

RFP SMHTF 2018-001  
Written Inquiry Response

Vendor Question #	Vendor	[INSERT METHOD OF PROCUREMENT] Section	Page #	Question	DCF Response
QUESTION #	VENDOR	RFP# SMHTF 2018-001 REFERENCE SECTION	RFP# SMHTF 2018-001 PAGE #	VENDOR QUESTIONS	DCF RESPONSE
1 of 110	Morrison Healthcare	No reference to RFP – Given that all costs, including labor, are in scope for the chosen vendor, additional information is required		Which facilities have unionized employees?	All three facilities
2 of 110	Morrison Healthcare	No reference to RFP – Given that all costs, including labor, are in scope for the chosen vendor, additional information is required		Are all hourly associates State employees?	All Food Service employees of the three facilities are State employees, except the three contract employees that manage the FSH facility. All employees are paid salaries bi-weekly.
3 of 110	Morrison Healthcare	No reference to RFP – Given that all costs, including labor, are in scope for the chosen vendor, additional information is required		When can we have copies of CBA(s)?	Link to the Collective Bargaining Agreements at the Department of Management Services (DMS) web-site: <a href="https://www.dms.myflorida.com/workforce_operations/human_resource_management/collective_bargaining">https://www.dms.myflorida.com/workforce_operations/human_resource_management/collective_bargaining</a>
4 of 110	Morrison Healthcare	No reference to RFP – Given that all costs, including labor, are in scope for the chosen vendor, additional information is required		What is the hourly average wage at each facility?	Not necessary for response to this RFP.
5 of 110	Morrison Healthcare	No reference to RFP – Given that all costs, including labor, are in scope for the chosen vendor, additional information is required		What are the FTE counts at each facility?	FSH- 76 FTE's plus three management staff paid by contract, NEFSH-61, NFETC-17
6 of 110	Morrison Healthcare	No reference to RFP		What EMR is used at each facility?	None of the facilities have an Electronic Medical Record System.
7 of 110	Morrison Healthcare	Appendix X B 3.3	19	How many people are served daily in the café's?	FSH-464, NEFSH-13, NFETC-105
8 of 110	Morrison Healthcare	Appendix X C 1.3	21	What does the evening snack consist of?	The evening snack for most residents (70%) consists of a dietitian approved snack and thirty percent of the residents receive doctor ordered snacks

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9 of 110	Valley Services	Appendix X; Exhibit B-1	19	Will the vendor be responsible to purchase the "three months" of inventory? What is the value at each of the three locations?	Refer to Exhibit C - Task List, See C-1.19
10 of 110	Valley Services	Appendix X; Exhibit B-1	19	Will the contractor be required to provide floor stock at any locations? If floor stock is to be required please provide a list of items and locations.	Refer to Exhibit B - Scope of Work, See B-3.2
11 of 110	Valley Services	Appendix X; Exhibit B-1	19	For safety reasons, must all utensils be disposable at all locations?	Yes
12 of 110	Valley Services	Appendix X; Exhibit B-1	19	Please provide the number of physician ordered snacks at each location (not to include the required evening snack)	Thirty Percent of Residents receive doctor ordered snacks. FSH-322, NEFSH 183, NFETC-53

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13 of 110	Valley Services	Appendix X; B-2	19	How is the annual fiscal budget divided amongst facilities? Please provide a copy of FY17 year-end budget actuals, and FY18 current annual budget with year to date actuals for each facility.	<p>1. FY 16/17 <b>NEFSH</b>-\$3,579,243.27    <b>NFETC</b>-\$893,108.17 <b>FSH</b> \$6,220,359.72</p> <p>2. FY 17/18 <b>NEFSH</b>-\$3,675,934.84 <b>NFETC</b>-\$1,067,506.56 <b>FSH</b> \$5,908,075.14</p> <p>3. YTD <b>NEFSH</b>-\$ 2,209,324.98 <b>NFETC</b>-\$516,059.41                      <b>FSH</b> \$2,841,793.47</p>
14 of 110	Valley Services	Appendix X; B-3	19	Please provide a document detailing service locations for each of the three campuses including meal service times.	<p>This information is accessible via the following link:  <a href="http://www.myflfamilies.com/event/solicitation-conference-vendors-review-rfp-smhtf-2018-001-provision-food-services-state-ment-0">http://www.myflfamilies.com/event/solicitation-conference-vendors-review-rfp-smhtf-2018-001-provision-food-services-state-ment-0</a></p>
15 of 110	Valley Services	Appendix X; B-3	19	What was the participation (number of employees) for breakfast and lunch in the cafeteria for staff at each facility for each of the last 3 years? Please provide the last 3 years of retail revenue at each cafeteria? Please provide broken out by facility.	<p>FSH averages 387 walk-in customers per day for the breakfast and lunch meals together. Twenty five percent those customers are served at breakfast and 75% at lunch; 20% of customers buy a meal for an additional person resulting in an estimated 464 staff meals served daily. NFETC averages 105 customers per day and NEFSH averages 13 customers per day.</p> <p>FY 16/17: FSH - \$261,303.71; NEFSH - \$9,416.32; NFETC - \$46,520.80</p> <p>FY 15/16: FSH - \$272,113.34; NEFSH - \$19,020.44; NFETC - \$36,598.10</p> <p>FY 14/15: FSH - \$269,912.37; NEFSH - \$13,798.08; NFETC - \$29,174.62</p>

