

NH Bid (#1) Food Services for The Pines Healthcare & Rehabilitation Centers- Olean Campus

Questions & Answers: FINAL

- 1.) Any help further clarifying the option A and Option B portions of the bid with emphasis on Option B - Person Directed Dining. A detailed description of the service expected in Option B would be very helpful as there is debate within our team as to what that entails.

Option A is the system that is currently in place. Trays are prepared in the kitchen and delivered to the units. Nursing Staff then delivers trays to the resident's rooms, or to the dining area on the unit if the resident needs feeding assistance.

Option B is more of a waitress style. Ideally, we would have a portable steam table that would move from Unit to Unit (possibly more than one table) and serve a plate service to each resident, as well as restaurant style in the main dining room. Person-centered dining helps to promote the well-being of long-term care residents. Most long-term care facilities rely on medical models of care, which have led to task-focused meals and little opportunity for residents to choose when and what they eat. Quality of life for residents is at the center of everything we do.

- 2.) In the event it is impractical to place a bid package (including the five copies) in an envelope for sealing, what other means will be acceptable? Example, if a bid package is organized in a 1.5" 3 ring binder could all six be placed in a box and then sealed with tape?

Yes this is appropriate

- 3.) Could you provide a picture and brief description of the tray delivery racks the county has for the tray deliveries?

