Part IA - Technical Proposal

morrison
healthcare

FOOD & NUTRITION SERVICES
PROPOSAL – RFP# 3487

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This proposal is valid for 90 days after its presentation and/or delivery to you.

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Section I: Title Page

Part IA – Technical Proposal	
RFP Title:	Food Services
RFP:	3487
Vendor Name:	Morrison Healthcare
Address:	400 Northridge Road, Suite 600 Atlanta, GA 30350
Opening Date:	November 7, 2017
Opening Time:	2:00 PM

Section II: Table of Contents

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Section III: Vendor Information Sheet

V1	Company Name	Morrison Healthcare

V2	Street Address	400 Northridge Road, Suite 600

V3	City, State, ZIP	Atlanta, GA 30350

V4	Telephone Number		
	Area Code: 800	Number: 225-4368	Extension:

V5	Facsimile Number		
	Area Code: 404	Number: 845-3347	Extension:

V6	Toll Free Number		
	Area Code: 800	Number: 225-4368	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: Brad Giles
	Title: Director of Business Development, Morrison Healthcare
	Address: 1634 Mendes Court, Folsom, CA 95630
	Email Address: bradley.giles@compass-usa.com

V8	Telephone Number for Contact Person		
	Area Code: 312	Number: 221-6771	Extension:

V9	Facsimile Number for Contact Person		
	Area Code: 310	Number: 634-0429	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Lisa Trombley	Title: RVP

V11	Signature ***(Individual shall be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: 11/7/17

Section IV: State Documents

B. Attachment A

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" **shall 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 files marked "**Part IB Confidential Technical**" and "**Part III Confidential Financial**".

The State shall not be responsible for any information contained within the proposal. If vendors do not comply with the labeling and packing requirements, proposals shall 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 shall be in an open meeting format, the proposals shall 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 shall constitute a complete waiver and all submitted information shall 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.

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

Part IB – Confidential Technical Information			
YES		NO	X
Justification for Confidential Status			

Part III – Confidential Financial Information			
YES		NO	X
Justification for Confidential Status			

Morrison Healthcare
Company Name

Signature

Lisa Trombley, RVP
Print Name

11/7/17
Date

This document shall be submitted in Section IV of vendor's technical proposal

C. Attachment B

ATTACHMENT B – VENDOR CERTIFICATIONS

Vendor agrees and shall comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and shall 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, shall 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, shall 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 shall 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 shall be in writing and included in the proposal at the time of submission.

(7) Each vendor shall 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 shall 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 shall automatically result in the disqualification of a vendor's proposal. An award shall not be made where a conflict of interest exists. The State shall 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 shall 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 shall certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

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

Morrison Healthcare

Vendor Company Name

Vendor Signature

Lisa Trombley, RVP — 11/7/17

Print Name — Date

D. Licensing Agreements
Not Applicable

E. Certifications and Licenses

The Certifying Board for Dietary Managers®

HEREBY VERIFIES THAT

Sheila A. Franklin-Williams, CDM, CFPP

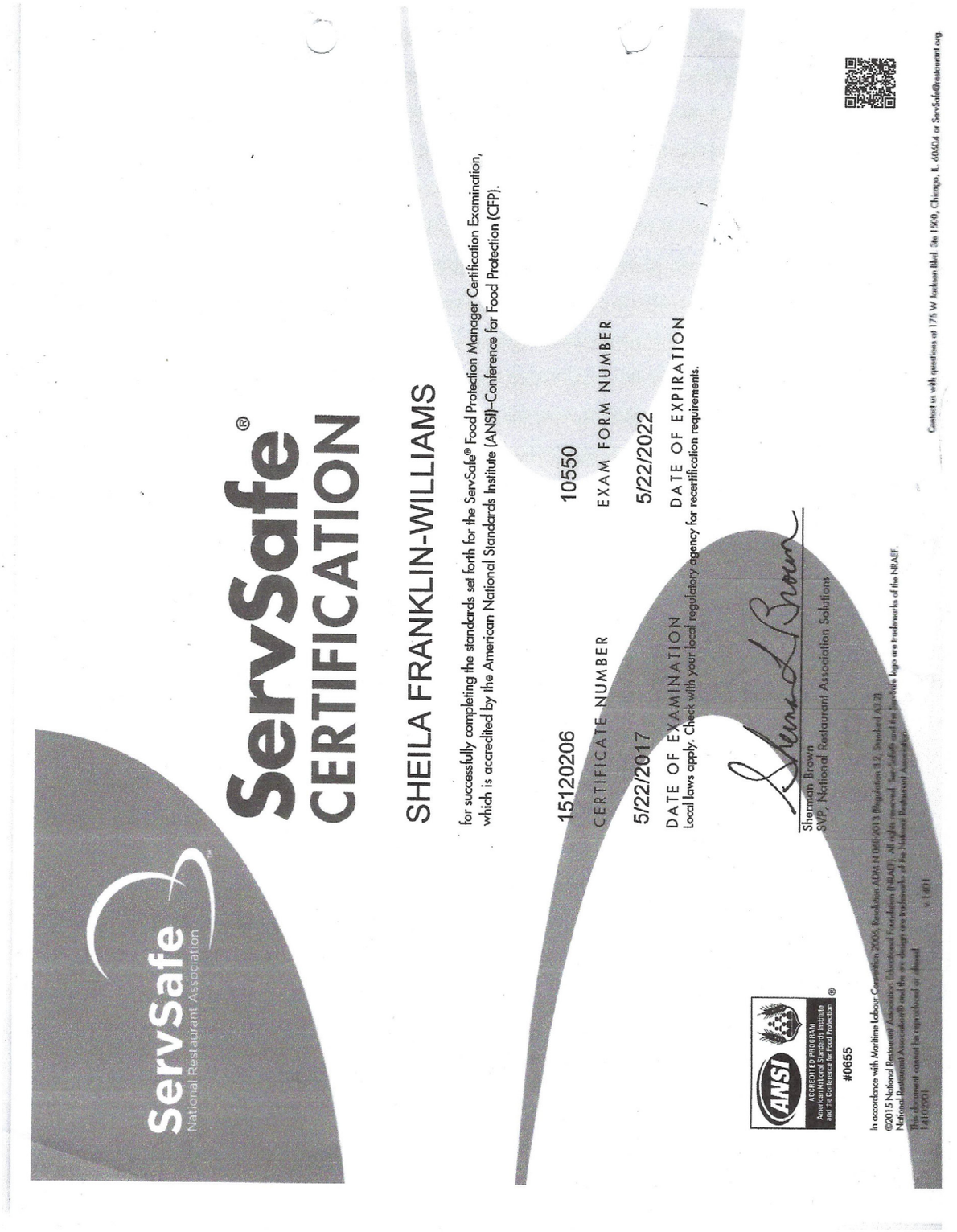
HAS SUCCESSFULLY PASSED THE CREDENTIALING EXAMINATION
AND HAS MET THE QUALIFICATIONS OF A

Certified Dietary Manager® | Certified Food Protection Professional®

CDM® | CFPP®

THE CERTIFYING BOARD FOR DIETARY MANAGERS • SETTING THE STANDARD.

Certification Date: 10/27/2012



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SHEILA FRANKLIN-WILLIAMS

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15120206
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10550
EXAM FORM NUMBER

5/22/2017
DATE OF EXAMINATION

5/22/2022
DATE OF EXPIRATION

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Sherman Brown
SVP, National Restaurant Association Solutions

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In accordance with Maritime Labour Convention 2006, Regulation A3.1 Regulation 3.2, Standard A3.2)

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morrison healthcare
A COMPASS ONE HEALTHCARE COMPANY

FOODSERVICE
Certification
National
PROFESS
In recognition of successful completion
of all program requirements and
demonstration of professional knowledge,
National Restaurant Association Solutions,
by the authority of the Certification
Governing Board, hereby certifies
SHEILA WILLIAMS, FMP
as a
Foodservice Management Professional
(FMP) program
November 17, 2009

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TO MARCIANO GALLARDE

for successfully completing the standards set forth for the ServSafe® Food Protection Manager Certification Examination, which is accredited by the American National Standards Institute (ANSI)–Conference for Food Protection (CFP).

07/03/2014
DATE OF EXAMINATION

07/03/2019
DATE OF EXPIRATION
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Sherman Brown
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Certified ServSafe® Instructor &
Registered ServSafe Examination Proctor

SHEILA FRANKLIN-WILLIAMS

has successfully completed the following requirements for becoming a Certified ServSafe® Instructor and Registered ServSafe® Examination Proctor:

- Maintaining a current ServSafe Food Protection Manager Certification*
- Passing the ServSafe Online Advanced Test
- Completing the Online Instructor and Proctor Tutorials
- Agreeing to comply with the Performance Agreement

10/22/2012
DATE OF APPROVAL

10/22/2017
DATE OF EXPIRATION

NATIONAL RESTAURANT ASSOCIATION®

David Gilbert
Chief Operating Officer, National Restaurant Association
Executive Director, National Restaurant Association Solutions

*This certificate is confirmation of your dual role status as a Certified ServSafe Instructor and as a Registered ServSafe Examination Proctor. This is NOT a ServSafe Food Protection Manager Certification and should not be conveyed as one. You must maintain a current ServSafe Food Protection Manager Certification in order to retain your Certified ServSafe Instructor and ServSafe Examination Proctor status. Ongoing requirements to maintain your status as a Certified ServSafe Instructor and Registered ServSafe Examination Proctor may be introduced at a future date.

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Congratulations! You have completed

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Employee Food Safety Online Course and Exam

Certificate Number 2854048 Date 4/8/2017

Expiration Date 4/8/2020

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Certificate Number 3063454 Date 9/1/2017

Expiration Date 9/1/2020

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Certificate Number 2053344 Date 9/10/2015

Expiration Date 9/10/2018

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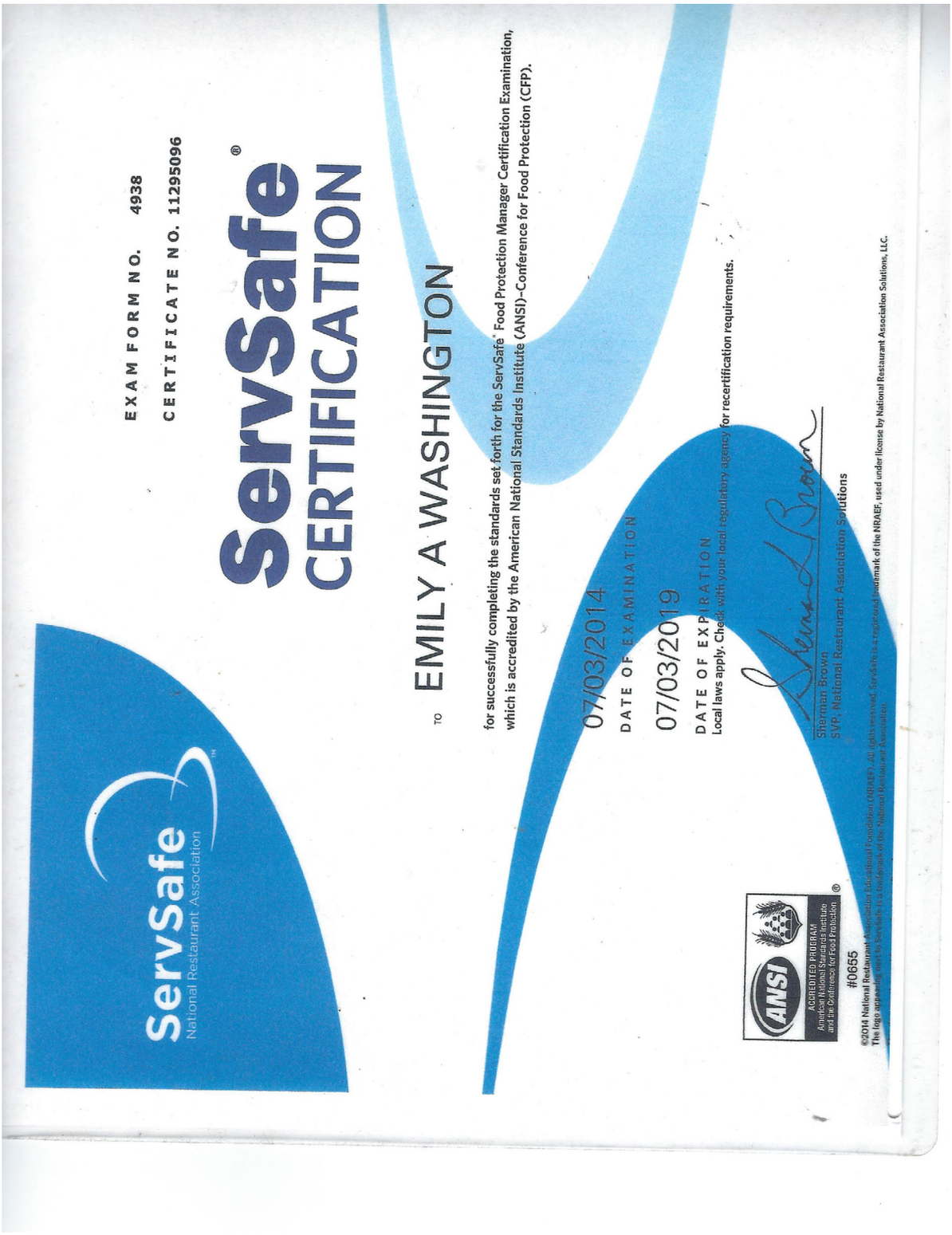

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EXAM FORM NO. 4938

CERTIFICATE NO. 11295096

ServSafe® CERTIFICATION

TO EMILY A WASHINGTON

for successfully completing the standards set forth for the ServSafe® Food Protection Manager Certification Examination, which is accredited by the American National Standards Institute (ANSI)–Conference for Food Protection (CFP).

