MASTER

JULY 21, 2016

PART IA - TECHNICAL PROPOSAL

RFP 3257, FOOD SERVICES FOR NEVADA STATE VETERANS HOME

PROPOSAL FOR A PARTNERSHIP WITH

NEVADA STATE VETERANS HOME

CARSON CITY, NV

OPENING DATE: JULY 21, 2016
OPENING TIME: 2:00 PM

A'viands
an elior company

TAB I: TITLE PAGE

PART IA – TECHNICAL PROPOSAL

RFP TITLE	***Food Services for Nevada State Veterans Home***
RFP:	***3257***
VENDOR NAME:	***A'viands***
ADDRESS	***1751 County Road B West Suite 300*** ***Roseville, MN 55113***
OPENING DATE:	***July 21, 2016***
OPENING TIME	***2:00 PM***

A'viands
an elior company

TAB II: TABLE OF CONTENTS

TAB I TITLE PAGE 3

TAB II TABLE OF CONTENTS 5

TAB III VENDOR INFORMATION SHEET 7

TAB IV STATE DOCUMENTS
- Signed Amendment 1 9
- Attachment A 12
- Attachment C 15
- Attachment J 16
- Nevada Business License 17

TAB V ATTACHMENT B, TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS 19

TAB VI SECTION 3, SCOPE OF WORK
- 3.1 MAXIMUM NUMBER OF MEALS 23
- 3.2 FOOD STANDARDS 24
- 3.3 FOOD AND SUPPLIES SPECIFICATIONS 25
- 3.4 MENU PLANNING 27
  - SAMPLE MENUS 28
- 3.5 FOOD PRODUCTION 41
- 3.6 DISTRIBUTION 43
- 3.7 QUALITY ASSURANCE 45
- 3.8 INVENTORY 46
- 3.9 MAINTENANCE, REPAIR, AND REPLACEMENT OF STATE-OWNED EQUIPMENT AND PHYSICAL PLANT 47
- 3.10 VENDOR QUALIFICATIONS 47
- 3.11 STATUTORY/LICENSURE REQUIREMENTS 49
- 3.12 STATUS OF VENDOR 50
- 3.13 RESTRICTIONS 51
- 3.14 INSPECTIONS 51
- 3.15 EQUIPMENT 52
- 3.16 SPECIAL PERSONNEL REQUIREMENTS 54
- 3.17 PERSONNEL REQUIREMENTS 55
- 3.18 STAFF TRAINING 57
- 3.19 HAZARDOUS SUBSTANCES AND MATERIALS 59
- 3.20 VENDOR'S RESPONSIBILITY 59
- 3.21 REPORTING 61
- 3.22 FIDELITY BOND 61
- 3.23 SUBCONTRACTORS 62
- 3.24 MISCELLANEOUS CONDITIONS 62
- 3.25 INVOICING 62
- 3.26 NEVADA STATE VETERANS HOME RESPONSIBILITY 63
- 3.27 COMPENSATION AND TIME OF PAYMENT 64
- 3.28 INTEGRATION / AMENDMENTS 64
- 3.29 GENERAL INFORMATION/COMMENTS 64

TAB VII SECTION 4, COMPANY BACKGROUND AND REFERENCES
4.1 VENDOR INFORMATION 67
4.2 SUBCONTRACTOR INFORMATION (Not Applicable) 76
4.3 BUSINESS REFERENCES (See Confidential Technical Proposal) 77

TAB VIII ATTACHMENT G - PROPOSED STAFF RESUME
4.4 VENDOR STAFF RESUMES (See Confidential Technical Proposal) 81

TAB IX OTHER INFORMATIONAL MATERIAL
SUPPORT STAFF 82

VENDOR INFORMATION SHEET FOR RFP 3257

Vendor Must:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	A'viands

V2	Street Address	1751 County Road B West, Suite 300

V3	City, State, ZIP	Roseville, MN 55113

V4	Telephone Number		
	Area Code: 651	Number: 631.0940	Extension:

V5	Facsimile Number		
	Area Code: 651	Number: 631.0941	Extension:

V6	Toll Free Number		
	Area Code: 888	Number: 872.3788	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: Patrick Brown
	Title: Business Development Director
	Address: 1751 County Road B West, Suite 300, Roseville, MN 55113
	Email Address: pbrown@aviands.com

V8	Telephone Number for Contact Person		
	Area Code: 651	Number: 262.9018	Extension:

V9	Facsimile Number for Contact Person		
	Area Code: 651	Number: 631.0941	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Mitch Speicher	Title: CFO

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: 7.15.16

AMENDMENTS

State of Nevada
Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Jeffrey Haag
Administrator

SUBJECT:	Amendment 1 to Request for Proposal 3257
RFP TITLE:	Food Services for Nevada State Veterans Home
DATE OF AMENDMENT:	July 8, 2016
DATE OF RFP RELEASE:	June 8, 2016
OPENING DATE:	July 21, 2016
OPENING TIME:	2:00 PM
CONTACT:	Heather Moon, Procurement Staff Member

The following shall be a part of RFP ***3257.*** If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

---

1. What are the current meal services times by Dining Room, to include actual seating times?

   Please see the attached sheet titled: "Meal times for Town Hall and Units".

   meal times.pdf

2. Who is responsible for recording meal intakes- Dietary or Nursing?

   Nursing is responsible for recording meal intakes.

3. Can we get copies of current menus?

   A copy of the current menu is attached.

   NSVH Menu July 2016.pdf

4. Can we get copies of the current Snack/Nutrition list?

A copy of the current snack/nutrition list is attached.

snacks.pdf

5. Does each Dining Room have its own service equipment to include a steam-table?

   The main dining room and one other unit currently have steam tables; however, we are in the process of ordering two (2) additional steam tables.

6. Are meals served on china or disposable wear?

   Meals are served on china.

7. Is the current staff in a union?

   No.

8. If the staff is unionized can we get a copy of the current Collective Bargaining Agreement?

   No.

9. Section 3.20.6 of the RFP references internal laundry use- are there charges associated with this that are passed on to the vendor?

   Our in-house laundry service cleans aprons, etc. Each employee is responsible for their own uniforms.

10. Section 3.29.9 & 10 reference keeping current employees on at the current prevailing wage- can we get a list by position of current wages?

    We are unable to provide that information.

11. Are Holiday meals considered as part of the 2 required monthly specials?

    Yes and there is an additional charge to the facility for $1.00 per resident for the day for special meals.

12. When was the last Joint Commission review and when are they next expected?

    There is no Joint Commission survey.

13. Can we get a copy of the current food-service contract?

    A copy of the current contract is attached.

Current Contract.pdf

14. What is the current volume of Snack usage?

See question #4.

NOTE:

AGENCY QUESTION:

What system will your company put into place to ensure a high quality of resident satisfaction for dining services and quality of food?

Please incorporate your response to the agency question in your RFP submittal.

ALL ELSE REMAINS THE SAME FOR RFP 3257.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: A'viands

Authorized Signature: [signature]

Title: CFO Date: 7.18.16

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal.

ATTACHMENT A: CONFIDENTIALITY/INDEMNIFICATION

ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked "**Part I B Confidential Technical**" and "**Part III Confidential Financial**".

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in ***Section 2 "ACRONYMS/DEFINITIONS."***

Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part IB – Confidential Technical Information			
YES	X MES	NO	
Justification for Confidential Status			
Proprietary information of personnel and customers that is not otherwise available to competitors: Staff Resume Forms and Reference Forms.			

A Public Records CD or Flash Drive has been included for the Technical and Cost Proposal			
YES	X MES	NO (See note below)	
Note: By marking "NO" for Public Record CD or Flash Drive included, you are authorizing the State to use the "Master CD or Flash Drive" for Public Records requests.			

Part III – Confidential Financial Information			
YES	X MES	NO	
Justification for Confidential Status			
Proprietary financial information that is not otherwise available to competitors: Financial statements			

A'viands, LLC
Company Name

Signature

Mitch Speicher
Print Name

7/18/2016
Date

This document must be submitted in Tab IV of vendor's technical proposal

EXCEPTION SUMMARY FORM

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
1	*3.16.2*	*Page 20*	Pre-employment physical that shall include, at a minimum, a physical examination and statement from a physician certifying the employee is free from communicable disease prior to employment; ***A'viands is unable to verify a "free from communicable disease" statement as this would be up to the clinic and physician to provide.***
2	*3.25*	*Page*	Invoicing: Vendor shall submit all original, itemized monthly invoices to the Facility Accounting Office by the third (3rd) of each month. ***A'viands agrees to this condition with the exception that we will submit all invoices to the Facility Accounting Office on the 10th of every month.***

ASSUMPTION SUMMARY FORM

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)
1	*3.16.3*	*Page 20*	RPR Serology Screen. ***Candidates will possibly need to attend an additional clinic in order to have this lab screening performed.***
2	*Section 3.17.4, Section 3.17.6* *Attachment D- Contract Form Section 14* *Attachment E- Insurance Schedule for RFP 3257*	*Page 21* *RFP page 58, Contract Form Attachment D page 4* *RFP Page 59, Insurance Schedule page 1.*	14. INDEMNIFICATION. To the fullest extent permitted by law Contractor shall indemnify, hold harmless and defend, not excluding the State's right to participate, the State from and against all liability, claims, actions, damages, losses, and expenses, including, without limitation, reasonable attorneys' fees and costs, arising out of any alleged negligent or willful acts or omissions of Contractor, its officers, employees and agents. ***To the extent permissible under local, state and federal law, A'viands asks that all obligations to hold harmless and that all indemnification rights be mutually and equivalently applied to both parties in only those circumstances where a party (or its employee, agent or subcontractor) engages in negligent acts or omissions, willful misconduct, or otherwise fails to perform obligations under the Contract.***

3	***3.29.10***	***Page 28***	NSVH has not set guidelines for the wages/benefit packages of the vendors' employees. However, in the interest of morale, NSVH would prefer any current employees that are kept on maintain a similar package. ***A'viands pays competitive market rate wages that are based on training, education, and applicable experience.***
4	***Attachment D Section 10, A***	***RFP Page 58, Attachment D, page 3***	A. Termination Without Cause. Any discretionary or vested right of renewal notwithstanding, this Contract may be terminated upon written notice by mutual consent of both parties, or unilaterally by either party without cause. ***A'viands asks that the any subsequent contract allows for mutual termination for any reason upon thirty (30) days' written notice and we believe this ensures that both parties are able to foster a mutually beneficial partnership.***

ATTACHMENT C: VENDOR CERTIFICATIONS

ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.

(7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

A'viands, LLC
Vendor Company Name

Vendor Signature

Mitch Speicher
Print Name

7/18/2016
Date

This document must be submitted in Tab IV of vendor's technical proposal

ATTACHMENT J: CERTIFICATION REGARDING LOBBYING

ATTACHMENT J – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

By: _____ 7/18/2016
Signature of Official Authorized to Sign Application — Date

For: A'viands, LLC
Vendor Name

Request for Proposal: 3257 For Food Services for Nevada State Veteran's Home
Project Title

This document must be submitted in Tab IV of vendor's technical proposal

NEVADA STATE BUSINESS LICENSE

SECRETARY OF STATE

STATE OF NEVADA

NEVADA STATE BUSINESS LICENSE

A'VIANDS, LLC
Nevada Business Identification # NV20121572278

Expiration Date: September 30, 2016

In accordance with Title 7 of Nevada Revised Statutes, pursuant to proper application duly filed and payment of appropriate prescribed fees, the above named is hereby granted a Nevada State Business License for business activities conducted within the State of Nevada.

Valid until the expiration date listed unless suspended, revoked or cancelled in accordance with the provisions in Nevada Revised Statutes. License is not transferable and is not in lieu of any local business license, permit or registration.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on July 9, 2015

Barbara K. Cegavske

BARBARA K. CEGAVSKE
Secretary of State

You may verify this license at www.nvsos.gov under the Nevada Business Search.

License must be cancelled on or before its expiration date if business activity ceases.
Failure to do so will result in late fees or penalties which by law cannot be waived.

TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE

ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

I have read, understand and agree to comply with ***all*** the terms and conditions specified in this Request for Proposal.

YES _____ I agree to comply with the terms and conditions specified in this RFP.

NO X I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors ***must*** provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

A'viands, LLC
Company Name

Signature

Mitch Speicher
Print Name

7.18.16
Date

Vendors MUST use the following format. Attach additional sheets if necessary.

EXCEPTION SUMMARY FORM

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
Please see the following page for exceptions.			

ASSUMPTION SUMMARY FORM

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)
Please see the following page.			

This document must be submitted in Tab V of vendor's technical proposal

EXCEPTION SUMMARY FORM

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
1	*3.16.2*	*Page 20*	Pre-employment physical that shall include, at a minimum, a physical examination and statement from a physician certifying the employee is free from communicable disease prior to employment; ***A'viands is unable to verify a "free from communicable disease" statement as this would be up to the clinic and physician to provide.***
2	*3.25*	*Page*	Invoicing: Vendor shall submit all original, itemized monthly invoices to the Facility Accounting Office by the third (3rd) of each month. ***A'viands agrees to this condition with the exception that we will submit all invoices to the Facility Accounting Office on the 10th of every month.***

ASSUMPTION SUMMARY FORM

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)
1	*3.16.3*	*Page 20*	RPR Serology Screen. ***Candidates will possibly need to attend an additional clinic in order to have this lab screening performed.***
2	*Section 3.17.4, Section 3.17.6* *Attachment D-Contract Form Section 14* *Attachment E-Insurance Schedule for RFP 3257*	*Page 21* *RFP page 58, Contract Form Attachment D page 4* *RFP Page 59, Insurance Schedule page 1.*	14. INDEMNIFICATION. To the fullest extent permitted by law Contractor shall indemnify, hold harmless and defend, not excluding the State's right to participate, the State from and against all liability, claims, actions, damages, losses, and expenses, including, without limitation, reasonable attorneys' fees and costs, arising out of any alleged negligent or willful acts or omissions of Contractor, its officers, employees and agents. ***To the extent permissible under local, state and federal law, A'viands asks that all obligations to hold harmless and that all indemnification rights be mutually and equivalently applied to both parties in only those circumstances where a party (or its employee, agent or subcontractor) engages in negligent acts or omissions, willful misconduct, or otherwise fails to perform obligations under the Contract.***

3	***3.29.10***	***Page 28***	NSVH has not set guidelines for the wages/benefit packages of the vendors' employees. However, in the interest of morale, NSVH would prefer any current employees that are kept on maintain a similar package. ***A'viands pays competitive market rate wages that are based on training, education, and applicable experience.***
4	***Attachment D Section 10, A***	***RFP Page 58, Attachment D, page 3***	A. Termination Without Cause. Any discretionary or vested right of renewal notwithstanding, this Contract may be terminated upon written notice by mutual consent of both parties, or unilaterally by either party without cause. ***A'viands asks that the any subsequent contract allows for mutual termination for any reason upon thirty (30) days' written notice and we believe this ensures that both parties are able to foster a mutually beneficial partnership.***

TAB VI: SECTION 3 - SCOPE OF WORK

3.1 MAXIMUM NUMBER OF MEALS

The maximum number of resident meals is 193,815 (177 residents x 3 meals x 365 days).

3.1.1 Maximum meals served using trays and transporting in carts to serving area in memory impaired unit is 64,605 (60 residents x 3 meals x 365 days).
A'viands has read, understands, and will comply.

3.1.2 Maximum meals served using steam tables in dining rooms is 129,210 meals (118 residents x 3 meals x 365 days).
A'viands has read, understands, and will comply.

3.1.3 Current census is 165 residents or 180,675 meals annually.
A'viands has read, understands, and will comply.

3.1.4 Projected operating census is 172 residents or 188,340 meals annually.
A'viands has read, understands, and will comply.

3.1.5 Proposal may include a separate billing methodology for raw food costs of nutritional snacks maintained in the nutrition kitchens and for activities.
A'viands has read, understands, and will comply. We will not be proposing a separate billing methodology for these items.

3.1.6 For Department of Veterans Affairs requirements (State Home Inspection Standards – Nursing Home), click on the link below:
http://www.warms.vba.va.gov/Regs/38CFR/BookI/Part51/s51_140.doc
A'viands has read, understands, and will comply.

