

A D D E N D U M # 2

TO: ALL PROSPECTIVE Bidders

FROM: Purchasing Department

DATE: April 20, 2018

RE: FOOD, CATERING AND VENDING SERVICE RFP2018/23-7

The following information is added to the Request for Proposal (RFP), and all revisions will be deemed incorporated within the document.

QUESTION #1

Page 43 of the RFP specifies a 5 year contract with a 5 year option. Is this accurate?

ANSWER #1:

Yes.

QUESTION #2:

Page 48 of the RFP specifies the summer hours of operation for all three campuses are 7:00 am - 8:00 pm. Historically, the campuses have been open during the summer from 7:30 am - 2:00 pm. Are the hours specified in the RFP mandatory?

ANSWER #2:

The College Food Service hours of operation during the 10-week Summer Schedule (June through mid-August) are to be:

LOCATIONS	Monday - Thursday	Friday, Saturday & Sunday
Cranford	7:00 am - 3:00pm	Closed
Kellogg, Eliz	7:00 am - 3:00pm	Closed
Plainfield	7:00 am - 3:00pm	Closed

While these are the hours currently, and what the College would expect, we are open to proposals for expanded hours or differential scheduling.

QUESTION #3:

Page 78 shows gross revenues for FY 17 (July 2016 through June 2017) inaccurately. The sales referenced for Food Service and Catering are actual sales for July 2016 through December 2017 which is 18 months of sales.

ANSWER #3:

The sales referenced for Food Service and total gross revenues for FY 17 (July 2016 through June 2017) was overstated on page 78 of the RFP. The total sales included in the RFP was for eighteen (18) months instead of twelve (12) months.

The corrected Food Service and total gross revenues for the twelve (12) months from FY 17 (July 2016 through June 2017) should be as follows:

	July- June FY17
<u>Detail by Revenue Source</u>	
Cranford	
a Food Service	917,394.40
b Catering	208,820.00
c Vending	55,255.38
Sales	1,181,469.78
Elizabeth	
a Food Service	251,521.74
b Catering	31,215.83
c Vending	16,205.27
Sales	298,942.84
Plainfield	
a Food Service	45,799.84
b Catering	635.66
c Vending	17,142.78
Sales	63,578.28
Total by Revenue Source for the 3 Campuses	
a Food Service	1,214,715.98
b Catering	240,671.49
c Vending	88,603.43
Total Sales	1,543,990.90

QUESTION #4:

Are any staff members part of a union? If so what union and how many?

ANSWER #4:

No.

QUESTION #5:

When was the last price increase?

ANSWER #5:

In 2013, at the inception of the current contract.

QUESTION #6:

Is there any catering software currently in place?

ANSWER #6:

No.

QUESTION #7:

Who owns the current café register system?

ANSWER #7:

The incumbent vendor.

As per the RFP:

SPECIAL CONDITIONS – FOOD SERVICES

7. The Contractor shall furnish state-of-the-art automated cashier stations, pre-set, self-set keyboard recommended to insure a smooth customer flow.

QUESTION #8:

Is there any undepreciated investment that the new food service company will have to take on?

ANSWER #8:

No.

QUESTION #9:

The new proposal due date is May 1st. However, with the recommendation going to the Board on May 22nd, we would hope that you would consider a proposal submission date of Tuesday, May 8th, to give us additional time to prepare our proposal.

ANSWER #9:

No. The College has internal deadlines that requires adherence to prior to the College's Board Meeting on May 22nd; therefore, the submission date of Tuesday, May 1, 2018 will remain.

QUESTION #10:

Please describe in detail "utensils". Do the current locations' small wares include pots, pans and utility carts? Are these items owned by the College or the incumbent?

ANSWER #10:

Utensils include small wares, includes pots, pans, utility carts and all flatware.
No, all are owned by incumbent vendor.

Please see Attachment C in the RFP for all College-owned kitchen equipment broken down by respective campus.

QUESTION #11:

What are the hours of operation during the 10-week summer program by campus location?

ANSWER #11:

See ANSWER #2.

QUESTION #12:

Are there any summer camp programs at any of the campuses? If yes, which campuses and how many summer camp participants are there?

