

Additional Questions and Answers #1
April 18, 2016
Maryland Department of Health and Mental Hygiene
Solicitation No. DHMH OPASS 17-15807
John L. Gildner Regional Institute for Children and Adolescents Dietary Services

Questions:

Q1: What is expected date of award?

A1: The contract start date is expected to be July 1st with a three week start up period prior to that date. The apparent awardee will be known at or shortly after the financial bids are opened on May 2, 2016.

Q2: Page 26 3.2.1.3.2 the afternoon snack count at Noyes average is 11.2, the average Noyes lunch census is 29.3. Why wouldn't all residents receive snack in Noyes for lunch?

A2: The chart you are referring to is a chart showing meal counts (both total and average) for both facilities on days when school is not in session at RICA. These days would include days both in the middle of the week and weekends. The daytime snack at Noyes is only served Monday through Friday as part of the USDA Child Nutrition Program. The best calculation for that number would be the average number of lunches at Noyes multiplied by the number of days in a year minus the number of weekend days.

Q3: The average meals per month determine the scale price level that will be billed for each resident. Does the corresponding scale price per day get multiplied by the number of residents daily or by the average number of residents for the month number?

A3: JLG-RICA has both a day program and residential program and Noyes is just a residential program. The winning vendor will be responsible for feeding all three programs. The day program is only fed on days school is in session and they are only fed breakfast and lunch which is why RICA's breakfast and lunch numbers are much larger than our dinner numbers. Because of this large variance in numbers we are not asking for a price based on billing for each resident. We are asking for a per meal price on the bid sheet (Excel spread sheet Bid Form). For purposes of the bid we have broken it out into three levels under 201 meals per day, 201-235 meals per day and 236 and above meals per day. The calculation for billing will be the number of meals (breakfast, lunch and dinner) served in the month divided by the number of days in the month times the appropriate pricing level. (Example: 6015 total meals were served in April, April has 30 days, an average of 200.5 meals was served per day during April. The bill would be 6015 times the level one pricing, under 201 meals per day.) The calculation for snacks would be using the same basic principles.

Q4: Page 27 3.2.1.3.4 the number of staff meals represented is that only Noyes staff meals or a combination of Noyes and RICA staff?

A4: The number referenced in 3.2.1.3.4 is only Noyes staff. These are what the billable numbers would have been for the contract in the time frame covered by the chart.

Q5: Do you have a dollar volume for the annual catering as well as how many attendees broken down by event?

A5: No. The catering will be a minimal dollar amount. Currently our staff does the catering and bills to costs centers at raw food costs. The events at RICA are normally 15 people or less and there are probably no more than 5 to 8 events per year. The menus are normally snack (cookies and drink) or lunch type requests (soup and sandwich).

Q6: What menu items are offered at the special events that are billed for at the fixed meal price on Bid Form? The Family Fun night is the only event that a historical menu is provided. Can a list of events, number of attendees and menu be provided for all per meal price invoicing?

A6: The annual special events are listed in section 3.2.1.4. The menus vary per event. For the Luau we normally have roasted pork and ham with corn on the cob, fresh fruit, rolls, steamed rice and vegetable tray. For the Holiday Party and Awards banquet we normally have kid friendly foods like pigs in blankets, chicken fingers, meatballs, 3' submarines which can be sliced, vegetable trays and fresh fruit, potato salad, slaw, and cake or cookies for dessert. The breakfast is normally an enhanced breakfast which may have 1 or 2 meats, various cereals, grains of some sort and fresh fruit. The Luau is normally about 120 people, the Holiday Party is about 65 people, the Family Fun Night is about 100 to 115 people. The Awards Banquet is about 100 to 115 people and the breakfast is right around 100 people. These numbers include students who would already be in the counts in 3.2.1.3.4.

The two events at the Noyes Center are normally about 60 to 70 people. All Advisory and Association Boards require normally 10 extra meals and are not in the meal counts.

Q7: Page 27 The total meal number is listed in 3.2.1.3.4 as 78,632 and in 3.2.1.3.5 it listed as 79,919 why would there be a difference of 1287 meals?