3.1.7 Official copies of current Medicaid/Medicare Standards (483.35 Dietary Services) can be accessed at:
https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf
A'viands has read, understands, and will comply.

3.2 FOOD STANDARDS

Service excellence through programs of standardized preparation, serving and cleaning are to be maintained. The following minimum standards shall apply:

3.2.1 All food shall be garnished, if practical.

A'viands has read, understands, and will comply. Because A'viands believes residents deserve food that looks appealing as well as tastes delicious, food production support will be provided to include cooking and plate garnishing that emphasizes outstanding flavor and creative presentation.

3.2.2 The quantity and quality of the food should be similar for each resident (including pureed food). In addition, the nutrition kitchen in each unit should be well-stocked for hungry residents.

A'viands has read, understands, and will comply. The ultimate goal of our dining service program is customer satisfaction. We ensure quality and the proper quantity for each resident we serve. We understand that each client has a different expectation for the quality and quantity of food to be served. A'viands is flexible enough to have several menu variations available to ensure your expectations are being met.

3.2.3 All hot foods must reach the participants hot (>140°F), and all cold foods must reach the participants cold (<40°F

A'viands has read, understands, and will comply. In addition to each facility's policies and procedures, A'viands also has rigid standard operating procedures to ensure quality, safety, and compliance to meet set standards.

3.2.4 The same level of quality ingredients must be maintained throughout the vendor's operation

A'viands has read, understands, and will comply. When developing our menus we focus on quality and variety. We are committed to food integrity. Quality ingredients will be used, including minimally processed whole foods. The menus developed will incorporate seasonal and sustainably-raised foods, fresh meats, dairy products free from antibiotics and hormones, and fresh fruits and vegetables. Healthy fats, whole grains, whole lean meats, fish, nuts, legumes, fresh fruits, and vegetables will be utilized in our menus, but with culinary flair and precision to entice residents and guests to try new foods and flavors. A'viands food preparation methods are centered on maintaining culinary integrity and supporting the well-being of patients, residents, customers, and employees.

3.2.5 Housekeeping and sanitation programs shall meet and be maintained within the highest standards of cleanliness.

A'viands has read, understands, and will comply.

3.3 FOOD AND SUPPLIES SPECIFICATIONS

All food and supplies purchased shall be in conformance with any minimum standards of Federal and State specifications not otherwise stated herein.

Nevada State Veterans Home shall periodically, or as deemed necessary, inspect the vendor's inventory of food and supplies to determine if the following food standards are being maintained:

3.3.1 Meat: Beef, USDA inspected, select or choice grade. 15%-18% maximum fat content in ground beef products. Only beef patties may contain limited amounts of vegetable protein (soy flour)

A'viands has read, understands, and will comply. Our menus meet and/or exceed all Federal and State requirements, and once they are developed, we have systems in place to ensure these requirements are being met on a meal to meal basis.

3.3.2 Veal and Lamb: USDA inspected, choices.

A'viands has read, understands, and will comply. See response to 3.3.1 for additional information.

3.3.3 Pork and Poultry: USDA inspected, Grade A

A'viands has read, understands, and will comply. See response to 3.3.1 for additional information.

3.3.4 Eggs and Dairy Products: USDA, Grade A, pasteurized. Milk alternatives will contain protein, calcium, Vitamin D comparable to cow's milk (i.e. soy milk

A'viands has read, understands, and will comply. See response to 3.3.1 for additional information.

3.3.5 Frozen Foods: USDA, Grade A.

A'viands has read, understands, and will comply. See response to 3.3.1 for additional information.

3.3.6 Fresh Produce: US number 1 quality.

A'viands has read, understands, and will comply. See response to 3.3.1 for additional information.

3.3.7 Canned Foods: fancy and choice quality canned food. No home-canned vegetables, meats, or fish. Fruit to be juice pack or light syrup.

A'viands has read, understands, and will comply. See response to 3.3.1 for additional information.

3.3.8 Mayonnaise: regular, light, or low fat.

A'viands has read, understands, and will comply. See response to 3.3.1 for additional information.

3.3.9 Salad dressing: regular, low-fat, and low-calorie variety;

A'viands has read, understands, and will comply. See response to 3.3.1 for additional information.

3.3.10 Vendor shall maintain rigid procurement procedures throughout the entire process of purchasing, receiving, storage, and inventory of all foods and direct supplies related to food production, service, and management applicable to this agreement.

A'viands has read, understands, and will comply.

3.3.11 Guidelines for food storage:

3.3.11.1 Dry storage, 50 degrees F to 70 degrees F;

3.3.11.2 Refrigerated storage, 40 degrees F or lower; and

3.3.11.3 Freezer storage, 0 degrees F or lower.

A'viands has read, understands, and will comply. We provide employees with properly working equipment to prepare and hold foods effectively and in proper temperature zones. In addition, our sanitation and maintenance programs portray our commitment to keep our valued clients safe and maintain a safe working environment for all our associates.

3.3.12 Storage temperatures shall be recorded daily in a log and made available to facility upon request.

A'viands has read, understands, and will comply. Our time and temperature logs are designed to equip staff with the tools they need to document all steps and measures and that create an audit trail.

3.3.13 All utensils, including dishes, glass, and silverware shall be properly cleaned and sanitized after each use and protected from dust or other contamination.

A'viands has read, understands, and will comply. Our sanitation standards are a critical key to a successful dining service program. It is important to conduct business in a sanitary and clean working environment.

3.3.14 3.3.14 The vendor shall keep on file manufacturers' specifications on convenience food items and pre-packaged mixes served at all meals and snacks, including sack meals, for nutritional content, i.e. grams of protein, fat carbohydrate, sodium, cholesterol, iodine, and other pertinent information.

A'viands has read, understands, and will comply.

3.3.15 Nevada State Veterans Home is to receive credit or exchange for food or supplies served in the event the food or supplies exceed an expiration date or spoil prior to expiration date. Examples are pre-packaged cereals, chips and snacks, milk and milk products, nutritional supplements, and other food supplies.

A'viands has read, understands, and will comply.

3.4 MENU PLANNING

Vendor shall provide, at a minimum, the following menu planning capabilities:

3.4.1 Provide at a minimum of twice per year a proposed six (6)-month cycle menu (no less than 6 week cycles) to Nevada State Veterans Home for review, at least one (1) month prior to serving dates. The proposed menu will include a computerized nutritional analysis of regular and therapeutic diets. The menu will be reviewed and approved by the Nevada State Veterans Home's Administrator and the State's Registered Dietitian, and reviewed by the Resident Food Committee prior to serving dates. The following schedule shall apply (beginning serving dates):

3.4.1.1 Fall/Winter - October 1; and

3.4.1.2 Spring/Summer - April 1.

A'viands has read, understands, and will comply. We will provide two, six week menu cycles per year, a Fall/Winter menu and a Spring/Summer menu. Each menu will include one main selection and an always available menu. Menus and nutritional analysis will be provided to the Veterans Home for review at least one month prior to implementation. Additionally, all menus will be reviewed with the Resident Food Committee for approval. Our menus are developed by a team consisting of our Corporate Executive Chef, Registered Dietitian Nutritionists, and Operational Experts based on standard recipes.

Please see attached sample menus on the following pages.

SAMPLE MENU - WEEK 1

WEEKLY MENU

	MONDAY Date	TUESDAY Date	WEDNESDAY Date	THURSDAY Date	FRIDAY Date	SATURDAY Date	SUNDAY Date
BREAKFAST	Choice of Juice Oatmeal Cold Cereal Egg of Choice Bacon Tri Tator Potatoes Fresh Fruit of the Day Orange Muffin Toast Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Malt-O-Meal Cold Cereal Sausage Gravy Egg of Choice Fresh Fruit of the Day Buttermilk Biscuit Toast Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Cream of Wheat Cold Cereal Pancakes Egg of Choice Sausage Patty Fresh Fruit of the Day Toast Soft Margarine Cup Syrup 2% Milk Coffee Hot Tea	Choice of Juice Cream of Rice Cold Cereal Country Breakfast Eggs Egg of Choice Fresh Fruit of the Day Toast Jelly Soft Margarine Cup 2% Milk Hot Tea Coffee	Choice of Juice Oatmeal Cold Cereal Scrambled Egg & Cheese Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Cream of Wheat Cold Cereal Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Malt-O-Meal Cold Cereal Egg & Sausage Bake Egg of Choice Fresh Fruit of the Day Vanilla Frosting Cinnamon Roll Toast Soft Margarine Cup 2% Milk Coffee Hot Tea
LUNCH	3 Oz Sloppy Joe on Bun 1/2 Cup Oven Baked Fries 1/2 Cup Seasoned Corn 1 Each Ketchup 1/2 Cup Mandarin Oranges 8 Fl Oz 1% Milk	Vegetable Lasagna Herbed Green Beans Garlic French Bread Spiced Peaches 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Baked Chicken Dijon Scalloped Potatoes Herbed Broccoli Cuts Wheat Bread Soft Margarine Cup Lemon Cooler Cream Cake 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	6 Oz Tomato Soup 1 each Grilled Cheese Sandwich 1/2 Cup Broccoli Mandarin Salad 2 Pkg Saltine Crackers 2 Each Chocolate Chip Cookies 8 Fl Oz 1% Milk	Baked Penne w/Italian Sausage Seasoned Zucchini Parmesan Breadstick Soft Margarine Cup Fresh Green Grapes 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Chicken Chow Mein Chow Mein Noodles Herbed Sliced Carrots Soft Margarine Cup Cherry Delight Bar Fortune Cookie 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Roast Beef Mashed Potatoes Herbed Key Biscayne Vegies Wheat Roll Soft Margarine Cup Brown Gravy Apple Pie 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade
DINNER	1 Each Italian Chicken Breast 1/2 Cup Fluffy Rice 1/2 Cup Peas & Carrots w/Marg 1 slice Whole Wheat Bread 1 Each Soft Margarine Cup 1 piece Frosted Brownie 8 Fl Oz 1% Milk	Bratwurst w/ Caramelized Onion Italian Pasta Salad Baked Beans Ketchup Mustard Pickle Relish Vanilla Ice Cream 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Saltine Crackers Cream of Tomato Soup Grilled Cheese Sandwich Creamy Cucumbers Chilled Pineapple Tidbits 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	1 Cup Italian Meat Sauce 1/2 Cup Spaghetti Noodles 1 Cup Lettuce Salad 1 each Breadstick 1 each Golden Italian Dressing 1/2 Cup Apple Crisp 8 Fl Oz 1% Milk	Chicken Strips Honey Mustard Sauce French Fries Pea & Cheese Salad Ketchup Whipped Topping Chocolate Pudding 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Saltine Crackers Vegetable Chowder Egg Salad BLT on Whole Wheat Chilled Fruit Salad 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Chicken Mandarin Orange Salad Baked Breadstick Soft Margarine Cup Fresh Cantaloupe 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade

Fall/Winter 2016 – Week 1

NEVADA STATE VETERAN'S HOME

WEEKLY MENU

	MONDAY Date	TUESDAY Date	WEDNESDAY Date	THURSDAY Date	FRIDAY Date	SATURDAY Date	SUNDAY Date
BREAKFAST	Choice of Juice Oatmeal Cold Cereal Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Cream of Wheat Cold Cereal Wheat French Toast Bacon Egg of Choice Fresh Fruit of the Day Toast Syrup Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Malt-O-Meal Cold Cereal Egg of Choice Hashbrown Potatoes Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Cream of Rice Cold Cereal Egg & Cheese Bake Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Oatmeal w/Peaches Cold Cereal Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Cream of Wheat Cold Cereal Egg of Choice American Fried Potato Fresh Fruit of the Day Cinnamon Streusel Coffeecake Toast Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Malt-O-Meal Cold Cereal Egg & Ham Bake Egg of Choice Fresh Fruit of the Day Donut Holes Toast 2% Milk Coffee Hot Tea
LUNCH	Beef Tips in Gravy Parslied Potatoes Herbed Broccoli Cuts Wheat Roll Soft Margarine Cup Chilled Peaches 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Seafood Fettucine Pasta Primavera Herbed Green Peas Garlic French Toast Pudding Parfait 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Apricot Glazed Pork Roast Seasoned Sweet Potatoes Herbed Green & Gold Beans Wheat Dinner Roll Soft Margarine Cup Angel Food Cake +Strawberries 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Chicken Parmesan Buttered Red Potatoes Roasted Cauliflower Frosted Rice Krispie Bar 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Cinnamon Ginger Glazed Fish Oven-Browned Potatoes Lemon Dill Carrots Banana Split Dessert 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Meatloaf Mashed Potatoes Herbed Broccoli Cuts Brown Gravy Sherbet 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Hawaiian Chicken Brown Rice Pilaf Herbed Oriental Blend Vegies Wheat Dinner Roll Soft Margarine Cup Whipped Topping Cherry Pie 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade
DINNER	Kielbasa Sausage Macaroni & Cheese Sauteed Peppers & Onions Whipped Topping Gelatin Poke Cake 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Saltine Crackers Vegetable Beef Soup Hot Ham & Cheese Sandwich Marinated Carrot Salad Fresh Red Grapes 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Swiss Steak Mashed Potatoes Herbed Corn Brown Gravy Blushing Pears 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Peaches & Cream French Toast Sausage Patty Syrup Soft Margarine Cup Summer Fresh Fruit 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Turkey Ranch Pasta Salad Leaf Lettuce Orange Wedges Tomato Slices Wheat Dinner Roll Soft Margarine Cup Peanut Butter Cookies 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice	BBQ Pork Riblet on Bun Dill Potato Salad Chuckwagon Corn Fresh Watermelon Cubes 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Manicotti w/Meat Sauce Herbed Italian Veggies Garlic Baked Breadstick Soft Margarine Cup Fruit Cocktail Gelatin 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade

Fall/Winter 2016 – Week 2

NEVADA STATE VETERAN'S HOME

SAMPLE MENU - WEEK 3

WEEKLY MENU

	MONDAY Date	TUESDAY Date	WEDNESDAY Date	THURSDAY Date	FRIDAY Date	SATURDAY Date	SUNDAY Date
BREAKFAST	Choice of Juice Oatmeal Cold Cereal Breakfast Sausage & Veg Burrito Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Cream of Wheat Cold Cereal Egg & Potato Bake Egg of Choice Fresh Fruit of the Day Toast Jelly Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Malt-O-Meal Cold Cereal Egg of Choice Breakfast Ham Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Cream of Rice Cold Cereal Waffles Sausage Links Egg of Choice Fresh Fruit of the Day Toast Syrup Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Oatmeal w/Berries Cold Cereal Egg of Choice Fresh Fruit of the Day Blueberry Muffin Toast Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Cream of Wheat Cold Cereal Egg of Choice American Fried Potato Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Malt-O-Meal Cold Cereal Scrambled Eggs and Cheese Egg of Choice Fresh Fruit of the Day Caramel Roll Toast Soft Margarine Cup 2% Milk Coffee Hot Tea
LUNCH	Seafood Pasta Salad Leaf Lettuce Sliced Tomato Garnish Baked Breadstick Soft Margarine Cup Black Forest Cake 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Roast Beef Sandwich w/Gravy Mashed Potatoes Herbed Key Biscayne Vegies Ice Cream Sundae Cup 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Honey & Ginger Glazed Chicken Brown Rice Pilaf Roasted Vegetables Oreo Dessert Pudding 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Smothered Pork Chop Mashed Sweet Potatoes Herbed Corn Soft Margarine Cup Sherbet 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Potato Crunch Fish Oven-Browned Potatoes Creamy Coleslaw Tartar Sauce Lemon Wedge Frosted Lemon Poppyseed Cake 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Beef Pepper Steak Brown Rice Herbed 4 Way Vegetable Mix Wheat Bread Soft Margarine Cup Mandarin Oranges 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Mustard Glazed Ham Sweet Potato Casserole Oregano Green Beans Wheat Roll Soft Margarine Cup Assorted Pies 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade
DINNER	Turkey Club Burger-Bun Waffle Fries Herbed Country Style Vegies Ketchup Mustard Chilled Pineapple Tidbits 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Turkey Salad Croissant Marinated Cucumbers Lettuce & Tomato Slice Chilled Peaches 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Chicken Fried Steak Mashed Potatoes Herbed Capri Blend Vegies Cream Gravy Mexican Bread Pudding 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Beef Tips in Gravy Parslied Noodles Herbed Green Beans Fresh Green Grapes 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Sloppy Joe on a Bun Baked Beans Potato Wedges Ketchup Fruit Cocktail Gelatin 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Chicken Fettuccine Alfredo Herbed Broccoli Cuts French Bread Soft Margarine Cup Oatmeal Raisin Cookie 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Garden Vegetable Soup Saltine Crackers Egg Salad Sandwich on Wheat Potato Chips Fresh Cantaloupe 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade

