

Howard Community College

RFP: Food Service

Bid Number: 22P-003

RFP Opening Date: March 16, 2022

ADDENDUM No. 2

Q1. Questions are due on March 7, 2022, by 10:00 am which leaves six business days before the RFP is due. Anticipating that the response to questions may also take a few days will the College consider extending the due date of the RFP to provide additional time?

This is the standard timeline used for the College’s RFPs. Without any additional justification for an extension, the College is not inclined to extend the RFP deadline at this time.

Q2. Per Section 2.1 of the RFP, the College reserves the right to arrange for non-Contractor catering for any event. In such a case, will the University be willing to grant the contractor an opportunity to be considered first for catering services?

The College is willing to discuss the possibility of this during the contract negotiation phase with the intended awardee.

Q3. In addition to the financial sales data is there any transaction data available (# of transactions, traffic counts, etc.).

Please see below for detailed sales data from FY15 to present, as well as the number of transactions for FY17 through FY20.

	FY22	FY21	FY20	FY19	FY 18	FY 17	FY 16	FY 15
July	\$ 10,472.56	\$ -	\$ 53,901.09	\$45,700.08	\$45,278.89	\$46,599.48	\$42,404.26	\$42,002.06
Aug.	\$ 34,542.17	\$ -	\$ 102,323.56	\$104,038.47	\$103,576.47	\$52,778.61	\$76,694.67	\$84,183.82
Sept.	\$ 80,820.14	\$ 1,121.05	\$ 169,686.68	\$165,363.14	\$177,857.20	\$226,201.29	\$204,438.24	\$194,129.20
Oct.	\$ 69,795.68	\$ 2,116.49	\$180,681.32	\$181,653.03	\$190,511.39	\$186,754.03	\$173,391.67	\$152,146.63
Nov.	\$ 69,735.53	\$ 1,349.09	\$ 135,527.20	\$143,803.26	\$157,778.35	\$152,491.74	\$141,528.33	\$137,524.48
Dec.	\$ 51,095.27	\$ 580.54	\$ 80,161.14	\$75,886.96	\$81,953.26	\$116,471.99	\$69,772.89	\$58,557.94
Jan.	\$ 12,900.90	\$ -	\$ 56,641.97	\$59,191.06	\$58,639.10	\$37,070.28	\$28,506.03	\$55,470.13
Feb.		\$ 816.38	\$ 132,736.43	\$122,551.83	\$133,966.71	\$148,835.17	\$139,437.51	\$136,678.60
Mar.		\$ 1,663.45	\$ 58,968.84	\$146,043.82	\$133,731.09	\$181,644.86	\$157,843.82	\$147,248.01
April		\$ 1,049.15	\$ (19.32)	\$121,420.74	\$111,602.35	\$120,143.89	\$142,749.32	\$133,900.72
May		\$ 1,656.30	\$ -	\$122,659.53	\$124,810.24	\$116,088.28	\$114,117.71	\$89,398.78
June		\$ 8,776.58	\$ -	\$60,827.96	\$55,352.85	\$56,715.40	\$53,866.26	\$39,304.86
	\$ 329,362.25	\$ 19,129.03	\$ 970,608.91	\$1,349,139.88	\$1,375,057.90	\$1,441,795.02	\$1,344,750.71	\$1,270,545.23

Month	FY17	FY18	FY19	FY20
July	10,373	9,375	9,824	11,781
August	8,000	17,257	15,208	13,900
September	54,095	40,959	36,346	35,350
October	43,207	43,599	40,534	37,758
November	34,967	33,756	29,759	29,293
December	23,460	14,964	13,977	16,888
January	7,148	12,154	10,699	12,365
February	36,371	31,991	27,621	27,914
March	42,603	27,070	31,020	16,869
April	25,338	24,131	24,892	2183*
May	23,280	20,956	20900	
June	9,538	9,038	8935	
Total	318,380	285,250	269,715	202,118

*Smart Vending Only in April
FY20

Q4. Is there a minimum commission the College is seeking?

