July 24, 2015

**ADDENDUM #2**

REQUEST FOR PROPOSALS (RFP) #15-061
Cafeteria, Catering and Concession Services for the Genesee County Parks and Recreation Commission

1. Please include the minutes and questions and answers on attachment 1, as part of the above mentioned RFP.

Indicate on the Signature Page item #6 and on the exterior of the envelope containing your proposal:

ADDENDUM #2 RECEIVED

ALL PROPOSALS MUST BE RECEIVED AT:
GENESEE COUNTY PURCHASING DEPARTMENT
1101 BEACH STREET, ROOM 343
FLINT, MI 48502

*Cindy Carnes*
Cindy Carnes, Purchasing Manager
G:/bid2/2015/15-061 add2
MANDATORY PRE-PROPOSAL MEETING
WEDNESDAY, July 15, 2015, 9:00 a.m.

#15-061 CAFETERIA, CATERING AND CONCESSION SERVICES FOR THE GENESEE COUNTY PARKS AND RECREATION COMMISSION

Staff Present:
Matt Armentrout, Director of Facilities Management
Garry Pringle, Parks Operations Manager
Deborah Wilkes, Recording Secretary

Matt Armentrout introduced staff present.

This is a mandatory pre-bid meeting and all attendees must sign in. If a company is represented here today and does not sign in, they will not have the opportunity to submit a proposal. All attendees were asked to leave a business card as well.

This is a request for proposals for Cafeteria, Catering and Concession Services for Genesee County Parks and Recreation Commission at Crossroads Village.

Page 3: All sealed bids will be accepted until Wednesday, August 5, 2015 at 3:00 p.m. Hours of the Purchasing Department are listed in the Request for Proposal document. Bids should be delivered in person or mailed to 1101 Beach St. Room 343, Third Floor, Flint MI 48502. You cannot send your proposals to Buy4Michigan or MITN. LATE PROPOSALS, OR PROPOSALS SENT BY FAX OR EMAIL WILL NOT BE ACCEPTED.

One original proposal with original signatures, four (4) paper photocopies of the entire document and one electronic copy (thumb drive or cd/dvd) must be submitted. Photocopy and electronic copy must be exactly like original copy.

Today we will answer questions and copies of today’s questions and answers will be posted in an addendum on the Genesee County Purchasing Department’s website where you found the Request for Proposal document. Questions submitted after today’s meeting must be submitted directly to the purchasing department purchasing manager, Cindy Carnes, and those questions and answers will be posted in additional addenda on the website address provided in the RFP. Her email address and phone number is listed in the RFP. Keep checking the website for any additional addendums, changes, and/or corrections so you have knowledge of these items. All questions must be submitted by noon on July 16, 2015.
Standard Contract- The standard contract is at the very end of the RFP document. It gives you the idea of what type of contract we will have with you. If you have any exceptions to any of the information in here you must put the explanation of your exception on your letterhead and include it with your proposal.

Section 2: Standard Terms and Conditions – Please read through these carefully so you know what it means to do business with the County.

Section 2, #14: Bidder’s Insurance Checklist – this checklist must be reviewed with your agent and helps you understand what insurances must be in place for the job. Both you and your insurance agent must sign the document and submit the form in your proposal. We are not asking that you have this coverage right now, but that you can acquire it if you are awarded the contract, you understand the cost of the necessary coverage and you include that in your proposal. Whoever is awarded the proposal must provide a certificate showing proof of the necessary coverage.

Matt Armentrout: Make sure that you read the Request for Proposal (RFP) carefully. From previous experience the main reason proposals get kicked out is they do not meet all the criteria in the proposal. They are divided into responsive and non-responsive. Non-responsive would be those proposals that do not address all the criteria listed in the RFP. We do not see those proposals that are non-responsive.

We have a point system for the evaluation of each responsive proposal. The Evaluation Criteria is listed in Section 7, page 21 of the RFP. You want to make sure you hit these criteria to get as many points as you can.

