

# STATE OF ALASKA REQUEST FOR INFORMATION



## RFI 0619-143 APH Hospitality Services

ISSUE DATE: 2/15/2019

DEADLINE FOR RECEIPT OF RESPONSES: 3/15/2019

The State of Alaska, Department of Health and Social Services, Division of Alaska Pioneer Homes (APH) is seeking to obtain information from qualified parties regarding privatization of laundry, food, and housekeeping services.

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### ISSUED BY:

DEPARTMENT OF HEALTH & SOCIAL SERVICES  
DIVISION OF ALASKA PIONEER HOMES

### PRIMARY CONTACT:

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## SECTION 1: INTRODUCTION AND INSTRUCTIONS

### SEC. 1.01 PURPOSE OF THE REQUEST FOR INFORMATION

The purpose of this announcement is to obtain information from interested parties to assist the State of Alaska, Department of Health & Social Services (DHSS), Division of Alaska Pioneer Homes (APH), in soliciting input and responses from entities that offer public hospitality service solutions. The State is exploring the feasibility of privatization via this Request For Information (RFI). The goals of this RFI are:

1. Continuation of the high standard of care currently seen within all six Alaska Pioneer Homes;
2. Financial plans that are partially, if not fully, self-sufficient with reduced or eliminated State subsidies;
3. Continuation of caring for individuals who would otherwise have no other care facility available to them.

Companies who submit a response to this RFI must include a description of the programs offered by your company and how these programs can help achieve the State's goal of hospitality privatization and cost effectiveness including all food, housekeeping, and laundry services at all six Alaska Pioneer Homes. The response must also include contact information such as: name of the company, point of contact names, physical and mailing addresses, phone numbers, and email address.

### SEC. 1.02 NON-BINDING PROCESS

This RFI does not constitute a formal solicitation.

The sole purpose for this RFI is to collect relevant information that may be beneficial to APH in the solicitation of a vendor to successfully execute the hospitality privatization requirements of the State. Respondents claiming any portion of their response as proprietary or confidential must specifically identify what documents or portions of documents they consider confidential and submit an additional copy of the response with this information redacted. DHSS shall make the final decision as to whether the documentation or information is confidential. Responses to this notice are not offers and cannot be accepted by APH to form a binding contract.

### SEC. 1.03 COST OF PREPARING RESPONSES

All costs incurred for response preparation and participation are the sole responsibility of the respondent. The State will not reimburse any respondent for any such costs.

## SECTION 2: BACKGROUND INFORMATION

### SEC. 2.01 BACKGROUND INFORMATION

The **Division of Alaska Pioneer Homes’ mission statement** is as follows, “The mission of Alaska Pioneer Homes is to provide elder Alaskans a home and community, celebrating life through its final breath”. These services are designed to maximize independence and quality of life by addressing the physical, psychosocial and spiritual needs of Elders. These needs are addressed in a continuum of services within an assisted living philosophy, with special capacities for Elders with Alzheimer Disease and Related Disorders. Services are provided by caring, experienced, and qualified staff members that recognize strong community support and interaction are vital to the mission. The Hospitality Services Provider must ascribe to the philosophy of Elder directed care in the long term care culture change movement when providing dining, housekeeping and laundry services.

APH operates six assisted living homes in the State of Alaska, with a total of 498 beds. The Pioneer Home facilities range in size from 45 beds to 168 beds. Each Home offers the following three Elder levels of service:

Level I	Provision of housing, meals, emergency assistance and opportunities for recreation; Level I services do not include staff assistance with activities of daily living, medication administration, or health-related services.
Level II	Provision of housing, meals, emergency assistance and, as stated in the Elders assisted living plan, staff assistance, including assistance with activities of daily living, medication administration, recreation and health-related services; assistance provided by a staff member includes supervision, reminders, and hands-on assistance, with the Elder performing the majority of the effort; during the night shift, the Elder is independent in performing activities of daily living and capable of self-supervision.
Level III	Provision of housing, meals, emergency assistance, and, as stated in the Elder’s assisted living plan, staff assistance, including assistance with activities of daily living, medication administration, recreation and health-related services; assistance provided by a staff member includes hands-on assistance, with the staff member performing the majority of the effort; the Elder may receive assistance throughout a 24-hour day, including the provision of care in a transitional setting.