07/03/2014
DATE OF EXAMINATION

07/03/2019
DATE OF EXPIRATION
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Certificate Number 2957070 Date 6/14/2017

Expiration Date 6/14/2020

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NATASHA JOHNSON

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12432291
CERTIFICATE NUMBER

5045
EXAM FORM NUMBER

5/21/2015
DATE OF EXAMINATION

5/21/2020
DATE OF EXPIRATION

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SVP, National Restaurant Association Solutions

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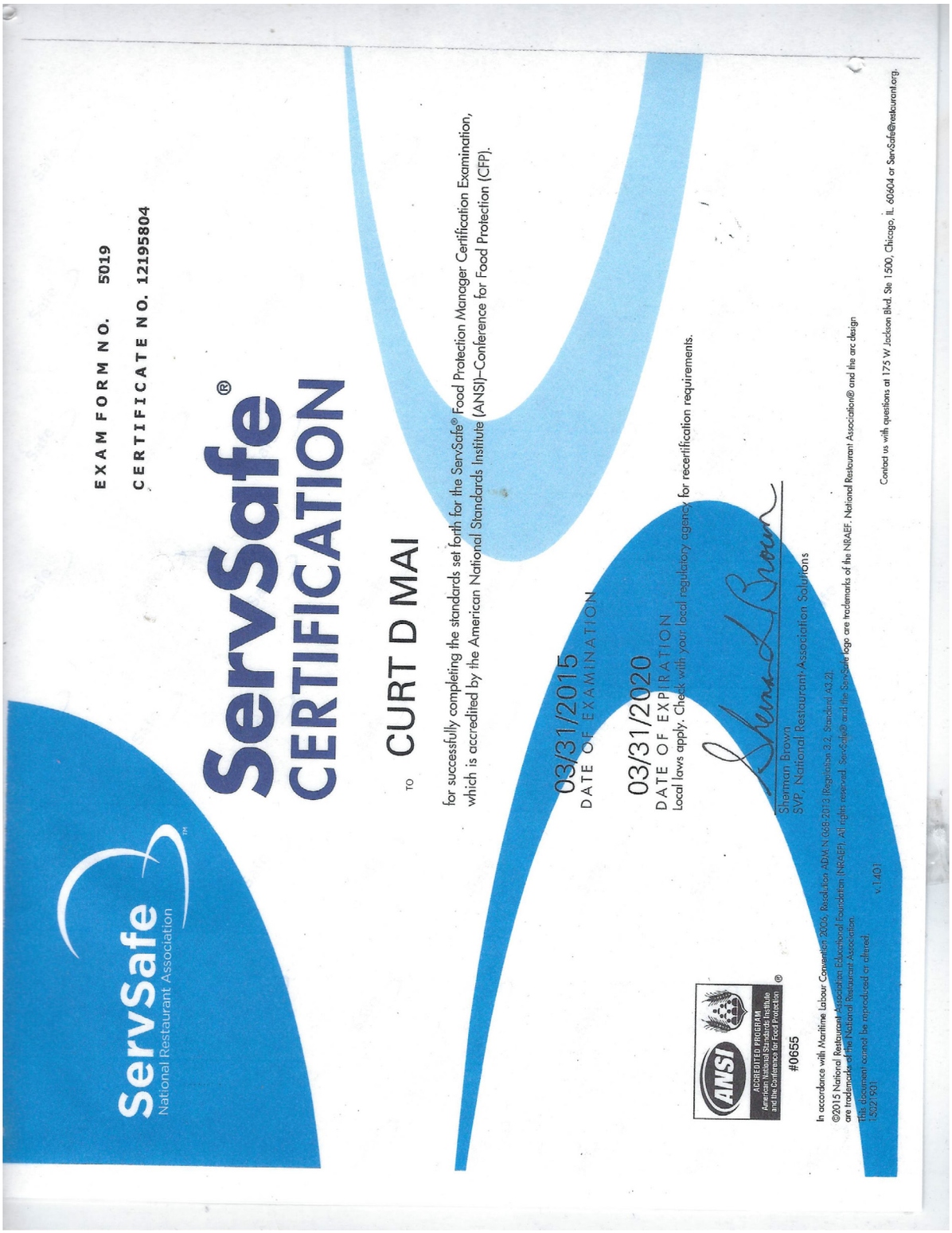

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EXAM FORM NO. 5019

CERTIFICATE NO. 12195804

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TO CURT D MAI

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03/31/2015
DATE OF EXAMINATION

03/31/2020
DATE OF EXPIRATION
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SVP, National Restaurant Association Solutions

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 STATE OF NEVADA PURCHASING DIVISION

SECRETARY OF STATE

STATE OF NEVADA

NEVADA STATE BUSINESS LICENSE

MORRISON MANAGEMENT SPECIALISTS, INC.
Nevada Business Identification # NV20011302439

Expiration Date: May 31, 2018

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 May 19, 2017

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.

BUSINESS LICENSE

City of Las Vegas • Las Vegas, Nevada

IN ACCORDANCE WITH THE PROVISIONS OF THE LAS VEGAS MUNICIPAL CODE, AS AMENDED, LICENSE IS HEREBY GRANTED TO OPERATE THE BUSINESS REFERENCED BELOW.

LICENSE #: R10-00318

RENEWAL DATE: 06/01/2017

EXPIRE DATE: 12/01/2017

TYPE OF LICENSE: R10 - FOOD SERVICES OR CAFE
FOOD PREP/SERVICE

BUSINESS LOCATION: 1391 S JONES BLVD

ISSUED TO:

DESERT REGIONAL CENTER
4721 MORRISON DR 300
MOBILE, AL 36609

CITY OF LAS VEGAS NEVADA

Karen L. Duddlesten
Deputy Director, Planning Department

Failure to maintain an active state license or SNHD health permit, if required, renders this business license invalid.

Post in a conspicuous place.

FM-0152-11-10 SS
Form 167

Section V - Scope of Work

2.1 MEALS AND REQUIREMENTS

Prepare and distribute three (3) meals (breakfast, lunch, and dinner) per day each day of the year. The number of meals in the RFP is estimated on current and historical information available at the time the RFP was developed. However, fluctuations in funding, census program evolution, and other factors affect the actual number of meals served. There is no way to guarantee that the estimated number of meals in the RFP will not increase or decrease during the term of the contract.

2.1.1 Provide an annual total of approximately 160,000 prepared meals and bag meals.

Morrison Healthcare understands and will comply.

2.1.2 Approximately 150,000 meals shall be served.

Morrison Healthcare understands and will comply.

2.1.3 Approximately 300 meals shall be provided as bag meals.

Morrison Healthcare understands and will comply.

2.1.4 Approximately 9,120 meals shall be provided as snacks based on health professional recommendation.

Morrison Healthcare understands and will comply.

2.1.5 In the event of a new, additional program, totals may change and may affect pricing tiers.

Morrison Healthcare understands and will comply.

2.1.6 Based on FY2017 budgeted meal counts. Provide raw food for snacks as required. It is estimated $30,000.00 (current cost) of raw food for snacks may be ordered annually, with a maximum 5% added to raw food cost for a total estimated at $31,500.00.

2.1.6.1 Vendor shall perform the following tasks:

A. Menu planning;

B. Purchasing;

C. Food production;

D. Meal distribution;

E. Quality control and assurance; performance improvement and documentation;

F. Staff training;

G. Pest control of the central kitchen building #26;

H. Inventory maintenance;

I. Fiscal management;

J. Personnel services including hiring, completion of medical clearance prior to starting to work, disciplinary actions, terminations, supervision and management;

K. Daily cleanup of food receiving, storage, preparation, dish and pot washing, garbage disposal and dumpster areas;

L. Maintenance and repair of all kitchen areas used by the vendor pursuant to this Agreement; and

M. Maintenance, repair, and replacement of all equipment and fixtures used by the vendor pursuant to this agreement.

Morrison Healthcare agrees.

2.2 REPORTING

Vendor shall have an accounting period that is compatible with the State fiscal year (July 1 through June 30).

2.2.1 Statements shall include expense relative to the following:

2.2.1.1 Number of meals and snacks served by date, meal, and unit;

2.2.1.2 Raw food costs; and

2.2.1.3 Equipment maintenance.

Morrison Healthcare understands and will comply.

2.2.2 Books of accounts on all operations shall be provided with appropriate supporting data, maintained in an accurate, complete manner according to accepted standards of accounting, and reflecting the awarded vendor's operations at NNAMHS.

Morrison Healthcare understands and will comply.

2.2.3 Vendor shall make books of accounts and supporting documentation available during regular business hours for inspection, reproduction, and audit by NNAMHS with a minimum of five (5) days' notice at all reasonable times and shall retain all records, data, and documents at a mutually agreed-upon location for a period of at least five (5) years after the expiration of the contract, or subsequent renewals, or as long as required for the resolution of issues raised by an audit.

Morrison Healthcare understands and will comply.

2.2.4 Special reports covering the awarded vendor's operations may be required by NNAMHS and various federal or state agencies from time to time.

Morrison Healthcare understands and will comply.

2.2.5 Statements and reports furnished to NNAMHS shall routinely be made available to relevant governing bodies and advisory committees.

Morrison Healthcare understands and will comply.

2.3 RESTRICTIONS

2.3.1 Any Agreements, written or oral, between the vendor and parties other than NNAMHS, where such Agreements involve the vendor's personnel assigned the NNAMHS account, is prohibited without the express written consent of NNAMHS.

Morrison Healthcare understands and will comply.

2.3.2 Any use of kitchen facilities by vendor for purposes other than those pursuant to this Agreement is prohibited without the express written consent of NNAMHS.

Morrison Healthcare understands and will comply.

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

Morrison Healthcare understands and will comply.

2.3.4 Vendor shall ensure that all information concerning clients of the Division of Public and Behavioral Health (PPBH), Psychosocial Rehabilitation Programs, and other state agencies that are serviced or employed by the vendor, is confidential and access is limited to persons specifically authorized by the individual or a legally qualified representative.

Morrison Healthcare understands and will comply.

2.4 INSPECTIONS

NNAMHS shall reserve the right, but shall have no affirmative obligation, to have a designated representative and/or registered dietitian 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 NNAMHS. Any discrepancies found shall be corrected by the vendor to State or federal guidelines within one (1) work day or vendor shall be charged per day the cost of meals to be serviced outside the agency until the inspection error(s) are corrected.

2.4.1 NNAMHS shall reserve the right to make reasonable regulations, from time to time, with respect to these matters.

Morrison Healthcare understands and will comply.

2.4.2 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.

Morrison Healthcare understands and will comply.

2.4.3 Vendor shall keep on file at the facility, written reports of inspections by federal, State, and local authorities, as well as internal reviews with notations made of actions taken by the awarded vendor to comply with recommendations and requirements. All inspection reports, including corrective actions, shall be provided to NNAMHS.

Morrison Healthcare understands and will comply.

2.4.4 Vendor shall submit all surveys and reviews, e.g. Bureau of Licensure and Certification (BLC), Joint Commission, Medicaid, Health Care Finance Administration (HCFA), Hazard Analysis and Critical Control Point (HACCP), Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), Department of Agriculture, and Washoe County Health Department during the term of the agreement.

Morrison Healthcare understands and will comply.

2.4.5 Vendor shall be responsible for payment of monetary sanctions levied by regulatory agencies for deficiencies related to the vendor's responsibility as defined herein.

Morrison Healthcare understands and will comply.

2.5 EXISTING INVENTORY

2.5.1 The vendor and NNAMHS 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 both the commencement and termination of the contract. A copy of the inspection shall be provided to both parties.

Morrison Healthcare understands and will comply.

2.5.2 Vendor may utilize such inspection and inventory reports (including physical plant) in the performance of this contract.

Morrison Healthcare understands and will comply.

2.5.3 Repair or replacement of items identified in the inspection reports at the termination of the contract shall be at the vendor's expense as required or at termination of this contract.

Morrison Healthcare understands and will comply.

2.5.4 At the termination of the contract, the awarded vendor shall relinquish to the NNAMHS Business Manager or designee the inventories of NNAMHS, Division of Public Behavioral Health (DPBH), including but not limited to: dishes, trays, bulk containers, pots, pans, cooking utensils, silverware, linen, food service equipment and fixtures, replenished to initial levels and return the kitchen and physical plant, except for normal wear and tear, to the same condition as at the commencement of this contract.

