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| StateSeal.JPG | **RFP 25-81018 – DMHA SPH Food Service**  **Attachment F – Technical Proposal Template** | |
| **Respondent:** | | Cura Hospitality, LLC |
| **Instructions:**  Request for Proposal (RFP) 25-81018 is a solicitation by the State of Indiana in which organizations are invited to compete for a contract amongst other respondents in a formal evaluation process. Please be aware that the evaluation of your organization’s proposal will be completed by a team of State of Indiana employees and your organization’s score will be reflective of that evaluation. The evaluation of a proposal can only be based upon the information provided by the Respondent in its proposal submission. Therefore, a competitive proposal will thoroughly answer the questions listed. The Respondent is expected to provide the complete details of its proposed operations, processes, and staffing for the Scope of Work detailed in the RFP document and supplemental attachments.  Please review the requirements in Attachment K, Scope of Work (SoW), carefully. Please describe your relevant experience and explain how you propose to perform the work. For all areas in which subcontractors will be performing a portion of the work, clearly describe their roles and responsibilities, related qualifications and experience, and how you will maintain oversight of the subcontractors’ activities.  Please use the yellow shaded fields to indicate your answers to the following questions. The yellow fields will automatically expand to accommodate content. Every attempt should be made to preserve the original format of this form. **A completed Technical Proposal is a requirement for proposal submission. Failure to complete and submit this form may impact your proposal’s responsiveness.** Diagrams, certificates, graphics and other exhibits should be referenced within the relevant answer field and included as legible attachments. | | |

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| **1** | **SoW Section A – Overview of Contractor Responsibilities**  Provide an overview of your proposal and describe how you propose to meet the requirements in SoW Section A, including, but not limited to, the specific elements highlighted below:   * Describe why you are best suited to provide these services to the State, referencing relevant experience, where applicable. * Describe how you will operate and manage food services at the Indiana State Psychiatric Hospital Network (ISPHN). * Describe your proposed technology system and how it will communicate with the State’s Cerner Electronic Medical Records (EMR also known as Oracle Health) system. |
| Cura Hospitality is best suited to provide food service to the 4 ISPHN hospitals due to its years of experience successfully servicing ISPHN hospitals and the mutual alignment of Mission, Vision and Values for the two organizations.  Please refer to pages 75-76 of the Appendix for further information on how we align with your Mission, Vision and Values.  Cura also has extensive expertise in general servicing government contracts and behavioral health and treatment facilities nationally. Cura, with its nine years of experience serving ISPHN, has a seasoned dietary team at each of the hospitals; these teams are familiar with the state and FSSA cultures, and of the operational expectations of its Director of Operations and respective Superintendents and Assistant Superintendents.  **Cura Hospitality Differentiation**  The following are highlights of the material differentiation in the Cura value proposition, and how Cura will manage the operation - namely its hospitality focus, leadership structure and resources, manager training and certification requirements, culinary standards, audit preparation, patient safety and satisfaction, diversity supplier strategy, and human resource support:  Hospitality Pledge:  Cura is committed to ongoing operational improvements, placing patients and clients first in how it prioritizes both opportunities and challenges. We believe in being accountable and transparent at all levels of management and have specific operational plans to elevate program quality for the next contract term. When there are service recovery opportunities (which always exist in the service industry), Cura will listen, act, and be accountable - following up with its team members to provide training, corrective action, and customer follow-up.  Leadership Structure & National/Regional Coverage:  Onsite Directors of Dining Services (DDS’s) report to a District Manager (DM) who is responsible for Indiana operations. The District Manager has responsibility for weekly calls with the DDS’s, providing onboarding, training and support to each manager and their teams, overseeing the quality and efficiency of operations via onsite visits and audits, and collaborating with the Assistant Superintendents to create a best-in-class experience. The District Manager reports to a Vice President of Operations (VPO) who provides direction to the DM and the Directors of Dining Services (DDS), sources company resources to provide support/address specific needs and visits the hospital food service operations. The DM has daily/weekly calls with the VPO, and regular in-person meetings. The contract is also supported by a Client Partnership Director (CPD) who is responsible to bring best practices to the operations from other like-facilities and meets monthly and quarterly with the VPO and the FSSA Director of Operations to review operational performance, staffing changes, compliance updates and diversity spend.  