

REQUEST FOR PROPOSALS  
 WEST VIRGINIA STATE UNIVERSITY  
 RFP #WVSU22-03  
 ADDENDUM #1 – MAY 24, 2022  
 Question & Answer

1. Q: Can you provide a 4-year history of meal plan participants by plan?

A:

<b>FY19</b>	<b>Any 15</b>	<b>Standard 19</b>	<b>Premier 19</b>	<b>Commuter</b>
<i>Fall</i>	71	127	105	747
<i>Spring</i>	58	113	79	620
<b>FY20</b>				
<i>Fall</i>	70	109	102	656
<i>Spring</i>	70	96	84	549
<b>FY21</b>				
<i>Fall</i>	56	92	88	485
<i>Spring</i>	47	85	71	318
<b>FY22</b>				
<i>Fall</i>	57	106	121	462
<i>Spring</i>	56	96	108	354

2. Q: Can you provide a projected number of meal plan participants for the upcoming academic year?

A: Upcoming meal plan participation is anticipated to be similar to that of FY2022.

3. Q: Can you provide an academic calendar noting open days of service for dining for the upcoming year?

A: Academic Calendars are available at the following link:  
<https://www.wvstateu.edu/academics/academic-calendar.aspx>

4. Q: How many days do you provide dining service in each semester?

A: Typical semester may have 125-130 days of service and the same is anticipated for the 22/23 academic year.

5. Q: How many days are billed as part of the meal plan, and how many days are considered early arrival or post-semester days?

A: Meal Plan is each semester is 17 weeks x 7 days for a total of 119. Early arrival days for Athletics and RA's that usually total 7-14 each semester.

Post –semester (after graduation) is rare.

6. Q: Can you provide daily rates charged for early arrival meals?

A: \$21.89

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7. Q: Can you verify that the mandatory commuter plans will no longer be required in 23/24?  
A: The University desires the Commuter Meal Plans to be optional and not mandatory. Vendors should include in their proposal a suggestion on when (22-23, 23-24, or sometime in the future) and how this should be implemented.
8. Q: Do you offer summer session meal plans? If so, at what charge to the student and how many participants?  
A: \$207.00 per week. Pre-COVID number were fewer than 30. Has been zero since COVID.
9. Q: Can you provide the dollar amount of sales by venue?  
A:

**WEST VIRGINIA STATE UNIVERSITY**  
**5- YEAR REVENUE**

2015-2016	
BRAND #3 SALES	\$ 9,849.35
<b>CASH AND CREDIT SALES</b>	<b>\$ 98,740.03</b>
FOOD COURT	\$ 68,500.00
KEITH HALL	\$ 17,283.84
GOLD STON DINING HALL	\$ 12,955.86
COMMUTER MEAL CARD SALES	\$ 505,900.49
CONTRACT SALES	\$ 1,190,336.37
DECLINING BALANCE	\$ 14,731.67
INSIDE CATERING - NON TAXABLE	\$ 111,730.98
OUTSIDE CATERING	\$ 7,095.07
OUTSIDE CATERING NON TAXABLE	\$ 22,958.22
SUMMER PROGRAM	\$ 154,936.03
<b>TOTAL SALES</b>	<b>\$ 2,116,278.21</b>

2016-2017	
<b>CASH AND CREDIT SALES</b>	<b>\$ 76,133.54</b>
FOOD COURT	\$ 50,372.47
KEITH HALL	\$ 13,308.24
GOLD STON DINING HALL	\$ 12,452.83
COMMUTER MEAL CARD SALES	\$ 507,808.35
CONTRACT SALES	\$ 1,169,366.27
DECLINING BALANCE	\$ 5,729.02
INSIDE CATERING - NON TAXABLE	\$ 63,535.01
OUTSIDE CATERING	\$ 12,747.17
OUTSIDE CATERING NON TAXABLE	\$ 18,398.89
SUMMER PROGRAM	\$ 153,014.75
<b>TOTAL SALES</b>	<b>\$ 2,006,733.00</b>