The following table shows the Anticipated Daily Census at each Pioneer Home for FY 2020.

Facility Location	Available Beds	Anticipated Average Daily Census
Anchorage Pioneer Home	160	159
Fairbanks Pioneer Home	86	86
Juneau Pioneer Home	46	46
Ketchikan Pioneer Home	43	43
Palmer Pioneer Home	75	75
Sitka Pioneer Home	62	62

The Anchorage, Fairbanks, Ketchikan, Palmer and Sitka Pioneer Homes currently contracts Food Services. Under the contract the Contractor is to procure, handle, store, prepare and supervise the preparation and serving of food items to provide attractive, well-balanced meals. Contractor does not currently employ the food service staff other than the Food Service Supervisor or Contract Manger in each home and a Dietitian that provides services to all six Homes. The Juneau Pioneer Home contracts the services mentioned above as well as all staff required to provide food services, staff and supplies to provide housekeeping, and laundry services.

## SEC 2.02 DEFINITIONS

For the purposes of clarification, the following terms apply to this RFI.

**Average Daily Census:** The Average Daily Census is the average number of Elders in a facility on any given day. The Average Daily Census is used during the evaluation process as an estimated number of meals to be served at each location and on each day.

**Consumables:** Consumables are all items used by the Hospitality Services Provider that are either consumed or used in a manner that will not permit them to be reused. Consumables include, but are not limited to, all foods and food supplies, gloves and other personal protective equipment and supplies, plastic utensils, paper napkins, paper plates and all other single use food service items.

**Contract Executive Manager:** The Contract Executive Manager is an employee of the Hospitality Services Provider and is responsible for the overall contract operations on a statewide basis.

**Daily Board Rate:** The Daily Board Rate is the total of the Single Meal Rates offered in response to this RFI for each Elder in a facility. The Daily Board Rate is the total Single Meal Rates offered to provide Breakfast, Lunch, Dinner, and includes the costs for all other services associated with the provision of food services at the particular home.

**Daily Housekeeping Rate:** The Daily Housekeeping Rate is the amount offered in response to this RFI to provide Housekeeping Services on a daily basis as described in this RFI. For the purposes of this RFI the Daily Housekeeping Rate includes all contract employee costs, profit, insurance, and all other costs that are associated with providing the required Housekeeping Services required by the contract.

**Daily Laundry Rate:** The Daily Laundry Rate is the amount offered in response to this RFI to provide Housekeeping Services on a daily basis as described in this RFI. For the purposes of this RFI the Daily Laundry Rate includes all contract employee costs, profit, insurance, and all other costs that are associated with providing Laundry Services required by the contract.

**Facility Administrator:** The Facility Administrator is the State Employee that is the lead contact for the Hospitality Services Provider at each Contract Facility.

**Food Service Supervisor or Contract Manger:** The Food Service Supervisors (or contract managers) are employees of the Hospitality Services Provider and are responsible for the day to day operations at each contract facility. All contract managers or food service supervisors are to have the credentials as listed in the minimum prior experience section 1.05.

**Housekeeping:** Under this RFI the term housekeeping is defined as services necessary to maintain a clean and odor free facility and to ensure Elders have a clean and orderly environment, free of hazards. This includes cleaning and sanitizing of Elder's rooms and furniture, hallways, corridors, washrooms, lounges and

other building areas, the stripping, waxing and buffing of floors, the washing of windows, and ensuring conformance with Alaska State sanitation standards. **The offeror MUST understand that housekeeping includes ALL janitorial type tasks.**

**Pioneer Homes:** When used throughout this RFI Pioneer Homes is inclusive of the Alaska Veterans and Pioneers Home. Pioneer Homes refers to the six facilities located in Anchorage, Fairbanks, Juneau, Ketchikan, Palmer and Sitka. Individual Pioneer Homes are referred to as “Home” or “Facility.”

**Project Director:** The Project Director is the State Employee designated by each Facility Administrator for the purposes of day to day communication with the Hospitality Services Provider’s Food Service Supervisor or Contract Manager at each specific facility. The Project Director may be the State Employee designated to approve the monthly invoices submitted by the Hospitality Services Provider.

