

Questions and Answers, October 22, 2012
RFP #928001, Vending and Food Services

Q 1. Extension of deadline is requested to noon, 11/21/2012.

A 1 Deadline for submitting proposals has been extended for all proposers to **Wednesday, November 21, 2012 at 1:30 p.m. C.S.T.**

Q 2a. I am requesting a monthly sales breakdown for the last 24 months separated for each option (Option A, B *and* C) at the Marcia P, Coggs Center, the Behavioral Health Division (BHD) and the Juvenile Justice Center (JJC).

A 2a The current Food Service, Options B and C, are subcontracted with the prime vendor, therefore sales data is not available for Options B and C. A separate vending sales document has been posted with this Q&A document at:
http://county.milwaukee.gov/DHHS_bids

Q 2b. What were the annual sales for all the vending listed in the RFP for 2012 or YTD?

A 2b A separate vending sales document has been posted with this Q&A document at:
http://county.milwaukee.gov/DHHS_bids. Breakdowns may not be available for every product type or brand. The sales data in the posted document is based on sales for the first 7 months of this year. Monthly averages are based on sales 1/1 – 7/31/12.

Q 2c. What was the past 12 month volume on the following:

- 20 oz. CSD
- BIB - Fountain
- 12 oz CSD
- 20 oz Dasani
- 20 oz Sports Drink
- 15.2 oz Juice

The above food types may not all currently be stocked in the vending machines. For sales breakdown by food type See related sales document at:
http://county.milwaukee.gov/DHHS_bids

Q 3. Who holds the current (expiring) contract? How long has the current (expiring) contract been in effect? How many annual renewals were there? Who provides on-site food service?

A 3. Century holds the current contract. They have been the vendor since approximately 2005. Each renewal was based on a one-year term to the present. Food service has been provided via subcontracts with Touch of Class Catering (Coggs Center) and Easter Seals Southeastern Wisconsin (BHD)

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Q 4. What is the current vend rate?

A 4. Question is not clear; therefore, unable to respond.

Q 5. What is the current commission structure? Does it apply only to vending?

A 5. The 2011 commission (stipend) paid to Milwaukee County for all machines was \$4,000. Stipends apply only to vending, not food service.

Q 6. Page 22, Basic Requirements #1- *Furnish current license or permits to operate a food service program.* We will not be bidding food, do you need this info?

A 6. If you are only bidding Option A, Vending Services Only, we do not need permits to operate a food service; however, some municipalities may require a Food Dealer License for operation of vending machines.

Q 7. Page 22, Organization and Procedures #2 - Organizational chart - *Furnish company organization chart. Provide resumes of those employees named on the chart.* Is this necessary; we can provide local contacts but our organization is large and has many org charts.

A 7. A good faith effort should be made to address all submission items requested in the RFP. If an item does not apply or is not available, an explanation should be provided. If a requested item is not provided, and an adequate explanation is not provided, the proposer will be scored zero for that item. For large national or international companies, an organizational chart for the Milwaukee area or district may be provided in lieu of a company-wide organizational chart. The organizational chart should **include the individual(s) authorized to submit proposals/bids and enter into contracts/agreements for services** as well as the managers and supervisors specifically related to the service or services being offered. It is not necessary to submit resumes or job applications for Market Development Managers, District Sales Managers, Area Sales Managers, or other administrative staff. Contact information for local references or customers will count for up to 10 points as part of a separate scoring criterion in Section 5.0 of the RFP.

Q 8. Page 22, Organization #3 - *Furnish resume of site supervisor.* We would not have a site supervisor for vending – does this apply?

A 8. If under the option you are proposing, a site supervisor for vending will not be provided, please explain why and provide the name(s) and resume(s), or job applications of the direct supervisor(s) of the employees that will be stocking and servicing your machines.

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Q 9. Page 22, Organization #4 - *Furnish employee handbook*. We typically don't give out our employee handbook - is this required?

A 9. If an employee handbook is furnished to employees, a copy of the handbook should be submitted as part of your proposal. Submitted material that includes information that is proprietary and confidential information, which qualifies as a trade secret, as provided in s. 19.36(5). Wis. Statutes, or is otherwise material that can be kept confidential under the Wisconsin Open Records Law, should be identified in Attachment F of the RFP.