Fall/Winter 2016 – Week 3

NEVADA STATE VETERAN'S HOME

WEEKLY MENU

	MONDAY Date	TUESDAY Date	WEDNESDAY Date	THURSDAY Date	FRIDAY Date	SATURDAY Date	SUNDAY Date
BREAKFAST	Choice of Juice Oatmeal Cold Cereal Egg of Choice Fresh Fruit of the Day Apple Muffin Toast Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Cream of Wheat Cold Cereal Egg of Choice Tri Tator Potatoes Fresh Fruit of the Day Toast Jelly Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Malt-O-Meal Cold Cereal Egg w/Hollandaise & English Muffin Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Cream of Rice Cold Cereal Wheat French Toast Egg of Choice Bacon Fresh Fruit of the Day Toast Syrup Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Apple Cinnamon Oatmeal Cold Cereal Egg of Choice Fresh Fruit of the Day Cinnamon Streusel Coffeecake Toast Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Cream of Wheat Cold Cereal Egg of Choice American Fried Potato Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Malt-O-Meal Cold Cereal Egg & Ham Bake Egg of Choice Fresh Fruit of the Day Toast Jelly Soft Margarine Cup 2% Milk Coffee Hot Tea
LUNCH	Monterey Chicken Breast Baked Potato Harvard Beets Dinner Roll Soft Margarine Cup Sour Cream Ice Cream Sundae Cup 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Swedish Meatballs Mashed Potatoes Herbed Green Peas Wheat Bread Soft Margarine Cup Cheesecake 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Roast Pot Beef Parslied Potatoes Roasted Carrots Wheat Roll Soft Margarine Cup Fruit Cocktail Gelatin 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Pork Chop & Apples Sweet Potato Casserole Herbed Peas-Mushrooms Wheat Roll Soft Margarine Cup Chilled Pears 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Turkey Enchilada Casserole Spanish Rice Chuckwagon Corn Mandarin Oranges 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Beef Tips in Gravy Seasoned Egg Noodles Herbed Capri Blend Vegies Wheat Bread Soft Margarine Cup Red Velvet Cake 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Oven Fried Chicken Lyonnaise Potatoes Herbed Diced Carrots Buttermilk Biscuit Soft Margarine Cup Lemon Meringue Pie 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade
DINNER	BBQ Riblette Two Toned Roasted Potatoes Carrot Pineapple Sweet Salad Cornbread Ketchup Chilled Peaches 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Beef Taco in Corn Shell Refried Beans Mexican Corn Fresh Green Grapes 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Saltine Crackers California Medley Soup Turkey & Cheese Croissant Marinated Tomato Salad Mayonnaise Sugar Cookie 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Tator Tot Casserole Herbed 4 Way Vegetable Mix Wheat Bread Soft Margarine Cup Frosted Brownie 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Salisbury Steak Mashed Potatoes 5-Way Vegetable Blend Brown Gravy Lemon Bar 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Caesar Salad Shrimp Corn and Tomato Pasta Roasted Vegetables Fresh Watermelon Cubes 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Spaghetti & Meat Sauce Herbed Broccoli Cuts Garlic French Bread Summer Fresh Fruit 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade

Fall/Winter 2016 – Week 4

NEVADA STATE VETERAN'S HOME

SAMPLE MENU - WEEK 5

WEEKLY MENU

	MONDAY Date	TUESDAY Date	WEDNESDAY Date	THURSDAY Date	FRIDAY Date	SATURDAY Date	SUNDAY Date
BREAKFAST	Choice of Juice Oatmeal Cold Cereal Egg of Choice Fresh Fruit of the Day Toast Jelly Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Cream of Wheat Cold Cereal Sausage Patty Wheat French Toast Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup Syrup 2% Milk Coffee Hot Tea	Choice of Juice Malt-O-Meal Cold Cereal Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Cream of Rice Cold Cereal Egg of Choice Hashbrown Potatoes Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Oatmeal w/Peaches Cold Cereal Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea	Choice of Juice Cream of Wheat Cold Cereal Egg of Choice American Fried Potato Fresh Fruit of the Day Orange Cranberry Muffin Toast Soft Margarine Cup 2% Milk Coffee Hot Tea	Choice of Juice Malt-O-Meal Cold Cereal Egg & Ham Breakfast Casserole Egg of Choice Tri Tator Potatoes Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Coffee Hot Tea
LUNCH	Cottage Cheese & Fruit Plate Assorted Muffin Soft Margarine Cup Chocolate Chip Cookies 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Roast Turkey Mashed Potatoes Herbed Corn Wheat Dinner Roll Poultry Gravy Soft Margarine Cup Mandarin Oranges 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Beef Lasagna Herbed Italian Vegies Garlic French Bread Fruit Cocktail Gelatin 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Baked Glazed Ham Mashed Sweet Potatoes Green Beans Almondine Wheat Bread Soft Margarine Cup Unfrosted Yellow Cake Vanilla Frosting 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Lemon Pepper Fish Baked Potato Dijon Brussels Sprouts Soft Margarine Cup Lemon Wedge Tartar Sauce Sour Cream Seasonal Fresh Fruit 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Beef Patty Melt Sandwich Steak Fries Scandinavian Blend Vegetables Angel Food Cake +Strawberries 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade	Baked Chicken Breast Wild Rice Herbed 4 Way Vegetable Mix Wheat Roll Soft Margarine Cup Coconut Cream Pie 2% Milk Coffee Assorted Soda Choice of Juice Hot Tea Lemonade
DINNER	Swiss Steak Parslied Potatoes Herbed 4 Way Vegetable Mix Wheat Dinner Roll Soft Margarine Cup Fresh Cantaloupe 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Chicken Fettuccine Alfredo Caesar Salad French Bread Soft Margarine Cup Strawberry Ice Cream 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Spinach Quiche Tri Tator Potatoes Lemon Poppy Seed Muffin Soft Margarine Cup Whipped Topping Tapioca Pudding 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	French Dip Sandwich Macaroni Veg Salad Potato Wedges Chilled Peaches 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Saltine Crackers Minestrone Soup Turkey Cheese Sandwich Pickled Beets Peanut Butter Cookie 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Spring Lettuce Mix Salad Seafood Pasta Salad Baked Breadstick Assorted Dressing Fresh Green Grapes 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade	Spaghetti w/Meat sauce Romaine Lettuce Salad Garlic Baked Breadstick Assorted Dressing Chilled Pears 2% Milk Coffee Assorted Soda Hot Tea Choice of Juice Lemonade

Fall/Winter 2016 – Week 5

NEVADA STATE VETERAN'S HOME

WEEKLY MENU

	MONDAY Date	TUESDAY Date	WEDNESDAY Date	THURSDAY Date	FRIDAY Date	SATURDAY Date	SUNDAY Date
BREAKFAST	Cream of Wheat Cold Cereal Egg of Choice Bacon Fresh Fruit of the Day Toast Jelly Soft Margarine Cup 2% Milk Hot Tea Coffee	Choice of Juice Oatmeal Cold Cereal Blueberry Pancakes Syrup Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup Jelly 2% Milk Hot Tea Coffee	Choice of Juice Malt-O-Meal Cold Cereal Amish Egg Scramble Egg of Choice Fresh Fruit of the Day Toast Soft Margarine Cup 2% Milk Hot Tea Coffee	Choice of Juice Oatmeal Cold Cereal Egg of Choice Hashbrown Potatoes Fresh Fruit of the Day Toast Jelly Soft Margarine Cup 2% Milk Hot Tea Coffee	Choice of Juice Cream of Rice Cold Cereal Egg & Sausage Bake Egg of Choice Sausage Links Fresh Fruit of the Day Toast Jelly Soft Margarine Cup 2% Milk Hot Tea Coffee	Choice of Juice Malt-O-Meal Cold Cereal Denver Scrambled Eggs Egg of Choice Fresh Fruit of the Day Toast Jelly Soft Margarine Cup 2% Milk Hot Tea Coffee	Choice of Juice Cream of Wheat Cold Cereal Egg of Choice Tri Tator Potatoes Fresh Fruit of the Day Toast Jelly Soft Margarine Cup 2% Milk Hot Tea Coffee
LUNCH	Breaded Pork Chop Au Gratin Potatoes Lemon Dill Carrots Wheat Dinner Roll Soft Margarine Cup Chocolate Raspberry Bar 2% Milk Assorted Soda Choice of Juice Hot Tea Lemonade Coffee	Glazed Ham Meatballs Scalloped Potatoes Herbed 5 Way Vegetable Mix Baked Breadstick Peach Sour Cream Cake 2% Milk Assorted Soda Choice of Juice Hot Tea Lemonade Coffee	Herb Roasted Salmon Parmesan Potatoes Parslied Cauliflower Wheat Dinner Roll Soft Margarine Cup Applesauce Gelatin 2% Milk Assorted Soda Choice of Juice Hot Tea Lemonade Coffee	French Onion Soup Saltine Crackers Grilled Rachel Sandwich Oven-Browned Potatoes Seasoned Broccoli Raspberry Sherbet 2% Milk Assorted Soda Choice of Juice Hot Tea Lemonade Coffee	Roast Beef Sandwich w/Gravy Mashed Potatoes Herbed Sliced Carrots Blondie Chocolate Chip Bar 2% Milk Assorted Soda Choice of Juice Hot Tea Lemonade Coffee	Tomato Juice Chicken Caesar Salad Baked Breadstick Mandarin Orange Delight 2% Milk Assorted Soda Choice of Juice Hot Tea Lemonade Coffee	Beef Stroganoff Seasoned Egg Noodles Herbed Green Peas Wheat Roll Soft Margarine Cup Fruit Pizza 2% Milk Assorted Soda Choice of Juice Hot Tea Lemonade Coffee
DINNER	1 Each Turkey Cheese Wrap 1/2 Cup Mediterranean Quinoa & Veggie Salad 1 Cup Green Lettuce Salad 1 packet Catalina Dressing Fresh Melon 2% Milk Assorted Soda Hot Tea Choice of Juice Lemonade Coffee	Beef Patty Melt Sandwich Roasted Red Potatoes Herbed Green & Gold Beans Fruit Cup 2% Milk Assorted Soda Hot Tea Choice of Juice Lemonade Coffee	Tator Tot Casserole Roasted Vegetables Buttermilk Biscuit Soft Margarine Cup Fresh Green Grapes 2% Milk Assorted Soda Hot Tea Choice of Juice Lemonade Coffee	Ham & Swiss Sandwich Lettuce Layer Salad Potato Chips Pickle Fresh Strawberries 2% Milk Assorted Soda Hot Tea Choice of Juice Lemonade Coffee	Chicken Tenders Waffle Fries Harvard Beets Honey Dijon Mustard Sauce Ambrosia 2% Milk Assorted Soda Hot Tea Choice of Juice Lemonade Coffee	Vegetable Barley Soup Saltine Crackers Tuna Salad Croissant Pea & Cheese Salad Pears with Blueberries 2% Milk Assorted Soda Hot Tea Choice of Juice Lemonade Coffee	Bratwurst Patty on a Bun Tator Tots 5-Way Vegetable Blend Ketchup Mustard Fresh Honeydew Cubes 2% Milk Assorted Soda Hot Tea Choice of Juice Lemonade Coffee

Fall/Winter 2016 – Week 6

NEVADA STATE VETERAN'S HOME

SAMPLE MENU - ALWAYS AVAILABLE

ALWAYS AVAILABLE MENU

SOUPS

Daily Soup Special

SALAD BAR

Seasonal selection of fresh ingredients, toppings, and dressings

ENTREES

Omelet | choice of cheese & vegetables. Served with hash browns & whole wheat toast

Egg Sandwich | served on toast or English muffin

Open Faced Hot Turkey Sandwich | accompanied with mashed potatoes & seasonal vegetable

Roast Beef with Gravy | accompanied with mashed potatoes & seasonal vegetable

Grilled Chicken Breast | herb seasoned or BBQ served with rice & seasonal vegetable

GRILL & DELI

Build you own sandwich-choice of bread and served toasted or melted

Turkey | Ham | Tuna Salad | Chicken Salad | Bacon
Swiss cheese | American cheese | Cheddar cheese
Tomato | Grilled Onions | Lettuce | Red Onion | Pickles
Wheat | Rye | Kaiser Roll | Whole Wheat Wrap

Vegetable, Cottage Cheese, & Fruit Platter

Hamburger | served on toasted bun with lettuce, tomato, & pickle

Cheeseburger | served on toasted roll with lettuce, tomato, & pickle

Turkey Burger | served on toasted roll with lettuce, tomato, & pickle

Charred Hot Dog | served on a warm bun with choice of toppings

Grilled Vegetable & Spinach Wrap

ON THE SIDE

Cole Slaw | Pasta Salad | Potato Chips | Cottage Cheese | French Fries Mashed Potatoes | Steamed Rice | Fresh Fruit

A'viands

3.4.2 3.4.2 Menu substitutions of similar nutritional and caloric value shall be submitted to the State's Registered Dietitian for approval prior to serving. In the case of emergency situations, only like items will be accepted. Example: meat for meat, green vegetable for green vegetable.

A'viands has read, understands, and will comply. Menu substitutions of similar nutritional and caloric value will be provided and submitted to the State RDN for approval prior to serving. A'viands is committed to the wellness of our customers and currently employs a team of registered dietitians and diet technicians. The Wellness team works closely together with the Culinary and Purchasing teams to develop, support, and maintain our wellness programs. Our registered dietitians will support each facility's registered dietitians or designees as needed. Our dietitians are always available to review menus, provide consultation, and assist with special diets and menu adjustments to meet nutritional requirements.

3.4.3 The vendor should plan two (2) special event meals per month

A'viands has read, understands, and will comply.

3.4.4 A written policy statement and procedure relative to menu substitution shall be developed by the vendor and approved by facility.

A'viands has read, understands, and will comply. See below Menu Alternatives Policy.

A'viands
FOOD & SERVICES MANAGEMENT

MENU ALTERNATIVES

Policy:

Residents' preferences will be accommodated with food item alternatives as available.

Procedure:

1. Alternatives will be planned in advance and listed on the cycle menu for entrees, starches and vegetables.
2. Alternatives will be nutritionally equivalent to the main menu item.
3. The alternative selections will be prepared daily for lunch and supper and served by methods that conserve nutritive value, flavor, and appearance.
4. Menu alternatives will be maintained as appropriate temperature during serving (i.e., hot foods hot, cold foods cold).
5. The Foodservice Director is responsible for assuring that appropriate alternatives are planned, prepared, served, and recorded. The Dietitian or designee is responsible for offering guidance and/or approval of substitution selections.
6. The Foodservice Department will be informed of residents who wish to have the alternative for that meal and it will be provided.
7. If the resident wishes to make another substitute, this will be accommodated as long as the food of their choice is available. The staff member receiving the request is responsible for communicating the request to the kitchen and delivering the requested food item(s) or designating another staff member to deliver the food item(s).

3.4.5 Menus must be planned to meet nutritional needs as recommended by the dietary allowances of the food and requirements of the U.S. Department of Agriculture, Food & Nutrition Service.

A'viands has read, understands, and will comply. All menus are analyzed through our menu software program to ensure they meet the nutritional requirements as set forth by the U.S. Department of Agriculture, Food & Nutrition.

3.4.6 Total available calories should be distributed in the following manner: 15-18% protein, 25-30% fat, and 55-60% carbohydrates. Except where diet orders prohibit it, regular and special diet menus will include a minimum of 25g of fiber per day emphasizing complex whole food fiber and carbohydrate sources. For example: fresh fruit, salads, cooked vegetables, beans, lentils, corn, squash, potatoes with skins, and whole grain bread and cereal products

A'viands has read, understands, and will comply.