Morrison Healthcare understands and will comply.

2.6 SUPERVISION

Vendor shall have management and supervisory personnel on site during all hours of service which are 7 days a week, including holidays and weekends 5:00 a.m. – 5:00 p.m.

Supervisors shall be required to provide the following services:

2.6.1 Keep food storage, preparation and serving areas in a safe and sanitary condition;

Morrison Healthcare understands and will comply.

2.6.2 Ensure meals are prepared in accordance with published menus with allowed snacks between meals;

Morrison Healthcare understands and will comply.

2.6.3 Ensure that adequate food is available;

Morrison Healthcare understands and will comply.

2.6.4 Be available to respond to issues raised by NNAMHS or other consumer agencies;

Morrison Healthcare understands and will comply.

2.6.5 Supervise assigned food service employees;

Morrison Healthcare understands and will comply.

2.6.6 Ensure appropriate safety and sanitary measures are being followed;

Morrison Healthcare understands and will comply.

2.6.7 Ensure adherence to performance improvement programs; and

Morrison Healthcare understands and will comply.

2.6.8 Ensure adherence to specialized diet requirements, individualized patient plans, and portion control.

Morrison Healthcare understands and will comply.

2.7 PERSONNEL REQUIREMENTS

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

2.7.1 Vendor shall comply with the following:

2.7.1.1 Vendor's personnel shall be subject to a standard of conduct not less than that provided by NNAMHS regulations regarding work-related behavior and use of NNAMHS facilities; and

Morrison Healthcare requests a copy of NNAMHS regulations regarding work-related behavior and use of NNAMHS facilities.

2.7.1.2 NNAMHS is an Equal Opportunity Employer and complies with all applicable provisions of Federal law governing affirmative action and the Americans with Disabilities Act (ADA). Vendor shall also be required to comply.

Morrison Healthcare understands and will comply.

2.7.2 Vendor shall not discriminate against clients of the DPBH seeking employment with the vendor.

Morrison Healthcare follows and complies with all employment laws.

2.7.3 Vendor may screen, interview, or otherwise consider for employment all employees of the previous vendor, if applicable.

Morrison Healthcare encourages any qualified employee of the previous vendor to apply for employment.

2.7.4 Employees of the vendor whose work or conduct is not consistent with the Department of Human Resources Prohibitions and Penalties, upon written notification by NNAMHS, shall be removed from any work assignment in connection therewith and be replaced by the vendor with another employee.

Morrison Healthcare requests that any removal requests be in writing and vetted through our HR and legal team to comply with employment laws.

2.7.5 Vendor shall indemnify NNAMHS against any and all liability, hold NNAMHS harmless from any and all liability, and hold NNAMHS harmless from any and all losses arising out of NNAMHS exercise of its right hereunder to request and obtain removal of any such vendor's employee.

Morrison Healthcare understands and requests that any removal requests be in writing and vetted through our HR and legal team to comply with employment laws.

2.7.6 Vendor's personnel shall be subject to the State of Nevada's policy to provide a safe, secure, and productive work environment. Vendor's personnel and work place shall be free from alcohol, illegal drugs, and other controlled substances.

Morrison Healthcare understands and will comply. Morrison Healthcare requests a copy of the applicable policy.

2.7.7 Vendor shall be responsible for all salaries, wages, withholdings, and employee benefits payable to, or on behalf of, vendor's employees.

Morrison Healthcare understands and will comply.

2.7.8 All employees shall be employed by the vendor in its own name, and the vendor shall hold NNAMHS harmless from any and all claims, demands, or liability on account of such employment by the vendor.

Morrison Healthcare understands and will comply.

2.7.9 Vendor's on-site management personnel shall hold a college degree representing at least two (2) years of work in a food-related field from an accredited institution, and have a minimum of two (2) years of experience in health care food service management; or graduation from high school or equivalent education and at least four (4) years' experience in the management of a large-scale health care food operation, including planning, organizing, and purchasing.

Morrison Healthcare understands and will comply.

2.7.10 Vendor's on-site management shall have experience in thermal tray, bulk, and other food service delivery systems.

Morrison Healthcare understands and will comply.

2.7.11 Vendor's on-site management will actively serve on NNAMHS and LCC Infectious Control Committees, Accreditation Leadership/Performance Improvement and Safety, as well as Environment of Care Committees and will participate in implementation of recommendations made by these committees.

Morrison Healthcare understands and will comply.

2.7.12 Vendor shall warrant that vendor's on-site management participates with the facility's dietitians in health inspections and regulatory surveys.

Morrison Healthcare understands and will comply.

2.7.13 On-site management personnel résumés shall be made available to NNAMHS upon request.

Morrison Healthcare understands and will comply.

2.7.14 Vendor's on-site management shall be a Certified Dietary Manager and ServSafe Food Protection Certified.

Morrison Healthcare understands and will comply.

2.7.15 An orientation meeting shall be held by the vendor with all non-management employees prior to commencement of this agreement.

Morrison Healthcare understands and will comply.

2.7.16 All staff shall be instructed by vendor's management and documentation maintained for monthly in-service training to assure that the following policies and procedures are followed.

Morrison Healthcare understands and will comply.

2.7.17 Food preparation methods, timing, and temperature documentation;

2.7.17.1 Pan types and sizes;

2.7.17.2 Portion control;

2.7.17.3 Dress (uniform);

2.7.17.4 Personal habits;

2.7.17.5 Cleaning and sanitary procedures, with documentation of dishwashing/rinse temperatures, daily, weekly, and monthly cleaning schedules;

2.7.17.6 Responsibilities and duties;

2.7.17.7 Energy conservation;

2.7.17.8 Safe operation and maintenance of equipment;

2.7.17.9 Therapeutic diets, menu compliance, and documentation of substitutions;

2.7.17.10 Disaster and Fire Plan for each facility site;

2.7.17.11 Required food temperatures;

2.7.17.12 Emergency menu substitution to maintain meal schedules in the event of staff or equipment failure; and

2.7.17.13 Implementation of Performance Improvement Plan (Quality Control).

Morrison Healthcare understands and will comply.

2.7.18 Employees shall be polite and diplomatic in enforcing vendor and NNAMHS regulations.

Morrison Healthcare understands and will comply.

2.7.19 Housekeeping and sanitation programs shall meet and be maintained within the State standards of cleanliness.

Morrison Healthcare understands and will comply.

2.7.20 Employees shall be instructed in and shall practice proper hygiene, safe food service, HACCP process, and HIPAA regulations as mandated.

Morrison Healthcare understands and will comply.

2.8 SPECIAL PERSONNEL REQUIREMENTS

Vendor shall initiate and provide to NNAMHS the following information for all prospective food delivery and snack delivery drivers prior to any assignment:

2.8.1 Driver's license check

2.8.1.1 Eight (8) or more demerits shall be considered unacceptable for employment as a driver under this contract.

2.8.1.2 Drivers shall have a valid Nevada Driver's License for the appropriate class of vehicle.

Morrison Healthcare will complete required background checks on any transitioned or newly hired associates per our internal company policy.

2.8.2 Background checks, fingerprinting, and police checks through the State of Nevada Criminal History Repository must be obtained at vendor or prospective employee expense.

Morrison Healthcare will complete required background checks on any transitioned or newly hired associates per our internal company policy.

2.8.2.1 Background checks shall include information from previous employers as part of the reference process regarding honesty and treatment of customers.

Morrison Healthcare will complete required background checks on any transitioned or newly hired associates per our internal company policy.

2.8.2.2 Any history of theft and/or mistreatment of customers shall be considered unacceptable for employment under this agreement.

Morrison Healthcare will complete required background checks on any transitioned or newly hired associates per our internal company policy. Our HR and legal team ensures we are in compliance with employment laws.

2.8.2.3 Prospective drivers shall be required by vendor to sign the necessary release form for verification of employee background.

Morrison Healthcare will complete required background checks on any transitioned or newly hired associates per our internal company policy.

2.8.3 Vendor shall comply with all security policies and procedures at all agencies.

Morrison Healthcare requests a copy of the applicable policies and procedures.

2.8.4 Vendor shall meet the following minimum requirements:

2.8.4.1 Vendors' employees shall be medically cleared prior to employment.

Morrison Healthcare understands and will comply. Compliance with this must respect employees' privacy rights.

2.8.4.2 Pre-employment physical and subsequent annual physicals shall include at a minimum:

A. Physical examination and statement from physician certifying employee is free of communicable disease; and

Morrison Healthcare understands and will comply.

B. Two-Step Purified Protein Derivative (PPD) skin test for tuberculosis (pre-employment physical); One-Step PPD (annual physical).

Morrison Healthcare understands and will comply.

C. The results of the pre-employment physical and annual physical shall be on file in the kitchen facility.

Morrison Healthcare understands and will comply.

D. Results of pre-employment physicals and laboratory results shall be reviewed by the registered dietitian from NNAMHS for compliance and documentation.

Morrison Healthcare understands and will comply.

2.9 FOOD STANDARDS

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

2.9.1 All food shall be garnished, if practical;

Morrison Healthcare understands and will comply.

2.9.2 Serving lines shall be well-stocked throughout the entire service period, with the last participant offered the same food quantity and quality as the first;

Morrison Healthcare understands and will comply.

2.9.3 All participants at point of service shall receive all hot foods at 140 degrees F or above, and all cold foods 40 degrees F or below; and

Morrison Healthcare understands and will comply.

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

Morrison Healthcare understands and will comply.

2.10 FOOD AND SUPPLIES SPECIFICATION

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

2.10.1 NNAMHS shall periodically, or as deemed necessary, inspect the vendor's inventory of food and supplies to determine that food standards are being maintained.

Morrison Healthcare understands and will comply.

2.10.2 All meat cuts must meet U.S.D.A. specifications. Indicated grades are intended as minimum standards only. Vendor is encouraged to exceed these minimums whenever possible.

Morrison Healthcare understands and will comply.

2.10.2.1 Meat:

A. Beef: U.S.D.A. Choice or better when served as a whole meat item; U.S.D.A. Good or better when used in stews; 18%-20% maximum fat content in ground beef products;

Morrison Healthcare understands and will comply.

B. Chicken, veal, fish and beef patties may contain no more than 30% vegetable protein (soy flour) and shall be limited to once or twice per week; and

Morrison Healthcare understands and will comply.

C. Other meat or protein sources must satisfy all or part of the meat/meat alternate requirements of the Child Nutrition Programs, NSLP and SBP shall refer to both alternate protein product and textured vegetable protein.

Morrison Healthcare understands and will comply.

D. Veal and Lamb: U.S.D.A. Choice and inspected.

Morrison Healthcare understands and will comply.

E. Pork and Poultry: U.S.D.A., Grade A. and inspected.

Morrison Healthcare understands and will comply.

F. Eggs and Dairy Products: U.S.D.A., Grade A.

Morrison Healthcare understands and will comply.

a. Pasteurized, natural, non-processed cheeses shall be served whenever possible.

Morrison Healthcare understands and will comply.

b.Milk alternatives for lactose intolerance or personal preference shall contain protein, calcium, and Vitamin D comparable to cow's milk.

Morrison Healthcare understands and will comply.

2.10.2.2 Frozen Foods: U.S.D.A., Grade A.

Morrison Healthcare understands and will comply.

2.10.2.3 Fresh Produce: U.S. Number 1 Quality.

Morrison Healthcare understands and will comply.

2.10.2.4 Canned Foods:

A. Grade A Fancy (except Choice) may be used for cooking purposes.

Morrison Healthcare understands and will comply.

B. Fruit may be juice pack or light syrup.

Morrison Healthcare understands and will comply.

C. Diabetic diets shall receive water-packed canned fruits.

Morrison Healthcare understands and will comply.

2.10.2.5 Mayonnaise, equivalent to real mayonnaise, light or low-fat mayonnaise as required.

Morrison Healthcare understands and will comply.

2.10.2.6 All other food items shall be comparable quality and U.S.D.A. specifications.

Morrison Healthcare understands and will comply.

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

Morrison Healthcare understands and will comply.

2.10.4 Food shall be stored at according to the following:

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

Morrison Healthcare understands and will comply.

2.10.4.2 Refrigerated storage, 40 degrees F or lower; and

Morrison Healthcare understands and will comply.

2.10.4.3 Freezer storage, 0 degrees F or lower.

Morrison Healthcare understands and will comply.

2.10.5 Hot, cold, and dry food storage temperatures shall be recorded daily and made available to the NNAMHS Dietitian upon request.

Morrison Healthcare understands and will comply.

2.10.6 The vendor shall maintain a file of manufacturer's specifications for:

2.10.6.1 Convenience food items and prepackaged mixes se rved at breakfast, lunch, and dinner;

Morrison Healthcare understands and will comply.

2.10.6.2 Nutritional content of snack foods and sack lunch meals, i.e., calories, grams of protein, fat, carbohydrates, and other pertinent information.

Morrison Healthcare understands and will comply.

