South Orange County Community College District  
RFQ&P 381D: Managed Food Services  
Addendum No. Two (2)  
October 10, 2019

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**Note:**  
All documents remain unchanged except section or parts added to, revised, deleted and/or clarified by this Addendum.

1. The deadline for proposals has been extended to **Monday, October 28, 2019 at 9:00 AM**.

2. The required number of hard copy submissions has been increased to accommodate enough hard copies for the evaluation committee. **Proposer must submit one (1) original and eleven (11) copies of the proposal.**

3. Question No. 20 has been added to Proposal Form C – PROJECT PLAN and the page limit has been increased to fifteen (15) pages. **Revised Proposal Form C – PROJECT PLAN** is attached to this Addendum and made part of the RFQ&P.

4. Appendix G – Submission Checklist has been replaced in its entirety. **Revised Appendix G – Submission Checklist** is attached to this Addendum and made part of the RFQ&P.

5. The responses to the Request for Information submitted by the deadline of 5:00PM on October 7, 2019 are shown below:

   Q1: Is previous experience in colleges and universities required in order to be deemed qualified for this RFQ&P?

   A1: No, however the firm must have experience in a comparable/large institutional environment that demonstrates ability to provide the services contemplated in this RFQ&P.

   Q2: Can you provide the last year and current year Revenues for each of the Cafeteria/coffee carts, satellite locations for both of the campuses (broken down by each location)?

   A2: The District is considering this request and may provide a response via a separate Addendum at a later date.

   Q3: Is there any preference give to SB/DVBE companies?

   A3: The District encourages SB/DVBE participation and consideration to that effect will be made,
however evaluation of proposals will be purely based on the criteria as identified in the RFQ&P.

Q4: Is a chef required for this proposal?

A4: No. The expectation is that the firm delivers high quality food services. The means and methods are at the discretion of the proposing firms.

Q5: Would you clarify the exclusions, below? Does this mean that all vending is excluded? Or, does this specifically mean that vending in the bookstore is excluded?

Exclusions/Limitation of Scope 1. This RFQ&P does not include vending services or sales of product in the college bookstore.

A5: This specifically means that only vending in the bookstore is excluded. Vending outside of the bookstore is part of the scope of services contemplated in this RFQ&P.

Q6: You state no questions will be accepted after Oct 7th however the mandatory walk through is on Oct 9th. May I suggest you extend the deadline for questions until Oct 11th so any questions from the tour could be addressed.

A6: The deadline for RFIs has been extended to October 11, 2019 at 5:00 PM.

Q7: Please provide historical sales for each of the points of service for each of the colleges

A7: Available historical sales information will be provided via a separate Addendum.

Q8: Please provide customer counts for each of the points of service for each of the colleges

A8: The proposer may gleam this information from the available historical sales information that will be provided via a separate Addendum.

Q9: Please clarify the statement – “The District requires the mandatory presence of the designated representative’s identified in the proposals as being the ones who will be assigned to the District be present and prepared to respond to District inquires. Are you seeking the management personnel we intend to provide to be present?

A9: For the interviews, the firm must bring the leadership team responsible for delivering the services as identified in the RFQ&P that will be interacting with the District and colleges and overseeing the cafeteria/s.

Q10: Please clarify this statement – Firm will be given the opportunity to submit proposals to provide catering services such as: coffee services, luncheons, dinners, etc. for staff, student and other college groups as requested.

A10: The District currently contemplates catering services to be non-exclusive. However, the District will consider exclusivity during contract negotiations.
Q11: Will the District actually use an outside Firm to provide catering on the premises?

A11: The District currently contemplates catering services to be non-exclusive and may solicit outside food services providers to provide catering services on premises. This is however contingent to contract negotiations.

Q12: Please provide the actual rate or dollar amount of commission received for food services for 2018/2019 school year.

A12: Available information related to the revenue received by the colleges for on-campus food services will be provided via a separate Addendum.

Q13: Can you provide the maintenance records for the District owned equipment for both colleges?