No.

Q5. Is there a student survey available for the Fall 2021 semester, and if so, can a copy of the results be provided? If there is no student survey for the Fall semester, can the most recent student survey be provided? Please see attached the most recent student survey, which is from the Spring 2020 semester (prior to the pandemic).

Q6. Is there any kitchen equipment not in working condition or in need of repair?

To the College's knowledge all equipment is either fully functioning or, if not, service orders have been placed or replacement equipment has been ordered.

Q7. We are working on the workbooks for the RFP and noticed that the summer Operating weeks for Starbucks, Café of the Quad and Smart Vending all have 26 weeks. Would you confirm that this is the correct number of weeks for this workbook?

The number of weeks listed in the Hourly Staffing tab for each of the food service areas is incorrect. The workbook should have listed 36 weeks for the academic year and 13 weeks for the summer, consistent with the other tabs in the workbook. A corrected version of the workbook has been uploaded to the college's website in the same location as the old workbook. **PLEASE DO NOT USE THE PREVIOUS VERSION.**

Issued on March 7, 2022.

Café on the Quad Spring 2020 Survey Results

Customer Sector	
STUDENT	X(173)
FACULTY	
STAFF	
VISITOR	
UNKNOWN	

Overall Rating						
	Excellent	Very Good	Good	Fair	Poor	No Basis to Judge
Overall rating of the Café on The Quad	 	 	 			
TOTAL:	54	76	40	3	0	0

Atmosphere						
	Excellent	Very Good	Good	Fair	Poor	No Basis to Judge
Overall rating of the Dining Area	 	 	 			
TOTAL:	58	78	28	8	0	1
Hours of Service	 	 	 	 	 	
TOTAL:	56	50	41	16	6	1

Cleanliness of Serving Area	 	 	 	 		
TOTAL:	76	65	25	4	0	0
Cleanliness of Dining Area	 	 	 			
TOTAL:	74	62	27	8	0	0

Customer Service						
	Excellent	Very Good	Good	Fair	Poor	No Basis to Judge
Overall rating of Customer Service	 	 				
TOTAL:	86	57	20	4	0	0
Friendly Staff	 	 				
TOTAL:	100	41	21	5	0	1
	Excellent	Very Good	Good	Fair	Poor	No Basis to Judge
Helpful Staff	 	 	 			

TOTAL:	91	43	27	5	0	3
Being Served in a Courteous Manner	 	 	 	 		
TOTAL:	89	48	22	7	0	1
Being Served in a Timely Manner	 	 	 	 		
TOTAL:	87	50	21	9	0	1
Professional Appearance of the Staff	 	 	 			
TOTAL:	89	48	25	3	0	2

Customer Services By Station						
	Excellent	Very Good	Good	Fair	Poor	No Basis to Judge
Starbucks	 	 	 	 		
TOTAL:	66	48	24	10	6	17
Grill	 	 	 	 		

TOTAL:	62	52	31	7	3	16
Deli	 	 	 			
TOTAL:	62	52	27	3	0	26
Bistro/Salad Station	 	 	 	 		
TOTAL:	56	50	28	6	0	30
Hot Meal Area	 	 	 			
TOTAL:	68	48	24	4	0	25
Pizza Station	 	 				
TOTAL:	98	43	22	3	1	6
Cashier	 	 				
TOTAL:	96	48	21	4	0	0

Quality of Food						
	Excellent	Very Good	Good	Fair	Poor	No Basis to Judge
Overall Rating of Food	 	 	 	 		
TOTAL:	59	69	29	12	0	2
Having an Appealing Appearance	 	 	 	 		
TOTAL:	56	61	40	14	0	0
Having an Appetizing Appearance	 	 	 	 		
TOTAL:	60	57	38	12	0	5
Being Prepared with High-Quality Ingredients	 	 	 	 		
TOTAL:	48	66	31	14	1	9