Cura also has a floating Indiana Operations Support Manager (OSM) who is a Certified Dietary Manager (CDM), whose role it is to provide management vacation coverage, support special projects, etc. in Indiana operations.  Cura Hospitality Human Resources & Talent Acquisition:  Cura Hospitality is committed to attracting and retaining the best talent to service the dietary needs of patients at Richmond, Madison, Logansport, and Evansville State Hospitals. Cura has dedicated a Talent Acquisition Manager focused on salaried positions, and a Talent Acquisition Recruiter for hourly positions. This team provides all initial candidate screening and works with a sense of urgency with onsite DDS’s to fill positions. Cura also has a seasoned Human Resource Manager and a Human Resource Senior Director that focus on employee relations, performance management, learning and development, benefits and compensation, safety, and succession planning. Cura is proud of its local, certified food service professionals that lead the ISPHN operations. All managers (Directors and Assistant Directors of Dining Services, Executive Chefs, etc. serving the system have qualified for certification such as Certified Dietary Manager (CDM) or Certified Food Protection Manager (CFPM) and hold ServSafe and Allergen designations to put patient safety first.  Monthly Training Curriculum:  The Elior Learning and Development organization has established a comprehensive training curriculum which the Cura leadership has deployed for all salaried and hourly associates. The 2025 training program is outlined in the company’s Sharepoint:  <https://elior.sharepoint.com/sites/ena/talentdev/Cura%20Segment%20Training/Forms/AllItems.aspx?id=%2Fsites%2Fena%2Ftalentdev%2FCura%20Segment%20Training%2FHealthcare%20Segment%20Training%20FY25%20Calendar%20Reference%2Easd%2Epdf&parent=%2Fsites%2Fena%2Ftalentdev%2FCura%20Segment%20>  Each year, safety topics are updated to reflect the most relevant topics based on healthcare dietary safety needs.  **Culinary Standards**  Joint Commission Training:  Client-specific training is also a priority – Cura understands the critical need to partner with FSSA administration in fiscal 2025 relative to its anticipated triennial Joint Commission Audit. Cura’s Vice President of Safety will be providing a 2-session Joint Commission preparation training program to all Cura managers within the ISPHN in October 2024. Kristen has more than 30 hospital Joint Commission audits under her belt and her Joint Commission training will include:   * Dietary Provisions of Care * Patient Tracer Activity * Fire Life Safety, Infection Control * Safety and Environmental Management   Behavioral Health Patient Services Training:  Cura has launched its proprietary Completely Satisfied Behavioral Health training program and all Cura employees will participate in the 4 milestone training sessions between Fall 2024 and Spring 2025.  Please refer to pages 77-81 of the Appendix for additional information about this program.  Completely Satisfied Behavioral Health Components   * Personalized service recognizing individual needs and preferences * Food service hospitality training * Service recovery techniques * Compassion and empathy, with service honoring dignity and no judgment   Cura’s partner commitment includes:   * Reducing turnover costs through safeguards and satisfaction measures * Compliance readiness including behavioral health-specific training * Enhancing service culture through mandatory trainings * Accentuating and supporting local hospital goals as a vested partner   Team Communication:  Salaried managers all connect via Teams bi-weekly to share operations updates, discuss challenges, and share best practices/solutions. All employees and managers participate in monthly safety training to maintain and enhance their knowledge in handling food, creating a safe workspace and adhering to safe work practice, and serving patients safely.    Clinical Dietary Support:  While the ISPHN has historically chosen to staff its own Registered Dieticians (some part-time, some full time) at its hospitals, Cura has supplemented this clinical support with a Corporate Director, Menu Management (licensed in Indiana) and a Menu Systems Coordinator. The two clinical support staff create two menu cycles per year: Fall/Winter and Spring/Summer, they develop holiday menus, and they also oversee the implementation of two patient menu surveys annually. As needed, they interact with the State dieticians to respond to inquiries and discuss patient dietary issues. They also work with DDS’s to assist with texture diet questions and connect with clinical staff if needed. The Corporate Director also meets quarterly with the VPO to ensure operational compliance with the contract terms.  MealSuite:  Cura proposes to continue using MealSuite as our technology system. The interface is already built and utilized by Cura operations, ensuring no downtime or additional expense for the State to dedicate resources to build a new one. The MealSuite interface currently communicates with Cerner and tracks Admissions, discharges and transfers, diet orders as well as patient preferences and allergies.  Please refer to the Appendix for further details about MealSuite capabilities, beginning on page 82.  