

## **Dining RFP Questions**

Included in this document are the pre-bid questions and answers for the Dining RFP. The Dining Services RFP Committee is comprised of Pat Savolskis, Gigi Alaimo, James Quinlan, Christine Onderdonk and Dan Kilkelly all of the PCA, there are two students, one faculty member and one other College administrator.

### **Question Categories:**

- [ABC Meals/Dining Dollars/Superflex/More Dollars](#)
- [Bookstore](#)
- [CAD Files](#)
- [Capital and Equipment](#)
- [Catering](#)
- [General](#)
- [Labor](#)
- [Main Dining Hall](#)
- [Sales/Marketing](#)
- [Starbucks](#)
- [Terra Ve](#)

### **ABC Meals/Dining Dollars/Superflex/More Dollars**

1. What are the ABC kiosks for in the Hub and Terra Ve?  
They link to an application we developed to help students navigate their choices with the ABC meal equivalency program.
2. Please explain the difference between Super Flex accounts and Dining Dollars.  
Super Flex is part of the meal plans ends at the end of the spring semester year though they roll over fall to spring terms. Dining Dollars is a declining balance account run by the PCA that rolls over until the student leave Purchase.
3. Please provide the amount of unspent Super Flex for the last three years.  
Please clarify whether the FSP or Purchase College retain the unspent balance. FSP retains these unspent funds. Click here for report:



4. Regarding SuperFlex, Dining Dollars and More Dollars, are there existing campus contractual specifics that require three different dollars students can spend in dining locations? Please define the difference.  
MORE dollars are going away after this academic year. Super Flex can only be spent in dining locations. Dining Dollars can be spent in dining locations, MORE store and most vending machines.
5. What is the approximate total of Dining Dollars that carry over from academic year to the next? Please provide carry over amounts from AY 2012-13 and AY 2013-14.  
See question 3

## Bookstore

1. Would the winning dining vendor have exclusive rights to a dining operation in the bookstore?  
Yes
2. Who is the current bookstore vendor?  
Neebo
3. When will the bookstore construction begin? End?  
Targeted to start Summer 2016, end by August 2016
4. Why is there a Tim Horton's Express sign in the bookstore?  
Was the coffee supplier to Neebo, contract is ending June 2015.
5. When do you expect the New Location- café concept to be up and running in the bookstore?  
As determined by each vendor based on their allocation of capital investment dollars and the overall timeline for further development of the Dining Services Program.

## CAD Files

1. Is the mezzanine and co-op food space included in the plans for the main dining hall?  
Yes look under mezzanine in the plans folder on the disk given out to bidders.

2. Are there CAD drawings available for all dining service outlets? Especially the Main Dining Hall.  
These files were provided to each Vendor on the disk distributed at the Pre-Bid Meeting,
3. Exhibit 4 is referenced on page 22, but it was not included in the files provided, please provide Exhibit 4.  
This was a typo the form Employee Benefits Worksheet is part of Attachment3\_StaffingWorkbook\_030315 on the Cd provided at the meeting
4. Please provide the floor plans, CAD drawings for the Starbucks venue.  
If the CAD drawings are available, they will be distributed to each Vendor.

### **Capital and Equipment**

1. Are there additional plans that list the equipment in the main dining hall?  
No
2. Smallwares Page 17: The 2<sup>nd</sup> and 3<sup>rd</sup> sentences seem to conflict, please explain?  
Purchase College Association does own the smallwares that are in use in the Dining Services Program. The successful Contractor will be required to provide any additional smallwares required for successful operation of the Dining Services Program.
3. The RFP states that the College owns all equipment with the exception of office equipment and vehicles. Does the college own all registers?  
Yes the PCA owns all POS equipment.
4. Attachmenmt1 Vendor debt service- Debt service due Chartwells: What was the original dollar investment? What was it for? How long ago was it made?  
\$3,355,267 in 2008 for construction and equipment.
5. Is there any outstanding un-amortized capital balance in the PCA's existing provider relationship?  
Yes, Exhibit B, tab 'Support\_Debt' – shows unamortized debt of \$670,000.
6. Attachmenmt1 Vendor debt service: will the incoming vendor be responsible to pay off the \$670,000 debt? And if so, can this be amortized over the term of the agreement?  
The RFP requires two financial submittals. One submittal WITH the incoming vendor paying off the \$670,000, which can be amortized over the term of the agreement and a second submittal WITHOUT payment of the \$670,000 debt. See page 22, Financial Proposal, A. Financial Structure & Narrative, 1a.