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16 of 110	Valley Services	Appendix X; B- 4.3	19	Please provide a list of modified diets served at each location and the number of patients receiving each diet order, please include number of patients receiving thickened liquids. How many patients receive a double diet order or physician ordered extra food on meal trays?	<p>FSH: High Protein/High Calorie –17 residents, 1500 calorie – 3 resident, 2000 calorie –163 residents, 2500 calorie–112 residents, Rena –5 residents, Low Fat/Low cholesterol– 43 residents, Chopped –114 residents, Mechanical Soft – 50 residents, Ground – 18 residents, Pureed – 38 residents, Vegetarian – 11 residents, High Fiber – 160 residents ,No added salt – 99 residents, Full Liquid – 0 residents, Clear Liquid – 0 residents, Thickened Liquids – 45 residents , Double Portions – 5 residents.</p> <p>NEFSH: Regular - 203, Regular double portions - 12, Regular chopped - 21, Mechanical - 29, Mechanical double portions - 7, Vegetarian - 25, Vegetarian chopped - 2, Vegetarian mechanical - 2, Puree - 17, Puree double - 2, Puree heart healthy - 6, Heart Healthy - 90, Heart healthy chopped - 23, Heart healthy mechanical - 26, 1500 calorie - 3, 1500 calorie chopped - 2, 1500 calorie mechanical - 1, 1800 calorie - 19, 1800 calorie chopped - 4, 1800 calorie mechanical - 6, 2000 calorie - 30, 2000 calorie chopped - 1, 2000 mechanical - 2, 2200 calorie - 15, 2200 calorie chopped - 2, 2200 calorie mechanical - 5, 2400 calorie - 5, 2400 calorie chopped - 2, 2400 calorie mechanical - 6, Renal 80gm protein - 3, Renal 60gm protein - 1, Renal 40gm protein - 1, Renal 40 gm protein chopped - 1 At NEFSH all pureed diets receive thickener in their liquids - total of 25. All double portions listed above total 21.</p> <p>NFETC: Lacto Ovo Vegetarian - 11, 1800 calorie carb consistent - 10, 2100 calorie carb consistent - 3, 2400 calorie carb consistent - 3, no concentrated sweets - 4, Kosher - 1, Dysphagia - 1 Double portions - 1</p>
17 of 110	Valley Services	Appendix X; B-6	20	Are the State-owned delivery trucks for use by the vendor? If so, is the State responsible for repair and replacement? Is the fuel for delivery trucks provided by the state? If provided by vendor can the trucks be removed from the premise?	The trucks owned by the state, currently assigned for food delivery, will be available for use by the Vendor. The State will provide fuel for those trucks and maintain them.
18 of 110	Valley Services	Appendix X; B-6	20	Will the current carts (insulated and non-insulated) remain onsite? Will the vendor be responsible for replacing and repairing?	In aid of the contractor's duties under Exhibit B, B-3.2 and B-6.2, The carts will remain onsite and available for use by the contractor. The state will neither replace nor repair the carts.
19 of 110	Valley Services	Appendix X; B-6	20	Is the current smallwares inventory, i.e. pots, pans, utensils, etc..., owned by the state at all three locations? Is the replacement cost of these items the responsibility of the vendor?	In aid of the contractor's duties under Exhibit B, B-3.2 and B-6.2, The smallwares will remain onsite and available for use by the contractor. The state will neither replace nor repair the smallwares. Refer to the answer for question 22 of 110.

