1. On page 9 of the RFP you are asking for a Word Doc may we submit a PDF Doc...Our policy is to send a non-editable version. That is acceptable.
2. Please list the names of the companies that attended the pre-bid meeting both virtually and in person. Aladdin Foods, Consolidated Management Company, Genuine Foods.
3. How many annual operational days does the College require the Contractor to be open on breaks? Please provide total days and preferred hours of operation by site. The current contract requires the café to be open all days that classes are in session during fall, spring, and summer terms. There are no requirements to be open when there are no classes (breaks). DCTC remained open year-round, as sales dictated this, but it was at the discretion of the vendor.
4. What do you project your on campus in person fall 2021 population to be? This is very difficult to project at this point. Faculty and staff have been told to prepare for the same on-campus populations as at present, and to prepare for full in-person attendance, as well as everything in-between. Enrollment at present is running approximately -6.5% to last fall. Last fall full year equivalent enrollment was 1,176 and unduplicated headcount was 3,607. Allowing for a 6.5% decrease, this projects to FYE of 1,100 and UH of 3,373. Again, projecting how many of those students will be on campus is almost impossible to project. It could be anywhere from the current 5% on up to ~85% (that’s a guess as some classes have always been online only). We are willing to work with the vendor on contingency plans based upon the number of students on campus.
5. How do these projections compare with fall of 2019? Fall of 2019 enrollment was 1,218 FYE and 3,862 UH. We do not track how many of those students were taking online-only courses vs. in-person courses.
6. Will online classes remain an option for classes currently remote for fall of 2021? This is difficult to project at this point. No final determination has yet been made. Some courses currently offered online will continue to be offered online, but the final number is yet unknown.
7. Can you provide a breakout of all sales/revenues for the last 3 years? (please include all retail locations and catering by campus and venue) All figures are for the most recent FULL years, 2017, 2018, 2019. Coffee sales are only included for time period with separate coffee area:
   Inver Hills (open ~9 months)
   2017: Café $280,161; Catering: $42,303
   2018: Café $246,191; Catering: $44,878
   2019: Café $237,102; Catering: $32,921; Coffee: $31,204
   DCTC (open ~11 months):
   2017: Café $289,810; Catering: $ 87,448 (large one-time conference in July)
   2018: Café $292,527; Catering $48,022
   2019: Café $311,557; Catering: $46,476; Coffee: $49,649
8. What is the current commission rate on each campus for each type of service? Café sales 4%, Coffee sales 2%, Catering 2%.
9. Can you provide a copy of the current contract? A copy of the current contract will be included as an addendum to this document.
10. Will the college be willing to be more flexible on hours of service if campus population is reduced due to COVID? We will work with the provider based upon changes in campus population. This will be addressed as a part of the contract process.
11. You stated the onsite student population to be 5% at Inver Hills and 40% at DCTC. Do you have any projections pertaining to this group of students for fall from enrollment services? And for onsite faculty and staff? See #4-6 above. Faculty onsite will be dependent upon the number of in-person classes. Staff is the same. Most departments work directly with their supervisor for in-person vs. teleworking time, so getting an exact percentage is not feasible.
12. With population low, will the college entertain only the cafes reopening and opening the coffee shops at a later date? We will work with the provider on options such as this, though the preference would be to provide Barista and coffee drinks in some manner even if the coffee shop is closed. Sales increases in this area have been greater than café sales in general.
13. Do you require food service employees to pass background and or drug screening? Are there any other College requirements pertaining to food service staff? There are no requirements. All personnel employed in the café are employees of the provider. No other requirements other than those listed in the RFP. The qualifications of the provider and its personnel must be provided. Proposed staffing by job title job classification categories and number of employees must be provided, including, contractor personnel at all levels of the company. An outline of the provider’s customer service training will need to be provided as well. The manager shall be to the satisfaction of both parties. All persons provided under this contract by the contractor shall be employees of the contractor and not of the college. The contractor agrees to pay all taxes and contributions required by law for Social Security, Worker’s Compensation, unemployment and any other act relating to its employees. Personnel relations of employees on the contractor’s payroll are the contractor’s responsibility. The contractor shall comply with all applicable governmental regulations related to the employment, compensation, and payment of personnel. All employees shall be bondable and shall be uniformed in a manner mutually agreed upon.

14. Did the former vendor provide a dedicated catering vehicle for either campus? No, it did not.

15. Is there a work study program on campus and is food service eligible to utilize the program? If so what are the parameters? As an independent contractor, the provider is not eligible to utilize the campus work study program. The provider may hire current students as an employee of its company. We can assist with publicizing the job openings.

16. Is the vendor permitted to seek outside campus catering? The provider may sub-contract catering, but the provider is ultimately responsible for the quality of food and service provided for all catering jobs.