ANSWER #12:

Summer camp programs are only held on the Cranford Campus with approximately 400 participants. The camp hours are 9:00am-12:00pm and 1:00pm-4pm. There is no formal lunch service for the summer camp participants.

QUESTION #13:

Is there currently a Food Service vehicle on campus to support the three-(3) campuses? If yes, where is the vehicle housed?

ANSWER #13:

No.

QUESTION #14:

Who owns the current Starbucks and New England Coffee equipment?

ANSWER #14:

The incumbent vendor.

QUESTION #15:

Please provide:

- a. The current number of vending machines that are **snack** machines and the number that are **beverage** machines by campus and by location on campus.

ANSWER #15, a.:

Snack vending machines:

Cranford	6
Lessner Bldg, Elizabeth	2
Kellogg, Elizabeth	2
Plainfield	3

Exact locations within the campuses are not available at this time.

ANSWER #15, a. (Cont'd):

Beverage vending machines:

Cranford	Sd 1st & 2nd Flr.
Cranford	Science 1st Flr.
Cranford	Science 1st Flr. Water
Cranford	Science 1st Flr.
Cranford	Cafeteria
Cranford	Cafeteria
Cranford	Bookstore
Cranford	Cafeteria
Cranford	Cafeteria
Cranford	Gym Front
Cranford	Gym Back
Cranford	Fitness Center
Cranford	Basement
Cranford	Main Flr
Cranford	Cafeteria
Cranford	Admin
Cranford	Cafeteria
Cranford	Cafeteria
Cranford	1st flr, Back Hall
Cranford	Bldg Slim
Cranford	Breezeway (EXT)
Cranford	Breezeway (EXT)

Elizabeth-L	4th flr
Elizabeth-L	4th flr
Elizabeth-K	Cafeteria

Plainfield	Logos
Plainfield	Logos Bldg 2, 2nd flr

- b. The date that the last vending price increase was taken.

ANSWER #15, b:

Snack Vending: In 2013, at current contract inception

Beverage Vending: Coca-Cola has not taken a vend rate increase since the agreement was signed in 2014.

- c. Vending sales by machine.

ANSWER #15, c.:

Vending sales by machine data is not available.

Snack Vending sales: \$88,603

Beverage Vending sales: \$28,098

- d. Snack vending sales versus bottle beverage sales.

ANSWER #15, d.:

See ANSWER #15, c.

- e. The number of annual catered events and the extent of the services requested.

ANSWER #15, e.:

Exact data is not available. Number of annual catered events is estimated at 700 for events ranging in scale from large scale dinners and cocktail parties to smaller intimate catering opportunities.

- f. A breakout of retail cash sales vs. credit sales by campus.

ANSWER #15, f.:

Credit Card Sales:

Plainfield: 22.5%

Elizabeth: 38.1%

Cranford: 36.7%

- g. Any recent survey results regarding the food service program.

ANSWER #15, g.:

See ATTACHMENT A - FOOD SERVICES FOCUS GROUP - September 26, 2017

h. Current commission rates given to Union County College on: Café, Catering and Vending sales?

ANSWER #15, h.:

The College does not feel the commission rates are relevant to this RFP process. The College is doing a complete re-evaluation of their Food Service operation. The commission rates would be the participating vendor's business decision.

i. The vending commission rate percentages for snacks versus beverages.

ANSWER #15, i.:

The College does not feel the commission rates are relevant to this RFP process. The College is doing a complete re-evaluation of their Food Service operation. The commission rates would be the participating vendor's business decision.

j. The current rent or commissions by each campus.

ANSWER #15, j.:

The College does not feel the commission rates are relevant to this RFP process. The College is doing a complete re-evaluation of their Food Service operation. The commission rates would be the participating vendor's business decision.

k. The expected fall 2018 enrollment by campus.

ANSWER #15, k.:

Please see the expected Fall 2018 enrollment by campus as shown in the table below.

Cranford	5831
Elizabeth	2413
Plainfield	458
Scotch Plains	43
Other	355
Total	9100

QUESTION #16:

Are there currently any in-kind donations of which we need to be aware?

ANSWER #16:

The incumbent vendor has made in-kind donations over the past few years in the form of dining gift cards and at events that benefit students in need.

QUESTION #17:

Please validate that the Cranford Campus reported sales increased \$629,383/k from fiscal 2016 to 2017.