Scope of Work: You will want to read that carefully so you understand the facilities and what is expected from the proposer.

Garry Pringle: We have provided a paper to everyone here that basically covers the last two years of revenues from concessions. One thing that it doesn’t cover is the days of operation. If you have never been to the Village, there are concessions for all three seasons. Summer is usually an 80-85 day season (depending on how the calendar falls, this year it happens to be 85 days) with Village operation days and hours of Wednesday through Sunday usually from 10 a.m. to 5 p.m.

The Halloween program is less than 20 days of operation, mainly Saturdays and Sundays, although we do pick up some Fridays and a couple weekdays. Majority of the hours are on Saturday and Sunday.

The Christmas program is in the evening hours on Friday, Saturday and Sundays and it is about 20 days.

The Lakeside Grill is strictly concession, it has a deep fryer and a grill that is open during the summer and only about 4 days at Halloween. That is mainly a summer location and is typically open from 12 (Noon) to 3 p.m., Wednesday through Sunday. So when you are
looking at the revenues you want to look at the hours and days of operation. So when you look at it, you won’t wonder why one is so much more or less than another location. One could be open for just 3 hours and another may be open for 7 hours.

The Crossroads Café is typically the one summer location that is open the same hours as the Village so customers have a place for food and drink from the time they come in until we close.

The Mill Street Warehouse is usually open during the summer only for big events. So that location is pretty much shut down for the whole summer. That facility seats about 300 people in the hall. If we don't have a busy day, there is no reason to be open that day. The Mill Street Warehouse is open during the Halloween and Christmas season. That is where everybody goes. You have 40,000 at Halloween and the last stop is the Mill Street Warehouse. It is a captive audience that gets driven into that establishment. We serve cider and donuts in there too. At Christmastime it is also open because that is a place that is heated and they can get warm on a cold night.

The majority of the RFP is for the concession aspect, but then there is also a catering aspect. We usually do 7-12 catering events, weddings and other events and at Christmas there is a buffet dinner. You will not see that revenue listed on the page that was handed out. That averages about $17,000 for Christmas dinners over about a 6-8 night period in our dining room.

So the majority of it is concession, but there is a catering aspect for brides and different things that you want to consider.

Q: Do you have a rough dollar amount of those 7-12 events?
A: That would depend on you, depending on what they are, what the bride selects or the customer requests. Most are weddings and it would also depend if they have alcohol or not. We get zero involved in that, it is between you (the food contractor) and the bride. We just sell the facility and the rest is up to the caterer. That is driven by you, whether you do wedding packages. Brides will hear about me from other brides, but you would go to other events to sell your wedding packages.

Q: Does the current provider supply the liquor off their liquor license or is it owned by the County?
A: They go off their own liquor license. It is strictly a host bar, not a cash bar.

Matt Armentrout: We will have more opportunities for questions when we get to the site.

Matt Armentrout: I recommends you read Section 6 carefully to make sure you address each of those eight points and understand the evaluation criteria in Section 7.

The interview is worth 25 points and that is when Garry and Matt are able to sit down and talk to the responsive proposers. Customer service is big at Crossroads Village.
and we have a vested interest in that because if the food service vendor that is chosen presents a poor customer service response, we get the brunt of the complaints. So we have a vested interest in making sure that whoever we select will be able to take care of the customers and provide a quality product because ultimately it reflects poorly on us if we don’t. That is a big part of the interview.

Toward the tail end of the RFP is the financial arrangements, signature page, references and insurance. Make sure that is all completed.

Q: Do we have to submit a bid on all of these or can we do just one?
A: You can submit part of it. Right now Sullivan’s Catering has the whole package, but everything is subject to change. Some may want to bid on the entire package, or just the concession.

Q: When is the interview period?
A: After the proposals are submitted, we sit down and make a schedule. We will only interview those that submit responsive proposals.

Q: Is going to Crossroads optional?
A: Yes, these folks (the ones asking the question) are from Sullivan’s and are in there as the food contractor now, so they are obviously familiar with the facilities, so yes it is optional for them.