A13: The District will provide available maintenance and repair related information via a separate Addendum.

Q14: Please provide the approximate cost to maintain the exhaust hoods for each of the colleges.

A14: Available information will be provided via a separate Addendum.

Q15: Please provide a complete inventory of small equipment that will be available to the new vendor at the start of the contract.

A15: The District anticipates the proposing firms to identify and list all equipment that the District is expected to provide as a component of this contract during negotiations.

Q16: Please clarify – Firms responsibility to reimburse the District for all prorated utility costs.

A16: There are no set financial expectations. The specific financial terms will be negotiated as the utilities are not separately metered.

Q17: Please provide a list of any current equipment in non-working condition for both colleges.

A17: Available information will be provided via a separate Addendum.

Q18: How many POS are currently in use by the incumbent vendor?

A18: Available information will be provided via a separate Addendum.

Q19: Please provide historical annual costs for equipment maintenance for both colleges for the last three years.

A19: See A13

Q20: Please provide historical annual costs for specialized pest control within the food services area.
for both colleges

A20: The District cannot provide this information at this time.

Q21: Please explain the rationale to hold all prices for the term of the contract.

A21: It is not the expectation that food pricing will be held firm through the term of the contract. However, the District anticipates stipulating the extent of price increases along with the right to approve each price increase during the term of the contract as part of negotiations.

Q22: Please clarify your expectation for - Base monthly payment for operating expenses - facility rent, utilities etc.

A22: There are no set financial expectations. The District/college intent is to select the firm/s that demonstrates the greatest capacity to support the college/District goals considering the quality of their products and services and their proposed financial terms. The specific financial terms will be negotiated.

Q23: Please clarify your expectation for Initial Capital Investment for – facilities, furniture, fixtures and Equipment.

A23: See A22

Q24: Please clarify your expectation for ongoing payment as a percentage of sales revenue based on projections for cafeteria, catering, vending and other services.

A24: See A22

Q25: Would you please furnish the past 3-5 years of sales for the cafeteria and catering for both Saddleback College, Irvine Valley College and the Advance Technology Education Park (if any).

A25: Available historical sales information will be provided via a separate Addendum.

Q26: Page 22 of the RFQ&P refers to the locations of dining facilities, and the scope of work includes the Advance Technology Education Park. Presently, are there any dining facilities/kitchen/commissary/convenience store in the Advance Technology Education Park?

A26: Currently there are no dining facilities/kitchen/commissary/convenience store at ATEP. There is currently one beverage vending machine and one snack vending machine.

Q27: We understand the Letter of Interest and Cover Letter as separate. Is there a page limit for the Cover Letter?

- Proposal Form A says to include the ‘Letter of Interest and Firm Information’ (2 page limit).

A27: The Letter of Interest and Cover Letter should be no more than one page each for a total of 2
Q28: Do you require the ‘Firm Information Form’ completed in the form format in addition to the 2 page limit of the Letter of Interest?

A28: The required Firm Information is part of Proposal Form A. Proposal Form A contains the following three components:
   1. Letter of Interest (one page limit)
   2. Cover Letter (one page limit)
   3. Firm Information (no specific page limit)

Q29: Are you looking for ‘Form F - A statement that there is no conflict of interest’ to be included as part of the Cover Letter? (It is listed as a bullet point under Form A)

A29: Firms shall include a statement as part of the Cover Letter in Proposal Form A that there is no conflict of interest. By signing off on Proposal Form F, your firm is also stating that there is no conflict of interest.

Q30: There seems to be inconsistencies from the Proposal to the Appendix G Submissions Checklist. May this be confirmed please?

A30: The forms listed in the RFQ&P are correct. Disregard Appendix G: Submission Checklist. A revised Appendix G: Submission Checklist will be issued as part of Addendum No. 2.

Q31: What is the current cost of monthly utility bills and are they calculated from separate meters? If not – how are utility costs allocated for the F&B outlets?

A31: The utilities are not separately metered. The specific financial terms will be negotiated.