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20 of 110	Valley Services	Appendix X; B-6	20	Does the state own all Point of Sale (POS) registers? What functions other than cash collection are they capable of performing, i.e. credit card, debit card, payroll deduction...?	The State owns the equipment and leases the lines at Florida State Hospital. The current FSH POS processes credit cards and debit cards. NEFSH and NFETC do not have the capability of accepting debit and credit card payments.
21 of 110	Valley Services	Appendix X; B-6.3	20	What is the hospital information system that food service will be required to integrate with?	Florida State Hospital currently utilizes Health Care Systems (HCS) to maintain resident location. North East Florida State Hospital and North Florida Evaluation and Treatment Center use Home Grown ADT applications.
22 of 110	Valley Services	Appendix X; C-1.2	21	Please provide a list of capital kitchen equipment for each facility and include the following information: * Condition, *Age, *Repair Needs, *Natural gas or electric, *Generator Status, *Leased or owned. Will all equipment remain onsite? Whoe is responsible for repairs or equipment?	The information available is found using the following link. <a href="http://www.myflfamilies.com/event/solicitation-conference-vendors-review-rfp-smhtf-2018-001-provision-food-services-state-ment-0">http://www.myflfamilies.com/event/solicitation-conference-vendors-review-rfp-smhtf-2018-001-provision-food-services-state-ment-0</a>  See Also Exhibit B, B-6
23 of 110	Valley Services	Appendix X; C-1.3	21	What are the daily nutritional requirements of the regular diet served to patients? What are the requirements of the evening snack? In addition please provide a copy of the current cycle menus at each location.	A few are on high calorie diets but most are on a specified level of calories diets and more than a third of the residents are texture and content controlled diets. The evening snack for most residents (70%) consists of a graham cracker or saltine type cracker and juice. Thirty percent of the residents receive a doctor ordered snack. Menus are available via the following link: <a href="http://www.myflfamilies.com/event/solicitation-conference-vendors-review-rfp-smhtf-2018-001-provision-food-services-state-ment-0">http://www.myflfamilies.com/event/solicitation-conference-vendors-review-rfp-smhtf-2018-001-provision-food-services-state-ment-0</a>
24 of 110	Valley Services	Appendix X; C-1.3	21	Please provide a list of supplements (Ensure, etc.) used at each facility including usage amounts.	Ensure & Ensure Plus (Vanilla, Chocolate, Strawberry), Glucerna Shake, Glucerna 1.2, Two Cal HN, Juven (Orange or Fruit Punch), Jevity 1.5, Nepro, Ensure Clear (Apple, Mixed Berry), Suplena, Boost and Boost Plus. Usage amounts are not available.
25 of 110	Valley Services	Appendix X; C-1.9	21	Are updates to the physical environment to be included in rate? Are there current updates requested by each facility?	Q1. Yes Q2. No
26 of 110	Valley Services	Appendix X; C-1.10	21	How many Registered Dietitians are currently employed at each location? Please include employment status PRN, FT, PT	FSH has 5 dieticians and one supervising Dietician, NEFSH has 3 dieticians, NFETC has one dietician.
27 of 110	Valley Services	Appendix X; C-1.16	21	Is it acceptable for a strong/comprehensive food safety plan other than HACCP to be implemented? Must the comprehensive food safety plan be HACCP?	Q1. No Q2. Yes
28 of 110	Valley Services	Appendix X; C-1.18	22	Who is responsible for cleaning patient service areas/dining areas?	Cleaning of the patient meal serving areas on the units is the responsibility of hospital staff. Cleaning of the cafeterias and central kitchen will be the Vendor's responsibility.