The rest of you may want to see the locations to see if it will work with your system.

The biggest thing, and it has been mentioned is the rules in the RFP: Make sure you make the deadlines for proposals, make the correct amount of copies. If you don’t make the submission deadline, or don’t fill out the right papers, we don’t even get to see those proposals.

Matt Armentrout: The Purchasing Manager provides us with the proposals that meet the criteria and arrive on time. If they arrive late, or are terribly inadequate, we never get to see them.

The facility tour is for your benefit to see what you have to work with prior to you submitting a proposal.

Garry Pringle gave directions to Crossroads Village.

SITE VISIT
Garry Pringle: Catered events could be anything. When brides call, they speak to Garry first. He tells them the limitations of the Parks. If they like it, then he sends them to the caterer. If they like your product and services, they can book. He explains the environment, the limitations of certain times of the year. Some people like the environment here, but some don’t think about the distance to the chapel, or the reception area, the dirt roads, no vehicles allowed if we are open, etc. all of those types
of things are explained. We explain all the bad things so that down the road we don’t have issues.

Armentrout: We want to make sure that their expectations are correctly matched with the facility so they don’t get here and have a negative experience right from the beginning.

Q: How is the process currently managed in booking the facility for catering? Is it through the County for that date and then it is turned over to Sullivan’s?
A: Yes, with that said, if someone calls, no one books until they talk to Garry Pringle first. He will ask if they have talked to Sullivan’s and if they are happy with them with regard to product, price and service. We tell them all the good and bad things about the day they are looking at, i.e. whether the Village is closed, or if it is a busy day. Reservations will not take any money for that site unless he sends an email to reservations to say he has talked to them first. Everyone is forced to talk to Garry so that questions they may not think about are answered first. That is their chance to ask questions and he brings up things they may not consider. He doesn’t want to be the bad guy on the big day. That way we eliminate problems in advance. You will see in the RFP, as far as exclusivity, it isn’t in all areas. The Café, Lakeside, Mill Street Warehouse concession, we’ve never had two different people in there during operations. We have two events that bring in their own caterer. UAW and Master Gardeners. Sullivan’s has nothing to do with it, we take care of set up and clean up so there is nothing that Sullivan’s is burdened with, as far as cost.

We try to make sure that this is profitable for the provider. You are all here for one reason and one reason only, the bottom line. You have certain standards you want to meet, but you are in for the profit. Some of the hours that have been designed over the years at locations, like the Lakeside from Noon to 3 is set to limit some of your labor costs and things like that. This is the only place, the Café, is open from 10-5 to give people a chance for a beverage or sandwich until they leave. The grill closes 30 minutes before Village closure to make sure your labor costs are as minimal as possible. That helps to make sure that you guys don’t have to leave because you can’t make money. We want you to make money, but we also want a level of service for our customers.

Q: Is there a room or facility rental fee for the catered events?
A: Yes, the Mill Street Warehouse is $550 for the whole day.

Q: The County collects that?
A: Yes.

We have an event next Saturday, she is paying general admission, they are here for the Village, but he pointed them toward Sullivan’s for catering because they can bring food in and eat at the picnic tables, but they wanted a meal provided by Sullivan’s in the Mill Street Warehouse. That is a customer who is coming to the Village that isn’t a
bride or prom, but is interested in getting food from Sullivan’s, not just concessions, they want to sit down and eat.

Q: You mentioned there are two events that have other caterers. The County services those?
A: No, they have a retired member that does a pig roast. The other one is the Master Gardeners and they have a restaurant provide their food. So you are not the only chef in the kitchen. But for weddings, we haven’t allowed another chef in the last 9 years. It would be too much of a nightmare. If you got it, Sullivan’s already has some things under contract for 2016, yes there will be two chefs because they have some brides booked. Brides can book up to two years in advance.

Q: If there was a change in providers, Sullivan’s would be allowed to service those events?
A: Yes because they have already entered into an agreement with that bride. We won’t change that arrangement just because we change providers; that just wouldn’t be right.