2017-2018	
<b>CASH AND CREDIT SALES</b>	<b>\$ 53,649.46</b>
FOOD COURT	\$ 36,848.14
KEITH HALL	\$ 8,647.06
GOLD STON DINING HALL	\$ 8,154.26
COMMUTER MEAL CARD SALES	\$ 476,744.72
CONTRACT SALES	\$ 1,104,826.27
DECLINING BALANCE	\$ 3,531.66
INSIDE CATERING - NON TAXABLE	\$ 65,412.09
OUTSIDE CATERING	\$ 16,346.78
OUTSIDE CATERING NON TAXABLE	\$ 23,965.94
SUMMER PROGRAM	\$ 116,698.17
<b>TOTAL SALES</b>	<b>\$ 1,861,175.09</b>

2018-2019	
<b>CASH AND CREDIT SALES</b>	<b>\$ 66,661.88</b>
FOOD COURT	\$ 40,719.39
KEITH HALL	\$ 16,766.32
GOLD STON DINING HALL	\$ 9,176.17
COMMUTER MEAL CARD SALES	\$ 365,986.05
CONTRACT SALES	\$ 1,014,205.60
DECLINING BALANCE	\$ 5,083.12
INSIDE CATERING - NON TAXABLE	\$ 96,788.92
OUTSIDE CATERING	\$ 18,809.40
OUTSIDE CATERING NON TAXABLE	\$ 24,403.72
SUMMER PROGRAM	\$ 116,295.61
<b>TOTAL SALES</b>	<b>\$ 1,708,234.30</b>

2019-2020	
<b>CASH AND CREDIT SALES</b>	<b>\$ 44,573.87</b>
FOOD COURT	\$ 15,135.64
KEITH HALL	\$ 12,771.94
GOLD STON DINING HALL	\$ 16,666.29
COMMUTER MEAL CARD SALES	\$ 294,438.83
CONTRACT SALES	\$ 861,799.51
DECLINING BALANCE	\$ 2,590.12
INSIDE CATERING - NON TAXABLE	\$ 47,577.79
OUTSIDE CATERING	\$ 862.69
OUTSIDE CATERING NON TAXABLE	\$ 9,209.68
SUMMER PROGRAM	\$ 19,198.27
<b>TOTAL SALES</b>	<b>\$ 1,280,250.76</b>

10. Q: Can you provide the current guest line prices for the dining hall? Do you provide faculty/staff discounts for meals and if so can you provide those rates?  
A: See below for Casual Meal Rates. No discount is provided to faculty/staff.
- Breakfast \$4.74
  - Lunch \$6.
  - Dinner \$7.73
  - Brunch \$6.54

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11. Q: Can you confirm that the POS system needs to be replaced with a new system?  
A: Yes, the University desires the POS system to be updated. The POS system must be RFID compatible and the University would prefer it to be mobile friendly as well.
12. Q: Are current incumbent employees represented by a union agreement? If so, can you provide a copy of the collective bargaining agreement?  
A: Current employees are not represented by a union agreement.
13. Q: Can you provide a list of employees (no names attached) with position, years of service, full or part-time status, and current rate of pay?  
A: Please find below a list of titles used:
- Cook
  - Cashier
  - Prep-Cook
  - Grill-Cook
  - Baker
  - Utility
  - Food Service Worker
  - Supervisor
14. Q: Can you provide CAD drawings or PDF drawings of current dining facilities?  
A: Digitized blueprints will be made available as soon as the University has them. An appointment can be made to come in and review the master blueprints for this space.
15. Q: In addition to the Technical submission, is the RFP requesting one (1) original and six (6) copies of the Financial proposal? Or, will only one (1) Financial proposal be submitted with the one (1) Original Technical proposal?  
A: Only one (1) Financial proposal is needed.
16. Q: Should the electronic versions of the Technical and Financial proposals be submitted separately or on one (1) USB drive or Compact Disc?  
A: An electronic Version of the Technical Proposal is not needed.
17. Q: For the purpose of developing our financial proposal, please provide us with the number of resident and commuter meal plans sold during the following semesters:
- |                |                        |                     |
|----------------|------------------------|---------------------|
| a. Fall 2021   | A: <u>284 Resident</u> | <u>462 Commuter</u> |
| b. Spring 2022 | A: <u>260 Resident</u> | <u>354 Commuter</u> |
18. Q: For the purpose of developing our financial proposal, please provide us with the number of resident and commuter meal plans WVSU anticipates during the following semesters:

