Negotiation • Brand & Public Image
- Resource Optimization • Marketing Campaigns • Year-over-Year Growth

Accomplished and creative executive possessing multifaceted experience and a proven ability to revitalize organizations, initiate organization wide strategy, and capture untapped opportunities for growth. Results-oriented, decisive leader; adept at forging lucrative relationships with key partners, vendors, and clients.

Executive Highlights

Negotiated HMO, PPO and State funding for dual diagnosis treatment hospital with an increase payment from 3 to 7 days.

Led sales efforts and cultivated business relationships to drive 30%-40% new client revenue annually, with emphasis on creative marketing strategies and rebranding services.

Led weekly meetings with executive leadership to identify opportunities for improvement, establish milestones and tailor services for key clients

Executive Performance

Community Action Program Belknap-Merrimack Counties (2018-present)

Director of Elder Service

Responsible for all aspects of programs: Meals on Wheels, senior centers, Merrimack County ServiceLink Resource Center, NH Senior Companion Program and other community-based services for older adults.

Responsible for all internal/external marketing, fundraising and grant writing. Manager over one hundred and fifty employees.

Scott Farrar at Peterborough (2016-2018)

MARKETING DIRECTOR

Manage Market Sales process of the community to achieve and maintain 100% occupancy for the community. Managed internal and external events and trainings. Organized and attended networking opportunities building a strong reputation. Maintain census that reflects over all operations budget.

American Red Cross, Massachusetts (2015- 2016)

District Manager

Led a team of 10 Account Managers to achieve second place in the Nation for Blood Collection for 2015 with Operating efficiency of 95%. Recruited to lead sales and drive accelerated growth of Red Cross blood services donor recruitment while managing 10 staff in two offices; increased advisor appointment ratios from 0.9% to 2% and sales conversion ratio from 1.5% to 3% by communicating sales opportunities and coaching advisor on marketing best practices. Researched market penetration and viability, developed strategies and coinciding reports to track results; trends, profitability, and areas of opportunity, then adjusted strategies as needed. Developed and led monthly meetings with COO, CEO and Executive Directors to build One Red Cross brand.

American Red Cross, Massachusetts (2013-2015)

Business Development Manager

Aggressively identified, recruited and developed new and lapsed business development resulting in exceeding annual goal for blood collection for the State of Massachusetts. Achieved 110% of goal with operating efficiency of 94% annually. Research targeted accounts and individuals for strategic growth opportunities. Responsible for directing business development for large business, military and educational accounts; acted as the key person for negotiation of issues with Executive levels with high profile accounts. Created, developed and implemented National training for Account Managers with new branding material of One Red Cross. Recruited, hired and training new Business Development Managers for Massachusetts.

Catholic Charities (2006-2012)

Director of Marketing/Social Worker/Admission

Established and maintained strong relationship with critical referral organizations; increase therapy services for higher billable hours. Acted as the face of Catholic Charities within the Monadnock Region for Annual Appeal and other funding needs. Assisted the non-profit organization Monadnock At Home with startup for two years. Key role of securing new customers and working with key department heads to ensure a smooth transition for residents and families for optimal satisfaction. Train and mentor staff in areas of customer service. Act as the Ethics Officer to ensure all rights are maintained.

Beech Hill Hospital (1997-1999)

Marketing Coordinator

Negotiated and Managed state, HMO and PPO contracts. Developed and implemented managed care strategy based on dual diagnosis clinical model. Acted as the first point of contact for new prospects and clients through the organization with tours and information. Daily and weekly meetings regarding census, legal issues and training needs; supported team in implementing strategy for plan of correction. Acted as the first point of contact for State of NH visits.

ORGANIZATIONAL LEADERSHIP

- Led and monitored complex projects and worked cross-functionally with various internal groups to determine project scope, requirements, and resources; managed RFP's and determined best practices while ensuring project activities aligned with business objectives.
- Analyzed funding source of private, HMO and PPO to create and implement marketing strategy to ensure organizations profitability.
- As Ethics Officer for training, investigation and reporting to legal counsel when necessary.

- Experiences, results-driven leader who accelerates customer success, delivers implementation results, and champions adoption; record of accomplishments with high client satisfaction and a showcase of successful project delivery.
- Managed weekly payor source meetings for patient care plan; reviewed with the team best plan of action for the patient and organization.

WORKSHOPS, TRAINING, AND SEMINARS

- Created training module for on boarding Red Cross employees with vision of One Red Cross
- Staff Trainer and safety officer; train and retrain staff to maintain a safe work environment reduce injury
- Ethic's officer in Long Term, Assisted Living and Residential program
- Developed client orientated operations manual with detailed staff functions
- Staff Trainer for Self Determination in focused area of Developmental Disability, Elderly and Traumatic Brain Injury
- Staff trainer of Learning Styles with staff – increase connectivity with clients and co-worker

EDUCATION

MASTER OF BUSINESS ADMINISTRATION, 2001
Franklin Pierce University, NH

BACHELOR OF SCIENCE, 1995
Keene State College, NH

ASSOCIATE DEGREE CHEMICAL DEPENDENCY 1995
Keene State College, NH

AFFILIATIONS

Board of Directors Red Cross NH/VT 2017-2019

Red Cross Bio-Med Chair 2017-2019

Chamber of Commerce Peterborough/Jaffrey 2016-2018

Peterborough Woman's Club 2017-2018

Children's Friends, 2014-2016

Monadnock At Home 2011-2013

Board of Directors: New Hampshire Dance Institute 2006-2008

Grand Circle Community Resource Team 2002-2003

Jeanne Agri

PROFESSIONAL PROFILE

Versatile and experienced leader with highly developed communication skills: written, verbal and presentational. Adept in coaching and mentoring employees and colleagues as evidenced by my selection by the National Office of Head Start to serve as a mentor for new Head Start Directors. Committed to continuous improvement of activities to ensure they meet outcomes approved by the board through strategic planning, creating goal-oriented systems and conformance with all local, state and federal guidance.

WORK EXPERIENCE

Community Action Program Belknap-Merrimack Counties, Concord, NH

Chief Executive Officer

2018-present

- Assures the organization has long-range strategy which makes consistent and timely progress towards meeting the Agencies overall mission
- Responsible for the general supervision of all grant awards, ensuring that all statutory, regulatory, and /or program and financial requirements are met, that generally accepted accounting principles are applied, and that all program and financial policies and procedures are adhered to.
- Provide leadership in developing programs, organizational structures and financial systems that carry out the instructions and policies authorized by the Board
- Establish sound working relationships and cooperative arrangements with community groups, organizations and all funding sources important to the development of the agency and programs.
- See that the Board Director is kept fully informed and up to date on the condition of the organization and all important Federal, State or local requirements impacting on the Agency and/or its programs.

Southern New Hampshire Services, Manchester, NH

Education and Nutrition Operations Director

2016 - 2018

- Coordinate, manage and monitor workings of Child Development, Women Infant and Children, and Literacy Programs, as well as development of an agency wide Two-Generational Approach to services
- Formulate, improve and implement departmental and organizational policies and procedures to maximize output. Monitor adherence to rules, regulations, and procedures
- Assist in the recruitment and placement of required staff; establishment of organizational structure; delegation of tasks and accountabilities.
- Supervise staff, including establishment of work schedules and monitoring and evaluating performance in partnership with Executive Director
- Assist in development of strategic plans for operational activity; implement and manage operational plans

Director of Child Development Programs

2001-2016

- Hire, coach and evaluate the performance of Program Managers, Specialists, Coordinators, Center Directors, Teachers and Head Start support staff
- Provide coaching, and learning opportunities for all employees focused on promoting, supporting and improving early development of children from the prenatal stage to five years of age using research - based practices
- Plan and implement strategic interventions with Program Managers, Specialists, Coordinators and Center Directors for sites needing administrative support and direction
- Plan, coordinate and facilitate regular leadership meetings for evaluating and strengthening systems to maintain the highest quality of services in compliance with Head Start Performance Standards
- Develop internal structures, systems, and policies supporting major content areas of Head Start program including education, health, mental health, social services, parent involvement, nutrition, disabilities, and transportation

- Collaborate with managers and internal fiscal department in the monitoring and control of component budgets; identification and interpretation of Head Start and community needs; conformance to the Performance Standards and other regulatory requirements
- Work in partnership with internal departments to support project goals and meet customer expectations
- Establish and maintain relationships and collaborations with public school districts, systems of higher education, and other community agencies and partners
- Ensure adequate systems in place to maintain the highest quality of services to children and families in compliance with Head Start Performance Standards
- Ensure consistency in service delivery across the program with attention to inclusive practices and integration of component areas; encourage continuous improvement of systems.

Quality Assurance Director/Co-Director for Child Development Programs 1999-2001

- Established and managed a robust monitoring, analysis and evaluation system with well-defined results, milestones, and targets inclusive of Continuous Quality Improvement practices
- Monitored for quality and compliance at Grantee and Delegate level
- Worked closely with program Director to review, track and assess monitoring compliance throughout program operations
- Developed and implements a written quality assurance and performance evaluation plan in conjunction with Governing Board, Policy Council
- Interpreted and evaluated a variety of information to present it in meaningful oral or written form for varied audiences and provide reliable analysis leading to sound decision-making

Area Manager/Education Manager 1997-1999

- Supervision of various Child Care sites including direct supervision of Center Directors/Site Managers
- Coordinate personal and professional development and training plans for staff and ensure teaching staff progress towards educational requirements as supported by the Performance Standards
- Documented and administered both positive and negative feedback and utilize Performance Improvement Plans when warranted.

Child Care Center Director/Site Manager 1995-1997

- Supervised, mentored, coach and administered work plans and directives to staff
- Communicated areas of performance improvement to staff and promote training that reflected individual needs of staff members and the team as a whole
- Ensure program compliance with codes of state and local licensing agencies and grant requirements

New Hampshire Technical College, Nashua, NH

Instructor 1995-1997

- Taught Child Growth & Development and assisted in curriculum development for Early Childhood Education Program
- Planned and organized instruction to maximize documented student learning
- Employed appropriate teaching and learning strategies to communicate subject matter to students
- Modified, where applicable, instructional methods and strategies to meet diverse student needs

EDUCATION

Southern New Hampshire University, Manchester, NH

Master's in Business Administration

June 2017

Notre Dame College, Manchester, NH

Bachelors of Arts in Elementary Education

1981

CAPBM Attachment #2

Letters of Support

1. Alton Community Services, Alton
2. Bartlett Jackson Food Pantry, Glen
3. Bradford Food Pantry, Bradford
4. Claremont Soup Kitchen and Food Pantry, Clairmont
5. Colebrook Area Food Pantry, Colebrook
6. Concord Seventh Day Adventist Church, Concord
7. Conway Village Congregational Church UCC Food Pantry, Conway
8. Christian Bible Church Food Pantry, Nashua
9. Crosspoint Church Assembly of God, Lebanon
10. Epsom Food Pantry, Epsom
11. Fall Mountain Food Shelf, Alstead
12. Families in Transition, Manchester
13. First Baptist Church Community Food Pantry, Derry
14. Freedom Food Pantry, Freedom
15. Friends of Forgotten Children, Concord
16. Goffstown Network Food Pantry, Goffstown
17. Good Neighbor Food Pantry, Franconia
18. Hillsboro District Food Pantry, Hillsboro
19. Interfaith Food Pantry, Farmington
20. Joan's Pantry, Chesterfield
21. Liberty Baptist Church Food Pantry, Nottingham
22. Merrimack Community Food Pantry, Merrimack
23. New Durham Food Pantry, New Durham
24. Seacoast Food Pantry, Seabrook
25. Sharefund - Gerry's Food Pantry, Rochester
26. St. Paul's Church Food Pantry, Concord
27. St. Thomas More Food Pantry, Durham
28. St. Vincent de Paul Food Pantry, Greenville
29. St. Vincent de Paul Food Pantry, Keene
30. St. Vincent de Paul Food Pantry, Laconia
31. St. Vincent de Paul Food Pantry, Laconia
32. The Community Food Pantry, Somersworth
33. The Community Kitchen, Keene
34. The Friendly Kitchen, Concord
35. The Upper Room Food Pantry, Derry
36. Tri-County Community Action Program, Lancaster
37. Twin Rivers Food Pantry, Franklin
38. United Church of Penacook Food Pantry, Penacook
39. Vaughan Community Service, Inc., North Conway
40. Wakefield Food Pantry, Sanbornville
41. Warner Connects NH - Warner Area Food Pantry & Family Closet, Warner
42. We Care Food Pantry, Milton

November 5, 2023

To Whom It May Concern:

This letter serves as a heartfelt thank you to CAP Emergency Food Assistance program which serves the less fortunate in Alton NH. The services this program provides is so greatly needed in that we at Alton Community Services can assistance our residents who are in need.

I have been Director for about 6 years now and have experienced the strong support and resource CAPEFA provides to ACS. ACS receives an abundance of a wide variety of healthy food products to include fish, meat, canned goods and produce...all nutritional foods for our clients on a monthly basis. I have not utilized the delivery service however again, that is and will be for ACS an added benefit to our needs.

The staff at CAPEFA in Concord strive daily to meet ACS needs - for example rescheduling food pick up, making changes to food distribution list; all to assist towns like Alton who assist their own residents who are in need.

In closure, I and ACS, are very fortunate to have the support and resources provided by CAPEFA so I/we can assist our residents here in Alton NH. Thank you again!

Respectfully,

Chris Racine, Director

Alton Community Services

603-833-3482

October 31, 2023

To Whom it may Concern,

I have been a volunteer for the Bartlett Jackson Food Pantry for 25+ years and have been working with the Tri County Community Action Program in Tamworth, NH during this time period. They have always seen that all the food pantries receive their fair allotment of food and provide it on a regular basis.

Each month an inventory of what we have is sent in to them so that they can see what each community is doing and can track what each pantry needs.

We would not be able to provide the food and nutrition services that we do if they didn't assist us. We are a small town in the North Country and have to rely on school food drives and donations.

Thank you for your time and attention,

Brenda Medeiros

Brenda Medeiros
Bartlett Jackson Food Pantry
POB 279
Glen, NH 03838

October 27, 2023

To Whom it may concern,

My name is Laura Marshall and I run the Bradford Community Food Pantry. I have been working with the Community Action Program for about 10 years.

The staff of the CAP program is always available to assist us with what ever we need. They provide a consistent and steady flow of foods that our clientele like. Its important to get food that the families like and can use.

