

**HOSPITAL FOOD AND NUTRITIONAL SERVICES,  
HOSPITAL ENVIRONMENTAL SERVICES, AND INTERNAL PATIENT TRANSPORT SERVICES**

**REQUEST FOR PROPOSAL**

**ADDENDUM NUMBER: TWO (2)**

**APRIL 3, 2024**

**THIS ADDENDUM IS ISSUED PRIOR TO THE ACCEPTANCE OF THE FORMAL RFP'S. THE FOLLOWING CLARIFICATIONS, AMENDMENTS, ADDITIONS, DELETIONS, REVISIONS, AND MODIFICATION FORM A PART OF THE CONTRACT DOCUMENTS ONLY IN THE MANNER AND TO THE EXTENT STATED.**

**MODIFICATION**

Please note that the deadline for RFP submissions has been extended as indicated below:

**REVISED DUE DATE: Prior to 3:00 PM ET, Thursday, April 18, 2024**

**REVISED OPENING DATE: 9:30 AM ET, Friday, April 19, 2024**

**Q&A**

**GENERAL QUESTIONS**

1. Please confirm for all pricing submission worksheets that Supplier shall only list supplier related expenses and cost and exclude any client related expenses with exception of hourly labor on Management Only model and proposed capital equipment. **Correct.**
2. Should the Staffing Plan be completed as the Management Only or Full Outsourced option? **Use full outsource model with comments outlining any positions (salaries, benefits and FTEs) that will not be required for your management only proposal.**
3. What is your preference for how we include system overhead labor in the Staffing Plan? **Staffing plan should align with pricing matrices. Therefore, if you allocate overhead labor in pricing tabs, do the same in the staffing plan. Utilize the comment sections as needed.**
4. Please define firm pricing. What items would fall under this definition; Labor, food costs, directs fees etc.? **All items should be included in pricing fees. Any annual escalation and/or price changes must be agreed upon annually during the budgeting process.**
5. If supplier elected to offer an additional financial proposal, what format should that be submitted in? **Add to annual multi-facility/service line discount row, if possible. If not possible, then details of the financial proposal shall be included in Vendor's executive summary response per Tab # 6-SOW & ResponseRqmnts All Svs #94 General of the Multi-Service RFP Excel Spreadsheet.**
6. Does the hourly employee reconciliation apply in the management only model? **There may be contractual language for vendor to comply with guaranteed FTE level for both full outsource and management only.**

7. Health Benefits- What is the current employee benefit take rate for each department, Food, EVS, Patient Transport? **21.5%**
8. Dental and Vision Benefits- What is the current employee benefit take rate for each department, Food, EVS, Patient Transport? **11.4%**
9. Life Insurance, AD&D, LTD Benefits - What is the current employee benefit take rate for each department, Food, EVS, Patient Transport? **0.2%**
10. 401K Benefits- What is the current employee benefit take rate for each department, Food, EVS, Patient Transport? **1.9% This includes 403b and our other retirement plan.**
11. I did not see any forms to complete as part of the RFP for SBE partners? **Please refer to Section III (D) Small Business Enhancements and Small Business Subcontractor Requirements and respond, accordingly.**
12. Can we bid even if we don't attend the site visits? **Broward Health has determined that no exceptions will be made to the mandatory site visits for this RFP.**
13. No total FTE's are provided per location. Can they be provided? **No, zero base your proposal.**
14. During the hourly employee reconciliation process will overtime pay be factored into the reimbursement if it was used to meet productive hours but total productive were not met. No. For example: if reconciliation showed 40 hours short at AHW of \$10 or \$400 but supplier used 20 hours of OT (1.5X pay) in productive hours would a credit of \$200 be applied, as those costs were actually paid? **No, Vendor is responsible for managing all components of labor including Overtime. Broward Health is not responsible for any additional labor costs incurred outside of the contracted scope of work.**

