



Central Connecticut State University

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Purchasing Department

**REQUEST FOR PROPOSAL 2016-32
Dining Services Operations
Addendum #4 Dated May 13, 2016**

Contents of Addendum 4 –

1. Add Pricing Proposal Template listed in Section 3.3.2 as Attachment Y
2. Replace Section 3.3.D. Catering/Conference Program on page 39 of the RFP. Attachment AA will be issued as a separate addendum.
3. Replace Section 3.3.K – Cleaning and Maintenance, L Standards and Inspections, & M Key Operational Areas of Responsibility and Operating Systems beginning on page 42 of the RFP
4. Replace Section 5.6 Catering Service in Attachment A Boiler Plate Contract.

1. Attachment Y Pricing Proposal Template has been added

2. Section 3.3.D Catering Conference Program is replaced with the following:

D. Catering/Conference Program:

1. Complete Attachment AA, which proposes pricing to be effective on August 1, 2016, excluding events which have been previously scheduled as noted in Boiler Plate Contract Section 5.6. The proposed pricing shall take into account the following:

Served Events	Labor	China/Utensils	White Linen for Dining and Serving Tables	Clean-up of Location	Decorations - such as small votives/bud vase	Specialty Decoration Items - such as floral arrangements	Catering Locations without Kitchens
Served Meal	included in per meal price	included in per meal price	included in per meal price	Contractor	included in per meal price	additional charge may apply	additional charge may apply
Served Buffet	included in per meal price	included in per meal price	included in per meal price	Contractor	included in per meal price	additional charge may apply	additional charge may apply
NO FRILLS	Labor	Disposable Plates/Utensils	Clean-up of Location	Items that Need to be Returned to Vendor	Delivery Charge		
Customer Pick up	none	included in per meal price	Customer	Customer, if applicable	not applicable		
Delivery/set up	only delivery/cleaning requirements	included in per meal price	Contractor	Contractor	additional charge may apply		

The Contract shall denote, any other additional charges that have not been reflected above, as well as any order minimums.

2. In preparing the pricing analysis, how did you ensure that the pricing would be competitive for purchasers?
3. What is the proposed plan to make catering marketable for both on and off campus groups?
4. How will you be transporting catering on campus?
5. Explain your ability to meet special requests for ethnic or cultural cuisines, theme dinners, etc.
 - a. What specialties can you provide in-house?
 - b. Are there specialties you know you can't provide in-house?
 - c. For those services that you are unable to provide, describe how you will contract with and work with local restaurants for special requests that cannot be met with internal resources?
6. CCSU requires the Catering Manager to be creative and innovative regarding service, space usage and menus and to be able to work closely with campus stakeholders and with campus reservation areas like the Student Center and Event Management.

- a. Confirm you will have a full-time dedicated Catering Manager for the CCSU Contract.
 - b. Provide the proposed Catering Manager resume, job description, and highlight the manager's capabilities in the areas mentioned. CCSU cautions Proposers that "ghost candidates", those who are not really viable, available candidates, are not to be included.
 - c. What type of corporate or regional support is provided to the Catering Manager?
 - d. Describe/demonstrate support, in terms of creativity and innovation cost effectiveness that your organization would provide. Ensure that your explanation touches upon student organizations in the planning and selection of menu items.
7. Describe/demonstrate experience in catering events and provide resumes for the rest of your proposed catering management team.
 8. Demonstrate ability to provide concession-like services for special events such as the CCSU Car Show, Athletic Events and the Student Activities Club Fair.
 9. Demonstrate ability to provide food trailers for special events (fried dough, snow-cones).
 10. Demonstrate ability and willingness to serve as permittee for events where the University has approved alcohol services.
 11. Identify the hallmarks of your catering service and your distinguishing service characteristics. Proposers shall provide plans for exciting, creative catering/conference approaches to service this important and lucrative set of services.
- 3. Section 3.3.K – Cleaning and Maintenance, L Standards and Inspections, & M Key Operational Areas of Responsibility and Operating Systems with the following:**

