



**Questions and Responses #2
Campuswide Dining Services
RFP TU-2315**

November 7, 2022

Procurement
8000 York Road
Towson, MD 21252-0001

Ladies and Gentlemen:

Below are questions and responses to aforementioned solicitation. Any response resulting in a revision to the solicitation will be included in an Addendum.

Questions:

Q1. Are any of the National Brands on campus (Starbucks, Panda, EBB or ABP) due for a significant refresh per brand requirements? If so, which brands and what is the estimated cost of each project?

A1. None are due for a significant refresh. Starbucks and Panda are due minor refreshes in the next couple of years.

Q2. Can you please provide floorplans and CAD files for West Village Commons, Glen Dining Hall, and Newell Dining Hall?

A2. See Addendum #3 for floorplans- Attachment 6.

Q3. Please clarify Attachment 1 – The Notes section shares offline residence for the Glen neighborhood. Can you please share the time of Prettyman Hall and Scarborough Hall coming offline as referenced in the Campus Master Plan. Also, can you please confirm the timing of new residence halls on West Campus (existing Enrollment Services Center) and the proposed style of housing for that new construction?

1. Prettyman Hall and Scarborough Hall coming offline

Response: Timing will be based on when the new building project for the business school will start. These two housing buildings could be demolished as soon as 2025.

2. New residence (Phase V Housing/Garage) halls on West Campus (existing Enrollment Services Center)

Response: Timing will be based on the new student services building completion which at best would not be completed until fall 2026.

3. Proposed style of housing for that new construction

Response: This specific style is undetermined at this time. The Phase 5 Housing project will provide an additional 500 beds to the campus.

Q4. Clarify Attachment 2 – Do the block plans numbers in the spring semesters account for the carry over block plans or is this only accounted for in the semester purchased? Also, can you please provide the mandatory housing numbers for FY19, FY20, and FY22?

A4. Number of Block Plans listed in Attachment 2 represent new block plans purchased during that semester. See updated Mandatory vs. Non-Mandatory Spreadsheet attached. See Addendum #3.

Q5. Clarify Attachment 4 – These hours of operations appear to be for the academic year; can you please share how many operating days are included in the fall and spring semesters that align to this scheduling. Also, can you please provide the hours of operations for non-academic days (summer/holiday) throughout the operating year?

A5. 232. One dining hall is open during the summer based upon camp and conference business. 7720 Café and Paws is open to the public during summer and winter breaks.

Q6. Can you please provide a list of catering events including service/event type and guest counts by week for FY19?

A6. See Addendum #3 which includes Attachment 7- List of Catering Events for FY 19.

Q7. Can you please provide a list of concession events and/or gameday events for athletics by week or month for FY22?

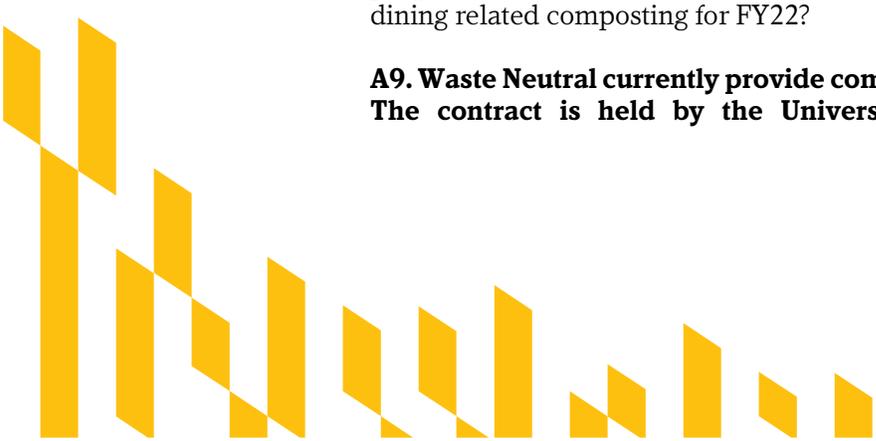
A7. See Addendum #3 which includes Attachment 8- List of Concession Events and/or gameday events for athletics by month for FY 22.

Q8. Regarding the discussion of point-of-sale registers in Item G.3.f(2) of Section V, "Scope of Services," of the RFP, who will hold the Merchant ID for transactions, Towson or the vendor? If the vendor will hold the Merchant ID, (a) what will the payment gateway be, and (b) does that solution have point-to-point encryption?

A8. The vendor will hold the Merchant ID. The payment gateway is Freedom Pay and it is point to point encrypted.

Q9. Please provide the name/company of the existing composting hauler that is contracted with the University and/or current provider that supports the composting program marketed by the current provider. Also, can you share the reported data for dining related composting for FY22?

A9. Waste Neutral currently provide compost hauling services to Towson University. The contract is held by the University of Maryland, Baltimore County. All



compostable waste generated by Dining Services is taken to the Western Branch Compost Facility in Upper Marlboro, Maryland. See Addendum #3- Attachment #9- Towson University Compost Program Data Reported for FY 22.

Q10. Can you please share a list of the current MDOT certified companies the existing providers uses to achieve the 2% threshold to ensure business continuity with a change in service provider?