2.10.6.3 Menus must meet food component and nutrient requirements of the National School Lunch Program and School Breakfast Programs. Menus are to meet standards based from the National School Lunch Program and School Breakfast Program.

Morrison Healthcare understands and will comply.

2.10.7 NNAMHS and consumer agencies shall receive credit or exchange for any bulk food at NNAMHS that exceeds an expiration date, and for foods that spoil or are stale prior to expiration date, such as pre-packaged cereals, chips and snacks, dairy and milk products, nutritional supplements, fresh fruit and other food supplies.

Morrison Healthcare understands and will comply.

2.11 MEAL PLANNING – MINIMUM STANDARDS

2.11.1 Provide proposed biannual cycle menus (no less than 28-day cycles) to NNAMHS for review at least one (1) month prior to serving dates. Menus must be approved by the NNAMHS Dietitian and NNCAS Dietitian prior to serving dates. The following schedule shall apply (beginning serving dates):

Season	Serve Date	Menu Date
Fall/Winter	October 1	September 1
Spring/Summer	April 1	March 1

Morrison Healthcare understands and will comply.

2.11.2 The NNCAS menu shall include a TrakNOW computer nutritional analysis of regular and therapeutic diets that meets requirements of the National School Lunch Program (NSLP) and School Breakfast Program (SBP) to be reviewed and approved by NNAMHS Dietitian and NNCAS Dietitian. The NNAMHS and LCC menu shall also meet adapted requirements from National School Lunch Program (NSLP) and School Breakfast Program (SBP) as determined by the NNAMHS Dietitian and include a TrakNOW and/or SureQuest computer nutritional analysis or equivalent of regular and therapeutic diets that meet requirements of Dietary Guidelines of Americans 2015-2020 or as updated and the USDA MyPlate Food Guidance System.

Morrison Healthcare understands and will comply.

2.11.3 Menu substitutions of similar nutritional and caloric value shall be submitted to NNAMHS 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. Notification of emergency changes must be made within ten days of the change.

Morrison Healthcare understands and will comply.

2.11.4 A written policy statement and procedure relative to menu substitutions shall be developed by the vendor and approved by the NNAMHS Dietitian within three (3) months of contract inception.

Morrison Healthcare understands and will comply.

2.11.5 Menus must be planned by a registered dietitian or food service director employed or contracted by the awarded vendor, and must meet nutritional requirements as recommended by the dietary allowances of the Food and Nutrition Board of the National Research Council, National Academy of Sciences, Dietary Guidelines for Americans 2015-2020 or as updated, and NSLP and SBP.

Morrison Healthcare understands and will comply.

2.11.6 Generally, the total available calories shall be distributed in the following manner: 15-20% protein, 25-30% fat, and 55-60% carbohydrates for a regular diet plan. Exceptions may be made on a regular basis and may include therapeutic diets requiring less or more protein, fat, and carbohydrates.

Morrison Healthcare understands and will comply.

2.11.7 An approved Diet Manual of Clinical Nutrition shall be created by the vendor and approved by NNAMHS medical staff and Dietitian, which shall be used as a guide in planning all regular and therapeutic diets. A copy of this manual shall be kept in the kitchen or the vendor's office.

Morrison Healthcare understands and will comply.

2.11.7.1 Therapeutic diets shall meet the medical and clinical needs, preferences, cultural, allergies, intolerances, and ethnic characteristics of the patient and consumer as prescribed by the medical staff or the Interdisciplinary Team.

Morrison Healthcare requests a copy of the applicable prescribed diet.

2.11.7.2 Therapeutic diets may require increased amounts of food over the regular diet plan. Increased food as a result of high caloric meals is canceled out by low caloric meals and shall not be an added charge.

Morrison Healthcare understands and will comply.

2.11.8 Servings shall be defined as the size listed as one exchange as defined by the American Diabetic Association. The minimum caloric level for a regular diet of three meals shall be at least 2,400 calories.

Morrison Healthcare understands and will comply.

2.11.9 Menus shall include the following minimum servings of food daily:

2.11.9.1 7 ounces of cooked meat/meat alternatives;

2.11.9.2 6 servings of fruits and 4 servings of vegetables;

2.11.9.3 9 servings of whole grain bread/cereals; and

2.11.9.4 3-8 ounces of milk, milk substitute, or alternative.

Morrison Healthcare understands and will comply.

2.11.10 Special menu items shall be planned for holidays and special occasions, theme events, and create-a-meal(s) (prior approved and planned) once a month for NNAMHS, LCC and NNCAS clients. Vendor shall provide a catering menu and pricing for facilities to utilize to order special items for client holiday, special occasions, theme events and special non-client events (prior approved and planned).

Morrison Healthcare understands and will comply.

2.11.11 Decorated birthday cakes or individual cupcakes with enough to serve all NNAMHS patients on the unit shall be provided on a determined day of each month at no additional charge.

Morrison Healthcare understands and will comply.

2.11.12 Menu ingredients and preparation methods shall vary on an annual or seasonal basis, e.g., the fall menu should not be totally repeated the following fall.

Morrison Healthcare understands and will comply.

2.11.13 Menus shall include approved sack meals. Therapeutic sack meal will be provided by the Vendor, and approved by the NNAMHS Dietitian.

Morrison Healthcare understands and will comply.

2.11.14 Menus shall include at least six (6) fresh fruits and four (4) fresh vegetable items (more substantial than shredded lettuce) per week, exclusive of bag meals.

Morrison Healthcare understands and will comply.

2.11.15 Menus shall provide a variety and compatible combinations of colors, temperatures, and textures, including soft, creamy, crisp, chewy, and firm foods.

Morrison Healthcare understands and will comply.

2.11.15.1 Foods high in fiber such as whole grain breads and cereals shall be included in menu planning.

Morrison Healthcare understands and will comply.

2.11.15.2 Standard foods used for medical purposes such as prune juice, Instant Carnation Breakfast, All-Bran or bran flakes, broth, Gatorade, and high calorie supplementation will be readily available.

Morrison Healthcare understands and will comply.

2.11.16 The vendor shall complete the USDA 7-day certification worksheets for the 4-week cycle menus for the NSLP and SBP to assure that all meal components are met when the menu is submitted for review.

Morrison Healthcare understands and will comply.

2.11.17 The vendor shall provide food labels on any new products when the menus are submitted for review.

Morrison Healthcare understands and will comply.

2.12 FOOD PRODUCTION – MINIMUM STANDARDS

2.12.1 At the point of service, temperatures should be maintained for hot food at a minimum of 140 degrees F or above, and cold food at 40 degrees F or below.

Morrison Healthcare understands and will comply.

2.12.2 Food temperatures, date, and time shall be recorded daily, both when food leaves production area and upon food service to the client or consumer.

Morrison Healthcare understands and will comply.

2.12.3 Food production and order records shall be maintained to ensure the correct ordering of fresh food products, frozen, dried, as well as other packaged and processed food products.

Morrison Healthcare understands and will comply.

2.12.4 Food items shall be displayed and garnished for maximum visual appeal.

Morrison Healthcare understands and will comply.

2.12.5 Menu items shall be prepared only from standardized recipes.

Morrison Healthcare understands and will comply.

2.12.6 A master copy shall be kept on file in a printed format accessible to NNAMHS and NNCAS.

Morrison Healthcare understands and will comply.

2.12.7 Standardized records shall prescribe quantity to be prepared in compliance with established portion control procedures.

Morrison Healthcare understands and will comply.

2.12.8 Food shall be prepared by methods that conserve maximum nutritive value, flavor, and color.

Morrison Healthcare understands and will comply.

2.12.9 Utilize resources effectively by portion control, proper preparation, and reducing waste.

Morrison Healthcare understands and will comply.

2.12.10 Maintain at all times clean, neat, sanitary, safe, orderly work environment, and food service areas. Condiment containers and kitchen equipment must be cleaned daily, weekly, or as required per state regulations and assigned cleaning schedules by vendor.

Morrison Healthcare understands and will comply.

2.12.11 A specific cleaning schedule, available for viewing by NNAMHS staff, shall be developed according to vendor's standards and shall be approved by NNAMHS staff, posted, maintained, and verified by vendor.

Morrison Healthcare understands and will comply.

2.12.12 At all times, vendor shall ensure that employees maintain a high degree of personal cleanliness, hygiene, proper attire, and hair restraints.

Morrison Healthcare understands and will comply.

2.12.13 Vendor shall comply with requirements of NSLP regulations 7-CFR-210 and SBP 7-CFR-220 to receive funding from the Department of Agriculture.

Morrison Healthcare understands and will comply.

2.12.14 Develop and maintain written policy and procedure statements relative to food production and sanitation, and submit same to NNAMHS and NNCAS for review and approval within 90 days of contract inception.

Morrison Healthcare understands and will comply.

2.12.15 As deemed necessary by the utilizing agency, provide the following at awarded vendor's expense: drinking straws and/or paper cups; tray liners; sturdy, disposable plastic eating utensils; napkins and other paper products; salt or salt substitute, pepper, sugar, catsup, mustard, mayonnaise, syrup, jelly, sauces, crackers, and all other condiments normally served with meals or deemed necessary, including alternatives for therapeutic diets.

Morrison Healthcare understands and will comply..

2.12.16 Prepare all meals under this contract at the NNAMHS-owned kitchen facility.

2.12.16.1 Awarded vendor may not use the NNAMHS-owned kitchen facility to provide se rvice to outside facilities without prior written approval from NNAMHS.

Morrison Healthcare understands and will comply.

2.12.16.2 If approved, reimbursement for meals provided to outside facilities shall be calculated on the percentage of the outside-facility meals to the total number of meals provided from the State-owned kitchen facility.

Morrison Healthcare understands and will comply.

2.12.16.3 The percentage will be applied to the contract rate to obtain the rate of reimbursement.

A. Number of meals served to outside facilities divided by total meals served equals percentage.

B. Rate per meal times percentage equals reimbursement rate per meal served to outside facilities.

Morrison Healthcare understands and will comply.

2.13 DISTRIBUTION

2.13.1 Vendor shall provide and maintain in good condition an insulated tray system, and/or provide insulated bulk container delivery service to all utilizing agencies.

Morrison Healthcare understands and will comply.

2.13.2 Vendor shall either call or obtain census from delivery sites each day at 4:30 a.m. to determine the breakfast order; 8:00 a.m. to determine the lunch order; and 1:00 p.m. to determine the dinner order.

Morrison Healthcare understands and will comply.

2.13.3 Written procedures for packaging and transporting food from kitchen to meal site shall be developed by vendor and approved by NNAMHS within 90 days of contract inception.

Morrison Healthcare understands and will comply.

2.13.4 Delivery times shall be established by consumer agencies to interact with program requirements for each facility. Changes to the delivery schedule shall be agreed upon, in writing, by the vendor, consumer agencies, and the NNAMHS Dietitian within 30 days of contract inception or change in programs.

Morrison Healthcare understands and will comply.

2.13.5 A listing of available snacks shall be negotiated by the awarded vendor and NNAMHS, LCC and NNCAS. The listing, in agreed-upon format, shall be provided to each user agency for the purpose of placing weekly orders.

Morrison Healthcare understands and will comply.

2.13.5.1 Snacks shall be delivered weekly to the various food service sites.

Morrison Healthcare understands and will comply.

2.13.5.2 Orders shall be submitted to the vendor two (2) days in advance of deliveries for the following week.

Morrison Healthcare understands and will comply..

2.13.6 Ensure meals, trays, and food and beverage containers are adequately provided identified and assembled so each patient receives the appropriate diet, meal, and beverage at temperatures required by regulation.

Morrison Healthcare understands and will comply.

2.14 QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT – MINIMUM STANDARDS

2.14.1 An approved written policy and procedure statement shall be developed by the awarded vendor relative to quality assurance and performance improvement plans. This statement shall interface with the quality improvement and food service monitoring practices in place at each of the serving sites and measurable outcomes.

Morrison Healthcare understands and will comply.

2.14.2 Vendor shall allow the NNAMHS Dietitian access to quality assurance and performance improvement documentation that is developed and maintained by the vendor.

Morrison Healthcare understands and will comply.

2.14.3 A biannual written report of results of qualitative monitoring of meal temperatures, presentation, taste, cleanliness, food quality, therapeutic diet, and portion compliance for all consumer agency service sites shall be made available to the administration of the utilizing agencies, with a copy to the NNAMHS Dietitian.

Morrison Healthcare understands and will comply.

2.14.3.1 Report shall be provided with fifteen (15) days of surveys or documentation.

Morrison Healthcare understands and will comply.

2.14.3.2 If the survey results are not delivered on time, the State shall hold payment of services without penalty until the survey is delivered.

Morrison Healthcare understands and will comply.

2.14.4 Vendor shall maintain operational written records, e.g. daily food temperatures, temperature records of refrigerators, freezers, dishwasher, etc., as required by applicable State and federal standards for food management services.

Morrison Healthcare understands and will comply.

2.14.5 Vendor shall maintain records of ongoing interaction with consumer agencies, daily, or as necessary, and with monthly contact with the NNAMHS Dietitian.