Q32: Are we able to view a copy of all equipment items along with a log of their maintenance within the past 18 mos?

A32: The District will provide a list of major equipment, working condition, and available maintenance & repair related information via a separate Addendum.

Q33: How large is the grease trap and in what condition is it? How far is the area to dump the grease and garbage?

A33: Available information will be provided via a separate Addendum.

Q34: What is owned by the District and the current state of operation? What isn’t owned and expected to be removed within the current contract?

A34: See A32

Q35: Is there any additional storage available for paper goods?
A35: All available storage was shown during the site walk at Saddleback and Irvine Valley Colleges.

Q36: When speaking of the remodel of the cafeteria / dining room, what is the approximate timeline of this project?

A36: Saddleback College and Irvine Valley College anticipates making moderate upgrades to equipment and facilities as negotiated immediately upon contract start. A major remodel/relocation for Saddleback College is planned in the next 4-5 years. Irvine Valley College is planning to modernize and expand the cafeteria when the Student Services Center building is either renovated or rebuilt within the next four years.

Q37: Is the current premises disability friendly, ADA compliant? What is the status of the California and Federal code as of 1/1/20?

A37: Available information in regards to ADA Accessibility will be provided via a separate Addendum.

Q38: General building maintenance and repairs (HVAC, electrical, plumbing, water filters) Is Kitchen Hood included under general building maintenance?

A38: No. The repair and maintenance of the kitchen hoods is the awarded firm’s responsibility.

Q39: What is the dedicated amperage of the current equipment for all of the kitchen, dining areas, and coffee carts?

A39: Available information will be provided for major equipment via a separate Addendum.

Q40: Regarding the Operation Schedule - What is the foot traffic of these areas? What is the use, revenue and who is inhabiting the Village space in the next 5 years?

A40: The District can provide the number an approximate number for students, staff and employees in the Village on a weekly basis, which will be issued via a separate Addendum.

Q41: Can you provide the breakdown for catering revenue – morning, lunch, evening, and reception?

A41: Available information will be provided via a separate Addendum.

Q42: Is the current food service operating on evenings and Saturdays? Are the current proposed hours of operation currently in place, if not, is there data to demonstrate the need?

A42: The hours listed in the RFQ&P are the current operating hours. Operating hours are subject to negotiation.

Q43: Regarding price increases for catering – what is it capped at now? What is the current process for this?
A43: No specificity has been identified in relation to catering price increase caps in the current food services contracts. The District anticipates catering services to be negotiated.

Q44: What is the current contract with Pepsi and pricing?

A44: The term of the contract with Pepsi is for five (5) years from July 1, 2019 through June 30, 2024. The contract may be accessed online at:


Q45: What does the current coffee cart agreement look like?

A45: The current contract for the coffee carts at Saddleback is available online at:


The current contract for the coffee cart service at Irvine Valley College is included in the food services contract available online at:


Q46: Whose name is listed on the Health Department Certificates for designated areas?

A46: This information will be provided via a separate Addendum.

Q47: Can you provide more information about the concession stands for the sporting events and their locations?

A47: Drawings and square footage information will be provided via a separate Addendum.

Q48: What is the current gross monthly sales that each cafeteria and coffee stand is seeing?

A48: Available historical sales information will be provided via a separate Addendum.

Q49: What is the historic data usage for the three coffee stations?

A49: Available historical sales information will be provided via a separate Addendum.

Q50: What is the current operating square footage for the IDEA Building at the Advanced Technology Education Park?

A50: The Assignable Square Footage (ASF) for the IDEA Building at the Advanced Technology Education Park is 29,904.

Q51: What is the plan for IVC when the cafeteria is down for renovation?

A51: The District expects the proposer to identify and provide a clear and comprehensive transition plan to support continuity of food services should either or both of the college’s cafeterias be renovated. A revised Proposal Form C will be issued via a separate Addendum with an additional
question (#20) to address the firm’s plan.

Q52: Are we able to do a walkthrough of all three locations to assess the current facility standings?
A52: A walkthrough of the Saddleback and Irvine Valley College cafeterias is contemplated as part of the mandatory pre-proposal meeting. ATEP will not be included the walkthrough.