4 years ago our Pantry had a flood. 27 inches of water flowed in and out of our pantry in under 24 hours destroying everything. Randy and Jameson where there for us. Providing instructions on what to do and assisting us with getting new food once we were set up to receive it. Their response allowed us to not miss a month of providing food to our families.

We appreciate everything the staff of the CAP does for the community. If you have any questions please contact me at 603-848-2781.

Sincerely

Laura J Marshall

Bradford Food Pantry



- 51 Central Street • P.O. Box 957 • Claremont, New Hampshire 03743
Tel: 603-543-3290

October 17, 2023

Community Action Program
Randy Emerson
P.O. Box 1016
Concord, NH 03302

To whom it may concern,

I am writing to you on behalf of my support for the Community Action Program. I have been employed with the Claremont Soup Kitchen for eight years and the Community Action Program has been the USDA food distribution system.

The Community Action Program is fair and equitable with the distribution of food. The supply is consistent and steady, and the communication and support are phenomenal. Locally managed distribution is huge and a much-needed service as most of our organizations run on volunteers and it is a struggle to find volunteers available to travel and commit a full day to a distribution pick up.

The Community Action Program runs a very organized distribution and tracking program. This was a huge help during COVID and last-minute distribution site changes. The connections they have with local organizations allowed them to find an available site at a moment's notice when their normal site needed to shut down.

The Community Action Program has a long-standing track record of providing food to women, children and seniors. The presence of this organization in our community and their name behind the USDA distribution is one of familiarity. I think it would be a true asset to our community to continue to utilize the Community Action Program for USDA distribution. Consistency is a key factor in a successful operation and the CAP program provides this service of high quality.

Please feel free to contact me with any questions at 603-543-7152.

Sincerely,

Cindy Stevens
Executive Director

AREA CHURCHES WORKING TOGETHER

Colebrook Area Food Pantry

55 Pleasant Street

Colebrook, NH 03576

(603) 237-8030



October 25, 2023

To whom it may concern:

We have been a food pantry that serves a community of approximately 800 square miles for 16 years. From the Maine Border to the Canadian border to the Groveton, NH town line. Our numbers, on average are approximately 480 people a month.

We have always, and currently, use the tracking and eligibility intake form that USDA recommends. We have always been served appropriately, with compassion, according to the needs we have from the CAP program. There has always been an open line of communication with the administrators and volunteers of the program. I would estimate that the CAP program provides approximately 45 % of the food that we distribute to families in the area.

We also serve a weekly Community Meal (all prepared) for people to gather and fellowship of community. We serve about 85 meals a week. The meals are prepared using all food from the CAP program.

I thank CAP immensely for the program and for the professional way it is administrated.

Cindy Grassi
Cindy Grassi

Administrator

Concord Seventh day Adventist Church

Sheep Davis Road

Concord, NH 03301

To Whom It May Concern,

The local CAP distribution center in Concord is a needed and valuable service in this area.

This office has a longstanding track record of how efficiently they work to provide food to

Assist those in need. Our food pantry has been receiving food for over 30 years. Because of CAP we have

Been able to helped countless families in our community

The management is well organized, very helpful and pleasant to deal with. On a couple

Of occasions, I forgot to pick up the food donations on the correct day. I received a phone

Call and they gladly made arrangements for me to meet them on another day.

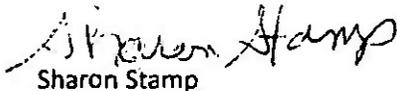
They communicate with each pantry what we are receiving each month. On the day of pick up

the administration has volunteers who are organized and efficiently load the food into

each organizations vehicle.

CAP is a great resource and helpful organization and I enjoy working with then to benefit

Those in need.



Sharon Stamp

Community Service Director

CONWAY VILLAGE CONGTRGATIONAL CHURCH UCC.
132 MAIN STREET
PO BOX 333
CONWAY NH 03818

October 11 ,2023

To whom it may concern,

The Cap Food Distribution system has been working well and they are an easy organization to work with. There isn't any reason in our minds to change how the USDA Food Distribution is being done.

Being in the North Country it nice having an organization that understands the needs and provides a valuable resource in this region's agencies that they work with. The CVCC Food Pantry counts on this program for a large amount of our supplies that we distribute to our clients each week.

In ending I would like to state there isn't any reason to change something that is working well !!!

Sincerely

Sylvia and Paul Weld
Coordinators CVCC Food Pantry



CHRISTIAN BIBLE CHURCH

ASSEMBLIES OF GOD

205 MANCHESTER STREET NASHUA, NEW HAMPSHIRE 03064-1570
(603) 882-1055 EMAIL: CBCOFFICE@CBCNASHUA.COM
WWW.CBCNASHUA.COM

November 7, 2023

Community Action Program
Attn: Randy
PO Box 1016
Concord, NH 03302

To Whom it may concern:

I'm writing this letter expressing my gratitude on the behalf of Christian Bible Church' Food Pantry for the support the USDA food distribution system has offered our food pantry throughout all these years.

We serve a multitude of families in the community of Nashua weekly, so it's imperative that we have a consistent supply of food which the USDA always faithfully provides. The USDA supplies more than 50% of our food in our pantry and they have proven to be dependable month after month year after year. What we appreciate about USDA, is they always ask us for what our specific needs are so that we may better help meet the needs of our Food Pantry clients.

We are in complete support in keeping the USDA food distribution system operating the way it is currently.

Sincerely,

Charlotte David
Director of C.B.C. Food Pantry

*Blessed is he that considereth the poor: the LORD will
deliver him in time of trouble.*

Psalm 41:1



Crosspoint Church Assembly of God

45 Buckingham Place, Lebanon, NH 03766

603-448-3333

www.crosspointchurchag.org

Date: / /

10/17/23

To Whom It May Concern..

This letter is being sent to you regarding CAP Food Distributions. I am the coordinator of Crosspoint Church food pantry which was started in 2016. We have benefited greatly from our participation with CAP. Due to a recent increase in the cost of food we are noticing an increase in the number of families in need that come to our food pantry. CAP has been a valuable resource.

Before I started the food pantry I visited local food banks and it was during this time I heard of CAP. One coordinator told us they had participated in the CAP program for many years and found CAP to be very beneficial in providing food and nutritional services. This encouraged me to also participate. CAP provides a consistent and steady flow of foods and has proven to be a very reliable resource for us. Even in 2020 during the Covid outbreak, CAP continued its service.

Randy Emerson sends regular updates regarding any changes and provides us with guidelines in food distribution. CAP encourages justice for all in food distribution - to women, children and seniors (all members of the family). CAP requires us to send a monthly inventory including numbers of families, individuals, along with the towns they represent. Each month or every other month, CAP is careful to provide the right amount of food to our food pantry. One time I didn't have enough space in my vehicle to pick up everything I was allotted, but CAP made arrangements to have those items directly delivered to us. CAP has been a valuable and reliable resource for us to meet the needs of the hungry in our area.

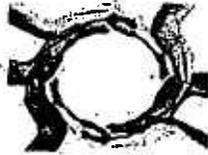
Sincerely,

Ursula T. Emond

Pastor Kevin Horion

(603)448-3333

pastorkevinhorion@gmail.com



Epsom Food Pantry

**1596 Dover Rd
Epsom NH 03234**

October 27, 2023

To Whom It May Concern,

I am the Director of the Epsom Food Pantry and I wanted to express my appreciation and support for the Community Action Program.

When we began our program in 2013 CAP was an important source of information and guidance as we learned the processes involved in accessing the programs available and helping us establish connections to become a successful organization for our community.

We have participated with CAP ever since to provide food to those in need in our community. Particularly during Covid they provided additional resources and are doing so again during these very difficult economic times. The demand on our pantry has increased to its highest rate since our inception and having the resources of our local CAP is important to meeting the needs of our clients.

And this resource being local is very important, the placement of the CAP locations around the state allows everyone convenient and timely access to the food. CAP has an inventory system so that we can let them know the foods we may have enough of and the ones that we can use more of. That is important for the scores of nonprofit pantries in our state who often have limited space in which to operate.

CAP utilizes volunteers, and I recently discovered a coworker of mine helps with the food distributions at our local CAP office. I believe involving the community is an important component in combating the food insecurity that exists in our state and across the country.

We look forward to continuing our collaboration with CAP and are thankful for the work they do which is improving the lives of people in my community and around the state.

Sincerely,

**Liz Robinson, Director
Epsom Food Pantry**

From
Fall Mountain Food Shelf
P.O BOX 191
Alstead ,NH 03602

To
Communit Action Program CAP
Attn: Randy Emerson
P O Box 1016
Concord, NH 03302

To CAP Community Action Program<

I am writing this letter in support of Community Action Program CAP providing the Fall Mt. Foodshelf and Friendly Meals with much needed government surplus food. We have been working together for many years. We work together to provide the best possible way for the government surplus foods to be given to our state's needy families. We are a low income rural area and with many families and people who at times need help with food.

We are financially supported by local people. Businesses, churches, and organizations. They also do food collections for us. We do not have enough finances to purchase all the food that the people need. We order food form the NH Food Bank once a month. The past few months the amount of food we can get from the food bank when we order has been reduced to half of what it was. We are now going to get our government surplus food monthly until the end of the year. That is wonderful it will help a lot.

We are an all volunteer organization. No one has ever been paid in our organization in our 44 years of helping people with food. All our monetary donations are used to purchase for and a few necessary supplies and pay our rent.

CAP our government surplus program always provides us with a good variety of healthy food items the people like and will feed their families with. We also receive a good balance and variety of food itmes. We put the items in all the boxes as long as they last.

We serve clients of all ages from families with infants and growing children to elderly community members. Today there are many families having to live together to get by. It helps these large number of people having to live together to get some help with food. The need for help has been increasing these past couple of months. Getting the government surplus once a month now helps so much What a blessing. We are very grateful we have been able to provide every family that has come to us for help with food. We have not had to turn anyone away without a good portion of food.

We hope and pray we will continue to be able to get government surplus food monthly. With cold weather and winter coming we hope and pray no one will go hungry. Having food to eat is a vital necessity.

We are grateful to CAP for always providing us with the government surplus food for our people. CAP has touched so many lives with much needed good food. Thank you for your caring and support.

Kindest regards,

Mary Lou Huffling
Director



November 2, 2023

Community Action Program
Attn: Randy Emerson, Director
PO Box 1016
Concord, NH 03302

To Whom it may concern:

I am writing in support of the Communityion Program of Belknap-Merrimack County (CAP) proposal for the current USDE food distribution system. CAP is a valuable resource to our state, especially our rural regions including the North Country.

As the operator of the largest food pantry in Manchester, NH, we rely on our partnership with CAP to meet the increasing needs of our communities, towns, and state. GAP food distribution has demonstrated their capabilities and has a track record of proven reliability for years. We know they can be relied upon to provide consistent and steady flows of food.

CAP has a longstanding track record of providing food and nutrition services to families, women, children, and seniors. And, we know their local collaboration allows for leveraging additional foods and resources that can then be passed on to the community.

We are grateful for CAP's partnership and support their proposal.

In partnership,


Jeffrey Zwillenberg
Chief Development & Marketing Officer

November 8, 2023

To Whom it may concern,

My name is Margaret Isbell and I am director of The First Baptist Church Community Food Pantry, in Derry, New Hampshire. We feed 300 to 400 people each month and CAP Food Distributions is a vital, and necessary part of our ability to do this.

In the over 30 years our pantry has existed CAP has demonstrated their capabilities and proven reliability to us over and over again. We have continually experienced fair and equitable distribution of the food that we request.

The collaboration of the local community organizations, along with volunteers, allows us to easily pick up our food at a convenient location. We appreciate and count on the consistent and steady amount of food we receive each month or every other month. My pantry greatly relies on the food from CAP. We are a small organization on a budget that is based on donations and fund raising to pay our bills and supply food. With the food from CAP, and the generosity of the many donors in Derry and surrounding communities, we are able to supply each family with a good amount and variety of the food they need each week.

We appreciated the great job CAP did during the Covid-19 pandemic adjusting circumstances to make sure that we were still supplied with food. Knowing that CAP food was available to us was a great help and comfort during that time.

Without the food we get from CAP each month or every other month, we would not be able to give out as much food as we do to our clients. The current growing inflation rate, has resulted in more clients and more new clients than ever before and therefore has increased our need even more for CAP food.

CAP has been an invaluable resource for First Baptist Church Community Food Pantry, and we appreciate all that they do for us each month.

Margaret Isbell
Director
FBC Community Food Pantry
4 Crystal Ave.
Derry, NH 03038
603-421-1897
fbccfoodpantrynh@gmail.com

Randy Emerson

Subject: USDA Performance

From: Claire Tracey <clairetracey000@gmail.com>
Sent: Saturday, October 21, 2023 2:23 PM
To: Randy Emerson <remerson@capbm.org>
Cc: Freedom Food Pantry <freedomfoodpantry@gmail.com>
Subject: USDA Performance

October 21, 2013

Here are my thoughts on how the USDA process to distribute food works. I am writing as the representative of the Freedom Food Pantry located in the Freedom Christian Church as part of their mission and I have been doing this for 5 years.

You have been an asset to our pantry. You are always available to help us out, including delivering products to us in your own car when needed.

When I first started the process was cumbersome, but it quickly started to change for the better. New staff came on board to make necessary changes. Since this is done locally, we have gotten to know the volunteers and we all help each other with the unloading of cartons and reloading into each pantry's vehicle.

From talking with other reps who have been doing this longer, the CAP food distribution system has provided pantries with the necessary products to keep our clients fed. The schedule of deliveries is set, and we don't have to worry about date changes that would unravel the plan for the volunteers needed.

During COVID, the process needed to adapt, and we received food every month for 3 years as opposed to every other month as originally scheduled. This helped us maintain a steady flow of food for our clients during this difficult time.

Receiving a list of items that we will be receiving works well for us. We know what our clients need and what they do not need. We have limited storage (we are in the church basement) so we also need to make sure whatever we accept from the list we can store. This is especially true for items that need to be refrigerated or frozen.

In closing, the system works well, and you and your staff are always willing to listen to our needs and make changes when necessary.

thanks,

Claire Tracey
603-301-1249

--

Claire Tracey
Retired!!!

FRIENDS of
FORGOTTEN
CHILDREN



Where we remember everyone is someone's child

October 25, 2023

Community Action Program
PO Box 1016
Concord, NH 03302-2747

Reference: Support Letter for USDA Food Distribution System

To whom it may concern,

The Friends of Forgotten Children recommends the Community Action Program (CAP) of Concord, NH to continue with running the USDA food distribution for New Hampshire.