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29 of 110	Valley Services	Appendix X; C-2.1	22	Please provide a list of all current employees and open positions at each facility, as well as total FTES'S. Include: *Hire dates, *Current rates of pay, *Job Title	FSH has 76 full time employees and 3 contract management supervisors, NEFSH has 61 FTE's and NFETC has 17 FTE's. There are currently 13 positions vacant at the three facilities. Salaries by position type are as follows: Dietician -\$22.86/ hour, Food Service Director II - \$14.78, Asst. Food Service Director- 12.78, Dietetic Technician - \$12.22, Food Service Administrator- 12.03, Food production Supervisor- 10.94, Food Support Worker- 10.16, Driver- 10.10, Support Service Aide- 9.08.
30 of 110	Valley Services	Appendix X; C-2.1.1	22	Do current employees need to participate in the background screening process?	Current employees will need to be rescreened prior to hire, but will not require the one week training.
31 of 110	Valley Services	Appendix X; C-2.1.3	22	What is the length of the hospital orientation program that contract employees must attend? Will completion of this orientation be required before start date of all employees?	All employees, contract staff included, are required to complete new employee orientation prior to reporting to their assigned work area. The length of training for support staff is four days.
32 of 110	Valley Services	Appendix X; C-2.1.6	22	Please clarify which positions would require "ServSafe" certification.	All supervisory staff, including the Food Service Director, Assistant Food Service Director and the Dietitian Director.
33 of 110	Valley Services	Appendix X; C-2.1.9	22	Please clarify the intent of Appendix X; C-2.1.9.	Please read C-2.1.9 together with C-2.1.7 and C-2.1.8.
34 of 110	Valley Services	Request for Proposal, Section 5.1	20	Please provide the names and titles of the members of the evaluation committee.	Proposed Evaluators are: Diana Nielsen, Financial Services Director, NEFSH & NFETC; Ricky Smith, Systems Project Administrator; Wesley Pelham, IT Director, Linda G. Williams, NEFSH Assistant Administrator, Carol Scholl, NFETC Assistant Administrator; Tony Reed, Assistant Administrator, FSH.
35 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	B-1.1.3	19	Current operations utilize state employees to order, receive, warehouse and deliver food and supply items from warehouse to central kitchen facility. Will state employees continue be used for these functions?	No
36 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	B-1.1.3	19	Will warehouse space currently used for storage of food supplies continue to be available for use by food vendor?	Yes
37 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	B-1.1.4	19	Current operations as two facilities have Dietitian personnel employed as state employees assigned to Hospital/Medical departments. Will current state employed Dietitians remain state employees or should they be added to food vendor staff?	All functions required by B-1.1.4 and C-1.10 must be staffed per C-2.1 and C-2.1.1

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38 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	B-1.1.4	19	What is the total number of Dietitian FTE's by facility currently employed by the State of Florida?	FSH has 5 dieticians and one supervising Dietician, NEFSH has 3 dieticians, NFETC has one dietician.
39 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	B-1.1.4	19	What is the estimated number of monthly admissions for FY 2018?	FSH-74, NEFSH-49, NFETC-24
40 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	C-1.1	21	What were the expenditures by facility for food/snack items/nourishments during FY 2017?	<b>NEFSH</b> -\$1,313,400.00 <b>NFETC</b> -\$376,569.00 <b>FSH</b> \$1,894,906.00
41 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	C-1.1	21	What were the expenditures by facility for disposable wares during FY 2017?	This includes all food preparation supplies including trays, silverware, and disposables: <b>NEFSH</b> -\$171,268.03 <b>NFETC</b> -\$32,019.68 <b>FSH</b> \$562,325.98
42 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	C-1.1	21	What were the expenditures by facility for chemical supplies during FY 2017?	This includes all chemicals and cleaning supplies: <b>NEFSH</b> -\$53,847.67 <b>NFETC</b> -\$2,617.63 <b>FSH</b> \$21,395.50
43 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	C-1.1	21	What was the average census by facility for FY 2017?	The average daily census for November was 1851 (FSH-972+ DDDP @FSH-90, NEFSH-588, NFETC-201. The average daily census for the last six months was 1,820 (FSH-956+DDDP @ FSH-89, NEFSH-580, NFETC-195.
44 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	C-1.3	21	How many diet orders for 'large/double portions' were made for FY 2017?	Information responding to this question is not collected by the facilities.
45 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	C-1.3	21	How many 'Food for Unit Functions' occurred by facility during FY 2017?	The units average two special functions a month.

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46 of 110	Lakeview Center, Inc., dba Global Connections of Employment (GCE)	C-2.1	22	How many total state employees are currently employed in food services at each location?	FSH- 76 FTE's plus three management staff paid by contract, NEFSH-61, NFETC-17
47 of 110	Lakeview Center, Inc., dba Global Connections of Employment	C-2.1	22	How many state employees are currently employed as cooks in each location?	FSH-16 , NEFSH-15, NFETC-4
48 of 110	Lakeview Center, Inc., dba Global Connections of Employment	C-2.1	22	How many state employees are currently employed as supervisors at each location?	FSH-10 Employees and 3 contract supervisors, NEFSH-9 and NFETC-1.
49 of 110	Aramark Healthcare Support Services, LLC	Sections 3.5, 3.6; Appendix IX, Section 1.4	Page 13; Appendix IX, 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 INTEGRATED CONTRACT will take precedence over the Vendor's proposal and any additional submittals, if incorporated into or attached to the contract.
50 of 110	Aramark Healthcare Support Services, LLC	Section 1.3	Page 4	Section 1.3 of the RFP states that the contract may be renewed for a period "not to exceed (5) years" and that any renewal may not "exceed 10% of the initial annual contract amount." Please confirm how the 10% will be calculated? Will this be on a per fiscal year basis and, if so, must the contract amount for each of the first five years of the contract be the same each year? Or will the 10% for the renewal period be based on the assumption that the renewal will be for a full period of five (5) years and the price of such five (5) year renewal period will be compared to the price for the entire initial (5) year contract term?	Please see addendum #0006, Item 6.
51 of 110	Aramark Healthcare Support Services, LLC	Sections 2.1, 4.2.2, 5.2, 5.2.1; Appendix III; Appendix V	Pages 7, 15, 20; 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.
52 of 110	Aramark Healthcare Support Services, LLC	Section 2.1	Page 7	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.