17. Does the campus provide the following at no charge to the vendor: Trash removal, Hood Cleaning, Pest Control, Internet, telephone service on or off campus?
   a. Trash removal: The vendor is responsible for emptying/removing trash from within the café and coffee shop food preparation/customer service areas. The contractor will move refuse to the disposal area which is located outside the shipping dock area on each campus. The college will be responsible for collection and disposal of refuse from the dining area. The refuse will be disposed of a minimum of two (2) times each day, or when garbage containers are full.
   b. Hood Cleaning: The current contract states that contractor will pay the first $500 annually towards the cleaning of the exhaust duct systems in the food service preparation areas. The college will use its vendors and coordinate the cleanings.
   c. Pest control: The campus has a contract and will take care of as we are made aware of issues.
   d. Internet: the vendor needs to provide their own internet service, separate from the college wired or wireless networks for PCI compliance.
   e. Telephone Service: The college can provide a telephone for internal and external phone calls.

18. Does the campus provide internet lines to the food service offices and cashier locations? Will new lines need to be run? Internet: the vendor needs to provide their own internet service, separate from the college wired or wireless networks for PCI compliance. YES, network cabling is in place that runs back to the existing café network demark location. It is at that location the café vendor would connect in networking hardware and their ISP service. However, the college does not provide café staff with “wi-fi” service for personal devices.

19. Does the campus provide replacement of small-ware, china and equipment? What if any is the responsibility of the vendor? See #22 for equipment and repair responsibilities. The below is a list of small-ware provided by the college from the previous contract. Individual serving china/flatware/serving cups will be the responsibility of the vendor.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mixing Bowls, various sizes</td>
<td>20</td>
</tr>
<tr>
<td>Strainers</td>
<td>5</td>
</tr>
<tr>
<td>Stock Pots, various sizes</td>
<td>11</td>
</tr>
<tr>
<td>Frying Pans, various sizes</td>
<td>9</td>
</tr>
<tr>
<td>Brazier Pots</td>
<td>3</td>
</tr>
<tr>
<td>Plastic Food Storage Containers, various sizes</td>
<td>30</td>
</tr>
<tr>
<td>Serving Ladles, various sizes</td>
<td>30</td>
</tr>
<tr>
<td>Steam Table Pans, various sizes</td>
<td>100</td>
</tr>
<tr>
<td>Sheet Pans</td>
<td>45</td>
</tr>
<tr>
<td>Description</td>
<td>Quantity</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Serving Spoons</td>
<td>40</td>
</tr>
<tr>
<td>Spatulas</td>
<td>20</td>
</tr>
<tr>
<td>Dishers/Serving Scoops, various sizes</td>
<td>40</td>
</tr>
<tr>
<td>Wire Whisks</td>
<td>10</td>
</tr>
<tr>
<td>Tongs</td>
<td>20</td>
</tr>
<tr>
<td>Knives</td>
<td>20</td>
</tr>
<tr>
<td>Beverage Carafes</td>
<td>12</td>
</tr>
<tr>
<td>Beverage Pitchers</td>
<td>24</td>
</tr>
<tr>
<td>Squeeze Bottles</td>
<td>20</td>
</tr>
<tr>
<td>Measuring Cups</td>
<td>12</td>
</tr>
</tbody>
</table>

20. Are there any unique or special insurance requirements necessary for the vendor? Below are the standard insurance requirements for the state of Minnesota as taken from the previous food service contract:

The selected vendor will be required to submit an ACORD Certificate of Insurance to the Colleges authorized representative prior to execution of the contract. The selected vendor shall not commence work under the contract until they have obtained all the insurance described below and MnSCU has approved evidence of such insurance. Vendor shall maintain such insurance in force and effect throughout the term of the contract.

The selected vendor will be required to maintain and furnish satisfactory evidence of the following:

- **Workers' Compensation Insurance.** The vendor must provide workers’ compensation insurance for all its employees and, in case any work is subcontracted, the vendor will require the subcontractor to provide workers’ compensation insurance in accordance with the statutory requirements of the State of Minnesota, including Coverage B, Employer’s Liability, at limits not less than $100,000.00 bodily injury by disease per employee; $500,000.00 bodily injury by disease aggregate; and $100,000.00 bodily injury by accident.

- **Commercial General Liability.** The vendor will be required to maintain a comprehensive commercial general liability insurance (CGL) policy protecting it from bodily injury claims and property damage claims which may arise from operations under the contract whether the operations are by the vendor or by a subcontractor or by anyone directly or indirectly employed under the contract. The minimum insurance amounts will be:
  - $2,000,000.00 per occurrence
  - $2,000,000.00 annual aggregate
  - $2,000,000.00 annual aggregate – Products/Completed Operations

- **Premises and Operations Bodily Injury and Property Damage Personal and Advertising Injury**
- **Products and Completed Operations Liability Blanket Contractual Liability**
- **Name the following as Additional Insureds:**
  - Board of Trustees of the Minnesota State Colleges and Universities
  - Dakota County Technical College
  - Inver Hills Community College