Q 10. Page 22, Organization #5 - *Furnish Company Policy and Procedure Manual*. We do not furnish our company policy and procedure manual - is this required?

A 10. Proposer should make a good faith effort to address all submission items identified in the scoring criteria and subcriteria in Section 5.0 of the RFP. If only bidding on the vending option of this RFP, in lieu of Organizational Policies and Procedures, policies and procedures may be limited to employment and staffing policies related to vending machine food/beverage delivery drivers, machine stocking personnel and maintenance technicians. Submitted material that includes information that is proprietary and confidential information, which qualifies as a trade secret, as provided in s. 19.36(5). Wis. Statutes, or is otherwise material that can be kept confidential under the Wisconsin Open Records Law, should be identified in Attachment F of the RFP.

Q 11. Page 22, Staffing Methods #1 - *Furnish all criteria used to hire persons, including application, education, references, testing, and any other criteria that may be used by your firm*. Is this required for a company that is only bidding on beverage/vending?

A 11. Proposer should make a good faith effort to address all submission items identified in the scoring criteria and subcriteria in Section 5.0 of the RFP. In lieu of company-wide hiring and staffing criteria, criteria may be limited to employment and staffing criteria related to hiring and staffing for vending machine food/beverage delivery, stocking, service and maintenance. Submitted material that includes information that is proprietary and confidential information, which qualifies as a trade secret, as provided in s. 19.36(5). Wis. Statutes, or is otherwise material that can be kept confidential under the Wisconsin Open Records Law, should be identified in Attachment F of the RFP.

Q 12. Page 20, Caregiver and Criminal Background Checks and MCBHD Policies - due to the potential number of employees within the facilities (Market Development Managers, District Sales Managers, Area Sales Managers, Drivers, Service Technicians, etc.) is there a cap on the number of background Checks required and cost incurred?

A. 12 Criminal Background Checks are not required for Market Development Managers, District Sales Managers, Area Sales Managers, or other administrative staff who may come to the BHD facility from time to time for meetings. Because the vending machines are not limited to public areas, a background check will be required for food service worker, drivers, service technicians, and any other staff who will be working in the food service or vending areas on a regular basis (e.g., may include direct supervisors if on-site).

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Q 13: Since the deadline for proposals has been extended, have other dates in box 1.7 on page 3 changed as well?

A 13. The following dates in the Calendar of Events have been changed:
Date when answers to written inquiries will be posted, Tuesday, Oct. 23, 2012
Proposals due from vendors, 1:30 p.m. CST, Wednesday Nov. 21, 2012
Intent to Award Notification (estimated), Monday, Dec. 10, 2012
Contract Start Date (estimated), Jan. 1, 2013

Q 14. Are there immunization requirements for food service or vending employees at BHD?

A 14. The immunization requirements for vending and food service employees in the Behavioral Health Division facility can be found in the Milwaukee County BHD policy related to infection control, and as summarized under MCBHD Policies found on page 20 of the RFP. The infection control requirements will apply to food service worker, drivers, service technicians, and any other staff who will be working in the food service or vending areas on a regular basis (e.g., may include direct supervisors if on-site). MCBHD infection control policies do not apply to Market Development Managers, District Sales Managers, Area Sales Managers, or other administrative staff who may come to the facility from time to time for meetings.

Q 15. Who provides change machines or ATMs?

A 15. An on-line search will provide you with a list of companies that either sell or lease ATM and change machines in the Milwaukee area. Some ATM rentals are turn-key operations, others may require a management company to fill and service the machines. The selected proposer to this RFP would provide change machines and/or ATMs. Change machines/ATMs are not currently in all vending locations.

Q 16. Who is the contact for Community Business Development Partners (CBDP) forms, including Good Faith Efforts? Are fillable forms available?

A 16. Mark Phillips, CBDP Contract Compliance Manager (DBE), 414-278-5104, email: mark.phillips@milwcnty.com. Fillable forms are available on request.