



**REQUEST FOR PROPOSALS
THREE YEAR CONTRACT FOR
FOOD SERVICE MANAGEMENT PROVIDER
ADDENDUM 1**

BID NO: 19-5002

BIDS DUE: September 20th, 2019 @ 3:00 PM Central Time

**To report suspected ethics violations impacting the San Antonio Water System,
please call 1-800-687-1918.**

ACKNOWLEDGEMENT BY RESPONDENT

Each Respondent shall acknowledge receipt of this Addendum No. 1 by noting such and signing below.

This undersigned acknowledges receipt of this Addendum No. 1 and the bid proposal submitted herewith is in accordance with the information and stipulations set forth.

Date

Signature of Respondent

Addendum 1 is issued to address the following:

1. Provide the questions asked and the responses to those questions. There are some questions where SAWS does not currently have the information. Available information will be provided in Addendum 2 to be issued early next week.
2. Modify Section IV B. Submission, item 7 by increasing the page limit from 50 pages to 100 pages.
3. Extend the due date from **September 13, 2019 at 3:00 pm** to **September 20, 2019 at 3:00 pm**.

Questions and Responses

1. Demographic information - gender, avg. age, avg. pay, ethnic breakdown, white vs. blue collar, etc.

Response:

Gender Count – Female: 401; Male: 1354

Average Age – 44 years

Average Pay – \$59,389

Ethnic Breakdown Count –

African American: 79

American Indian/Alaska Native: 5

Asian: 20

Hispanic/Latino: 1226

Native Hawaiian or Pacific Islander: 3

White: 398

Two or More Races: 24

Exempt vs. Non-Exempt – Exempt: 512; Non-Exempt: 1243

2. Please verify total available daily population by shift, per site. (Site population less people out of office)

*Response: **The daily population for Headquarters is firm. The Eastside Operations Center is 100% firm for breakfast and 30% for lunch.***

3. Number of operating days per year.

*Response: **In 2019 SAWS will have twelve scheduled holidays as indicated below. The 2020 schedule will be provided to the successful respondent once available.***

***New Year's Day
Martin Luther King Day
Fiesta San Jacinto***

***Thanksgiving Day
Day After Thanksgiving
Winter Holiday (Dec 23rd)***

*Memorial Day
Independence Day
Labor Day*

*Christmas Eve
Christmas Day
New Year's Eve*

4. Please provide the following information as noted:

a. Staff Cafés (by building)

- Total Annual Sales.
 - *Total Annual Sales (\$): CY 2017 - \$611,329.56 , CY 2018 - \$604,431.52, CY 2019 (Aug YTD) - \$394,263.47*
- Daily Breakfast Customer Count.
 - *Available information to be provided in Addendum 2.*
- Breakfast Average Check.
 - *Available information to be provided in Addendum 2*
- Daily Lunch Customer Count.
 - *Available information to be provided in Addendum 2*
- Lunch Average Check.
 - *Available information to be provided in Addendum 2*
- Total sales for grab & Go after hours.
 - *Available information to be provided in Addendum 2*
- Price & Portion List
 - *Available information to be provided in Addendum 2*

b. Catering

- Total Annual Sales.
 - *Total Annual Sales (\$) Catering: CY 2017 - \$97,454.15, CY 2018 - \$115,597.42, CY 2019 (Aug YTD) - \$71,677.19*
- Frequency of weekly events; i.e., five continental breakfasts and three cold buffet luncheons each week.
 - *Available information to be provided in Addendum 2*
- Average number of guests at each event.
 - *The number of guest for each catering event is not available.*
- Description of holiday or annual events held with the same information as above.

Response: No recurring holiday events however annual events that require catering include the following:

- *Veterans Breakfast*
- *Spring Bloom*
- *Rain to Drain Tours*
- *AWWA Meetings*
- *WEAT Meetings*
- *Rate Advisory Committee Meetings*
- *Monthly Board Of Trustee Meetings*

- Catering price list/guide.

*Response: **The current café and catering menus are proprietary and belong to our current vendor.***

c. Vending

- Total annual sales.
 - *Please note all vending sales are not included in the Total Annual Sales*
 - *Total Annual Sales (Vending) – CY 2017: \$9,473.03, CY 2018: \$12,840, CY 2019 (Aug YTD): \$ 7,513.27*
- Listing of equipment.
 - *Available information to be provided in Addendum 2*
- Vending price list.
 - *The vending price list belongs to our current vendor*
- Current commission rate on vending.
 - *The commission rate on vending is information that belongs to our vendor*

5. What is the current number of dining staff and what are their positions?

*Response: **Available information to be provided in Addendum 2***

6. Please provide current year to date and last full year P&L statements.

*Review: **Please see excel spreadsheet***

7. Please provide the annual subsidy for last 12 months and Year to date subsidy?

*Response: **Please see excel spreadsheet***

8. Please provide a layout PDF of the cafeteria service area and break areas of the HQ building and another for the service area at Eastside.