The Community Action Program has been a valuable community partner to our food pantry organization. If we did not get the food distributions from them, we would not be able to provide the food to all the clients we serve. Our number of clients that we support have doubled over the past few years and getting consistent USDA deliveries is extremely important.

CAP has run an efficient and effective operation that provides reliable food distribution to us and the state of New Hampshire. They have a existing inventory tracking system which ensures that all food pantries get what is needed and equitable among their clients. They ensure a consistent and steady flow of foods to their clients.

The Friends of Forgotten Children is a non-profit organization which is run by volunteers and two part-time employees. It is extremely important that we have a local organization that we can contact and rely on to support us with USDA food distribution. They were able to adapt and support us during emergencies like COVID-19.

We strongly support the Community Action Program of Concord, NH to continue as the USDA distribution operation for the state of New Hampshire.

With Sincere Thanks,

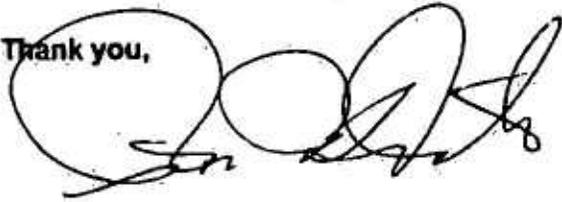
Jane C. Belanger
Treasurer

10/20/23

To Whom It may concern:

I am writing this letter in support of Cap Food Distribution. I am the Vice President of the Goffstown Network Food Pantry. I have been involved with food procurement for 20 years. I have found Cap to be the best organization that I have had to deal with. They are extremely easy to contact and communicate with. Questions on scheduling, ordering and pickups are quickly resolved. They are very considerate when listening to our needs and willing to help. Great and friendly staff. Cap and the NH Food Bank are our biggest sources of food and Cap is "hands down" the best when it comes down to fairness and helping us serve our clients.

Thank you,

A handwritten signature in black ink, appearing to read 'Roger Fortier', written over a large, faint circular stamp or watermark.

Roger Fortier
Vice President
Goffstown Network Food Pantry
(603)759-1629



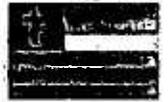
Franconia Community Church of Christ

An Open and Affirming congregation of the United Church of Christ

44 Church Street (P.O. Box 237), Franconia, New Hampshire 03580

(603) 823 8421 • Email: office@franconiachurch.org

Website: www.franconiachurch.org



To Whom it may concern:

Over the years CAP has provided food in the variety and in the quantity as needed to support the needs of the Good Neighbor Food Pantry.

This has been happening due to the expertise and dedication of the CAP team.

During the worst of the COVID pandemic CAP went beyond the call of duty to provide for the nutritional needs of our people.

When our food supply was low, CAP always came through for our pantry with a special delivery.

I hope to be associated with you and with CAP for many years to come.

Sincerely,

Betsy Hansberger

Coordinator of Good Neighbor Food Pantry

Hillsboro District Food Pantry
107 Windsor Road
Hillsboro, NH 03244



4/12/23

Community Action Program

attn: Randy Emerson,

I am pleased to support continuation of your organization distributing USDA foods to our pantry. We are able to access healthy food items from your organization, always dealing with capable and efficient people. (I have been involved in Hillsboro for 25 years.)

Your organization is very responsive to our needs to help our clients with their weekly grocery needs. We were especially thankful during Covid - many of our food procurement sources were at times unreliable, but your organization always came through. In a pinch, you have even delivered to our building!

Sincere thanks,

Norma Hubbard, Director

Randy Emerson

From: Paul LaPierre <pclapierre@roadrunner.com>
Sent: Wednesday, October 25, 2023 5:37 PM
To: Randy Emerson
Subject: CAP food distribution

To whom it may concern, CAP has been supplying our food pantry for many years. When COVID came CAP didn't miss a beat, we were able to remain open. The quantity is always fair and in an emergency they are always able to help. The distribution location is near enough and easily accessible. Keep up the good work that you do.

Paul LaPierre
Interfaith Food Pantry
Sent from my iPhone

October 27, 2023

To Whom It May Concern,

Four years ago, Randy Emerson came to Joan's Pantry to discuss our pantry receiving USDA food distributions. We had always thought it would be difficult to get USDA food, but we soon found out otherwise.

Community Action Program worked with us to get the right amount of food for our pantry and we have heard the same from all the other pantries in our rural areas.

Our pickups are currently once a month and are plentiful. The staff and volunteers who help load our vehicles in Keene are kind and very helpful.

The Community Action Program has made a huge difference in our inventory of food and the lives of the people we serve.

Sincerely,

Carole Vogeley
Director
Joan's Pantry

LIBERTY BAPTIST CHURCH FOOD PANTRY

62 Freeman Hall Road, Nottingham NH 03290 | 603.942.9237

October 21, 2023

To Whom It May Concern:

We have dealt with the CAP organization for over thirty years. During that time they have consistently demonstrated their capabilities and reliability. They have been extremely fair and equitable in their distribution of food, giving us the right amount for our needs without us having to expend time and resources to go back week after week. Their monthly and bi-monthly schedules are very time and cost effective. Since they work and distribute in our local region, it is very convenient for us. They have always supplied a consistent and steady flow of foods. They have even delivered directly to our food pantry when needed.

The greatest advantage we have found is their willingness to listen to us as to our needs and have shown their expertise in adapting to changing circumstances with us and those created by disasters such as COVID-19.

We feel that they are a great, experienced, caring organization with which we are comfortable and extremely pleased in their organization and personnel. Randy Emerson and his people have created a program that works with and for the food pantries, creating an atmosphere of "how can we help?" and "what do you need?" They are a true asset to us.

Sincerely yours,

Jesse Killingsworth – Pastor & Food Pantry Director

LIBERTY BAPTIST CHURCH FOOD PANTRY



Merrimack Community Food Pantry
PO Box 895
Merrimack, NH 03054
mcfp646@gmail.com
603-440-0741
Tax-ID # 02-0336172

November 2, 2023

To whom it may concern,

My name is Olivia Gage, Co-Director of Merrimack Community Food Pantry (MCFP). I am writing today to express my support for my local CAP agency. MCFP has been established for over 20 years and has been receiving commodities for those 20 years from CAP. Over those 20 years CAP has repeatedly shown their longstanding track record of providing food and nutrition services to the families that are associated with our pantry. Each new director that has taken over has been thankful for our partnership and valued the resources provided by CAP. We predominantly work with the Manchester New Hampshire CAP office but also occasionally work with the Concord New Hampshire CAP office. The staff that run the Manchester and Concord offices have been amazing to work with. The CAP agencies has demonstrated their capabilities to have fair and equitable distribution of foods. Commodities have been consistent and there is always a steady flow of food. During the pandemic and the aftershock the increased number of pick-ups has allowed for us to keep up with the exponential increase of clients requiring assistance. Each month we use CAP's existing inventory tracking system to report our usage of their commodities which helps CAP inform their decisions about future allocations. In summary, CAP has been a longstanding partner of Merrimack Community Food Pantry and we are thankful for their reliability and support over the past several decades and hope to continue this partnership in the future.

Should you have any questions for us about our partnership with CAP please contact us at mcfp646@gmail.com or call 603-440-0741

Sincerely,

Olivia Gage

To whom it may concern.

I am writing this letter in support of our local Community Action Program. We are a small food pantry in the rural town of New Durham NH. CAP is a valuable resource for a consistent and steady flow of food for our citizens, young and old, who need assistance in supplementing their weekly meals. We always receive a variety of foods to meet our needs.

The tracking system helps us, as well as the CAP program, to keep on top of our client totals and inventory we have on hand, as well as what is needed.

Sincerely,

Eileen Berry

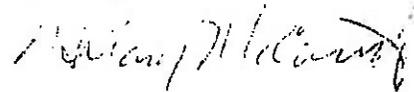
President, New Durham Food Pantry

Hilary McCarthy
Southern New Hampshire Services
Seacoast Food Pantry Director

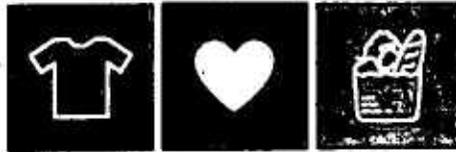
To whom it may concern,

I am writing this letter today in regards to the wonderful working relationship that we have with Concord Cap in regards to the TEFAP program. Concord Cap has been an amazing partner to work with over the years. They are always polite, organized, friendly, and helpful in all our dealings with them. Concord Cap makes the whole process from ordering the commodities to the distribution of them as smooth as possible. They are always willing to help us out whenever they can. Anytime we have any issues (product questions, transportation issues, proper storage methods, anything really) they are right there trying to help solve them. They are prompt with responses when we have had any questions and always explain everything clearly for us. As we all know, Covid19 hit hard and Concord Cap was able to keep rolling and kept the food coming with no issues. With their help we were able to keep people fed with the pandemic in full swing. The team goes above and beyond to help feed the people of New Hampshire. We are extremely grateful for how much they care and how much they help us in the fight against hunger. We are excited to continue our great relationship with them and to continue to feed New Hampshire.

Thank you for your time and concern.



Hilary McCarthy



SHAREFUND

Neighbors Helping Neighbors

October 26, 2023

To Whom It May Concern;

The SHARE Fund, dba Gerry's Food Pantry, serves over 800 households each month throughout Strafford County. SHARE has seen a 26% increase this year over last, an increase we do not expect to see reduced as we get into the winter heating season. We have greatly appreciated the much-needed food received from the USDA program and we can better maintain our inventory and demand with the return of the monthly CAP locally managed food distributions. CAP's long standing commitment and proven track record to deliver food and nutrition services to neighbors in need is critical for SHARE to fulfill our mission. CAP has demonstrated fair and equitable distribution of food to our area organizations ensuring we all get the right amount of food to meet our needs. CAP has managed well through changes such as the COVID pandemic, to delivery issues, increased demand, and staffing issues, to ensure a steady supply to help stock SHARE and our partner food pantries. Working with CAP, we have benefitted in many ways and I believe our Seacoast area organizations are working more collaboratively on the food supply, allowing the leveraging of additional foods to supplement TEFAP foods and provide a greater volume of and variety.

In summary, we could not serve all the people we do without the support, expertise, and collaboration of CAP. Randy and his team understand what we all are going through and it is a pleasure to work with them to ensure food is provided to all of our neighbors in need.

It is my hope that our work together, our monthly USDA distributions, and our shared vision on ending food insecurity will continue in the future.

Respectfully submitted,

Donald "Skip" Smith
Executive Director

Randy Emerson

From: Randall WHITEHEAD <rwhitehead23@comcast.net>
Sent: Monday, October 23, 2023 12:09 PM
To: Randy Emerson
Subject: Letter of Support

To Whom it May Concern:

I am the pantry director for St. Paul's Church Food Pantry in Concord , NH and have been so for 8 years. I would like to show my support for the USDA Distribution and Community Action Program in Concord, NH.

During my tenure as director, I have found the agency to be reliable and effective. I have spoken over the years as to the wants and needs of my pantry and they have done a great job in tailoring the quantities of food needed to support the pantry. They also have communicated if there is any surplus available between delivery dates. This has been helpful in filling gaps to bump up inventory at the pantry. I have spoken to other agencies the CAP supports and they have been happy with the service as well. They have been open to suggestions of the types of foods distributed and quantities. On occasion, I have needed to make adjustments in my quantities to be picked up. The agency's tracking system makes this an easy task to accomplish.

Our pantry was shut down due to Covid 19 from March-June of 2020. CAP/USDA made it an easy transition to re-open and service our clients.

Lastly, CAP/USDA is an asset in the area for easy access. I have not needed a delivery due to the proximity of CAP/USDA but I am sure it would not be an issue if needed. CAP/USDA is an asset to the state for agency's like myself, seniors and mothers in need.

Sincerely
Randy Whitehead
St. Paul's Church Food Pantry
Email: rwhitehead23@comcast.net
Phone: 603-856-6617



ST. THOMAS MORE

A Community of Parish and University Ministry

November 6, 2023

Mr. Randy Emerson
NH Director of Community Action
P.O. Box 1016
Concord, NH 03302

Re: Letter of Support

To Whom It May Concern:

I am writing to state the value the USDA foods we receive for our St. Thomas More Food Pantry. The number of patrons seeking assistance is increasing each month. We rely on the steady allotment of food we receive based on our number of patrons each month, which is a tremendous help. Because the pickup of the USDA foodstuffs is done regionally in our state, it makes the pick up of the food quite easy which is great as all the workers in the St. Thomas More's Food Pantry are volunteers.

The demographics of our patrons includes women and children along with many senior citizens. Having access to the food for them is welcomed and appreciated. We are continually thanked by them each time they come. The communication and collaboration between our Food Pantry and the Community Action Program is seamless; our questions are always answered especially as just transitioned from one long time coordinator to one who has limited experience running a food pantry.

If we did not receive the USDA inventory of foods, our food pantry would be very limited in what it could provide the patrons. We are fortunate to have the support of our church's parishioners, however, that would not approach the need we have for food supplies especially the basics which USDA deliveries provide.

Sincerely,

Regina Smick-Attisano
St. Thomas More Food Pantry Coordinator

Randy Emerson

From: Kevin Little <klittle@extremenetworks.com>
Sent: Saturday, October 21, 2023 7:09 AM
To: Randy Emerson
Subject: CAP Food Distribution

Randy,

I just wanted to reach out to you and express my sincere appreciation and gratitude for the wonderful job the entire CAP Food Distribution Team are doing in supporting the needs of our St Vincent de Paul SVdP Greenville NH food pantry. As you know, our demands are continuing to grow with many local families who are struggling to make ends meet due to increase costs in food, electricity, rent, fuel heating costs, inflation costs, etc. The CAP Food Distribution Team is allowing us to keep up with the increased demand in serving many Neighbors in Need! The USDA food items provide our SVDP food pantry with many healthy food options that are NOT available via the NHFB or other local food providers. The distribution of food is very fair and equitable and I'm extremely grateful to have another source of food other than through the NHFB. It's wonderful when excess food items are available in the Concord NH CAP Food Distribution location you make these excess foods available to all of us!

If possible, it would be wonderful if CAP Food Distribution will offer USDA foods to us once a month all year round, vs. only during the months of Oct through Dec.

We would not be able to help serve our Neighbors in Need if it were NOT for the ongoing help & support of the entire CAP Food Distribution Team!

Thank you for your help in allowing us to better serve others - Great Team Effort!

Thanks Again,

Kevin Little, President
St. Vincent de Paul
15 High Street
Greenville, NH 03048
Mobile / 603-767-3646

Community Action Program

Attn: Randy Emerson

P.O. Box 1016

Concord, NH 03302

October 30, 2023

To whom it may concern,

I am writing this letter in complete support of the USDA distribution system.