Q53: Assumption of Contract - What are the expectations of the operations? What is the relationship of this timeframe and the Transition Meeting timeframe of 60 business days to transition?
A53: The transition meeting will occur at least 60 days prior to the commencement of services. The 60 days is to allow discussion in relation to equipment, remodel, menu, pricing, etc.

Q54: Appendix D – sample Agreement: What is the expected date that this will be released? Are there existing service agreements that will affect this contract?
A54: The sample Agreement for this RFQ&P will be issued ASAP. The only contract that has an immediate bearing on the selected food services provider is the Pepsi contract for vending and pouring rights for beverage products District-wide.

Q55: RE: IVC Remodel & Commission: Are we getting a 5 year contract or a 2 year contract?
A55: The term of the contract/s to be awarded as a result of this RFQ&P will be for five (5) years.

Q56: RE: IVC Remodel & Commission: How long are the terms of the contract?
A56: The term of the contract/s to be awarded as a result of this RFQ&P is anticipated to be for five (5) years.

Q57: RE: IVC Remodel & Commission: What are the start and ending dates?
A57: Performance period for this contract is anticipated to be from 1/1/2020 through 12/31/2024.

Q58: RE: IVC Remodel & Commission: How can we be expected to perform the terms and duties of the contract during the remodel/rebuild?
A58: See A51

Q59: RE: IVC Remodel & Commission: Will facilities be available for our use during that period?
A59: See A51

Q60: Do you have plans to remodel/rebuild Saddleback dining facilities?
A60: See A36

Q61: What are the planned dates for the remodel/rebuild if applicable?
A61: See A36

Q62: Can you please provide the sales data for the last 3 years? Would it be possible to split the sales by academic year and by Cafeteria vs. Catering sales?

A62: Available historical sales information will be provided via a separate Addendum.

Q63: Are Saturday services mandatory? Do you have specific sales data for Saturdays, including total amount annually and average guest count per Saturday?

A63: No. Operating hours are subject to negotiation.

Q64: Does the Culinary Program have a storefront that sells directly to students daily? If so, can you please share their menu?

A64: No. The Culinary Program only sells directly to students on select days during the semester. The Culinary Program may be relocated to ATEP in roughly 5 years.

Q65: Are we able to cater to outside organizations using the campus facilities if we include financial compensation/considerations for the District?

A65: No. The District will not allow the firm to cater to outside organizations using the campus facilities.

Q66: Is the District responsible for the deep cleaning of the hood and ansul systems?

A66: No. The selected firm is expected to conduct deep cleaning of the hood and ansul systems in compliance with all applicable laws and regulations.

Q67: It is stated in the document that if any District equipment breaks down, it is the contractor’s responsibility to repair/replace at the contractor’s own cost. Can you please clarify if this applies to small equipment only or includes larger fixtures including ranges, stoves, refrigerators, fryers, etc? Also, can you please provide a current list of equipment with its age?

A67: The proposer shall be responsible for all repairs, replacements, and ongoing maintenance of all minor and major equipment. As part of the negotiation process, Proposer and District will identify all new equipment that needs to be brought in by either party at the start of operations.

Q68: Can you please provide details about the current contractor's Fee & Rate Proposal?

A68: See A45 and link below:

Q69: Please confirm that the RFP does not include snack vending at any location.

A69: The only vending exclusion is for Pepsi beverages and Bookstore snack vending. If the preferred cafeteria/catering firm does not provide vending services, a separate firm may be selected to provide those services.
Q70: If vending is excluded from all locations, please answer the following:
   a. Will a separate vending RFP be released? When?
   b. When does the current contract expire?

A70: See A69

Q71: If snack vending is excluded from the library only, or is included at any campus, name the location, and please answer the following:
   a. Who is the current provider at each location?
   b. How many machines are at each Campus?
   c. What is product pricing at each location?
   d. Are there any product exclusions/requirements?
   e. What are current commissions?
   f. Please provide 3 years of annual sales at each location.
   g. Are cages required for any of the machines? How many?
   h. Is space rent required? If so, how much at each location?

