

Grocery Shopping & Delivery Service

* = required field

I. Service Capacity

A. Submit copies of the following policies:

- Policy to ensure drivers are aware that they must assist consumers in putting away groceries, as needed*

Attachment Name: _____

- Policy that prohibits drivers from accepting gifts or gratuities from consumers*

Attachment Name: _____

- Policy/procedure on how consumers make payments for groceries, including the use of EBT cards and coupons*

Attachment Name: _____

- Policies on returns and reimbursements*

Attachment Name: _____

B. Describe your grocery and delivery service, including detailed information on all of the following: how consumers place orders, how the order taker function is staffed, what store(s) are used, who shops and delivers (store employees?)*

C. Describe the process for how orders are recorded and verified. Include any volume restrictions or other service limitations per order.*

D. Describe how issues are handled regarding items that are requested but unavailable, including specific brands. How are substitutions made? *

E. Describe the quality controls in place to ensure that shoppers select the correct items in the store.*

F. May consumers use the service to return bottles?*

☐ Yes

☐ No

G. Describe the number and type of vehicles used for deliveries. Are they all refrigerated trucks? If not, how are frozen and fresh or chilled foods maintained until delivery?*

H. What is the average duration of a delivery route?*

I. Describe the timeframe from order to delivery.*

J. Is the day and time of your deliveries consistent each week for each service area? Explain.*

K. Describe the system in place for handling weather or vehicle emergencies that may affect the delivery of groceries.*

L. Do you have a different system for providing services in a cluster? Explain.*

M. Explain how the consumer is informed about how the services works and the policies on subjects such as returns? If you use a brochure or flyer, attach a copy. *

N. What is your proposed rate for Grocery Shopping Services?

Describe any additional charges.*

II. Staff Qualifications

- A. Describe the experience and qualifications of the person responsible for service provision (the manager of the program), if different from the information provided in the Administrative Overview.*
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- B. Describe the experience and qualifications you require for staff providing service, including order takers, delivery staff, etc. *
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III. Supervision

- A. Describe the procedures for supervision, including frequency, documentation, and credentials/qualifications of supervisors for each position.*
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- B. Describe the systems and procedures employed to ensure that services are delivered to consumers as authorized.*
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Provider employee who completed this form*

Name: _____ Date: _____