I am the Vice President of the Society of St Vincent dePaul, Keene, NH. We have been taking full advantage of the USDA program for decades!

Over the years we have never had any problems with a single delivery. They are always at our local delivery site as scheduled, with only an occasional "short stock" over the years. They are extremely dependable.

Heather Amer, our local contact, has always been great at supplying us with a fair amount of food so we can provide for our clients. If there is ever any extra, she will offer that as well on a first come first serve basis. She is always quick to help if I ever have any questions or need help in any way.

CAP provides our organization with the majority of what we provide to our clients. We supplement it with other donations, as well as working within our local community collaboration. This is very helpful when we are running short of certain items, as well as providing additional items we may not have in our inventory.

In the past few years, as we have made our way through the COVID 19 crisis, the continued deliveries from CAP allowed us to supply our clients with the food they needed. We are so grateful for the food provided to us.

CAP has implemented an effective online inventory system. It has made it easier for us to enter the information they in turn need to provide us with the appropriate products and amounts for the following month.

CAP is an extremely valuable resource for the rural area of the State as well.

We have come to rely on USDA, and always look forward to getting our scheduled deliveries.

Sincerely,

Lisa Migneault

St Vincent dePaul, Keene, NH



The Society of St. Vincent de Paul

Laconia Conference

PO Box 6123 • 1269 Union Avenue
Laconia, New Hampshire 03247
603-524-5470 • 603-524-5503 (Fax)
603-528-5683 (Pantry)

October 20, 2023

Randy Emerson
Community Action Program
Concord, N.H.

Hi Randy,

I just want to put my two-cents worth in. We have worked together for decades. It is thanks to you that we at St. Vincent de Paul have been able to serve our community so well.

You and your crew have done an exceptional job, and it is a job, buying, and fairly distributing foods that people in our area will use.

When we had to adapt during COVID it was done while keeping everyone safe, and on our usual schedule.

Thanks for providing food and nutrition services to the families that we serve. You sure 'HELP US HELP OTHERS'.

Keep up the good work and stay safe. God bless.

Sincerely,

Verna "Jo" Carignan
Pres. St. Vincent de Paul
Laconia, N.H.





The Society of St. Vincent de Paul

Laconia Conference

PO Box 6123 • 1269 Union Avenue
Laconia, New Hampshire 03247
603-524-5470 • 603-524-5503 (Fax)
603-528-5683 (Pantry)

I have worked with a local CAP (Randy Emerson) who have been provided us USDA products for over 16+ years. In those years, they have demonstrated the capability and proven reliability. We provide them a monthly report containing our clients served and our inventory of USDA products. They've demonstrated using those numbers to provide equal and fair distribution.

With their consistent flow we're able to leverage our donated food to provide a wide variety of food to our clients.

They prove to be able to adapt to changing times and changing situations and disasters. Like covid-19 they work closely with us to maintain our needs.

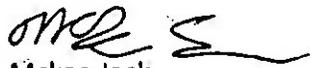
With the local management of food distribution in each region of the state, I can call someone and talk to them. We're on a first name basis, and we can deal with issues immediately.

They work closely with local community organizations and take our feedback.

I received rotten food from another organization and I have reported it more than once. They have not demonstrated to me the ability to handle issues like that. I have **not** had that problem with CAP.

It seems very obvious to me that they have demonstrated superior ability to handle the USDA program and should continue.

Thank you for taking my input. If you have any further questions, feel free to contact me.


McKee Jack

Pantry Manager



The Community Food Pantry, Inc.

176 West High Street
P.O. Box 228
Somersworth, NH 03878-0228
Tel.: (603) 692-2907

20 October 2023

To Whom it may concern,

My name is Patricia Vachon, and I am the Executive Director of the Community Food Pantry located in Somersworth, New Hampshire. I have been working with Community Action for many years and want to state that this is a great organization. They have been distributing New Hampshire TFAP under the USDA program to my organization for many years and have always done a fantastic job.

CAP has demonstrated their capabilities as an organization and has had a reliable track record for many decades. The food is scheduled, my agency is notified of the receipt date, and all is ready for me to pick up on the appointed day and time.

Our organization has been receiving food from CAP for as long as I have been pantry director. We always receive the right amount of food for the number of clients we are serving based on the pantry usage information we submit.

The fact that our local CAP office is located in Dover, New Hampshire helps our food pantry as the office is geographically close to our facility.

The food provided by CAP has been consistent and reliable to replenish our inventory. Food receive is always in good condition and able to be distributed immediately.

The fact that we receive a variety of foods allows us to keep our shelves stocked. In addition, if inventory runs low, CAP is quick to help with extra items if available.

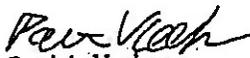
CAP did a wonderful job adapting to the pandemic issues. We did not miss any food distributions. The method of distribution was altered, but food was received on time and could be counted on to support neighbors in need.

CAP has an existing inventory tracking system. We need to report inventory each month including the items and amounts still on hand. It is an easy user-friendly system to use.

CAP has a longstanding track record of providing food and nutrition services to families, Women and Children and Seniors.

Our organization is used to working with CAP and hope the new contract remains with this group. They are responsive, helpful, efficient, and well managed. I would be happy to answer any additional questions or provide any further information concerning my interaction with CAP if it is needed. I can be reached via email at communityfoodpantry@comcast.net or by phone at 207-475-4518. CAP is a great organization and I hope we can continue working with them for our TFAP for many more years.

Sincerely,


Patricia Vachon
Executive Director

The Community Food Pantry, Inc. is registered with the Internal Revenue Service as an approved 501(c)(3) non-profit organization (EIN 02-0476902).

To whom it may concern,

Randy and the CAP team have been indispensable to us in conducting the operations of our agency. As a larger pantry in our region, we have found that we need to be creative with how we fill our warehouse, and the reliability and size of the USDA allocations are the foundations upon which we offer our services as a food pantry and hot meals site, especially as our numbers have surged over the past several years.

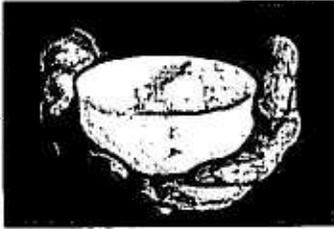
We have found the USDA pickups exceptionally reliable and smooth, with assignments clearly striving for product variety with an eye to whole nutrition delivered in shelf-stable and frozen form. Proteins have become increasingly expensive, and we are grateful to have a supply of beans, canned meat and boxed milk, when available, provided to us by CAP.

Additionally, Randy has also been particularly aware of our desires for extra food, and he has reached out on many occasions with extras that could be rerouted and put to immediate use in our operations. We're grateful to be on his contact list, as sourcing for our growing guest list becomes more difficult.

The Community Kitchen is very satisfied with the distribution schedule as it exists, and hopes to continue to benefit from our relationship.

Thank you,

Kate Leversee, Alex Lamothe and the TCK Operations team



The Friendly Kitchen

*The Friendly Kitchen seeks to provide a meal for the hungry
in a warm and caring non-discriminating environment
through the coordination of community volunteer resources*

October 27, 2023

To Whom it May Concern,

I am writing on behalf of The Friendly Kitchen to express our support for CAP Food Distributions. CAP has a longstanding track record of providing food and nutrition services to families, Women and Children, and Seniors. The Friendly Kitchen is a growing organization, and CAP food distribution has continued to meet our shelf-stable foods and protein needs. As our organization continues to grow to meet the needs of individuals, families, and seniors struggling to provide food for themselves, CAP has continued to supply a consistent and steady flow of food. Working with community partners such as CAP has been a pleasure, and they are a true resource to the community. If you have any further questions, please don't hesitate to contact The Friendly Kitchen at Thefriendlykitchen.org or call us at 603-224-7678.

Sincerely,

Valerie Guy

Executive Director

November 4, 2023

To Whom It May Concern;

The Community Action Program has been a very valuable resource to the Food Pantry that I co-manage. We have been working with them for probably over 12 years and have greatly appreciated their distributions each month. Distributions had been every other month at the onset, but changed to monthly during Covid. We had to adjust our ordering so we could manage the storage of items coming in each month. Then we got word that we would be going back to every other month just about the time that our client numbers started to steadily increase. But during the past year, we were informed that there would be monthly distributions again. Again, we needed to adjust our ordering numbers to meet the needs of our clients. I am sure this was a direct result of the reports that the food pantries and feeding programs generated each month where they saw client numbers climbing for us all. We are so appreciative of those monthly distributions that keep our shelves stocked so we can provide for each client that comes through our doors.

The distribution location had to change during Covid to have a more open environment. This was appreciated by us all for our safety during that time. The location has remained the same and works very effectively and efficiently. We are taken almost immediately each time when we arrive because they provide ample support help each time. The process for getting our food is a 'well oiled' machine, with the staff and volunteers being very welcoming and friendly.

Our Food Pantry has come to depend on the food that is provided through the USDA distribution. With our numbers doubling over the past year, we are most appreciative of the items that are provided. The food items are varied each month, so our clients are getting a variety of products and there is a good array of foods to choose from. We are pleased to distribute the fresh products that are provided, the healthy nuts and meat and fish products. These provide our clients with needed vitamins and protein in their diets.

Just about every month we are able to get most of what we ask for each time. We do see from time to time, that what we see as a 'hot item' that appears on the list, others see that item as a desired item, as well. The staff at the CAP adjusts our numbers so that all agencies are able to get their fair share. It is good to know that those items are evenly distributed according to each agency's number of people served.

The USDA food distribution provides us many products each month at no cost to our agency. What a true blessing that is to be able to supply our clients with many of the needed food items that they use day to day to stay nourished and healthy. This service is invaluable to each of us.

Sincerely,

Gale Stanley, The Upper Room Food Pantry, Derry, NH, Co-Manager



TRI-COUNTY COMMUNITY ACTION

Serving Coös, Carroll & Grafton Counties since 1965

Helping People. Changing Lives.

10/20/2023

To Whom it May Concern

I am writing this letter in support of continuing the USDA/TEFAP program under the current oversight of Belknap Merrimack CAP. As the Housing Stability Director for TRI-County CAP, serving Grafton, Carroll, and Coös Counties, I also have the pleasure of serving as the TEFAP coordinator, as well as operating 2 emergency homeless shelters that also serve as food pantries. Over the last few years, despite the challenges presented by covid, the BM Cap and the TEFAP program ensured a steady supply of food to the wonderful organizations that ensure food access in our communities.

In our Tri-County Region we provide food to 58 agencies, many of whom are managed by elderly volunteers who are indispensable. These agencies rely on local support provided by myself and our agencies staff. Considerable work has been done to improve communication at all levels, provide support, and ensure all program requirements are met without overwhelming the aged population of volunteers that so many vulnerable households depend on. The program as it stands is running smoother than any instance previously. Continued success of this vital program depends on building up the successful established network that is the existing TEFAP Program overseen by Belknap Merrimack CAP and facilitated by the CAP agencies across the state.

Erik Becker
Housing Stability Director
Tri County Community Action Program

56 Prospect Street, Lancaster NH 03584 | 603-788-2344 | www.tccap.org

Tri-County Community Action Program provides opportunities to strengthen communities by improving the lives of low to moderate income families and individuals.



TWIN RIVERS
Food Pantry

2 Central Street, Unit C
Franklin, NH 03235-1176
Info.twinrivers@gmail.com
(603) 934-2662

October 21, 2023

Re: Letter of Support for the CAP USDA Food Distribution System

To Whom It May Concern:

We are pleased to have an opportunity to share our positive experiences with the emergency food distribution system operated by the Community Action Program, Belknap-Merrimack Counties, Inc.

Twin Rivers Food Pantry has been a recipient of no-cost USDA TEFAP food to distribute to neighbors in need for many, many years, all with effective communications and reliable support from CAP. In recent years, though, as our service numbers have skyrocketed, collaboration and partnership with CAP has made an even more significant difference in our ability to meet the magnitude of need for assistance in this area. CAP has fully recognized the unprecedented increase in our service numbers – 135+ households weekly now – and strives to provide the level of inventory we need to be able to feed so many struggling households.

We appreciate CAP's individual attention to each organization and their use of an efficient inventory reporting and tracking system to assure that all food providers are allocated the quantities and types of food necessary to meet their inventory needs. We believe this conveys CAP's clear understanding of the varying needs of a multitude of different service organizations and highlights their sincere commitment to the fair and equitable distribution of food.

Also, as a result of this local and individualized attention, we witness respect for our Director's time and schedule and for our operational logistics. She is able to communicate promptly and directly with CAP personnel about any needs or issues, and CAP regularly reaches out for feedback. During several situations with critical inventory holes and transportation conflicts, CAP has delivered food to the Pantry at no cost to keep the availability of food steady and consistent.

We believe that CAP's track record of efficient and effective management and communications, coupled with their sincere commitment to fair and equitable distribution of food, warrants their continued responsibility for managing the distribution of USDA food.

Sincerely,

Cheryl Swenson

President, Board of Directors

A Nonprofit 501(c)(3) Organization, Tax ID #02-0465936
Nourishing communities today for a healthier tomorrow!



UNITED CHURCH
— of Penacook —

To Whom it may concern:

The Community Action Program has been a reliable and consistent program to deal with for many decades. They are responsive to our needs. Someone always gets back to me if I have questions. They supply a consistent and steady flow of food. I am very pleased with everything that they do.

Nancy Peperissa, Director
United Church of Penacook Food Pantry
21 Merrimack Street
Penacook, NH 03303
Lunchlady03303@yahoo.com
603-370-7546



Vaughan Community Service, Inc.

A Mission of The First Church of Christ, Congregational

PO Box 401
2503 White Mountain Highway
North Conway, NH 03860
phone: (603) 356-2324 fax: (603) 356-7104

Community Action Program
ATTN: Randy
PO Box 1016
Concord, NH 03302-0747

October 16, 2023

To Whom it may Concern,

Vaughan Community Service, Inc has been operating as the food pantry for the town of Conway since 2007 and has been receiving USDA Commodities to assist us in providing food to those in need.

Cap Food Distribution, as it relates to the Vaughan Food Pantry, provides an organized, efficient inventory tracking system which is achieved by a "user friendly" computer program to be filled out by the pantry coordinator and sent to TEFAP monthly. The monthly report indicates the amount of food distributed, hence the amount of food needed for our food pantry.