Matt Armentrout: If you were selected to be the provider for next year, the same arrangement would be made with you for the following years, if for some reason another provider is selected in the next contract, you would be allowed to honor the arrangements you’ve already made for events in the next 2 years that were previously booked.

Our goal is to make whoever comes in here to handle concessions and catering, we want them to be successful. That is also in our best interest. Garry works very hard with the food service provider to work out deals and make sure that they are taking care of customers well.

Garry Pringle: It would usually be brides, because they book further out; that would be in that transition period. Those weddings, he gets more involved with to make sure everything goes smoothly.

Crossroads Café: The Café is not an air-conditioned location. It has a grill, sinks, and more permanent fixtures that belong to the County. Typical menu is hot dogs and hamburgers. The warmer, freezer and pretzel machines belong to Sullivan’s.

We have not had a full time chef on the payroll in about 9 years. Due to cost cutting we have gone to contracting it out. We’ve had 3 different providers in the last 9 years.

Q: Who provided services prior to Sullivan’s?
A: Stonegate Banquet and OU Village.

The computer system is ours, a point of sale system. You can use it. The previous contractor has been allowed to use it, although that is not listed in the RFP. They have found it to be easier and the next provider is welcome to use it. If you want to bring in
something different, we would be ok with that. They found it more beneficial to use our system.

Q: Who owns the beverage cooler?
A: The Coke machine has been here at least 10 years. It is owned by Coke, they dropped it off when we had food service and they will probably never come to pick it up. Bottom line is it is part of the facility.

Garry showed the group the freezer room. There is no refrigeration in this location, only a freezer. This establishment also serves ice cream. We sell lots of ice cream to the school kids, it has been moved to several locations, but lots of people seem to want ice cream when they get off the train. The trains run at 12, 2pm and 4pm.

Warehouse: The warehouse is used for concessions for big events during the summer: Day out with Thomas, Halloween and Christmas. In the springtime the school kids brown bag it and sit in here to eat. So it makes sense to open the concessions up for the bus drivers, teachers and parents or if the kids want to buy some extra drinks. There is well water, so if you use fountain drinks, keep that in mind. Some people like well water, others don't, depends on your preference, there is some iron in the water.

There is seating for approximately 300 on this side of the building with the wooden chairs and banquet tables. Restrooms are in the back.

When the provider makes money it is yours, when we make money it is ours. When we share the facility, we share the responsibilities. During Halloween we bring the people in here and we serve cider and donuts so we’ll take care of all the stuff out here because most of the mess is ours. If you make the money it is your mess, if I make the money, it is our mess. At Christmas it is 100% yours because this place will be packed because they will want to come in, get warm, and buy hot chocolate and coffee.

Armentrout: At Halloween we provide maintenance staff to bust the tables and pick up out here and keep it clean, because most of the mess is ours, during Christmas we will not. You would be expected to bust tables and clean up the mess.

The Café is pretty much open all during Christmas and the summer. The only time it is not open is the first couple weekends during Halloween because the Mill Street Warehouse is busier. If you want to look at the track record, we can look at daily figures, and we can break it down and show you. It doesn't make sense the first weekend at Halloween to have three food locations open. The locations get picked up as it gets busier. If the weather holds out during the end of the Halloween season, we may get 6-8 thousand people in the park. While they are waiting for their train, they are inclined to get something to eat.

Q: Are most of the catering events held on this side?
A: No, usually in the Dining Room through the doors. There will be some weddings in here, because now the brides want the barn look. Even though our facility says you
cannot turn this around from 5 p.m. today to a wedding the next day, it would be open for April and September for brides who want this side. Sullivan’s would roll in the round tables and set that up. We provide tables and chairs and Sullivan’s sets up for weddings, proms, parties, etc.

If we use it for a Parks function, we put it back the way it was, or if we know there is a wedding or function on the weekend, we set up as closely to the way you need it set up. If we move tables, we might as well move them only once. It will save you some labor.