3.4.7 The American Dietetic Association Manual of Clinical Dietetics and exchange lists for meal planning will be used as a guide in planning all regular and therapeutic diets. One copy of this manual will be purchased by the vendor and kept in the kitchen by the vendor. Therapeutic diets will meet the medical and clinical needs and cultural and ethnic characteristics of the residents as prescribed by the medical staff or the Interdisciplinary Team. Some diets may require increased amounts of food over the standard diet. Increased food as a result of high caloric meals is canceled out by low caloric meals and shall not be an added charge.

A'viands has read, understands, and will comply. Our team of Registered Dietitian Nutritionists plan meals for regular and therapeutic diets utilizing the Academy of Nutrition and Dietetics Manual of Nutrition Care Manual (formerly American Dietetic Association Manual of Clinical Dietetics). This manual is only available on-line, but our Food Service Director will be given access as needed. Additionally, a hard-copy of Becky Dorner's Diet Manual will be available in the kitchen. We will follow prescribed medical diets and personalize resident meals to meet cultural and ethnic preferences. Our standard diet formulary is attached.

STANDARD DIET LIST – 705.0.0

Policy

Each location will have a facility approved list of standard diets and terminology. This will be used as the basis for physician/health care practitioner diet orders and diet modifications. The list will include the most liberal diets medically appropriate for the residents based on the approved diet manual to promote adequate intake and enhance the quality of life.

Procedure

The diets listed below are the approved standard diets offered in this facility to contribute to the overall health and quality of life of our elderly residents. Whenever possible, the regular diet is recommended to promote optimal nutritional intake and mealtime enjoyment. When diet interventions are warranted, the most liberal diet medically appropriate will help ensure adequate calorie intake and increased diet compliance.

The diets listed are nutritionally adequate meeting 100% of the USDA RDA/AI for the majority of individuals and have been planned by a team of Registered Dietitians. The standard diets meet menu guidelines for your states licensed nursing facilities. (Please see separate policy regarding state menu guidelines). Approved Diet Manuals, Becky Dorner Diet Manual and Nutrition Care Manual published by the Academy of Nutrition and Dietetics, were used as a reference for the formulation of the standardized diets.

The following diet order terminology will be used to assure consistency and accuracy in providing the diets as ordered by the physician/healthcare practitioner. Clarification will be requested by licensed Nursing staff to the physician/healthcare practitioner for diet orders not in the standard terminology.

When a therapeutic diet or texture-modified diet is ordered, the physician's/healthcare practitioner's diet order should include the diet type and texture (i.e., Regular Puree, Regular Mechanical Soft, CSC Puree, CSC Regular). If no diet type is ordered, it will be assumed that the diet type is Regular. If no diet texture is ordered, it will be assumed the diet texture is Regular.

DIET TYPES

REGULAR

The regular diet permits the use of all foods and is designed for the elderly population. It provides approximately 2000-2300 calories per day, 85-95 grams (g) protein, less than 3500 milligrams (mg) sodium *without* additional table salt, 25 grams or more of dietary fiber, and a balance of protein, fat, and carbohydrates.

If needed, any individual restrictions or additions may be added to the diet to meet individual needs. For example:

- "No raw fruits or raw vegetables" – Avoid raw foods which may cause irritation or discomfort to an individual.
- "With unprocessed bran 2 tablespoons added daily" – To increase dietary fiber, alleviate constipation or for diverticular disease.
- "With in-between meal snacks or House Supplements" – To add additional protein and calories to the diet.
- "Regular with no salt packet" – avoid additional table salt to assist in controlling edema or hypertension. Salt substitute is available with physician/healthcare practitioner order.

A'viands

REGULAR SMALL PORTIONS:

This is a smaller version of the regular diet which permits the use of all foods and is designed for residents with a smaller appetite. The plan follows small portions policy and provides 1700 – 1800 calories, 70-80 g of protein, and less than 3000 mg of sodium *without* added salt at the table.

CONSISTENT CARBOHYDRATE DIET (CSC):

The regular diet is modified to provide consistent amounts of carbohydrate at meals with moderate amounts of fat. It includes simple desserts or half portions of regular desserts. It provides approximately 1700-2000 calories and is designed to control blood sugar levels and/or weight control. Snacks are provided in the afternoon or evening per individual nutritional assessment and/or medication need.

CONSISTENT CARBOHYDRATE LOW CALORIES (CSCLC):

This diet is a lower calorie version of the Consistent Carbohydrate diet and provides 1400-1700 calories with consistent amounts of carbohydrate at meals and moderate amounts of fat. Snacks are provided in the afternoon or evening per individual nutritional assessment and/or medication need.

CARDIAC:

This diet follows the regular diet with additional restrictions in fat, saturated fat, cholesterol, and sodium. This diet provides approximately 1800-2000 calories. On this diet eggs yolks are limited to 4 times per week, skim milk and margarine are provided, elimination of salt packets, limited fried and high fat foods, and fat modification of desserts, entrees, and salads as needed.

2 GRAM SODIUM DIET:

This diet maybe used as a nutritional intervention for residents with hypertension, renal complications, or congestive heart failure. This diet follows the regular diet, except for the elimination of salt packets, reduction of milk to 16 oz per day, and high sodium foods such as bacon, ham, lunch meat, etc. The diet provides approximately 1800 – 2000 calories.

DIALYSIS:

This diet is primarily used in conjunction with dialysis. It provides 82-87 g protein, 2000-2400 calories, less than 3000 mg potassium, less than 2400 mg sodium, 800-1000 mg phosphorus, and fluid per resident's requirements. The diet can be individualized further as needed.

DIALYSIS/CSC:

This diet is primarily used in conjunction with dialysis for residents with diabetes. It provides 82-87 g protein, 1700-2000 calories, less than 3000 mg potassium, less than 2400 mg sodium, 800-100 mg phosphorus, and fluid per resident's requirements. This diet can be individualized further as needed. Other substitutions may be required to meet CSC guidelines.

RENAL:

This diet is primarily used for residents with decreased kidney function and provides 55-68 g of protein, 1600-2400 calories, less than 2400 mg of potassium, 800-1000 mg phosphorus restriction, and less than 2400 mg sodium. The diet can be individualized further as needed.

RENAL/CSC

This diet is primarily used for residents with decreased kidney function and provides 55-68 g of protein, 1700-2000 calories, less than 2400 mg of potassium, 800-1000 mg phosphorus, and less than 2400 mg sodium. The diet can be individualized further as needed. Other substitutions may be required to meet CSC guidelines.

Revised 9/15

A'viands

FOOD INSTEAD OF SUPPLEMENTS (FIS):
FIS program is a successful meal intervention program for residents who are at risk for weight loss, have a poor appetite or other conditions that increase nutritional needs. The program includes nutrient-dense foods with meals instead of supplements with a goal to provide needed calories through food at mealtime. This diet can provide an additional 1000 Kcals and 20 grams of protein per day when used in full. See Policy 703.0.0 for specifics.

VEGETARIAN:
This diet is written as a Lacto-Ovo-Vegetarian diet which includes dairy products and eggs, but no animal flesh. Individual food preferences can be accommodated. The diet provides approximately 2000-2300 calories, 80-90 g of protein and less than 4000 mg of sodium *without* added salt at the table.

A'viands

DIET TYPES

Diet Types	Comparable Diet Reference	Indications for Use	Nutritional Components	Diet Parameters
Regular		General geriatric diet	2000 – 2300 Calories 85-95 g Protein <3500 mg Sodium w/out salt packet	Permits use of all foods
Small Portions	Half Portions	Those with smaller appetites or requesting smaller portions	1700 – 1800 Calories 70-80 g protein <3000 mg Sodium w/out salt packet	Permits use of all foods in smaller quantities.
Consistent Carbohydrate (CSC)	1700 ADA/Cal 1800 ADA/Cal 2000 ADA/Cal No Concentrated Sweets Liberal Diabetic Low Concentrated Sweets	To control blood sugar/fat levels. Can be used for weight control	1700 – 2000 Calories 80 – 90 g Protein 30 – 35% Fat <3500 mg Sodium without salt packet	Consistent amounts of carbohydrates during the day. No regular sweetened condiments Sugar substitute; Individualized nourishments/ snacks for blood sugar and weight control. Simple desserts or half portions of regular desserts.
Consistent Carbohydrate Low Calorie (CSCLC)	1450 ADA/Cal 1600 ADA/Cal Strict No Concentrated Sweets	To control blood sugar/fat levels. Can be used for weight control	1400 – 1700 Calories w/out snacks 75 – 85 g Protein 30 – 35% Fat <3000 mg Sodium w/out salt packet	Consistent amounts of carbohydrates during the day. No regular sweetened condiments Sugar substitute; Individualized nourishments/ snacks for blood sugar and weight control. Simple desserts or half portions of regular desserts.
Cardiac	Low Fat Low Cholesterol	To control blood fat and/or cholesterol levels and needs sodium restriction. Beneficial for residents with cardiac issues	1800 – 2000 Calories 80 – 90 g Protein <30% Fat <10% Saturated Fat <2300 mg Sodium <300 mg Cholesterol	Fat modified salads, desserts, and entrées Limit egg yolks to 4 times per week Avoid table salt Margarine only Skim Milk
2 Gram Sodium	Low Sodium/Salt No Salt	Moderate sodium restriction to control edema, hypertension or congestive heart failure	1800 - 2000 Calories 70-80 g Protein 2000 mg of Sodium	No salt shaker, salt packets and restricted use of high sodium foods. Elimination of bacon, sausage, ham, lunch meat, processed cheese and high sodium soups/vegetables 16 oz milk per day

Revised 9/15

DIET TYPES

Diet Types	Comparable Diet Reference	Indications for Use	Nutritional Components	Diet Parameters
Dialysis	Protein, Sodium, Potassium, Phosphorus Controlled	For use in conjunction with dialysis; provides adequate protein while minimizing potassium, phosphorus and sodium.	2000 – 2400 Calories 82 – 87 g Protein <3000 mg K+ <800-1000 mg Phos <2400 mg Sodium	Provides 6 oz high quality protein daily 4 oz Milk daily Limit high potassium/high phosphorus foods No salt shaker Limit higher salt foods such as bacon, breakfast sausage, or foods with visible salt. Fluid restriction per physician order.
Dialysis Consistent Carbohydrate	Protein, Carbohydrate, Sodium, Potassium, Phosphorus Controlled	For use in conjunction with dialysis. Provides adequate protein and consistent carbohydrate while minimizing potassium, phosphorus and sodium.	1700 - 2000 calories 82 – 87 g Protein <3000 mg K+ <800-1000 mg Phos <2400 mg Sodium	Provides 6 oz high quality protein daily 4 oz Milk daily Limit high potassium/high phosphorus foods No salt shaker Limit higher salt foods such as bacon, breakfast sausage, or foods with visible salt. Follows CSC parameters.
Renal	Low protein diet Pre-dialysis renal diet 60 Grams Protein 3 Grams Sodium	For use with residents with decreased kidney function. Provides low protein, potassium, phosphorus and sodium.	1600 – 2400 Calories 55-68 g Protein <800-1000 mg Phos <2400 mg Potassium <2400 mg Sodium	Provides 3-4 oz. high quality protein daily Limit high K+/high Phos foods No salt packet/shaker
Food Instead of Supplements (FIS)	High Calorie/High Protein	Residents who are at risk for weight loss, decreased oral intake, or have increased nutritional needs	2600 – 3400 Calories 100 – 120 g Protein <4000 mg of Sodium w/out salt packet	Use of nutrient dense foods, higher fat foods such as whole milk, cream, etc. May also have additional sugar added to items such as juice or hot cereal
Vegetarian	Lacto-Ovo-Vegetarian diet	Used for those who follow a vegetarian diet.	2000 – 2300 Calories 80-90 g Protein <4000 mg Sodium w/out salt packet	Lacto-Ovo Vegetarian diet Allows milk and eggs No animal flesh

Revised 9/15

DIET TEXTURES

REGULAR:
This diet texture has no foods restricted because of texture.

MECHANICAL SOFT:
This diet is indicated for residents with chewing problems. It uses ground or chopped meats, soft textured fruits and vegetables, and shredded items to minimize chewing and ease of swallowing. Other minor substitutions are provided based on the resident's ability to chew and swallow foods.

DYSPHAGIA ADVANCED: (mechanical or dental soft)
This diet is indicated for those residents with mild oral and/or pharyngeal dysphagia. Adequate dentition and mastication are required. It is expected that mixed textures are tolerated on this diet. This diet utilized thinly sliced, ground and chopped meats with extra sauces. Crunchy, hard or sticky foods must be avoided. This diet is comparable to National Dysphagia Diet Level III.

DYSPHAGIA MECHANICAL: (mechanical soft)
This diet is indicated for residents that have some chewing ability and have mild to moderate oral and/or pharyngeal dysphagia. It uses thinly sliced, ground, or chopped meats; cohesive, moist, semi-solid foods; and fork mashable fruits and vegetables. This diet is comparable to the National Dysphagia Diet, Level II.

PUREED:
This diet is for residents who are edentulous, have severe chewing and/or swallowing problems that are not eliminated by the mechanical soft diet. All foods are of a pureed consistency thus eliminating the entire chewing process. Foods must stay in a bolus in the mouth. This diet meets the requirements for the National Dysphagia Diet, Level I (Dysphagia Pureed).

THICKENED LIQUIDS:
Thickened liquids are to be ordered separately from the above consistency modified diets, if indicated. The viscosity must also be specified: honey-like, nectar-like or pudding-like consistency. See Policy 707.0.0 for specifics.

A'viands

DIET TEXTURES			
Diet Textures	**Comparable Diet Reference**	**Indications for Use**	**Consistency**
Regular		Can be added to any of the diet types.	No restrictions on texture.
Mechanical Soft	Ground Meat	Minimize chewing or swallowing difficulties	Ground Meat Soft textured fruits and vegetables
dysphagia advanced	National Dysphagia Diet Level III Dental Soft	Minimize chewing or swallowing difficulties	Nearly regular textures with the exception of very hard, sticky, or crunchy foods. Extra sauces and gravies provided with meats. Utilizes buttered white bread.
Dysphagia Mechanical	National Dysphagia Diet Level II Mechanical Soft	Minimize difficulties for residents/ patients with moderate swallowing problems	Moistened ground meat, poultry, or fish. Cohesive, moist, semi-solid foods. Mashable fruits and vegetables. Extra sauces and gravies provided with meats. May have some pureed foods due to the type of food.
Pureed	Bulbar Edentulous	Used with edentulous residents or for chewing and/or swallowing problems.	All foods are of pureed (mashed potato/pudding) consistency.
Thickened Fluids	Pudding-like Honey-like Nectar-like	Used for individuals with swallowing problems.	All beverages thickened to physician-ordered consistency. Can include other thickened liquid foods such as soup and some gelatin products.

All diets will be physician/healthcare practitioner ordered including texture modifications. Exceptions: Per Nursing discretion, texture changes may be initiated downward on a trial basis for up to three (3) days before a physician/healthcare practitioner order is received.

Residents on therapeutic diets may have items from the regular menu on holidays and at special events if indicated on the physician's standing order sheet.

New diet orders from New Admissions and physician/healthcare practitioner ordered diet changes are to be communicated to Food Services with a written Dietary Communication form.

Revised 9/15

I have reviewed and approved the standard diet list and terminology for

_____ (facility):

_____ _____
Medical Director/Date *Director of Nursing/Date*

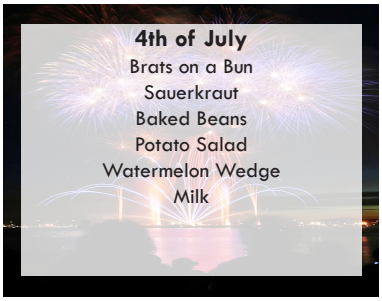
_____ _____
Registered Dietitian/Date *Administrator/Date*

3.4.8 Menus shall include the following minimum servings of food daily:
3.4.8.1 Seven (7) ounces of cooked meat/meat alternatives;
3.4.8.2 Three (3) servings of fruits;
3.4.8.3 Four (4) servings of vegetables;
3.4.8.4 Eight (8) servings of bread/cereals (4 to 8 per day high fiber products);
3.4.8.5 One (1) pint cow's milk or milk substitute, or other fluids per physician's order;
3.4.8.6 Eight (8) ounces of decaffeinated coffee as requested;
3.4.8.7 Eight (8) ounces of soda, lemonade or decaffeinated iced tea; and
3.4.8.8 Servings shall be defined as the size listed as one exchange as defined by the exchange list for meal planning and the American Diabetic Association. The minimum caloric level for a regular diet of three (3) meals shall be 2,000 calories

A'viands has read, understands, and will comply.

