



Procurement Services
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ADDENDUM NO: 2

RFP No:	NKU-27-18
Commodity:	Food and Beverage Services
Date:	11/09/2018
Due Date:	12/21/2018

BIDDER/RESPONDER SHALL CONFORM TO THE FOLLOWING CHANGES AS SAME SHALL BECOME BINDING UPON THE CONTRACT TO BE ISSUED IN RESPONSE TO THIS INVITATION FOR BID.

Northern Kentucky University has received the following requests in reference to RFP # NKU-27-18 Food and Beverage Services. Please see below for questions and answers.

1. Please provide the participant breakdown of mandatory vs. voluntary meal plans, by specific plan type, by semester for the last two academic years. Please reference the attached file that provides residential meal counts by semester for the last (2) academic years.
2. Please clarify which campus residents are required to purchase meal plans and the details of what meal plan(s) are required. Currently, 1,748 of 2,056 beds on campus are required to have a meal plan. Only residents with full kitchens (living in Woodcrest Apartments or kitchen units in Northern Terrace) are exempt from meal plans. Residents have a choice of 7 different residential meal plans that mix flexible spending dollars with meal swipes at dining hall locations.
3. Please clarify the default meal plan for resident students required to purchase a meal plan. There is not a default plan for residential students. Anecdotally, the most common meal plan purchased by students is the Plan 15 + \$100 Flex which includes 15 meal swipes per week at residential dining facilities (or exchange at the SU Food Court) plus \$100 in flexible spending dollars.
4. Are meal plans annualized? All residential meal plans are administered on a semester-by-semester basis.
5. Per page 33 of the RFP document, compliance with existing meal plan program, please provide the meal plan program, all meal plan types, for the 2020-21 academic year including the projected price to the NKU student.
 - Norse Ultimate plus \$100 Flex - \$2070 (estimated)
 - Plan 15 plus \$100 Flex - \$1910.00 (estimated)
 - Plan 15 plus \$100 Flex/Take-Out Option - \$1970.00 (estimated)
 - Block Meal Plans – All Categories - \$1995.00 (estimated)
6. Please provide annualized catering revenues for the past two years. Including:
 - a. University catering revenues (catering invoiced to NKU)
 - b. Non-University (outside group) catering revenues
 - c. Summer Camps & Conferences revenues
 - d. Concessions Sales
 - Reference attached file for this information.
7. Please provide the annualized sales, by dining location, by individual concept for all dining locations, by tender type for the past two years including:
 - a. Cash & Credit
 - b. Meal Plan Flex

- c. Add-on Flex
 - d. All Card Dollars
 - e. US Bank Dollars
 - f. College related catering sales
 - g. Non-College related catering sales
 - h. Summer conference sales
 - Reference attached file for information.
8. On page 88 of the RFP document (Potential Business Partner Fact/Hot Sheet, Item 3) Revenues – for fiscal years 2015 – 2017, please clarify what is included in the “Other Sales” category.
 - Reference attached file for information.
9. What consumer surveys, third party (i.e. - NACUFS), current vendor have been completed in the last three years? Please share the results of these surveys. All dining surveys are currently conducted through Chartwells. This information is considered proprietary and not available.
10. Please provide copies Dining Services Annual Plan, for the last three years. Historically, the university has not required our food and beverage partners to provide an annual plan. This requirement will be an addition with the awarding of the new contract.
11. Please provide the number and type of any complimentary or reduced price meal plans currently provided or expected to be provided by the contractor. There are (35) athletic meal scholarships, and (4) Business Operations and Auxiliary Services meal scholarships. We would anticipate, at a minimum retaining these scholarships. They are all residential meal plans.
12. Please provide additional details on the Summer Conferences/Camps. Ideally the summer 2018 camp/conference schedule could be provided with details how many guests were on campus for each event. Although, not guaranteed, is this summer volume typical? Are these mostly children (what age ranges, if children) or adults attending? What is the nature of their conferences & camps? Sport, academic, professional, etc. Summer 2018 was a low volume year due to both the Governors Scholars Program space restrictions and residence hall renovation projects. There is a file attached with a schedule of summer activities for 2018.
13. Are the students employed in dining services part of work study or other similar program? If so what was the total cost of student wages incurred by the dining services provider last year? Federal work study students are not currently available to our business partner. All student employees are employees of Chartwells. The number of hours worked and their individual salaries is proprietary information.
14. Please provide the number of students employed with dining services by campus. What is the current starting wage for student associates, student supervisors, and student managers? Student employees in our food and beverage operations are employed by Chartwells, The Compass Group. Their job titles, work hours, and wages are proprietary information.
15. Are there any additional educational programs or incentives provided to student or full time dining associates (EG: scholarships, book money, tuition reimbursement)? There are currently no incentives offered to students or full-time food and beverage associates. However, the university has an interest in recommendation, through the proposal process, of programs/ideas and possibly introducing such a program.
16. Please provide the annual operating days for each location for the fiscal year, to include but not limited to academic breaks and summer operating days, for the past two years. And the projected operating days for the 2020-21 fiscal year.
 - Reference attached file for this information.
17. Please provide a current list of hours of operation to include but not limited to academic calendar, summer and academic breaks.
 - Reference attached file for this information.
18. Please provide a list of full time current dining services employees current wage, seniority and position by location. All full-time employees working in food and beverage operations are employees of Chartwells/The Compass Group. Wages, seniority, and position by location is proprietary information.

19. Please provide a list of part time current dining services employees, current wage, seniority and position by location. All part-time employees working in food and beverage operations are employees by Chartwells/The Compass Group. Wages, seniority, and position by location is proprietary information.
20. Was temporary labor used in the last fiscal year? If so what was the annual expense? The use of temporary labor is a decision our business partner Chartwells determines. The amount, if any, and its expenses is proprietary information.
21. Are dining associate unionized? If so, please provide the name of the union and a copy of the current bargaining agreement currently the Northern Kentucky University food and beverage operations is not a union shop.
22. Please describe any early arrival groups that may require meals prior to the start of the academic school year. Please include head count, number of weeks/ number of meals provided and any established 2020/2021 early arrival meal rates.
 - This information is not currently available.
23. Please provide the existing floor plans / "as-built drawings" for all current dining venues, ideally in CAD format. Our Construction Management Department is currently making arrangements, through a plan room type format, to make these drawings available. As soon as the set-up is complete we will post an addendum with instructions and an address how to access the room.
24. Please provide the model number, type and age of current point of sale terminals used all dining locations. Information as follows: we have (19) MICROS workstation 5's that are (10) years old; (6) MICROS/ORACLE workstation 6's that are (1) year old for a total of (25.); all run on the MICROS 3700 platform.
25. Please provide the current annual expense to the contractor for the support of the point of sale and patron management systems. Annual maintenance expense for our POS system is \$22,750.00
26. Per page 39 of the RFP document, parking at university rates, please provide the projected parking rates required to be purchased for the 2020-21 academic year. Faculty and Staff parking rates for 2020 -2021 are estimated at: \$415.00 annually.
27. Please clarify the Reference Request details requested within the RFP. There are several references to this requirements noted within the RFP.
 - a. RFP page 12: The request is for 5 for each requirement. Reference request is intended for potential business partners to identify (5) accounts that match the profile of NKU for the purposes of; (1) identifying that you have a minimum of five accounts that require the same/similar capabilities of NKU, (2) identify same that you have recently contracted with, and (3) identify the same that you have recently lost the food and beverage contract.
 - b. RFP page 71: The request is for all current clients in the higher education space and all former clients in the higher education space for the past 3 years. Seeking a current listing of all of your higher education client.
 - c. RFP page 93: The request is for 3 references. Intended to give potential business partners the ability to provide us with your top (3) accounts for reference checking purposes.
28. Please clarify the required signatures needed from the proposer as noted/required on page 66 of the RFP document. On this page there is a reference to providing a signature on page 47 of the RFP – that page in the RFP does not contain a signature line. Does the "signed cover" refer to Page 3 of the RFP?

Page 2-3 must be signed and submitted with your RFP response.

Annualized Revenues

	FY17	FY18
Catering NKU	\$851,573	\$836,994
Catering Non-NKU	\$26,288	\$10,937
Summer Camps & Conferences	\$268,469	\$251,276
Concession	\$19,680	\$26,007

Annualized Sales NKU 2017 - By Unit

	Totals	Satellites	Norse	SU Food	Catering	Market	Callahan	Starbucks	
Department Charges - NKU	\$2,433	\$15	\$16	\$2,345		\$32			
Catering Ext	\$11,623				\$11,623				
Catering Int	\$825,756				\$825,256				
Conferences	\$111,546	\$53	\$38,699	\$67,341		\$2,195		\$3,258	
Catering - Pizza	\$5,407								
Catering Bar/Concessions	\$19,680				\$19,680				
Cash & CC	\$2,090,414	\$437,587	\$27,501	\$828,660		\$272,578	\$5,663	\$518,425	
All Card Dollars	\$253,065	\$36,224	\$15,345	\$127,962	\$15	\$34,010	\$3,555	\$35,954	
Conference - Scholars	\$160,900		\$160,593	\$221		\$86			
Catering - Liquor Ext	\$10,688				\$10,688				
Catering - Liquor Int	\$20,910				\$20,910				
Meal Plan Mandatory - Meal	\$3,314,049	\$35,000	\$1,765,664	\$737,621			\$774,764		
Meal Plan Commuter - Meal	\$88,293	\$932	\$47,068	\$15,652			\$20,641		
Meal Plan Flex	\$389,655	\$146,696	\$31,485	\$134,554		\$132,441	\$11,271	\$133,209	
Commuter/add on Flex	\$52,597	\$13,085	\$2,808	\$12,002		\$11,814	\$1,005	\$11,882	
	\$7,556,516	\$669,592	\$2,090,179	\$1,930,358	\$893,579	\$453,156	\$816,899	\$702,753	

Annualized Sales NKU 2017 - By Concept

	Landrum	Einsteins	Darwins	Strip	Travel	Wagon	Fresh Factor	Mondo	Pasta	Tu Taco	Pizza	Steak & Shake
Department Charges - NKU		\$15		\$161		\$194	\$284	\$140	\$84	\$30	\$374	\$1,078
Conferences		\$53		\$0		\$0	\$6,734	\$0	\$0	\$0	\$3,367	\$57,240
Cash & CC	\$130,455	\$197,749	\$109,383	\$88,428	\$85,676	\$86,344	\$122,010	\$54,538	\$38,946	\$112,586	\$240,131	
All Card Dollars	\$10,865	\$18,056	\$7,303	\$13,655	\$13,230	\$13,333	\$18,841	\$8,422	\$6,014	\$17,386	\$37,081	
Conference - Scholars		\$0	\$35,000	\$0	\$108,569	\$40,811	\$63,479	\$116,640	\$77,712	\$0	\$0	\$221
Meal Plan Mandatory - Meal		\$0	\$932	\$0	\$2,893	\$1,087	\$1,691	\$3,108	\$2,070	\$1,278	\$2,674	\$182,061
Meal Plan Commuter - Meal	\$43,998	\$73,123	\$29,575	\$15,168	\$11,883	\$17,886	\$21,102	\$11,227	\$8,450	\$14,650	\$34,188	
Meal Plan Flex	\$3,925	\$6,523	\$2,638	\$1,353	\$1,060	\$1,595	\$1,882	\$1,001	\$754	\$1,307	\$3,050	
Commuter/add on Flex	\$189,242	\$331,451	\$148,899	\$230,227	\$153,941	\$191,347	\$283,722	\$155,054	\$103,451	\$252,714	\$559,901	

Annualized Sales NKU 2018 - By Unit

	Totals	Satellites	Norse	SU Food	Catering	Market	Callahan	Starbucks	
Department Charges - NKU	\$13,539	\$37	\$1,262	\$11,908		\$115			
Catering Ext	\$2,004				\$2,004				
Catering Int	\$814,207				\$814,207				
Conferences	\$95,440	\$44,139	\$47,162			\$2,269		\$1,870	
Catering - Pizza	\$5,306								
Catering Bar/Concessions	\$26,007				\$26,007				
Cash & CC	\$2,005,754	\$422,367	\$24,626	\$808,814		\$274,563	\$3,706	\$471,678	
All Card Dollars	\$229,037	\$31,896	\$14,543	\$122,099	\$12	\$35,743	\$3,174	\$31,570	
Conference - Scholars	\$155,837		\$155,665	\$172					
Catering - Liquor Ext	\$8,933				\$8,933				
Catering - Liquor Int	\$17,482				\$17,482				
Meal Plan Mandatory - Meal	\$3,263,553	\$34,416	\$1,724,776	\$748,733			\$755,627		
Meal Plan Commuter - Meal	\$86,548	\$917	\$45,952	\$19,948			\$20,132	\$199,538	
Meal Plan Flex	\$626,086	\$159,379	\$23,386	\$150,687		\$146,483	\$6,613	\$132,447	
Commuter/add on Flex	\$55,847	\$14,217	\$2,086	\$13,441		\$13,066	\$590	\$12,447	
	\$7,415,980	\$663,229	\$2,036,435	\$1,922,964	\$73,951	\$472,239	\$789,842	\$657,320	

Annualized Sales NKU 2018 - By Concept

	Landrum	Einsteins	Darwins	Strip	Travel	Wagon	Fresh Factor	Mondo	Pasta	Tu Taco	Pizza	Steak & Shake
Department Charges - NKU		\$37		\$818		\$983	\$1,444	\$712	\$427	\$152	\$1,897	\$5,476
Conferences		\$190,871	\$105,579	\$86,311	\$0	\$0	\$4,716	\$0	\$0	\$0	\$2,358	\$40,088
Cash & CC	\$9,567	\$15,899	\$6,430	\$13,029	\$12,624	\$84,276	\$119,088	\$53,232	\$38,014	\$109,889	\$234,380	
All Card Dollars	\$0	\$34,416	\$0	\$110,205	\$41,426	\$64,435	\$118,397	\$8,036	\$5,739	\$16,589	\$35,382	
Conference - Scholars	\$0	\$917	\$0	\$2,936	\$1,104	\$1,717	\$3,154	\$2,102	\$1,297	\$2,714	\$4,984	
Meal Plan Mandatory - Meal	\$47,802	\$79,445	\$32,132	\$16,987	\$13,307	\$20,030	\$23,632	\$12,575	\$9,464	\$16,406	\$36,287	
Meal Plan Commuter - Meal	\$4,264	\$7,086	\$2,866	\$1,515	\$1,187	\$1,787	\$2,108	\$1,122	\$844	\$1,463	\$3,415	
Meal Plan Flex												
Commuter/add on Flex	\$187,550	\$328,671	\$147,007	\$231,801	\$154,756	\$191,127	\$285,069	\$156,373	\$104,210	\$253,201	\$546,928	

Revenues FY 2015 - 2017

	F/Y 2015	F/Y 2016	F/Y 2017
Board Sales	\$3,598,991	\$4,098,790	\$3,924,868
Retail Sales	\$2,098,761	\$2,115,526	\$2,092,847
Catering Sales	\$1,614,592	\$1,235,241	\$873,883
Other Sales	\$502,048	\$526,811	\$664,918
Total Sales	\$7,814,392	\$7,976,368	\$7,556,516

All Card DB, Conference, Stand Sales, Commuter MP.

Other Sales includes All Card DB, Conference sales at Norse, Stand Sales at Soccer, and commuter meal plans.
Sales breakdown above do not include BB&T sales

	FY/2017
	Total Op Days
Einsteins	157
Landrum	156
Darwins	152
Norse	223
SU Food Court	245
Market	241
Callahan	191
Starbucks	272

	FY/2018
	Total Op Days
Einsteins	157
Landrum	156
Darwins	152
Norse	223
SU Food Court	245
Market	239
Callahan	191
Starbucks	234

	FY/2019
	Total Op Days
Einsteins	157
Landrum	156
Darwins	152
Norse	223
SU Food Court	244
Market	238
Callahan	191
Starbucks	243
ABP	158

	FY/20120
	Total Op Days
Einsteins	157
Landrum	156
Darwins	148
Norse	223
SU Food Court	245
Market	238
Callahan	191
Starbucks	272
ABP	158

	FY/2021
	Total Op Days
Einsteins	157
Landrum	156
Darwins	148
Norse	223
SU Food Court	244
Market	236
Callahan	191
Sturbucks	271
ABP	157

Tu Taco
Mondo Subs
The Strip
Build Pizza
Steak & Shake
Travel wagon
Northern Pasta
Fresh Factor
Market Store
Starbucks
ABP
Darwin's Café
Einstein Bros Bagels
Landrum Outtakes

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10:30m-2:30pm	10:30m-2:30pm	10:30m-2:30pm	10:30m-2:30pm	10:30m-2:30pm	Closed	Closed
10:30m-3:00pm	10:30m-3:00pm	10:30m-3:00pm	10:30m-3:00pm	10:30m-3:00pm	Closed	Closed
10:30m-2:30pm	10:30m-2:30pm	10:30m-2:30pm	10:30m-2:30pm	10:30m-2:30pm	Closed	Closed
10:30am-6:30pm	10:30am-6:30pm	10:30am-6:30pm	10:30am-6:30pm	10:30am-3:00pm	Closed	Closed
10:30am-6:30pm	10:30am-6:30pm	10:30am-6:30pm	10:30am-6:30pm	10:30am-3:00pm	Closed	Closed
7:30a -2:00p	7:30a -2:00p	7:30a -2:00p	7:30a -2:00p	7:30a -2:00p	Closed	Closed
10:30am-2:30pm	10:30am-2:30pm	10:30am-2:30pm	10:30am-2:30pm	10:30am-2:30pm	Closed	Closed
8:00am-6:30pm	8:00am-6:30pm	8:00am-6:30pm	8:00am-6:30pm	8:00am-3:00pm	Closed	Closed
7:30am-6:30pm	7:30am-6:30pm	7:30am-6:30pm	7:30am-6:30pm	7:30am-4:00pm	Closed	Closed
7:00am-9:00pm	7:00am-9:00pm	7:00am-9:00pm	7:00am-9:00pm	7:00am-4:00pm	Closed	2:00pm-8:00pm
7:30am-6:30pm	7:30am-6:30pm	7:30am-6:30pm	7:30am-6:30pm	7:30am-3:00pm	Closed	Closed
7:30am-2:00pm	7:30am-2:00pm	7:30am-2:00pm	7:30am-2:00pm	7:30am-2:00pm	Closed	Closed
7:30am-6:30pm	7:30am-6:30pm	7:30am-6:30pm	7:30am-6:30pm	7:30am-3:00pm	Closed	Closed
7:30am-6:30pm	7:30am-6:30pm	7:30am-6:30pm	7:30am-6:30pm	7:30am-3:00pm	Closed	Closed
B: 7:00am 10:30am L: 10:30am - 3:00pm D: 4:00pm - 9:00pm	B: 7:00am 10:30am L: 10:30am - 3:00pm D: 4:00pm - 9:00pm	B: 7:00am 10:30am L: 10:30am - 3:00pm D: 4:00pm - 9:00pm	B: 7:00am 10:30am L: 10:30am - 3:00pm D: 4:00pm - 9:00pm	B: 7:00am 10:30am L: 10:30am - 3:00pm D: 4:00p - 7:30p	Closed	D: 4:00pm - 9:00pm
B: 7:30am 11:00am L: 11:00am - 4:30pm D: 5:00pm - 10:00pm	B: 7:30am 11:00am L: 11:00am - 4:30pm D: 5:00pm - 10:00pm	B: 7:30am 11:00am L: 11:00am - 4:30pm D: 5:00pm - 10:00pm	B: 7:30am 11:00am L: 11:00am - 4:30pm D: 5:00pm - 10:00pm	B: 7:30am 11:00am L: 11:00am - 4:30pm D: 5:00pm - 7:30pm	Br: 10:30am - 1:30pm D: 5:00pm - 7:00pm	Br: 10:30am - 1:30pm D: 5:00pm - 10:00pm

Tu Taco
Mondo Subs
The Strip
Build Pizza
Steak N' Shake
Travel Wagon
Al Dente
Fresh Factor
SU Outtakes
Starbucks
ABP
Darwin's Café
Einstein Bros Bagels
Landrum Outtakes
Callahan Bistro
Village Café

[illegible]

Tu Taco
Mondo Subs
The Strip
Build Pizza
Steak & Shake
Travel wagon
Northern Pasta
Fresh Factor
SU On the Go
Starbucks
ABP
Darwin's Café
Einstein Bros Bagels
Landrum Outtakes
Callahan Bistro
Village Café

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THE END

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