It isn’t often, but we have orientations, CPR training classes that we use it for general parks use. We just look at the schedule of what is rented for in the next couple weeks and try to set it up for you.

There are two air conditioning units on this side and two on the other side of the building in the dining room.

Q: This has a fryer?
A: No, that is at the Lakeside Grill.

In the kitchens of the Mill Street Building, Concession side:
There is a stove, oven, coolers and freezer, and an ice machine in the adjoining room.

Customers can come in this building to cool off when it is hot.

Dining Room side: There is a walk-in cooler with a walk-in freezer behind it. All this bigger equipment and dishwasher belongs to us. A lot of the pans are ours. We haven’t invested in pots, pans and pitchers in 9 years or longer. Some of it dwindles down, but there is plenty of space back here. Currently Sullivan’s brings equipment down from Frankenmuth. We used to cook on site when we had a food service staff.

It is up to you if you want to bring your own equipment. There is also a dry storage area that can be secured.

This is the more formal side, there is a built-in dance floor. We have seating for over 250. The fire code is 300, but we advertise for 250 because it gets crowded in here with more. The two bars currently set up in here belong to Sullivan’s. The high chairs and tables and chairs are ours. There is a sound system on both sides. There is an office that holds the sound system. Most weddings bring their own sound system. Very few have used the existing system.

We have a storage room that holds assorted table cloths, nothing formal though, mostly for Halloween, summer and Christmas. There is enough for around 250 in chairs and place settings.
This side is also where the Christmas dinners are held. The $17,000 is over a 6-8 night buffet dinner. Most of those bookings come through us. If folks are coming out for the Village and train and they want to eat with their family, it is just easy for us to charge them for the meal and Village and train all at once. They will do maybe 3-4 hundred meals over a weekend. Opening night is a Friday dinner buffet, the other dinners are on Saturday/Sunday. They do a good business during Christmas.

Q: This is really what makes the RFP work, the catering aspect? Does the County have a marketing program to increase awareness of this space and market this space with Sullivan? Is there a joint marketing effort?
A: We put it on our website. We don't go out, send bulletins, or attend bridal shows to promote it. We get out of that when we got out of the catering business. A lot of it is word of mouth. Someone was here for a wedding a couple weeks ago and she liked it, so she booked her wedding here. I can tell when Sullivan's goes to bridal shows because I will see an increase in calls right afterward. Probably 50/50 on how people learn about us. Some people don't know about Sullivan's and others have talked to them before they contact us. We don't spend money to market it. We are in the park business, but we also have this available. We tell them what they can expect from the Parks facility. After they book, then it is up to you to provide their happiness after that, price, service, how good the chicken taste, etc.

Q: Do you do an open Christmas dinner when people are here? Is that what you are talking about for the Christmas dinners? Is that advertised? I've never heard of it.
A: Yes, usually Saturday and Sunday, except opening night is on Friday, the day after Thanksgiving. We put the dinner on the website. The way we think is the people who come here would know about it. People are not going to come here for that specifically because they have to pay admission to come into the Park. If they are not interested in coming to Crossroads, they won't be buying from my stores, or your food, because they are not coming to the Village. The ones that are here, we want to make sure they know about it.

But in the summer we do 50-55 thousand people. We will have days you definitely won't cover your expenses and other days you make up for it. At Halloween time, your best days are the weekends when they finish trick or treating and are waiting for their train, then they have options, one being to get something to eat.

Regarding catering: From what the brides tell us, $550 is a wonderful price. The contract with the bride says they have the hall from 8 a.m. the day of the wedding until 1 a.m. and they have to be out by 2 a.m. If the hall is available the day before the wedding it makes it easier for the caterer and the bride to get in and prepare and decorate. In the past there haven't been many back to back weddings (Friday night and Saturday night). If there are back to back, we tell the bride, reservations will hold that room on the day before, but the bride knows that if someone comes in with money to rent the room we'll take that hold off and rent it. The bride generally calls a couple weeks before to check if anyone has rented it and if no one has, I let them in the day before. If there are back to back weddings, they cannot come in until 8 a.m. the day of
the wedding. It doesn’t happen often, but last year we had 4 weddings that were back to back.