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- |                |                        |                     |
|----------------|------------------------|---------------------|
| a. Fall 2021   | A: <u>285 Resident</u> | <u>550 Commuter</u> |
| b. Spring 2022 | A: <u>255 Resident</u> | <u>450 Commuter</u> |

19. Q: Article 2.2, F

- a. For the basis of comparison, are we to assume the 1,000 students is for resident meal plans, only?  
A: Yes
- b. Again, for the basis of comparison, is the sliding scale for the range of 250 to 1,500 students, for resident meal plans, only?  
A: Yes

20. Q: Does the University anticipate reaching or exceeding the 700 resident hall capacity over the next three to five years?

A: While the University is working on the enrollment management strategy, at this time it is not anticipated that the University will exceed the 700 resident hall capacity in the next 3 years.

21. Q: Please provide the list of attendees present of the mandatory pre-bid meeting.

A: Vendors present at the Pre-Bid are as follows:

- Aladdin
- Aramark
- AVI
- Sodexo
- Thompson

22. Q: Would WVSU like the capital investment included inside or placed outside the daily rates?

A: The University would like the vendor to propose this in a way that is financially advantageous for both the student and University.

23. Q: Small wares and Equipment

- a. Who owns the current small wares and equipment? Resident Dining, Retail Dining and Catering

A: Per the current contract, all equipment was amortized over 7 years and should be owned by the University for All Categories. Per the current contract only small wares related to catering was amortized over 7 years and owned by the University.

- b. Will Thompson be removing any of the existing small wares and/or equipment?

A: Thompson should not remove any equipment, but will be removing small wares related to dining and retail.

24. Q: At the end of the Spring semester, who captures the remaining unspent flex dollars?

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A: Unspent FLEX dollars are forfeited by the Student at the end of the Spring semester.

25. Q: Will the university be responsible for the following items.

- a. Building Repairs and Maintenance  
A: Yes
- b. Equipment Repairs and Maintenance  
A: Yes, the vendor should propose a cost sharing model.
- c. Shampooing/steaming of carpets  
A: Yes
- d. Buffing/waxing floors  
A: Yes
- e. Grease removal from premises  
A: Yes
- f. Grease trap cleaning  
A: Yes
- g. Hood cleaning (interior)  
A: Yes
- h. Trash removal from premises  
A: Yes
- i. Pest control program  
A: Yes
- j. Annual pressure washing of dock  
A: Yes
- k. Recycling  
A: Yes
- l. Utilities  
A: Yes

26. Q: What are the maximum years for amortization of equipment/investment?

A: Ten (10) years

27. Q: What is the meal plan/campus card system used by the university?

A: The vendor should propose a meal plan card system that is both RFID and mobile friendly.

28. Q: What, if any, are the annual charges to the dining partner for the meal plan/campus card system?

A: N/A

29. Q: What is the annual repair and maintenance provided by the dining partner?

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A: Per the current contract-Thompson shall cover the first \$5,000, the client shall cover the next \$5,000 and over this amount will be split equally between the client and Thompson up to an annual aggregate amount of \$40,000 of which Thompson will be responsible for no more than \$20,000. The University does not find this cost sharing model favorable.