#### **FOOD AND NUTRITIONAL SERVICES (FNS) QUESTIONS**

15. Are there any open clinical RD positions currently? If so, please provide for each facility (BHMC, BHN, BHCS, BHIP): **BHN: 1 FT and 2 PRN; BHIP 2 FT, 2 PRN; BHCS: No open RD positions.**
16. Please provide the average number of patients receiving nutrition support. Please provide for each facility (BHMC, BHN, BHCS, BHIP): **Refer to FNS Facility Data Tab (Multi-Service Excel Spreadsheet).**
17. Do you have and use a malnutrition coding program? Please advise for each facility (BHMC, BHN, BHCS, BHIP) **Yes.**
18. Is there a screening process for social determinants of health as required by CMS? Please advise for each facility (BHMC, BHN, BHCS, BHIP): **Compliant with CMS regulations.**
19. At BHMC the RFP indicates 151,894 inpatient days which includes NICU days. Can we get the breakdown of inpatient vs NICU days in these total days?  
**BHMC IP Days (Nov 22 – Oct 23) 143,379**  
**BHMC NICU Days (Nov 22 – Oct 23) 8,515**

BHCS IP Days (Nov 22 – Oct 23) 48,584  
 BHCS NICU Days (Nov 22 – Oct 23) 2,156

20. At BHMC the RFP indicates total retail revenue for both locations summed together. Can you break out the sales by the main cafeteria and the atrium café? **Starbucks Retail Revenue does not belong to BHMC.**
21. Can you please provide square footage of the server in the main cafeteria at BHMC? **Serving area 6,806 Sq foot, Sitting area 6223 Sq foot, and Dr. Lounge 873 Sq foot**
22. At BHMC the Department requisitions listed at \$1,155,904 in pass throughs. Can you please break out catering and physician lounge spend in that? **BHMC –Catering \$337,191 and Dr Lounge \$372,042.**
23. At BHMC the Inpatient meals listed at 541,255. This equates to 494 trays per meal however, the average daily census is 416. Can you please confirm the inpatient tray count? **BHMC-The patient meals list includes ER meals that are requested, late trays, guest trays, and snacks.**
24. At BHIP Department requisition amount is blank. Does that mean there is \$0 or is it missing? Is the dollar value for department requisitions included in the floor stock dollar value? **BHIP, department requisitions are not broken down, they roll up into catering expense which was reported at a total of \$131,706.**
25. At BHIP Inpatient meals listed at 116,499. This equates to 106 trays per meal however, the average daily census is 80. Can you please confirm the inpatient tray count? **BHIP-see below provided by current vendor. Please note that total patient meals count includes observation patients.**

2023 Total Patient Meals Reported	225,278.00
Floor Stock	107,672.00
ER Meals	5,471.00
Late Trays	8,750.00
Snacks	372.00
Total Patient meals for 2023	103,013.00
Total Census for 2023	36,717.00
Patient Trays per Census for 2023	2.81

26. At BHIP Outpatient trays are listed at 22,529. This equates to 21 trays per meal for outpatient and ED trays. The note indicates this number may include floor stock. Can you please confirm the number of outpatient and ED trays without floor stock? **Refer to ER Meals provided in above response.**
27. At BHN the Inpatient meals listed at 265,110. This equates to 242 trays per meal however, RFP states this includes ED, late and guest trays. Can these be broken out by meal types? Can you please confirm the inpatient tray count? **Inpatient meals only.**

28. At BHN the Outpatient trays are listed at 35,385. This equates to 32 trays per meal for outpatient trays, which seems high. Can you please confirm these tray counts? **Includes ER trays, late trays, and guest trays.**
29. At BHN, please provide square footage of the main cafeteria and the Coral Café. **Main café: 4,777.46 sq ft and Coral Café: 1,494 sq ft.**
30. At BHCS the Department requisitions listed at \$522,170 in pass throughs, which includes all other pass throughs except floor stock. Can you please break out catering and physician lounge spend in that? And please confirm that the floor stock dollar value of \$113,667 is not included in the above number.  
**BHCS Breakdown:**
- **\$522,170 Physician Dining Room and all other OP Lounges including EMS**
  - **\$113,667 Floor Stock**
  - **\$19,199 Supplemental and TPN Feeding**
  - **\$327,447 Catering**
31. At BHCS Inpatient meals listed at 231,450. This equates to 211 trays per meal however, the average daily census is 138. Can you please confirm the inpatient tray count? **The tray count is accurate. However, keep in mind that these numbers include trays going to ER, dialysis, short stay surgeries, and guest trays for peds, mother baby, NICU and PICU.**
32. At BHCS Please provide square footage for the cafeteria. **Approximately, 2,886 square ft (does not include back of house/kitchen).**
33. FNS Facility Data - Row 108 indicates that dietitians report into the Food Service Department. Please confirm that RDs are in scope as Supplier payroll positions for RFP pricing submissions. Is this the case for both Full Outsource AND Management Only scenarios? **Full outsource yes on supplier. For Management model, non-management dieticians should be on Broward Health's payroll.**
34. FNS Facility Data - Are the Meal Ticket volumes given on Row 77 of data sheet at cost or Retail POS Pricing? If at cost, what retail food cost % is assumed in the calculation? **Retail Cost.**
35. Are current employees on supplier payroll or Broward Health payroll? If on Broward payroll, do the employees participate in any defined benefit pension plan? If so, what pension plan is involved? **The percentage of employees on Broward Health's payroll varies by facility. Those that are on Broward Health's payroll are enrolled in the Broward Health pension plan.**
36. FNS Facility Data – Row 34 Does the hospital or supplier own the CBORD license? **Current vendor owns Cbord and Micros Licenses; Broward Health owns the hardware.**
37. FNS Facility Data – Row 36 Does the hospital or supplier own the Micros license and hardware? **Current vendor owns Cbord and Micros Licenses; Broward Health owns the hardware.**
38. FNS Facility Data – Row 55 Does the 30% employee discount apply to every item sold in the café? **In-house prepared items are discounted, but premium packaged items such as sushi, fruit, etc. are not**