ANSWER #17:

See ANSWER #3.

QUESTION #18:

Please validate that the Elizabeth Campus reported sales increased \$119,069 from fiscal 2016 to 2017.

ANSWER #18:

See ANSWER #3.

QUESTION #19:

Can you please clarify the summer hours, and the Sunday operations?

ANSWER #19:

Please see the College’s corrected Hours of Operation:

The College Food Service hours of operation (except Summer Schedule) are to be:

LOCATION	CLASSES OR FINALS IN SESSION			NO CLASSES OR FINALS		
	Monday-Friday	Saturday	Sunday	Mon-Friday	Saturday	Sunday
Cranford	7:00am-8:00pm	8:00am-1:00pm	Closed	7:00am-3:00pm	8:00am-2:00pm	Closed
Kellogg, Eliz	7:00am-8:00pm	8:00am-1:00pm	Closed	7:00am-3:00pm	Closed	Closed
Plainfield	7:00am-8:00pm	8:00am-1:00pm	Closed	7:00am-3:00pm	Closed	Closed

The College Food Service hours of operation during the 10-week Summer Schedule (June through mid-August) are to be:

LOCATION	Monday - Thursday	Friday, Saturday & Sunday
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Kellogg, Eliz	7:00 am - 3:00pm	Closed
Plainfield	7:00 am - 3:00pm	Closed

While these are the hours currently, and what the College would expect, we are open to proposals for expanded hours or differential scheduling.

QUESTION #20:

What was the previous minimum guarantee as it relates to snack vending?

ANSWER #20:

We do not feel the previous minimum guarantee as it relates to snack vending is relevant to this RFP process. The College is doing a complete re-evaluation of their Food Service operation. The commission rates would be the participating vendor's business decision.

QUESTION #21:

Please provide enrollment numbers from the past three years.

ANSWER #21:

2014-15 (FY 2015)	15,977
2015-16 (FY 2016)	15,169
2016-17 (FY 2017)	13,902

QUESTION #22:

Do semesterly food service surveys include questions on vending? Please include any information as it pertains to vending results.

ANSWER #22:

See ANSWER #15, g.

QUESTION #23:

Is there vending in the Lesser Building on the Elizabeth Campus?

ANSWER #23:

See ANSWER #15, a.

QUESTION #24:

Does the university have an established health/wellness program? If so can you please provide literature on it?

ANSWER #24:

Aside from a Health & Wellness Fair 1-2 times/per year, no. This will be a future program the College seeks to implement and the College encourages vendors to offer healthy meal choices.

QUESTION #25:

Must the options for beverage pouring rights include fountain sodas? Can we propose to sell bottles beverages solely?

ANSWER #25:

Yes, beverage pouring rights must include fountain drinks, and as per Clarification #2 received, the fountain drinks must be Coca Cola products. No, the participant cannot propose to sell bottled beverages solely.

QUESTION #26:

Please explain the universities 40% juice from concentrate as it relates to page 47.

ANSWER #26:

Fruit flavored drinks with less than 40% real fruit juice from concentrates is what the college defines as a beverage in the RFP.

QUESTION #27:

Can milk subsites be vended? Such as protein and almond milks?

ANSWER #27:

We have interpreted this question to mean: Can milk substitutes be sold in the cafeteria? Protein and almond milks cannot be substituted for milk but can be sold as a supplement to traditional milk products.

QUESTION #28:

Does the university have a specific sustainability program? If so please provide literature on it.

ANSWER #28:

No, the college does not have a specific sustainability program at this time.

QUESTION #29:

Please provide the current pouring rights agreement with Coke and any subsequent information that goes along with it. Send Coke agreement.

ANSWER #29:

Per Clarification #2, the College has decided to withdraw Optional Beverage Pouring Rights within the RFP. As a result, the College does not feel the current pouring rights agreement with Coke are relevant to this RFP process.

QUESTION #30:

Would you like Canteen and Culinary to present a proposal with mixed or separate financials?

ANSWER #30:

Canteen and Culinary are required to present a proposal with separate financials.

QUESTION #31:

Please provide separate sales information for vending beverage sales and food service beverage sales.

ANSWER #31:

See ANSWER #15, c. for Beverage Vending sales. Separate food service beverage sales data is not available. That figure is included in the sales figures given in ANSWER #3.