Morrison Healthcare understands and will comply.

2.14.6 Vendor shall maintain records of at least quarterly meetings with utilizing agencies' contract food service director and NNAMHS Dietitian.

Morrison Healthcare understands and will comply.

2.14.7 Vendor shall provide one (1) test meal per week to NNAMHS and LCC at vendor's expense. Staff comments shall be provided, in writing, to the vendor for food quality monitoring and evaluation with a copy sent to NNAMHS Dietitian.

Morrison Healthcare understands and will comply..

2.14.8 Vendor is not permitted to provide complimentary meals or beverages to NNAMHS or consumer agency staff.

Morrison Healthcare understands and will comply.

2.15 STAFF TRAINING

2.15.1 In accordance with regulatory agency requirements, staff shall receive regular or monthly in-service training.

Morrison Healthcare understands and will comply.

2.15.1.1 Vendor's on-site management will participate in agencies "Train the Trainer" in-service training upon request.

Morrison Healthcare understands and will comply.

2.15.1.2 Evidence of training shall be maintained by the vendor.

Morrison Healthcare understands and will comply.

2.15.1.3 Training documentation shall include participating staff signatures, date, topic, and instructor.

Morrison Healthcare understands and will comply.

2.15.1.4 Vendor may provide additional training at its own discretion.

Morrison Healthcare understands and will comply.

2.15.2 Monthly training shall involve but not be limited to:

2.15.2.1 Quality assurance, quality improvement, and department goals and measurable outcomes;

Morrison Healthcare understands and will comply.

2.15.2.2 Nutrition and therapeutic diets;

Morrison Healthcare understands and will comply.

2.15.2.3 Safe food handling techniques and infection control;

Morrison Healthcare understands and will comply.

2.15.2.4 Interpersonal communication skills;

Morrison Healthcare understands and will comply.

2.15.2.5 Safety, sanitation, hygiene and HACCP;

Morrison Healthcare understands and will comply.

2.15.2.6 Equipment cleaning and maintenance;

Morrison Healthcare understands and will comply.

2.15.2.7 Food storage; and

Morrison Healthcare understands and will comply.

2.15.2.8 Recipe controls - product and portion control.

Morrison Healthcare understands and will comply.

2.15.3 Ongoing training shall be provided to enhance skills relative to food production, meal preparation, communication, and interdepartmental relations.

Morrison Healthcare understands and will comply.

2.15.4 Vendor on-site management to provide vendor, facility and agency specific orientation to ensure that each new employee receives all orientation prior ro the first day of work.

Morrison Healthcare understands and will comply.

2.15.5 Vendor shall be familiar with and meet all applicable safety and health standards adopted by the State of Nevada, Division of Occupational Safety and Health, and must initiate, maintain, and supervise all safety precautions and programs necessary to prevent damages, injury or loss.

Morrison Healthcare understands and will comply.

2.15.6 Employees of the Vendor shall be required to sign an annual client confidentiality statement.

Morrison Healthcare understands and will comply.

2.16 HAZARDOUS SUBSTANCES AND MATERIALS

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

Morrison Healthcare understands and will comply.

2.16.2 Vendor shall apprise personnel of the hazards to which they may be exposed in using, handling, transporting, or disposing of hazardous substances, and obtain medical treatment for those who may be affected by the substance.

Morrison Healthcare understands and will comply.

2.16.3 Vendor shall immediately report all spills of hazardous substances to NNAMHS.

Morrison Healthcare understands and will comply.

2.17 INVENTORY CONTROL

2.17.1 Vendor shall be responsible for care, safekeeping, and appropriate utilization of all food service goods, purchased or delivered for use in meals.

Morrison Healthcare understands and will comply.

2.17.2 Inventories of food and non-food items shall be purchased, stored, maintained, and inventory-documented.

Morrison Healthcare understands and will comply.

2.17.3 NNAMHS reserves the right to inspect and verify inventories submitted and as documented monthly by the vendor.

Morrison Healthcare understands and will comply.

2.17.4 An annual physical inventory of kitchen contents and an inspection of the physical plant shall be conducted by the vendor and NNAMHS on the effective date of the contract and a written report shall be prepared by the vendor and submitted within 30 days of the inventory.

Morrison Healthcare understands and will comply.

2.17.5 A written inventory of all kitchen equipment, utensils, serving items, and office equipment, as well as a summary of the condition of the physical plant, shall be submitted to the NNAMHS Administrative Services Officer (ASO), with a copy to the NNAMHS Dietitian.

Morrison Healthcare understands and will comply.

2.17.6 Vendor shall certify that inventory is correct and shall include a shortage listing and will replace all items included in the shortage listing.

Morrison Healthcare understands and will comply.

2.17.7 Vendor shall certify the condition of the physical plant and shall include a listing of all repairs and any replacements made.

Morrison Healthcare understands and will comply. Together with client, we will jointly inspect physical plant upon start of contract. Any initial findings will be the responsibility of current vendor of State of Nevada.

2.17.8 Food supplies shall be held and stored under proper temperatures and conditions as defined by federal and State regulations.

Morrison Healthcare understands and will comply.

2.18 MAINTENANCE, REPAIR, AND REPLACEMENT OF NNAMHS EQUIPMENT AND PHYSICAL PLANT

2.18.1 Vendor shall be responsible to pay promptly for all maintenance, repairs, and replacement of equipment, fixtures and/or damage to the physical plant, including: receiving, transportation, preparation, and cooking equipment, including hoods and exhaust ducts; dish and pot washing equipment and fixtures; telephones; disposers; freezers and refrigerators, including compressors and motors.

Morrison Healthcare understands and will comply.

2.18.2 Vendor shall also be responsible for all maintenance (except for normal wear and tear) of Building 26 on the NNAMHS campus:

2.18.2.1 Plumbing system;

2.18.2.2 Floor and floor coverings;

2.18.2.3 Wall surfaces;

2.18.2.4 Electrical panels and fixtures, from the main circuit breaker panel to the equipment or fixture;

2.18.2.5 Ductwork;

2.18.2.6 Water pipes; and

2.18.2.7 Water system.

Morrison Healthcare understands and will comply.

2.18.3 Vendor shall maintain grease interceptors in a manner that prevents the flow of grease past the containment system and into main sewer lines.

Morrison Healthcare understands and will comply.

2.19 SAFETY PROGRAM

2.19.1 The vendor shall be familiar with and meet all applicable occupational safety and health standards adopted by the State of Nevada Division of Industrial Relations, Occupational Safety and Health Enforcement Section.

Morrison Healthcare understands and will comply.

2.19.2 Vendor shall also be responsible for initiating, maintaining, and supervising all safety precautions and programs related to the work environment, taking all necessary precautions to prevent damage, injury, or loss to:

2.19.2.1 All employees on the job and all other persons who may be affected thereby; and

Morrison Healthcare understands and will comply.

2.19.2.2 All the job-related materials and equipment to be incorporated in the workplace, whether in storage on or off the premises.

Morrison Healthcare understands and will comply.

2.20 VENDOR'S RESPONSIBILITIES

The vendor shall operate the NNAMHS kitchen as described herein at its own expense as indicated below.

2.20.1 Vendor shall not remove or permit the removal from the premises of any of the fixtures and equipment owned by NNAMHS.

Morrison Healthcare understands and will comply.

2.20.2 Vendor shall comply with all applicable ordinances, laws, rules, and regulations of the county, city, State, and federal government, and of 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 limiting the generality of the foregoing, such rules and regulations of NNAMHS as are consistent with the rights herein granted the vendor.

Morrison Healthcare understands and will comply.

2.20.3 Vendor shall operate all food service facilities on vendor's own credit and shall hold harmless NNAMHS from any and all claims, demands, or liabilities on account thereof. NNAMHS shall not be responsible for any debts incurred by the vendor in the performance of this contract.

Morrison Healthcare understands and will comply.

2.20.4 Vendor shall deliver meals and snacks to various food service sites of each agency within agreed upon time frames and designated day(s). Vendor shall obtain any required signature(s) verifying delivery time and meal counts for each meal or snack.

Morrison Healthcare understands and will comply.

2.20.5 Upon termination of this contract, awarded vendor shall surrender NNAMHS property in a condition equal to the condition as when received, except for ordinary wear and tear or acts of God. NNAMHS reserves the right to withhold payment of vendor's final payment until all property is returned to the condition as when received.

2.20.6 Vendor shall pay all labor and support service cost specific to the food services contract.

Morrison Healthcare understands and will comply.

2.20.7 Vendor shall pay all food and beverage costs, including nutritional supplements and daily required food replacements.

Morrison Healthcare understands and will comply.

2.20.8 Vendor shall pay all laundry service costs specific to the food service contract.

Morrison Healthcare understands and will comply.

2.20.9 Vendor shall reimburse NNAMHS the cost of all long-distance calls made from Building 26.

Morrison Healthcare understands and will comply.

2.20.10 Vendor shall pay to NNAMHS as reimbursement the cost of all natural gas, water, sewer, and electricity pro-rated by square footage.

2.20.10.1 Said payment shall be made within 30 days of vendor's receipt of NNAMHS invoice.

2.20.10.2 NNAMHS reserves the right to withhold payment of vendor's invoice for non-payment of utility invoice until such time as payment is received.

Morrison Healthcare understands and will comply.

2.20.11 Vendor shall provide all drinking straws and/or paper cups; sturdy, disposable plastic eating utensils; trays and tray liners; bulk food delivery inserts; canisters, napkins and other paper products; linens; salt, pepper, sugar, catsup, mustard, mayonnaise, and all other condiments normally served with meals.

Morrison Healthcare understands and will comply.

2.20.12 Vendor shall provide and is responsible for all operating expenses and repairs for delivery vehicle; including, if necessary, a back-up vehicle and related expenses/repairs.

Morrison Healthcare understands and will comply.

2.20.13 Vendor shall pay all taxes imposed by the local, State, or federal government with respect to the vendor's operation of the food service program at the NNAMHS.

Morrison Healthcare understands and will comply.

2.20.14 Vendor shall pay for pumping of grease interceptors, disposal of fats, and routine sewer maintenance.

Morrison Healthcare understands and will comply.

2.20.15 Vendor shall pay for routine cleaning of food receiving, storage and preparation and service areas, including areas around loading docks and dumpsters, grease traps, and interceptors. The awarded vendor shall maintain clean, dry floors in the food preparation and service areas and shall provide cleaning of floors at least daily, or more often if needed.

Morrison Healthcare understands and will comply.

2.20.16 Vendor shall pay for all kitchen and janitorial supplies specific to the NNAMHS kitchens.

Morrison Healthcare understands and will comply.

2.20.17 Vendor shall pay for all licenses, fees, and insurance premiums necessary for the performance of this contract, and any fines resulting from sanctions imposed by regulatory agencies.

Morrison Healthcare understands and will comply.

2.20.18 Vendor shall pay all clerical and copier costs resulting from this Food Services contract.

Morrison Healthcare understands and will comply.

2.20.19 Vendor shall 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 service or in receiving supplies.

Morrison Healthcare understands and will comply.

2.20.20 Vendor shall provide all refuse and trash removal from the food service area at least daily.

Morrison Healthcare understands and will comply.

2.21 NNAMHS RESPONSIBILITIES

2.21.1 NNAMHS shall provide a NNAMHS Dietitian to act as liaison between the vendor and NNAMHS/other consumer agencies. The NNAMHS Dietitian shall perform such reviews and provide such approvals, within the scope of employment, as may be required under the contract.

Morrison Healthcare understands and will comply.

2.21.2 NNAMHS shall facilitate the space, facilities, utilities (including water), sewer, garbage, electricity, and existing equipment reasonably required by the vendor for performance as specified hereunder, all of which shall be and remain the sole property of NNAMHS.

Morrison Healthcare understands and will comply.

2.21.2.1 NNAMHS does not guarantee an uninterrupted supply of water, gas, electric current, or other utilities.

Morrison Healthcare understands and will comply.

2.21.2.2 The NNAMHS 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.

Morrison Healthcare understands and will comply.

2.21.3 NNAMHS will provide the vendor office space and office furniture as may be available.

Morrison Healthcare agrees.

2.21.3.1 The office and related items shall be for the exclusive use of the awarded vendor during the term of this Agreement.

Morrison Healthcare agrees.

2.21.3.2 The office and furnishings shall remain the property of NNAMHS.

Morrison Healthcare agrees.

2.21.4 NNAMHS will allow the vendor's employees to use the NNAMHS employee parking facilities.

Morrison Healthcare agrees.

2.21.5 Major capital improvement projects affecting the structure of the buildings may be requested from time to time and, if approved by the Legislature, will be paid for by the State.

Morrison Healthcare agrees.

2.21.6 NNAMHS will provide heating and air-conditioning service to the kitchen, and necessary repairs, maintenance, and replacement of these systems due to normal wear and tear.

Morrison Healthcare agrees.

2.22 INSPECTIONS

NAMHS shall reserve the right, but shall have no affirmative obligation, to have designated representatives for NNAMHS and the Division of Public and Behavioral Health 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 the NNAMHS.

