

THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

REQUEST FOR PROPOSALS (RFP) ADDENDUM

FAILURE TO RETURN THIS ADDENDUM IN ACCORDANCE WITH THE INSTRUCTIONS BELOW MAY SUBJECT YOUR PROPOSAL TO REJECTION

RFP Number: 65-04122024TCM

Addendum Number: 01

Addendum Date: April 30, 2023

RFP Opening Date / Time: May 15, 2024 at 3:00 PM Eastern Time (ET)

Instructions: Return one properly executed copy of this addendum prior to the RFP Opening Date / Time specified above. This addendum must be included with your proposal.

A. Please see the following University responses to all questions received by the deadline to submit written questions of April 25th, 2024 at 3:00 PM ET:

Question:

1. Section 1.0 –page 5 - What is the projected student population % increase year to year moving forward in 2024 and beyond?
Specifics unknown. Approximately 5600 admitted students each of the last two classes
2. Section 1.0 –page 5 - