

State of Arkansas Department of Human Services

710-25-055

Attachment K

Written Questions

Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	Reference (page number, section number, paragraph)	Specific Language	Question	Answers
Example	Page 7, section 1.15, C	J. Vendors may submit multiple bid	May vendors submit more than one bid?	yes See section 1.15, J
1			As we just came upon this opportunity and believe it to be a good fit for our two organizations, we respectfully request the bid submission date be extended by 2 weeks.	ASH does not want to extend bid by two weeks.
2			What is the name of the current contractor and the dollar amount of the award of the current contract?	Not Applicable to this solicitation.
3			What is the current contract #?	Not Applicable to this solicitation.
4			Please provide a copy of the current contract agreement.	Not Applicable to this solicitation.
5			Please provide the current contractor pricing in the current contract or please share a link where we can find that information online.	Not Applicable to this solicitation.
6			What was the total amount invoiced by the current contractor over the past 12 months for services rendered, ideally broken out by month?	Not Applicable to this solicitation.
7			During the past 12 months how many meals were served by the contractor, ideally reported by meal period, per month?	See Section 2.4.H.1 of the solicitation document. Estimates are based on previous year meals served
8			Please share the actual average daily census for the past six months.	210
9			Regarding the patient food service program. A. Please provide a few current menus. B. What are the service times for Breakfast, Lunch, Dinner and daily snack? c. What is the established process for meals to be distributed to the patients?	A. See attached sample menus B. Breakfast: First unit 7:05, last unit 7:55. Lunch: First unit 12:05, last unit 12:35. Dinner: First unit 4:45, last unit 5:30. Snacks: 8:00pm C. Kitchen staff wheels cart to unit, licensed staff serves meal.

10			<p>Regarding the Canteen Food Service Program,</p> <p>a. Please provide the number of meals served over the past 6 months, ideally broken out by meal period and by day.</p> <p>b. Please provide current menu selections and prices.</p> <p>c. Please provide current service hours.</p> <p>d. Is the contractor permitted to adjust the menu prices at least on an annual basis to cover the incurred increases to the contractor's cost of food and labor?</p> <p>e. Is there a patio area where the contractor can cook on a grill, or barbeque as a change of pace?</p> <p>f. Is it permitted to celebrate National Holidays with a Holiday Theme menu in lieu of the normal daily menu?</p> <p>g. Does the current Canteen program make a profit, breakeven, or run at a loss? Can you quantify the amount of the profit or the loss on an annual basis?</p> <p>h. Are daily specials currently being offered?</p> <p>i. Are the weekends busier than the weekdays, or are all the days consistent?</p> <p>j. Is the Canteen closed on the State Legal Holidays?</p> <p>k. Is the current contractor utilizing an armored car service for transporting the cash deposits to the bank or is the manager driving the deposits to the bank?</p> <p>l. Regarding Food for special occasions. Are there any catering opportunities for the contractor, employee birthday celebrations, administrative meetings, Coffee and cake, Coffee and donuts, sandwiches, etc?</p>	<p>a. Around 50 meals served for breakfast, lunch, and dinner. b. see attached. c. 7:00-3pm. d. Yes e. currently no, however a grill can be provided. f. yes g. NA h. yes i. same. j. 1/2 day k. no, manager provides. l. yes, with CEO approval</p>
11			<p>Please identify any equipment, smallwares that is owned by the current food service contractor or on loan from their vendors, that will need to be replaced.</p>	<p>None, ASH owns all kitchen equipment and per current vendor any canteen items will stay that were previously owned by contractor.</p>
12			<p>Please confirm that the government will take care of all equipment repairs and preventive maintenance as outlined by the manufacturers.</p>	<p>ASH is responsible for all PM's and repairs.</p>
13			<p>Who is responsible for the following duties, the government, or the contractor?</p> <p>a. Grease traps cleaning</p> <p>b. Exhaust Hood cleaning & Fireproofing</p> <p>c. Ansul system and any portable extinguishers</p> <p>d. Pest & Rodent services</p> <p>e. Equipment Regular Preventative Maintenance, Repairs</p> <p>f. Disposables / To go products – Are Styrofoam products permitted?</p>	<p>A. Brooks Grease Service B. Midsouth Cleaning. C. ASH FLS D. Terminix E. Advantage. F. Styrofoam products are permitted.</p>
14			<p>Contractor employee meals: Will they receive a free meal, or are they required to pay?</p>	<p>Required to pay</p>