- **Commercial Automobile Liability.** The vendor will be required to maintain insurance protecting it from bodily injury claims and property damage claims which may arise from operations of vehicles under the contract whether such operations were by the vendor, a subcontractor or by anyone directly or indirectly employed under the contract. The minimum insurance amounts will be:
  - $2,000,000.00 per occurrence Combined Single Limit (CSL)

- **Errors and Omissions (E & O) Insurance.** The vendor will be required to maintain insurance protecting it from claims the vendor may become legally obligated to pay resulting from any actual or alleged negligent act, error or omission related to the vendor’s professional services required under this contract. The minimum insurance amounts will be:
  - $2,000,000.00 per occurrence
  - $2,000,000.00 annual aggregate

Any deductible will be the sole responsibility of the vendor and may not exceed $50,000 without the written approval of Minnesota State. If the vendor desires authority from Minnesota State to have a deductible in a higher amount, the vendor shall so request in writing, specifying the amount of the desired deductible and providing financial
documentation by submitting the most current audited financial statements so that Minnesota State can ascertain the ability of the vendor to cover the deductible from its own resources. The retroactive or prior acts date of such coverage shall not be after the effective date of this contract and vendor shall maintain such insurance for a period of at least three (3) years, following completion of the work. If such insurance is discontinued, extended reporting period coverage must be obtained by vendor to fulfill this requirement.

Additional Insurance Conditions:
Vendor’s policy (ies) shall be primary insurance to any other valid and collectible insurance available to Minnesota State with respect to any claim arising out of vendor’s performance under this contract;
If vendor receives a cancellation notice from an insurance carrier affording coverage herein, vendor agrees to notify Minnesota State within five (5) business days with a copy of the cancellation notice, unless vendor’s policy (ies) contain a provision that coverage afforded under the policy (ies) will not be cancelled without at least thirty (30) days advance written notice to Minnesota State;
Vendor is responsible for payment of contract related insurance premiums and deductibles;
Vendor’s policy (ies) shall be primary insurance to any other valid and collectible insurance available to Minnesota State with respect to any claim arising out of vendor’s performance under this contract;
If vendor receives a cancellation notice from an insurance carrier affording coverage herein, vendor agrees to notify Minnesota State within five (5) business days with a copy of the cancellation notice, unless vendor’s policy (ies) contain a provision that coverage afforded under the policy (ies) will not be cancelled without at least thirty (30) days advance written notice to Minnesota State;
Vendor is responsible for payment of contract related insurance premiums and deductibles;
Vendor’s policy (ies) shall include legal defense fees in addition to its liability policy limits, with the exception of B.4 above;
Vendor shall obtain insurance policy(ies) from insurance company(ies) having an “AM BEST” rating of A- (minus);
Financial Size Category (FSC) VII or better, and authorized to do business in the State of Minnesota; and An Umbrella or Excess Liability insurance policy may be used to supplement the vendor’s policy limits to satisfy the full policy limits required by the contract.
The college reserves the right to immediately terminate the contract if the vendor is not in compliance with the insurance requirements and retains all rights to pursue any legal remedies against the vendor. All insurance policies must be available for inspection by the Colleges and copies of policies must be submitted to the College's authorized representative upon written request.

21. Please confirm there is an espresso coffee maker in both coffee shops and that the colleges owns and repairs them if necessary. There is an espresso maker and it is owned by the college. See repair responsibilities next.

22. Please explain equipment repair responsibilities. From the current RFP: The college has provided adequate equipment for the manual food service line and kitchen preparation areas. Replacement of existing college-owned equipment shall be the responsibility of the college. The purchase of additional pieces of preparation or service equipment shall be done only on a written and signed contract with the college. The college shall be responsible for the maintenance and repair of college-owned food service equipment. Detailed records of repairs are to be kept by the contractor and submitted to the college promptly after each year of this contract. The college shall have the final decision regarding the replacement of college-owned pieces of equipment. The contractor will pay the first $250 on all repairs per individual piece of college-owned equipment.

23. Can you send photos of the current signs hanging in the cafes and coffee shops? Does the college own the signage? Pictures of signs can certainly be sent upon request. Please email your request to dschlosser@inverhills.edu. The college does not own the signage and it is the responsibility of the vendor to provide signage.

24. Are any of the former food service employees available or willing to return to campus? And is there contact information for them? As the employees were not employed by the college and were employees of the previous provider, we do not have contact information for any of them. I do not know if they would be available or willing to return to campus. Contact information can be provided for the District Manager of the current/former provider for a new vendor to make a request for this information.

25. The RFP mentions serving breakfast, lunch, and dinner, although it appears only breakfast and lunch were served in the past. Are breakfast and lunch menus acceptable? That is acceptable, though menu accommodations should be made for possible evening catering events where a dinner menu is required. Where possible, accommodations should also be made for evening classes and students—but a full dinner menu is not required here.

26. At Inver Hills, are there plans to replace the dishwasher? At this time, there are no immediate plans for replacement. Replacement has been submitted as a budget request, but there is not a budget for replacement at this time.