3.4.9 Special menu items will be planned for holidays and special occasions. Monthly special menus shall also be planned. These special menu items will be approved by the Administrator. Decorated individual birthday cakes will be provided on residents' birthdays at no additional charge.

A sample of our Special Holiday/Monthly Celebrations is provided below. The sample demonstrates the types of meals we provide for holiday meals in recognition of various national holidays.



3.4.10 Menus shall include at least seven (7) fresh fruit or vegetable items per week that must be more substantial than shredded lettuce.

A'viands has read, understands, and will comply.

3.4.11 Menus shall include sugar free items for diabetic residents and any other menu items required to meet the needs of residents on therapeutic diets.
A'viands has read, understands, and will comply. All therapeutic diets will include menu items needed to meet the nutritional parameters of our standard diet formulary (attached under response to 3.4.7). They will also be personalized to meet the needs of individual residents, including, but not limited to, sugar free items for diabetic residents as needed.
In addition, our registered dietitians will support each facility's registered dietitians or designees at least quarterly and as needed. Our dietitians are always available to review menus, provide consultation, and assist with special diets and menu adjustments to meet nutritional requirements.

3.5 FOOD PRODUCTION

Vendor shall meet the following minimum requirements in regard to food production:

3.5.1 Maintain hot food temperatures at a minimum of 140 degrees Fahrenheit or cold food temperatures at a maximum of 40 degrees Fahrenheit at the point of service.
A'viands has read, understands, and will comply.

3.5.2 Food temperatures and the dates and times taken shall be recorded daily in a log book at the time the food leaves the production area.
A'viands has read, understands, and will comply.

3.5.3 Food production order records shall be maintained to ensure the correct ordering of raw products.
A'viands has read, understands, and will comply.

3.5.4 Food items shall be displayed and garnished for maximum visual appeal.
A'viands has read, understands, and will comply. Food production support will be provided to include plate garnishing and creative presentation.

3.5.5 Menu items shall be prepared only from standardized recipes. A master copy accessible to facility shall be kept on file in a printed format. Standardized records shall prescribe quantity to be prepared in compliance with established portion control procedures.
A'viands has read, understands, and will comply.

3.5.6 Food shall be prepared by methods that conserve maximum nutritive value and flavor.
A'viands has read, understands, and will comply. A'viands will implement and monitor a quality assurance program, which includes food production audits and sanitation, along with meal satisfaction surveys. The results of these surveys shall be shared with both dining service personnel and administration. Our District Manager will assist the on-site management team in developing action plans that will address any issues identified in the survey.

3.5.7 Maintain at all times a clean, neat, and orderly serving area.
A'viands has read, understands, and will comply.

3.5.8 Maintain at all times a clean, sanitary, and safe work environment.
A'viands has read, understands, and will comply. Since customer service, sanitation, and safety are cornerstones of our business, we also include training on these relevant topics. The designated staff will receive food safety and sanitation training, monthly SAFE training, and in-service trainings on a number of different topics. Multiple, ongoing learning and development opportunities are available for all A'viands employees to assist them in performing their jobs and to support the growth of each team member. We are committed to employing the best trained people in the business and then providing each member of the team with the training to meet the specific needs of each client.

3.5.9 A specific cleaning schedule will be developed, posted in a conspicuous location, maintained and verified by vendor.
A'viands has read, understands, and will comply. We create easy to understand cleaning schedules and checklists. Our district managers and food service directors ensure these are posted and maintained. A'viands educates its staff to understand that all kitchen functions must be centered on shared responsibility for cleaning duties.

3.5.10 Ensure at all times that employees maintain a high degree of personal cleanliness, hygiene, and proper attire, per Federal and State regulations.
A'viands has read, understands, and will comply. We address personal hygiene and foodborne illness in our sanitation and safety programs, which is provided to all employees.

3.5.11 Develop and maintain written policy and procedure statements relative to food production and sanitation, submitting a copy to facility for review and approval.
A'viands has read, understands, and will comply. In addition, it is A'viands' policy to maintain a sanitary dining service operation, which includes the cleanliness of equipment, the dining service department, and the personnel. Sanitary and proper food handling techniques shall be used at all times. There will be a comprehensive system for on-going sanitation inspections of the work environment in the dining service department. Part of this inspection includes our Weekly Sanitation Checklist and Sanitation QA Checklist, which documents observations related to sanitation. It also documents any corrective action that needs to taken. The designated staff will receive food safety and sanitation training, monthly SAFE training, and in-service trainings on a number of different topics.

3.5.12 Provide, at vendor's expense, drinking straws and/or paper cups, tray liners, sturdy disposable plastic eating utensils, napkins and other paper products, salt, pepper, sugar, catsup, mustard, mayonnaise, and all other condiments normally served with meals, including alternatives for therapeutic diets. Family-style containers or portion-controlled packaged condiments will be provided upon request. Currently, family-sized containers are provided to dining rooms, while smaller, portion-controlled packaging is used with meals sent to individual rooms.

A'viands has read, understands, and will comply.

3.5.13 Vendor shall provide adequate storage for specialty food items, supplements, and regular and emergency food inventories.

A'viands has read, understands, and will comply.

3.5.14 Prepare all meals under this agreement at the facility. The vendor may not use the facility to provide service to outside facilities.

A'viands has read, understands, and will comply.

3.6 DISTRIBUTION

Vendor shall deliver food to residents at appropriate times, temperatures and portion sizes with an appealing presentation.

3.6.1 Vendor shall determine the breakfast, lunch, and dinner menus.

A'viands has read, understands, and will comply.

3.6.2 Written procedures for transporting food from kitchen to dining room(s) shall be developed by vendor and approved by facility, following Federal and State regulations.

A'viands has read, understands, and will comply.

3.6.3 Vendor employees will handle all plating and serving of food in the confines of the dining room.

A'viands has read, understands, and will comply.

3.6.4 Meal schedules shall be developed and agreed upon, in writing, by facility and vendor. Delivery schedules will comply with Federal and State regulations for the length of time allowed between meals. Vendor will offer two (2) seatings per meal in order to accommodate as many capable residents as possible in the main dining room.

A'viands has read, understands, and will comply.

3.6.5 A delivery schedule for raw food snack items will be established by the vendor and facility. A listing of available raw food snacks shall be negotiated by the vendor and facility. The listing, in agreed-upon format, shall be provided to each department head for the purpose of placing weekly orders. The Home has tried to maintain a "healthy snack" approach regarding specific items on the snack carts and in the nutrition kitchens. But there are still items like ice cream or pudding available, as well as sandwiches and yogurt. Generic items are fine IF the residents like them and will eat them. Some of these decisions are made at request of the Resident Council.

3.6.5.1 The food service vendor will be responsible for stocking and securing snack food items when "snack carts" are not in use. The nutrition kitchens are kept locked and only opened for residents at their request. Vendor will maintain an adequate supply of snacks to meet resident's needs, including the weekend. Snack items have never run out before the weekend. The current vendor receives food deliveries on Friday – restocking their supplies. Their employees restock the nutrition kitchens during weekend periods just like the weekday process.

A'viands has read, understands, and will comply.

3.6.6 Vendor will provide fresh fruit on snack carts, at a central location on each neighborhood, and in the main dining room on a continuing basis. This fruit should include, at a minimum, apples, bananas, and oranges.

A'viands has read, understands, and will comply.

3.6.7 Vendor will maintain snack carts – purchased by the Home and serviced by the vendor – for snack periods on each neighborhood. Specific times will be set for the use of the carts. (These are expected to be: 10:00 a.m., 2:00 p.m., and 8:00 p.m.) Clinical staff will take possession of the carts at the neighborhoods, and offer snacks to residents.

A'viands has read, understands, and will comply.

3.6.8 Ensure meals, trays conserves nutritional values, flavor and appearance (appropriate for portion sizes, maintenance of temperature, and integrity of food served), and food and beverage containers are adequately identified and assembled so each person receives the appropriate diet at temperatures required by regulation.

A'viands has read, understands, and will comply.

3.6.9 A formal diet card or tray ticket system, electronic or otherwise, must be provided and maintained by the vendor in order to keep track of the facility's census and diet orders and to ensure all residents are provided with accurate meal trays at each meal period.

A'viands utilizes SureQuest, a menu and diet management system which ensures all residents are provided accurate meal trays at each meal period.

3.7 QUALITY ASSURANCE

A program of Quality Assurance shall be developed by the vendor and approved by the facility. The program shall include at a minimum:

3.7.1 A written quality assurance policy and plan that effectively interfaces with the quality improvement and food service monitoring practices in place at the facility within one (1) month of contract inception.

A'viands has read, understands, and will comply. A'viands has rigid standard operating procedures to ensure quality assurance, safety, and compliance to meet set standards that will be implemented within one month of the contract start date.

3.7.2 All reports must be provided to the Facility Administrator.

A'viands has read, understands, and will comply.

3.7.3 Vendor will allow facility access to quality assurance-related documentation that is developed and maintained to comply with items 3.7.4 and 3.7.5 below.

A'viands has read, understands, and will comply.

3.7.4 A quarterly written report of results of qualitative monitoring of meal temperatures, presentation, taste, cleanliness, overall quality and portion compliance must be provided to the Facility Administrator by the 15th of the month following the end of each quarter.

A'viands has read, understands, and will comply. We will maintain complete operating records and submit regular operating reports, as well as a quarterly written report, and we will communicate the financial status of the program to you on a regular basis.

3.7.5 Vendor will maintain operational monitors (e.g. daily temperature log in an approved format) of main kitchen refrigerators, and nutrition kitchen refrigerators, etc. as required by applicable State and Federal standards for food management services

A'viands has read, understands, and will comply.

3.7.6 Vendor will participate in the Home Residents' Council meeting as well as the Resident Food Committee meeting each month. The Residents' Council plans the "special meal" each month, and the Resident Food Committee is a forum to provide the food service vendor with concerns, needs, and requests about food service from the residents

A'viands has read, understands, and will comply. Interacting with residents and listening to what they say is vital to continuing to improve customer satisfaction. We listen to our residents and employees and provide multiple channels to gather feedback. We engage residents through:

- ***Food Sampling and Menu Tasting Events***
- ***iPad Preference Surveys***
- ***Weekly A'viands Team and Resident Chats***
- ***Food Committee Meetings***
- ***Resident Food Committee***
- ***Nutrition and Wellness Events***
- ***Guest Chef Events***

3.7.7 Provision of one (1) of each meal daily, at vendors' expense, for quality monitoring by the facility's staff. Facility shall evaluate and provide written comments to the vendor.
A'viands has read, understands, and will comply.

3.8 INVENTORY

3.8.1 Vendor shall be responsible for care, safekeeping, and appropriate utilization of all food service goods purchased or delivered for use in facility.
A'viands has read, understands, and will comply.

3.8.2 Inventories on non-commodity food items shall be maintained in a manner like 3.7.3, and should be available to the Nevada State Veterans Home on request.
A'viands has read, understands, and will comply.

3.8.3 Nevada State Veterans Home reserves the right to inspect and verify inventories.
A'viands has read, understands, and will comply.

3.8.4 A physical inventory of kitchen contents and inspection of the physical plant shall be conducted by the vendor and Nevada State Veterans Home on the effective date of the contract and a written report shall be prepared. A written report listing all kitchen equipment, utensils, serving items, office equipment, and condition of the physical plant shall be taken not less than once each calendar year by the vendor and submitted to Nevada State Veterans Home. Equipment inventories shall be updated annually on the anniversary of the contract, and submitted to Nevada State Veterans Home Administrator.

3.8.4.1 Vendor shall certify that inventory is correct and shall include a shortage listing. The vendor shall replace items included in the shortage listing;

3.8.4.2 Vendor shall certify the condition of the physical plant and shall include a listing of all repairs and/or replacement; and

3.8.4.3 An inspection of the physical plant and contents shall be conducted by the vendor and Nevada State Veterans Home on the last date of operation identified under the Term of Agreement section. A written report will be prepared. Vendor shall replace or repair items as identified in the report.
A'viands has read, understands, and will comply. A'viands will conduct an inventory with Nevada State Veterans Home at the start of the contract and end of the contract. A'viands shall certify the inventory is correct and provide a listing of all shortage and repairs/replacements needed.

3.8.5 Food supplies shall be held and stored under proper temperatures and conditions as defined by Federal and State regulations.
A'viands has read, understands, and will comply.

3.9 MAINTENANCE, REPAIR, AND REPLACEMENT OF STATE-OWNED EQUIPMENT AND PHYSICAL PLANT

3.9.1 Vendor shall be responsible to provide and pay for all maintenance promptly, including repairs to and replacement of equipment and/or fixtures for damages other than normal wear and tear. This listing may also include, but is not limited to: floor and floor coverings; wall surfaces; mechanical, electrical, heating, and fixtures; plumbing; food receiving and transportation; preparation and cooking equipment; dish and pot washing fixtures and equipment; disposers; freezers and refrigerators, including compressors and motors; HVAC; duct and water systems, except for preventive maintenance agreements as defined in. Vendor shall maintain grease traps and interceptors in a manner that prevents the flow of grease past the containment system and into main sewer lines. The intent of this section is to cover "any" repairs that might be needed on any such system that the vendor might come into contact with and might be damaged in some way

A'viands has read, understands, and will comply.

3.10 VENDOR QUALIFICATIONS

Vendors' response must indicate the ability to perform the duties contained herein with minimum involvement of facility staff.

Vendors must possess the following qualifications in order for their proposals to be considered. Each item listed below must be addressed and documented; evidence or proof that vendor meets the qualifications must be submitted with their proposal.

3.10.1 Vendor must have at least five (5) years of experience in contract Food Management Services.

A'viands was established in 2003 and has grown into a top food service management company. The leadership team at A'viands has over 35 years of experience working in the food service industry. We have extensive experience providing service to behavioral health hospitals, juvenile centers, long term care organizations, assisted living, independent living, acute care hospitals, post-acute care, and transitional care.

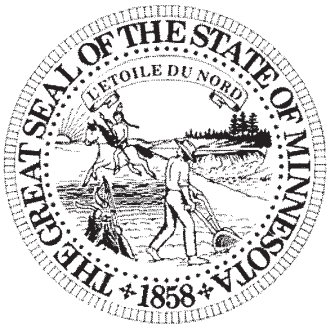
Please see the following page for A'viands' Certificate of Good Standing.

CERTIFICATE OF GOOD STANDING

Office of the Minnesota Secretary of State
Certificate of Good Standing

I, Steve Simon, Secretary of State of Minnesota, do certify that: The business entity listed below was filed pursuant to the Minnesota Chapter listed below with the Office of the Secretary of State on the date listed below and that this business entity is registered to do business and is in good standing at the time this certificate is issued.

Name:	A'viands, LLC
Date Filed:	08/14/2003
File Number:	593766-2
Minnesota Statutes, Chapter:	322B
Home Jurisdiction:	Minnesota
This certificate has been issued on:	02/16/2016



Steve Simon
Secretary of State
State of Minnesota

3.10.2 Vendor must have managed at least one (1) Food Management Service operation for a health care facility with 100 licensed beds or more for at least three (3) years.
A'viands has maintained long term relationships with a number of clients with over 100 licensed beds. For example, Jones-Harrison Residence has been a loyal A'viands customer for over 10 years. Jones-Harrison is a senior living community that offers assisted living apartments, rehabilitation services, long term memory care, and 24-hour skilled nursing care.

3.10.3 Experience in management of Food Services to skilled nursing facilities is desirable.
As stated in our responses to 3.10.1 and 3.10.2 we have numerous years experience in healthcare accounts, including skilled nursing facilities. We have provided Jones-Harrison as an example of this above. In addition, Benedictine Health System is another A'viands client. Benedictine Health System's senior services includes short-term and long-term skilled care, assisted living, independent living, memory care, as well as adult day services.

3.10.4 Vendor shall submit a minimum of three (3) references. Reference sources shall include past and current contracts with health care or other facilities. Vendors are required to use Reference Questionnaire Attachment F.
A'viands has provided references on Attachment F as required.