included. This only concerns the main cafes; some sites have alternate café sites that do not offer discounts such as Coral Café at BHN and Healing Grounds at BHCS.

39. Who operates the Starbucks at BHMC & BHCS? Are these fully licensed stores or pour over operations? Starbucks operates at BHMC. Current FNS vendor for BHCS location.
40. Can current graphics be removed from Café – BHMC? Yes.
41. Does Broward Health receive sponsorship type dollars for the Coke graphics over/under each zone at Medical Center? No.
42. Is the FNS \$8 credit in the Total Free Meal figures provided? Yes.
43. BHMC – Please confirm the Atrium Café closes at Midnight (12:00 AM). Correct.
44. Are there ample Patient Line Servicewares per location (plates, bases, domes, silverware etc)? 1.5 per beds is standard. Can you provide the approximate percentage of servicewares at each site IE. BHMC – 80%, North 95% etc. BHN: 90%; BHCS: 100%; BHIP 100%; BHMC – TBA
45. What is the annual value of the department requisitions at BHIP? Department requisitions are not broken down, they roll up into catering expense which was reported at a total of \$131,706
46. What are the annual sales by location for Payroll deduct sales? Payroll deduct sales are included in total sales provided.
47. Are Doctor Lounges equipped? Physician lounges were toured during the mandatory site visits.
48. Do dept employees eat for Free or reduced cost? What is the value by location? Employees are given a 30% discount on select items at all regions.
49. Please provide number of inpatient clinical dietitians for each facility (BHMC, BHN, BHCS, BHIP). BHN – 5; BHIP – 3; BHCS – 5 (4.5 FTEs); BHMC – TBA.

#### **INTERNAL PATIENT TRANSPORT SERVICES (PT) QUESTIONS**

50. Please provide the average wage rate by individual hospital. Refer to PT Facility Data Tab (Multi-Service Excel Spreadsheet).
51. Please provide the non-productive % by individual hospital. Refer to PT Facility Data Tab (Multi-Service Excel Spreadsheet).
52. Please provide the average response time, average transport time and average pending to completion time by hospital. BHCS: Avg. Pending to dispatch = 8 minutes; Avg. Response time = 17.47 minutes; Avg Transport time = 23 minutes. BHN: Avg. Pending to dispatch = 14.42 minutes; Avg. Response time = 7.39 minutes; Avg Transport time = 27.91 minutes. BHIP: Avg. Pending to dispatch = 9.44 minutes; Avg. Response time = 17.45 minutes; Avg Transport time = 23.37 minutes.