The recent pandemic served (s) as a prime example of how important it was (is) to meet the demands we faced here in the North Country due to supply shortages and other challenges. The Vaughan Food Pantry shifted from receiving an allotment once every two months, to once every month. This shift was(is) a tremendous help in keeping our costs down and offering food staples to those in need!

Another benefit to the TEFAP program in Northern New Hampshire is its delivery service. The food is delivered to a central location, in our case, Tamworth, NH, enabling us to eliminate a drive to Concord, NH. The contact person for our region is responsive to any matter which may arise and reaches out to our director with any information pertaining to our program.

Cap Food Distribution remains a valuable program to our community and serves as a model that works to serve our community well and is highly valued.

Sincerely,

Jennifer Perkins- Administrator
Vaughan Community Service, Inc.



October 10, 2023

To whom it may concern,

I have been involved with the Wakefield Food Pantry for 20 years. During that time, I have worked with Randy Emerson from the Emergency Food Assistance Program on several occasions. Very time I have ask for help on an issue he has been extremely helpful addressing our needs and delivering what we need. Often going out of his way to deliver food we needed personally.

The program he runs is very professional and responds to our needs. He understands our organization is run totally by volunteers and is willing to adjust his schedule to accommodate us.

Howie Knight
President
Wakefield Food Pantry

603-986-6550

No goods or services were provided for this contribution

EIN #02-0493958

Wakefield Food Pantry
P. O. Box 426
1500 Wakefield Road
Sanbornville, NH 03872
603-522-3094

Warner Connects NH - Warner Area Food Pantry & Family Closet
49 West Main Street
P.O. Box 402
Warner, NH 03278
(603)456-2053

Dear Sir or Madam:

10/26/23

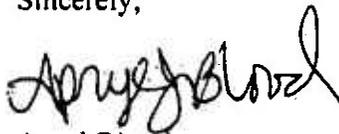
This is a letter of support for our current USDA food distribution system. We work closely with our Local CAP office in Warner and our regional directors. The service provides a consistent reliable flow of needed food. We have found the food distribution is fair and equitable for our organization needs. CAP has an existing inventory tracking system along with a food distribution program that has proven to be useful. We appreciate providing feedback from our community organization and the partnership they provide.

CAP is a valuable resource to our rural region of the state. The local collaboration allows distribution of additional food to help supplement our TEFAP foods and provides us with greater volume and variety.

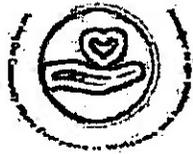
CAP did an upstanding job of adapting to COVID-19 and shows they can adapt to changing circumstances.

Thank you.

Sincerely,



Apryl Blood
Food Pantry Coordinator



We Care Food Pantry

We Care Food Pantry
39 South Main Street, Suite 182
Rochester, NH 03867
370 White Mountain Highway
Milton, NH 03851
603-923-9456



Att: Randy

PO Box 1016

Concord, NH 03302747

To whom it may concern:

I am writing this letter of support for the Community Action Program which serves all of Grafton County and all the other counties in NH. The USDA food distribution system works great with Community Action coordinating and managing it.

We are so blessed to be part of the USDA Commodities program to help us provide food to our Grafton County families. Without this program we would never have enough food for them. Community Action makes sure we get our orders on time and at a common local place for us to pick up. They have helped us for many years with the orders, any issues we have had, and suggestions to help us serve our families better and so much more.

We have never had any problems with Community Action managing Commodities program. I hope we can count on them to continue providing this service to our pantry.

They are very professional when dealing with us and very easy to talk to if we have an issue. I am very confident that they can handle any issue that comes up and keep things running as normal.

Thank you so much for all the hard work you all do at Community Action.

Respectfully submitted.

Betty Eaton

Director, We Care Food Pantry

319 Highland Street

Plymouth, NH

03264



COMMUNITY ACTION PROGRAM
BELKNAP-MERRIMACK COUNTIES, INC.
EMPOWERING COMMUNITIES SINCE 1965



Pricing

Contract Funding Amount

CAPBM agrees to administer and operate the TEFAP program in the State of New Hampshire within the annual Federal funding amounts made available by USDA for this program. No state dollars are provided. Only Federal pass-through funds support this contract proposal.

EXHIBIT F - TEFAP RECIPIENT LIST

TEFAP RECIPIENT FACILITY NAME	CITY/TOWN
<i>SOUP KITCHENS - STATEWIDE</i>	
THE FRIENDLY KITCHEN	CONCORD
FRIENDS OF FORGOTTEN CHILDREN - SOUP KITCHEN	CONCORD
BREAD & ROSES SOUP KITCHEN	FRANKLIN
HANDS ACROSS THE TABLE	LACONIA
THE SALVATION ARMY-LACONIA	LACONIA
CHRIST LIFE CENTER	LACONIA
ISAIAH 61 CAFÉ	LACONIA
FIRST BAPTIST CHURCH OF BELMONT - SOUP KITCHEN	BELMONT
CLAREMONT SOUP KITCHEN	CLAREMONT
THE COMMUNITY KITCHEN	KEENE
FALL MTN FRIENDLY MEALS	ALSTEAD
HUNDRED NIGHTS INC	KEENE
SALVATION ARMY KEENE	KEENE
NAAC-NEWPORT	NEWPORT
LISTEN COMMUNITY SERVICES	LEBANON
AREA CHURCHES WORKING TOGETHER	COLEBROOK
PLYMOUTH AREA COMM CLOSET	PLYMOUTH
CONWAY DINNER BELL	CONWAY
COMMUNITY CAFÉ	BERLIN
THE SALVATION ARMY-BERLIN	BERLIN
LANCASTER COMM CUPBOARD	LANCASTER
BREADBASKET FOOD PANTRY@ RIVER	CTR CONWAY
DINNERTIME CAMPTON BAPTIST CHURCH	CAMPTON
NASHUA SOUP KITCHEN&SHELTER	NASHUA
FAMILIES IN TRANSITION SOUP KITCHEN	MANCHESTER
ST VINCENT dePAUL HAMPTON - SOUP KITCHEN	HAMPTON
SONSHINE SOUP KITCHEN	DERRY
THE SALVATION ARMY-PORTSMOUTH	PORTSMOUTH
SEABROOK COMMUNITY TABLE	SEABROOK
HEALING RAIN MINISTRIES - SOUP KITCHEN	SEABROOK
THE SALVATION ARMY-ROCHESTER	ROCHESTER
THIRD BAPTIST CHURCH	CTR STRAFFORD
<i>FOOD PANTRIES - BELKNAP MERRIMACK COUNTIES</i>	
TWIN RIVERS INTERFAITH	FRANKLIN
CONCORD CAP AREA CENTER	CONCORD
SUNCOOK AREA CENTER	PEMBROKE
CHRIST THE KING/ST. JOHN'S FOOD PANTRY	CONCORD
MEREDITH EMERGENCY PANTRY	MEREDITH
EPSOM FOOD PANTRY	EPSOM
COMMON PANTRY - CAP	LACONIA
HOPKINTON FOOD PANTRY	CONTOOCCOOK
FIRST FRUITS FOOD PANTRY	SANBORNTON
ALTON COMMUNITY SERVICES	ALTON

Contractor Initials GA

Date 12.7.23

FAMILIES IN NEED PANTRY (temporarily closed)	CTR BARNSTEAD
CALVARY BIBLE CHURCH	MEREDITH
ST VINCENT DE PAUL	LACONIA
UNITED CHURCH OF PENACOOK	PENACOOK
TOWN OF CHICHESTER	CHICHESTER
WEBSTER FOOD PANTRY	WEBSTER
ST PAUL'S CHURCH	CONCORD
BARNSTEAD THRIFT SHOP & FOOD PANTRY	BARNSTEAD
7TH DAY ADVENTIST CHURCH	CONCORD
BOSCAWEN CONGREGATIONAL CHURCH	BOSCAWEN
FRIENDS OF FORGOTTEN CHILDREN - FOOD PANTRY	CONCORD
HENNIKER FOOD PANTRY	HENNIKER
HOOKSETT COMMUNITY FOOD PANTRY	HOOKSETT
LOUDON FOOD PANTRY	LOUDON
IMMACULATE CONCEPTION	PENACOOK
THE SALVATION ARMY-CONCORD - FOOD PANTRY	CONCORD
THE SALVATION ARMY-LACONIA - FOOD PANTRY	LACONIA
BRADFORD COMM FOOD PANTRY	BRADFORD
PITTSFIELD FOOD PANTRY	PITTSFIELD
CHRIST LIFE CENTER	LACONIA
FIRST CONGREGATIONAL CHURCH	CONCORD
NORTHFIELD TILTON FOOD PANTRY	TILTON
WEST CONGREGATIONAL CHURCH	CONCORD
GIVING HANDS FOOD PANTRY	HOOKSETT
CENTERPOINT CHURCH PANTRY	CONCORD
FIRST BAPTIST CHURCH OF BELMONT - FOOD PANTRY	BELMONT
KEARSARGE LAKE SUNAPEE COMMUNITY FOOD PANTRY	NEW LONDON
WARNER CONNECTS COMMUNITY RESOURCES FOOD PANTRY	WARNER
<i>FOOD PANTRIES - SULLIVAN AND CHESHIRE COUNTIES</i>	
FALL MTN FOOD SHELF	LANGDON
ST VINCENT dePAUL SOCIETY	KEENE
FALL MTN FOOD SHELF	CHARLESTOWN
THE SALVATION ARMY-KEENE	KEENE
ST VINCENT dePAUL SOCIETY	CLAREMONT
HELPING HAND CENTER	TROY
NAAC-NEWPORT	NEWPORT
THE COMMUNITY KITCHEN	KEENE
CLAREMONT SOUP KITCHEN	CLAREMONT
GERTS FOOD PANTRY	W SWANZEY
CLAREMONT CITY WELFARE DEPT	CLAREMONT
ST VINCENT dePAUL SOCIETY WINCHESTER	WINCHESTER
JAFFREY FOOD PANTRY	JAFFREY
THE RINDGE FOOD PANTRY	RINDGE
JOAN'S FOOD PANTRY	CHESTERFIELD
FEEDING TINY TUMMIES	KEENE
FEDERATED CHURCH FOOD PANTRY	MARLBOROUGH
<i>FOOD PANTRIES - COOS, GRAFTON, CARROLL COUNTIES</i>	

LISTEN COMMUNITY SERVICES	LEBANON
LIFE MINISTRIES	WOLFEBORO
PLYMOUTH AREA COMM CLOSET (PACC)	PLYMOUTH
ASHLAND FOOD PANTRY	ASHLAND
WAKEFIELD FOOD PANTRY	SANBORNVILLE
BARTLETT-JACKSON PANTRY	GLEN
ALL SAINTS CHURCH	LITTLETON
BRISTOL COMMUNITY SERVICES	BRISTOL
AGAPE MINISTRIES SERVANTS OSSIPEE	W OSSIPEE
CONWAY VILLAGE CHURCH	CONWAY
GROVETON FOOD PANTRY	GROVETON
AREA CHURCHES WORKING TOGETHER	COLEBROOK
TYLER BLAIN HOUSE	LANCASTER
THE MADISON FOOD PANTRY	MADISON
LANCASTER METHODIST COMM CUPBOARD	LANCASTER
WARREN/WENTWORTH FOOD PANTRY	WARREN
COMMUNITY FOOD CENTER	TAMWORTH
TOWN OF CARROLL	TWIN MOUNTAIN
FRIENDS OF MASCOMA/CANAAN FOOD PANTRY	CANAAN
FRIENDS OF MASCOMA/ENFIELD FOOD PANTRY	ENFIELD
FREEDOM FOOD PANTRY	FREEDOM
FEEDING HOPE FOOD PANTRY	BERLIN
AGAPE MINISTRIES SERVANTS MOULTONBOROUGH	MOULTONBOROUGH
THE SALVATION ARMY-BERLIN	BERLIN
VAUGHAN COMMUNITY SERVICES	N CONWAY
HELPING HANDS FOOD PANTRY	PLYMOUTH
BRIDGE HOUSE	PLYMOUTH
WELLSPRING	W LEBANON
LINCOLN-WOODSTOCK PANTRY	LINCOLN
BETHLEHEM FOOD PANTRY	BETHLEHEM
BREADBASKET FOOD PANTRY@ RIVER	CTR CONWAY
PITTSBURG AREA COMMUNITY SVC	PITTSBURG
THE BRIDGE OUTREACH CENTER	LITTLETON
TOWN OF CAMPTON FOOD PANTRY	CAMPTON
FRIENDS AND NEIGHBORS FOOD PANTRY	WHITEFIELD
HELPING HANDS FOOD PANTRY-BETHLEHEM	BETHLEHEM
GOOD NEIGHBOR FOOD PANTRY	FRANCONIA
GOOD SHEPHERD ECUMENICAL FOOD PANTRY	WOODSVILLE
LEBANON ASSEMBLY OF GOD CHURCH	LEBANON
HELPING HANDS NORTH, INC.	COLEBROOK
WHITEFIELD CHRISTIAN CHURCH	WHITEFIELD
CBC FOOD PANTRY	BERLIN
GCSCC HORSE MEADOW SENIOR CENTER FOOD PANTRY	N. HAVERHILL
<i>FOOD PANTRIES - HILLSBOROUGH COUNTY</i>	
SALVATION ARMY-MANCHESTER	MANCHESTER
ST JOHN NEUMANN FOOD PANTRY	MERRIMACK
CORPUS CHRISTI FOOD PANTRY	NASHUA
SHARE OUTREACH	MILFORD

