



Great Plates Delivered

Step by Step Process for Contracting with L.A. County

Step One:

Restaurants will have filled the application form to qualify for the Great Plates Delivered program LA County. The online form will be available here: wdacs.lacounty.gov/greatplates

Step Two:

At the end of the online application process, if you are eligible you will be getting a digital copy of the Master Agreement. You can sign the application form using digital signature and email it back to the County.

Please note that the Master Agreements will be executed with all Vendors determined to be qualified. However, being qualified as a vendor does not confirm a work order for your restaurant. The work order is based on demand for meals from clients in your local area.

About Workorders: Work Orders shall include a Statement of Work which shall describe in detail your client list and the meal and delivery service required for the performance thereof. The execution of a Master Agreement does not guarantee a Contractor any minimum amount of business.

Step Three:

Once you meet the eligibility criteria for Great Plates Delivered and sign the Master Agreement via the online application process, you are required to register with the County as a registered County Vendor. This process should be completed and is a requirement to receive a work order from the County.

How to Register as a County Vendor?

The County's WebVen contains the Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at <http://camisvr.co.la.ca.us/webven/>

Step Four:

Based on the demand of meals and meeting select criteria, restaurants will be allocated clients and meal orders. Initially, the meal orders (your work orders) will be emailed to you. However, we are working towards launching an online portal to access your meal orders.

What Is Expected from Restaurants in Terms of Customer Service?

Please note that the restaurants are required to reach out to their clients to confirm meal and delivery details within 24 hours of receiving the meal order. All communication to customers and client complaints should be handled by the restaurants unless it needs to be escalated to the County.

How Should Restaurants Contact the County?

Any contact regarding the program, contract or any matter relating thereto must be in writing and may be e-mailed as follows: greatplatesrestaurant@wdacs.lacounty.gov

Follow @lacountywdacs on:





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If it is discovered that a Vendor contacted and received information from any County personnel, other than the contact specified above, regarding this solicitation, County, in its sole determination, may disqualify their Statement of Qualification (SOQ) from further consideration.

Webinars to Assist With Contracting Process:

Workforce Development, Aging and Community Services (WDACS) department of LA County will be conducting webinars to help vendors understand the contracting process and answer any questions.

Please continue checking wdacs.lacounty.gov/greatplates for updates.