Being Prepared with Fresh Ingredients	 	 	 	 		
TOTAL:	50	62	30	19	2	7
Being Served at the Proper Temperature	 	 	 	 		
TOTAL:	63	60	31	12	1	3
Consistent Food Quality	 	 	 	 		
TOTAL:	66	58	36	10	1	0

Quality of Food/Drink By Station						
	Excellent	Very Good	Good	Fair	Poor	No Basis to Judge
Food at Starbucks	 	 	 	 	 	
TOTAL:	40	32	27	12	13	37
Drink at Starbucks	 	 	 	 	 	
TOTAL:	58	39	25	7	12	22
Food at the Grill	 	 	 	 		
TOTAL:	57	41	33	8	1	22
Food at the Deli	 	 	 	 		
TOTAL:	53	42	28	4	1	34
Food at the Bistro/Salad Station	 	 	 	 		
TOTAL:	52	34	31	7	2	36
Food at the Hot Meal Station	 	 	 			
TOTAL:	52	45	33	5	0	26
Food at the Pizza Station	 	 	 			

TOTAL:	77	43	26	5	2	10
Food from Grab & Go	 	 	 	 		
TOTAL:	58	40	31	10	0	23
Food from Sushi Grab & Go	 	 	 	 		
TOTAL:	43	41	29	8	3	38
Food from the Salad Bar	 	 	 	 		
TOTAL:	38	41	27	9	0	45
Food from the Soup Well	 	 	 	 		
TOTAL:	42	40	26	6	0	48

Hot Meal Menu						
	Excellent	Very Good	Good	Fair	Poor	No Basis to Judge
Offering a Variety of Menu Choices at Each Meal	 	 	 			

TOTAL:	51	59	30	9	3	8
Offering a Variety of Menu Choices Throughout the Week	 	 	 	 		
TOTAL:	53	49	34	11	4	9
	Excellent	Very Good	Good	Fair	Poor	No Basis to Judge
Offering New Items and/or Foods that Meet My Dietary Needs	 	 	 			
TOTAL:	52	41	29	12	4	21
Providing Health Conscious Menu Options	 	 	 			
TOTAL:	50	52	32	12	3	11
Overall Rating of the Menu	 	 	 			
TOTAL:	56	54	33	8	2	6

Comments:

- Inform Starbucks workers more. Most of them don't drink coffee or have opinions of it. Also they mess my drinks up a lot. As a Starbucks regular, it scares me to buy coffee at school because they don't make it right.

- The only concern is that it's a little expensive for anybody especially college students.
- Would like more variety of sushi.
- More food for vegans.
- Some halal meal items in the menu please or some more veggie meals.
- Sometimes the pizza can be warm instead of the desired hot that you would typically get at a restaurant/pizza place.
- More variety needed.
- On Friday, instead of closing at 2pm close at 5pm.
- More food options.
- Would like to see better products in the grill station.
- Overall, I love the café, I just wish that there were more seats available.
- There are short hours for the hot meal station.
- Good overall, in terms of service, cleanliness, and food no complaints aside from prices.
- Need more identifiable vegan options.
- Super friendly staff!
- We need more variety, pizza could be made at a decent time.
- Great food choices.
- Please don't get rid of the black bean soup.
- I like the pizza.
- More food choices.
- Why is it called café on the quad if it isn't on the quad?
- I like certain food, somedays they are very good.
- Add tacos please.
- Too much pizza, less pizza more salad.
- I wish there would be clam chowder as a soup on Friday.
- No complaints.
- Try to have evening hot meal hours after 2pm-dinner so if I have class during the evening hot meals are an option to me.
- More soup variety.
- Students complain about the drinks in the cold section not having a price display.
- Starbucks can take a long time when waiting for drinks to be made. They've also forgotten to make my drink after paying and waiting several minutes.
- I enjoy Starbucks, but the service is so slow. A latte shouldn't take 10 minutes to make.
- Overall everything taste good and everyone is very friendly and helpful when needed.
- Starbucks is constantly out of supplies.
- I never question the amazing quality of food in the café, and the workers have always been very kind!
- The only concern I have when ordering is how often the knives and counters are wiped down in between service at the grill and deli. I order things based on my dietary needs and am worried about cross contamination.
- The food is good quality.
- I have seen the café expand on more choices, and I like the choices a lot.
- I enjoy their soups, pizza, and hot meal station more, I hope we can continue to expand on it.
- More and better microwaves, side door should be open at all times.
- Norma has been just excellent in everything she does.

