

Vendor Question #	Vendor	[INSERT METHOD OF PROCUREMENT] Section	Page #	Question	DCF Response
Question #	Vendor	RFP# SMHTF2019-002FS REFERENCE SECTION	RFP# SMHTF2019-002FS PAGE #	VENDOR QUESTIONS	DCF RESPONSE
1 of 54	Aramark Healthcare Support Services, LLC	Sections 3.5, 3.6; Appendix X, Section 1.4	Page 11; Appendix X, Section 1.4, p. 2	Section 3.6.2 of the RFP identifies the vendor's proposal for purposes of the order of precedence. In accordance with the foregoing, please confirm that a vendor's proposal will be part of the contract document?	With regard to the Order of Precedence, the vendor's proposal to the RFP and any additional submittals may be incorporated into or attached to the contract. However, this incorporation will not change the provisions or order of precedence. The Department's STANDARD CONTRACT will take precedence over the Vendor's proposal and any additional submittals, if incorporated into or attached to the contract.
2 of 54	Aramark Healthcare Support Services, LLC	Sections 2.1, 4.2.2, 5.2, 5.2.1; Appendix III; Appendix V	Pages 6, 13, 18-19; Appendix III, pages 1-5; Appendix V, pages 1-2	There are conflicting provisions in the RFP regarding what constitutes the Mandatory Requirements. Please confirm that the Mandatory Requirements are only those in Appendix V (as referenced in Section 5.2 of the RFP) excluding the portion of Appendix V relating to "tie-breaker" certifications which Appendix III indicates are optional.	The tie breaker certifications are not mandatory requirements.
3 of 54	Aramark Healthcare Support Services, LLC	Section 2.1	Page 6	This section of the RFP indicates that oral presentations by vendors may be permitted as part of the evaluation process. If oral presentations are requested, please identify how the oral presentations will factor into the scoring and evaluation of the proposals as well as the ultimate determination of contract award.	Oral presentations by the vendors will not be permitted as a part of the evaluation process for this RFP.
4 of 54	Aramark Healthcare Support Services, LLC	Sections 2.9.1 and 2.9.4	Page 9	These two provisions of the RFP appear to be in conflict. Section 2.9.1 of the RFP suggests that the Department, in its discretion, "may be not be" evaluate a proposal that is not submitted by the specified date and time. Section 2.9.4, however, states that proposals not received by the specified date and time "will be rejected and returned unopened to the vendor by the Department." Please confirm that any proposals not submitted by the specified date and time will not be evaluated, but will be rejected by the Department.	Refer to section 2.9.4, Receipt Statement.
5 of 54	Aramark Healthcare Support Services, LLC	Sections 2.9.3, 2.11.2, 2.11.5, 5.4.4; Appendix III, certification f.	Pages 9, 10, 21; Appendix III, page 2	There are several places where the RFP references "negotiations" a "negotiation phase" (or the in case of Section 2.11.5, "discussions"). This procurement, however, was issued as a request for proposals, not an invitation to negotiate. The request for proposal process as described in Section 287.057(1)(b), Florida Statutes, does not include negotiations in determining a contract award. Please clarify what is meant by the references to "negotiations" in the RFP.	See addendum #0001: Items 1 thru 5
6 of 54	Aramark Healthcare Support Services, LLC	Section 2.9.3	Page 9	Section 2.9.3 of the RFP mentions the possibility of the Department requesting "supplemental proposals." As this is a request for proposals procurement and not an invitation to negotiate, please clarify under what circumstances, if any, the Department can and would request "supplemental proposals" from one or more vendors.	Please see response to question 5 of 54.