ST RAPHAEL FOOD PANTRY	MANCHESTER
CHRISTIAN BIBLE CHURCH OF NASHUA	NASHUA
FAMILIES IN TRANSITION FOOD PANTRY	MANCHESTER
ST VINCENT dePAUL SOCIETY	GREENVILLE
PARISH OF THE TRANSFIGURATION	MANCHESTER
HILLSBORO DISTRICT FOOD PANTRY	HILLSBORO
PETERBOROUGH HUMAN SVCS FUND	PETERBOROUGH
NASHUA SOUP KITCHEN&SHELTER	NASHUA
ST JAMES COMMUNITY FOOD PANTRY	MERRIMACK
ST ANTHONY FOOD PANTRY	MANCHESTER
HARBOR HOMES INC FOOD PANTRY	NASHUA
FIRST UNITED METHODIST CHURCH	MANCHESTER
OPEN CUPBOARD PANTRY	WILTON
THE SALVATION ARMY-NASHUA	NASHUA
GREENFIELD FOOD PANTRY	GREENFIELD
SAINT RAPHAEL FOOD PANTRY	MANCHESTER
GOFFSTOWN NETWORK	GOFFSTOWN
TOLLES STREET MISSION	NASHUA
ST JOHN XXIII PARISH	HUDSON
HEART OF NASHUA FOOD ASSISTANCE	NASHUA
MARGUERITE D'YOUVILLE FOOD PANTRY	NASHUA
FRANCESTOWN IMPROVEMENT AND HISTORICAL SOCIETY	FRANCESTOWN
BETHANY CHAPLE COMMUNITY CHURCH	MANCHESTER
<i>FOOD PANTRIES - ROCKINGHAM COUNTY</i>	
ST VINCENT DEPAUL-HAMPTON	HAMPTON
NORTHWOOD EMERGENCY FOOD PANTRY	NORTHWOOD
RAYMOND FOOD PANTRY	RAYMOND
FOOD FOR THE HUNGRY	SALEM
GREATER SALEM COMMUNITY ACTION CENTER	SALEM
SEACOAST COMMUNITY ACTION CENTER	SEABROOK
HOLY ANGELS FOOD PANTRY	PLAISTOW
LIBERTY BAPTIST CHURCH	W NOTTINGHAM
SEACOAST FAMILY FOOD PANTRY	PORTSMOUTH
SEABROOK CHURCH OF CHRIST	SEABROOK
THE UPPER ROOM	DERRY
FIRST BAPTIST CHURCH COMMUNITY FOOD PANTRY	DERRY
DEERFIELD FOOD PANTRY	DEERFIELD
ST VINCENT dePAUL SOCIETY	EXETER
NOTTINGHAM FOOD PANTRY	NOTTINGHAM
THE SALVATION ARMY-PORTSMOUTH	PORTSMOUTH
ST ANNE ECUMENICAL FOOD PANTRY	HAMPSTEAD
BREAD OF LIFE FOOD PANTRY	SALEM
THE SALVATION ARMY-HAMPTON	HAMPTON
HIGHER GROUND BAPTIST CHURCH	NORTHWOOD
HEALING RAIN MINISTRIES	SEABROOK
NEWMARKET COMMUNITY FOOD PANTRY	NEWMARKET
WE CARE CHARITY	SALEM
LONDONDERRY UNITED METHODIST CHURCH	LONDONDERRY

<i>FOOD PANTRIES - STRAFFORD COUNTY</i>	
DOVER FOOD PANTRY	DOVER
DOVER CAP FOOD PANTRY	DOVER
SALVATION ARMY-ROCHESTER	ROCHESTER
GERRY'S FOOD PANTRY	ROCHESTER
COMMUNITY FOOD PANTRY	SOMERSWORTH
NEW DURHAM FOOD PANTRY	NEW DURHAM
THIRD BAPTIST CHURCH	STRAFFORD
INTERFAITH FOOD PANTRY	FARMINGTON
OUR DAILY BREAD	DOVER
BARRINGTON COMMUNITY PANTRY	BARRINGTON
SEEDS OF FAITH INC	ROLLINSFORD
ST THOMAS MORE	DURHAM
WILKINSON FOOD PANTRY	LEE
GRACE COMMUNITY CHURCH ROCHESTER	ROCHESTER
GRACE COMMUNITY CHURCH FARMINGTON	FARMINGTON
REVOLUTION CHURCH	MILTON
ROCHESTER CAP	ROCHESTER
<i>HOMELESS SHELTERS - STATEWIDE</i>	
SALVATION ARMY-MCKENNA HOUSE	CONCORD
SALVATION ARMY-CAREY HOUSE	LACONIA
SULLIVAN COUNTY HOUSING COALITION	CLAREMONT
HUNDRED NIGHTS INC	KEENE
SOUTHWESTERN COMMUNITY SVCS	KEENE
BRIDGE HOUSE	PLYMOUTH
TYLER BLAIN HOUSE	LANCASTER
NASHUA SOUP KITCHEN&SHELTER	NASHUA
HELPING HANDS OUTREACH	MANCHESTER
FAMILIES IN TRANSITION HOMELESS SHELTER	MANCHESTER
FAMILY PROMISE OF SOUTHERN NH	NASHUA
CROSS ROADS HOUSE	PORTSMOUTH
HOMELESS CTR STRAFFORD CTY	ROCHESTER

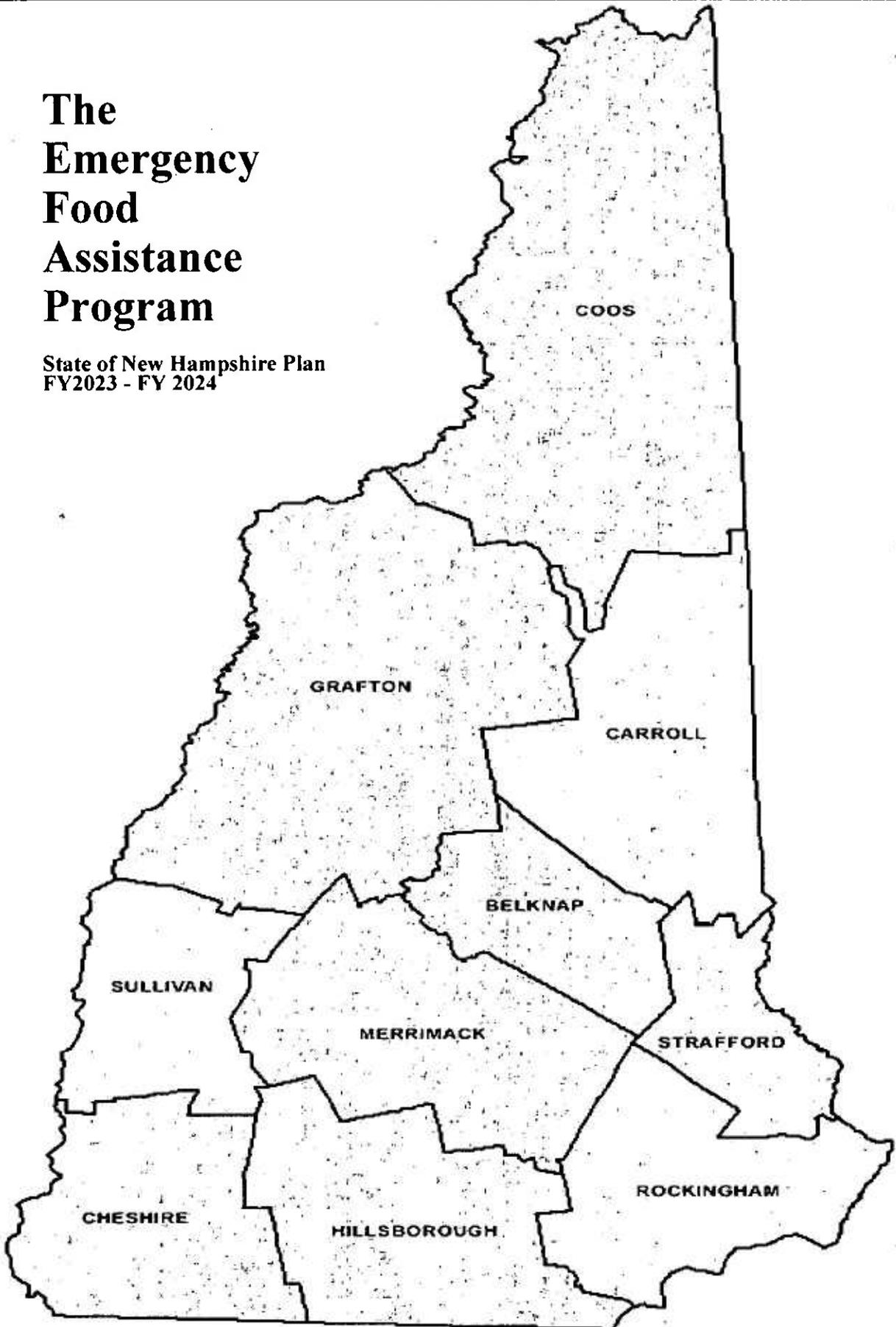
EXHIBIT G - THE STATE OF NEW HAMPSHIRE TEFAP STATE PLAN

Contractor Initials QA

Date 12.7.23

The Emergency Food Assistance Program

State of New Hampshire Plan
FY2023 - FY 2024



Katie Dalev, Manager Surplus Distribution

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Program

The Emergency Food Assistance Program (TEFAP) is a federally funded food distribution program administered by the U. S. Department of Agriculture Food and Nutrition Services (USDA – FNS). The USDA purchases a variety of nutritious, high quality USDA foods and makes those foods available to State Distributing Agencies. States provide the food to local agencies such as food banks, food pantries, soup kitchens and other emergency feeding organizations (EFO) to help supplement the diets of low-income Americans with emergency food assistance at no cost.

The amount of food each State receives is based on the number of unemployed persons and the number of people with incomes below the poverty level in the State. States provide the food to local agencies that they have selected. These local agencies distribute the USDA Foods to eligible recipients for household consumption or use them to prepare and serve meals in a congregate setting.

Designation

Department of Administrative Services (DAS), Division of Procurement and Support Services (DPSS), Bureau of Purchase and Property (BOPP), Surplus Distribution Section (SDS) is the State Distributing Agency in New Hampshire:

New Hampshire Department of Administrative Services
Bureau of Purchase and Property, Surplus Distribution Section
12 Hills Avenue
Concord, NH 03301
Surplus.Distribution@das.nh.gov

Standards of Eligibility for Recipient Agencies

Criteria for selecting eligible recipient agencies (ERAs) shall be based on the two-tiered system per 7 CFR 251.4(h) and 7 CFR 251.4(h)(i) and 7 CFR 251.4(h)(ii). The first priority shall be EFOs (Emergency Feeding Organizations) such as food banks, food pantries, soup kitchens, and homeless shelters. Once the needs of the EFOs are met, TEFAP foods may then be made available to second priority recipients, such as, charitable institutions such as hospitals and retirement homes that serve at least a 50.1% needy population

No EFO will be added to the TEFAP program without documented proof that they will be serving an unserved population and without proof the ERA conducted a civil rights pre-review and any necessary corrective action(s) is resolved. ERA(s) shall provide yearly civil rights training for all volunteers per FNS Instruction 113-1.

To ensure EFOs are receiving the commodities that most interest their communities, and in accordance with the Emergency Food Assistance Act of 1983, Section 202A(b)(6), the ERA shall conduct a survey of commodity preferences, at least annually to be distributed to all EFOs. The ERA shall work with the SDS to develop the survey and update commodity options and questions.

Additional input is gathered through the use of a statewide Advisory Board. The ERA will co-chair an annual Advisory Board meeting to determine which foods to order, discuss issues, recommendations, and enhancements to the program. Members of the Advisory Board will be selected by SDS with representation from all Emergency Food Organizations (EFO) categories (food pantries, soup kitchens, homeless shelters, charitable institutions, etc.) and from each Executive Council District.

No fees associated with TEFAP foods are allowed per 7 CFR 250.15(a)(3), which reads, “under no circumstances shall recipients be required to make any payments in money, materials, or services for or in connection with the receipt of [USDA] donated foods, nor shall voluntary contributions be solicited...”

Operations and Administration

The State of New Hampshire utilizes a competitive bid process, in accordance with NH RSA 21-I: 11, to select the vendor that will warehouse and distribute USDA commodity foods. The successful vendor, known as the “Eligible Recipient Agency” (ERA), will be awarded a multi-year contract with the option to extend for two (2) years. Appendix 2 – TEFAP Contract contains the current state contract for TEFAP distribution. The contract may be terminated by either party upon 30 days written notice or by the State immediately for cause. The ERA agrees to operate the program in accordance with 7 CFR 250, 251, all FNS policies and instructions and this State Plan.

The ERA is responsible for the following:

- 1) Orders:
 - a) Entry and documentation of order receipt into the Web Based Supply Chain Management (WEBSCM) system.
 - i) SDS shall approve the roll up into sales orders.
 - b) Receipt of orders must be in accordance with the most current FNS Instruction 709-5, completed as soon as possible, but no later than 2 business days of delivery.
- 2) Warehousing and distribution:
 - a) The ERA will store USDA foods. The ERA must seek approval from SDS prior to storing USDA foods at any facility other than those agreed upon in the contract.
 - b) Distributing USDA foods and administrative funding to EFO’s following the two-tiered system per 7 CFR 251.4(h) and 7 CFR 251.4(h)(i) and 7 CFR 251.4(h)(ii). Amount of food and/or administrative funding allocated to each EFO will be determined based on county unemployment rates.
 - c) All warehousing, distribution and storage of food shall be in accordance with 7 CFR 250.14(b) and 250.15 to safeguard foods. Any loss claims shall be handled as described in the most current FNS Instruction 410-1.
 - d) The ERA must submit to SDS a monthly inventory of all USDA foods being stored by location not later than five (5) business days following the end of the month.
 - e) The ERA will submit to SDS the allocation of TEFAP foods which must be approved prior to distribution.
- 3) Inspections and Meetings:

- a) The ERA will cooperate with SDS as they perform an annual physical inventory per 7 CFR 250.14(d)(3) using the procedures outlined in Appendix 3 – Physical Inventory Plan.
- b) ERA will monitor 100% of the EFOs annually and assist with any and all inspections at the EFOs as requested by SDS.
 - i) The SDS reserves the right to audit any facility that receives USDA commodities, at any time.

Funding available, as established by Section 27(a) of the Food and Nutrition Act of 2008 and the Agriculture Improvement Act of 2018, for TEFAP food purchases shall be used to procure the maximum amount of commodities as requested by EFOs. EFO requests shall be summaries from the annual survey conducted as described in the Standards of Eligibility section above.

Administrative funds shall be used in accordance with 7 CFR 251.8.

Commodity Distributions

The State of New Hampshire shall demonstrate a strong sense of urgency with respect to maximum distribution of available commodities while striving to ensure citizens receive the most well-balanced, nutritional options. USDA commodities are shipped directly to the ERA warehouses, which in turn will distribute them to approximately 225 EFOs. Distributions are shipped throughout the state, at minimum, on a monthly basis, with additional distributions scheduled as commodities are available. SDS monitors monthly inventory reports submitted by the ERA to ensure the commodities are moving out to the EFOs in a timely manner. The ERA and SDS staff shall review the EFOs to ensure they are expeditiously distributing the commodities to eligible end users. Monthly inventory reports are to be submitted by EFOs to the ERA to be reviewed by the ERA and SDS. The ERA shall provide a quarterly distribution report, including commodity quantities distributed to each EFO. The report shall also be used to determine if any commodities are nearing six (6) month shelf life. ERA and SDS will develop a plan with the EFO(s) to return inventory levels to optimal shelf life, in accordance with USDA policies. Such plans remain fluid to ensure optimal distribution and utilization of available commodities as new needs present throughout the State. If the Household programs are satisfied, then SDS will contact the USDA Northeast Regional Office for approval to reallocate the inventory through other avenues.