Patient Safety/IDDSI Diet Training:  In the interest of patient safety, Cura launched the International Dysphagia Diet Standardization Initiative (IDDSI) at ISPHN; IDDSI is a dietary program that kicked off in 2019 to improve the lives of 590 million people globally living with dysphagia. Cura managers at all 4 hospitals have received onsite (IDDSI) training by Corporate Chef, Jason Clark in 2024. Chef Jason’s role has been to ensure that all kitchens have the appropriate equipment and supplies, and that they can correctly and confidently follow IDDSI standards in preparing all meals for dysphagia patients. Originally, the training was piloted at Evansville State Hospital, and it showed excellent audit outcomes.  **Supplier Diversity**  Cura is proud to be offering a 24% commitment of total bid over the term to its diverse suppliers (MWBE), with local Indiana-based certified partners in the following categories:   * Women Business Enterprises 12% of total bid * Minority Business Enterprises 9% of total bid * Veteran Business Enterprises 4% of total bid   Actual dollar amounts committed are based on the percentage of total bid, per RFP. | |
| **2** | **SoW Sections B and C – Purchasing and Warehousing and Delivery**  Describe how you propose to meet the requirements in SoW Sections B and C, including, but not limited to, the specific elements highlighted below:   * Describe how you will fulfil SoW Section B – Purchasing in its entirety, including how you will maintain a three-day supply of disposable flatware, utensils, trays, and eating equipment and how you will supply all necessary linens, cleaning supplies, cleaning implements, and related items. * Describe how you will fulfil SoW Section C – Warehousing and Delivery in its entirety, including how you will maintain, store, and receive delivery of food supplies. |
| Cura agrees to meet all Purchasing, Warehousing and Delivery requirements in compliance with SoW Sections B & C. It is Cura’s operating protocol to develop, maintain and promote an effective, reliable, and diverse supply chain that delivers value to its clients, customers, and stakeholders through advantageous programs, innovation, quality, and safety. Cura’s commitment is to be a collaborative business advisor and solution provider to its clients and customers, leveraging these core principles.  Cura DDSs are all trained in proper purchasing and warehousing procedures, including storing items correctly, maintaining proper temperatures and following site-specific security procedures. See Elior Food Safety Manual at: <https://elior.sharepoint.com/sites/ena/Risk/Food%20Safety/Forms/AllItems.aspx?id=%2Fsites%2Fena%2FRisk%2FFood%20Safety%2FFood%20Safety%20Manual%202023%2Epdf&parent=%2Fsites%2Fena%2FRisk%2FFood%20Safety>  Cura Hospitality currently maintains a 3-day supply (or more) of disposable flatware, utensils, trays and eating equipment, necessary linens, cleaning supplies, cleaning implements and related items, and will continue to do so under a new contract with ISPHN. Cura’s emergency planning ensures that labor and supply plans are in place to ensure smooth operations. The Elior Crisis Response Manual(excerpts included on page 87 of the Appendix) provides clear guidance and resources to DDS’s and DMs in the event of an emergency, including building lock-downs and severe weather events, as examples. All Cura employees receive training on safe chemical handling and storage, and cleaning supplies meet OSHA standards. Cura agrees to be compliant with having SD sheets (SDS) on hand and will supply copies to the Safety Hazard Manager, as required. | |
| **3** | **SoW Section D – Preparation and Service**  Describe how you propose to meet the requirements in SoW Section D, including, but not limited to, the specific elements highlighted below   * Describe how you will ensure that all items used for meals and snacks are high quality and from a reputable supplier. * Describe how you will tailor services to meet the needs of each hospital. * Provide a sample menu plan, including the following:   + Master Menu Component   + Medical Diet Component   + Alternate Menu Component   + Snacks   + Sack Meal Component |
| Cura is familiar with all aspects of Preparation and Service requirements. Cura adheres to all requirements specified currently and will continue to do so under a new contract, including adhering to requirements related to:   * Diet types * Food service areas * Service frequency and cart returns * Menu cycles * Quality Requirement changes * Meal components * Staff/guest meals * Substitutions * Catered events * Holiday meals   Cura’s meals and snacks are of high quality and are intentionally nutritionally dense to support the health of well-being of patients and staff. These menus are developed by Cura’s Corporate Director of Menu Management. All proposed menus are reviewed by ISPHN administration and Cura DDS’s prior to implementation.    Cura’s meals and snacks are made from ingredients procured from reputable suppliers including Sysco Foods, Piazza Produce, Kuna, Piazza Produce, MWF, and Gerber Foods, Inc. These suppliers have been chosen for their broad and high-quality product selection that meets the needs of ISPHN menus, for their reliable distribution networks, for their reputation for food safety, and for their excellent customer service. Cura has a long and positive history working with these vendors. Cura account leadership works closely with Procurement in the ongoing monitoring of supplier performance to ensure satisfactory performance. While existing vendor performance has been very good, Cura is committed to adding or changing vendors to ensure that the best quality meals and snacks continue to be provided to patients and staff.  