

Date: 11/15/2011

RFP: 11/12-04 Dining, Catering Services

Question: What is the exact time and location of the pre-bid meeting on the 22<sup>nd</sup> of November?

Answer:

Optional:

November 21:

9am – Palm Beach Gardens Tour (Meet at BR building lobby)

2pm – Boca Raton Tour (Meet at BT Lobby)

Optional:

November 22:

9am – Lake Worth Campus Tour (Meet at Duncan Theatre Patio)

Mandatory:

November 22:

2pm - Pre-Proposal Conference – CE 119

### **PRE-Proposal Conference Q & A**

11/22/2011

#### **1. Lake Worth Campus Why was the Belle Glades location excluded?**

It has been our experience that Belle Glade campus is a difficult campus to serve. The population is also significantly smaller than the other campuses. The addition of the Belle Glade campus may be possible in the future.

#### **2. Please break out sales (retail, catering) based on location.**

<b>2008</b>	PGA	Theatre	Lake Worth	TC	Boca Raton	Catering	Total
January							
February							
March	\$ 6,318.00	\$ 365.00	\$ 17,145.00	\$ 2,210.00	\$ 10,259.00	\$ 14,631.00	\$ 50,928.00
April	\$ 8,186.00	\$ 344.00	\$ 28,746.00	\$ 3,114.00	\$ 14,621.00	\$ 31,702.00	\$ 86,713.00
May	\$ 5,730.00	\$ 326.00	\$ 20,122.00	\$ 2,179.00	\$ 10,234.00	\$ 10,282.00	\$ 48,873.00
June	\$ 4,450.00	\$ 386.00	\$ 16,168.00		\$ 9,843.00	\$ 6,241.00	\$ 37,088.00
July	\$ 4,382.00	\$ 149.00	\$ 19,733.00		\$ 12,812.00	\$ 2,415.00	\$ 39,491.00
August	\$ 3,065.00	\$ 124.00	\$ 14,121.00	\$ 819.00	\$ 5,716.00	\$ 10,395.00	\$ 34,240.00
September	\$ 9,995.00		\$ 36,656.00	\$ 3,918.00	\$ 19,291.00	\$ 25,123.00	\$ 94,983.00
October	\$ 7,210.00	\$ 169.00	\$ 35,514.00	\$ 4,077.00	\$ 20,566.00	\$ 15,230.00	\$ 82,766.00
November	\$ 4,441.00		\$ 24,349.00	\$ 1,586.00	\$ 13,632.00	\$ 20,226.00	\$ 64,234.00
December	\$ 2,604.00	\$ 477.00	\$ 17,295.00	\$ 1,510.00	\$ 9,067.00	\$ 10,661.00	\$ 41,614.00
<b>Total</b>	<b>\$ 56,381.00</b>	<b>\$ 2,340.00</b>	<b>\$ 229,849.00</b>	<b>\$ 19,413.00</b>	<b>\$ 126,041.00</b>	<b>\$ 146,906.00</b>	<b>\$ 580,930.00</b>