A11. The original minority business enterprise (MBE) participation was 2% but was increased to 5% after three years. Because of the large vendor pool of certified minority businesses that provide goods and services in the food/dining industry, the MBE participation for this opportunity was increased to 10%. The current certified MBEs that are currently in use are:

- **Mayorga coffee LLC-Hispanic American**
- **Mik Industries-Asian American**
- **AJ's Stationers- Woman Owned**

Q12. Section V. Letter F. Number 4. Letter d.: Facility and equipment preventive and maintenance programs that assist the University in maintaining the inventory of equipment inventory and smallwares that support the dining services operation and maximize useful life of University assets. Is the current preventative maintenance plan third party supported, facilities supported, or dining supported? If dining supported, what certifications does the University require of the Preventative Maintenance Mechanics? What is the current practice?

A12. The current preventative maintenance is a combination of third party and dining services. The current practice is to try and maintain the equipment as best as possible throughout the semesters and try to PM as much equipment as possible over breaks. Contractor must ensure that all requirements of HAACP, ServSafe®, and the Baltimore County Department of Environmental Health.

Q13. Would you please confirm which of the following is the correct Table of Contents for Technical Proposal?

A13. The Table of Contents should align with Section IV.B. and Addendum #1:

- **Executive Summary**
- **Response to Technical Requirements (Section V.A-H) to include Annual Strategic Plan and Sustainability Plan**
- **Key Personnel (Exhibit L) for General Manager/Resident District Manager, Assistant General Manager, Executive Chef, Registered Dietician, Marketing Manager, Area Director, Catering Director, Controller/Finance Manager and Regional Sustainability Manager**
- **Company Profile (Exhibit F)**



- **List of Subcontractors**
- **References (Exhibit G)- No less than three**
- **Bid/Proposal Affidavit**
- **MBE Utilization Affidavits- (Exhibit D-1 Parts 1-4)**
- **Proposal Bond (Exhibit H)**
- **Addenda Acknowledgment (Exhibit K)**

Q14. The RFP states, 10% of total contract dollar amount must be spent with MBE subcontractors. Is the 10% for the total Towson University value of the contract or total invoiced by the vendor to Towson University?

A14. Total value of the contract.

Q15. Are there specific Key Performance Indicators (KPI's) that you will use to measure success of the program?

A15. Percentage of total annual food and beverage expenditures on products that are sustainably and ethically produced. Percentage of total annual food and beverage expenditures on plant-based foods. Waste produced per meal served (includes post-consumer waste and packaging). Student satisfaction surveys. Volunteer meal plan participation rates. Revenue by location.

Q16. Please provide the full sustainability report as referenced at the pre-proposal conference.

A16. See Addendum #3 for Sustainability section of the

Q17. What is the current Fall 2022 meal plan counts separated by mandatory and voluntary?

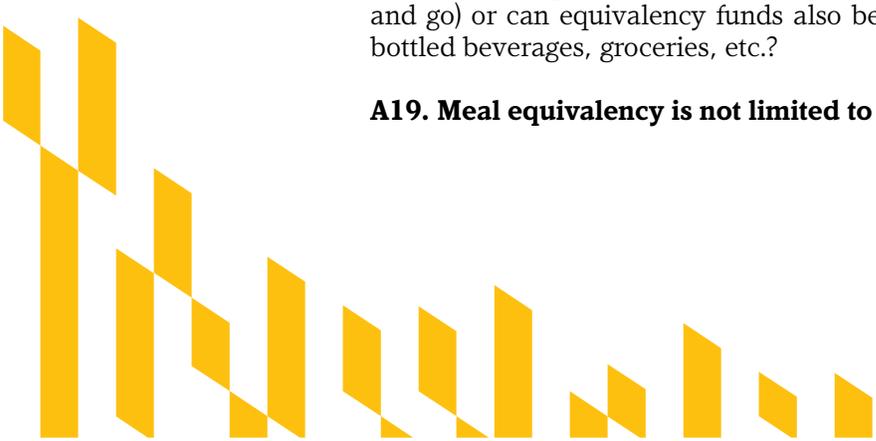
A17. See Addendum #3 for revised spreadsheet titled Meal Plan Counts – Mandatory vs Non-Mandatory – Fall 2022.

Q18. What is the total billable board dates for fall and spring?

A18. Weekly Meal Plans are billed weekly. Block Plans are billed 4 times per year (beginning of Fall Semester, end of Fall Semester, beginning of Spring Semester and end of Spring Semester).

Q19. Is meal equivalency limited to prepared food (made to order and prepackaged grab and go) or can equivalency funds also be used for convenience packaged good items, bottled beverages, groceries, etc.?

A19. Meal equivalency is not limited to prepared foods.



Q20. Do we need to provide catering guides in the proposal?

A20. No.

Q21. Will there be unamortized capital investment balance owed to the current provider at the start of the contract? If so, what is the amount owed?

A21. No.

Q22. Please provide sales for all dining locations for FY 18-19 and FY 21-22?

A22. See Addendum #3 for Total Sales 2018 – 2022- Attachment #10.

Q23. What is the average hourly wage of dining employees?

A23. The University is unable to provide this information. However, this information can be obtained from the Union (MARJB).

Q24. What is the average tenure of dining employees?

A24. The University is unable to provide this information. However, this information can be obtained from the Union (MARJB).

Issued by: Joselyn M. Johnson
Joselyn M. Johnson, Procurement Officer