30. Q: How many RA meal plans are provided each semester?  
A: Thirteen (13) Annually. The University desires this to be proposed on a per semester basis versus annually.
31. Q: How many annual complimentary meals are provided?  
A: Three Hundred (300)
32. Q: How many guests attend the annual complimentary picnic?  
A: Three Hundred to Five Hundred (300-500)
33. Q: How does the current meal equivalency work? Is this only from the 19 plus 4 late night plan?  
A: Meal equivalency is available on all meal plans. If the price of the student's meal at a retail location exceeds the equivalency rate, then the remaining balance is paid with cash or credit.
34. Q: Are dining services employees required to purchase parking passes?  
A: The vendor has historically purchased employee parking passes for their employees.
35. Q: How many meals are included with the commuter meal plans?  
A: 51
36. Q: Are there any flex dollars included with the commuter meal plans?  
A: No, "yellowjacket dollars" are purchased separately.
37. Q: Are there any students required to purchase commuter meal plans?  
A: Yes, currently all students taking at least 9 in-seat hours are required to purchase meal plans. The University desires vendors to propose changes to this.
38. Q: How do the summer meal plans work (number of meals, meal periods/operation hours)?  
A: Summer meal plans are charged per week.
39. Q: What is the current Presidential In-kind amount?  
A: \$10,000
40. Q: Please verify hours of operation – Thompson dining website does not match the hours listed in RFP.
- |    |                                    |                                       |
|----|------------------------------------|---------------------------------------|
| A: | <b><u>Goldston Dining Hall</u></b> | <b><u>William F. Pickard Cafe</u></b> |
|    | Weekdays                           | Weekdays                              |

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Breakfast 7:30am–9:30am	9:00am–9:00pm
Continental Breakfast 9:30am–10:30am	Weekends 11:00am–5:00pm
Lunch 11:30am–1:30pm	<b><u>BRB/Chop'd &amp; Wrap'd</u></b>
Lite Lunch 1:30pm–2:30pm	Mon - Thur 11:00am–7:00pm
Dinner 5:00pm–7:00pm	Friday 11:00am-4:00pm
Weekends Brunch 10:45am–12:15pm	Weekends 11:00am–5:00pm
Dinner 4:30pm–6:00pm	

**NOTE:** The University would like for vendors to make proposals on hours of operations that best meet the needs of the students.

41. Q: For the Presentation food showcase, will an on-campus kitchen space be provided for companies to prepare their food sampling?  
A: The University will not be providing a full kitchen. Presentations will be held in the Erickson Alumni Center which has a small food prep space.
42. Q: On page 12 Q#4, the RFP asks for a complete list of current partnership. As that list can be quite exhaustive with national companies, can we limit that list to the same geography as listed in Q#3?  
A: Yes
43. Q: Please provide a list of equipment/small wares that will remain in the program should a change in contractor be made  
A: The University will have to work to obtain this list, as it is not currently available.
44. Q: Please provide a list of equipment in the kitchen that is in proper working condition.  
A: The University would like the vendor to allocate a portion of the capital investment to the back of the house for equipment upgrades.

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45. Q: Please provide any details on the current food pantry  
A: The current food pantry is not operated in conjunction with the dining services contract
46. Q: Please provide timing for the last renovations to each dining location  
A: Dining Hall-2007  
Retail Locations -2004  
Café in Keith Scholars- 2014
47. Q: Is the RFP requiring Concessions be proposed or is that just an alternative option to propose?  
A: Concessions is an alternative option that the University would like to explore.
48. Q: Share details about dining services involvement in concessions. What are the sales from concessions?  
A: Dining Services has not previously handled concessions. Sales are unknown.
49. Q: Please confirm that WVSU has data that the POS/Credit Card system can hook up that supports PCI compliance standards.  
A: There is a food service private VLAN with network (Ethernet CAT5) ports for merchant terminals at current POS positions as well as ports for the POS terminals. It is up to the food service vendor to keep their equipment up to current PCI standards.
50. Q: Please provide context to services included in the “late night” meal plan option.  
A: While meal plans included a “late night” option, due to COVID it has been difficult to provide. Vendors should include options in their proposal keeping in mind the University athletes and ensure meals can be provided.
51. Q: Is there a minimum annual return that the University seeks in the new agreement?  
A: No, the University desires the contract to be advantageous from a cost perspective for both the University and students.
52. Q: Can we use your dining logo and images for the proposal.  
A: You can use the West Virginia State Logo and images for the proposal.
53. Q: Can you please confirm if the Dining Dollars (minimum opening balance) starts at \$160 or \$150?  
A: Currently \$160, however, the University is open to vendor proposals.
54. Q: RFP pg 30 section 3.11.J. The University desires to own and house any system containing student data, but the vendor will be responsible for maintenance agreements and/or upgrades. Can you please provide the annual maintenance amount for the last three years?



