



PROCUREMENT

DATE: 9/19/19

**HSS-19-053
Dietary Program Services
FOR
DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH**

Date Due: ~~08/27/2019~~ ~~10/02/2019~~ **10/10/2019 at 11:00 AM (Local Time)**

ADDENDUM # 3

Question and Answer

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED RFP.

Kimberly Jones
Procurement Administrator

Dominique Puleio
RFP COORDINATOR



Questions and Answers
For

RFP HSS-19-053

Emailed Questions:

1. Who is currently managing the dietary program at Delaware Psychiatric Center?
Answer: Culinary Service Group
2. What is the current number of managers and/or current management structure?
Answer: Food Service Director Food Service Assistant Director, Dietician, Chef
3. What is the average length of stay (for Residents) for each building served?
Answer: Operational Hours: 5:30am-6:30pm; All three (3) buildings [Kent/Sussex, JEM, & Terry Center]. 3 to 6 months is the average patient length of stay.
4. What are the outpatient centers hours of operation?
Answer: There is no outpatient center.
5. How many hours is the dietitian there? Is this daily or on designated days?
Answer: 40-50hr/week (24/7 operations) that may or may not include the responsibility as an onsite manager. Our expectation is that they have some responsibility to manage operations. Weekend hours are included and will be established during contract negotiations.
6. Is there a state diet manual that is followed at DPC?
Answer: Different contractors have different menus and different operational procedures they follow, so that is pretty much the expectation in accordance with what our clinical team suggests is best for the clients.
7. Can you please provide a list of diets and textures?
Answer: We have Regular, Heart Healthy, Carbohydrate Controlled, and Renal diets. Texture modifications are Regular (National Dysphagia Diet Level 4), Mechanical Soft (NDDL3) and Pureed (NDDL1).
8. What are the calorie goals for each unit?
Answer: Calorie goals are client specific; it just depends on the clients foods and directed by the clinical team in accordance with the dietician. As written, the regular menu provides adequate nutrition/Kcalories for a very active adult male, this is why, for the most part, requests for double portions are denied on the grounds of nutritional need. Individual Kcalorie needs are almost always adequate for maintenance and/or gradual weight gain, if needed.
9. What is the census in the Psychiatric Center and The Terry Center?
Answer: Psychiatric Center (K/S/JEM=111) and The Terry Center =40



10. Section ii Other General Conditions, # 13, page 34 Can you verify what is a purchase card or what is needed on our end to receive payment via a purchase card in the passage?
{Purchase Card – The State of Delaware intends to maximize the use of the P-Card for payment for goods and services provided under contract.}?
Answer: The PCard is the state’s purchasing card. State’s preference is to pay invoices using the PCard, if the vendor can accept credit/debit card payments. If not, invoices will be paid via FSF. In either case, the vendor records their W-9 in First State Financials (FSF) online.
11. Appendix B – Scope of Work and Technical Requirements, Section: Service Functions, paragraph # 4, page 55 – Please clarify what is included in facility maintenance in the passage
{Services includes food preparation, serving food to clients, documentation of food temperatures and proper management and operation of all equipment, facility maintenance, notification for repairs to all equipment, general cleanliness of all food service and preparation areas}?
Answer: facility maintenance is a dual process, some things that are managed by the states facility operations department and some equipment that is managed by different vendors and they provide preventative maintenance service.
- a. Would the expectation be that the vendor manage the preventative maintenance contracts with the equipment companies or is that a state responsibility?
Answer: the vendor would work with the equipment companies.
 - b. Is this anything that would need to be submitted on the proposal budget?
Answer: No.
12. Appendix B – Scope of Work and Technical Requirements, Section: Service Functions, paragraph # 8, page 56, passage {All software purchased must meet state standards}. Is there a list of state approved clinical nutrition software available?
Answer: No, there is not an approved list of software. The state is specific about the software packages, which can be introduced by vendors. So all past vendors have submitted what their software packages are and if there is something that cannot work with our state requirements then it cannot be used.
13. Appendix B – Scope of Work and Technical Requirements, Section: Service Functions, paragraph #6, page 56, passage {Provide dietary consulting services to Delaware Psychiatric Center pertaining to all dietary related matters, including proper storage of food, cooking programs for patients, potential side effects of food with certain medications, toxicity of certain foods, pharmacology and drug interactions and patient education. Appropriate contractor staff must be available for consultation to DPC professional staff on a seven (7)-day per week basis.} Is a dietitian necessary 7 days per week or would a kitchen supervisor be sufficient as a contact?
Answer: No, Not in terms of clinical need of food for clients. Dieticians are specifically trained to provide dietary guidance. There is normally a dietician’s assistant that may or may not work with them. No a kitchen supervisor is not trained as a dietician.
14. Appendix B – Scope of Work and Technical Requirements, Section: Service Functions, paragraph 19, page 57- Can you clarify what you mean by {providing and maintaining a computerized inventory control system}?