- Very good service overall. Staff could be friendlier.
- When it gets busy the line can get very long and it takes a while to actually get to eat your food.
- Too Expensive.
- Side gate should be open if the café is open.
- High prices, but not unreasonable.
- The oatmeal finishes fast.
- Very nice staff and funny.
- More microwaves would be nice.
- The food doesn't really have variety. The options are always the same.
- Consistent with food and drinks.
- More vegetarian/pescitarian options.
- Good job maintaining the Café clean.
- Keep up the good work!
- More variety of fresh fruits.
- Healthy desserts.
- Bottled water is expensive.
- There could be more food options.
- Food is very fresh.
- Pizzas without tomato sauce should be available daily.
- I'd like to see more of: Hot wings, Jerk Chicken, Spaghetti and Meatballs
- I really enjoy the food and I'm happy with the prices as well.
- Add more vegan options to the grill like the beyond burger.
- Avocados at the deli.
- I have purchased desserts at Starbucks that have not always been pleasing. Received warm cookie or brownie that was too hard to eat after being microwaved.
- Pizza could be more consistent.
- Add more vegan snacks including chocolate and ice cream.
- Pizza with no cheese or with vegan cheese would be amazing!
- Ms. Norma makes the best salads and has the most excellent customer service!
- I think the grab & go could have more options.
- Nice Customer Service.
- More drink selections.
- Introduce new varieties in menu options.
- Please get bubbly water or Deer Park Sparkling water.
- Buffet style food.
- Salad bar is not being filled when something is out.
- Soups are almost gone when I come in at 2pm.
- Everyone is really nice.
- The cashiers are so sweet! I wish the hours would be extended and the deli was open for more hours.
- Please sell Redbulls.
- Please supply Redbull variety.
- Starbucks workers need to learn to make good drinks.
- The sandwiches at the grab & go are not appealing.
- Access to hot water for tea would be nice.
- Sometimes scared of the attitudes of the grill staff and cashiers.

- Pizza station workers are really nice.
- Old Bay should be put out as a condiment.
- Cucumber rolls for sushi.
- Buffet?
- The drinks at Starbucks are inconsistent.
- I would like to see the grill open longer.
- More pastries options at Starbucks.
- Add more appetizers and more variety of veggie meals.
- Halal Meat would be great!
- The Hot Food station should be open longer to accommodate students with late classes.
- The grill tends to be bogged down with orders, leading to undesirable waits.
- Everything is good.
- I love Ms. Norma and Ms. Bella, they are very nice with the students also the two cashiers.
- Nothing in particular.
- The Tator tots are really good, portion size is generous.
- Prices could definitely be lower, some are just way too high. Not everything needs to be charged such as dressings, etc.
- Prices compared to other Community Colleges is sub par.
- The service at the pizza station is very good, the workers are friendly and interactive.
- Starbucks does not make the drinks good at all.
- Great quality food and drinks.
- Staff is always clean.
- Great customer service.
- Love the food.
- Food is very expensive for students.
- Reduce prices- some of us are unemployed and/or nursing students.
- Not really helpful, but we could make everything cheaper.
- Should have meal plans for people living on campus or athletes.
-