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53 of 110	Aramark Healthcare Support Services, LLC	Section 2.5	Page 9	Will the Evaluation Team Initial Meeting currently scheduled for February 23, 2018 be a public meeting as it not noted with an asterisk, but it appears that it should be a public meeting?	Yes
54 of 110	Aramark Healthcare Support Services, LLC	Sections 2.9.1 and 2.9.4	Pages 10, 11	These two provisions of the RFP appear to be in conflict. Section 2.9.1 of the RFP suggests that the Department may, in its discretion, evaluate proposal that are 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.
55 of 110	Aramark Healthcare Support Services, LLC	Sections 2.9.3, 2.11.2, 2.11.5, 5.4.4; Appendix III, certification f.; Appendix X, Exhibit C, Section C-2.1	Pages 11, 12, 22 ; Appendix III, page 2; Appendix X, page 22	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.	Please refer to addendum #0006, Items 1., 2., 9., 10., 12., 16., 18., AND 19.
56 of 110	Aramark Healthcare Support Services, LLC	Section 2.9.3	Page 11	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 55 of 110.
57 of 110	Aramark Healthcare Support Services, LLC	Sections 3.2, 3.6.1, 4.2.4, 4.2.6, 4.2.6	Pages 12, 13, 15, 16, 17	There are conflicting provisions throughout the RFP regarding what constitutes the Department's Standard Integrated Contract. Please confirm that the second Appendices IX (there are two Appendix IXs in the RFP) and Appendix X, collectively, comprise the entire Standard Integrated Contract with Appendix IX containing Part I of the Standard Integrated Contract, and Appendix X containing Part II of the Standard Integrated Contract.	Yes. See addendum #0006, Item 13.
58 of 110	Aramark Healthcare Support Services, LLC	Section 3.3; Appendix X, Exhibit F	Pages 12; Appendix X, page 42	Exhibit F to Appendix X states that this is a "Fixed Price contract for a period of five (5) 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 first five (5) 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 X, Exhibit C-2.1.8?	See addendum #0006, Item 6.

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59 of 110	Aramark Healthcare Support Services, LLC	Section 3.4	Page 12	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 #0006, Item 3.
60 of 110	Aramark Healthcare Support Services, LLC	Section 4.2.1	Page 15	This refers to a "program coordinator." Please identify the expected role of the "program coordinator" as referenced in Section 4.2.1.E. of the RFP. Is the "program coordinator" the same as the "director" described in Appendix X, Exhibit C, Section C-2.2.1?	See addendum #0006, Item 4.
61 of 110	Aramark Healthcare Support Services, LLC	Section 4.2.2; Appendix III	Page 15; 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.
62 of 110	Aramark Healthcare Support Services, LLC	Section 4.2.6; Appendix III, certification f; Appendix VI; Appendix IX, Section 4.3.6; Appendix X Exhibit C, Section C-2.3	Page 16; Appendix III, pages 1, 2; Appendix VI; Appendix IX, page 5; Appendix X, page 23	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. Section 4.3.6 of Part I of the Integrated Standard Contract (Appendix IX), however, includes a box checked stating that: "The Provider is prohibited from subcontracting under this Contract." Section C-2.3 of Part II of the Standard Integrated Contract, in contrast, provides that subcontracting is permitted if approved in writing by the Department. 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 #0006, Item 14.