7. Is the HVAC at the Hub and Resident Dining exhaust maxed out? Is more capacity available?  
It is maxed out.
8. Can the Amortization be done for the construction of the MDH over a 15 year period or does it have to be a 10 year period?  
Amortization must stay within the 10 year term of contract

## **Catering**

1. Can any information be provided regarding the Children's Center (meals per day, days per year, current charge per day per child, etc.)?  
There are 2 meals & a snack per day, 335 days a year \$5.00 per day, approx. 50 children.
2. Was there any particular reason for the 14% sales drop in catering from 12-13 to 13-14? Less programming
3. Are there any outside catering events that are prepared on campus (Pepsi, etc.)? And are these events included in the catering sales? No outside events
4. What are/were the annual catering revenue is for 2012, 2013, 2014 and current year projection?  
For Fiscal 2014 is \$206,000 the projection for summer 2015 - unsure at this point, all of the usual events are not on the books
5. The catering documents/menus online are very scarce. Can we see a current, full service catering guide? Does SUNY Purchase have a current online ordering system? The RFP mentions CaterTrax – but we don't see a current website?  
The available catering menus are on the website with three links.  
['Click here to view the Catering Menu'](#)  
['Click here to view the Drop & Dine Menu'](#)  
'Catering Guide' No online ordering system is currently available. An online ordering system is a requirement of the RFP.

## **General**

1. Is there gas service at the dining locations?  
No
2. Is vending part of the RFP?  
No
3. Who provided the food service on campus before Chartwells?

Whitsons

4. Can we make additional visits to campus dining operations FOH and BOH?  
Yes if they are scheduled.
5. Can we talk to Facilities? Especially in regard to electrical questions?  
Yes we can arrange a meeting or phone call.
6. Why is planning so far out?  
The advanced bidding/planning will allow the successful vendor and PCA the opportunity to finalize any renovation plans/documents and obtain the appropriate approvals prior to the start of the new contract and any renovations.
7. Some of the information appears to be cut off in the documents available online; will the full documents be provided to us?  
All of the RFP files were provided to each Vendor on the disk distributed at the Pre-Bid Meeting.
8. Who currently owns the franchises on campus the college or the dining service operator?  
Chartwells
9. What are the meal plans and charges to the college by the operator for the 2015-16 academic year that the successful contractor must honor?  
These are being finalized now and will be sent out to all bidders.
10. Tech Fee: what is the current annual fee for phone and data use?  
Varies but \$900-\$1000 monthly
11. What are the required operating hours during the summer and winter breaks?  
Currently Winter break operations cease after residence halls close and resume partial operations (retail locations) around January 3-5. Hours of operation have been 7am to 2pm for Starbucks and 8am to 2pm for the Hub. Summer hours retail operations closed on school holidays. Hours of operation have been 8am to 2pm for Starbucks and 10am to 2pm for the Hub
12. On page 16, item 4. It says the contractor must honor meal plans sold for the first year of the contract. Is the meal plan structure going to remain the same as it is for the 2015-2016 academic year?, i.e. cost to student? Including the equivalency or exchange?  
These are being finalized now and will be sent out to all bidders.
13. Page 4, Minority and Women-owned Business Enterprise: What is the current percentage being achieved? Do the Minority and Women-owned Business Enterprises need to be certified in the State of New York?  
More details on this will be issued shortly.

