



February 1, 2016

Jon Geselle
Contracts & Procurement Manager
State of Alaska
Department of Health and Social Services
PO Box 110650
Juneau, AK 99811-0650

RE: Request for Information RFI 160000006
Alaska Pioneer Homes Privatization of Services Provision

Dear Mr. Geselle,

NANA Management Services, LLC (NMS) is pleased to provide you with this letter of Interest for the Privatization of Services at the Alaska Pioneer Homes.

As you review the following information, we hope you will find that this information has been designed with one objective in mind: to offer you our ability to successfully support and enhance the quality of life at each of your facilities, and to do it better than anyone else. As questions arise, please do not hesitate to ask for clarification.

Thank you for allowing the opportunity to present our interest in and commitment to broadening our existing relationship. It has been a privilege and a pleasure working with the Alaska Pioneer Homes, and we look forward to cultivating a strong partnership at each of the Pioneer Homes in the years to come.

Sincerely,

Derrell Webb, Vice President of Operations
Food and Facilities Management
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NMS Food & Facilities Management:

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NMS Contact Information

Firm Name:	NANA Management Services, LLC (NMS)
Individual authorized to sign contracts:	Matthew Daggett, President
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Physical address	5600 B Street, Anchorage, AK 99518
Point of Contact	Derrell Webb, Vice President of Operations Food and Facilities Maintenance Division
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Expertise and Qualifications

NMS is the leading provider of integrated food and facilities management services in Alaska, with nearly \$200 million in annual revenue and more than 2,500 employees. NMS serves tens of thousands of customers daily in corporations, hospitals, long-term care and Senior Living Facilities, schools, college campuses, government and remote site locations.

NMS offers innovative solutions in plant operations and maintenance, housekeeping, grounds keeping, asset and materials management, security, dining services and laundry services to more than 100 accounts in a wide variety of sectors across the state of Alaska and in the Contiguous U.S.

NMS is a limited liability company owned jointly by NANA Development Corporation (NDC) and Sodexo, Alaska, a subsidiary of Sodexo USA. NDC is a subsidiary of NANA Regional Corporation (NRC), an Alaska Native Corporation formed in 1972 following passage of the Alaska Native Land Claims Settlement Act (ANCSA). ANCSA is a legal agreement the Federal Government reached with Alaska Natives.

NDC, the business arm of NRC, is a global corporation, employing multi-disciplined professionals throughout Alaska, the Contiguous U.S. and several countries around the world.

Sodexo USA is a \$20 billion international contract services company serving 50 million people a day on all seven continents. Sodexo offers innovative outsourcing solutions to more than 6,000 corporations, college campuses, schools, health care centers, long-term care and retirement centers, military and remote sites throughout North America. Sodexo USA proudly serves as the official food service provider for the US Marine Corps.

NMS reflects the combined strength of the NDC and Sodexo, Alaska partnership, bringing local expertise and the vast resources of two international companies.

Food Service

NMS has built a strong reputation in the senior market. The Alaska Pioneer Homes' reputation is that of a premier provider—one that guarantees a compassionate and high quality lifestyle for its residents. Both our organizations promote people working collaboratively as one organization and one team with one goal—to be recognized for excellence, innovation and responsiveness, and constantly striving to improve the quality of daily life for the residents and their guests.

NMS methodologies used to deliver quality services at the Alaska Pioneer Homes focus not only on proven programs that enhance the resident dining experience, but also on supporting the resident directed care or culture change ideologies. We will tailor our programs to the needs and desires of the residents. We respect the fact that this is their home, and we will continue to work to create a true homelike environment that will nourish not only their bodies, but their spirits as well. NMS fully supports and embraces the Eden Alternative® philosophy, which seeks to eliminate loneliness, boredom and helplessness through creating a supportive and positive atmosphere.

Quality Management System

Quality Management System (QMS) is a valuable tool developed by Sodexo Senior Living to assist on-site managers and district managers in systematically managing the dining and nutrition services operation in order to improve quality in all areas of responsibility. QMS includes a full complement of quality systems:

- Quality Assurance
- Continuous Quality Improvement
- Gold Checks
- Resident Satisfaction Surveys
- Food & Physical Safety
- Quality Assurance for Dietitian Compliance

NMS clients benefit from our use of Sodexo QMS system in many ways:

- State-of-the-art food and physical safety auditing process with the industry's only use of a third party to measure compliance
- Professional contribution to the client's Quality Assurance team
- Development tool for all managers, hourly employees and other disciplines within the community
- Regulatory and standards compliance.

Quality Nutrition Services

Resident satisfaction with Dining and Nutrition Services improves when nutrition is an integrated component of the resident dining experience. Rather than bolting on a nutrition program to your dining program, NMS' nutrition services permeate all meal planning, food selection and wellness

programs. This means that all of your residents, regardless of their level of care, will enjoy the same high level of Dining and Nutrition Services, and the same level of great food.