K. Cleaning, Maintenance and Sanitation:

1. Provide a plan of what your company's cleaning, maintenance and sanitation practices for CCSU's kitchens, food preparation areas, serving areas, and dining areas will be given the Contractor's responsibilities in section 8 of the sample boilerplate contract, Attachment A. Please include the following information. If you outsource this service, please provide the company's name and their information for this section.
 - a. A description of your company's approach to cleaning, maintenance and sanitation.
 - b. Who from your company is responsible for overseeing the cleaning, maintenance and sanitation?
 - c. A description of your company's program used to train employees and in proper cleaning, maintenance and sanitation and the frequency of such program.
 - d. How will you fulfill the requirement of complying with cleaning and maintenance to ensure compliance with contractual, state, local and any applicable federal requirement?
 - e. Provide a sample daily and periodic cleaning schedule that complies with the daily and periodic cleaning, maintenance and sanitation requirements in section 8 of the sample boilerplate contract, Attachment A. Include your company's

inspection and approval system to verify tasks are being done at prescribed frequency and done acceptably.

- f. Cleaning and maintenance for each of the following locations:
 - 1. Memorial Hall: Kitchen, food preparation, serving, and dining areas
 - 2. Hilltop Café - Kitchen, food preparation, serving, and dining areas
 - 3. Nutmeg Room: Serving and seating area
 - 4. Student Center: Kitchen, food preparation, serving, and dining
 - 5. Jazzman's
 - 6. Social Sciences Hall Retail Wall
 - 7. Any new, proposed facilities

L. Standards and Inspections: THIS SECTION INTENTIONALLY LEFT BLANK

M. Key Operational Areas of Responsibility and Operating Systems:

CCSU assumes that any qualified proposer will offer the standard array of management systems to include: cash and audit controls, sanitation and safety, food handling safety, HACCP management, cleaning and maintenance, compliance with all relevant local, state, county and/or federal emergency preparedness programs.

- 1. Describe program, including specific systems, oversight and tracking mechanisms to ensure compliance with the Contract for each of the following areas of responsibility:
 - a. Cash controls/Audit System
 - b. Food inventory management
 - c. Safety and sanitation
 - d. Food handling safety
 - e. Hazard Analysis and Critical Control Points (“HACCP”) Management
 - f. Compliance with all relevant local, state, country and/or federal emergency preparedness programs
 - g. Weekly/monthly reports to the University.

4. Section 5.6 Catering Service in Attachment A Boiler Plate Contract is replaced with the following:

5.6 Catering Service (see also Section 3.1 hereof for exceptions to catering):

- 5.6.1 The Contractor shall develop, manage and monitor a comprehensive catering program at the University for all levels of catering customers. The program shall include at a minimum:
 - A. A qualified catering wait staff and culinary staff will be available for all catering functions and services will be monitored by management personnel from the Contractor.
 - B. Food and beverage service for all University-sponsored functions, as defined by University policy, such as banquets, private parties, receptions, refreshment service, conferences, or other special events,

shall be provided throughout the year by the Contractor, at the request of the University.

- C. A structured meeting schedule between the Contractor and the University Events department will be developed to discuss catering issues and develop responses that will ensure customer satisfaction.
- D. The Contractor shall provide the University with a catering menu and service variations, along with a general description of its alcoholic beverage service and price ranges and discounts, related to group size or other factors.

5.6.2 The University shall control the space commitment and scheduling of authorized University-catered events. In connection with each such event, the Contractor shall consult with the individual or department requesting the catering services to coordinate the menu and services required, and advice on effective program arrangements. The Contractor shall utilize the same Event Management System (“EMS”) software as is utilized by the University for managing catering from orders through billing.

The Contractor agrees to honor any catering agreements which the University has entered into, for an event scheduled prior to August 1, 2016 to be held subsequent to August 1, 2016 but no later than November 1, 2016, at the current agreed upon price.

5.6.3 Catering/conference menu selections, price schedules and Catering Guide changes shall be submitted for approval with the University Chief Financial Officer by March 1st of the upcoming year. Any additions, deletions, or changes thereto shall require the prior approval of the Chief Financial Officer. The Contractor shall submit the initial Catering Guide for the first year of the Contract to the University for approval on or before October 1, 2016. In preparing the annual pricing, the following shall underlie the pricing, unless specifically identified in the pricing schedules.