To Lakeside Café: This is the back of the park and there are amusement rides back here, restrooms at the Lakeside Café and usually you will see the Genesee Belle in the water. Right now it is on shore being re-painted. The Belle is some of your draw back here when people are coming back here to ride the boat, plus it is a pretty place to eat back here. There is only outdoor seating, under the roof and picnic tables on the grass. Some people like it, some won’t walk back here.

This is the only location that has ventilation that can handle fryers. This is where you’ll cook the French fries, deep fried chicken, etc.

Q: Is the previous provider interested in bidding the job?
A: They were here today, that in itself indicates they have potential interest. From the county’s perspective, yes, we have a track record with Sullivan’s but we are looking for what is the best interest for the county.

Garry Pringle: There is one service window at the Lakeside, restrooms, seating under the roof and picnic tables in the grass.

There are fryers, an oven and refrigeration unit. Also a dishwasher that hasn’t probably been turned on in several years, there really isn’t any point since it is just a concession. With the Belle, when someone inquires about food service on the Belle, we always give them Sullivan’s name, but it is not exclusive, unless they want alcohol, we don’t allow anyone else to bring alcohol into the park unless it is our contractor. We will allow food only and it must be from a licensed caterer on the Belle. The galley is very small, there is no cooking equipment, and everything has to be brought in. There are no open flames allowed, so no chafing dishes. We do let Sullivan’s compete with the other caterers.

Governor Snyder signed into law that restaurants can bring their liquor license anywhere else, but it has to be a host bar and it has to meet our insurance requirements as set by the County. But we do not allow anyone else to bring alcohol into our parks.

The hours here at the Lakeside Café are Noon to 3 p.m., and Christmas it is not open. At Halloween it is open the last two weekends, maybe about four days.

Q: This facility is open today?
A: Yes from noon to 3 p.m. Usually when the Belle is running it brings customers back here about 1 p.m. to ride the boat.

Next year the Belle will be in the water…we are hoping it will be in the water by this August.
Transportation - wise, there is a road that comes all the way back here. For the Mill Street Warehouse there are a couple of gates that have keys. The train runs right behind there, we can get you in, but if you have Gordon’s or Sysco or employees, it is easier to have a certain day, and preferably when the park is not open, for deliveries. If not, we do not allow anyone a key except the park manager and assistant manager, full time maintenance person and some administration staff. The train people get a little excited if they see a car crossing on the tracks. It is not a train crossing with a gate, nor is it manned. So keys are not given out. The Café is the one location that is harder to get to. You’ll want to have it stocked before, or stock it from the Warehouse. There is dry storage in the Warehouse with plenty of storage room that you can lock up. Only key employees have a set of keys to those rooms so shrinkage and loss is not generally a problem. The concession areas are keyed separately from the rest of the facility. Even night security doesn’t have a key to those storage rooms. They only can get in to check the temperatures on the coolers and freezers. The office in the dining room of the Mill Street Warehouse is also keyed separately. You will be provided keys to the storage areas and office. We do recommend that you do keep your merchandise locked. The kitchen areas in the Warehouse are impossible to secure as tightly as we’d like. In the Café, behind the counter there, you have to be careful to secure your stock as well. The door coming in to the Café from the back is secure, but if someone is going to jump over the counter, well, they could get back there. Over Garry’s 16 years here we have not had an issue, we can’t say there hasn’t been some things, but very little. The Café is someplace he walks through 10 times a day. If there happens to be an evening event in the park where people are using the bathrooms, we notify the caterer about that so they can put their things away.

If you have any additional questions after today, please direct them to Cindy Carnes in the Purchasing Department and we’ll get an answer to her and she will post the questions and answers as an addendum so everyone else has the benefit of those questions and answers as well.