*Response: **Please see the attached layouts requested***

9. Can we get some information on previous Catering Sales? How many orders? How many people?

*Response: **Total Annual Sales (\$) Catering: CY 2017 - \$97,454.15, CY 2018 - \$115,597.42, CY 2019 (Aug YTD) - \$71,677.19***

10. How often is catering ordered at the other locations? What type of Caterings? (fine dining, box lunches, breakfast bar)

*Response: **Catering ordered at other locations include the following: fine dining, box lunches, breakfast bar. The frequency varies month to month. Annual catering sales are included.***

11. How does each location currently order catering?

Response: Each department will contact our current vendor's F&B Director to go over menu pricing and selection. We require a 48 hour notice in advance.

12. Can we get the address of each location we will propose to deliver catering too?

Response:

saws locations

Central Cooling (Cherry St.)
725 S. Cherry St. 78203

Central Cooling (Commerce)
900 E. Commerce St. 78205

Central Cooling Port San Antonio
85 Park Court 78226

Central Office
2800 U.S. Hwy. 281 North 78212

East Side Operations Center
3930 E. Houston St. 78220

Environmental Services Laboratory
3610 Valley Road 78221

H2Oaks Center
4588 Hardy Rd., Elmendorf 78112

Leon Creek Water Recycling Center
1104 Mauermann Rd. 78224

Lone Oak Service Center
403 South W.W. White Rd. 78219

Medio Creek Water Recycling Center
2231 Hunt Lane 78227

Mission Field Division
517 Mission Rd. 78210

Mission Service Center
515 Mission Rd. 78210

North Side Operations Center
15103 Capital Port Dr. 78249

Northeast Operations Center
13655 O'Connor Rd. 78233

Steven M. Clouse Water Recycling Center
3495 Valley Road 78221

Van Dyke
254 Seale Road 78219

West Side Operations Center
2903 Hunt Lane 78227

Westside Service Center
803 Castroville Rd. 78237

13. Can we get information on pervious Café Sales?

Response: Total Annual Sales (\$): CY 2017 - \$611,329.56, CY 2018 - \$604,431.52, CY 2019 (Aug YTD) - \$394,263.47

14. How many current employees does the food service department have?

Response: Available information to be provided in Addendum 2

15. Please provide historical financial data for the food service operation to include monthly sales, subsidy per month, number of transactions per breakfast, number of transactions per lunch, and average check amount for the last 3-5 years if possible.

Response: Please see excel spreadsheet

16. How many employees On-Site for Breakfast at Corporate?

Response: Available information to be provided in Addendum 2

17. How many employees On-Site for Lunch at Corporate?

Response: Available information to be provided in Addendum 2

18. How many employees On-site for Breakfast at Eastside?
Response: ***One – (1) employee is on-site at Eastside Operation Center***
19. How many employees On-site for Lunch at Eastside?
Response: ***There is currently no lunch provided at Eastside Operation Center***
20. What Safety records from the past 5 years are you requesting, employee safety, health department, food safety, workers comp claims?
Response: ***Safety records are shared by our current vendor monthly. Health department reports are shared monthly.***
21. Can we get a copy of the current contract? Where can we access the current contract?
Response: ***You will need to submit an Open Records request for a copy of the current contract. Request may be sent to openrecords@saws.org***
22. Can you please provide pictures or floor plan for Eastside Service location? Serving Area?
Response: ***Please see the attached layouts requested***
23. Can we get a copy of current café and catering menus and pricing?
Response: ***The current café and catering menus are proprietary and belong to our current vendor.***
24. Can you please provide a sales recap for a day that shows how much overall discount is and how many outside visitors may be possible for capture rate? How many people on average visit from outside buildings for breakfast and lunch?
Response: ***This information is not separated at the current time.***
25. Any historical financial data for vending?
Response: ***Total Annual Sales (Vending) – CY 2017: \$9,473.03, CY 2018: \$12,840, CY 2019 (Aug YTD): \$ 7,513.27***
26. When was the last price increase on the vending?
Response: ***The last price increase on vending machines as in 2015. The beverage fee increased to \$1.50 from \$1.25.***
27. What are the annual beverage vending sales?
Response: ***Total Annual Sales (Vending) – CY 2017: \$9,473.03, CY 2018: \$12,840, CY 2019 (Aug YTD): \$ 7,513.27 (the sales are not currently separated at this time)***