QUESTION #32:

Under “compensation for beverage products sold” on page 49, are we being asked to furnish pricing levels for this program over entire the life of the contract?

ANSWER #32:

Yes

QUESTION #33:

Is the college interested in receiving scholarships in addition to the bid?

ANSWER #33:

Please note that this is an RFP (Request for Proposal, not a bid). It is the participant's choice, based on their own business decisions, what to include in their proposal. Scholarships are a wonderful resource for students.

QUESTION #34:

What events would "augment vending services" in accordance with page 66?

ANSWER #34:

At certain times the College may host and/or provide parking for large scale events. On those occasions we may ask the contractor to augment or provide additional vending service as needed. Our Master Facilities Plan calls for expansion and additional campuses. That would also call for additional vending services.

QUESTION #35:

Will UCC facilities team assist in the cleaning and sanitation of the vending machines and its surrounding area?

ANSWER #35:

The Facilities Team does not clean and sanitize the vending machines. Facilities does however sweep and mop the surrounding areas.

QUESTION #36:

Are the figures on page 79 vending, foodservice, or both?

ANSWER #36:

In the RFP, page 79, ATTACHMENT B-BEVERAGE SALES BASED ON RECORDS FROM JULY 1, 2016 TO JUNE 30, 2017 is reflective of vending machine sales of Coke products only.

Please complete below. A signed copy of this addendum, SIGNED BY AN OFFICER OF THE PROPOSER AUTHORIZED TO DO SO, must be included with your Proposal submission.

Submitted by _____

Signature: _____

Title: _____

Company or Corporation: _____

Phone #: _____ Email: _____

Date: _____

ATTACHMENT A - FOOD SERVICES FOCUS GROUP - September 26, 2017

SURVEY QUESTIONS	RESPONSES									AVG SCORE
How do you rate the overall quality of the food served at the Union County College Cafeteria, Cranford Campus? (Please rate on a scale of 1-5; 1=lowest and 5=highest rating)	3	3	2	3	3	4	5	4	2	3.22
Please provide a specific example of a food whose quality you like.	The Bacon Lettuce and Tomato Wrap	Bottled Water brand.	Sometimes they have tasty options, but I often go out to buy food. In the afternoon/evening hours the food is often dry because they serve what was cooked earlier.	I enjoy fresh "do it yourself" salads and food that you can serve yourself that is tared at the register, similar to the food court at Whole Foods which I frequent often.	freshly made sandwiches and soup	The Wraps	I like the fresh soups made daily like the split pea, chicken noodle, lentil, etc.	I enjoy the sandwiches	Wraps	NA
Please provide a specific example of a food's quality that needs improvement.	French Fries are sometimes overcooked until they are hard, and chicken tenders are almost always undercooked.	Vegetables and Coffee	The afternoon/evening students/staff should be provided fresh food as well and not just the morning.	The temperature of the food needs improvement as there have been times when it has been served lukewarm to cold.	it seems some of the packaged food are not fresh. They need to change the oil for frying the food more often. pizza is dry	The pizza	No example as I think food is of very good quality	i do not eat the hot food	Nutritional/vegetarian/gluten free offerings.	NA
How do you rate the value/cost of the food served at the Union County College Cafeteria, Cranford Campus? (Please rate on a scale of 1-5; 1=lowest and 5=highest rating)	2	4	1	2	3	5	5	4	4	3.33

ATTACHMENT A - FOOD SERVICES FOCUS GROUP - September 26, 2017

SURVEY QUESTIONS	RESPONSES									AVG SCORE
Please provide a specific example of a food you feel is a good value for your money.	BLT Wraps	Soups	I feel the prices are too expensive. The fried food is reasonably priced.	Again, food at Whole Foods is worth the price point because of the variety, the taste and the expectation you would expect from that branded company. Food in a college cafeteria should not be as expensive as it typically is for the limited variety, quantity and type of food being served.	soup	Nothing. Everything is expensive.	A cup of soup is less than \$2. Also you can get an entire entree and drink for about \$6.	I have been buying the cold brew this summer and it is a good value.	Prepared food is well priced.	NA
Please provide a specific example of a food you feel is not a good value or costs too much.	Chicken Tenders	Fruit and Yogurt	The healthy options (health bars/protein drinks) are extremely over priced. Two piece of bread is .80 cents, if you put a spread on it the cost is increased to \$1.15-1.25.	The bottled beverages are all too expensive. I enjoy protein drinks and \$4 compared to the \$1.99 I can spend elsewhere is insane.	pizza, drinks, coffee,	The pizza	No examples	I use the cafeteria for a large group of people and wish the prices were lower on the luncheon specials.	Healthier refrigerated offerings and snacks. Example: hummus, yogurt, chips.	NA
How do you rate the variety of the food served at the Union County College Cafeteria, Cranford Campus? (Please rate on a scale of 1-5; 1=lowest and 5=highest rating)	3	2	3	2	3	4	5	4	1	3.00