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63 of 110	Aramark Healthcare Support Services, LLC	Section 4.2.6; Appendix III, certification b.; Appendix V	Page 17; Appendix III, page 1; Appendix V, page 1	Item J. at the top of page 17 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 #0006, Item 11.
64 of 110	Aramark Healthcare Support Services, LLC	Section 4.2.7	Page 17	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 #0006, Item 5.
65 of 110	Aramark Healthcare Support Services, LLC	Section 4.3.3	Page 18	Section 4.3.3 of the RFP refers to "available funding projections." Are there available funding projections for the contract to awarded arising out of the RFP?	See Appendix X, Standard Integrated Contract 2016, Exhibit B Scope of Work, Section B-2.
66 of 110	Aramark Healthcare Support Services, LLC	Section 4.4.3	Pages 18, 19	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
67 of 110	Aramark Healthcare Support Services, LLC	Section 5	Page 19	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.
68 of 110	Aramark Healthcare Support Services, LLC	Section 5.3.1	Page 20	How will Financial Stability be evaluated and scored considering that the RFP does not appear to request information regarding a vendor's Financial Stability?	Respondent's replies should take in account Section 5.1 Selection Criteria - Fourth Bullet and 5.3.1 scoring by evaluators and place relevant information in Tab 1, See 4.3.2.1.
69 of 110	Aramark Healthcare Support Services, LLC	Section 5.3.1	Page 20	How will the Cost Proposals be scored? Will the scoring of the Cost Proposals be based on a formula where the lowest Cost Proposal will receive the total relative value of points and the other Cost Proposals will receive a fraction of the total relative value of points based on how they compare to the lowest Cost Proposal as is done in most request for proposal procurements? Will the scoring of the Cost Proposals be based on the five year initial term of the contract plus the potential additional five year renewal period, or just the initial five year term of the contract?	Scored in accordance to Section 5.3.1

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70 of 110	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.
71 of 110	Aramark Healthcare Support Services, LLC	Section 5.4.1	Page 22	Section 5.4.1 of the RFP refers to the Secretary or his designee making a contract award decision based on a determination of "best value." Unlike an invitation to negotiate (see Section 287.057(1)(c)4., Florida Statutes), however, a decision in a request for proposals under Section 287.057(1)(b), Florida Statutes, is not based on best value. Instead the contract must be awarded "to the responsible and responsive vendors who proposal is determined to be most advantageous to the state, taking into consideration the price and other criteria set forth in the request for proposals." If the Secretary or his designee is to determine "best value" how will that determination be made and how will it comply with Section 287.057(1)(b) governing request for proposal procurements?	See addendum #0006, Item 9.
72 of 110	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 five year term of the contract plus each fiscal year of the potential five 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 #0006, Item 6.
73 of 110	Aramark Healthcare Support Services, LLC	Appendix IX	Appendix IX, page 1	Note that there are two Appendix IXs. One is the Proposed Cost Allocation Plan and the other is Part I of the Standard Integrated Contract. It appears that the first Appendix IX, Proposed Cost Allocation Plan is not applicable to the contract being procured through the RFP. Should it be deleted?	See addendum #0006, Item 13.
74 of 110	Aramark Healthcare Support Services, LLC	Appendix X	Appendix X, page 18	The provisions in Exhibit A – Special Provisions of the Standard Integrated 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 #0006, Item 15.
75 of 110	Aramark Healthcare Support Services, LLC	Appendix X, Exhibit B, Section B-1, Exhibit C, Section C-1.1, Exhibit D, #1	Appendix X, pages 19, 21, 26	The introductory sentence of Section B-1 refers to 1,880 residents (as does Section C-1.1 of Appendix X). Elsewhere (including in Section B-4 on the same page) the RFP refers to a total of 1,800 residents. Exhibit – D Deliverables in Appendix X refers to approximately 1870 residents. Please confirm the current number of residents at the Hospital.	The current census as of today, 02/19/2018 is 1881.