Cura has historically and will continue to tailor the services for each hospital. DDS’s will continue to build relationships with the leadership at each hospital and will meet regularly with their Assistant Superintendents. Patient surveys will be conducted semi-annually at each hospital to understand patient preferences at each hospital. Menu adjustments will be made at each hospital based on the surveys in response to patient nuances.  The Cura Vice President of Operations and the Client Partnership Director and/or District Manager has historically met with and will continue to meet monthly and quarterly with the FSSA Director of Operations to solicit feedback from internal FSSA leadership meetings so that issues or feedback will be promptly addressed.  Sample Menu Plans are provided for:   * Master Menu Component * Medical Diet Component * Alternate Menu Component * Snacks * Sack Meal Component   Please see pages 88-121 of the Appendix for our sample menus. | |
| **4** | **SoW Section E – Maintenance of Equipment**  Describe how you propose to meet the requirements in SoW Section E, including, but not limited to, the specific elements highlighted below:   * Describe how you will maintain and clean all kitchen and food service equipment in compliance with the original equipment manufacturer's specifications. * Describe any additional kitchen and/or food service equipment that you would plan to install and utilize for this Contract. |
| Cura understands the importance of maintaining equipment through proper cleaning and preventive maintenance. Cura will maintain equipment in keeping with manufacturers’ recommendations and has conducted an equipment inventory by facility to ensure that documentation is maintained for each.  Cura has standardized safety and sanitation procedures utilized to clean and sanitize equipment; this includes logs to demonstrate that cleaning is conducted.  **Audits:**  Internal safety and sanitation audits are conducted by Cura Operations Support Managers and District Managers. In addition, Elior/Cura has contracted with third party auditor, Ecosure, who conducts onsite audits. This ensures that Cura’s client kitchens are ready for health department and Joint Commission audits and inspections. Cura notifies onsite administrators promptly of any open facility-related issues that require attention to ensure compliance.  Please refer to pages 122-124 of the Appendix for sample Ecosure and Food Safety and Sanitation audits.  **Installation of Additional Equipment:**  Based on Cura’s inventory of existing equipment, Cura is prepared to make recommendations on replacement of existing equipment that is at end-of-life based on condition and repair record. Cura’s equipment investment/preventive maintenance plan leveraging Indiana-certified veteran supplier will be valued at 4% of total bid over the term of the 4-year contract ($900k/term) and be based on mutual agreement by the respective parties. | |
| **5** | **SoW Section F – Reporting and Collaboration**  Describe how you propose to meet the requirements in SoW Section F, including, but not limited to, the specific elements highlighted below:   * Describe how you will comply with the State’s Quarterly Business Review process, which includes providing written quarterly progress reports and meeting quarterly with each SPH to review performance. * Describe how you will ensure that your proposed technology system is capable of sending up-to-date meal order, ADT (Admit, Discharge, Transfer), diet order, and allergen information to the food service department accurately and automatically. |
| Cura currently completes Quarterly Partnership Reviews (QPRs) with the Director of Operations and will continue to do so. These strategic discussions review service standards/patient satisfaction, meal volumes, staffing plans, new programs, project status, Cura innovations, inflation updates, and the next 90 days of operations. The Cura Vice President of Operations and Client Partnership Director and/or District Manager also meet monthly with the Director of Operations to discuss routine business matters following the Director’s Monthly Meeting with the Assistant Superintendents. The VPO has met with all of the Assistant Superintendents and with the Superintendent at Evansville.  In the new contract, Cura will commit to conducting QPRs with each SPH. These meetings will address food quality and menu updates, patient satisfaction, census and meal volumes, staffing and training, and current projects. These meetings are in-person or via Teams at the discretion of the client. The DDS’s will meet monthly and ad hoc with their respective Assistant Superintendents to discuss patient satisfaction, equipment issues, texture diet quality, clinical coordination, and upcoming facility events.  Please refer to pages 125-126 of the Appendix for a sample QPR and further literature on MealSuite Connect. | |
| **6** | **SoW Section G – Emergency Situations**  Describe how you propose to meet the requirements in SoW Section G, including, but not limited to, the specific elements highlighted below:   * Describe how you will address emergency situations, should they arise. * Provide an example emergency procedure plan. |