Enhancing the Dining Experience through Nutrition

Residents will enjoy delicious food, based on their individual dietary needs delivered through the below Sodexo developed proven nutritional programs.

- Scentsations
- Hands-on Creations
- Up To Scale
- Contemporary Cuisine
- Hydration Station
- Splash
- I.D.E.A. (Innovative Dining Environment Approach)

Maintenance

NMS Facilities Management is Alaska's leader in providing innovative facilities services. Our experts help maintain every aspect of your facility, from preventative maintenance and project management to grounds care and housekeeping.

Those who benefit from our expertise include some of the largest corporations in Alaska. We have major clients in the telecommunications, transportation, healthcare, and banking sectors. We keep everything running smoothly and efficiently, improving the workplace environment at every location where we do business.

Our NMS facilities management specialists will review Alaska Pioneer Homes' existing preventative maintenance program and will create a comprehensive set of operating policies, procedures and preventative maintenance tasks specifically designed for the buildings.

Through its relationship with Sodexo, NMS has access to the best and most efficient operating tools that will maximize the efficiency of facilities maintenance for all Alaska Pioneer Home locations. A couple of tools that will be used are TRAKKAR, an Environmental Services Software that increases the effectiveness and efficiency of your team, and 2) Maximo, a computerized maintenance management system (CMMS) that optimizes the custodial and facilities maintenance management process.

TRAKKAR

- Standardized, consistent methodology across all units
- Training Record – ITR
 - Satisfies Regulatory Requirements
- Employee Quality Performance
 - Training opportunities
- Project Management
 - Proactive cycle cleaning
- Detailed Daily Work Assignments

- Productivity & space management
- Staffing Requirements

Maximo

- Addresses business challenges of Operations and IT and aligns with the Facility Strategy objectives
- Consolidates point solutions for Asset and Service Management
- Includes enhanced Workflow:
 - Event Driven
 - Context-based
 - Escalation Manager
- Service Management capabilities for:
 - Facility Manager
 - Asset Managers
 - Service Providers
 - Field Technicians
- KPI's and management reporting
- Integration with Building Automation Systems for run time alerts

Housekeeping

We not only provide a full range of cleaning services, but we manage these services and resources effectively. Our systems ensure thorough and consistent delivery of a high quality product. All systems are interrelated and provide consistent reinforcement.

At NMS, we excel at helping retirement and skilled nursing facilities maintain the highest standards of cleanliness. Not only is our experience in both nursing facilities and retirement communities extensive, we motivate service-oriented individuals to deliver consistent cleaning results day in and day out.

As the Juneau Pioneer Home current Housekeeping partner, NMS delivers a full range of cleaning services that deliver satisfaction as well as cost efficiency.

- Comprehensive Approach—covers every aspect of a professional Building Services program
- Advanced Tools and Techniques –continually updated to provide maximum efficiency
- Proven Management – successfully motivates employees and implements programs that deliver consistent, high quality results
- Commitment to Customer Service – We've focused on communications with internal and external customers to ensure that we are meeting their needs

Key Benefits

As the Juneau Pioneer Home housekeeping partner, NMS has used an outcome-based approach to customize a plan that suits the Juneau Pioneer Home's specific needs. What's

more, we've ensured that cleaning services at the Juneau Pioneer Home are professionally handled, efficiently delivered and effectively managed. Key benefits include:

- Productivity Assurance
- Comprehensive Training
- Extensive Regulatory Compliance
- Operations Management
- Cleaning Procedures

Procurement

NMS is part of an international purchasing network, which is also one of the largest private purchasing networks in the nation. It includes hotels and restaurants around the world as well as thousands of dining services partnerships around the country. Because of this volume—and our ability to provide win-win guarantees to our vendors—NMS is a very attractive and in-demand customer for high quality manufacturers across the country.

Some of our manufacturers include Sara Lee®, McCormick®, Columbo®, Frito Lay®, Perrier®, Kellogg's®, Minute Maid®, Tyson®, Pillsbury®, Kraft®, Campbell's®, Eco Lab®, 3M® and many others. These are beloved American brand names that everyone knows and recognizes and help add to the atmosphere of excellence in all areas of dining and housekeeping service. In addition, our national volume means a lot more “extras” for our clients, such as third party training materials, supplementary marketing materials and special promotions, the opportunity to test new products and services, and custom-created products and services.

NMS Partnerships

We are proud of the partnerships we have established with these excellent institutions. We feel our success is due to our commitment to providing excellent service and our dedication to developing systems that support our managers and, more importantly, our employees. Through our reputation and strong leadership, we are able to attract and retain the best managers in our industry. For our clients, this results in consistent performance by a partner they can rely upon.