Answer: It is up to the vendor how they manage food inventory. You will know what the state requirements are but you would want to submit what is best for your team.

15. Section: Work Plan/Proposed Methodology, page 60, first paragraph - What is the time and frequency of Pharmacy and Therapeutic, and Infection Control meetings that the dietitian will need to attend?

Answer: The meetings vary; most meetings with the management teams are monthly.

16. Appendix A, Proposal Package Format, page 52, section #2, Can the electronic copies be sent on a flash drive?

Answer: No, the State will **only** accept electronic copies in the form of CD or DVD Disc Media.

Questions from the Pre-Bid:

17. Is there a submission format, or a particular order for all the hard copies of the proposal?

Answer: Yes, please see pages 3 and 52 in the RFP for the proposal submission format.

18. Is it a possibility to get a snapshot of what special diets and textures, regular diets etc.?

Answer: Yes, the Dietitian generates a dietary census weekly and sends it out to the Recovery Academy and Unit Clerks. See attachments for diet census by units. Menus are attached.

19. What is the differences between Direct and indirect staff?

Answer: This information is listed in Appendix C-1 of the RFP, which begins on page 69. Personnel is broken out on page 73.

20. Would the vendor have the ability within the contract to take annual increases on the budget?

Answer: As the contract term is listed in the RFP on page 64 under **Service Period:**

SERVICE PERIOD

- Service period is one contract year. Service period will be determined upon contract negotiation year with four (4) optional extensions for a period of one (1) year for each extension. Extensions will be contingent upon the availability of appropriated funds, needs of the Department/Division, and performance of the Contractor(s) (see section Performance Measurements).
- Contractor(s) shall submit a Work Plan and costing and pricing data (Budget Workbook) **annually** to DSAMH **before** it will exercise an option to extend the contract.

21. Systems of Award Management(SAMS) Registration: Does the State of Delaware automatically know we are signed up for Systems of Award Management(SAMS) , Nothing Prints out at the end.

Answer: We do understand this is a lengthy process, however at the end of your application, you can print your completion screen and include this as a part of your proposal. If you already have and Active SAM's registration, print that and include this as a part of your proposal.

Questions from the Tour:



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22. Is the food prepped in the main Kitchen and transported over to the different buildings?
Answer: Yes, transported by vans to the loading docks of each building.
23. Is the equipment owned by the state?
Answer: Yes, everything is owned and managed by the State including State employees
24. Do the children at the terry center follow the national school lunch menu?
Answer: Yes
25. How many menus do you run annually?
Answer: Currently two menus are run; there is a winter and summer menu.
26. Do you just have the one truck:
Answer: Yes
27. How many full time employees are in the dietary department?
Answers: There are currently 30 staff members in the Dietary program. Some are casual seasonal, i.e., less than 37.5 hours per week.
28. Does the vendor drive the truck?
Answers: No, State of Delaware employees drive the trucks.
29. What Diet program do you use?
Answer: Capro / cad pro
30. Is all the equipment working order?
Answer: New kettles are being installed. If issues arise with equipment, contractors /vendors and/or State of Delaware employees address the issues.