15			Will the contractor be responsible for cleaning exterior windows? a.If so, what is the frequency?	No
16			Please clarify if the contractor is responsible for the purchasing of all food and other supplies for this contract.	Yes, contractor is responsible for all food and supply purchases.
17			Will the Government supply our manager with office space, and office furnishings, such as desks, safes, chairs, and filing cabinets at the facility?	Yes
18	Solicitation Document, pg. 10, 2.4.C.3 & 2.4.E.3 & pg. 11, 2.4.F.2		Will the Hospital's Janitorial staff be providing any duties in our space, as an example taking care of the trash bins in the service area, or dining room, cleaning table tops and chairs, cleaning up spills, maintaining the customer Restrooms, etc?	No, Dietary vendor is responsible for all cleaning of kitchen and dining rooms. ASH EVS will provide waxing/buffing of floors.
19			Have there been any problems - issues with the current food service program and the Joint Commission surveys and reviews? If so please identify the problems.	Not applicable
20			Will the Hospital be providing telephone and WIFI service for the contractors use?	Yes.
21			Will the Hospital be providing any computer software programs, or computer hardware for the contractor to use?	Yes.
22			Please identify the Electronic Medical Record system being utilized.	Medsphere
23			What is current EHR?	Refer to question <u>Question 22</u> .
24	Solicitation Document, pg. 7, 1.24		Mastercard Payment- please confirm if other payment types are acceptable such as ACH?	MASTERCARD is not the exclusive method of payment. Other forms of payment, including direct deposit, may be acceptable and are set up when registering as a vendor with the State. See Section 3.1.E
25	Solicitation Document, pg. 11, F.1		Solicitation Document, pg. 11, F.1. states Canteen program will be open 7 days/ week for Breakfast, Lunch, and Dinner. Please confirm this increased hours of operation is desired (noting during site visit the canteen was open 5 days/ week for 2 meals/ day).	Yes, this is an increase from 5 to 7 days.
26			Can you provide historical data regarding performance based contracting metrics? What areas were previously cited and the frequency of citations?	No
27			Is the State responsible for the cost of disposables?	No, Vendor is responsible.

28			Is the State responsible for initial inventory and maintenance of small-wares (dishware, cups, bowls, pots/ pans, utensils, etc.)? If not, what is the current inventory levels; is equal to or greater than 1.5 times the census for dishware, cups, bowls, eating utensils?	<i>Refer to Question 11.</i>
29			Is the State responsible for equipment maintenance and replacement (capital equipment such as oven, stove, tilt skillet, etc.)?	<i>Refer to Question 12.</i>
30			Is the State responsible for phone, internet, hood/vent cleaning and inspection, pest control, grease trap maintenance and dumpster service?	<i>Refer to Questions 13 and 20.</i>
31			Who is responsible for purchasing of supplements and tube feeding?	<i>ASH for supplements. Tube feeding is extremely rare. If required, ASH will provide.</i>
32			If vendor is responsible for purchasing of supplements and tube feeding, can you provide a monthly listing and budget for these items? Where will the cost of these items be captured on the price sheet?	<i>No, ASH purchases special MD ordered supplements.</i>
33			Are all snacks (10, 2, HS, medically prescribed) part of the snacks billable item on the price sheet?	<i>10 and 2 are generally medical, HS is not.</i>
34			Can you please provide a snack/ nourishment listing?	<i>Snacks are usually juice or milk along with a nutri-grain bar size offering.</i>
35			In reference to RFB package requirements, can you clarify if vendor can provide a written response to Section 2.3 Minimum Qualifications of the Solicitation?	<i>Responses must be returned in accordance with the instructions in the solicitation document. Refer to DELIVERY OF RESPONSE DOCUMENTS on page 1 and Section 1.8 RESPONSE DOCUMENTS.</i>
36			Is the vendor responsible for dishmachine, pot & pan sink, and cleaning chemicals?	<i>Refer to Questions 11 and 16</i>