**Elder** The term Elder means any person that currently resides in a contract facility. This includes an Elder at a Pioneer Home.

**Single Meal Rate:** The Single Meal Rate is the rate the Hospitality Services Provider may charge when providing a single meal to a guest, Elder, or other individual at a Facility. The Single Meal Rate is the rate offered in the cost proposal section of this RFI for each meal. The Single Meal Rate offered for each Breakfast, Lunch, and Dinner equals the Daily Board Rate when added up. For the purposes of this RFI the Single Meal Rate includes all contract employee costs, profit, insurance, and all other costs that are associated with providing the required Food, Dining and Dietetic Services at the contract facility.

## SEC 2.03 BASIC SCOPE OF WORK

The DHSS is requesting information regarding provision of food, housekeeping, and laundry services for all six APH locations, as described below. If a solicitation is developed as a result of the information gained from this RFI, additional related services may be added. Respondents are encouraged to provide input on any gaps identified in the below.

### Hospitality Services Responsibilities

#### **Dietary Services:**

1. Provide professionally managed wholesome food and dining services for Elders, staff, and guests at all contract facilities utilizing the equipment and utensils of the facilities to the extent possible. The Hospitality Services Provider is to procure, handle, store, prepare and supervise the preparation and serving of food items to provide attractive, well-balanced meals. The meals must include special dietary foods as required by Elders, including liquid tube feedings and supplements such as Thicken, Ensure or similar products, as ordered by their physician or licensed primary health provider;
2. The Registered Dietitian must be available daily to consult either in person or at least telephonically with physicians, staff, and Elders on dietary matters. The Dietitian shall work in cooperation with the food preparation staff to ensure proper dietary requirements are met on a daily basis. The Dietitian shall also make visits to each contract location on a quarterly basis;
3. The Hospitality Services Provider must conduct ongoing procurements of consumables for all the above services;
4. Provision of all labor necessary to accomplish the above tasks.

**Housekeeping and Laundry Services:**

1. Provision of professionally managed, high quality housekeeping and laundry services that meet OSHA requirements for assisted living facilities, for Elders of the Home utilizing the facilities, and for equipment of the Home. This includes provision of all labor necessary to accomplish the above;

**Staffing:**

1. Provision of all labor necessary to accomplish the above tasks in each home. This includes administrative and management staff;
2. Provision of fingerprinting and background checks for all employees working at the Homes.

**State Responsibilities**

The State is responsible for the following items at each contract facility:

1. Pay the costs of heat, electricity, natural gas, steam, air conditioning, garbage and trash removal, refrigeration, water, sewage, and pest control;
2. Maintain food service and housekeeping supplies, equipment, furnishings, fixtures, and buildings, except as provided under "Hospitality Services Provider's Responsibilities" or as further defined under "Joint Responsibilities." The Hospitality Service Provider is expected to replace these items as needed.
3. Provide initial recommended levels of food service, laundry, and housekeeping supplies.

**Joint Responsibilities**

The Hospitality Services Provider's response should clearly demonstrate a thorough understanding of the required Joint Responsibilities. The following items require the Hospitality Services Provider and the State to work together in a cooperative manner. The Hospitality Service Provider and each facility will be jointly responsible for the following items:

1. Participate fully in the safety programs at the facilities, define safety programs specific to the dietary, food service, food storage, and sanitation departments of the facilities (if applicable) and ensure compliance by all staff;
2. Participate as appropriate in the care plan meetings and management programs of the facilities and ensure compliance by all staff;
3. Participate fully in the infection control programs of the facilities and ensure compliance by all staff;
4. Participate fully in the risk management and quality assurance programs of the facilities and ensure compliance by all staff;
5. Assure security of buildings and contents;
6. Encourage energy conservation;
7. Aggressively manage a waste prevention program;
8. Strive for simple and effective communication;
9. Actively participate in teamwork to accomplish all of the goals established by each facility within the limitations of our mutual resources;
10. Adhere to policies and procedures related to all aspects of each facility's operations;
11. Inventory the china, silver, glassware, flatware, trays and utensils provided by the State annually. Compare the annual inventory to the previous inventory to identify and document the items the Hospitality Service Provider must replace;
12. Inventory the linen and terry to identify and document items the State must replace.