ATTACHMENT A - FOOD SERVICES FOCUS GROUP - September 26, 2017

SURVEY QUESTIONS	RESPONSES									AVG SCORE
Please provide a brief comment about the overall variety of the food served.	The cafeteria has a few choices. There has to be more variety of food to be served at a price that a college student can afford. Also, there needs to be more healthy options.	if used frequently food choices get boring.	They have different stations that provide a variety. Would like to see more options at the hot food area	Under previous management there was seemingly more variety that was very enjoyable. I clearly remember a Peruvian Chicken dish with a starch, vegetables and a beverage as a lunch option for around \$6-\$7. That has not been the case since they are not here.	they are boring. nothing new or innovative or interesting. same items over and over	They have a large selecting of food to choose from.	I think the Cafeteria at Union County College does an excellent job of providing a variety of food at a great price.	The food looks appetizing.	Food targeted for "kids" mostly.	NA
How important is having healthy food options available to you? (Please rate on a scale of 1-5; 1=lowest and 5=highest rating)	5	4	4	1	5	5	4	5	5	4.22
How do you rate the overall healthiness of the food served at the Union County College Cafeteria, Cranford Campus?(Please rate on a scale of 1-5; 1=lowest and 5=highest rating)	2	4	2	1	3	2	4	3	2	2.56
Please provide a specific example of your favorite healthy food served.	The healthiest food I am able to eat is the BLT wrap.	Fresh fruit.	Can't think of anything	There are no other healthy options in my opinion other than the salads they present daily.	I follow high protein, low carb diet. Everything is high in carb.	The wraps and salads	Fresh soup and when they have baked chicken with vegetable side dish	not sure	Roasted veggies.	NA
Please provide a specific example of food served you feel is unhealthy.	Cheeseburgers, Chicken Tenders, French Fries, Chicken Wings, etc. (Fast Food)	Good but greasy Tater-tots	I usually go fried when I want something quick that I know will taste good.	The hot dogs, the burgers, everything fried, and the pizza.	they use too much salt in their cooked food	French toast	French fries but this is an American staple that is served in most cafeterias	French fries.....	Chicken fingers, fries, pizza, etc.	NA

ATTACHMENT A - FOOD SERVICES FOCUS GROUP - September 26, 2017

SURVEY QUESTIONS	RESPONSES									AVG SCORE
How do you rate the physical layout (accessibility and placement of food, service flow) of the food service at the Union County College Cafeteria, Cranford Campus? (Please rate on a scale of 1-5; 1=lowest and 5=highest rating)	4	2	2	2	3	4	5	3	2	3.00
Please provide a specific example of a food service layout you feel works efficiently in the cafeteria.	All the areas are place well. Fried food on the left, wraps and sandwiches on the right. Drinks next to registers.	Hotfoods	a buffet of any sort is always a hit when you're in a hurry.	The flow of the physical space does not lend to the ability to adequately view the food. It is very crowded.	the refrigerators	The salad bar	Having the salad and bagel and muffins in the center and the hot food along the walls.	hot and cold food are positioned well	Registers.	NA
Please provide a specific example of a food service layout you feel needs improvement.	No complaints	Tea and coffee in checkout line.	the buffet/salad sections needs a better variety. There should be fruit available in the station.	The food services at Montclair State College and Rutgers	cashiers	The breakfast station in the left hand corner needs a more open layout.	No change recommended	definitely the cashier station.....if the line is too long,,the drinks are blocked	Refrigerated items, center islands.	NA
How do you rate the cleanliness of the food service facility at the Union County College Cafeteria, Cranford Campus?(Please rate on a scale of 1-5; 1=lowest and 5=highest rating)	3	4	4	3	4	3	5	4	2	3.56
Please provide a specific example of cleanliness you feel meets your food service standards.	The tortillas and bread are nicely sealed at the cafeteria.	Salad bar	They try to maintain a clean working space. The students can create a mess, but they address it quickly.	I had an incident when coffee service for a meeting was provided and the coffee I drank had a dead insect inside.	NA	One keen thing to note is that they constantly change their gloves to satisfy the customers' varying needs and desires.	The metal counters near the food always seem clean.	not sure	Refrigerated items are usually clean.	NA