A7: The difference in the two numbers is the number of staff meals served at JLG-RICA

Q8: 3.2.1.4.4.3 Has the number of meals that are catered from outside the facility already been deducted from the meal total?

A8: No. Catered meals are included in the meal counts.

Q9: 3.2.1.7.2 Is the contractor responsible for providing the bottled water and dispenser in Noyes Center?

A9: Currently tap water with ice in large thermal containers is being provided at Noyes. The contractor will be responsible for provision of water for meals at the Noyes Center.

Q10: 3.2.1.7.3 How will it be determined when the Contractor is responsible to purchase the replacement dishware and utensils and historically what volume has been replaced annually?

A10: The Contractor will have to use its best business judgment to determine when to purchase replacement dishware and utensils. At Noyes Center only paper and plastic products are used. The average cost per year for paper products, dishware and utensils (includes preparation, serving and eating) for the last 3 fiscal years has averaged \$13,485.46, with a high amount of \$14,650.68 and a low of \$12,050.10.

Q11: Is there an existing cash register or POS system available for café use in RICA?

A11: We have existing stand alone cash register with some calculating capabilities.

Q12: What operating system do you use for tracking of meal components POS vs Excel Spreadsheet Roster?

A12: Excel Spreadsheet Roster. The vendor will be allowed to choose their own method of tracking USDA-CNP meal counts. The only requirement is the counts can stand up to an MSDE audit.

Q13: Can we get a copy of your current cycle menus including snack?

A13: The snack has been provided. The menus currently are under audit by MSDE and would not be a helpful tool until they are approved.

Q14: Can we get a list of current special diets and how many?

A14: The diets vary. Most are either allergy or religious such as kosher or no pork. Other special diets are seconds (double portion) or no seconds. The list is regularly changing.

Q15: For employee café in RICA can you provide the average daily number of employee meals served for each meal?

A15: Currently breakfast and dinner are less than 1 per meal time. The average for the year at lunch was about 3. Most of those occur during days school is in session. We believe an Ala Carte menu would be more successful in meeting staffs dietary needs. There are times during the course of the year particularly during snow storms when staff stay around the clock when the facility will feed them with the youth. These probably would account for an extra 20 meals at those times and those meals are not included in meal counts provided. During the Blizzard of 2016 RICA provided meals from Friday supper through Monday supper during the State closure.

Q16: What are the beverages supplied for medication and hydration other than what is provided through the daily menu? What is the dollar volume per month of those beverages? Is the contractor responsible for that expense within the price per day or is the facility?

A16: Tap water is provided for medication management and general hydration. During flu season or when youth are ill we will provide small bottles of sports drinks or small cans of ginger ale. On average we use a case of each per month.

Q17: Is there a facility emergency water plan?

A17: Yes. We keep a supply of bottled water for drinking. Other various supplies of water are on campus for other purposes and are part of our emergency plan.

Q18: Can a current inventory (in days) on hand be included in the 7 day disaster emergency plan?

A18: Yes, if the food can be served as is without preparation. Example would be canned fruits.

Q19: Prior to the "Go Live" date during the physical inventory of goods is there food included in that?

A19: Everything will be included.

Q20: Can we get a current staff roster with pay rates and benefit expenses?

A20: Position	Salary Range
Dietary Aide	\$22,707-34,996
Cook	\$22,707-37,204

Food Supervisor	\$25,502-42,102
Food Administrator	\$36,557-70,765

- Q21: How many hours of facility training would you conduct with each of our new employees during that first week of employment as orientation?
- A21: Would need to provide about 5 hours of training concerning information about the facility, what to do in emergencies, rights of the individuals we serve, infectious disease, and other general information about the facility including a tour and introductions.
- Q22: How often do you require both state and FBI clearances if both are required?
- A22: Once every six months, the employees that serve food at Noyes sign that they have had no child abuse within the last six months. All employees have a one-time fingerprint check. If they have some type of criminal history, we are automatically notified. We use CJIS. You may want to do it more frequently.
- Q23: Does the corporate dietician and also the corporate district manager need to visit on a monthly basis? If so is a combined written report sufficient?
- A23: The visits by the corporate dietician and district manager need to occur but a single report on the activities of the contractor is acceptable.