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76 of 110	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
77 of 110	Aramark Healthcare Support Services, LLC	Appendix X, Exhibit B, Section B-7.2	Appendix X, page 20	Section B-7.2 of the contract indicates that the renewal price may be renegotiated at the time of contract renewal. Florida case law, however, provides that inclusion of a renewal price in a proposal is a condition of contract renewal. <i>Xerox State &amp; Local Solution, Inc. v. Dep't of Revenue</i> , 187 So. 3d 386 (Fla. 1 <sup>st</sup> DCA 1986). Accordingly, please confirm that a vendor must include in its proposal its renewal price for the entire potential five year renewal term.	See addendum #0006, Item 6.
78 of 110	Aramark Healthcare Support Services, LLC	Appendix X, Exhibit C, Section C-2.1.8	Appendix X, 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
79 of 110	Aramark Healthcare Support Services, LLC			Will the Department make available to prospective Proposers a copy of the Department's current food service contract for the Hospital?	Florida State Hospital is the only Facility that has a Food Service contract in place. The contract is public record and can be accessed via FACTS. <a href="https://facts.fldfs.com/Search/ContractSearch.aspx">https://facts.fldfs.com/Search/ContractSearch.aspx</a>
80 of 110	Aramark Healthcare Support Services, LLC	Appendix X, Exhibit C, Section C-2.5.13	Appendix X, 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 IX, CF Standard Integrated Contract 2016, Section 3.1
81 of 110	Aramark Healthcare Support Services, LLC	Appendix X, Exhibit D, #4	Appendix X, page 26	The Provider is required to submit a monthly report of resident satisfaction survey results. Is there are minimum number of residents that are required to be surveyed each month?	See addendum #0006, Item 21.
82 of 110	Aramark Healthcare Support Services, LLC	Appendix X, Exhibit D, #4, Exhibit E, E-1.1	Appendix X, pages 26, 40	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 require to only survey residents or residents and staff? Should staff survey results be included in the deliverables in Exhibit D?	See addendum #0006, Item 22.
83 of 110	Aramark Healthcare Support Services, LLC	Exhibit B2	19	Request detail of current FY2017/18 budget for all three sites combined, including individual budgets per campus; and are there any costs outside of \$10,651,516.54 that would be included in this contract?	The budget is \$10,651,516.54, this number is inclusive.

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84 of 110	Aramark Healthcare Support Services, LLC	Exhibit C2.1.1	22	Request current staffing models for all three sites.	Not necessary for response to this RFP
85 of 110	Aramark Healthcare Support Services, LLC	Exhibit C, 1-7		RFP states bagged lunches for off-campus residents – how many per day and at what site?	Per FY 16-17 on average - FSH-160 monthly, NEFSH-50 monthly, NFETC-44 monthly.
86 of 110	Aramark Healthcare Support Services, LLC	Appendix X, C.1.8		Request the past year's Retail/Staff Dining sales numbers from all 3 sites	FY 16/17: FSH - \$261,303.71; NEFSH - \$9,416.32; NFETC - \$46,520.80
87 of 110	Aramark Healthcare Support Services, LLC	Appendix IX	1	Is maintenance for the Food Service equipment included in the capped fee?	Though we do not understand "capped fee", maintenance for the food service equipment not already on site is the responsibility of the provider.
88 of 110	Aramark Healthcare Support Services, LLC	Appendix X, C-1.11 to 1.13	21	Is there a specific resident rounding tool used? What is the current resident and staff satisfaction? Who conducts staff and patient satisfaction surveys?	Q1. There is no single specific rounding tool. Q2. We do not have that information available to us. Q3. Surveys are conducted by the Food Services Department.
89 of 110	Aramark Healthcare Support Services, LLC	Appendix X,	21	How is the quality of the food currently measured?	Quality of food is currently measured by resident satisfaction surveys, tray audit by dietitians, audits by hospital quality assurance staff.
90 of 110	Aramark Healthcare Support Services, LLC	Appendix X, B-6.3		What are each of the patient service hospital interface systems at each site?	None of the facilities have an Electronic Medical Record, and there is no HL7 interface available to communicate this information. Residential and staff information are stored in SQL servers. State IT staff will work with the vendor to ensure they have the information needed and integration.
91 of 110	Aramark Healthcare Support Services, LLC			Does the hospital own and repair the delivery trucks?	Refer to response to question 17 of 110.
92 of 110	Aramark Healthcare Support Services, LLC			Does current provider meet with stakeholders on a quarterly basis to align goals and ensure client outcomes are met?	We do not have a current Provider.
93 of 110	Aramark Healthcare Support Services, LLC			At NE, do the residents in the living areas eat in two shifts?	Staggered Meal times, 2 dorms eating in the first 45 minute window, and 2 dorms starting 15 minutes later, 8 dorms starting 15 minutes later and 7 dorms starting 15 minutes later.