3.11 STATUTORY/LICENSURE REQUIREMENTS

Vendor shall meet the following requirements:

3.11.1 Vendor must possess a Boulder City business license and a State of Nevada Business license from the Secretary of State's office prior to beginning work on this contract.
A'viands has read, understands, and will comply.

3.11.2 Vendor's dietary manager and cooks must be "Serve Safe" certified.
A'viands has read, understands, and will comply. A'viands requires that managers be ServSafe certified. The Dining Service Director and all staff working in positions that require food safety manager certification must complete an approved food safety manager certification course and pass an approved exam within 30 days of hire (e.g. full day ServSafe class). Recertification is required at least every five years or earlier based on local regulatory requirements.

3.11.3 NRS 446.870 and 446.875 – NSVH will provide the required food service establishment permit.
A'viands has read, understands, and will comply.

3.11.4 All applicable original licenses and permits for operations at the facility shall be posted as required by regulation(s).
A'viands has read, understands, and will comply.

3.11.5 Vendor shall pay any and all taxes, permits, or licensing fees required by regulatory entities to perform services under this agreement.

A'viands has read, understands, and will comply.

3.11.6 Vendor shall comply with all Federal, State, and local regulations regarding food operations in a skilled nursing facility, including but not limited to: delivery, handling, dietary, nutrition and sanitary standards.

A'viands has read, understands, and will comply.

3.11.7 Vendor shall warrant that all policies and procedures of vendor will be acceptable to and in compliance with all Federal, State, and local regulations regarding food operations in a skilled nursing facility:

3.11.7.1 Regulations may include but are not limited to: Department of Veterans Affairs (VA), Joint Commission on Accreditation of Health Care Organizations (JCAHO), Bureau of Health Care Quality & Compliance (HCQC), Infection Control Association; and

3.11.7.2 Nevada Administration Code, Chapters 446 and 449, Sub-chapter E, Standards and Certification T42, CFR 482.28, Medicaid Services Manual (42C CFR 483.480), USDA Standards.

A'viands has read, understands, and will comply.

3.11.8 Vendor and its subcontractors shall comply with all terms, conditions, and requirements of Title 42 U.S.C., The Clean Air Act, and Title 33 U.S.C., The Clean Water Act.

A'viands has read, understands, and will comply.

3.11.9 Vendor and its subcontractors shall comply with all terms, conditions, and requirements of Title 41 U.S.C. The Drug Free Workplace Act.

A'viands has read, understands, and will comply.

3.12 STATUS OF VENDOR

3.12.1 Vendor shall be recognized as an independent contractor within the meaning of the definition of same by NRS 284.173, and as such is not entitled to any or all of the benefits or privileges of an employee or officer of the State of Nevada.

A'viands has read, understands, and will comply.

3.13 RESTRICTIONS

Any agreement, written or oral, between the vendor and parties other than the facility, where such agreements involve the facility, is prohibited without the express written consent of the Facility Administrator or his/her designee.

3.13.1 Any use of the kitchen facilities by vendor for purposes other than those pursuant to this agreement is prohibited without the express written consent of Nevada State Veterans Home.

A'viands has read, understands, and will comply.

3.13.2 Vendor shall not purchase, store, or dispense any alcoholic beverages, drugs, or other controlled substances on the premises of the NSVH.

A'viands has read, understands, and will comply.

3.13.3 Vendor shall ensure that all information concerning NSVH is confidential and access is limited to persons specifically authorized by the individual or a legally qualified representative.

A'viands has read, understands, and will comply.

3.13.4 The use of subcontractors by the vendor is specifically prohibited without prior written approval from the NSVH Administrator or his/her designee.

A'viands has read, understands, and will comply. No anticipated usage of subcontractors at this point.

3.14 INSPECTION

Nevada State Veterans Home shall reserve the right, but shall have no affirmative obligation, to have a designated representative for NSVH review, inspect, and evaluate the operation and condition of the food service facilities at any time with respect to the quantity and quality of food served, the methods of service, food costs, the hours of meal service, and generally with respect to the safety, sanitation, and maintenance of the facilities and equipment, all of which shall be maintained at levels satisfactory to NSVH. Any discrepancies found shall be corrected by the vendor to State or Federal guidelines within twenty-four hours of discovery of the discrepancy.

3.14.1 Nevada State Veterans Home shall reserve the right to make reasonable policies, from time to time, with respect to food service-related matters;

A'viands has read, understands, and will comply.

3.14.2 Vendor shall comply with all current Federal, State, and local health and sanitation regulations, including any which may become effective during the effective period of this agreement.

A'viands has read, understands, and will comply.

3.14.3 Vendor shall keep on file at the facility, written reports of inspections by Federal, State, and local authorities with internal reviews and notations made of actions taken by vendor to comply with recommendations and requirements. All inspection reports, including corrective actions, shall be provided to the Administrator or his designee at NSVH upon receipt.
A'viands has read, understands, and will comply.

3.14.4 Vendor shall submit to all surveys/reviews, e.g. HCQC, VA, JCAHO, Medicaid, HCFA, OSHA, Department of Education, Clark County Health District, etc., during the term of this agreement.
A'viands has read, understands, and will comply.

3.14.5 Vendor shall be responsible for payment of monetary sanctions levied by regulatory agencies for deficiencies related to the vendor's responsibility as defined herein.
A'viands has read, understands, and will comply.

3.15 EQUIPMENT

The vendor and Nevada State Veterans Home shall jointly participate in a walk-through inspection to inventory and record the quantity and condition of dishes, trays, bulk containers, pots, pans, cooking utensils, silverware, linen, food service equipment, fixtures, and the physical plant owned by the State of Nevada at the commencement and termination of this agreement. A copy of the inspection reports shall be provided to both parties.

3.15.1 Vendor shall, at vendor's expense, provide, maintain, repair, and supply the following:

3.15.1.1 Outside phone line and telephone;

3.15.1.2 Computer for use by employees of the vendor;

3.15.1.3 Fax machine;

3.15.1.4 Any other equipment required by vendor; and

3.15.1.5 All office supplies required by the vendor.
A'viands has read, understands, and will comply.

3.15.2 Vendor is responsible for scheduling and payment of required cleaning of the exhaust hood as needed. The vendor's chosen subcontractor must be approved by the Facility Administrator or his/her designee prior to commencement of hood cleaning work.
A'viands has read, understands, and will comply.

3.15.3 Vendor is responsible for scheduling the cleaning of all refuse traps in dishwashing equipment.

A'viands has read, understands, and will comply.

3.15.4 Vendor is responsible for scheduling the cleaning of the cupboards and refrigerator in the small satellite, or nutrition, kitchens.

A'viands has read, understands, and will comply.

3.15.5 Vendor is responsible for scheduling and payment for maintenance of the grease trap and all related equipment. The vendor's chosen subcontractor must be approved by the Facility Administrator or his/her designee prior to commencement of work.

A'viands has read, understands, and will comply.

3.15.6 Vendor must submit a written request to the Facility Supervisor or his/her designee for repair of equipment prior to work being performed; otherwise, vendor shall be responsible for payment of repair. In emergency situations, vendor must notify the facilities maintenance personnel on call and follow up with a written request;

A'viands has read, understands, and will comply.

3.15.7 Facility is responsible for the repair/replacement of equipment due to normal wear and tear only;

A'viands has read, understands, and will comply.

3.15.8 Vendor is responsible for the repair or replacement of equipment if damage is caused by negligence and/or abuse. If facility and vendor do not agree regarding cause of any damage to equipment (wear and tear vs. neglect or abuse), the facility's decision is final;

A'viands has read, understands, and will comply.

3.15.9 Vendor must submit a written request to the Facility Supervisor or his designee for new or replacement equipment and ordered through approved State methods; otherwise, vendor shall be responsible for payment; and

A'viands has read, understands, and will comply.

3.15.10 At the termination of this agreement, the vendor shall relinquish, replenished to initial levels except for normal wear and tear, the inventories and physical plant of facility food services, including but not limited to: dishes, trays, bulk containers, pots, pans, cooking utensils, silverware, linen, food service equipment, and fixtures to the same condition as at the commencement of this agreement.

A'viands has read, understands, and will comply.

3.16 SPECIAL PERSONNEL REQUIREMENTS

Vendor shall initiate and provide to the facility, at vendor's expense, proof of the following for all employees working at the facility:

3.16.1 Clark County Food Handlers' Card.
A'viands has read, understands, and will comply.

3.16.2 Pre-employment physical that shall include, at a minimum, a physical examination and statement from a physician certifying the employee is free from communicable disease prior to employment.
A'viands has read and agrees to a physical examination. We are unable to verify a "free from communicable disease" statement as this would be up to the clinic and physician.

3.16.3 RPR Serology Screen.
A'viands has read and understands this requirement. Candidates will possibly need to attend an additional clinic in order to have this lab screening performed.

3.16.4 Two-step PPD skin test for tuberculosis prior to employment.
A'viands has read, understands, and will comply.

3.16.5 Hepatitis A vaccination.
A'viands has read, understands, and will comply.

3.16.6 Background checks through the State of Nevada Criminal History Repository:

3.16.6.1 Background checks shall include information from previous employers regarding honesty and treatment of customers; and

3.16.6.2 Any history of theft and/or mistreatment of customers shall be considered unacceptable for employment under this agreement.
A'viands has read, understands, and will comply.

3.16.7 Fingerprints and payment for background check must be submitted to the Nevada Department of Public Safety prior to employment and every 5 years thereafter;
A'viands has read, understands, and will comply.

3.16.8 Vendor will provide the facility a copy of the pre-employment physical and PPD screen on the first day of employment. Vendor will also maintain this information on-site. Results of pre-employment physicals will be reviewed by the Nevada State Veterans Home Director of Nursing or his/her designee.
A'viands has read, understands, and will comply.

3.16.9 Vendor's employees must attend facility training deemed mandatory by regulation or by the Administrator (e.g. Fire safety, HIPAA, Confidentiality, etc.) as offered by the facility; and
A'viands has read, understands, and will comply.

3.16.10 Vendor shall at all times be in compliance with immigration and naturalization laws regarding eligibility of its employees and subcontractors to work in the United States.
A'viands has read, understands, and will comply.

3.17 PERSONNEL REQUIREMENTS

Vendor shall at all times under this agreement maintain an adequate staff in order to provide high quality food service, administrative support, food purchasing, safe and sanitary kitchen operations, and meal supervision. Vendor shall adhere to the following:

3.17.1 Vendor's employees shall be subject to a standard of conduct not less than that provided by Nevada State Veterans Home regulations regarding work-related behavior and use of State facilities.
A'viands has read, understands, and will comply.

3.17.2 Nevada State Veterans Home is an Equal Opportunity Employer and complies with all applicable provisions of Federal law governing affirmative action and the American Disabilities Act (ADA). Vendor shall also be required to comply with affirmative action and ADA. The work environment shall be readily accessible to all individuals with disabilities.
A'viands has read, understands, and will comply.

3.17.3 Employees of the vendor whose work or conduct is not consistent with the Nevada Offices of Veterans Services' Prohibition and Penalties may, on written notification by Nevada State Veterans Home, receive progressive discipline or be removed from any work assignment in connection therewith, and, when necessary, shall be replaced by the vendor with another employee who is satisfactory.
A'viands has read, understands, and will comply.

3.17.4 Vendor shall indemnify Nevada State Veterans Home against any and all liability and hold it harmless from any and all losses arising out of Nevada State Veterans Home's exercise of its right hereunder to request and obtain removal of any such vendor's employee;
To the extent permissible under local, state and federal law, A'viands asks that all obligations to hold harmless and that all indemnification rights be mutually and equivalently applied to both parties in only those circumstances where a party (or its employee, agent or subcontractor) engages in negligent acts or omissions, willful misconduct, or otherwise fails to perform obligations under the Contract. We have included this clarification within Attachment B, as requested.

3.17.5 Vendor's employees shall be subject to the State of Nevada's policy to provide a safe, secure, productive work environment free of any form of sexual harassment. Vendor's employees and work place shall be free from alcohol, illegal drugs, and other controlled substances;

A'viands has read, understands, and will comply.

3.17.6 Vendor shall be responsible for all costs associated with vendor's staff including, but not limited to: pre-employment screenings, salaries, wages, withholding, and employee benefits payable to or on behalf of vendor's employees. All employees shall be employed by the vendor in its own name, and the vendor shall hold Nevada State Veterans Home harmless from any and all claims, demands, or liability on account of such employment by the vendor.

A'viands has read, understands, and will comply.

3.17.7 Vendor's on-site management:

3.17.7.1 Manager shall hold a college degree representing four (4) years of work in a food-related field from an accredited institution, or shall have a minimum of three (3) years of experience in food service management, or an equivalent combination of education and experience, and be "Serve Safe Certified";

3.17.7.2 Vendor's manager may be a Registered Dietitian;

3.17.7.3 Key management personnel résumés shall be provided to the facility; and

3.17.7.4 An orientation meeting shall be held by the vendor with all non-management employees during the first week of this agreement.

A'viands has read, understands, and will comply.

3.17.8 All vendor staff shall be instructed by vendor's management regarding documentation maintained for monthly in-service training to ensure that the following policies and procedures are followed:

3.17.8.1 Food preparation methods and timing and documentation;

3.17.8.2 Portion control;

3.17.8.3 Dress (uniform);

3.17.8.4 Cleaning and sanitary procedures, documentation of dishwashing and temperatures;

3.17.8.5 Responsibilities and duties;

3.17.8.6 Energy conservation;

3.17.8.7 Safe operation and maintenance of equipment;

3.17.8.8 Disaster plan for each facility site;

3.17.8.9 Required food temperatures;

3.17.8.10 Emergency menu substitution to maintain meal schedules in the event of or equipment failure;

3.17.8.11 Implementation of Performance Improvement Plan;

3.17.8.12 Employees shall be polite and diplomatic in enforcing vendor and new State Veterans Home policies; and

3.17.8.13 Employees shall be instructed in and shall practice proper hygiene.

A'viands has read, understands, and will comply. Please see our responses to section 3.18 for more information.

3.18 STAFF TRAINING

In accordance with regulatory agency requirements, staff shall receive monthly in-service training. Evidence of training shall be maintained by the vendor. Vendor may increase training at its own discretion.

3.18.1 Monthly in-service training shall include but is not limited to:

3.18.1.1 Quality Assurance;
3.18.1.2 Safe food handling techniques;
3.18.1.3 Interpersonal communication skills;
3.18.1.4 Safety, sanitation, and hygiene;
3.18.1.5 Recipe controls - product and portion control;
3.18.1.6 Equipment cleaning and maintenance; and
3.18.1.7 Food storage.

A'viands has read, understands, and will comply.

Monthly Safety Training

SAFE training is conducted every month and includes topics such as accident and fire prevention, personal hygiene, prevention of spreading communicable illnesses, first aid equipment and supplies, and incident reporting process. The monthly SAFE training module features key pertinent topics related to one or more areas of safety. The SAFE trainings include a facilitator guide with participant activities as well as a corresponding poster that highlights the key points of the training.

In-service Training

A'viands in-service trainings consists of a variety of short training sessions to develop specific job knowledge and skills. These informative in-services are available on the company intranet and include a wide variety of topics in the following categories: food safety, food production, management skills, leadership skills, food presentation, special diets and nutrition, work safety, customer service, meal service, cost control, equipment, human resources, and team building.

Food Safety Certification and Training

A'viands sanitation and safety programs portray our commitment to keep our valued clients safe and maintain a safe working environment for all of our associates. Our sanitation and safety standards are a critical key to a successful dining service program. All dining service staff are required to complete training in food safety and sanitation upon hire and ongoing training to ensure that employees have the knowledge to maintain a safe and sanitary food service.

3.18.2 Vendor shall provide new employee orientation prior to the first day of work. A specific orientation schedule shall be developed, maintained, and verified by the vendor;
A'viands has read, understands, and will comply. Each facility is unique in its own design, customer base, services, and needs, it is only logical that training programs should be individually designed to meet those requirements.

New Employee Orientation

A'viands conducts an orientation meeting with all of our hourly staff members new to our management. We feel it is important to review our policies as well as provide an overview about A'viands and what we stand for through our vision and core values. Since customer service, sanitation, and safety are cornerstones of our business, we also include training on these relevant topics. Our training program includes a thorough understanding and presentation of: program objectives; customer service; food production; food service; food handling; sanitation and safety; equipment care and use; personal hygiene; and assessment development.