53. Are all trips being completed through the TeleTracking software? **No.**
54. Please confirm if all facilities are currently utilizing iPhones / Mobile devices with the TeleTracking software? **Yes.**
55. Please clarify hours of operation for BHIP. Are hours of operation 24/7 except for no transport services on 3rd shift Saturday and Sunday nights? **BHIP, there is a gap Monday – Friday from 3AM-6AM, and Saturday and Sunday 3rd shift (11PM to 7AM).**
56. What is the current total department take rate percentage for benefits at each facility? **Benefits without FICA is approx. 13.4%. FICA is approx. 7.2%. Total is Approx 20.6%**
57. Shall supplier propose capital equipment to augment current facility equipment to improve efficiencies and outcomes? **Yes, if that is part of your proposal.**
58. Does the patient transport department provide any other services beyond patient moves? **No.** Identify duties and annual volume or dedicated staffing.
59. What communication devices are used to assign or communicate patient transports? **Ip hones.**
60. What is the current percentage of total discharges captured and performed by the patient transport department? **BHN: 59.6%; BHCS: 62%; BHIP: 75.73%; BHMC TBA.**
61. Excluding pre-log requests and scheduled patient transport requests, what is the current patient transport completion standard, from request to completion (i.e. on demand requests)? **30 minutes or less response time.**
62. What percentage of annual transports are completed within the established completion standard? **BHN: 53% within 30 minutes BHIP 76% within 30 minutes; BHCS: 81% within 30 minutes; BHMC TBA.**
63. What is the current patient transport completion standard from assignment to completion? **20 minutes.**
64. What percentage of annual transports are completed within the established assignment to completion standard? **Same as above.**
65. Is there any work completed by transport that is not counted in the trip volume (lobby attendants, concierge services, etc.)? **Additional work would be on an exception basis.**
66. Is there a dispatch (call) center at each facility or a centralized virtual transport dispatch office for the system? **No, neither.**
67. May we receive an inventory listing of current patient transport equipment? Not specific to transport; i.e wheelchairs, stretchers etc. **The current inventory of wheelchairs, stretchers, etc. is not specific to Patient Transport.**

**ENVIRONMENTAL SERVICES (EVS) QUESTIONS**

68. Is Supplier or Client responsible to provide inventory of microfiber mops and cloths? **Supplier.**
69. On the EVS Cleaning Frequencies for OR In Between Case Cleaning, at Broward Health Medical Center and Broward Health North its states "As Needed Daily). How many hours per week, for each of these locations, does EVS perform OR In Between Case Cleaning? **EVS only performs Terminal Cleaning.**
70. What is the current bed management system? **TeleTracking.**
71. Is there a minimum number of high touch surfaces swabbed by patient room? **Vendor should recommend their program based on expertise.**
72. Is there a minimum number of patient rooms swabbed daily/weekly? **Vendor should recommend based on expertise.**
73. Under 190 EVS Cleaning regarding moving furniture to storage (including cleaning prior), how many hours per week, per location, does EVS perform this currently? **Zero.**
74. Under 193 EVS Cleaning regarding meeting room setups (including refrigerator cleaning/defrosting), how many hours per week, per location, does EVS perform this currently? **Approximately 5 hours/week, per region.**
75. Under 215 EVS Cleaning Detailed regarding cleaning of refrigerators, cabinets, and ice machines, does this include only the exterior of such items? **Yes, only exterior.** If not, how many hours per week, per location, does EVS perform this currently?
76. Under 216 EVS Cleaning Detailed regarding cleaning of refrigerators in Nourishment Rooms, does this include only the exterior? **Exterior.** If not, how many hours per week, per location, does EVS perform this currently?
77. Under Facility Data regarding shift differentials, where there is a separate differential by shift and then for the weekend, are the rates combined? Example, 3<sup>rd</sup> shift is \$1.50 and then \$1.00 for the weekend, does that mean it is \$2.50 more per hour? **Yes.**
78. Under Facility Data, EVS Operational Data it states that EVS is responsible for cleaning the kitchen at only Broward Health North. Is that correct? **No, EVS cleans outside the kitchen line. This has been revised to "No" on Multi-Service RFP Excel Spreadsheet.** If so, what is the detailed scope that EVS is responsible for related to kitchen cleaning at Broward Health North?
79. Under Facility Data, EVS Operational Data it states that EVS is responsible for scrub distribution. Please provide the specific locations, by facility, that EVS is responsible to distribute to. How many hours per week, per location, does EVS perform this currently? Is this outside the FTEs responsible for linen distribution? **Variable at different sites and inclusive on linen distribution FTEs.**
80. Under Facility Data, EVS Operational Data it states that EVS has dedicated FTEs per location for linen distribution. Is it correct that Broward Health North has 3 FTEs versus the other locations having 2? If



so, what is different at Broward Health North that would require an additional FTE? **Per the EVS Facility Data sheet, BHN has 2 FTEs for linen distribution.**