Methodology for Allocating Funds

The SDS will evaluate costs associated with the TEFAP program annually. Administrative funds will be passed through to the ERA in accordance with 7 CFR 251.8(e), less the matching funds used by the SDS to administer the TEFAP program and the audit set aside requirement.

Standards of Eligibility for Individuals/Households

The State of New Hampshire will provide TEFAP foods to individuals with an income level at or below 240% of the federal poverty level as published in the Federal Register. The State shall review the income level in June of 2024. The income level is monitored by the following guidelines:

- 1) The individual is on or eligible for public assistance, including:
 - a) The Special Nutrition Assistance Program (SNAP)

- b) Free and reduced-price lunches (NSLP)
 - c) Women, Infant and Children (WIC)
 - d) Commodity Supplemental Food Program (CSFP)
 - e) Temporary Aid to Needy Families (TANF)
 - f) Aid to Permanently and Totally Disabled (APTD)
 - g) Aid to the Needy Blind Program (ANB)
 - h) Head Start Program
 - i) Medicaid Program
 - j) Subsidized Housing
 - k) County, City, or Town Welfare Programs
 - l) Low Income Home Energy Assistance Program (LIHEAP)
- 2) The individual is on or eligible for Supplemental Security Income.
- 3) The individual must sign an eligibility/self-declaration form approved by SDS attesting that the household meets the current income eligibility standards in the most recent version of this State Plan. No further verification is required beyond self-attestation.

It is our expectation that the ERA monitors the eligibility/self-declaration forms maintained by the EFO. The eligibility/self-declaration form must be completed annually by the individual to verify qualification to receive TEFAP foods.

During Times of Emergency

During emergency situations, the State of New Hampshire may elect to adapt the self-declaration requirements to add that households may self-declare verbally. The State of New Hampshire DAS Surplus Distribution Section will inform all ERAs of the start and end dates of this modification. The verbal attestation must be recorded as such by the ERA's. Additionally, during inspections of the ERAs these forms and any additional records updating the eligibility/self-declaration form (i.e. change in household circumstance) shall be inspected to ensure compliance.

State Monitoring System

The SDS will monitor the ERA no less than every two (2) years. The most current ERA Review Form, Appendix 4 – ERA Administrative Review Form, will be used for these reviews.

The SDS will monitor one-tenth or 20, whichever is fewer, of all EFOs annually. SDS will select EFOs to review based on guidance provided in FD-124. The most current EFO Review form, Appendix 5 – EFO Review form, will be used for these reviews.

The ERA shall monitor 100% of TEFAP distribution sites annually to ensure that all required TEFAP requirements and criteria are met per 7 CFR 250 and 251.

Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender identity and sexual orientation), disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

Appendix 1 – TEFAP Contract



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street - Room 120
Concord, New Hampshire 03301
Office@das.nh.gov

Charles M. Arlinghaus
Commissioner
(603) 871-9901

Joseph B. Bouchard
Assistant Commissioner
(603) 871-3204

Catherine A. Keene
Deputy Commissioner
(603) 871-3059

June 10, 2019

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services, Federal Surplus Distribution to enter into a contract with Community Action Program Belknap-Merimack Counties, Inc., of Concord, NH (Vendor 177203), to coordinate and provide statewide Surplus Food Distribution for Temporary Emergency Food Assistance Program (TEFAP). The total amount for the contract shall not exceed \$1,024,705 upon Governor and Executive Council approval, for the period effective October 1, 2019 through September 30, 2022. The agreement may be renewed for an additional two one-year terms with the same terms, conditions, and pricing structure with the approval of the Governor and Executive Council. 100% Federal Funds.

Contingent upon available funding, funds are available in the following account: 01-14-14-141510-51310000-072-500569 Department of Administrative Services, Temporary Food Assistance.

FY20	\$325,045
FY21	\$341,298
FY22	\$358,362

EXPLANATION

The Department is responsible, through the Federal Surplus Distribution section, to provide surplus food distribution for TEFAP for the State of New Hampshire. Through this contract, Community Action Program Belknap-Merimack Counties, Inc. shall provide the coordination and distribution of USDA commodity foods through an established statewide network which includes, but is not limited to, soup kitchens, food pantries, homeless shelters, and Class C institutions in compliance with the Federal Regulations as it relates to TEFAP. They shall distribute TEFAP commodities to existing food distribution networks and other

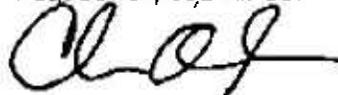
His Excellency, Governor Christopher T. Sununu
and the Honorable Council
June 10, 2019
Page 2 of 2

organizations whose ongoing primary function is to facilitate the distribution of food to those in need.

On January 8, 2019 the Bureau of Purchase and Property issued a Request for Proposal (RFP) for Temporary Emergency Food Assistance Program services, with response due on February 8, 2019, on the State's website. One firm submitted a proposal for consideration. The evaluation committee consisted of members from the Bureau of Purchase and Property, Federal Surplus Distribution, and the Department of Corrections. The proposal was evaluated on the criteria established in the RFP. The scoring was based upon the areas of Distribution Capability (50%), Experience, Resources, References, Capability to Perform (20%), Ordering Capability (10%), Inventory Capability and Control (10%), and Security (10%). The Community Action Program Belknap-Merimack Counties, Inc. is the selected vendor.

Based on the foregoing, I am respectfully recommending approval of the contract with Community Action Program Belknap-Merimack Counties, Inc.

Respectfully submitted,



Charles M. Arlinghaus
Commissioner

**FIRST AMENDMENT TO THE CONTRACT
BETWEEN COMMUNITY ACTION PROGRAM BELKNAP-MERRIMACK COUNTIES, INC.
AND
THE STATE OF NEW HAMPSHIRE, DEPARTMENT OF ADMINISTRATIVE SERVICES,
FOR THE EMERGENCY FOOD ASSISTANCE PROGRAM**

This First Amendment (hereafter called the "Amendment") dated this 1 day of March, 2021, is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as the "State") and Community Action Program Belknap-Merrimack Counties, Inc. (hereinafter referred to as the "Contractor") for The Emergency Food Assistance Program;

WHEREAS, pursuant to an agreement (hereinafter called the "Agreement") which was approved by Governor and Executive Council on July 31st, 2019, item #117, and set to expire September 30, 2022, Contractor agreed to provide surplus food distribution for The Emergency Food Assistance Program (TEFAP) to the State upon the terms and conditions specified in the Agreement; and

WHEREAS, pursuant to Section 18 of the Agreement, the Agreement may be amended only by a written instrument executed by the parties thereto and only after approval of such amendment by the Governor and Executive Council; and

WHEREAS, the Contractor and the State wish to amend the Agreement by increasing the not to exceed amount by \$1,095,722 from \$1,024,705 to \$2,120,427. This increase includes federal funds from the Families First Coronavirus Response Act (FFCRA) in the amount of \$257,159, federal funds from the Coronavirus Aid, Relief, and Economic Security Act (CARES) in the amount of \$385,738, the Coronavirus Response and Relief Supplemental Appropriations Act in the amount of \$244,847, and federal Trade Mitigation funds in the amount of \$25,000.

NOW THEREFORE, in consideration of the foregoing, and the covenants and conditions contained in the Agreement and set forth herein, the parties hereto do hereby agree as follows:

1. Delete in its entirety Form Number P-37, item 1.8 Price Limitation and substitute the following:

1.B \$2,120,427
2. Replace Exhibit B, PAYMENT STRUCTURE to read:

State Fiscal Year 2020: \$325,045
State Fiscal Year 2021: \$1,254,042
State Fiscal Year 2022: \$541,340
3. Except as specifically amended herein, all other provisions of the Agreement, approved by Governor and Executive Council July 31st, 2019, item #117, shall remain in full force and effect.

COMMUNITY ACTION PROGRAM BELKNAP-
MERIDEN COUNTIES, INC.

By: *Jeanne Agri*
Jeanne Agri
(Print Name)

Title: Chief Executive Officer

Date: 3/01/2021

STATE OF NEW HAMPSHIRE

By: *Charles M. Arthaus*
Charles M. Arthaus
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: _____

OFFICE OF THE ATTORNEY GENERAL

By: *Takhmina Rakhmatova*
Takhmina Rakhmatova
(Print Name)

Title: Attorney

Date: 4/22/2021

The foregoing contract amendment was approved by the Governor and Executive Council of New Hampshire on

Signed: *[Signature]* JUN 02 2021

DEPUTY SECRETARY OF STATE

Contractor Initials: JA
Date: 3.1.2021

Appendix 2 – Physical Inventory Plan

PHYSICAL INVENTORY PROCEDURES FOR COMMODITY FOODS

General

A. Date of Inventory and Inventory Hours

A physical inventory will be taken of all commodity items before the closing of the state fiscal period, ending June 30th. This procedure should also be followed during any other scheduled monthly physical inventory.

B. Suspension of Transactions

There will be no delivery or pick-up transactions allowed during the performance of the physical inventory.

C. Material to be Inventoried

All TEFAP food stored at all approved TEFAP storage facility shall be inventoried:

D. Inventory Organization and Personnel

A designated State of New Hampshire employee will travel to all TEFAP storage locations (these locations are known and approved by SDS) and physically count every case of food.

This count will be compared to the Surplus Distribution book inventory as well as to the ERA's book inventory.

If an inventory discrepancy is noticed, the designated State of New Hampshire employee will notify another state employee to perform a recount.

Any discrepancy will be reconciled and an inventory adjustment will be made as well as any documentation required per FNS Instructions.

E. Preparation

All previous inventory receipts, adjustments (including damage report) and invoices must be posted before the physical count begins. If all posting have been completed the previous day, then physical counts can be started. However, once this begins, the suspension of transactions is also initiated.

F. Deadline of Inventory Completion

All counting results and reconciliations must be reported to the inventory poster prior to noon on the scheduled inventory day.

G. Damaged Goods Procedure

All damaged goods must be reported, tagged and issued (whenever possible) five (5) days prior to the performance of the physical inventory. The damaged goods report must be posted prior to the printing of the inventory item list. All less than full case quantities can be issued to recipients at no charge but still must be signed for on a manual delivery invoice. A copy of these invoices must be attached to the damage report when submitted to the inventory poster. All goods requiring disposal must be properly disposed of immediately after they are posted on the damaged report.

Any partial quantities that remain during the inventory procedure must be tagged with information relating to the timing of the reported notice of damage, and the date of the damage report in which there was an inventory adjustment.

H. Retention of Documents

All documents utilized for the performance of this physical inventory procedure are to be filed and retained per regulations.

All distribution, storage and management of USDA foods must adhere to 7 CFR 250

Appendix 3 – ERA Administrative Review Form

NH DEPARTMENT OF ADMINISTRATIVE SERVICES SURPLUS DISTRIBUTION SECTION			
The Emergency Food Assistance Program ERA Administrative Review Report			
I. General			
1.	Name and Address of ERA	3.	Agreement Dated
		4.	Name and Title of Person(s) Interviewed
	Telephone	5.	Name and Title of State Reviewer(s)
	Fax #		
2.	Date(s) of Review		
II. Distribution Sites			
A. Approved Locations			
	Number Approved	Number Operating	Number of Households
a. Sites			
b. Sub-outlets			
Total			
III. Documents			
1. Are the following documents on file and available for inspection at the ERA office?		YES	NO
		COMMENTS	
A. Agreement between ERA and SDA			
B. Agreement between ERA and recipient agencies			
C. Is ERA accepting and approving RA applications in accordance with 7 CFR, CH II, §250 & §251			
D. If private non-profit organizations, IRS letter documenting tax exempt status			
2. Adequacy of documentation of eligibility records (use Discrepancy Summary Page 4)			
a. Sample size			
b. Number of records which do not have:			
(1) Name and address			
(2) Basis of eligibility			
(3) Type of documentation used to determine eligibility			
(4) Signature of applicant			
(5) Date of application			
(6) Other			

State of New Hampshire Plan for The Emergency Food Assistance Program for FY2023 and FY2024

3. Reconciliation of distribution records with eligibility records					
a. Sample size					
b. Number supported by eligibility records					
c. Number not supported by eligibility records					
IV. Storage Facilities and Storage Practices					
A. Does the ERA have a contract with commercial or school warehouses where USDA donated foods are stored?					
YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	COMMENTS	
List all locations where the ERA's donated foods are stored					
B. Storage Practices					
Using Page 5, record the review of each central storage area listed above.					
V. Records and Record Keeping					
A. General					
Are the following records maintained for the required three (3) years?					
		YES		NO	COMMENTS
1.	Foods received for TEFAP	<input type="checkbox"/>		<input type="checkbox"/>	
2.	Foods issued to sites	<input type="checkbox"/>		<input type="checkbox"/>	
3.	Foods returned from sites	<input type="checkbox"/>		<input type="checkbox"/>	
4.	Foods transferred	<input type="checkbox"/>		<input type="checkbox"/>	
5.	Food losses (explain)*	<input type="checkbox"/>		<input type="checkbox"/>	
B. Does the person in charge know the procedure for disposing of out-of-condition foods?					
		<input type="checkbox"/>		<input type="checkbox"/>	
C. Was the proper procedure followed for the losses listed above?					
		<input type="checkbox"/>		<input type="checkbox"/>	
D. Perpetual inventory records					
		<input type="checkbox"/>		<input type="checkbox"/>	
E. Physical Inventory					
		<input type="checkbox"/>		<input type="checkbox"/>	
F. How often is a physical inventory taken?					
		<input type="checkbox"/>		<input type="checkbox"/>	
G. Food Orders and Usage					
	(1) Factors considered:			Comments	
	a. Past distribution history	<input type="checkbox"/>		<input type="checkbox"/>	
	b. Number of households	<input type="checkbox"/>		<input type="checkbox"/>	
	c. Quantity of entitlement/bonus food allocated to FB	<input type="checkbox"/>		<input type="checkbox"/>	
	d. Printing of food distribution records	<input type="checkbox"/>		<input type="checkbox"/>	
	e. Timeliness of orders	<input type="checkbox"/>		<input type="checkbox"/>	
	f. Orders within 90% of entitlement	<input type="checkbox"/>		<input type="checkbox"/>	

State of New Hampshire Plan for The Emergency Food Assistance Program for FY2023 and FY2024

				YES	NO	COMMENTS
H. Does each site/sub-outlet submit distribution records to the ERA supporting foods distributed?						
I. Is the ERA using a distribution form that contained:						
	(1) Name of RA					
	(2) Number of households served					
	(3) Date food issued					
	(4) Signature of RA member					
Using page 6, verify the distribution records.						
VI. Training						
				YES	NO	COMMENTS
A. Has training been conducted for all ERA						
If "Yes," give dates and topics covered:						
B. Is a list maintained of attendees						
C. Is training planned for those						
VII. Monitoring						
				YES	NO	COMMENTS
A. Has the ERA visited sites prior to						
B. Has the ERA monitored recipient agencies for compliance with requirements?						
C. Are records of these monitoring visits						
D. Are records maintained of corrective						

State of New Hampshire Plan for The Emergency Food Assistance Program for FY2023 and FY2024

REVIEW OF STORAGE FACILITY OR AREA				
Name of ERA		Location where food is stored		
		YES	NO	COMMENTS
1. Is storage facility well maintained to insure safety and sanitation?				
2. Is space adequate and in good repair?				
3. Is there adequate ventilation?				
4. Is storage area secure from theft?				
5. Are foods stored separately from pesticides, herbicides, cleaning solvents, lubricants, or other materials that could contaminate the foods?				
6. Is storage area free of rodent and insect infestation?				
7. Is facility exterminated regularly?				
8. Are foods palletized and/or on shelves?				
9. Is first-in/first-out method used?				
10. Are damaged products disposed of properly?				
11. Record current temperature in:				
	Freezer:			
	Cooler:			
	Dry:			
12. If applicable, is the freezer's internal temperature checked and recorded 7 out of 7				
13. If applicable, is the cooler's internal temperature checked and recorded 7 out of 7 days?				
14. Though not required, is the dry storage temperature checked and recorded 7 out of 7				
15. Does the State or local health department require inspection certification?				

