

## Corban University Response to Request for Proposal Questions

April 15, 2021

- 1) Are you open to extending due date of proposal? **In order to allow the successful bidder a sufficient transition period, we will not be able to extend the submission deadline.**
- 2) Are you flexible on term of contract? **Yes, Corban is open to a variety of proposals. A winning proposal should consider short term needs as well as the long-term implications of a new dining facility in 2-5 years.**
- 3) Are any printed copies of the proposal required? RFP only references electronic. **No, the RFP submission process will be strictly electronic.**
- 4) Any specific reasons why out to bid- end of contract? Client driven? Aramark Driven? **Corban is looking to become a destination learning community, and is seeking a partner that can provide high customer satisfaction combined with maximum value.**
- 5) What is the current Access System that the University uses for student access to rooms? **Corban uses keys and fobs for access to residential spaces. Students access dining services by use of a student ID card via barcode swipe.**
- 6) What percent of the student population (identify as or) tends to request Kosher and Halal meals? **There are no students currently requesting Kosher and Halal meals, however from time to time we need to accommodate guest requirements. We do have 5%-10% of students that require specific dining accommodations. (gluten-free, dairy-free, vegan, celiac, etc.)**
- 7) Please provide a listing of equipment that the current provider (Aramark) owns. **Service and smallwares are supplied by the vendor (Aramark). Stationary equipment is owned by Corban.**
- 8) Regarding Attachment D
  - a. Does the current provider pay for contract cleaning & maintenance of fire suppression and exhaust system? (Any cost estimates?) **Corban currently provides hood cleaning and maintains the fire suppression system.**
  - b. Is the smallware and china inventory all owned by the current vendor? (It is checked that it's the Vendor's responsibility?) **The vendor supplies smallware, dishes, utensils and glassware.**
  - c. The current POS system is vendor owned, may we ask what is the current POS system? **The current vendor uses their own proprietary POS system.**
  - d. Trash removal -#9 page 20 indicated the University is responsible for trash removal but page 30 checks it's vendor responsibility- please clarify. **The vendor removes trash from kitchen and all dining areas. Client is responsible for the removal of the trash from the campus to local sanitation utilities.**
  - e. Does the current provider pay for annual routine sewer line cleaning as part of food service or is that a facilities responsibility? **Corban currently performs this service.**
  - f. What are current costs for extermination services? **Extermination services are provided by vendor.**
  - g. How are Utilities broken out as segregated to the Food Service provider? **Corban is responsible for utility payments – services are not separately metered.**
- 9) What is the current commissions on Retail Sales, Catering Sales, Camps & Conferences? **We are asking that vendors incorporate a competitive rate in their proposal.**

- 10) Is there a list of camps for this summer and what are the individual meal rates and day rates? Current camps have been minimal due to COVID. There historically has been a \$23.00 - \$27.00 daily meal rate for camps, depending on projected attendance and complexity of service.
- 11) Student labor is referred to in the RFP as an exception to vendor supplied labor. Can you please indicate the value of student labor supplied to the vendor? Under the current contract, Corban and the vendor annually agree upon an appropriate allotment of student wages supplied by Corban. An estimate of student labor cost to Corban should be included in the proposal. Alternatively, Corban is comfortable with the vendor paying student workers directly.
- 12) What is the current value of the incumbent vendor investment buy-out? Are we expected to include this value on our models? \$198,850. A buy-out of this investment may be included in the proposal and will be considered as part of the financial review.
- 13) We understand a new dining hall is planned. In what year should we plan this opening and potential investment? Also, will there be a net new bed increase at that time? Information provided during the campus tour about future residence and dining hall expansion was provided for informational purposes only and is not part of this RFP proposal cycle. As stated above, proposal responses should consider short term needs as well as the long-term implications of a new dining facility in 2-5 years.
- 14) How many complementary meal passes, if any, are given to faculty, staff, or students? The current agreement includes no complimentary meals to faculty, staff or students.
- 15) Can you provide a pre-covid schedule and pay rates for all hourly employees? The vendor determines the compensation of the vendor's employees. The vendor is expected to comply with state and federal wage laws.
- 16) How many salaried managers? The number of salaried managers is determined by the vendor. The vendor is expected to comply with state and federal wage laws.
- 17) Please provide a floor plan. Please refer to [RFP website](#).
- 18) What are your current door rates? Breakfast \$7.65 Lunch and Dinner \$9.40 Faculty and Staff \$7.00.
- 19) What is the override on meal plans? (expected revenue from service). The override rate on meal plans is dependent on a combination of factors. Vendors should clearly explain their override rate and other price and profit information in their proposal.
- 20) Please provide actual catering sales in a non-covid year and covid year. We are unable to provide this information as it is based on the current revenue/costing model which is confidential.
- 21) Please provide the most current food services student survey. Recent surveys have little relevance due to abnormal operations during the COVID-19 pandemic.
- 22) Would you provide the annual revenue for cafeteria (non-board) sales for 2018-19 and 2019-20? We are unable to provide this information as it is based on the current revenue/costing model which is confidential.
- 23) Would you provide the annual catering revenue for 2018-19 and 2019-20? We are unable to provide this information as it is based on the current revenue/costing model which is confidential.
- 24) Would you provide the summer conference revenue for 2017, 2018 and 2019? We are unable to provide this information as it is based on the current revenue/costing model which is confidential. The number of conference days in Summer 2018 & 2019 was 36 & 39 respectively.

- 25) Would you provide the annual revenue from the coffee shop for 2018-19 and 2019-20? **We are unable to provide this information as it is based on the current revenue/costing model which is confidential.**
- 26) Can you verify the academic calendar as it pertains to board feeding days? Page 18 states two hundred and twelve and 214 in the same sentence. **We currently anticipate 106 days in the fall and 108 days in the spring for a total of 214 days. Corban is open to adjusting this number to increase student satisfaction.**
- 27) Page 24 requires a copy of the company's annual report, 10K or audited financial statements. As a privately held Sub S corporation, our ownership will not allow us to share this. We can however provide a financial disclosure with long-term banking and trade references. Will this be acceptable? **Yes.**
- 28) Attachment A (page 26) lists historical meal plans that have the letter "P" following the plan. What does the letter "P" indicate? **The "P" stands for premium. Premium plans have more flex dollars.**
- 29) Can you also provide your projected meal plan participants for the spring 2022 semester? We are assuming that the projections provided are for fall 2021. **We anticipate a 94% attrition rate from Fall to Spring. Fall 2021 projections are based off of 835 UG which includes 455 residential students. Spring 2022 projected UG is 791 and projected residential students is 427.**
- 30) The RFP calls for monthly billing. We typically bill on a weekly basis for both board and non-board charges. Will this be acceptable? **Yes.**
- 31) Attachment D (page 29) has several items that we typically designate as the University's responsibility in our agreements.
- a) The initial inventory of smallwares and china – this is typically provided by the University. We are then responsible for replacement of all china, glassware and flatware to maintain the initial inventory. Is this acceptable? **As noted in the RFP, we anticipate this to be provided by the vendor.**
  - b) Computer hardware – this is typically provided by the University as the equipment is connected over the schools network. Is this acceptable? **As noted in the RFP, we anticipate this to be provided by the vendor. However, Corban will work with the vendor to insure system integration and PCI compliance.**
  - c) Food loss resulting from electrical equipment failure, fire, flood, theft, vandalism except where caused by intentional acts of Vendor employees – We have insurance for these losses, however, we do ask the University to cover the deductible (unless it was intentionally caused by our employee). Is this acceptable? **This is typically covered by the vendors insurance.**