81. Is there any linen software utilized by EVS? **No.** If so, what is the name of the software?
82. Regarding UV technology, what is the expectation for UV use by EVS? Does it vary by location? If so, please specify. **For certain isolation precautions such as C-Diff and OR terminal cleaning weekly.**
83. Under Facility Data, EVS Operational Data it states that the EVS Department pays for scrubs and linen at Broward Health Medical Center and Broward Health North, is that correct? At Broward Health Coral Springs and Broward Health Imperial Point that is not the case? **Broward Health pays for scrubs and linen. This has been revised on the Multi-Service RFP Excel Spreadsheet.**
84. What is the current bed tracking software at each facility? **TeleTracking.**
85. Does discharge volume include internal room-to-room patient transfers? **No. Worksheet 2, Row 32 represents annual number of internal room-to-room transfers.**
86. What is the current total department take rate percentage for benefits at each facility? **Benefits without FICA is approximately 14.3%, FICA is approximately 7.2%. Total is approximately 21.5%.**
87. What is the current department non-productive percentage rate for paid time off at each facility for PTO, sick and vacation? **7.3%.**
88. May we receive the current combined department average wage inclusive of shift differentials for BHMC and BHCS rather than the noted scale rate? **BHCS – \$21.01 Hourly/Contract. BHMC – \$20.73 Hourly/Contract.**
89. Is Supplier responsible to provide cleaning following USP 797 guideline for the compounding/IV pharmacy room at BHMC? **BHMC – Yes, following USP 800.**
90. Can you provide floor plans from each facility in scope? **Floor plans will be provided to the awarded vendor.**
91. At each facility in scope - how many days a week are clinics/infusion/rehab gyms open? M-F? Or 7 days a week? **BHN: rehab and infusion is M-F business hours; BHCS OP Rehab open M-F 7:30AM-6PM. Rehab is located in our medical office building and is not currently serviced by the hospital EVS department; BHIP; Rehab M-F 7:00 AM – 6:00PM. BHMC, TBA.**
92. What facilities/units utilize the disposable cubicle curtain program? **BHN: MICU, SICU, PACU, Stress lab, Echo, Pre-op holding, 9<sup>th</sup> floor TICU; BHCS: all areas with curtains have disposables, except L&D unit; BHMC: House-wide; BHIP: House-wide plus Outpatient Surgical Center.**
93. Confirm EVS cleans cafeteria space. **Yes.**
94. Confirm EVS cleans Kitchen at Broward North per EVS data sheet? How often? **EVS only cleans the serving area, management offices, and dining room.**



95. Coral Springs location - Is EVS responsible for cleaning wellness center equipment? **Yes.**
96. Does scrub distribution include restocking scrub dispenser machines at any location? All regions to have scrub dispensers by June 2024. Will EVS be restocking those dispensers? **No.** Vizient also asks if EVS currently restocks? **EVS currently restocks at BHCS and BHIP, but is currently being phased out.**
97. Does EVS build exchange carts for linen delivery at each facility? **No, EVS does not build exchange linen carts; EVS delivers what is needed to each unit.**
98. Under Facility Data, EVS Operational Data it states that EVS performs tasks outside the normal scope at Broward Health Coral Springs. Is that correct? If so, please provide further details. How many hours per week does EVS perform these tasks (outside of normal scope)? What are the out of normal scope responsibilities that are needed at BHCS? **This has been revised to "No" on Multi-Service RFP Excel Spreadsheet.**
99. Under Facility Data, EVS Operational Data it states that Broward Health Medical Center is the only location that does not have UV technology, is that correct? **BHMC recently acquired one unit. A note has been added on the Multi-Service RFP Excel Spreadsheet.**
100. What computerized patient transport system is being used? **TeleTracking.** Is the system owned by facility or Supplier? **It is owned by Broward Health.**
101. What are the out of normal scope responsibilities that are needed at BHCS? **This has been revised to "No" on Multi-Service RFP Excel Spreadsheet.**
102. Please provide average hours per week for setups and/or moves for each facility. **Approximately 5-8 hours per week, per region.**
103. How many hours per week, per location, does EVS support with Meeting/Conference Room setups? **Approximately 5-8 hours per week, per region.**

**\*\*Vendor Inquiries received prior to the RFI deadline, but not included above, will be answered in a forthcoming addendum. \*\***

**END ADDENDUM TWO**