A71: See A69

Q72: Do you have revenue history – both monthly and annually - of the past three years for any/all locations (IVC, SC, and ATEP)?

A72: Available historical information will be provided via a separate Addendum.

Q73: Do you have department specific revenue history (café, coffee carts, catering, vending) for any/all locations?

A73: Available historical information will be provided via a separate Addendum.

Q74: Do you have transaction count history (weekly/monthly averages, annual) for café sales for any/all locations?

A74: Available historical information will be provided via a separate Addendum.

Q75: What is the cost of a parking permit?

A75: The cost of a parking permit is $80 per year.

Q76: Are there existing Ethernet/data connections at cashier stands for POS equipment at any/all locations?

A76: Available information will be provided via a separate Addendum.
This section should describe Firm's overall strategy for achieving the requirements in the Agreement and Scope of Work.

1. Describe the Firm’s overall approach to providing comprehensive cafeteria, catering, beverage, and vending services at multiple service locations at each college including IVC’s IDEA building at ATEP to support the educational environment and support student and employee satisfaction and engagement.
   a. Describe how all price increases, including for catering, will be capped during the term of the contract.

2. Provide a menu listing for each of the colleges with actual rates for all items that will be available to staff and students. Please provide a choice of menu for catered events and complete breakdown of the rates that are proposed.

3. Describe the Firm’s approach to providing catering services for events of various size and theme/formality.

4. Provide other information that will assist in adequately conveying the type of catering operation your Firm intend to operate.

5. The District may elect to book large events that will exceed the capacity of College cafeterias. Please provide a complete description of what offsite support your Firm would utilize or provide for the catering of large events.

6. Describe how the Firm will provide high-quality, fresh, nutritious products, including high-fiber, low-fat, low-sugar, vegan, and gluten-free options.

7. Describe how the Firm provides nutritional information to customers.

8. Provide a description of the theme or menu orientation and how these will enhance the customer’s experience at College cafeterias.

9. Describe how the Firm will provide the variety of product options to meet the needs of a diverse population of students and employees, including various ethnic concepts and price ranges.

10. Describe how your Firm will ensure a smooth transition from the current food services provider.

11. Describe your Firm’s plans and schedule for inspection and testing of equipment.

12. Describe if your Firm has a mobile application for faculty and staff to place orders.
13. Describe how the Firm will provide quality, cost effective options that maximizes the value to customers in all price ranges.

14. Describe the Firm’s purchasing options (POS system, mobile applications, etc.) including the capability to provide accurate and comprehensive sales reports and support customer loyalty programs and subsidized meal programs in coordination with the colleges’ financial assistance programs.

15. Describe any promotional incentives you intend to issue to District staff and students.

16. Describe any food card program for students that you may want to employ.

17. Describe the customer satisfaction program you will implement at the colleges. How will the Firm receive customer feedback from foodservice Patrons?

18. Describe any specifications and description for the uniforms your Firm intends to use.

19. Describe how your Firm will maximize overall value to the educational and working environment for students and employees, considering both the quality of products and services and the financial terms.

20. Identify and provide a clear and comprehensive transition plan to support continuity of food services, should either or both of the college’s cafeterias be renovated. The plan shall minimally include the following:
   a. Food services during peak operating/serving periods
   b. Solutions/options such as pop-ups, food trucks, etc.
   c. Provide a sample of the menu that would be in effect during the transition
   d. Address solutions to support continued supply of hot and cold food options
# Submission Checklist

*Revised on 10/10/19 per Addendum No. 2

South Orange County Community College District
Managed Food Services

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<td>Appendix C: Firm’s Certificate Regarding Workers’ Compensation</td>
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<tr>
<td>Appendix D: Sample Agreement for Managed Food Services</td>
<td>Will be provided at a later date via a separate Addendum.</td>
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<td>Appendix E: Student Demographics</td>
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