**Food Services**

The following table indicates the general times for serving specific meals each day. Facilities may have variations to the schedule listed below and must be accommodated by the Hospitality Services Provider.

Meal	Time
Breakfast	7:00 am to 9:00 am
Lunch	11:30 am to 1:00pm
Dinner	4:30 pm to 6:30 pm

**Breakfast:** Fresh fruit and juice, eggs, breakfast meat, hot/cold cereals with milk, toast and/or other breakfast breads, decaf and regular coffee, tea and milk.

**Lunch:** There will be one main entree and three alternatives offered. A cook to order or a restaurant style menu may be provided as a substitute for the alternatives. Choice of, soup, potato or other starch, vegetables; choice of 2 salads, dinner rolls and butter, choice of two fruits, desserts, regular and decaf coffee or variety of tea and milk.

**Dinner:** Choice of sandwich or hot entrée, hot soup, bread and butter, choice of two fresh fruits, choice of two salads, dessert, regular and decaf coffee or variety of tea and milk or sugar free punch.

**Night Nourishments:** Snacks such as sandwiches, puddings, lunchmeats, cheeses, granola bars, fresh fruits, yogurt, cereal bars, cookies, chips, regular and decaf coffee or variety of tea, hot chocolate and sugar free punch.

**Snacks:** The Hospitality Services Provider must make a variety of snack foods available for the Elders throughout the day.

**Weekly**

**One special event per week:** A special event is defined as a food service function usually with other department support, such as activities, in which the Hospitality Services Provider provides items that are presented in a manner different from regular meals. For example, ice cream may be served from large containers, or cookies or cheese and crackers may be arranged on festive trays. Beverages such as coffee, tea, punch or juices will also be offered.

**One food sensory activity per week:** Sensory stimulation activates senses; taste, smell, vision, hearing and touch. Cooking activities can stimulate senses for elders and is important to create a home like environment, while triggering memories, encourages appetite and encourages elders to engage in the home, for example, making bread in the neighborhoods, cooking soups, baking cookies or pies. This should be done in each neighborhood and in coordination with other department support.

**Monthly**

**One festive meal will provided each month:** Normally, festive meals will follow recognized national or traditional holidays. However, local preferences may be arranged through the Hospitality Services Provider, the Facility Administrator or Designee and the Food Service Committee or other appropriate committee if applicable. The Hospitality Services Provider will also provide one unified birthday party per month, unless otherwise provided by a local organization. If the Hospitality Services Provider does not incur expenses related to a birthday party sponsored by another organization, the Hospitality Services Provider shall provide a replacement event.



**Annually**

The Hospitality Services Provider will provide food service for one annual event to be determined with each Facility Administrator to ensure coordination across the department occurs.

**Occasionally**

The Hospitality Services Provider will provide box lunches for Elders who are scheduled to take field trips, or Elders who will be off premises. Requests for box lunches must be submitted to the Hospitality Services Provider in writing by a Nurse or designee at least 24 hours in advance.

Acquire new food service supplies and housekeeping, equipment, furniture, and fixtures, except as provided under "Hospitality Services Provider's Responsibilities" or as further defined under "Joint Responsibilities."

**Housekeeping and Laundry Services**

Housekeeping staff must be on the premises from 6:00 a.m. to 11:00 p.m. daily. Cleaning will not be conducted in the neighborhoods between the hours of 9:00 p.m. 7:30 a.m. daily except for emergency situation between 9:00 p.m. to 10:30 p.m. and 6:00 a.m. to 7:30 a.m.

The required schedules will reflect the necessary services to be performed to meet standards of cleanliness and sanitation as set forth by the applicable Article 4: Environmental Health and Safety Alaska State Licensing requirements. The cleaning schedules must include the office areas and the periodic cleaning of specified storage areas.

1. Where there are disputes or disagreements, the director or designee will have final decision making authority.
2. Provide necessary office desks, chairs, and file cabinets for contracted employees.
3. Provide non-manual equipment.