<b>2009</b>	PGA	Theatre	Lake Worth	TC	Boca Raton	Catering	Total
January	\$ 4,630.00	\$ 1,335.00	\$ 25,681.00	\$ 2,554.00	\$ 15,086.00	\$ 20,254.00	\$ 69,540.00
February	\$ 4,339.00	\$ 628.00	\$ 32,914.00	\$ 4,234.00	\$ 19,600.00	\$ 18,421.00	\$ 80,136.00
March	\$ 3,993.00	\$ 514.00	\$ 26,940.00	\$ 6,580.00	\$ 14,638.00	\$ 14,619.00	\$ 67,284.00
April	\$ 4,108.00	\$ 171.00	\$ 29,772.00	\$ 3,388.00	\$ 16,443.00	\$ 32,058.00	\$ 85,940.00
May	\$ 2,011.00	\$ 801.00	\$ 18,997.00	\$ 1,789.00	\$ 6,921.00	\$ 17,608.00	\$ 48,127.00
June	\$ 2,834.00	\$ 589.00	\$ 21,380.00	\$ 2,366.00	\$ 9,428.00	\$ 17,565.00	\$ 54,162.00
July	\$ 3,037.00	\$ 166.00	\$ 22,852.00	\$ 2,676.00	\$ 11,352.00	\$ 4,766.00	\$ 44,849.00
August	\$ 3,618.00		\$ 22,536.00	\$ 1,213.00	\$ 7,164.00	\$ 7,681.00	\$ 42,212.00
September	\$ 9,875.00		\$ 43,803.00	\$ 4,041.00	\$ 18,180.00	\$ 32,578.00	\$ 108,477.00
October	\$ 9,612.00	\$ 400.00	\$ 40,513.00	\$ 5,016.00	\$ 19,156.00	\$ 23,118.00	\$ 97,815.00
November	\$ 7,312.00	\$ 782.00	\$ 30,831.00	\$ 3,365.00	\$ 15,360.00	\$ 26,515.00	\$ 84,165.00
December	\$ 4,446.00	\$ 693.00	\$ 19,194.00	\$ 1,861.00	\$ 8,325.00	\$ 9,314.00	\$ 43,833.00
Total	\$ 59,815.00	\$ 6,079.00	\$ 335,413.00	\$ 39,083.00	\$ 161,653.00	\$ 224,497.00	\$ 826,540.00
<b>2010</b>	PGA	Theatre	Lake Worth	TC	Boca Raton	Catering	Total
January	\$ 5,819.00	\$ 612.00	\$ 25,377.00	\$ 4,403.00	\$ 11,781.00	\$ 21,716.00	\$ 69,708.00
February	\$ 8,249.00	\$ 847.00	\$ 32,862.00	\$ 7,091.00	\$ 16,097.00	\$ 19,291.00	\$ 84,437.00
March	\$ 6,710.00	\$ 1,658.00	\$ 25,489.00	\$ 5,350.00	\$ 12,530.00	\$ 19,023.00	\$ 70,760.00
April	\$ 6,529.00	\$ 832.00	\$ 28,786.00	\$ 6,462.00	\$ 13,969.00	\$ 28,111.00	\$ 84,689.00
May	\$ 2,934.00	\$ 1,017.00	\$ 16,175.00	\$ 2,838.00	\$ 6,533.00	\$ 10,390.00	\$ 39,887.00
June	\$ 3,034.00	\$ 1,080.00	\$ 18,617.00	\$ 2,891.00	\$ 8,892.00	\$ 6,937.00	\$ 41,451.00
July	\$ 3,077.00	\$ 30.00	\$ 18,176.00	\$ 2,307.00	\$ 9,066.00	\$ 6,942.00	\$ 39,598.00
August	\$ 3,933.00	\$ 283.00	\$ 18,344.00	\$ 1,910.00	\$ 7,647.00	\$ 6,396.00	\$ 38,513.00
September	\$ 9,419.00		\$ 36,157.00	\$ 6,458.00	\$ 17,508.00	\$ 38,317.00	\$ 107,859.00
October	\$ 8,344.00	\$ 703.00	\$ 31,467.00	\$ 5,899.00	\$ 16,071.00	\$ 23,516.00	\$ 86,000.00
November	\$ 8,009.00	\$ 1,757.00	\$ 27,431.00	\$ 5,694.00	\$ 14,843.00	\$ 16,104.00	\$ 73,838.00
December	\$ 3,585.00	\$ 877.00	\$ 13,749.00	\$ 2,717.00	\$ 7,483.00	\$ 12,568.00	\$ 40,979.00
Total	\$ 69,642.00	\$ 9,696.00	\$ 292,630.00	\$ 54,020.00	\$ 142,420.00	\$ 209,311.00	\$ 777,719.00

### 3. Are there any outside summer programs or groups on campus?

The Lake Worth and Boca Raton campuses host summer youth programs (<http://www.palmbeachstate.edu/x474.xml>)

There are some athletic based programs at the Lake Worth campus

**4. Total population on (each) students, faculty, staff for all locations.**

*Faculty/Staff*

	Boca Raton	Lake Worth	PB Gardens	Total
Faculty	56	167	66	289
FT Staff	83	551	131	765
PT Staff	96	302	127	525
Student Employees	41	116	55	212
Adjunct Faculty	145	514	192	851
	421	1650	571	2642

*Campus Headcounts and demographics by campus can be viewed at:  
<http://www.palmbeachstate.edu/x21566.xml>*

**5. Detail any unauthorized amounts still do to the current vendor.**

We are not aware of any unauthorized amounts that would be due.

**6. Is the school open to offering the new vendor exclusivity on catering all campuses?**

In some cases, people are spending their own money and not College funds which would add to the challenge of enforcing exclusivity. We encourage people to work with our in house vendor but the quality, pricing, and service of the in house vendor ultimately needs to persuade the campus departments to want to use their services.