28. What are the annual snack vending sales?
*Response: **Total Annual Sales (Vending) – CY 2017: \$9,473.03, CY 2018: \$12,840, CY 2019 (Aug YTD): \$ 7,513.27 (the snack sales are not currently separated at this time)***
29. Can we come and do a complete survey of the existing vending at each site to get a better idea of SAWS needs?
*Response: **A second site visit will be considered.***
30. What Coffee is used in the coffee stations at each break room?
*Response: **Coffee is purchased by coffee clubs on each respective floor. Coffee is sold by the food services vendor in the SAWS Café and at Eastside Operations Center.***
31. Are individuals interested in responding to this RFP able to visit the cafeteria during the lunch hour to experience the current employee experience?
*Response: **Yes, the cafeteria is a Public Facility.***
32. Please explain the current management fee structure. Other than the Management fee paid to Contractor, does SAWS pay a monthly reimbursement for other expenses such as labor and purchases? If yes, can you please provide an example of how the payments are being distributed with numbers from current contractor?
*Response: **Respondent shall provide SAWS with their proposed management fee structure.***
33. Page 2 d (2) hours of operations: please confirm is this is a 5-day Mon- Friday work week at both locations to include the Eastside or 7 days a week? Are there any scheduled days that the facilities will be closed, Holidays etc.? Also, it is mentioned that schedules may be changed at SAWS discretion, does this happen often and how much prior notice is the contractor given?
*Response: **Schedule is Monday through Friday with times as defined in the RFP. Facilities are closed on SAWS defined Holidays. See question 3 for the 2019 Holiday Schedule.***
34. What is the “dietary required compliance” that is being requested as referenced on page 4?
*Response: **SAWS would like the food services vendor to offer meal options that support low carbohydrate, low sodium, etc...***
35. What types of reports and documentation are currently required by SAWS from the current contractor on a monthly, quarterly and annual basis?
Response:
- ***Provide Monthly Operating Statements***
 - ***Detailed monthly payroll of all staff expensed for the SAWS account***
 - ***Provide copies of all weekly vendor invoicing from suppliers that document the monthly financials submitted to SAWS for***

reimbursement will be on file and available for review upon SAWS request

- *Provide detail of daily entrée sales*
- *Provide a full detailed catering sales report to include SAWS departments and/or outside entities served*
- *Provide access to feedback given by patrons about SAWS' Café and catering services*
- *Host a monthly meeting with required SAWS staff to review sales, expenses and upcoming entrée proposals*

36. Page 15-You request a preliminary work plan be created; can you specify the timeframe you are requesting it for?

Response: The timeframe is specific to when you are to assume the operational and managerial control of the SAWS food services operation. SAWS would like to know the sequence in which your firm will be ready to assume operations on January 1st 2020.

37. Page 14 8 (a) in order to provide detailed nutritional value for each proposed meal we will need to send the menu items out for nutritional testing. This process takes up to six weeks for a comprehensive reply from a testing company. Do caloric values meet with requirement or does detail mean fat, sodium etc.? Is this absolutely necessary? If awarded, we are committed to providing all this information and to sit with a dietician to provide all nutritional information.

Response: The main nutritional information would be the caloric values of your menu items.

38. Page 31 Food Service- in this section it states: "indicate how proposer will allow for flexibility in menu preparation and how much flexibility Proposer will allow" can you please elaborate on this?

Response: SAWS would like your menu to be tailored for its employees and bona fide guests. SAWS doesn't want the vendor to serve food no one is buying. Flexibility in menu preparation will allow the successful vendor to adjust to customer preferences.

39. Can we get a sales report for the last 18 months to include the breakdown of each category for vending sales, catering sales and cafeteria sales? Also, can we have the sales for Eastside Operations broken down by vending and cafeteria?

Response: The sales for Eastside Operations Center is not separated in any reporting we currently get from our current vendor. Please refer to the excel spreadsheet provide.

40. For Eastside operations can we get the breakdown for cafeteria sales for both breakfast and lunch separated?

Response: The Eastside cafeteria sales are not separated from the total sales. Lunch is not currently provided at Eastside.

41. Can we get an outlet total report from the micros system showing the guest counts for breakfast and lunch for headquarters?

*Response: **Available information to be provided in Addendum 2***

42. Is there an opportunity to extend the due date by a minimum of 2 weeks? As of today, we have 9 days to submit --- based on what we heard yesterday we feel it necessary in order to supply you with new ideas and menu options.

*Response: **SAWS has agreed to extend the due date by one week.***

43. You shared with us the current employee count for each location but can your breakdown the count for at least the headquarters and the ESOC of how many SAWS employees are on site vs. those that work out of the office.

*Response: **The employee count for SAWS' Headquarters is firm. The headcount for the Eastside Operations Center is 100% for breakfast and 30% for lunch.***