7 of 54	Aramark Healthcare Support Services, LLC	Section 3.3; Appendix XI, Exhibit F	Pages 1q; Appendix XI, page 40	Exhibit F to Appendix XI states that this is a "Fixed Price contract for a period of two (2) years." Does that mean that the price proposed by a vendor for each year of the initial term of the contract must be the same? Or can different prices be proposed for each of the two (2) years of the contract with the amount paid per month during that year being fixed (1/12 of the price proposed for the year) subject to percentage reductions due to changes in the average daily census as reflected in Exhibit F and reductions for staffing vacancies as reflected in Appendix XI, Exhibit C-1.1.5?	See addendum #0001: Item 6
8 of 54	Aramark Healthcare Support Services, LLC	Section 3.4	Page 11	Should the reference to Rule 60A-1030(3), F.A.C. be a reference to Rule 60A-1.031 as Rule 60A-1.030 has been repealed?	See addendum #0001: Item 7
9 of 54	Aramark Healthcare Support Services, LLC	Section 4.2.1; Appendix XI, C-1.16	Page 13; Appendix XI, page 21	This refers to a "program coordinator." Please identify the expected role of the "program coordinator" as referenced in Section 4.2.1.E. and Appendix XI of the RFP.	See addendum #0001: Item 8

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10 of 54	Aramark Healthcare Support Services, LLC	Section 4.2.2; Appendix III	Page 13; Appendix III, pages 1, 4	Section 4.2.2 refers to Certifications (a) through (m) on Attachment III. Although Attachment III references "m. Certification of Qualification" there is no such certification included on Attachment III. Please confirm that the reference to (m) should be eliminated both from Section 4.2.2 and from Attachment III.	The references in subsections 4.2.2.1 -4.2.2.3 are to Appendix III, not Attachment III.
11 of 54	Aramark Healthcare Support Services, LLC	Section 4.2.6; Appendix III, certification f; Appendix VI;	Page 14; Appendix III, pages 1, 2; Appendix VI;	There are inconsistent provisions in the RFP regarding subcontracting. Section 4.2.6 of the RFP (the fourth bullet point at the top of page 16) requires a vendor to provide a detailed description of any work to be subcontracted with information about the qualifications and experience of any proposed subcontractors. The following bullet point, however, states that a vendor can either identify subcontractors or provide its plan and approach to identify, recruit and retain subcontractors. In Appendix III, certification f. also references a vendor identifying subcontractors in its proposal submitted in response to the RFP. Appendix VI, entitled "Subcontractor List" requires a vendor to identify the subcontractors who will perform work under the contract resulting from the solicitation. Please clarify that a Provider may subcontract under the Contract and that any proposed subcontractors must be identified by a vendor in its proposal submitted in response to the RFP.	The fifth bullet in 4.2.6 offers an option for those who cannot fully comply with the phrase "Describing the qualifications and relevant experience of any proposed subcontractors" in the last sentence of the fourth bullet. See also addendum #0001: item # 5.
12 of 54	Aramark Healthcare Support Services, LLC	Section 4.2.6; Appendix III, certification b.; Appendix V	Page 15; Appendix III, page 1; Appendix V, page 1	Item J. on page 15 refers to reservations a vendor must make if it cannot completely certify all of the items in Paragraph 9 of form PUR 1001 (Appendix XII). The Mandatory Certifications, however, that are part of the Mandatory Criteria requires a vendor to "certify acknowledgment [of] all matters set forth in Section 9 of PUR 1001." Accordingly, please clarify whether or not a vendor may make a reservation to anything in Paragraph 9 of PUR 1001.	See addendum #0001: Item 9

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13 of 54	Aramark Healthcare Support Services, LLC	Section 4.2.7	Page 15	Please confirm that the resumes for key leadership personnel do not count toward the two page limit for Tab 6. Also, will the Department consider extending the page limit as it will be difficult to cover all of the information requested in Section 4.2.7 in two pages.	See Addendum #0001: Item 10
14 of 54	Aramark Healthcare Support Services, LLC	Section 4.4.3	Page 17	If there is trade secret information in vendor's Programmatic Proposal, is the vendor required to submit a separately bound hard copy document as well as a separate CD-ROM including the trade secret information in the Programmatic Proposal? Likewise, if there is trade secret information in vendor's Financial Proposal, is the vendor required to submit a separately bound hard copy document as well as a separate CD-ROM including the trade secret information in the Financial Proposal?	See Section 4.4.3
15 of 54	Aramark Healthcare Support Services, LLC	Section 5	Page 18	Please confirm that any meetings where the Secretary confers with any Department personnel in the course of the procurement process will be conducted in accordance with the Sunshine Law, Section 286.011, Florida Statutes, as applicable.	All matters subject to section 286.011, Florida Statutes, will be conducted consistently with that law.