NOTE: Individual forms should be completed on each location where food is stored:

VIII. Food Ordering Procedures
1. What procedures do you use to order entitlement/bonus foods
2. How do you determine what to order
3. Comments on Food Ordering Procedures

IX. CIVIL RIGHTS COMPLIANCE

A. Civil Rights Assurance

Does the EFO/recipient agency have a signed agreement with the SDA/ERA assuring that no person in the United States shall, on the grounds of race, color, age, sex, national origin and disability be excluded from participation in or be denied the benefits of, or be otherwise subjected to discrimination under any program receiving Federal financial assistance? Yes No

Comments:

What steps are taken to ensure the ERA/EFO does not impose additional requirements (religious or otherwise) on recipient agencies as a condition to receive USDA foods

B. Public Notification

Has the ERA/recipient agency established a public notification system to inform the public, particularly minorities and grass roots organizations, of the Food Distribution Program eligibility requirements and complaint handling procedures? Yes No

Comments:

Do all forms of communication, which are used to inform the general public about the program include the required nondiscrimination statement? Yes No

Has the policy on nondiscrimination and the procedures for filing a complaint been publicized and do participants have access to Title VI information? Yes No

Comments:

Have program participants, particularly minorities, been informed of significant program developments and/or changes in eligibility or benefits? Yes No

Comments:

Is the USDA Title VI poster "... And Justice for All," or an approved substitute poster containing the nondiscrimination statement and complaint filing information, displayed in a prominent place? Yes No

Comments:

C. Complaints of Discrimination

What procedures are used by the recipient agency for handling alleged discrimination complaints?

Explain:

How many complaints have been filed during the past year alleging discrimination on the basis of race, color, national origin, age, sex or disability? _____

Has the state agency conducted a compliance review of the recipient agency against whom complaints alleging discrimination have been filed? Yes _____ No _____

Explain: _____

D. Non-English Speaking Provision

What steps have been taken to provide bilingual personnel and/or materials to limited or non-English communicating persons that will assure equal opportunity for participants in the program by eliminating any information or communication barriers?

Explain: _____

Has the ERA/recipient agency encountered any problems with providing bilingual personnel and/or materials to limited or non-English speaking persons? Yes _____ No _____

Explain: _____

E. Training and Monitoring

What steps does the ERA/recipient agency take for training staff and volunteers? Are training sessions documented?

Explain _____

How does the ERA/recipient agency monitor it's various sites/subrecipients?

Explain _____

F. Disability Accommodations

How does the ERA/recipient agency accommodate participants with disabilities?

Explain _____

Appendix 4 – EFO Review Form

ATTACHMENT B

Date: ___ / ___ / ___

EMERGENCY FEEDING ORGANIZATION SITE REVIEW FORM

Name of Site: _____

Location Address: _____

Mailing Address: _____

Person Interviewed: _____ Title: _____

Type of Site: (Check appropriate boxes)

NHSDS Customer Number

Food Pantry

Soup Kitchen

Homeless Shelter

Second Priority (Charitable Institution)

How long have you been the coordinator? _____

Approximate number of individuals/ families served daily/weekly/monthly?

What are the hours of operation? _____

How long has the site been in operation? _____

How long has the site received TEFAP foods? _____

What was the date of your most recent on-site review? _____

Is a copy of the review on file? Yes ___ No ___

Was corrective action required? Yes ___ No ___

How many volunteers are involved in your food program? _____

How often do you receive TEFAP foods from the ERA? _____

When did the food pantry last receive TEFAP foods? _____

State of New Hampshire Plan for The Emergency Food Assistance Program for FY2023 and FY2024

	Yes	No	N/A	Comments
1. Does the site have a current signed agreement with the ERA?				
2. Is a copy on file at the site?				
3. Are there paid staff?				
4. Do you serve clients outside your area?				
5. Are the days and hours posted outside the agency?				
6. Are clients required to complete the TEFAP eligibility/self-declaration form?				
7. Are these forms kept on file for three years?				
8. Does the site require the client to show an ID?				
9. Do workers/volunteers receive commodities?				
10. If so, do workers/volunteers complete the TEFAP form?				
11. Are fees/donations/religious affiliation required?				
12. Can households be served at least once every 30 days?				
13. Is the pantry client choice?				
14. If not, does the client choose any products?				
15. Does the pantry give all clients both TEFAP and donated products?				
16. Have any TEFAP foods been received that were spoiled or out of condition?				
17. Do you know your local ERA contact person?				
18. Have losses been reported to the TEFAP Director?				
19. Have there been any discrimination complaints filed against the site?				
20. Was the complaint forwarded to State and ERA?				
21. Does the site have materials and services for non-English speaking clients?				
22. Is there evidence of pest or rodent infestation?				
23. Are foods kept 6" off the floor and stored on shelves?				

	Yes	No	N/A	Comments
24. Are foods stored at least 4" away from the walls?				
25. Are toxic items (soap, bleach, etc.) stored away from foods?				
26. Are floors, pallets and shelving clean?				
27. Are food storage areas clean and odor free?				
28. Are foods inspected regularly for signs of spoilage or damage?				
29. Is the stock rotated on a regular basis?				
30. Does the site repackage TEFAP foods?				
31. Are dry, refrigerated and frozen items stored at proper temps?				
32. Is a temperature log maintained?				
33. Is the facility and equipment well maintained?				
34. Current "And Justice for All" poster displayed?				
35. Website updated with non-discrimination statement?				
36. Documentation of civil rights training for staff and volunteers?				
37. Procedures in place for safeguarding TEFAP foods from theft?				
38. If second priority location (i.e., Charitable Institution), does it comply with the New Hampshire Sanitary Code for Food Services?				

Commodities in Inventory	Cases	Condition	Temperature

Describe referral activities to connect clients to other programs.

EXHIBIT H - ASSURANCE OF CIVIL RIGHTS COMPLIANCE

The Contractor must comply with the most current Assurance of Civil Rights Compliance language as follows:

- i. Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.);
- ii. Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.);
- iii. Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794);
- iv. Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.);
- v. Title II and Title III of the Americans with Disabilities Act (ADA) of 1990 as amended by the ADA Amendment Act of 2008 (42 U.S.C. 12131-12189);
- vi. Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." (August 11, 2000);
- vii. All provisions required by the implementing regulations of the Department of Agriculture (USDA) (7 CFR Part 15 et seq.);
- viii. Department of Justice Enforcement Guidelines (28 CFR Parts 35, 42 and 50.3);
- ix. Food and Nutrition Service (FNS) directives and guidelines to the effect that, no person shall, on the grounds of race, color, national origin, sex (including gender identity and sexual orientation), age, or disability, be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination under any program or activity for which the Program applicant receives Federal financial assistance from USDA; and hereby gives assurance that it will immediately take measures necessary to effectuate this Agreement.
- x. The USDA non-discrimination statement that in accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). This assurance is given in consideration of and for the purpose of obtaining any and all Federal financial assistance, grants, and loans of Federal funds, reimbursable expenditures, grant, or donation of Federal property and interest in property, the detail of Federal personnel, the sale and lease of, and the permission to use Federal property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration that is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the Program applicant by USDA. This includes any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of cash assistance for the purchase of food, and cash assistance for purchase or rental of food service equipment or any other financial assistance extended in reliance on the representations and agreements made in this assurance.

EXHIBIT I - EXAMPLE ELIGIBILITY APPLICATION
THE EMERGENCY FOOD ASSISTANCE PROGRAM TEFAP

Please Print

Applicant Name: _____ Tel. No.: _____

Name of Spouse or other adult in household: _____

Street Address: _____

Mailing Address: _____ How many in household? _____

(If Different)

SECTION I: Program Eligibility			
Are you or any member of your household currently eligible for and/or receiving help from any of the following programs? (If so, please check every program which applies to your household.)	Eligible: <input type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> Fuel Assistance <input type="checkbox"/> Women, Infants and Children (WIC) <input type="checkbox"/> Commodity Supplemental Food Program (CSFP) <input type="checkbox"/> Temporary Assistance to Needy Families (TANF) <input type="checkbox"/> Aid to Permanently and Totally Disabled (APTD) <input type="checkbox"/> Head Start	<input type="checkbox"/> SNAP <input type="checkbox"/> Medicaid (State Welfare) <input type="checkbox"/> Aid to the Needy Blind <input type="checkbox"/> Old Age Assistance <input type="checkbox"/> Subsidized Housing (Rental Subsidy) <input type="checkbox"/> County, City or Town Welfare		
SECTION II: Income Eligibility			
If you placed a checkmark next to <u>at least one</u> program in SECTION I, DO NOT COMPLETE SECTION II.	Eligible: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Is your combined Gross Yearly Household Income at or below the following guidelines?			
1 - \$30,624	3 - \$52,128	5 - \$73,632	7 - \$95,136
2 - \$41,376	4 - \$62,880	6 - \$84,384	8 - \$105,888
I hereby certify that the above information is true and accurate. I understand that it is sought in connection with the receipt of one household allotment of surplus commodity foods. This food is not to be sold or exchanged.			
_____ Signature of Recipient		_____ Date	

Contractor Initials GA

Date 12.7.23

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that COMMUNITY ACTION PROGRAM BELKNAP AND MERRIMACK COUNTIES, INC. is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on May 28, 1965. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 63021

Certificate Number: 0006194067



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,

this 3rd day of April A.D. 2023.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan

Secretary of State



**COMMUNITY ACTION PROGRAM
BELKNAP-MERRIMACK COUNTIES, INC.**
EMPOWERING COMMUNITIES SINCE 1965



CERTIFICATE OF AUTHORITY

I, Christopher J. Pyles, Chairperson, Board of Directors, hereby certify that:

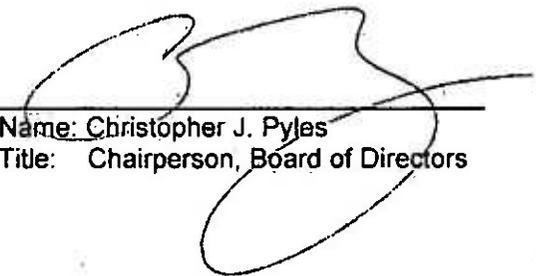
1. I am a duly elected officer of Community Action Program Belknap and Merrimack Counties, Inc.
2. The following is a true copy of a vote taken at a meeting of the Board of Directors, duly called and held on March 9, 2023, at which a quorum of the Directors were present and voting.

VOTED: That *Jeanne Agri, Chief Executive Officer/Executive Director, Michael Tabory, Chief Operating Officer/Deputy Director, Jill Lesmerises, Chief Fiscal Officer, Steven Gregoire, Budget Analyst, Christopher J. Pyles, Chairperson, Board of Directors* are duly authorized on behalf of Community Action Program Belknap-Merrimack Counties, Inc. to enter into contracts or agreements with the State of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority remains **valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 11/17/2023

Signature of Elected Officer


Name: Christopher J. Pyles

Title: Chairperson, Board of Directors

Rev. 3/9/2023
kh:CAPBM COA 2023

Mailing Address P.O. Box 1016, Concord, NH 03302 Administrative Office 2 Industrial Park Drive, Concord, NH
Phone: 603 225-3295 | 1 800 856-5525 TTY/TDD 1 800 735-2964 Fax: 603 228-1898
Website: capbm.org



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
09/25/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Cross Insurance-Manchester 1100 Elm Street Manchester NH 03101	CONTACT NAME: Susan Sullivan	PHONE (A/C, No, Ext): (603) 669-3218	FAX (A/C, No): (603) 645-4331
	E-MAIL ADDRESS: manch.certs@crossagency.com		
INSURED Community Action Program Belknap and Merrimack Counties, Inc. 2 Industrial Park Drive, P. O. Box 1016 Concord NH 03302	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Selective Insurance Co. of SC		19259
	INSURER B: Granite State Health Care and Human Services Self-		
	INSURER C: Federal Ins Co		20281
	INSURER D:		
	INSURER E:		
INSURER F:			

COVERAGES CERTIFICATE NUMBER: 23-24 All Lines ind D&O REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR			S2509940	10/01/2023	10/01/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 20,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COM/OP AGG \$ 3,000,000
A	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:						
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY			S2509940	10/01/2023	10/01/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 0			S2509940	10/01/2023	10/01/2024	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	HCHS20230000547 (3a.) NH	01/01/2023	01/01/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Directors & Officers Liability			82471794	04/01/2023	04/01/2024	Limit \$ 1,000,000 Deductible \$ 5,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
State of NH is included as additional insured with respects to the CGL & business auto policies as required by executed written contract with the above named insured.

CERTIFICATE HOLDER State of New Hampshire Administration Serv Bureau of Purchase and Prop 25 Capitol St. Room 102 Concord NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE