

University of Maine System
RFP Q&A Responses RFP# 12-16

Number	Question	Answer
1	Please clarify whether question 5.5 should be in section 1 or section 3?	The answers to the items in 5.5 for the operating response should be in Section 3 not Section 1 of the response.
2	Contract duration: could you please clarify whether the vendor should propose 5 year or 10 year contract term, as financially speaking a 5 year plus 5 one year renewals is treated as a 10 year agreement?	Propose a five-year only and a five-year with five one-year options that are not guaranteed, however your company wants to treat that type of agreement.
3	Appendix C was not provided but is required for Cost Response?	Please disregard the reference to appendix C in section 5.12.
4	Appendices B-1, B-2, B-4 and B-6 are listed as required in both the Financial Response (see Appendix B- Financial Response Forms, page 61 of RFP) and in the Business Functional section 3 response (see instructions on page 20). Appendix B-4 is also mentioned as required within section 7 on Sustainability. Please clarify where these forms must be placed in the response.	Provide appendices in the financial response section.
5	Meal Plans #'s provided are they inclusive of flex dollars?	Yes, the commuter plans that are comprised of dining dollars only are included.
6	Provide breakdown of revenue by location on each campus and type of spend as detailed in the spreadsheet provided if possible.	The campuses have provided you with the information in the details that they have it; in most instances they have not previously received detailed information although that is expected to change with the new contract.
7	What are the number of board days annually (per location if different)?	Fall: 105.5 days Spring: 100.5 days
8	How are preseason meals for athletes, RA's and orientation leaders accounted for? Are they included in daily rate and board days or billed separately?	Any preseason meals are negotiated with the incumbent or are provided by an off-campus provider. It may vary from year to year and campus to campus. Vendors are encouraged to solicit this preseason business.
9	What are Faculty / Staff Door rates if different than door rate provided (any discounts)?	There is no additional discount given to faculty and staff.
10	Catering/Conferencing: Would like this broken out into each category to be able to identify summer business.	We do not have the available data to break this out. As part of the new contract, campuses want to track catering and conferencing activity separately.
11	What is the off campus catering revenue at USM Portland?	The Conference Center is active with the local hotels that do not have kitchens and the current contractor does catering through the Conference Center to a number of hotel meeting rooms in downtown Portland. We do not have the data broken out by off-campus events. This business is actively supported by the campus.
12	Who owns meal plan management system?	The ownership, storage, and maintenance of the meal plan data will remain with the campuses. The contractor's systems will need to be able to communicate, in real time, with this data for their day-to-day operations and integration with their POS systems.

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13	What dining facilities are currently being billed for utilities & are separately metered (as stated in RFP on page 38) and what were the costs for 2015?	<p><i>The RFP says:</i> <i>"Section 6: Operating Responsibilities</i> <i>Utilities: Cost</i> <i>University's responsibility: In facilities on the Premises, which are not metered on the Effective Date, throughout the term, University will be responsible for providing and paying for electricity, gas, steam, water, sewer service for the food service operations.</i></p> <p><i>Contractor's responsibility: In facilities on the Premises, which are metered on the Effective Date and in the case of any new dining venues where the entire building is dedicated to dining, the utilities will be paid by the Contractor as a cost of doing business".</i></p> <p>No utilities are currently paid by the operator. Kitchens are currently not separately metered, but this is a consideration for any renovations that are done over the life of this contract.</p>
14	What are meal plan participation rates at each campus?	Currently the campuses do not track this information. That is expected to change with the new contract.
15	How are preseason meals for athletes, RA's and orientation leaders accounted for?	See Q8 above.
16	Is there any un-depreciated equipment, etc. that the incoming vendor should account for?	No.
17	Section 1.7 states that "scholarships, donations or gifts to the university will not be considered in the evaluation of responses", however the RFP lists current In-kind, scholarships etc., please clarify the expectation on such items.	Contractors can propose such amenities but no evaluation points will be awarded for them.
18	In the Campus specific sections it is asking for a "menu for a 4 week and 3 day cycle" is this correct that you are seeking 4 full weeks and one half week menu samples per location?	Yes, the intent being to mix up the menu cycle and make it less predictable and more interesting for students.
19	In section 3.22 its states prices quoted shall remain firm for the first two years of the agreement, can you please confirm that this includes all pricing (daily rates, catering, retail menu items, door rates, etc.)?	Applies to daily rates only.
20	Section 4.1.5 refers to a "response limit" is there a page limit for the RFP dining response?	There is no response limit but UMS discourages the inclusion of unnecessary sales and promotional materials.
21	Existing Plan vs. Alternate: Please clarify what is meant by "submit a plan to operate existing services", is it UMS's intent that we provide our base plan using existing meal plans, hours of operation and current layout per campus with the alternate plan to include our suggestions on new meal plans, new hours of operation and new layout or can our base plan include such recommendations?	Yes, it is mandatory to propose the status quo. It is each firm's option to propose an alternative if that firm believes there is one that would better meet the needs of that campus.
22	Pest control: can you provide the last 2 years of costs associated to pest control for the dining areas the vendor is responsible for?	Costs average \$.04 per square foot annually. Some campuses provide the service as part of a contract with a local exterminator. Farmington requires the operator to contract separately for this service.

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23	Appendix B-4, in the first column it asks for Year One Local Sourcing as a % of Total Spend, is that total spend per category (ex: Eggs 80% of our total egg spend) or overall total “food” spend?	Total food spend.
24	Some of the equipment lists were provided in the RFP, however they do not address free standing service counters and equipment. May we get a list of all vendor owned equipment per location?	The campuses do not have inventories of contractor-owned or supplier-provided equipment. Supplier equipment branded to a specific product is not owned by the university.
25	What different countries are represented among UMFK's international students?	See UMFK's campus-specific RFP schedule. The link to the university's fact book is included.
26	Are there any sports concessions at UMFK?	None operated by the contractor.
27	Is there any space for retail at the Lodge residence hall on UMFK's campus?	There is not currently any dedicated dining space in the Lodge.
28	What utilities are included or billed at each location?	University currently pays for all utilities at each location.
29	It is understood that invoices will be paid by the University on submittal of invoices within 30 days, but on what basis should those invoices be prepared? On the basis of meal served and amount for catered events? On an estimated periodic amount pro-rated the term of the contract?	Meal plans are invoiced based on the contracted daily rate for the number of meal plans for any given day/week. Catering events are invoiced as they occur by event.
30	Contractor is expected to be responsible for utilities that are metered separately. Can a list be provided by campus, of those separately metered utilities and the historical cost record associated with those?	None are currently separately metered. This language is included to cover any future construction that includes separate metering.
31	Can you please provide detailed historical operational data and metrics used by Aramark? We are under the impression that Aramark needed to furnish supporting operational reports back the University during their contract period.	What will be required in the new contract is not reflective of what was part of the past contract. All of the information that the university has to share is contained in the RFP documents.
32	It appears that the list of equipment at each location is inconsistent. For example, we don't see an equipment list for USM-Gorham or Portland. Can you please clarify for each location the equipment list? Also, please provide any history maintenance and status of equipment of the locations?	Not all of the campuses have done these inventories. Everything that exists was provided in the RFP. Maintenance records have not previously been kept by piece of equipment, but will be moving forward. A detailed walk-through will be conducted at the beginning of the next contract with the status of the equipment noted. The contractor will not be held accountable for any equipment that is not in sound working condition at that time.
33	As referenced in the RFP Section 6 can you please provide a complete list of starting inventory for Small Ware and Service Ware at each of the campuses? Also, what is the expectation that Aramark will replace the wares to the beginning balances from their current contract - assuming there is a beginning inventory list?	Small wares and Service ware were not inventoried for the last contract. They will be in the future as a best business practice to be implemented beginning with the new contract.
34	Is the University's card system currently integrated via server based or cloud based? Can you please confirm that CBORD is the current card system used by ALL the University campuses (including Orono)?	No, they are not currently integrated. See question 12 above. The goal is to have them all integrated at some point in the future.
35	Are all the POS systems property of Aramark?	Yes.

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36	Can you please explain time that would be allotted for implementing a transition plan.	Once a contract is signed the operator can begin planning its transition. The current Aramark contract expires at midnight on June 30, 2016. The incumbent, if it does not retain the contract, must completely vacate all the premises by that date and time. The new contract begins at 12:01 A.M. July 1, 2016. The transition will occur on all contracted campuses on July 1. An incoming operator would have everything staged for the move on that date. Since July 1, 2016 is a Friday and the start of the July 4th holiday weekend, the operator will have those four days to assume the account. Foodservice is limited or non-existent on most of the campuses in the summer months. USM and UMF have more operations to support summer school and camps and conferences. The 2016 academic calendar indicates when students return to the campuses for the beginning of fall term.
37	Have the meal plan rates for 2016/2017 been established? If yes, please indicate published rates.	No they have not been established.
38	What was the equipment repair cost for the past two years? Who holds the equipment repair maintenance contract at each campus?	Most repairs are done by in-house university staff and cost are not assigned directly to a location or piece of equipment. That is going to change beginning with the new contract. Each campus may decide to call in outside repair companies when the internal staff does not have the skills or parts for certain pieces of equipment.
39	What is the cost of the annual POS maintenance agreement by campus?	The POS system belongs to the existing contractor. The universities have no contracts on that equipment.
40	Who owns the current card reader system and Micros register system at each campus?	Current contractor supplies that equipment.
41	What was the amount spent on small wares replacements for the past two years at each campus?	These replacements were made as a cost of doing business by the contractor and are not known to the universities.
42	What are the current casual door rates for lunch, dinner and brunch at the dining halls at each location?	The gate prices were provided for each campus in the Schedule that describes each campus and was on the FTP site.
43	What are the current minimum guaranteed commission rates that are in place or required by the University of Maine for each location.	The universities do not have minimum required commission rates in place on any of the campuses. The vendors are asked to propose rates for the new contract.
44	Are there any annual donation, scholarships or gift in kind currently provided. If yes, please provide these annual amounts by each campus.	The current operator does provide some discounts and donations at some of the campuses. These are at the discretion of each campus and are not quantified by the universities.
45	Please provide the current sliding scale of daily rates based on the number meal plans offered for Fort Kent, Machias, Farmington and Portland/Gorham.	The information that the universities have is already provided in the Schedule for each campus. The proposing vendors are to recommend daily rates that support the program they are proposing to offer at each campus.
46	Is there a base investment the University of Maine system is looking for?:	No.
47	How will capital investment dollars be weighted?	The scoring criteria is address in the RFP.
48	Is there an annual technology fee in place? If so, please provide it.	There is no technology fee in place.
49	Is there any undepreciated investment on any campus that we need to be aware of?	There is none.
50	Are the annual clothing sales at Machias in the current sales? Can you breakout or tell us what the annual clothing merchandise sales are?	The current vendor buys and sells the clothing merchandise and it is included in the over all sales so the University does not have any breakout for clothing merchandise.

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51	Please provide the current number of student workers on each campus	Students work directly for the incumbent and are not monitored or tracked by the university.
52	Please provide any type of seniority or longevity list for the current hourly associates, by campus.	HR data for the vendor's employees belongs to the vendor not the university.
53	Is the Portland School of Law operated on a P&L or management fee-based contract.	It is part of the overall contract which is P&L.
54	Are there currently any subcontractors utilized in the dining program? If yes, please identify company/organization and their activities in the Maine system.	To our knowledge Aramark has no subcontractors.
55	It was mentioned during the walk-through that the incumbent owns the plates, china and small ware on all campuses. Please confirm who owns the plates, china and small wares for each campus.	By the current contract the vendor was provided the original inventory and has maintained that inventory as a cost of doing business. All small wares, china, flatware, and glassware belong to the universities and will be left on site for the new contract.
56	How many foodservice delivery vehicles are currently utilize don each campus? Please describe the type of vehicle(s) and who owns them.	All vehicles belong to the vendor and the university has no data on them.
57	Who owns the flat-screen monitor in Machias, Farmington, Portland/Gorham?	The flat screens are owned by Aramark and would be removed in a transition.
58	I would like to request the newest drawings of the UMF South Dining Hall, Mantor Library 1 st floor, and the Snack Bar. The request is for RFP design.	The only drawings that the campuses have are loaded on the RFP FTP site when you found the original RFP and the appendices.
59	Thanks for the assistance. I would like to ask for the latest drawings of the Husky Hideaway and the Woodbury Campus Center.	These drawings are available and are posted on the FTP Site for the USM campus. Autodesk drawings are available for these two locations and have been uploaded to the FTP site. A vendor can only open these if they have Autodesk or are working with and architect or designer who has the software capacity to open them.
60	Can you provide the latest existing drawings for Fort Kent Knowland Hall and Bengal's Grille and Presque Isle Owl's Nest?	See the response to Question 58 above.
61	The RFP does not explicitly make mention of student employment. Should contractors consider offering student internships on each campus?	Yes. UMS strongly encourages contractors to make educational opportunities and internships available to students.