

NOTE: This document contains a list of questions posed by vendor representatives during food service facility tours. We attempted to capture all questions. Vendors are encouraged to continue to reach out with questions up to the January 4, 2023 deadline.

Bid/RFP Related Questions

Q: Is there any capital investment required for this RFP?

A: No. If there are refreshes or concept changes requiring capital it will need to be discussed.

Q: Does the RFP retail sales figures include dining dollars and banana bucks?

A: Yes.

Q: What are the retail sales by venue and tender?

A: Please see attachment A.

Q: Should bids be for current meal plans or newly proposed meal plans in the RFP?

A: PSU is committed to the meal plans in the RFP for the school year starting Fall 2023. Vendors should base their proposals on the meal plans in the RFP. Ideas for future meal plans are encouraged.

Operations Related Questions

Q: Are there service specific managers?

A: Yes. Catering, retail, dining hall managers each report to the general manager.

Q: Does the University expect the food service vendor to do anything to assist with student retention?

A: Student retention is extremely important to the University. The University would expect the food service vendor to play an important role in assisting with retention including, but not limited to, activity in student programming.

Q: How important is it for the food service provider to buy local?

A: The University has no policy governing purchases made by its food service provider (outside of our Coca Cola Contract). That being said, the University sees value in supporting local businesses when possible.

Q: Are there any sustainability requirements?

A: No, there are no requirements. The university is heavily involved in sustainability efforts and is looking for a partner that shares those values.

Q: What food service equipment is owned by the university?

A: All.

Q: Do you have food service staffing issues?

A: In general, staffing issues are in line with the rest of the industry/region/country.

Q: Is PSU interested in utilizing new technology with food service?

A: PSU is interested in hearing about new and interesting ideas to incorporate technology with food service.

Q: Who is responsible for cleaning the restrooms in the Gibson Dining Hall and OSC Kitchen, Dining Prep Service areas?

A: The food service contractor.

Q: Who is responsible for cleaning in all dining areas?

A: The food service contractor.

Q: Is participation in the dining hall tracked? Are there incentives or disincentives to vendors tied to participation rate? How is the food service vendor held accountable?

A: Yes it is tracked, but there are not currently incentives or disincentives.

Facility & Maintenance Related Questions

Q: What are the building hours for the Student Center?

A: Standard Hours: Mon. – Thurs. 5:30am – 9:00pm, Friday – 5:30am – 7:00pm, Sat. & Sun. 12:00pm – 9:00pm. Open earlier or later per request.

Q: When were the retail, catering, & dining hall last renovated?

A1: Retail & Catering - 2016

A2: Dining Hall - 2010

Q: Are there plans to update or renovate the dining hall facilities?

A: Currently in design stages for return/make up air replacement system and renovation to entrance (not vendor responsibility).

Q: What options are available for receiving deliveries and moving food/equipment through the back of house?

A: Retail and Dining Hall have loading docks available. Retail has a large freight elevator and a smaller service elevator.

Retail Dining & Catering Related Questions

Q: What is the traffic count for retail dining?

A: No count is available.

Q: What is the retail dining capacity?

A: Gorilla Crossing – 279 + soft seating, University Club – 90 + soft seating

Q: What is the Ballroom dining capacity?

A: 500

Q: How does PSU and the current vendor work together for catering campus events?

A: The PSU scheduling manager and catering manager meet weekly to plan together.

Q: Does the food service vendor have exclusivity for catering on campus?

A: Currently catering at the Overman Student Center, Bicknell Center for Performing Arts, and Sky Boxes at Carnie Smith Stadium are currently exclusive to the food service vendor.

Q: Is catering to off campus customers allowed?

A: Yes, it is encouraged and catering contract commission rates apply.

Q: Is alcohol served at non-sports related events?

A: Yes, with approval.

Q: How are allergen requests handled?

A1: Retail – By individual request.

A2: Catering – Per client request.

A3: Dining – Currently one concept is allergen free.

Q: Who handles the set up and tear down for on campus catering?

A: University staff.

Q: What software is used for catering?

A: Catertrax

Concessions Related Questions

Q: How many venues offer concessions & how many concessions stands are in each venue?

A: Football Stadium – 6 + concourse kiosks, Basketball Arena – 2 + courtside kiosk, Indoor Track – serviced by basketball arena and stand alone kiosks, Baseball Field & Softball Field – 1 shared.