| Cura is prepared to address Emergency Situations and has a comprehensive Crisis Manual that includes all types of emergency situations, including handling situations with food and water shortages, loss of power, media issues, etc.  Please refer to pages 127-131 of the Appendix for our detailed emergency plan.  Most situations can be handled by Cura’s DDS and DM, with oversight from the VPO. A broader response due to more long term or complex issues will be supported by the Elior North America Emergency Response team, with support from Procurement, Human Resources, Finance, Marketing, Legal, and National Operations, as needed.  Cura has many Indiana-based managers and supervisors that can be deployed in the event of an emergency. In addition, Cura onsite staff will work on-call in the event of an emergency, and Cura always has 3+ days food-on-hand so that food shortages have never been an issue. Cura commits to providing proper nutrition and hydration to patients regardless of circumstances, based on its emergency procedures which are available upon request.  Cura complies with the requirement to share its food and related commodity supplies. Cura will invoice according to State policy and procedure under emergency circumstances, as required. | |
| **7** | **SoW Sections H and I – Staffing** **Requirements and** **Patient/Incarcerated Individuals as Workers** Describe how you propose to meet the requirements in SoW Sections H and I, including, but not limited to, the specific elements highlighted below:   * Provide a staffing plan and describe how your proposed staffing plan will meet the requirements outlined in Section H – Staffing Requirements. * Describe how you will ensure that staffing levels are appropriate to meet all contract requirements. * Describe how you will train employees and ensure they are equipped to fulfil the duties outlined in this SoW. * Describe how you will supervise employees and ensure that all food and food service is high quality. * Describe how you will ensure that a full-time supervisor trained in the Child Nutrition Program (CNP) is employed at the Evansville Psychiatric Children’s Center (EPCC). * Describe your experience – if any – working with patients as workers. * Describe your experience – if any – working with incarcerated individuals as workers. |
| Staffing plans by location are included in the Appendix, beginning on page 133.  Cura DDSs and DM are trained in contract and SOW requirements for the FSSA hospital operations. Cura has established job descriptions and Competency Skills Assessment templates (see samples on pages 145-149 of the Appendix) for each role in the segment so that DDSs can communicate expectations and assess performance.  Cura Human Resources and Operations work collaboratively to provide onboarding and ongoing training to employees. DDS’s/AFSDs/Executive Chefs have responsibility for supervising employees to ensure Cura food quality and service standards are met. In 2024, Cura’s Corporate Culinary team rolled out new culinary standards, focused on:   * Fresh and sustainable ingredients * Reducing waste * Education through Cura’s Culinary College * Safety and Sanitation * Healthy, diverse and inclusive menu options   Please refer to page 150 of the Appendix for more information about our culinary standards.  Corporate Chefs visit the 4 FSSA hospitals to provide training, evaluate food quality, help design menus, and to mentor managers and chefs. The most recent onsite training was focused on IDDSI/dysphagia diet training for managers and hourly staff. The Corporate Chef team is now supporting the national roll out of the **Cura Culinary College** to drive development of culinary knowledge with frontline staff through a certification program. The Evansville State Hospital (ESH) will be piloting this program in fiscal ’25.  **Cura Culinary College Curriculum** This 6-phase program includes lessons in:   * Lesson 1: Introduction to Professional Cooking Learn about:   + Safety   + Sanitation   + Knife Skills   + Professionalism * Lesson 2: Kitchen Equipment The proper use of large scale and small-scale commercial kitchen equipment. * Lesson 3: Cooking Methods and Terminology How to correctly identify various methods as well the terminology used for each method. * Lesson 4: Sauces, Stocks, and Thickening Agents The theory and process behind stock making, how to make and thicken a sauce, and soups – including clear broth and creamy soups. * Lesson 5: Plating and Garnish How to properly plate and garnish a dish, as well as what garnish is appropriate for the plate. * Lesson 6: Production How to properly use a productions sheet, the importance of portion control, how to read and scale standardized recipes.   **Cura Performance Management**  Cura has a detailed corrective action process for employees who, after completing training, fail to meet standards or demonstrate appropriate Cura behaviors. Many struggling employees do show improvement through this process, but Cura is prepared to ‘manage out’ employees who do not show progressive and sustained improvement after receiving coaching. At any time, Cura clients can request the removal of an employee for any legal reason, should it be deemed necessary.  **EPCC**  The EPCC operation is run by Supervisor, Victoria Rumble, CFPM, who reports to Amanda Tidwell, CFPM, DDS.  