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94 of 110	Aramark Healthcare Support Services, LLC			How many hospital employees do you have on each campus?	As of 1-12-2018, FSH Campus-1687 employees, 195 contract employees, other state agencies – 287, NFETC-388 employees, NEFSH-1,033.5 employees.
95 of 110	Aramark Healthcare Support Services, LLC			How many Food Service employees do you have on each campus?	Refer to response to question 5 of 110.
96 of 110	Aramark Healthcare Support Services, LLC	C-2.1.1	22	Is there an expectation regarding the salaries, wages or benefits that a Provider would offer to any current employees of the Hospital's food Service Department that are transitioned to become employees of the provider?	No.
97 of 110	Aramark Healthcare Support Services, LLC	B-3.3	19	Request current annual retail revenue for all three sites. Are the Food Service Costs in the FY2017-18 budgeted operational costs net of retail revenue? Please clarify that current retail prices include labor and direct costs.	Q 1. FY 16/17: FSH - \$261,303.71; NEFSH - \$9,416.32; NFETC - \$46,520.80 Q 2. Yes Q 3. Yes
98 of 110	Aramark Healthcare Support Services, LLC	B-2	19	Request information regarding the hospital's food service operations including the most recent 30 day patient menu, snack menu, retail menu and cost per item, breakdown of current food cost, tray cost, annual cost of special functions, and the annual cost of snacks.	The requested information is not available in the specificity asked. However, the current menus are found at: <a href="http://www.myflfamilies.com/event/solicitation-conference-vendors-review-rfp-smhtf-2018-001-provision-food-services-state-ment-0">http://www.myflfamilies.com/event/solicitation-conference-vendors-review-rfp-smhtf-2018-001-provision-food-services-state-ment-0</a>
99 of 110	Aramark Healthcare Support Services, LLC	B-1.1.1	19	Will the allowable cost for retail staff meals include all costs of production, supplies and labor?	While we do not understand "allowable cost", refer to Appendix X Standard Integrated Contract 2016, Exhibit B - Scope of Work, section B-1.1.1.
100 of 110	Aramark Healthcare Support Services, LLC			Will the Department provide to prospective Proposers a "Unit Meals and Docking Stations" chart as provided on the Main Campus site tour for the other two campuses?	Docking stations are not used at the other two facilities.
101 of 110	Aramark Healthcare Support Services, LLC	Appendix X, F-1.1	42	Please clarify the cost per resident day calculation.	The question is unclear, refer to Appendix X, Standard Integrated Contract 2016, Exhibit F Method of Payment, Section F-1.1.
102 of 110	Aramark Healthcare Support Services, LLC	Appendix X, C-1.10	21	Please confirm that Licensed Dieticians will be on Proposer's payroll	Yes. See Appendix X, Standard Integrated Contract 2016, Exhibit C-Task List, Section C-1.10.
103 of 110	Aramark Healthcare Support Services, LLC			Please provide a list of equipment for all three Food Service sites. Please clarify equipment that is not currently in good working order.	See response to Question 22 of 110

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104 of 110	Aramark Healthcare Support Services, LLC	Appendix X, C-2.1.1	22	The RFP requires the Provider to pay for all fees associated with background screening of prospective employees. What is the amount of the background screening fee for each prospective employee? What does the background screening process entail? May a Provider utilize its own background screening process to meet the background screening requirement of the contract arising out of the RFP?	The current cost of the background screening is \$36 and is subject to change. The background screening consists of fingerprints processed by the facility security staff and submitted to state and federal entities. No substitution is permitted.
105 of 110	Aramark Healthcare Support Services, LLC			Would the Department consider including a reciprocal provision in the contract that would impose restrictions on the provider and the Department/Hospital hiring each other's supervisory employees during the contract term and for a specified period of time following the expiration or termination of the contract?	No.
106 of 110	Aramark Healthcare Support Services, LLC			Will the Department make available to prospective Proposers a copy of the Department's current food service contract for the Florida State Hospital system?	Refer to the response to question 79 of 110
107 of 110	Aramark Healthcare Support Services, LLC			Please clarify if cleaning chemicals/dish machine chemicals used by the food services department are the responsibility of the Provider, or are they handled through current laundry provider and paid for by the Hospital?	See addendum #0006, Item 17.
108 of 110	Aramark Healthcare Support Services, LLC	Appendix X, C-1.10	21	Please provide a breakdown of the diet orders listed for residents for texture, calorie count, diabetic, low sodium, LDAs, etc.	Refer to the response to question 16 of 110
109 of 110	Aramark Healthcare Support Services, LLC	Appendix X, C-1.8	21	Will revenues from the Provider's retail operations, including staff meals, be retained by the Provider in the form of a credit to costs under the contract?	Revenue from cafeteria sales may be retained by the Provider.
110 of 110	Aramark Healthcare Support Services, LLC	Appendix X, F-1.1	42	Will the Department consider using a particular daily census for purposes of awarding points pursuant to the formula in paragraph 19 of appendix VI? For example, if a Proposer submits a range of prices such that its "cost per resident day" will differ depending on whether the daily census is 800 or 1100, which daily census number will the department use in scoring the Proposer's price proposal?	No