Served Events	Labor	china/utensils	White linen for dining and serving tables	clean-up of location	decorations - such as small vovtfs/bud vase	Specialty Decoration Items - such as floral arrangements	Catering Locations without kitchens
served meal	included in per meal price	included in per meal price	included in per meal price	Contractor	included in per meal price	additional charge may apply	additional charge may apply
served buffet	included in per meal price	included in per meal price	included in per meal price	Contractor	included in per meal price	additional charge may apply	additional charge may apply
NO FRILLS	Labor	disposable plates/utensils	clean-up of location	Items that need to be returned to vendor	delivery charge		
customer Pick up	None	included in per meal price	Customer	Customer, if applicable	not applicable		
Delivery/set up	only delivery/cleaning requirements	included in per meal price	Contractor	Contractor	additional charge may apply		

5.6.4 Recognizing the importance of the catering business to the University, Contractor will supply catered service variations, procedures, operational requirements, and menus that exceed the levels of service in effect prior to the start of the term of this contract. Contractor is expected to provide multiple levels of service and pricing based on the catered event. Levels of service may include but are not limited to executive/high-end catering, every day catering, budget friendly catering, and concessions. The Contractor additionally agrees to provide inexpensive catering options for student programs.

Minimum standards of performance to be observed by the Contractor in performing catering services shall be included in the catering price and consist of, but not be limited to, the following:

1. The availability of regular food service management to support catered events.
2. The use of University china, flatware, glassware, and utensils as appropriate for the event, without additional fees, as noted in 5.6.2
3. The implementation and use of effective records to memorialize the event, such as promotional materials and photos, when requested by the University.

4. The Contractor shall be responsible for cleaning after an event as defined in Section 8.4.6.
 5. Specialty items may incur an additional cost, such as, specialty decorations and non-white linens for served meals/buffet.
 6. Comprehensive catering menus shall be offered by the Contractor that meet the University community's needs for both low (no frill and delivery) and high budget catering (served meal and buffet). The Contractor shall also develop a creative catering program to respond to student program needs for inexpensive catering options.
- 5.6.5 The University group or organization sponsoring the catered event shall supply event tickets to its invited guests, when requested and shall be responsible for the admission of guests and the collection of such tickets.
- 5.6.6 The University shall be responsible for billing the appropriate entity for catering and for services provided in connection with camps, conferences and workshops.
- 5.6.7 At the start of the contract, the University and the Contractor shall develop an evaluation form to be completed following each catered event. Periodic meetings between the Contractor and those University departments which utilize the Contractor's catering service shall be conducted, at which time the evaluation forms will be reviewed and related issues will be discussed.
- 5.6.8 The Contractor shall provide catering to external groups who are utilizing CCSU facilities. Catering charges for external groups are consistent with campus catering charges; the Contractor may apply a service charge up to eighteen percent (18%) if the external group requests any special or unique requirements.
- 5.6.9 Intentionally left blank
- 5.6.10 intentionally left blank
- 5.6.11 The Contractor shall deliver a variety of ethnic and cultural cuisines for themed events on an as needed basis. Examples of events include but are not limited to: Asian, Polish, German and Latin menus with cultural flair.

These events should maximize the use of local foods and sustainability to the extent practicable. The Contractor shall also ensure that there is a wide network of local resources so that the few items which cannot be made in-house can be pursued via the wide network of local sources.

In the event that the Contractor cannot provide a specific food and service required by a student organization for an event, the Contractor has the right to refuse this service opportunity and allow the student organization to contract with an external vendor. The Contractor will have no responsibility to receive, to heat or serve collectively referred to as ("Handling") the menu items provided by the vendor. The student organization will be responsible for making all arrangements including, the payment with the restaurant. The student

organization shall obtain from the vendor, the required certificate of insurance and food handling licenses/permits.

If the Contractor is required to provide ethnic and cultural cuisines as a result of this section 5.6.11 that exceed the average price structure, the Contractor may add the additional costs to the catering charge if the requestor is made aware of such additional costs when requesting the ethnic and cultural cuisines and the charge is reflected in the catering food catering order pricing form.

All other terms, conditions and specifications in the RFP remain the same.

End of Addendum #4