Both Cura managers have access to Elior K-12 (Cura’s sister segment) training resources (see page 140 in the appendix for a sample K-12 Training Calendar) which focuses on compliance in the CNP. In addition, in Evansville DDS is able to leverage Jen Bonilla, VPO, who formerly operated a K-12 foodservice company. ESH administration has provided positive feedback to the ESP DDS and to the Cura VPO relative to the quality of food and service at the EPCC.  **Experiencing Working with Incarcerated Individuals**  Cura has experience working with incarcerated individuals. Cura’s policy is to follow client policies and procedures relative to work partnership programs. Cura will participate in all available client training programs. In addition, Cura will partner with its sister division, Summit Correctional Services, to solicit resources and training guidance in working with incarcerated individuals. For more information, see: <https://summitfoodservice.com/about/>  Summit is one of the nation’s largest corrections-focused managed services provides, servicing all sizes and types of correctional facilities, including statewide operations and some of the largest metropolitan correctional facilities in the country. Summit is entirely focused on providing programs, tools, and resources that address the unique needs and requirements of the corrections industry. Summit’s diverse experience and expertise in food, commissary and retail service operations, along with its dedication to creating a great experience for those served by its dedicated leaders, makes Summit the right partner for corrections clients or those working with incarcerated individuals.  Being able to train and mentor foodservice workers from a variety of backgrounds and skillsets gives Cura leaders a great sense of satisfaction. | |
| **8** | **SoW Exhibit 2 – Performance Requirements and Failure to Perform/Non-Compliance Remedies**  Describe how you propose to meet the requirements in SoW Exhibit 2, including, but not limited to, the specific elements highlighted below   * Describe how you plan to meet the Performance Requirements outlined in Exhibit 2 and your experience successfully meeting similar standards for other clients. * Describe any circumstances in which you have failed to meet performance standards and how you addressed the situations. * Provide your acceptance of the Failure to Perform/Non-Compliance Remedies outlined in Exhibit 2. |
| A. As the incumbent provider, Cura will have no issues meeting any of the initial 30-day requirements, we will use this as an opportunity to refresh our program and standards and ensure we are fully compliant.  B. Cura maintains a comprehensive Quality Assurance/Control program including all the tools and resources to measure and monitor the safety and quality of all meals served daily, weekly and monthly. Cura also has the resources to measure and monitor cleanliness and sanitation daily, weekly, and monthly. In the event the States standard is not met, Cura will continue to create and work with the State on a formalized, time bound action plan that together as partners we will monitor and manage to resolution. Our managers and employees will receive additional training and corrective action as appropriate, and we will assign additional resources to a hospital if census increases, or service recovery efforts will benefit from such support.  Cura currently employees a trained supervisor with the credentials to operate the E.P.C.C, being trained in child nutrition needs. The supervisor also is a Certified Food Protection Manager (CFPM). In addition to having full access to the training materials and resources of our sister company, K-12 by Elior, Cura’s sister division, we have the expertise to operate a fully compliant Childrens Center. Additional K-12 resources are available for audits or volume spikes, as well.  Cura is currently preparing for the upcoming 2025 TJC Survey. Training is already underway with your current team in place to ensure a smooth and successful survey. We feel strongly that as your current provider we can ensure the best results and have the least amount of risk for ISH entering this critical window.  C. Cura will continue with its daily and weekly Food Safety and Sanitation audits that include a review of all the equipment in the kitchens. Cura will continue to work with the State and be good stewards of the States funds making the best decisions for maintenance and repairs.  D. Cura will continue to utilize its extensive Quality Control program to monitor, measure and ensure Hot Foods are served at (at 135 degrees or greater) and Cold Foods are served cold (at or below 41 degrees).  E. As your current provider, Cura has worked with the State to maintain the highest level of standards. Given the nature of providing meal service there have been occasions that operationally things have fallen short of those standards. Cura and the State have worked together as partners to fix those issues systemically and urgently. Cura and the State have a long history of working together to ensure Cura is held accountable to the States expectations and that the service provided to serve your patients high quality, wholesome and safe meals is always at the center of our partnership.  Cura further agrees to adhere and comply with Exhibit 2 in its entirety, accepting Failure to Perform/Non-Compliance Remedies. | |