2.22.1 Any discrepancies found shall be corrected or a plan of correction shall be submitted to NNAMHS by the vendor to State or federal guidelines within one (1) working day, or as soon as practicable.

Morrison Healthcare understands and will comply.

2.22.2 Vendor shall comply with all current federal, State and local health and sanitation regulations, including any that may become effective during the term of this agreement.

Morrison Healthcare understands and will comply.

2.23 PERFORMANCE

2.23.1 Performance of vendors will be rated semi-annually following contract of award and then annually for the term of the contract by the using State agency in six (6) categories:

2.23.1.1 Customer Service;

2.23.1.2 Timeliness;

2.23.1.3 Quality;

2.23.1.4 Technology;

2.23.1.5 Flexibility; and

2.23.1.6 Pricing

Morrison Healthcare understands and will comply.

2.23.2 Vendors will be notified in writing of their rating.

Morrison Healthcare agrees.

2.24 BUY AMERICAN ACT

2.24.1 This required provision must be correctly applied to the procurement process to ensure that its application does not restrain or restrict competition. This provision requires the School Food Authorities (SFA) to purchase domestically grown and processed foods, to the maximum extent practicable. The law defines "domestic commodity or product" as one that is substantially produced and processed in the United States using agricultural commodities that are produced in the United States. The report accompanying the Law stipulates that "substantially" means that over 51% of the final processed product consists of agricultural commodities that were grown in the United States.

Morrison Healthcare understands and will comply.

Section VI - Company Background & References

3. COMPANY BACKGROUND AND REFERENCES

3.1 VENDOR INFORMATION

3.1.1 Vendors shall provide a company profile in the table format below.

Question	Response
Company name:	Morrison Healthcare
Ownership (sole proprietor, partnership, etc.):	Morrison Healthcare, a division of Compass One Healthcare, is an operating company/branded sector of Compass Group North America. Compass Group is a C Corporation.
State of incorporation:	Delaware
Date of incorporation:	May 19, 1994
# of years in business:	On September 4, 1920, the first Morrison's Cafeteria in the South opened in Mobile, Alabama. We began taking contract foodservice jobs in the 1950s—providing exceptional food, nutrition and dining services to hospitals, businesses and educational institutions in the region. In 1996, we began to solely focus on healthcare, forming the only independent company in the U.S. to focus its services exclusively on the health care industry. Today, Morrison, along with Crothall Healthcare, forms the Compass One Healthcare division of Compass Group.
List of top officers:	Bobby Kutteh, CEO Tim Pierce, CEO Tracy Rogge, CFO Bart Kaericher, Senior VP, Sales & Marketing Gina Damon, Senior VP, Human Resources John Cipollini, Division President Joe O'Brien, Division President Glenn Robinson, Division President John Hutsell, Division President Erin Meehan, Division President Marty Cawley, Division President Chef Cary Neff, VP, Corporate Culinary Services Peggy O'Neill, VP, Nutrition & Wellness Kevin Dorr, VP, Retail Solutions Dusty Deringer, VP, Patient Experience Jay Edmond, VP of Operational Strategy

Location of company headquarters, to include City and State:	400 Northridge Road, Suite 60, Atlanta, GA 30350
Location(s) of the office that shall provide the services described in this RFP:	1727 Axenty Way, Redondo Beach, CA 90276
Number of employees locally with the expertise to support the requirements identified in this RFP:	13
Number of employees nationally with the expertise to support the requirements in this RFP:	19,000
Location(s) from which employees shall be assigned for this project:	All employees will be based on campus and will be local.

3.1.2 A Nevada-based business may apply for a five percent (5%) preference on its proposal. This preference may apply if a business has its principal place of business within Nevada. This preference cannot be combined with any other preference, granted for the award of a contract using federal funds, or granted for the award of a contract procured on a multi-state basis. To claim this preference a business must submit a letter with its proposal showing that it qualifies for the preference.

Not Applicable.

3.1.3 **Please be advised,** pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state shall 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.

3.1.4 The selected vendor, prior to doing business in the State of Nevada, shall 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:	R10-00318
Legal Entity Name:	Morrison Management Specialists, Inc.

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

Yes	X	No	

If "No", provide explanation.

3.1.5 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:	DHHS - Public and Behavioral Health
State agency contact name:	Lisa Trombley
Dates when services were performed:	Since 1993
Type of duties performed:	Foodservices
Total dollar value of the contract:	$3.3 million

3.1.6 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?

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 shall be performing or producing the services which you shall be contracted to provide under this contract, you shall disclose the identity of each such person in your response to this RFP, and specify the services that each person shall be expected to perform.

3.1.7 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 shall 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:		
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:		

3.1.8 Vendors shall review and provide if awarded a contract the insurance requirements as specified in ***Attachment D, Insurance Schedule for RFP 3487.***

Morrison Healthcare understands and will comply.

3.1.9 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.

On September 4, 1920, the first Morrison's Cafeteria in the South opened in Mobile, Alabama. We began taking contract foodservice jobs in the 1950s—providing exceptional food, nutrition and dining services to hospitals, businesses and educational institutions in the region. In 1996, we began to solely focus on healthcare, forming the only independent company in the U.S. to focus its services exclusively on the healthcare industry. Today we serve more than 700 clients nationwide, including some of the largest hospitals and health systems.

Morrison Healthcare's key distinction is our specialization in healthcare foodservice. We serve 393 million patient and retail meals annually. Our approach offers a proven platform for driving consistent results, easier implementation, increased savings and improved outcomes. We are the only national contract management company that provides this advantage in the healthcare market.

Our operational approach will provide Nevada Mental Health a defined and intentional plan that balances an efficient and consistent approach while still allowing for customization to address the uniqueness of your organization.

We believe in the power of food to nurture and promote healing. It has the power to connect, comfort, restore and rejuvenate. We have leveraged the Power of Food for 65 years and it is a critical component of the experience in healthcare.

Analytics unleashes the power of food. Armed with knowledge about your hospitals, your patients, your staff and your community, we will create a healthcare experience that can surprise, soothe and energize in ways you hadn't considered. We will use the power of food to touch lives and apply it to drive efficiency.

What Sets Us Apart

1. Our dedication to patient satisfaction: We have the only national patient experience team under the Positive Impressions platform. Our associates understand how they have a direct impact on the person they are serving, whether it's a patient, an employee or guest. They are there to comfort, restore and heal everyone that goes through your hospitals.

2. Our devotion to patient safety: At Morrison, we offer an increased array of safety measures. By using Webtrition, an integrated menu management system, we are able to reduce the risk of wrong orders and ensure nutritional requirements are met consistently.

3. Our commitment to innovation: We are committed to identifying, developing and deploying innovative technology solutions that will help transform the end-to-end experience of your staff and patients.

Morrison Healthcare has been recognized as one of Modern Healthcare's Best Places to Work since 2012 and a 2016 National Best and Brightest in Wellness Company by the National Association for Business Resources. Morrison is a division of Compass Group and has more than 1,200 registered dietitians, 300 executive chefs, and 20,000 professional food service team members.

Our passion is to unleash the Power of Food. By doing so, we ensure the well-being of your patients, staff, family members and customers by providing culinary experiences that are alive and fresh with flavor.

We create our food from scratch, wherever practical, with a farm-to-table approach. Our homegrown philosophy emphasizes antibiotic-free meats as a first preference, along with a bounty of in-season vegetables and fruits. We offer plenty of vegetarian meal options for those with a preference for lighter fare.

Our food philosophy is simple. We use fresh, wholesome ingredients that are harvested seasonally in a socially responsible way keeping the pillars of our food philosophy front of mind:

Mindful procurement of seasonal, whole and least-processed foods are harvested at their peak of ripeness and flavor. Fresh, local produce, along with sustainable seafood, hormone-free eggs, poultry, and antibiotic-free meat with the least impact to the environment, deliver satisfying flavor and solid nutritional value to you.

Thoughtfully prepared foods that reduce your intake of excessive fat and calories and eliminate trans-fat and sodium are key to sustaining your health. Concept menus and innovative recipe development deliver substantial, high-quality meals directly to patients.

Nutritional balance reshapes the center of your plate with whole grains and seasonal fruits and vegetables. Our lean, hormone-free animal proteins complement your meal.

Conscious effort is made to demonstrate how nutritionally balanced, great-tasting cuisine – from our table to yours – can serve as medicine for your mind, body and spirit. Truly unleashing the power of food.

3.1.10 Provide a brief description of the length of time vendor has been providing services described in this RFP to the public and/or private sector.

Morrison Healthcare is a leading national food and nutrition services company exclusively dedicated to serving more than 700 hospitals and healthcare systems. Morrison has been serving some of the nation's largest health systems for more than 65 years and leverages culinary, nutritional and operational expertise to provide consistency and transform the healthcare experience.

3.1.11 Financial information and documentation to be included in accordance with ***Section 8.5, Part III – Confidential Financial Information.***

3.1.11.1 Dun and Bradstreet Number

61-170-1327

3.1.11.2 Federal Tax Identification Number

63-1155966

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

A. Profit and Loss Statement

B. Balance Statement

On the following page, we have provided you with a letter from our treasurer, Daniel Thomas. The letter contains a link to our parent company's annual reports that will include the last two years.

To: **Compass Group USA Business Partners**

Date: **January 3, 2017**

Sub: **Compass Group USA Financial Update**

Compass Group USA Inc. is a wholly owned subsidiary of Compass Group PLC (CGP), the global leader for contract catering services. Compass Group USA Inc. is the legal entity representing United States operations and is the parent company of Best Vendors Management Inc., Bon Appétit Management Co., Crothall Services Group, CulinArt Group Inc., Eurest Services Inc., Flik International Corp., Foodbuy LLC, Gourmet Dining LLC, Levy Restaurants, Morrison Management Specialists Inc., Restaurant Associates Corporation, Southeast Service Corporation and Wolfgang Puck Catering & Events LLC. Divisions of Compass Group USA Inc. include Canteen, Chartwells and Eurest Dining.

Through a series of acquisitions and organic growth, Compass Group has become the market leader in North America with annual revenues in 2016 of $15.9 billion and operating profit of $1.3 billion. Compass Group North America's revenues represent 56 percent of the CGP worldwide total. Compass Group North America's client list includes Staples Center, IBM, Microsoft, Motorola, Verizon, MetLife, Prudential Insurance, United Technologies, Texas A&M University, Louisiana State University, University of Virginia Medical Center, Cedars-Sinai Medical Center and World Bank.

CGP was formed in 1987 to facilitate the management led buyout of the Grand Metropolitan PLC Catering division. During its 30-year history, CGP has grown more than fiftyfold from a revenue and value perspective, with a current market capitalization of $28 billion. CPG trades on the London Stock Exchange under symbol CPG.L and is represented in the FTSE 100 Index. While Compass has experienced phenomenal growth, it remains a conservatively managed company with a strong credit rating. Access to the September 30, 2016, CPG annual report is available through the following link:

https://www.compass-group.com/en/investors/annual-reports.html

You are encouraged to direct financial inquiries regarding Compass Group to my attention at our North America headquarters in Charlotte, North Carolina.

Sincerely,

Daniel Thomas
Vice President & Treasurer
Compass Group, North America
2400 Yorkmont Road
Charlotte, NC 28217
Tel: 704-328-7073

3.2 SUBCONTRACTOR INFORMATION

Subcontractors are defined as a third party, not directly employed by the contractor, who shall provide services identified in this RFP. This does not include third parties who provide support or incidental services to the contractor.

3.2.1 Does this proposal include the use of subcontractors?

Yes		No	X

If "Yes", vendor shall:

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

3.2.1.2 If any tasks are to be completed by subcontractor(s), vendors shall:

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

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

3.2.1.3 Provide the same information for any proposed subcontractors as requested in ***Section 3.1, Vendor Information.***

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

3.2.1.5 Vendor shall 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 3.2, Subcontractor Information***. The vendor shall receive agency approval prior to subcontractor commencing work.

3.3 BUSINESS REFERENCES

3.3.1 Vendors shall provide a minimum of three (3) business references from similar projects performed for private and/or public sector clients within the last two (2) years.

Nevada Department of Health and Human Services
Jo Malay, MPH, RN
Hospital Administrator
DPBH | SNAMHS
jmalay@health.nv.gov
6161 W. Charleston Avenue
Las Vegas, NV 89146
T: 702-486-8894
F: 702-486-7608

Martin Luther King Outpatient Center
Joseph Huang, MPH
Assistant Hospital Administrator
jhuang2@dhs.lacounty.gov
T: 310-668-4966

La Casa Psychiatric Health Facility
David Heffron
Vice President
dheffron@telecarecorp.com
T: 562-355-6483

3.3.2 Vendors shall submit ***Attachment E, Reference Questionnaire*** to their business references.

We have submitted Attachment E, Reference Questionnaire to our business references.

3.3.3 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 7, 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.

3.3.4 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

3.4 VENDOR STAFF RESUMES

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

Resumes have been submitted per Attachment F, Proposed Staff Resume in Section VII of our response.