**7. Can you provide current pricing?**

Catering menu/pricing is available at: <http://www.palmbeachstate.edu/x11953.xml>

Cafeteria menu as provided by the current vendor is available at:  
<http://www.palmbeachstate.edu/x21566.xml>

Daily Specials are posted online at:  
<http://www.palmbeachstate.edu/documents/Kitchen/CollegeCafeSpecials.pdf>

**8. Are summer programs for youth contracted?**

In past years, the current vendor has provided a special camp lunch special available for purchase by the summer camp participants. The students could make cash purchases through the line, have money on the campus card to make the purchase. These sales would be reflected in the retail sales of the campus.

**9. Please break out summer program revenues.**

We are not able to break out the summer program revenues but understand the enrollment to be less than 200 students for the year.

**10. Will it be required that the new vendor provide smallwares?**

The College and the selected vendor shall jointly inventory all service wares and smallwares owned by the College and shall mutually agree on required inventory levels (“par levels”). Any initial inventories below par levels shall be brought up to such levels at the College’s expense provided that the College has given prior written approval of such expenditure. The selected Vendor shall maintain par levels from that point forward, through the term of the Agreement. If the Agreement is terminated, the selected Vendor shall return to the College small wares at initial inventory levels or pay the College the replacement costs.

**11. Does the college own any catering equipment? If so, please provide list of existing inventory.**

The College has requested a detailed inventory of the catering equipment from the current vendor. The College understands the levels of catering equipment available on campus to be at par levels. At the time of transition, the College and the selected vendor shall jointly inventory all catering equipment owned by the College and shall mutually agree on required inventory levels (“par levels”). Any initial inventories below par levels shall be brought up to such levels at the College’s expense provided that the College has given prior written approval of such expenditure. The selected Vendor shall maintain par levels from that point forward, through the term of the Agreement. If the Agreement is terminated, the selected Vendor shall return to the College small wares at initial inventory levels or pay the College the replacement costs.

**12. Any cost to vendor to use the current blackboard system?**

There is no charge for the vendor to use the BlackBoard system and current equipment (AT 3000 readers at each location). Should the vendor decide to purchase POS equipment through BlackBoard, the Vendor would be responsible for the maintenance and purchase of that equipment.

**13. Please list any known food & beverage revenues from the Duncan Theatre.**

We are not aware of catering revenue from the Duncan Theatre. Please review question 2 above for details sales for the Eissey Theatre (Palm Beach Gardens).

**14. Would the college be open to allowing the vendor to use the kitchens for outside and/or off-campus catering requests?**

This is a point of negotiation that can be discussed with the selected vendor.

**15. Please provide current wages, salaries and positions of current employees of current vendor.**

Wage information as provided by the current vendor is available at:

<http://www.palmbeachstate.edu/x21566.xml>.

**16. Have any food-service surveys been completed of campus students, faculty & staff? If so please provide data and findings.**

Results from 2 campus surveys can be accessed at

<http://www.palmbeachstate.edu/x21566.xml>.

**17. What is the licensing fee/cost for the Dunkin Donut locations?**

Currently, Dunkin Donuts pays the College a monthly cost-recovery fee of \$2000/month. Dunkin Donuts also has a loan repayment agreement with the College that is scheduled to end March 1, 2018. These payments are \$1,342.99.

**18. Is there a listing of college owned smallwares?**

Please refer to question 10.

**19. Who owns the POS at Palm Beach Gardens, Boca Raton, Starbucks, etc.?**

The College owns the “cash registers” at all cafeteria and kiosk locations. The College owns the AT 3000 readers for the BlackBoard card system at each cafeteria location. The current vendor owns the credit card readers at each location. Dunkin Donuts owns their POS system.

**20. Is this a change that the tables in DR be done by the vendor?**

Yes, the College is currently contracted with a cleaning service to maintain the public seating areas during peak periods. The College will be discontinuing this contract service due to a belief that the area can be best maintained by those who are present in the area.

**21. Please provide a breakdown of revenue by campuses.**

Please refer to question 2.

**22. How is money put on the blackboard system and how is it currently used?**

Students and employees can deposit money online, in person at the campus cashiers' offices, or at the card management centers located on each campus. All employees and students are required to have a PantherCard to access campus services such as the labs, libraries, etc. Detailed information regarding the PantherCard Program can be viewed at [www.palmbeachstate.edu/panthercard.xml](http://www.palmbeachstate.edu/panthercard.xml).

The funds are deposited to a declining balance account known as "PantherDollars" and can be used for printing and copying on campus as well as for purchases at our campus bookstores, cafeterias, and Dunkin Donuts locations. The card is not currently accepted at the vending machines. The card currently has 2 funds – PantherDollars and Financial Aid. The Financial Aid fund is only used at the bookstore during a designated time each semester. The BlackBoard system allows functionality to add additional funds or plans.