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A: The current vendor has covered these expenses. The University does not have record of this data.

55. Q: RFP pg 15 section 2.2.F references • Resident Assistant Meal Plans (If the vendor proposes this, it should be on a per semester basis.). How many Resident Assistants are there on campus?

A: The current contract provides 13 Resident Assistants meal plans.

56. Q: Are hourly employees' part of a Collective Bargaining Agreement? If so, can you please provide a copy of the CBA?

A: Unknown

57. Q: On RFP pg 52 Appendix B, the Mandatory Commuter (New and Returning) have N/A for the 2023-2024 academic year. Will the mandatory commuter meal plan purchases no longer be required?

A: That is the University's desire, to not have them mandatory. If the vendor would like to propose a mandatory commuter meal plan they can do so.

58. Q: How would you like vendors to provide alternate proposals? What format would you like it to be submitted in?

A: Vendor's may submit alternate proposals and just indicate as such. Vendor should use similar format as requested by the University.

59. Q: Will Proposer be required to sign the Agreement Addendum, under Attachment N, with any amended modifications Proposer requests (in accordance with the instructions on the form), at time of proposal submission or will this be addressed at time of contract negotiations?

A: Addendums can be signed at time of contract negotiations. Please note, amendments must be approved by Legal and the West Virginia Attorney General's Office.

60. Q: Can you provide a list of summer camps and conference groups with historical and projected attendance, number of days and any other relevant information about each group?

A:

Summer 2021

- High Rocks
  - 10 people
  - 2 weeks
- North South Football
  - approximately 90 people
  - 1 week
- Upward Bound

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- approx. 100 people
- approx. 4-5 weeks
- US Youth Soccer Refs
  - 110 people
  - approx. 1 week

Summer 2022

- North South Football
  - approximately 90
  - 1 week
- Upward Bound
  - 4 weeks
- US Youth Soccer Refs
  - 110 & 130 people
  - approx. 1 week x2
- Norman Jordan African American Arts & Heritage Academy
  - approx. 30 people
  - 1 week

61. Q: Do you have a dedicated summer conference staff/team that is able to work to follow up on sales and marketing efforts secured and sent as viable revenue generating ideas?

A: The University has minimal staff that could be utilized for this, and is currently exploring options.

62. Q: Do you have a current listing of rental rates for both overnight accommodation as well as classroom / lecture spaces?

A: This can be discussed upon the award of the contract.

63. Q: Does the current conference team detail both internal meetings, events and programs as well as promote and manage all external conferences and meetings? If so, would you be open to looking at a vendor managing the external sales, promotion, marketing and logistics needed for all revenue generating groups to the campus? This would complement with the ask to generate Ideas for revenue for conferences on campus.

A: The University is open to exploring all options.

64. Q: Do you have support from university internal resources to help manage the needs of summer groups? Examples such as security, residence life, athletics, housekeeping, grounds and IT support or does the current program rely on its own staff members to provide this level of services for their guests?

A: The University does have internal resources to help manage summer groups.

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65. Q: As we are working through our financial projections, I wanted to ask if the University would consider a management fee versus a P&L agreement. Are we allowed to bid a fee as an alternative bid?

A: Yes, the University will entertain a management fee versus a P&L agreement. The University would like to see both models if proposing a management fee model.