Section VII - Attachment F - Proposed Staff Resumes

PROPOSED STAFF RESUME FOR RFP 3487

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	Morrison Healthcare

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	X	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	Sheila Franklin-Williams	**Key Personnel: (Yes/No)**	Y
Individual's Title	Director of Dining Services		
# of Years in Classification:	6	**# of Years with Firm:**	17

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Over 30 years of experience in foodservice industry, 15 of which were spent as nutrition administrator at New York State Psychiatric Institution and eight years as director of foodservices at Southern Nevada Adult Mental Health Services in addition to other roles within Morrison Healthcare.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

2008-2010/2011-Present, Southern Nevada Adult Mental Health Services, Las Vegas, Director of Foodservices, conduct HR functions, inventory management, monthly finance reports, create action plans to improve service, annual budget, oversee operations

1985-2000, New York State Psychiatric Institution/OMH, New York City, Nutrition Administrator, admin for department operations and supervised QA activities, ordering food/nonfood items, managed eating disorder groups

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Lehman College, New York City, New York
Bachelor of Science

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

Diet Technician, Registered ADA; Certified Dietary Manager; ServSafe Certification; ServSafe Instructor and Registered ServSafe Examination Proctor; Foodservice Management Professional

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

References available upon request

PROPOSED STAFF RESUME FOR RFP 3487

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	Morrison Healthcare

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	X	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	Praxy Orduno-Arcia	**Key Personnel: (Yes/No)**	Y
Individual's Title	Executive Chef		
# of Years in Classification:	3	**# of Years with Firm:**	3

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Nearly 20 years of experience in foodservice industry, with roles ranging from executive sous chef, store manager and general manager to culinary service director and executive chef. Nearly a decade of experience in healthcare-related foodservices with experience in full-service, commissary and self-service operations.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

2014-Present, Morrison Healthcare, Various Locations, Floating Executive Chef, create menus, manage P&L and operations, manage staff

2009-2014, Aegis Assisted Living Communities, San Rafael, California, Sous Chef promoted to Culinary Service Director, created new full-service menus with emphasis on healthy, appealing and diverse dishes, maintained P&L goals, increased satisfaction, managed operations and inventory

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

California Culinary Academy, San Francisco, California
Associate of Arts with Honors 1998
Gallaudet University, Washington, DC
Liberal Arts major 1996

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

ServSafe Certification

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

References available upon request

Section VIII - Other Informational Material

About Us

COMPASS GROUP

Compass Group is the global leader in food and support services. Compass Group is the world's sixth-largest employer with 510,000 associates worldwide. Compass Group provides services at office buildings, schools, sports venues, even oil rigs. 240,000 employees work in North America alone. Because it relies highly on its people, Compass Group invests significantly in its employees.

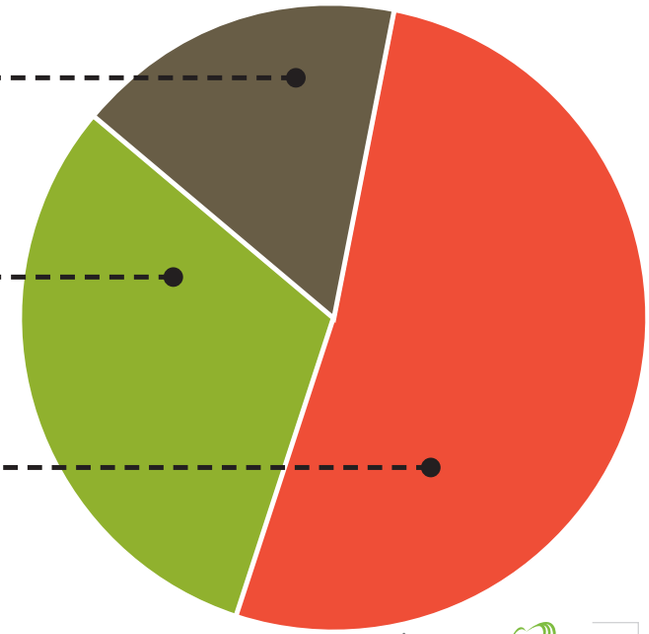
Compass Global

£19.9 billion in worldwide sales.

50 COUNTRIES

50,000 CLIENT LOCATIONS

510,000 ASSOCIATES



17% **Fastest Growing & Emerging**
Austria 6%
Brazil 4%
Turkey 2%

31% **Europe & Japan**
UK 10%
France 6%
Japan 4%

52% **North America**
USA 47%
Canada 5%

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Compass Group Acknowledged in Top 50 Companies Changing the World

FORTUNE®

COMPANIES THAT CHANGE THE WORLD 2016

In 2016, Compass Group, the world's largest foodservice company, was honored to be included as one of the top 50 companies acknowledged in Fortune Magazine's Change the World list. This series of notable businesses highlights those that incorporate positive social impact as part of their core strategies.

Compass Group's recognition can be attributed to its innovative campaigns to encourage more healthy, plant-based eating while reducing the use of red meat and meats produced with antibiotics. Other initiatives that round out the impactful strategies at Compass Group include a strong focus on sustainability, wellness, locally sourced foods, and reducing waste. These strategies are highlighted in Compass Group's vision for the future, Envision 2020.

Compass Group is humbled to be included among such impactful and diverse change agents that are striving to positively impact the world through core business strategies.

Ranked

No. 33

Fortune Magazine's 2016 Top 50 Companies

Changing the World

Determined

3 key factors by

- Business results
- Degree of innovation
- Measurable social impact

Companies with revenues of at least

$1 billion

were given priority, which helped produce a list of reputable big names

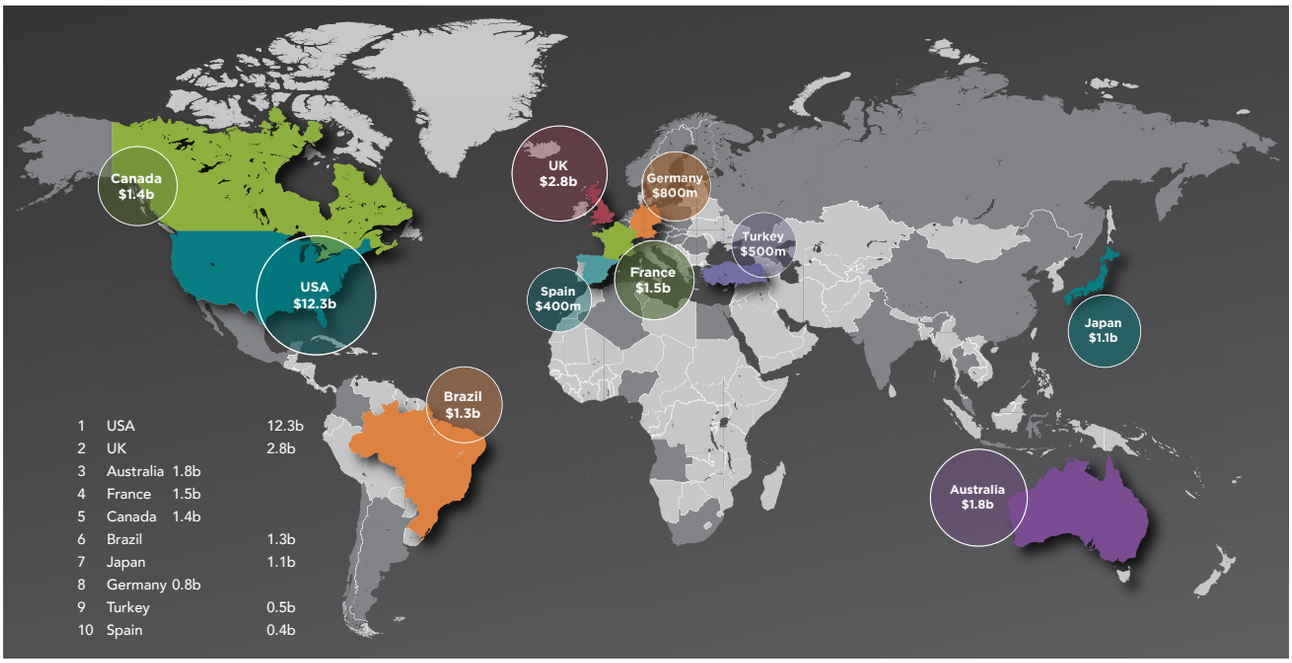
Envision 2020 is our road map for shaping the future state of the industry. To us, that means we need to make it easy for people to make better food choices, create experiences that drive overall well-being, encourage a sense of community (locally and globally) – and very simply, do the right thing.

– Rick Post, COO of Compass Group

Other recent acknowledgments Compass Group has received include:

- Food Management Magazine – No. 1 of the Top 50
- Fortune Magazine's Global 500
- Newsweek Magazine – Top Green Companies in the World
- Forbes America's Best Employers List

Compass Group's geographic and market scope offers clients best practices without borders. For more than 60 years, Compass Group has performed more services in more countries and in more sectors than any other company. And it has developed a common operating process to deliver true standardization without regard for geography. With operations in over 50 countries and more than 510,000 associates worldwide, the Compass Group family of support service companies is uniquely qualified to provide its clients with strategic solutions in contract consolidation.



Compass has become the global leader by strict adherence to specialization. We stay within our core competencies and continue to innovate and sharpen the skills that make us successful. Compass Group professionals are specialists in the truest sense of the word.

MORRISON HEALTHCARE

Morrison Healthcare operates as a key component of Compass Group North America. We are able to leverage our extensive experience and the variety of national resources of a $16 billion foodservice and support services organization.

Mission & Vision

- Our mission is to make it easy for our customers to make better choices and create personalized experiences that drive overall well-being, encourage a sense of community and simply do the right thing.
- We enable our people to take ownership and work with partners that share our vision.

History

Morrison's Restaurants Inc. was founded in Mobile, Alabama in 1920, by James Arthur Morrison and George Cabel Outlaw. Morrison's took on their first contract foodservice job in the early 1950s when they catered for the set of the movie "The Greatest Show on Earth."

Also around this time Morrison attained a contract with Candler General Hospital in Savannah, Georgia. After nearly 70 years, Candler General Hospital still remains a client of Morrison. By 1988 Morrison had around 700 accounts in the business and industry, education, and healthcare fields.

In 1971 Ruby Tuesday, another division of Morrison, opened its first restaurant in Tennessee. In the late 1980s, the business and industry and the education divisions were sold, leaving Morrison with approximately 300 healthcare accounts, which became Morrison's Health Care Inc.

In 1996 Morrison officially split into three separate companies: Morrison Fresh Cooking, Ruby Tuesday, and Morrison Health Care. In 1998, Morrison Fresh Cooking was sold. In 1999 Morrison Health Care officially became Morrison Management Specialists.

Morrison Management Specialists joined Compass Group in 2001. Compass Group North America is a national leader in food management and hospitality. By combining fresh ideas with the industry's greatest talent, Compass Group continues to set the standards for food and service excellence. Compass Group is a $16 billion organization with associates throughout the U.S., Mexico and Canada. Compass Group North America's parent company is U.K.-based Compass Group PLC, a £19.9 billion food and support services company.

CROTHALL HEALTHCARE AND MORRISON HEALTHCARE

crothall healthcare
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In April of 2012, each company under the Morrison Management Specialists banner became its own specialized sector, creating Morrison Healthcare, Morrison Community Living and TouchPoint Support Services. The companies remained headquartered in the Atlanta offices, and senior leadership remained in place. The restructuring maximized opportunity for growth and development, with additional resources needed to grow the business line over time.

In September of 2014, Morrison aligned with Crothall Healthcare to form Compass One Healthcare. Morrison Healthcare is exclusively devoted to healthcare food and nutrition services, while Crothall Healthcare provides Environmental Services, Laundry & Linen, Patient Transportation, Healthcare Technology Solutions, Facilities Management and Medical Office Buildings. Within Crothall, there are individualized operations and support teams for each discipline. This specialization and support allow Compass One Healthcare to provide best-in-class service across the hospital operation and deliver the best possible experience to patients and their families, caregivers, and visitors.

Today, Compass One Healthcare serves more than 1,650 hospital and health systems in 48 states with 1,200 registered dietitians, 300 executive chefs, and 46,000 associates. They are regarded as one of the leading national healthcare service providers in the world. Their clients include some of the largest and most prestigious hospitals in the country.

What Sets Us Apart

At Morrison, we live healthcare foodservice. It's what we do. It's who we are. And while so much of what we do in foodservice is unique and innovative, it's the power of specialization that makes us who we are. We believe these three things set Morrison apart:

1. Our dedication to patient satisfaction:

a. The only National Patient Experience Team under the Positive Impressions™ platform. We are specialists in patient satisfaction.

b. Our associates understand through the Power of Food that they have a direct impact on the person they are serving, whether it's a patient, an employee or a guest. They are there to comfort, restore and heal everyone that goes through your hospital.

2. Our devotion to patient safety:

At Morrison, we offer an increased array of safety measures. By using Webtrition, an integrated menu management system, Morrison is able to reduce the risk of wrong orders and ensure nutritional requirements are met consistently.