NMS is pleased to provide a list of projects currently under contract. All these accounts are a testament to NMS' ability to control costs, meet compliance and performance schedules, as well as provide a quality product. We have profiled some of our key accounts to better demonstrate our breadth of performance.



NMS has been the provider of food and nutritional services to the **Alaska Native Medical Center (ANMC)** since 1997. As the only Level II Trauma Center in the state, ANMC provides comprehensive medical services for Anchorage and the entire state of Alaska. The

hospital contains the full complement of services in this 150 bed facility. In addition, out of town guests and family members are served in the 108 bed Qujana House.

St. Elias Specialty Hospital, located in Anchorage, is Alaska's first long term acute care hospital. NMS has been the provider of housekeeping services to this 60 bed facility for almost 10 years. This hospital services both critical care patients and those requiring long term rehabilitative care.



At **Providence Real Estate and Development** NMS provides effective and efficient building services that support the medical practice or business of its tenants, incorporating daily the core values of compassion, excellence, respect, justice, and stewardship. NMS has provided housekeeping services to this facility in excess of 600,000 square feet for almost 20 years.

NMS has been the provider of dining services to the **University of Alaska Anchorage** campus community since July 2007. Serving over 18,000 students, faculty and staff, NMS is the exclusive dining vendor for the campus; offering resident dining, retail dining and catering services. Over 400 resident students enjoy nearly 650 meals a day at the Creekside Café. There are five retail operations across the campus which includes coffee shops and a full food court. An Einstein Bros. Bagel shop will be added this fall.



At **Alaska Airlines** NMS provides effective and efficient Facilities Management, Fleet, in-flight catering, wheelchair services, supporting the overall daily operations at the Ted Stevens International Airport and Fairbanks International Airport, as well as all of the other Alaska Airlines facilities in the State of Alaska. NMS has provided services to Alaska Airlines for more than 17 years.

Alaska Communications (ACS), located in Anchorage, has led Alaska in telecommunications for more than 100 years. NMS has been the provider of facilities management and janitorial services to ACS facilities for almost 10 years.



Below is a list of additional clients NMS is currently providing Food, Maintenance and Custodial/ Janitorial/ Housekeeping services for.

Anchorage Museum

Location: Anchorage, Alaska
Services: Food Service

Alaska Psychiatric Institute

Location: Anchorage, Alaska
Services: Food Service

Maniilaq Health Center

Location: Kotzebue, Alaska
Services: Housekeeping, Food Services

Nome Public School District

Location: Nome, Alaska
Services: Custodial, Facilities Management,
Food Service

Northwest Arctic Borough School District

Location: multiple locations throughout
Northwest Alaska
Services: Food Service, Janitorial

Pioneer Homes

Location: Juneau, Alaska
Service: Housekeeping, Food Service

Providence

Location: Anchorage, Alaska
Service: Janitorial, Maintenance

Southeast Alaska Regional Health Consortium (SEARHC)

Location: Southeast Alaska
Services: Environmental (ES), Food Service

Sitka School District

Location: Sitka, Alaska
Services: Custodial, Food Services

Southcentral Foundation

Location: Anchorage and Wasilla, Alaska
Services: Elder Meals, Janitorial

San Carlos Apache Health Care Corporation

Location: Peridot, Arizona
Services: Security, Janitorial, Food Service,
Maintenance

NMS Proposed Business Model

NMS proposes assuming all food service, housekeeping, and maintenance operations. However, we are working on a partnership which would allow NMS through this partnership to assume all operations of all Alaska Pioneer Homes locations. At the time of this Request for Information, the partnership has not been finalized, but NMS and our partner are willing to further discuss this proposed solution with Alaska Pioneer Homes.

In this business model, NMS would directly provide Alaska Pioneer Homes with housekeeping, food services and maintenance at all locations, while our partner would provide all other provisions of care.

Current Resident Mix Care Model

NMS will not directly provide care for the residents of the Alaska Pioneer homes, patient care will be through a trusted NMS partner once the relationship is finalized.

Projected Revenue

It is NMS' vision to provide resident care and home administration through a partnership model, as previously mentioned. Since this partnership is not finalized, it is not possible for NMS to respond to this question. However, we are diligently working to finalize this partnership and will be prepared to respond to an RFP, if and when one is issued.

Care Model Comparison

NMS will provide all patient care through our trusted partner. Once this partnership is finalized, we will be able to discuss patient care models further with Alaska Pioneer Homes.

Savings

Without exact financial information relating to labor rates and supplies for each of the Alaska Pioneer Homes locations, NMS is unable to provide an exact breakdown of the cost savings related only to the outsourcing of food service, housekeeping, and maintenance to NMS, however, NMS is able to conservatively estimate a savings in excess of 20 percent from current State spend on these services.