The College does not currently utilize a points or meal plan program with the PantherCard; however, the BlackBoard system does have the ability to add this functionality should this be something that the selected vendor want to pursue.

The College is planning a conversion to BlackBoard Transact ver. 3.6 in January 2012.

There are currently over 36,000 active cardholders with a balance. The average balance of these cardholders is \$2.80. Campus Card spending at the three cafeteria locations from January -October 2011 was \$34,879.94. The bulk of PantherDollar use involves printing and copying on campus, with over \$105,000 in spending during the same period.

**23. How many students are on each campus between 8am-3pm, Monday –Friday?**

Please refer to question 4.

**24. Are summer hours different?**

The College is closed on Fridays during the summer. See the College calendar at <http://www.palmbeachstate.edu/AcademicCalendar.xml>.

**25. Are any smallwares available to vendor?**

Please refer to question 10.

**26. Results of students surveys.**

Please refer to question 16.

**27. What amount of catering is purchased from off-campus vendors?**

There is no way for us to get an exact figure on this because many of the purchases are done on a cash basis without reimbursement from the college. In terms of purchase order payments, more than 90% of all outside catering brought on campus is from the in-house vendor.

**28. What is average deposit on campus card?**

The average campus card deposit (based on the current FY) is \$4.68.

**29. Would you entertain a mandatory fee that goes on campus card?**

Due to the nature of our student population, we would not entertain a mandatory fee (i.e. mandatory deposit) for all students on campus.

**30. What is annual commission rate paid to college by college café?**

College Café, Inc. pays the College a monthly commission/cost-recovery fee of \$3400.00. This payment amount approximates five percent (5%) of College Café, Inc.'s net sales for the 2009 calendar year. In October of each year of the Agreement, the monthly payment amount will be calculated by the College based on five percent (5%) of the previous year's net sales at the College Café, Inc. (based on 12 months ending on September 30).

**31. Would you entertain a Management Fee vs. profit and loss?**

Please see Section C2/II/H of the RFP document, we have not specified a particular funding model.

1. The Respondent should propose a financial offer to the College, which may include, a minimum guarantee, commission on net sales, profit sharing and/or other value added programs. "Net Sales" shall be defined as all sales less sales and use tax. Commissions should be broken out by cafeteria and catering.

**32. What do employee rates of pay and positions consist of (no names)?**

Please refer to question 15.

**33. Please provide the last 3 years of financial performance.**

Please refer to question 2.

**34. What is the preventive maintenance schedule for the large equipment in the three campus cafeterias?**

The College has contracted with an outside firm to perform quarterly preventive maintenance of all cooking and refrigeration equipment at the three campus cafeteria locations. This same firm is available to perform repairs to equipment that cannot be repaired by the College's facilities staff.

**35. What are the utility costs associated with the cafeterias at the three campuses?**

Only the kitchen at the Lake Worth campus is separately metered for gas service. None of the kitchens are separately metered for water, sewer or electric services. The College incurred costs of over \$47,000 in gas for the Lake Worth campus kitchen over the past year. This reflects approximately 70% of the College's total gas utility bill. We estimate the total gas usage on all campuses to be greater than \$55,000 per year. The College also pays for trash removal, including an annual assessment from the Solid Waste Authority in excess of \$8,000.

**36. Is there currently any intent for the College to do any food service line modifications?**

The College does not intend to fund any line modifications at this time. As is referenced in section C2/II/H, the respondent's financial proposal may include investment in food service renovations and/or investment in existing food service equipment. Rationale: we have already spent a tremendous amount of money in equipment and maintenance and we are not currently in the position to fund construction.

**37. The cafeteria, Dunkin Donuts, and vending machine have the following different prices for soda, what is your position on inconsistent pricing?**

- Café 16oz. bottle 1.50+ tax
- DD 16 oz. bottle 1.59+ tax
- Vending machine 1.50 (tax included)

We have 3 different vendors and they have the ability to determine their own price points. While we review the price points, we do not set the prices for the vendors.

**38. Do you have any special meal/food programs for the athletic programs?**

We do not currently offer any special services for the athletic programs.



**39. Would the College consider an approach toward a more sustainable/greener use of materials in the cafeteria and supply stream as something that would gain points as part of the “creative ideas” section in the presentation phase?**

Yes, this is something that would be considered a creative idea. We would be interested in hearing any ideas that could enhance the program.

**40. Is there any incentive for students to use the PantherCard on campus?**

We promote the use of the card as an alternative to carrying cash on campus. As for financial incentives for using the card instead of alternative forms of payment, we do not currently have any such programs. However, as indicated in question 22, the BlackBoard system is a very robust system and has many options available that are not currently utilized at the College.