

**REQUEST FOR PROPOSAL TO OPERATE FOOD SERVICE CONCESSION
NEW HAMPSHIRE EMPLOYMENT SECURITY
BID# RFP NHES2016-04**

**ADDENDUM#3: BID# RFP NHES2016-4
RESPONSES TO VENDOR QUESTIONS**

**Food Service Concession – Tobey Building
45 South Fruit Street, Concord, NH**

DATE OF RFP ISSUANCE

1/08/2016

QUESTIONS SUBMITTED BY VENDORS AND ANSWERS FROM NHES:

1. Is Room & Meals Tax included in Gross Sales?

The term “gross retail sales” as it appears in Part III, Section A.1.f. of the RFP, means total sales prior to any deduction for tax or expense. Respondents should calculate the proposed percentage commission rate referenced in the RFP based on gross retail sales of food and beverage items, including catering, on a pre-tax basis.

2. Are Hours of Operation limited to 7AM-2PM? What hours do we have access to the site if we need to do after hours catering or other prep work?

Expected hours of operation of the cafeteria must be from at least 7:30 a.m. to 2:00 p.m. However, the operator would be permitted to remain open until 4:00 p.m. Regarding catering and prep work, arrangements could be made for extended hours of access on a case specific basis.

3. Can the Vending Machines, specifically the soda vending, be removed o[r] put in another location in the building?

The soda vending machine can be moved and placed in another location. However the most likely new location would be the vending room inside the cafeteria entrance.

4. Is there information on the ages of and any warranties on the individual pieces of equipment?

It is our understanding that the cafeteria equipment was purchased new in 2014. The warranties have expired with the exception of the refrigerator and freezer compressors.

5. If a piece of equipment ceases to work d[ue] to natural shelf life are we required to replace it?

The vendor will not be required to replace equipment that is beyond its useful life. If a piece of equipment ceases to work due to its age, NHES, in its sole discretion, will have the option to

replace the equipment and will retain control as to the replacement equipment's make and model. If NHES elects to replace the equipment, it will do so at its own expense.

6. During what hours do we have access to the site? During what hours is the building accessible?

Generally, the Vendor will have access to the Tobey building between 7:00 a.m. and 4:30 p.m.

7. How often would we expect site inspections [to] occur? And would this ever interfere with operations or customer service?

City and State inspections will be conducted in the usual course as required for the operation of a food service/cafeteria facility. NHES reserves the right to enter the cafeteria, food storage and delivery areas as needed to ensure that contract requirements are met. It is not expected that this will interfere with operations or customer service.

8. Do people from other buildings have access to the concessions in this building?

Yes, state employees from other buildings on the state campus, as well as members of the public, would have access to the cafeteria through the Tobey Building front entrance.

9. Are there any sales or traffic flow information available about past use of this site?

No information is available regarding sales or traffic flow based on past use of the site.

10. Would delivery be an option or warranted for this building or to other buildings on Campus?

Delivery service would not be allowed within the building, but the vendor would be free to deliver outside the building.

11. Could we have a fountain soda service installed?

NHES would need more information about the requirements of a fountain soda service and whether it would be compatible with the existing facility in order to answer this question.

12. Is there access for a secure dedicated line to a router for 2 CAT 5E Cables in order for a Point of Sale System to be connected? This would be specifically needed as well to run credit cards.

NHES has a router and two data lines in the cafeteria kitchen area. There is CAT6 cable, which is an upgrade from CAT5E. There is also an analog line in the kitchen area. The previous food service vendor had a point of sale system and processed credit cards.

13. Can additional equipment be added by us and if so what would be the process for approval?

Additional equipment may be added but, it will require prior review and written authorization by NHES.

14. In the event that a conflict or disagreement were to occur what would be the process for handling such a matter?

This subject will be addressed in the contract.

15. Are there any specific non-food items recommended to have available for sale?

None.

16. What is the number of people that work in the building?

There are approximately 200 employees working in the Tobey building.

17. What is the average amount of time that people in the building have for meal breaks?

Staff working in the building generally have a sixty (60) minute meal break along with two fifteen (15) minute rest breaks. Some staff will have less time for their meal breaks due to voluntary schedule adjustments.

18. Do lunch breaks tend to occur during a specific time period in the building?

Lunch breaks for staff working in the Tobey building occur between the hours of 11:30 a.m. and 1:30 p.m.

19. Should each copy of the Proposal be submitted in its own envelope?

The original of the Proposal along with the required copies should be submitted in one envelope.

20. Is it possible to see the meals tax receipts for the last six (6) months?

The cafeteria has not been operating for the last six (6) months and no meals tax receipts are available for the earlier time period.

21. Are there any maintenance records available?

There are no maintenance records for the cafeteria. Warranty work was performed on the dishwasher and fryer. The operator's staff members were trained on proper use of the equipment and the problems were resolved.

22. Is the current operator eligible to bid on the contract?

There is no operator at the current time. All conforming proposals received will be considered.

**CONTACT: Jill D. Revels, Business Administrator, New Hampshire Employment Security
(603) 229-4449**

Vendor _____ Address _____

By: _____
(This document must be signed) (Title)

(Please print or type name) Tel. No. _____