16 of 54	Aramark Healthcare Support Services, LLC	Section 5.3.1	Page 19	How will Criteria #4 be scored? Will the scoring of Criteria #4 include a formula where the lowest proposed budget will receive the total relative value of points and the other proposed budgets will receive a fraction of the total relative value of points based on how they compare to the lowest proposed budget as is done in most request for proposal procurements? Will the scoring of the proposed budget be based on the two year initial term of the contract plus the potential additional renewal period, or just the initial two year term of the contract?	Scored in accordance to Section 5.3.1
17 of 54	Aramark Healthcare Support Services, LLC	Section 5.4.1	Page 22	Section 5.4.1 of the RFP suggests that the Secretary or his designee can make a contract award that is inconsistent with the recommendation and ranking of the proposals by the Department's evaluators. Will the Secretary or his designee independently review and evaluate all proposals submitted in response to the RFP and attend any oral presentations? If not, on what basis would any decision that deviates from the ranking by the Department's evaluators be made?	The Secretary and designee will exercise agency discretion in a manner consistent with law.
18 of 54	Aramark Healthcare Support Services, LLC	Appendix VIII	Appendix VIII, page 1	Is a separate Project Budget Summary form to be included in a vendor's Financial Proposal for each fiscal year for the initial two year term of the contract plus each fiscal year of the potential two year renewal period? Will the evaluation of Cost be based on the Total Project Budget line of the Project Budget Summary Form, and if so, for which years? The Project Budget Summary also indicates it is a "sample format." Please confirm that a vendor must submit its price on the Project Budget Summary form so that the Department can make as close to an "apples to apples" comparison of price as possible.	See addendum #0001: Item 11
19 of 54	Aramark Healthcare Support Services, LLC	Appendix IX	Appendix IX, page 1	It appears that Appendix IX, Proposed Cost Allocation Plan is not applicable to the contract being procured through the RFP. Should it be deleted?	See addendum #0001: Item 12
20 of 54	Aramark Healthcare Support Services, LLC	Appendix XI	Appendix XI, page 18	Contract are not attached to the RFP. Only a cover page for Exhibit A is included. Will Exhibit A in its entirety be provided as part of the RFP specifications?	See addendum #0001: Item 13
21 of 54	Aramark Healthcare Support Services, LLC	Appendix X, Exhibit B, Section B-6.4	Appendix X, page 20	The contract provides that the food delivery system and equipment will become the property of the State at the contract end. Will the Department consider including language in the contract that would allow the Provider to recover its capital expenditures if the contract is terminated by the Department without cause before the end of the initial five year contract term?	No
22 of 54	Aramark Healthcare Support Services, LLC	Appendix X, Exhibit C, Section C-1.1.5	Appendix XI, page 22	This Section of Part II of the Standard Integrated Contract provides for the Provider's monthly payment to be reduced by an amount equal to a vacant position's daily rate of pay plus 30% for benefits, times the number of working days such position remains vacant beyond 30 calendar days. Would the Department consider amending this provision so that the reduction would be based on the vacant position's daily rate of pay plus the actual benefit rate?	No
23 of 54	Aramark Healthcare Support Services, LLC	Appendix XI, Exhibit C, Section C-1.5.1.10	Appendix XI, page 25	This section of Part II of the Standard Integrated Contract refers to acceptance of Provider reports by the Department. Is there a specified time frame within which the Department must accept or reject reports submitted by the Provider?	See Appendix XI, Part II of Standard Contract, page 25

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24 of 54	Aramark Healthcare Support Services, LLC	Appendix XI, Exhibit D, fourth row	Appendix XI, page 26	The Provider is required to submit a monthly report of resident satisfaction survey results. Is there a minimum number of residents that are required to be surveyed each month?	No
25 of 54	Aramark Healthcare Support Services, LLC	Appendix XI, Exhibit D, fourth row Exhibit E, E-1.1	Appendix XI, pages 26, 38	The deliverables in Exhibit D only refer to a resident satisfaction survey. The Minimum Performance Measures in Exhibit E, however, refer to both resident and staff satisfaction surveys. Is the Provider required to only survey residents or residents and staff? Should staff survey results be included in the deliverables in Exhibit D?	Yes, See addendum #0001; Item 14
26 of 54	Aramark Healthcare Support Services, LLC	B-2.2	Exhibit B page 19	Confirm whether all café retail money earned is deposited into FSH's financial account, and that FSH will pay the Welfare Trust Fund directly?	Yes. All monies will be deposited by FSH and split accordingly.