**SEC 2.04 BUDGETING INFORMATION**

In order to gain an understanding of the potential costs involved, DHSS is asking for labor costs for food, laundry and housekeeping services at the Anchorage Pioneer Home only. DHSS will consider this information as a baseline, and adjust appropriately to extrapolate anticipated costs at each of the other homes. Respondents are encouraged to provide any information they think may assist DHSS in these estimates.

The Budgeting Information must follow the PUBLIC EMPLOYEES LOCAL 71 - LABOR, TRADES AND CRAFTS UNIT current collective bargaining agreement related to Section: 7.04 – CONTRACTING OUT, which requires the employer to pay the hourly wage rates detailed in the collective bargaining agreement and to not layoff staff without running a cost efficiency study.

LTC members must be paid at the current rates as defined in the bargaining unit contract. Below is a chart of the titles and ranges of current positions within the Pioneer Homes under the current LTC union contract for easy reference to the contract and pay schedules:

<b>Job Title</b>	<b>Range</b>
Enviro Services Foreman	57
Enviro Services Lead	58
Enviro Services Journey I	61
Enviro Services Journey II	60
Food Service Foreman	53
Food Service Lead	56
Food Service Journey	57
Food Service Sub Journey	61

The full bargaining agreement can be found at:

<http://doa.alaska.gov/dop/fileadmin/LaborRelations/pdf/contracts/LTC2018-2021.pdf>

<b><u>Line</u></b>	<b><u>Location</u></b>	<b><u>Services</u></b>	<b><u>Total Annual Rate</u></b>
<b>1</b>	<i>Anchorage Pioneer Home</i>	<i>Food/Dining/Dietetic</i>	\$
<b>2</b>	<i>Anchorage Pioneer Home - Housekeeping</i>	<i>Housekeeping</i>	\$
<b>3</b>	<i>Anchorage Pioneer Home - Laundry</i>	<i>Laundry</i>	\$
<b>Total Annual Labor Cost:</b>			\$ _____

## SECTION 3: RESPONSE EXPECTATIONS

### SEC. 3.01 RESPONSE EXPECTATIONS

Responses should not exceed 20 pages, and should address the following areas:

- Respondents should introduce their firm and provide some background information about their experience and capacity to provide the services identified in this RFI;
- Identify any risks or concerns associated with the scope of work as currently described. Where possible, provide one or more alternatives or suggested strategies to reduce risks and ameliorate concerns;
- Provide any considerations appropriate to individual Pioneer Homes, if identified;
- Provide an estimated budget\* which references the deliverables for services as described in Section 2.03 of this RFI.

\* Submitted estimated budgets in this RFI are intended for information gathering purposes. Any potential future formal solicitations arising from this RFI will allow respondents to submit updated detailed budgets.

### SEC. 3.02 QUESTIONS

Any questions concerning this RFI may be directed to the procurement officer below.

Please submit questions in writing or via email prior to 2:00PM Alaska Standard Time, February 27, 2019 to the attention of:

Matt Meienberg  
Procurement Specialist III  
Department of Health & Social Services  
[matt.meienberg@alaska.gov](mailto:matt.meienberg@alaska.gov)

## SECTION 4: RETURN INSTRUCTIONS

### SEC. 4.01 RETURN INSTRUCTIONS

#### **Email Submission**

The preferred method of response submission to this RFI is via email, sent to the following address:

[hss.procurement.proposal@alaska.gov](mailto:hss.procurement.proposal@alaska.gov)

The email submission must contain the RFI number in the subject line. In the body of the email, please indicate the procurement officer's name, the Respondent's name, the number of attachments, and the names of the attachments being submitted.

#### **Paper Submission**

If submitted a response by mail, Respondents must submit one hard copy of their response, to the procurement officer, to the address listed below.

The response package must be addressed as follows:

Department of Health & Social Services  
Division of Finance & Management Services  
Attention: Matt Meienberg, Procurement Specialist III  
RFI Number: 0619-143  
RFI Title: APH Hospitality Services

If mailing via US Mail, please use the following address:

Department of Health & Social Services  
Division of Finance & Management Services  
PO Box 110650  
Juneau, AK 99811-0650

### SEC. 4.02 DEADLINE FOR RECEIPT OF RESPONSES

Please provide responses no later than **2:00 PM Alaska Standard Time, on March 15, 2019.**