ATTACHMENT A - FOOD SERVICES FOCUS GROUP - September 26, 2017

SURVEY QUESTIONS	RESPONSES									AVG SCORE
Please provide a specific example of where you feel facility cleanliness could be improved.	When you first walk into the caf, there are trays of open food that can be reached by flies. Also, the burgers, fries, and tenders are all sitting out waiting for the next customer.	The grill	The sitting area could use more attention.	See above.	NA	At the station where they serve the breakfast in the mornings; the oil used to fry some products looks very dirty and you feel the effect on your heart when you actually eat it.	Very clean so no recommendations	not sure	Cleaner floors	NA
How do you rate the friendliness and helpfulness of the staff at the Union County College Cafeteria, Cranford Campus?(Please rate on a scale of 1-5; 1=lowest and 5=highest rating)	4	5	2	2	3	3	5	5	3	3.56
Please provide a specific example of the staff's friendliness/helpfulness.	They are nice	Smile and say hello.	If you get to know them they can be friendly and helpful.	There are issues with the management that are apparent when it comes to interacting with some of the employees. The majority of the staff however are pleasant and polite.	some of them are extremely sweet and friendly, but there are few that you feel that they don't want to be there	The staff that serve in a managerial or supervisory role are more friendly. (probably because they have more working experience).	All the staff are friendly - they smile and greet you.	Nick and Jeff are always very helpful.....	Always greet staff.	NA
Please provide a specific example of when a staff's friendliness/helpfulness could have been improved.	No complaints	Sometime take longer than necessary to help people.	Some of the staff is not friendly/helpful initially. You have to make an effort to get them to warm up to you to be more accommodating.	See above	they are in customer service business. they need to make eye contact. start knowing their regular customers by name. start a conversation. make a nice comments to their customers...	On one occasion I was buying, my usual wrap, however it was a different person covering the wrap station. Her personality and willingness to assist me was unbecoming of a Corporate Chefs employee. I had a horrible experience.	Very friendly so no recommendation	n/a	Not as friendly towards students. Seem irritated by end of work day.	NA

ATTACHMENT A - FOOD SERVICES FOCUS GROUP - September 26, 2017

SURVEY QUESTIONS	RESPONSES									AVG SCORE
<p>Please provide a brief comment on one (1) or two (2) areas where you feel there are opportunities for improvement in the Union County College Cafeteria, Cranford Campus' food service area.</p>	<p>Offer more food at better prices that College students can afford. Also, have healthy food options available for purchase.</p>	<p>More variety. More choices of Vegetables.</p>	<p>The prices can definitely improve and the variety of service offered.</p>	<p>Opportunities for food variety and price point</p>	<p>they need to hire another good chef. the food improved since they hire (I forgot his name - sorry) they need to talk to their staff regarding customer service. the price of bottled drinks are way too expensive coffee is always cold</p>	<p>The quality of their food is a bit distasteful. Their rice is often undercooked, and a lot of their deep fried goods are often fried in oil that are not replaced often. Also the pricing of their food products is a bit expensive. The cafeteria needs to be mindful of the fact that the population here consists of students who cannot afford the luxuries of going to four year college, and have decided to come to this college to save on money.</p>	<p>I think the Union County College cafeteria provides great food at a great price. The facility is clean and the staff is friendly. I have no suggestions for improvement.</p>	<p>have 3 cashier stations opened between 12-2pm. Have one cashier for credit cards and debit cards.....the other 2 are cash or vice versa.</p>	<p>More diverse offering of food. Friendliness of staff. More open concept. More affordable catering.</p>	<p align="center">NA</p>