Q: Are there alcohol sales at sporting events?

A: Yes

Q: Who does PSU consider to be peer institutions?

A: MIAA Universities

Dining Hall Related Questions

Q: What is the seating capacity of the Gibson dining hall?

A: 350

Q: Are there requests from athletics for performance dining options for athletes?

A: Yes.

Q: Does Housing apply a mark up to the dining rates charged to students?

A: Yes, to fund operational expenses for the dining hall.

Q: What is the gain/loss of meal plan participants from Fall to Spring?

A: Loss is typically about 5%.

Q: What is the current daily rate? Is it on a sliding scale?

A: Yes it is on a sliding scale. See attachment B.

Q: What is the total dining hall revenue?

A1: Total Meal Revenue FY2021 - \$2,282,948.00

A2: Total Meal Revenue FY2022 - \$2,333,856.00

Other Questions

Q: How many students are “in state”?

A1: 38 states are considered “in state” for tuition purposes.

A2: Roughly 80% of enrolled students are from Kansas

Q: How long are students required to live in the dorms?

A: 2 Semesters

Q: What does the \$40k maintenance fee cover?

A: Contributes to the maintenance, repair, and replacement of equipment. The University covers all expenses for the maintenance, repair and replacement of equipment.

Q: Are there any free meals provided to PSU employees by the current contractor?

A: No.

Q: Who pays for the executive flexy meal plan?

A: 50/50 split between food service vendor and University.

Q: Are there any other contributions being made by the current contractor?

A: \$25,000 cash to student life for student life programming & initiatives.

A: Current food service vendor is contributing half of the cost of a skybox lease.

ATTACHMENT A

Retail Sales By Venue and Tender

(January 1, 2022 – December 15, 2022)

	Gorilla Crossing	KTC	Axe Grind	Einstein	Tres
Sales	\$ 294,143.05	\$ 37,489.92	\$ 65,667.28	\$ 196,142.85	\$ 15,103.05
Cash	\$ 33,352.57	\$ 6,256.63	\$ 10,133.76	\$ 24,924.81	\$ 2,358.00
Dining Dollars	\$ 108,436.74	\$ 8,650.68	\$ 17,163.37	\$ 50,485.87	\$ 3,605.07
Banana Bucks	\$ 825.34	\$ 345.80	\$ 251.85	\$ 697.33	\$ 28.29
Gift Cards	\$ 5,793.23	\$ 416.12	\$ 338.86	\$ 749.12	\$ 868.93
Credit Cards	\$ 157,920.53	\$ 25,161.21	\$ 43,339.92	\$ 133,242.31	\$ 9,209.99

Retail Sales By Concept (tender detail not available)

(January 1, 2022 – December 15, 2022)

Concept	Sales
Seasons	\$ 6,840.00
Pizza Hut	\$ 71,632.00
Sub Connection	\$ 53,268.00
OBC	\$ 43,821.00
BBQ Pitt	\$ 38,472.00

ATTACHMENT B

Residential Dining 2021-2022 Board Rates

Residential Dining 21-22 Board Rates				
7 Day Access # of Contracts	FY21 Official	FY22 Proposed	Increase CPI %	Increase (Total) \$
1000 - Up	7.99	8.24	3.14	0.25
950 - 999	8.14	8.40	3.14	0.26
900 - 949	8.42	8.68	3.14	0.26
850 - 899	8.75	9.02	3.14	0.27
800 - 849	9.11	9.40	3.14	0.29
750 - 799	9.51	9.81	3.14	0.30
5 Day Access # of Contracts	FY21 Official	FY22 Proposed	Increase CPI %	Increase (Total) \$
1000 - Up	7.43	7.66	3.14	0.23
950 - 999	7.57	7.81	3.14	0.24
900 - 949	7.87	8.12	3.14	0.25
850 - 899	8.19	8.45	3.14	0.26
800 - 849	8.56	8.83	3.14	0.27
750 - 799	8.96	9.24	3.14	0.28
160 Block # of Contracts	FY21 Official	FY22 Proposed	Increase CPI %	Increase (Total) \$
1000 - Up	6.62	6.83	3.14	0.21
950 - 999	6.77	6.98	3.14	0.21
900 - 949	7.07	7.29	3.14	0.22
850 - 899	7.40	7.63	3.14	0.23
800 - 849	7.75	7.99	3.14	0.24
750 - 799	8.17	8.42	3.14	0.25