27 of 54	Aramark Healthcare Support Services, LLC	B-2.2	Exhibit B page 19	Can you provide the number of retail transactions per day and the average retail transactions per month?	Average number of transactions per day is 178. Monthly is 3900.
28 of 54	Aramark Healthcare Support Services, LLC	B-2.2	Exhibit B page 19	Can you provide the average check amount spent in the café?	\$3.90
29 of 54	Aramark Healthcare Support Services, LLC	C-1.1	Exhibit C page 22	Can you provide a current FNS department organizational chart?	See attachment
30 of 54	Aramark Healthcare Support Services, LLC	C-1.1	Exhibit C page 22	Can you provide the titles of the employees currently provided by the vendor?	Retail Manager, Chef and Clinical Nutrition Manager
31 of 54	Aramark Healthcare Support Services, LLC	B-3.3	Exhibit B page 20	Is there an employee discount currently in place for the retail location?	No.
32 of 54	Aramark Healthcare Support Services, LLC	C-1.2	Exhibit C page 23	Please confirm that the registered dietitians will continue to be employed by DCF?	Yes.
33 of 54	Aramark Healthcare Support Services, LLC	C-1.1	Exhibit C page 21	What are your annual costs for providing snacks to the residents?	Current snack costs are running approximately between \$75k-\$85k/annually.
34 of 54	Aramark Healthcare Support Services, LLC	C-1.1	Exhibit C page 21	What are your annual costs for floor stocks provided on the resident floors?	This is a difficult figure to capture due to FSH now supplying items that in the past were supplied by the vendor. The living areas should have minimal stocks, if any, on the living area. Mainly beverages for patients.
35 of 54	Aramark Healthcare Support Services, LLC	C-1.1	Exhibit C page 21	What are your annual costs for nourishments provided to the residents?	Any extra food items served with the scheduled meal are considered nourishments. These items run between \$10k-\$12k annually.
36 of 54	Aramark Healthcare Support Services, LLC	Section 2.5	Page 7 of 36	In lieu of the holiday season, is the DCF willing to move the announce date to earlier in December?	No
37 of 54	Aramark Healthcare Support Services, LLC	C-1.1	Exhibit C page 22	What is the current vacancy rate for hourly employees, and a list of the positions that are vacant?	As of 11/6/2018 there were 10 positions vacant. Dietitian - 2, Senior Motor Vehicle Operator - 3, Food Support Worker - 4, Dietetic Technician - 1.
38 of 54	Aramark Healthcare Support Services, LLC	C-1.1	Exhibit C page 22	What is the current vacancy rate for the supervisory positions?	As of 11/6/2018 there were 2 positions vacant.
39 of 54	Aramark Healthcare Support Services, LLC	C-1	Exhibit C page 21	How many days' worth of prepared meals does the current provider have on hand upon contract inception date?	Currently we operate on a 7 day stock of prepared food in our Food Bank. The production area prepares food daily.