New Management Orientation

As a part of the on-boarding process, A'viands provides company-wide orientation training at the home office for all new food service directors/management joining the company. The orientation is filled with useful information about A'viands to familiarize the directors with our systems, explain their role in the organization, and provide them with the tools they need to succeed in their new position. It also provides opportunities to meet all the A'viands home office support staff and ask specific questions.

See response to 3.18.1 for additional training requirements.

3.18.3 3.18.3 Vendor shall be familiar with and meet all applicable occupational safety and health standards adopted by the State of Nevada, Division of Occupational Safety and Health. In addition, the vendor shall be responsible for initiating, maintaining, and supervising all safety precautions to prevent damage, injury or loss to:
3.18.3.1 All employees on the job and all other persons who may be affected thereby; and
3.18.3.2 All job-related materials and equipment to be incorporated therein, whether or not in storage on or off the site.
A'viands has read, understands, and will comply.

3.19 HAZARDOUS SUBSTANCES AND MATERIALS

Vendor shall maintain on-site Safety Data Sheets (SDS), as defined and prescribed in 29 CFR Section 1910.1200, for all hazardous substances purchased by vendor.

3.19.1 Vendor shall inform employees of any hazards to which they may be exposed using, handling, transporting, or disposing of hazardous substances, and shall obtain medical treatment for those who may be affected by the substance.

A'viands has read, understands, and will comply.

3.19.2 Vendor shall immediately report all spills of hazardous substances to facility. NSVH has housekeeping staff that have responsibility for bio-hazard clean-up. If more than a simple clean-up, emergency procedures are in place for such situations.

A'viands has read, understands, and will comply.

3.20 VENDOR'S RESPONSIBILITY

The vendor shall operate food services at the facility as described herein and as indicated below.

3.20.1 Vendor shall not remove or permit the removal from the premises of any fixtures and equipment owned by Nevada State Veterans Home.

A'viands has read, understands, and will comply.

3.20.2 Upon termination of this agreement, the vendor will surrender property in the same condition as when it was received, ordinary wear and tear and acts of God excepted. The NSVH reserves the right to withhold payment of vendor's final payment until all property is returned to the condition as when received.

A'viands has read, understands, and will comply.

3.20.3 Vendor will comply with all applicable ordinances, laws, rules and regulations of the county, city, State, and Federal governments, and any political subdivision or agency, authority, or commission thereof which may have jurisdiction to pass laws, ordinances, or make and enforce rules or regulations with respect to the operations of the food service program including, but without limitation, the generality of the foregoing, such rules and regulations of Nevada State Veterans Home as are consistent with the rights herein granted the vendor.

A'viands has read, understands, and will comply.

3.20.4 Remove all refuse and trash from all food service areas at least daily.

A'viands has read, understands, and will comply.

3.20.5 Operate all food service facilities on vendor's own credit and shall hold harmless Nevada State Veterans Home from any and all claims, demands, or liabilities on account thereof. Nevada State Veterans Home shall not be responsible for any debts incurred by the vendor in the performance of this agreement.

A'viands has read, understands, and will comply.

3.20.6 Vendor shall provide, at vendor's expense, the following items relating to this agreement:

3.20.6.1 All food and beverage costs, as well as dairy replacement;

3.20.6.2 All laundry service costs. This applies to kitchen staff laundry like uniforms. Towels, table cloths, napkins, mops and kitchen rags, etc., are handled by the Homes' laundry service;

3.20.6.3 All telephone charges for a dedicated telephone line for incoming calls from consumer agencies;

3.20.6.4 All clerical, copier, and fax costs;

3.20.6.5 All taxes, fees, or fines as a result of sanctions imposed by the local, State or Federal government with respect to its operation of the food service program at Nevada State Veterans Home;

3.20.6.6 Routine cleaning of food receiving, storage/preparation, and service areas, including areas around loading docks and dumpsters, grease traps, and interceptors, with vendor maintaining clean, dry floors in the food preparation and service areas, providing daily cleaning of floors, or more often if judged by Nevada State Veterans Home to be needed;

3.20.6.7 All janitorial and kitchen supplies related to assigned areas under this agreement;

3.20.6.8 All licenses, fees, and insurance premiums necessary for the performance of this agreement;

3.20.6.9 Disposal of all garbage, including disposal of fats a minimum of three (3) times per week. NSVH has a contract for garbage collection with the City of Boulder City. The food service vendor is not responsible for that service; and

3.20.6.10 Vendor will develop a disaster plan that interfaces with each consumer agency's disaster plan to address interim food production in the event of more than a temporary disruption in utility services or receipt of supplies. Vendor may request a copy of the NSVH's Disaster Plan to aid in preparing their own plan. Emergency food maintained onsite and labeled as required by state and federal regulations.

A'viands has read, understands, and will comply.

3.21 REPORTING

3.21.1 Statements shall include expenses relative to the following:

3.21.1.1 Number of meals and snacks served by date, meal, and unit;
3.21.1.2 Raw food costs;
3.21.1.3 Purchased services;
3.21.1.4 Equipment maintenance;
3.21.1.5 Consumable and non-consumable supplies; and
3.21.1.6 Other (must be itemized).

A'viands has read, understands, and will comply.

3.21.2 Books of accounts shall be maintained in an accurate and complete manner according to accepted standards of accounting, reflecting vendor's operations at facility together with appropriate supporting data;

A'viands has read, understands, and will comply.

3.21.3 Vendor shall make books of accounts and supporting documentation available for inspection, reproduction, and audit by Nevada State Veterans Home, State of Nevada, Centers for Medicare & Medicaid, or the Nevada Department of Veteran Services at all reasonable times, and shall make provisions for the retention of records, data, and documents at a reasonable place for a period of at least seven (7) years after the expiration of this agreement, or subsequent renewals, or as long as required for the resolution of issues raised by an audit;

A'viands has read, understands, and will comply.

3.21.4 Special reports covering vendor's operations may be required by Nevada State Veterans Home and various Federal or State agencies from time to time; and

A'viands has read, understands, and will comply.

3.21.5 Statements and reports furnished to Nevada State Veterans Home shall routinely be made available to relevant governing bodies and advisory committees.

A'viands has read, understands, and will comply.

3.22 FIDELITY BOND

3.22.1 The State requires the vendor to provide a fidelity bond or crime insurance in the amount of $100,000.00. Bond and insurance requirements are provided in Attachment E, Insurance Schedule of this RFP.

A'viands has read, understands, and will comply. We have a fidelity bond policy in place and will provide the insurance requirements upon award as requested.

3.23 SUBCONTRACTORS

3.23.1 Vendor shall include all subcontractors as insureds under its policy or shall furnish separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

A'viands has read, understands, and will comply. At this time we do not anticipate utilizing subcontractors for this contract.

3.24 MISCELLANEOUS CONDITIONS

3.24.1 Vendor shall be responsible for and remedy all damage or loss to any property, including property of Nevada State Veterans Home, caused in whole or in part by the vendor, subcontractor, or anyone employed, directed or supervised by vendor;

A'viands has read, understands, and will comply.

3.24.2 Nothing herein contained shall be construed as limiting in any way the extent to which the vendor may be held responsible for payment of damages to persons or property resulting from its operation or the operations of any subcontractor under vendor;

A'viands has read, understands, and will comply.

3.24.3 In addition to any other remedies available to the Nevada State Veterans Home, should vendor fail to provide or maintain any insurance policies or policy endorsements to the extent and within the time herein required, Nevada State Veterans Home may at their sole option:

A'viands has read, understands, and will comply.

3.24.3 Cancel the contract; or

3.24.3.2 Purchase insurance to cover a contingency period and charge the cost of that insurance to the vendor; and

3.24.3.3 Section 3.24.3 applies only to general liability, not individual health insurance. Please see Attachment E - Insurance Schedule of the RFP

A'viands has read, understands, and will comply.

3.25 INVOICING

Vendor shall submit all original, itemized monthly invoices to the Facility Accounting Office by the third (3rd) of each month. The invoice shall itemize the following charged to resident meals by date, meal, and unit:

3.25.1 Number of meals served;

A'viands agrees with the exception that we will submit all invoices to the Facility Accounting Office on the 10th of every month.

3.25.2 Number of prepared snacks;
A'viands agrees with the exception that we will submit all invoices to the Facility Accounting Office on the 10th of every month.

3.25.3 Raw food;
A'viands agrees with the exception that we will submit all invoices to the Facility Accounting Office on the 10th of every month.

3.25.4 Miscellaneous item(s) – description and detail required; and
A'viands agrees with the exception that we will submit all invoices to the Facility Accounting Office on the 10th of every month.

3.25.5 No payment shall be made for meals which are not documented, do not support the nutritional requirements, do not meet food standards/specifications, or do not otherwise meet the requirements of this agreement.
A'viands has read, understands, and will comply.

3.26 NEVADA STATE VETERANS HOME RESPONSIBILITY

Nevada State Veterans Home shall be responsible for the following:

3.26.1 Facility does not guarantee an uninterrupted supply of water, gas, or electric current; nor does facility guarantee uninterrupted service in providing any utilities. Facility shall not be liable to the vendor or to others for any loss, damage, cost, or expense which may result from the interruption or failure of any utility services.
A'viands has read, understands, and will comply.

3.26.2 Facility will provide office space for the exclusive use of the vendor during the term of this agreement. Vendor will provide, at vendor's expense, all furniture and equipment for use in said office. (Furniture may include, but not be limited to desks, chairs, cabinets, files, trash cans, etc.).
A'viands has read, understands, and will comply.

3.26.3 Nevada State Veterans Home shall provide ongoing preventive maintenance agreements for heating and air conditioning systems, duct systems, fire safety systems, and other major facility equipment.
A'viands has read, understands, and will comply.

3.26.4 Major capital improvement projects affecting the structure of the building may be requested from time to time and, if approved by the Legislature, will be paid for by the State.
A'viands has read, understands, and will comply.

3.27 COMPENSATION AND TIME OF PAYMENT

3.27.1 Nevada State Veterans Home agrees to pay vendor per actual meal served, prepared snack rates, and the percentage over cost for raw food items purchased as snacks; and
A'viands has read, understands, and will comply.

3.27.2 Vendor shall provide the invoice as evidence of raw food costs. Invoice shall be submitted by the third (3rd) of the month to the Nevada Department of Veterans Services, Fiscal Office, payable within thirty (30) days.
A'viands has read, understands, and will comply.

3.28 INTEGRATION/AMENDMENTS

3.28.1 This agreement, governed by the laws of Nevada, incorporates the sliding scale meal rate (referred to in 3.1), and when attached to a Board of Examiners contract, incorporated therein, and approved by the Board of Examiners, shall represent the complete understanding between the parties; and
A'viands has read, understands, and will comply.

3.28.2 Any amendments to this agreement must be agreed upon in writing by both parties and approved by the Board of Examiners or on their behalf by the Clerk of the Board.
A'viands has read, understands, and will comply.

3.29 GENERAL INFORMATION/COMMENTS

Vendor proposals should include:

3.29.1 Pricing for all hourly and management staff, this includes front line staff.
A'viands has read, understands, and will comply.

3.29.2 Food service staff is responsible for handling the payment/receipt for guest meals. The current charge for these meals is $3.50. The anticipated meal count includes residents only. Food service staff is not responsible for providing/serving meals to NSVH employees or upon request.
A'viands has read, understands, and will comply.

3.29.3 The kitchen opens at 5:00 a.m. and currently closes at 8:30 p.m.;
A'viands has read, understands, and will comply.

3.29.4 Current meal times are: Breakfast 7:30 – 9:00 a.m.; Lunch 11:30 – 12:30 p.m.; Dinner 5:00 – 6:30 p.m.;
A'viands has read, understands, and will comply.

3.29.5 Serve safe certified cook or chef on duty for each shift at all times;
A'viands has read, understands, and will comply.

3.29.6 Vendor will provide adequate staff to accommodate and maintain buffet service on each unit;
A'viands has read, understands, and will comply.

3.29.7 NSVH does not require a contractor staff member to be onsite overnight;
A'viands has read, understands, and will comply.

3.29.8 While housekeeping cleans the majority of the dining room; food service is responsible for cleanings off tables, their work surfaces and the kitchen/tray line;
A'viands has read, understands, and will comply.

3.29.9 Current vendors were chosen by the current food service company. NSVH would like to see the current front-line staff provided the opportunity to stay on; however, the awarded vendor will be under no obligation to keep current staff;
A'viands has read, understands, and will comply.

3.29.10 NSVH has not set guidelines for the wages/benefit packages of the vendors' employees. However, in the interest of morale, NSVH would prefer any current employees that are kept on maintain a similar package;
A'viands pays competitive market rate wages that are based on training, education, and applicable experience.

3.29.11 Food service is currently providing some nutritional supplements – especially to the nutrition kitchens. This process is changing as the NSVH is working with one of our medical services vendors to provide many of these supplements through Medicare Part B. This issue will probably be discussed in contract negotiations;
A'viands has read, understands, and will comply.

3.29.12 The State provides and maintains all food transportation devices, used for delivery to satellite kitchens/steam tables, (outside of neglect per section 3.9).
A'viands has read, understands, and will comply.

3.29.13 NSVH is open to a monthly walk through to assess physical plant and equipment conditions.
A'viands has read, understands, and will comply.

3.29.14 Morrison Management Services is the current service provider. That contract is set not to exceed $5,000,000 total for the length of the contract. This vendor is eligible to participate in this RFP;

A'viands has read and understood this requirement.

3.29.15 NSVH will not require the new vendor to purchase a diet card-ex system. The new vendor can use whatever system they prefer, as long as "some" diet card system continues to be used. The current vendor is using a PC-based system that their company provided; and

A'viands has read, understands, and will comply.

3.29.16 NSVH wishes to ensure that some system of managing and crediting so-called "missed" meals continues.

A'viands has read, understands, and will comply.

TAB VII: SECTION 4, COMPANY BACKGROUND AND REFERENCES

4.1 VENDOR INFORMATION

4.1.1 Vendors must provide a company profile in the table format below.

Question	Response
Company name:	***A'viands***
Ownership (sole proprietor, partnership, etc.)	***Limited Liability Corporation***
State of incorporation:	***Minnesota***
Date of incorporation:	***2003***
# of years in business:	***13 years***
List of top officers:	***Tom Cusimano and Mitch Speicher***
Location of company headquarters:	***1751 County Road B West, Suite 300 Roseville, MN 55113***
Location(s) of the company offices:	***1751 County Road B West, Suite 300 Roseville, MN 55113***
Location(s) of the office that will provide the services described in this RFP:	***1751 County Road B West, Suite 300 Roseville, MN 55113***
Number of employees locally with the expertise to support the requirements identified in this RFP:	***In addition to our corporate support team, A'viands currently has 15 local Nevada employees staffed at Northern Nevada Mental Health. These employees have the expertise to support Nevada State Veterans Home as needed.***
Number of employees nationally with the expertise to support the requirements in this RFP:	***A'viands consists of over 2,700 team members.***
Location(s) from which employees will be assigned for this project:	***We will provide support via on-site employees at Nevada State Veterans Home as well as our regional support team located at our headquarters in Roseville, MN.***

4.1.2 Please be advised, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

Edmentum has read, understands, and will comply.

4.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://nvsos.gov.

Question	Response
Nevada Business License Number:	***NV20121572278***
Legal Entity Name:	***A'viands, LLC***

Is "Legal Entity Name" the same name as vendor is doing business as?

Yes	***X***	No	

If "No", provide explanation

4.1.4 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

4.1.5 Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes	***X***	No	

If "Yes", complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

Question	Response
Name of State agency:	***Northern Nevada Adult Mental Health Services***
State agency contact name:	***Albert Kenneson***
Dates when services were performed:	***January 2014 to present***
Type of duties performed:	***Food Service***
Total dollar value of the contract:	***$2,500,000***

4.1.6 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	***X***

If "Yes", please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

N/A

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

N/A

4.1.7 Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

Yes		No	***X***

If "Yes", please provide the following information. Table can be duplicated for each issue being identified.

