

**Additional Questions and Answers #1**  
**April 18, 2016**  
**Maryland Department of Health and Mental Hygiene**  
**Solicitation No. DHMH OPASS 17-17064**  
**Springfield Hospital Center Nutritional Services**

Questions:

- Q1: 3.2.1.2.2.1 (pg. 25) Confirming that no 8pm snack is required for the SETT Unit?  
A1: No. SHC does not provide snacks for the SETT Unit.
- Q2: Who maintains the emergency water supply other than for the foodservice emergency menu?  
A2: The General Storeroom maintains an emergency supply of bottled water for the facility
- Q3: 3.2.2.12.1 (pg. 43) How many hours is the general orientation?  
A3: 8 hours.
- Q4: Is there an annual re-orientation requirement? How many hours?  
A4: There is no requirement for an annual re-orientation for contracted service employees. However, if you want us to provide an annual re-orientation, we can certainly provide this for you.
- Q5: 3.2.2.18.2 (pg. 45) Does a criminal background check need to be done for current state food service employees that join the contractor company?  
A5: No. They have already had a background check and are cleared to work at SHC.
- Q6: 3.2.2.18.3 (pg. 45) Does a medical examination need to be done for current state food service employees that join the contractor company?  
A6: No. These employees have already been medically cleared to work in food preparation areas.
- Q7: 3.2.2.12.1 (pg. 43) Do current state food service employees need to attend the general orientation if they join the contractor company?  
A7: No. They already have the required orientation and training.
- Q8: What is the number of seatings for each meal period in each dining room?  
A8: Salomon – 4 Seatings (1 for each unit)  
Hitchman – 4 Seatings (1 for each unit)  
McKeldin – 2 Seatings (There are two Dining Rooms in McKeldin; 2 Units eat concurrently and then the 1 remaining unit eats by themselves)
- Q9: Page 62 k. & m, Technical offer requirement. Provide a list of names and addresses of all school systems with which the company has accounts and has been terminated. Is that required?  
A9: This is a requirement.
- Q10: Page 62 p. Provide a minimum sample of two (2) weeks of menus meeting the standards of the CNP program. Is that required?  
A10: This requirement has been revised via an addendum.

Q11: Please clarify what menu and requirements of that menu is expected in the Bid submission.

A11: The menu should be the regular menu – see the SHC Diet Manual for specifics on this menu.

Q12: 3.2.1.6.1.1 (pg. 28) During the dinner timeframe, the contractor shall prepare trays and bring them to the patient units. How are Breakfast and Lunch meals provided?

A12: 3.2.1.6.1.1 specifies that during the dinner timeframe the Contractor shall prepare trays and bring them to the patients' units. However, breakfast, lunch and dinner are all prepared on trays and transported to the patient buildings.

Q13: 3.2.2.18.3 (pg. 45) What criteria is part of the medical examination for employees?

A13: The employees should be certified by a physician as in general good health and cleared to work in food preparation.

Q14: Please provide the current staff list, hire date, pay rates, FT or PT status, benefit expenses.

A14: At this moment, it will remain as not available.

Q15: 3.2.1.1.3 (pg. 24) Are there any responsibilities for the dietitian to the SHC staff?

A15: There are not any responsibilities for the dietitian to the SHC staff.

Q16: Are there any meetings or committees that the dietitian is expected to participate in?

A16: Yes. The RD would be expected to participate in patient's Individual Plan of Care meetings as necessary (if there was a nutritional component to the patient's care plan). Additionally, the RD would meet monthly with Clinical Leadership, and Patient/Family Education Committees.

Q17: 3.2.1.6.4.3 (pg. 28) Can you provide a diet roster of current diets that lists diet types and number of individuals on each diet?

A17: For 04/16/2016 the breakdown of diets was:

Regular Diet – SHC = 123; SETT = 15; TOTAL = 138

NAS – SHC = 15; SETT = 2; TOTAL = 17

NCS – SHC = 25; SETT = 1; TOTAL = 26

Small Portion – SHC = 39; SETT = 0; TOTAL = 39

Vegetarian – SHC = 10; SETT = 0; TOTAL = 10

Mechanical Soft – SHC = 19; SETT = 1; TOTAL = 20

Puree – SHC = 4; SETT = 0; TOTAL = 4

Gluten Free Vegetarian Mech Soft – SHC = 1; SETT = 0; TOTAL = 1

For information on each Diet specifically, see the SHC Diet Manual

Q18: Can a list of current therapeutic snacks be provided for 10am and 2pm, items and quantities?

A18: Refer to the posted document Springfield Hospital Center Floor Stock.

Q19: What are the floor supplies and quantities currently provided? (Examples Juice, apple sauce, pudding, etc.)

A19: Refer to the posted document Springfield Hospital Center Floor Stock.