40 of 54	Aramark Healthcare Support Services, LLC	B-2.1	Exhibit B page 19	Is there a resident rounding tool used?	Yes, see attachment.
41 of 54	Aramark Healthcare Support Services, LLC	B-2.1	Exhibit B page 19	How is the quality of the food currently measured?	See attachment.
42 of 54	Aramark Healthcare Support Services, LLC	C-1.18	Exhibit C page 21	Can we get a list of the current food inventory on hand?	See attachment.
43 of 54	Aramark Healthcare Support Services, LLC	Section 2.5	Page 7 of 36	If a new provider is awarded the business, will the new provider be allowed onsite to assess department prior to the January 1 st start date?	Yes
44 of 54	Aramark Healthcare Support Services, LLC	C-1.5.1.5	Exhibit C page 25	Who manages the contract for insects/pests in the kitchen?	Aramark POM
45 of 54	Aramark Healthcare Support Services, LLC	B-6	Exhibit B page 20	Will DCF be responsible for all kitchen related repairs?	See Exhibit B, B-6
46 of 54	Aramark Healthcare Support Services, LLC	C-1.1	Exhibit C page 22	Can you please provide a copy of the employee regulations?	Employee Regulations can be accessed at the following web link. https://www.dcf.state.il.us/admin/publications/docs/CFP-xx%20Pamphlets/CFP%20060-1,%20Employee%20Handbook.pdf
47 of 54	Aramark Healthcare Support Services, LLC	B-2.3	Exhibit B page 19	What percentage of residents are on a special diet and can you please provide the breakdown?	As of 11/14/2018, 255 Residents on Modified diets. Chopped - 129, Mechanical soft - 65, Finger Foods - 4, Ground - 17, Puree - 40, Kosher - 1, Participation in Ramadan - 5.

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48 of 54	Aramark Healthcare Support Services, LLC	C-1.5.1.5	Exhibit C page 25	Can you please provide the results from the last regulatory inspection done for the FNS department at DCF?	See attachment.
49 of 54	Aramark Healthcare Support Services, LLC	B-2.2	Exhibit B page 19	Can you please clarify the provision on the FSH Trust? Are all funds over \$200K deposited back in the FSH Trust and then the provider is paid 55% of the funds by DCF?	All funds over \$200k will be split between the Welfare Trust Fund (WTF) directly benefitting FSH patients, and the vendor. The WTF will receive 45%; the vendor will receive 55% from FSH.
50 of 54	Aramark Healthcare Support Services, LLC	B-3.1	Exhibit B page 19	Will DCF provide a deep clean of the kitchen spaces prior to the January 1 st start date?	Yes
51 of 54	Morrison Healthcare	B-1	19	Will the Vendor be required to provide special functions and/or caterings? If so, will the Vendor or FSH be responsible for costs?	No.
52 of 54	Morrison Healthcare	B- 2.2	19	The Vendor is expected to contribute \$200,000 annually of meal sales. Will café sales be credited against contractual food cost dollars or is this to come out of DCF food budget?	Of all meal sales, \$200k will be deposited directly to FSH. All funds over \$200k will be split between the Welfare Trust Fund (WTF) directly benefitting FSH patients, and the vendor. The WTF will receive 45%; the vendor will receive 55% from FSH.
53 of 54	Morrison Healthcare	B-2.4	19	Will FSH be responsible for the ordering & payment of the following items: supplements, chemicals & paper?	Yes.
54 of 54	Morrison Healthcare	B - 6 and B - 6.1	20	The section states that the Department of Children and Families is responsible for supplying all equipment necessary to perform food services. Yet, it also states the Provider will be responsible for providing and maintaining an updated food delivery system. Will this cost be passed back to DCF for equipment purchase and maintenance?	Yes. Any equipment purchased will be bought and owned by FSH.