Question	**Response**	
Date of alleged contract failure or breach:	***N/A***	
Parties involved:		
Description of the contract failure, contract breach, or litigation, including the products or services involved:		
Amount in controversy:		
Resolution or current status of the dispute:		
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:		

4.1.8 Vendors must review the insurance requirements specified in Attachment E, Insurance Schedule for RFP 3257. Does your organization currently have or will your organization be able to provide the insurance requirements as specified in Attachment E.

Yes	X	No	

Any exceptions and/or assumptions to the insurance requirements must be identified on Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP. Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Upon contract award, the successful vendor must provide the Certificate of Insurance identifying the coverages as specified in Attachment E, Insurance Schedule for RFP 3257. ***A'viands has an insurance policy in place with the requested insurance requirements, including a fidelity bond. Please see attached Evidence of Insurance coverage.***

ACORD®

CERTIFICATE OF LIABILITY INSURANCE 9/1/2016

DATE (MM/DD/YYYY): 7/14/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER: Lockton Companies, 3280 Peachtree Road NE, Suite #250, Atlanta GA 30305, (404) 460-3600

CONTACT NAME:
PHONE (A/C, No, Ext):
FAX (A/C, No):
E-MAIL ADDRESS:

INSURED 1360718: A'viands Food and Services Management, 1751 County Road B West, Suite 300, Roseville MN 55113

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Travelers Property Casualty Co of America	25674
INSURER B : Sentry Insurance a Mutual Company	24988
INSURER C : Sentry Casualty Company	28460
INSURER D : Continental Casualty Company	20443
INSURER E : Landmark American Insurance Company	33138
INSURER F : Zurich American Insurance Company	16535

COVERAGES — CERTIFICATE NUMBER: 14152773 — REVISION NUMBER: XXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE / X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY / PRO-JECT / LOC OTHER:	Y	N	660-2C786754-TIL-15	9/1/2015	9/1/2016	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 1,000,000 $ 5,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $
B B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY / SCHEDULED AUTOS X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY	Y	N	90-18840-04 (AOS) 90-18840-05 (MA)	9/1/2015 9/1/2015	9/1/2016 9/1/2016	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ XXXXXXX $ XXXXXXX $ XXXXXXX $ XXXXXXX
D	X UMBRELLA LIAB / X OCCUR EXCESS LIAB / CLAIMS-MADE DED / RETENTION $ 10,000	N	N	6012283531	9/1/2015	9/1/2016	EACH OCCURRENCE AGGREGATE	$ 5,000,000 $ 5,000,000 $ XXXXXXX
B C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	Y	90-18840-01 90-18840-02 (Retro)	9/1/2015 9/1/2015	9/1/2016 9/1/2016	X PER STATUTE / OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
E F	Professional Liability Employee Dishonesty	N	N	LHM753126 MPL5817261-02	9/1/2015 9/1/2015	9/1/2016 9/1/2016	$2,000,000/$2,000,000 $3,000,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER
14152773
Evidence of Insurance

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03) — The ACORD name and logo are registered marks of ACORD

4.1.9 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

Since our establishment in 2003, A'viands has grown into a top food and service management company based out of Roseville, MN. A'viands is a member of Elior North America, which is among the top six contract food service companies within the United States. Elior North America's regional companies combine almost 13,000 employees and provide services at over 875 client locations across the nation.

Currently, A'viands serves over 275 locations throughout the United States with more than 2,700 team members, serving more than 22,000,000 meals annually. Our largest healthcare facility serves over 700,000 meals per year. In addition to healthcare, we provide service to higher education, corporate dining, school districts, senior communities, juvenile, and correctional facilities. Created out of passion to serve great food by great people, we provide consistent, professional service. We are responsive and committed to finding solutions for our clients' needs.

Our staff blends smart, strategic thinking with innovation and creativity in a highly collaborative environment, providing powerful ideas and creative solutions that deliver results. The A'viands management and operational teams are passionate about serving all of our clients. Our teams have a partnership mentality and all planning and decision making is done with our clients, not for them. Our service model involves customizing each operation plan with our clients individually to create a personal food service design that specifically fits their requirements. A'viands provides a personal touch and has invested in resources and support that meet or exceed those of larger companies.

We care just as much about the message as we do the experience. We believe that customer service through communication and the best possible dining service program are essential for a successful relationship with our clients. In addition, our employees are active in both local and national associations, staying current on issues, trends, and challenges facing the clients we serve. Our flexibility and bigger-picture thinking helps us drive transformation and deliver quality results in everything we do.

COMMITTED AND SKILLED

Operating a successful dining service is an intricate enterprise requiring expertise in a variety of disciplines. With A'viands as your partner, our management support and resources are available to you— whenever and wherever you need them. Our management and operational teams are passionate about serving our clients. We are responsive and committed to finding solutions for our clients' needs.

We share your enthusiasm for quality, reliability, and accessibility. A'viands focuses on providing exceptional food with seasonal flavors and world-class service. We seek to understand the taste preferences of our customers. Our passion, dedication, and execution sets us apart and fuels our success for continued growth and customer loyalty. Every member of our team is committed to exceeding your expectations!

We implement, support, train, and guide all dietary staff in production standards and service protocols. Through our healthcare partners, we offer exceptional dining and meal programs, exceeding our clients' expectations.

The leadership team at A'viands has over 35 years of experience working in the food service industry. A'viands has extensive experience providing service to behavioral health hospitals, juvenile centers, long-term care organizations, assisted living, independent living, acute care hospitals, post-acute care, and transitional care.

As a regional food and services management provider, A'viands currently operates approximately 50 healthcare related facilities, including hospitals, nursing homes, senior living, and behavioral health. Our primary focus is to provide the highest level of support through many of our support services, including nutrition, culinary, training, regulatory compliance, purchasing, accounting, human resources, and marketing.

EXPERIENCE SERVING STATE GOVERNMENTS

Within A'viands and its sister companies in North America, we serve several state governments and quasi-governmental accounts. We provide services for four locations within the state of Mississippi. The size and scope of work varies from each facility, and we customize our service approach to meet our clients' needs. We are the leader in senior services nutrition Meals on Wheels, and we have over 208 clients in senior services (Area Agency in Aging, funded by state and local agencies). Within each of our state and government partnerships we follow all regulatory compliance, including applicable hospital accrediting standards, such as The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) or the Center for Medicare and Medicaid Services (CMS).

We have maintained working relationships with numerous state government and quasi-governmental agencies throughout the country by creating partnerships with them and executing our commitments in order to properly meet their needs.

A'viands prides itself in designing programs specifically tailored to meet our customers' needs no matter what the size of the setting. A'viands is committed to providing quality dining services at an efficient cost, while maintaining high standards of client, patient, resident, family, staff, and guest satisfaction. We are proven leaders in the industry and our management team understands that client satisfaction begins with a cost effective plan while providing exceptional, high quality meals served by customer-focused professionals.

We have also included our response to the Walk Through Question on the following page as requested in the Answers to Questions document. We believe our response to this question further details our qualifications.

Walk Through Question: What system will your company put into place to ensure a high quality of resident satisfaction for dining services and quality of food?

Our overall approach to resident satisfaction will include a focus in these three areas- Culinary Integrity, Hospitality, and Communication.

Culinary Integrity

The ultimate goal of our dining services program is resident and client satisfaction. The culture and demographics of our client community is taken into consideration in developing menus. Menus are created using a collaborative approach to ensure a customized menu that exceeds the expectations and needs of the community.

We are committed to food integrity. Quality ingredients will be used, including minimally processed whole foods. The menus developed will incorporate seasonal and sustainably-raised foods, fresh meats, dairy products free from antibiotics and hormones, and fresh fruits and vegetables. Healthy fats, whole grains, whole lean meats, fish, nuts, legumes, fresh fruits, and vegetables will be utilized in our menus- but with culinary flair and precision to entice residents and guests to try new foods and flavors. A focus on scratch recipes and balanced menus will be used.

Events to include special theme meals, menu tasting events, cooking classes, chef demonstrations, and exhibition cooking will all be an integral part of our program to ensure the residents remain engaged and excited about the culinary program.

Hospitality

Providing high quality service is extremely important to resident satisfaction.
We achieve this through offering a wide variety of beverages and refills during meal service, offering seconds as permitted, training our employees in the areas of customer satisfaction and hospitality, and implementing customer service standards including uniforms that provide a professional and welcoming look throughout the facility.

Engaging the residents through wellness initiatives is also key to continued satisfaction. Some of the programs we would implement include-

Fit Choices 4 Life- Our current wellness program developed by A'viands to provide our guests with healthy menu options and education to assist them in achieving their health and fitness goals. The program includes heart healthy dining options, nutrition education materials, signs to promote healthy eating, and special wellness events.

Wellness Seminars and Events- Wellness seminars and wellness challenges promote healthy eating and provide nutrition education for residents and guests.

H2Ahhh Station- A flavorful way to stay hydrated with fruit, vegetable, or herb-infused water stations located throughout the building.

Communication-

The key to a great dining program is constant and consistent communication with both our clients and those we serve on a daily basis. We facilitate communication through constant interaction, listening, and implementing change. This strategy is implemented in these key areas:

Resident Touch Points- Interacting with residents and listening to what they say is vital to continuing to improve resident satisfaction. We listen to our residents and employees and provide multiple channels to gather feedback.

We engage residents through:

- ***Food Sampling and Menu Tasting Events***
- ***iPad Preference Surveys conducted at a frequency of your choosing***
- ***Weekly A'viands Team and Resident Chats***
- ***Food Committee Meetings***
- ***Nutrition and Wellness Events***
- ***Chef inspired Special Events and Tastings***

Shared Vision / Planning / Implementation- Communication is key to providing exemplary service to our residents and clients. Customer satisfaction surveys and comment cards are two ways in which we gather feedback, along with the Resident Touch Points mentioned above.
A'viands stays in communication with our clients through monthly client meetings and annual business planning sessions with quarterly reviews. We meet with the management at our client locations to review operations, achievements, innovations, and overall improvements.
Monthly Client Meetings- Client meetings are held every month with the client, District Manager, and Dining Service Director to discuss monthly achievements, plans for next month, challenges, and financials.

Annual Business Planning Sessions- A'viands works with our clients to develop our goals and benchmarks using a scorecard system. This planning session involves the District Manager, Dining Service Director, A'viands support staff, and our clients. During this session, solutions are discussed and created on ways to evolve, expand, and enhance the services and resident satisfaction.
We encourage open communication from all key players, including residents and employees, to continue to evolve our services. Quarterly reviews and planning sessions are held to ensure we stay on track to achieve our goals for the year and update the scorecard based on feedback The quarterly Business Planning Sessions involve upper level management at our client locations.

4.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

A'viands has been successfully providing services to public and private sectors since 2003, and our leadership team has over 35 years of experience in the food service industry. Please see our response to 4.1.9 for additional information.

4.1.11 Financial information and documentation to be included in Part III, Confidential Financial Information of vendor's response in accordance with Section 9.5, Part III – Confidential Financial Information.

4.1.11.1 Dun and Bradstreet Number

4.1.11.2 Federal Tax Identification Number

4.1.11.3 The last two (2) years and current year interim:

A. Profit and Loss Statement

B. Balance Statement

Please see Part III, Confidential Financial Information for our financial statements.

4.2 SUBCONTRACTOR INFORMATION

4.2.1 Does this proposal include the use of subcontractors?

Yes		No	***X***

If "Yes", vendor must: ***N/A***

4.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

4.2.1.2 If any tasks are to be completed by subcontractor(s), vendors must:

A. Describe the relevant contractual arrangements;

B. Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and

C. Describe your previous experience with subcontractor(s).

4.2.1.3 Vendors must describe the methodology, processes and tools utilized for:

A. Selecting and qualifying appropriate subcontractors for the project/contract;

B. Ensuring subcontractor compliance with the overall performance objectives for the project;

C. Ensuring that subcontractor deliverables meet the quality objectives of the project/contract; and

D. Providing proof of payment to any subcontractor(s) used for this project/contract, if requested by the State. Proposal should include a plan by which, at the State's request, the State will be notified of such payments.

4.2.1.4 Provide the same information for any proposed subcontractors as requested in Section 4.1, Vendor Information.

4.2.1.5 Business references as specified in Section 4.3, Business References must be provided for any proposed subcontractors.

4.2.1.6 Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

4.2.1.7 Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in Section 4.2, Subcontractor Information. The vendor must receive agency approval prior to subcontractor commencing work.

4.3 BUSINESS REFERENCES

4.3.1 Vendors should provide a minimum of five (5) business references from similar projects performed for private, state and/or large local government clients within the last five (5) to ten (10) years.

Please see Part IB, Confidential Technical Proposal for our completed reference form.

4.3.2 Vendors must provide the following information for every business reference provided by the vendor and/or subcontractor:

The "Company Name" must be the name of the proposing vendor or the vendor's proposed subcontractor.

Please see Part IB, Confidential Technical Proposal for our completed reference form.

Reference #:	***Please see Part IB, Confidential Technical Proposal for our completed reference form.***
Company Name:	
Identify role company will have for this RFP project (Check appropriate role below):	

	VENDOR		**SUBCONTRACTOR**
Project Name:			

Primary Contact Information	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	
Facsimile, including area code:	
Email address:	

Alternate Contact Information	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	
Facsimile, including area code:	
Email address:	

Project Information	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	
Facsimile, including area code:	
Email address:	

4.3.3 Vendors must also submit Attachment F, Reference Questionnaire to the business references that are identified in Section 4.3.2.
A'viands understands this requirement and has submitted Attachment F to five business references as requested.

4.3.4 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.
A'viands understands this requirement and has submitted Attachment F to five business references as requested.

4.3.5 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in Section 8, RFP Timeline for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.
A'viands understands this requirement and has submitted Attachment F to five business references as requested.

4.3.6 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.
A'viands understands this requirement.

TAB VIII: ATTACHMENT G, PROPOSED STAFF RESUME

4.4 VENDOR STAFF RESUMES

A resume must be completed for each proposed key personnel responsible for performance under any contract resulting from this RFP per Attachment G, Proposed Staff Resume

This section should also include any subcontractor proposed staff resumes, if applicable.

Please see Part IB, Confidential Technical Proposal for our completed vendor staff forms.

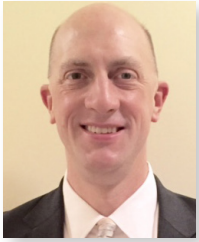
TAB IX: OTHER INFORMATIONAL MATERIAL

Vendors must include any other applicable reference material in this section clearly cross referenced with the proposal.

In reference to Section 4.1, A'viands is committed to fully supporting our clients. In addition to on-site support, we have a fully staffed Support Office located in Roseville, Minnesota. We are a hands-on company, ready to meet your needs.

VICE PRESIDENT OF HEALTHCARE

Scott Kern



Supports the Director of Operations, District Managers, and Business Development Directors for Healthcare. Provides leadership, periodically visits healthcare accounts to ensure client and customer satisfaction, and provides additional healthcare industry insight on trends to keep culinary services innovative.

BUSINESS DEVELOPMENT DIRECTOR, HEALTHCARE

Patrick Brown

Generates new business by helping clients understand the value which A'viands' managed service provides. Patrick leads the assessment team for each new opportunity and develops the proposals, which are custom designed for each client.

VICE PRESIDENT OF CULINARY

Eric Bodkin

Responsible for overall culinary development. Provides new recipe development and innovative menu choices. Provides culinary expertise and support, creating theme meals, caterings, and special events.

WELLNESS DIRECTOR

Sherie Nelson

Supports all Support Services and field dietitians. Available to assist in both diet and menu planning for health, nutrition, and regulation compliance. Upon request, Sherie will conduct on-site seminars for good health and nutrition.

SENIOR HUMAN RESOURCES DIRECTOR
Debbie Cottrell

Coordinates all human resource processes. Debbie is always available for assistance with employee, performance, disciplinary action, and termination issues. Also administers the automated payroll service.

SENIOR DIRECTOR OF MARKETING
Ben Mattson

Responsible for strategic leadership of the marketing organization including brand marketing, proposals, and research. Provides support and guidance to ensure all teams produce marketing materials that accurately reflect A'viands' company values and brand.

VICE PRESIDENT OF FINANCE
Barb Severson

Provides accounting support to the dining services department at your location and is available to answer questions regarding accounting procedures and controls.

RISK MANAGER
Beth Austin

Coordinates all safety training and compliance, meeting all regulatory agencies. Conducts periodic visits in each operation to ensure standards are being met.