3. Our commitment to innovation:

Morrison is committed to identifying, developing and deploying innovative technology solutions that will help transform the end-to-end experience of your staff and guests.

COMPASS ONE HEALTHCARE

compass one healthcare

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Specialists at Morrison and Crothall have joined forces to serve healthcare better. As the healthcare market shifted, some clients have been searching for a "one-stop shop" for support and foodservice solutions. Thus, we created Compass One Healthcare – united specialized teams to provide clients with expert skills from a single source.

$3.8 Billion
Managed Volume

$3 Billion
Billed Annual Revenues

1,850 Accounts

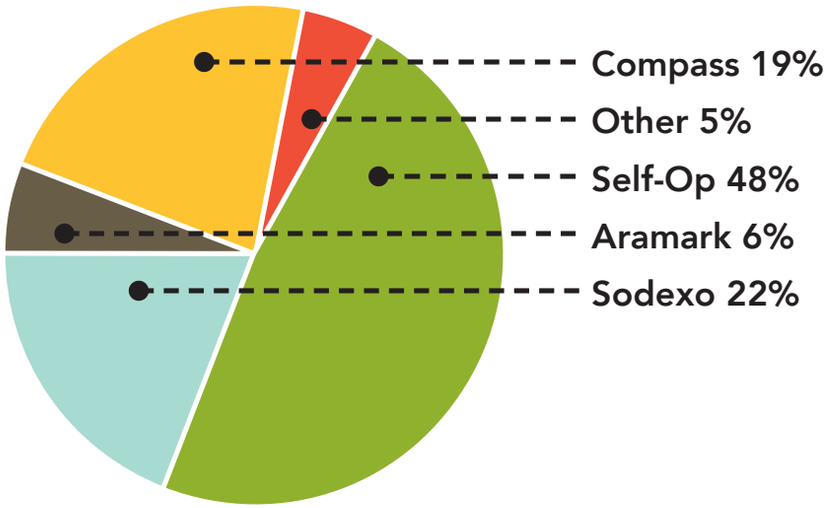
47,000 Associates

1 Billion
Square feet Cleaned Per Day

600 Million
Pounds of Laundry Processed Annually

500,000
Pieces of Equipment Maintained Annually

US Market Share – Latest Year



Market Position

We are market leaders in all healthcare services we deliver. Concentrated focus in healthcare helps us better understand the needs of the marketplace and develop unique services to help our healthcare clients.

What makes us unique in the market?

Specialization

Morrison Healthcare is completely dedicated to a single service - food and nutrition. We do not ask our specialists to report to a manager who has limited knowledge of their specific craft. The healthcare market was built on specialization for good reason, and so is Morrison.

Focused service helps us adjust to the changing needs in healthcare. Healthcare is changing fast and Morrison stays ahead of the changes with ideas, innovations and applied technologies. We challenge ourselves to find a better, faster, more cost-effective way to do everything we do.

Unique Differences

It's easy to believe "food is food" – but it isn't. Commoditization and sameness are the traits of the low-cost provider who fails to understand that, eventually, quality is sacrificed to squeeze out one more penny. We look at food in a new way – it's much more than just a meal.

Morrison associates voted us one of Modern Healthcare's "Top 100 Best Places to Work." Based on research conducted by the publication, Morrison earned a position in the Top 100 in 2011, 2012, 2013, 2014, 2016 and 2017. It is satisfying to have such credible confirmation that we create an environment where the very best people want to work.

Our senior leadership team is stable. Combined, our leaders have hundreds of years of healthcare experience. They are not trying to learn a new industry or struggling to keep up with the dramatic changes taking place in healthcare.

Management training is detailed and thorough. Our multiple training courses for new operations managers cover everything from regulatory compliance to safety/sanitation to performance development.

We change as the market changes. With new processes, equipment and technology, nothing stands still. When environments change and better solutions are developed, we revise our processes and share best practices with our clients.

Financially Sound

We are confident we will deliver, and we guarantee your savings. We know how quickly and how much we can improve productivity and impact your bottom line. So naturally, we put our profitability at risk.

Financial guarantees can only come from a financially sound company. Guarantees from a company with poor financial performance or one that is heavily debt-ridden are risky at best. Morrison is a division of Compass Group North America, a $16 billion subsidiary of Compass Group PLC.

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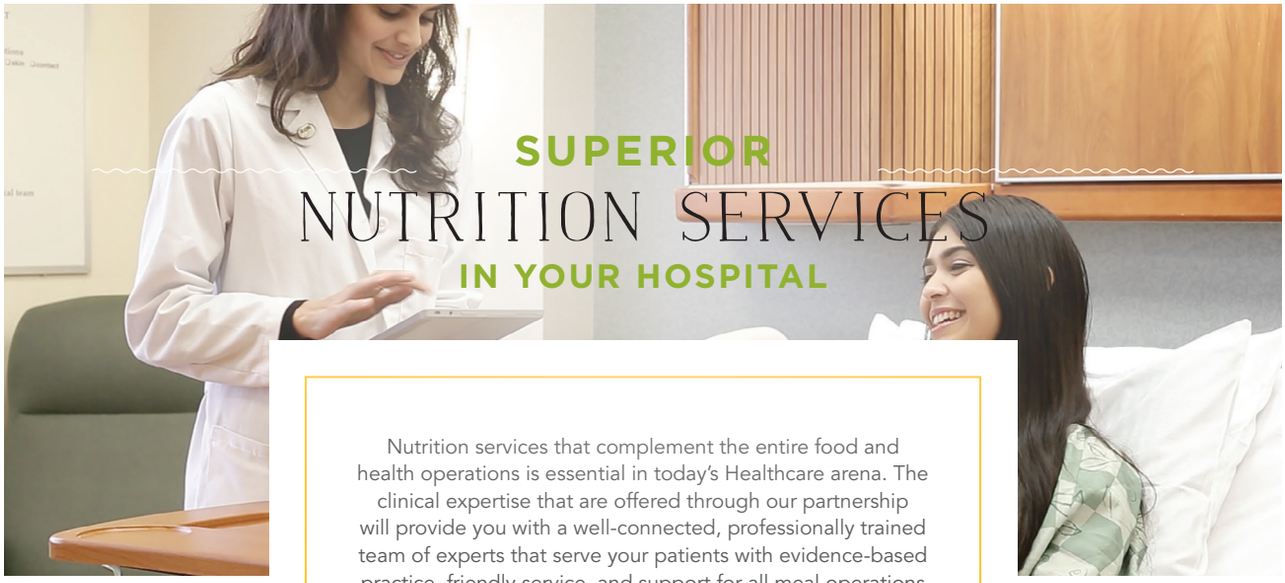


SUPERIOR NUTRITION SERVICES IN YOUR HOSPITAL

Nutrition services that complement the entire food and health operations is essential in today's Healthcare arena. The clinical expertise that are offered through our partnership will provide you with a well-connected, professionally trained team of experts that serve your patients with evidence-based practice, friendly service, and support for all meal operations

A COLLECTION OF FOUNDATIONAL MINIMUM STANDARDS

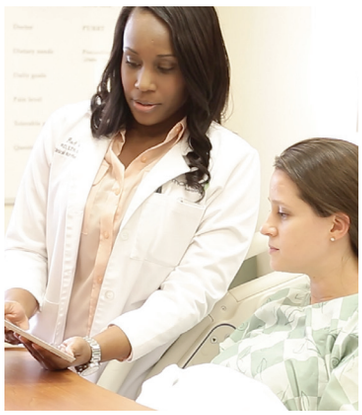
The Morrison Nutrition Care Model brings several resources and tools to assist nutrition professionals to manage patients safely and reduce costs in the process, such as Inpatient Malnutrition Payment Toolkit; Outpatient Program Toolkit; Nutrition Order Writing Toolkit; Readmission Reduction Initiatives.

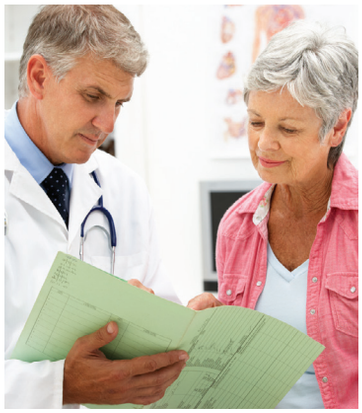
SUPERIOR CLINICAL NUTRITION RESOURCES

Keeping abreast of regulatory scientific changes is extremely important in today's Food and Nutrition environment. We have a robust collection of resources to assure your clinical dietitians remain on the cutting edge with evidence based skills.

SUPERIOR WELLNESS

Improving wellness for patients, caregivers, and the local community means focusing on healthful eating and influencing behavioral changes.





morrison® healthcare

SPECIALIZING IN PATIENT SAFETY & OPTIMIZING COST SAVING OPPORTUNITIES

As a leader with more than 600 hospitals and healthcare systems, Morrison Healthcare employs over 1200 Registered Dietitians focused on providing safe patient care and quality nutrition services that can help each hospital achieve lower readmissions, lower length of stays, reduced hospital acquired conditions and never events, while optimizing cost savings and reimbursement opportunities.

THE MORRISON NUTRITION CARE MODEL OFFERS:

- Inpatient Malnutrition Payment Toolkit
- Outpatient Program Toolkit
- Nutrition Order Writing Toolkit
- Readmission Reduction Initiatives

THE MORRISON NUTRITION CARE MODEL CLINICAL LEADERSHIP, NUTRITION THERAPY, AND ENHANCED PROCEDURES YIELD IMPRESSIVE RESULTS:

50%
REDUCTION
in avoidable readmission

25%
REDUCTION
in pressure ulcer incidence

56%
REDUCTION
in overall complications

CLINICAL COMPETENCE PROGRAM & EVALUATION

Dietitians are consistently trained and evaluated to ensure top performance for patient safety and regulatory compliance.

MORRISON HEALTHCARE MANUAL OF CLINICAL NUTRITION MANAGEMENT

Allows adaptation of the listing for hospital specific menus served to ensure regulatory compliance and patient safety.

GREAT LIVING MENU

All patient menus are reviewed and approved by a registered dietitian to ensure patient safety and regulatory compliance.

SUPERIOR NUTRITION RESOURCES

Dietitians have access to CEUs, certifications, tuition reimbursement, and pay increases for becoming board certified in nutrition specialties.

PARTNERSHIP FOR A HEALTHIER AMERICA

Alignment with this organization ensures we are dedicated to making healthy eating enjoyable and accessible.

PARTNERSHIP FOR A HEALTHIER AMERICA

MORRISON NUTRITION CARE MODEL

Comprehensive guide to assisting dietitians in turning nutrition services into cost saving and increased reimbursement opportunities.

HEALTHIER HOSPITALS INITIATIVE

Supports our efforts to improve sustainability in hospital food service.

Healthier Hospitals INITIATIVE

READMISSION REDUCTION PROGRAMS

Several programs and services are accessible through the food and nutrition services department to help you with readmission reduction initiatives.

PATIENT EDUCATION MATERIALS

Are customizable to allow hospital logo display, available in multiple languages including an internal TV system series available for several nutrition conditions.

Modern Healthcare BEST PLACES TO WORK 2017

This validates our commitment to our people, superior food, and positive experiences.

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Morrison's Exceptions to Northern Nevada Adult Mental Health Services'

Request for Proposal 3487 (the "RFP") for Food Services

Morrison Management Specialists, Inc. ("Morrison") has successfully negotiated and executed contracts with hospitals for foodservices throughout the country. We are confident that we will be able to partner with State of Nevada Purchasing Division and the Northern Nevada Adult Mental Health Services to develop a new agreement applicable to food services that meets the needs of Nevada's population. Our proposal is subject to the parties' ability to mutually agree on the terms and conditions of a services agreement, which will include all relevant operational terms and conditions.

Must haves:

Page 7, § 2.4.5. We request the service provider be responsible for monetary sanctions levied by a regulatory agency to the extent the sanction was associated with the food services provided by the service provider.

Page 30, §4 – COST. We request an annual inflationary adjustment on the anniversary of the effective date of the agreement, in accordance with increases in the Consumer Price Index.

Page 30, §5.1, PAYMENT / §5.2, BILLING. We request that the invoice-payment arrangement reflect the following:

> On the first day of each month, the service provider will issue an initial invoice (the "Initial Invoice") to NNMHS at the agreed upon amount, which is the amount of the projected charges for the food Services due each month. After the conclusion of each month, the service provider will issue a reconciliation invoice (the "Reconciliation Invoice") to NNMHS that will identify the actual charges and credits that are due (net of any amounts paid by the NNMHS in connection with the Initial Invoice for the month being reconciled). Payment of the service provider's Initial Invoice and Reconciliation Invoices would be due within fourteen (14) days from the date of such invoice.

Items to consider:

Page 22-24, §2.20. We request to discuss the responsibilities of the service provider, with regard to total maintenance obligations for the premises and costs of operating the premises.

Page 42, §10.3.2.1. We request to discuss the use of information technology currently at NNMHS to gauge what software and hardware we will require for operation of the food services.