Q20: What is the process for floor supplies (beverages, etc.), par levels or requisition?

- A20: Requisition (monitored by RD).
- Q21: Is there a menu pattern or nutritional requirement for the bagged meals for admissions?  
A21: Yes. Sandwich, juice and chips. These meals are for new patients while being admitted.
- Q22: 3.2.1.6.4.2 (pg. 28) What are the current enteral nutrition supplements being provided, PO and/or tube fed?  
A22: Currently all enteral nutrition supplements are being provided PO. (Ross Abbott Labs)
- Q23: Are PO consumed commercial nutrition supplements included as part of 3.2.1.6.4.2?  
A23: Yes.
- Q24: Please list any fortified foods or enriched food items that are currently being provided.  
A24: Thick-It. Fiber Supplements.
- Q25: 3.2.1.6.4.3 (pg. 28) Can the vendor charge SHC for kosher pre-packaged meals?  
A25: Yes. This has been added to the bid form via an addendum.
- Q26: 3.2.1.6.4.3 (pg. 28) How are thickened beverages provided?  
A26: The contractor would supply thickening agent. The Nursing staff would do the thickening.
- Q27: Is foodservice responsible for providing thickener to patient areas?  
A27: Yes.
- Q28: 3.2.1.13.2.1 (pg. 36) What is the name of the current vendor for the exhaust hood, filters, and ducts?  
A28: SHC will be responsible for the maintenance of the exhaust hood, filters and ducts. We have an existing maintenance contract in place for this.
- Q29: Will the meal service supplies and the transport equipment be available for the contractor to use?  
A29: All existing meal service supplies, trays, transport carts, etc. are available for the contractor to use. A vehicle will be needed by the contractor as State vehicles cannot be operated by non-State employees.
- Q30: 3.2.1.6.3 (pg. 28) What is the service ware make and model?  
A30: Tray - Dynex  
Plate - Dynex  
Cups and Mugs - Dynex  
Silverware – N/A – SHC Uses plastic sporks for our patients which should be included in the bid.  
Disposable Lids for service ware - Dynex  
Insulated Dome – Dynex
- Q31: What is the current Diet Roster and snack list for the SETT program?  
A31: SETT uses the established SHC diets. SHC does not provide snacks to the SETT unit.
- Q32: Does the SETT program have bagged meals? If so, how are they billed?  
A32: No. SETT Unit does not get bagged meals.

Q33: Is the cafeteria closed on state holidays? Please provide current state holidays.  
A33: Yes. The Employee Cafeteria has been closed on State holidays.

For Calendar Year 2016, the State Holidays are:

New Year's Day	Friday	January 1
Birthday of Dr. Martin Luther King, Jr	Monday	January 18
Presidents' Day	Monday	February 15
Memorial Day	Monday	May 30
Independence Day	Monday	July 4
Labor Day	Monday	September 5
Columbus Day	Monday	October 10
Presidential Election Day	Tuesday	November 8
Veteran's Day	Friday	November 11
Thanksgiving Day	Thursday	November 24
American Indian Heritage Day	Friday	November 25
Christmas Day	*Monday	December 26

Q34: What is the number of SHC staff on site for each of the 3 shifts?

A34: Day – 400, Evening – 150, Night – 100

Q35: What is the annual cafeteria sales volume and annual customer count? What is the current markup percentage for the cafeteria pricing?

A35: Customer Count is currently around 45 employees/day. It's not possible to research the sales at this time due to low staffing. Current markup is 250% above Food Cost.

Q36: Can you provide the current cafeteria menu, portion sizes, raw cost, and selling prices?

A36: This document has been posted.

Q37: Are the numbers in the staff meals column representative of customer headcount, cash register transactions, or a meal equivalent?

A37: Customer Count.

Q38: What were the catering events that have occurred over the past year?

A38: Please refer to the posted document Springfield Hospital Center Catering Events.

Q39: Can a detailed menu of food items and portion sizes be provided for the services in the Catered Services section for consistency in bidding?

A39: For Coffee, Tea, Juice, and Water –  
Coffee (Caffeinated and Decaff), Hot Tea, Orange Juice, Apple Juice and Bottled Water.

For Light Snacks, Donuts, Danishes –  
Beverages as above and Donuts/Miscl. Danishes

For Lunch –  
Sodas, Bottled Water, Iced Tea, Turkey Wrap with Lettuce and Tomato, Bag of Chips, Tray of Chocolate Chip Cookies.

Q40: Bagged meals for admissions are not part of the pricing sheet, how are they billed?

A40: Yes. This has been added to the bid form via an addendum.

Q41: 3.2.1.6.3. How many carryout containers were used for patient meals in 2015?

A41: 728 Cases of Trays were used in Calendar Year 2015.

200 Trays/Case = 145,600/year

Cost = \$13.18/case = \$9,595.04/year.