14. What construction permits need to be obtained? Does SUNY have its own or do they need to file for state, etc?  
College self-permits.

15. Will Asbestos need to be removed from MDH?  
The hallway outside the kitchen and the kitchen itself has been abated already. The server area has been tested and would need to be abated if construction were to take place. The seating area has never been tested.

16. How long will it take to construct the CITL?  
Should be completed in late Fall 2017

### **Labor**

1. Can a hire date/seniority list be provided per the union contract for all hourly employees?  
We do not have this data at this time
2. Please provide a full employee census by position, pay rate, and rating.  
This information has been provided. See in Exhibit B, sheet 'Staffing'.in exhibit B

### **Main Dining Hall**

1. When do we stop serving breakfast at the main dining hall?  
Spring 2008 is the last time we served breakfast at Main Dining hall.
2. What is the current door rate for the AYCE main dining hall?  
This information has been provided. See Exhibit B, sheet 'Door Rates'

### **Sales/Marketing**

1. How do students like the food?  
See Exhibit D, Consultant Market Research Report and Appendix.
2. What is the population of students that live on campus, and where do they live?  
Outlined in Exhibit B  
See Exhibit B, sheet 'Demographics'.
3. Can you confirm the meal plan enrollment numbers?  
See Exhibit B, sheet 'Meal Plans'.
4. Is there currently a mandatory meal plan for all residents? If so, which one is it?  
Students living in the residence hall must be on one of the residential meal plans,

if they choose none we default them to the 19 per week plan. See Exhibit B, sheet 'Meal Plans'.

5. It was mentioned there may be an additional 200 beds in the future, when are these expected to be occupied?  
Tentatively Fall 2017

6. What is the current annual minimum guaranteed commission?  
Per original contract, minimum guaranteed commission is \$116,881. Since original amendment, there has been no language addressing minimum commissions

7. What commission rates are currently paid for each segment on campus (retail, catering, camps, etc.)?  
Cash 10%  
Credit Card 10%  
Dining Dollars 10%  
Conference & camps 15%  
Offsite catering 15%

8. Attachment 1 Overview #14: is this customer counts?  
Yes, it is titled 'Typical Weekly Transactions'.

9. Please provide the cash and/or credit card sales at each venue on campus, i.e. Nathan's Hot Dogs, Freshens, etc.



Sales by type by  
location Fall 2014

10. Will the University consider providing access to campus leadership and/or committee members so that we can better understand desired goals from this process?  
Not at this time.

11. Could an organized opportunity for bidders to meet with students/student groups to better understand their perceptions as related to campus dining be arranged?  
Not at this time.

12. Could an opportunity to conduct student intercept surveys be allowed?  
Not at this time.

13. Please provide a breakdown of meals consumed by meal plan, including ABC and equivalency meals, for the last three years.



12-13 ME



11-12 ME



13-14 ME

14. Please provide the last three (3) years of data on enrollment by meal plan by semester?

See Exhibit B sheet 'Meal Plans'.

15. Please provide the calendar of events for the summer, including groups currently booked?



2015 Summer Programs

16. Please clarify if the Typical Week Transactions (Fall Semester) is for ALL customer transactions or ONLY Meal Plan Holders? Please break out what is meal exchange and what is cash/credit transactions.



Typical week transactions fall 2014

### Starbucks

1. Is the existing Starbucks part of a Chartwells subcontract or are they stand alone?

Chartwells. In relation to the bookstore café concept, we would be looking to do something different from Starbucks.

### Terra Ve

1. What is the size of the kitchen in Terra Ve?

1224 sq ft

2. When was Terra Ve renovated?

Beginning Fall of 2009 to Fall of 2010 (opened in fall 2010)

3. Is there a dish machine in Terra Ve?

No only a three compartment pot sink

4. Who owns the name of Terra Ve?

Chartwells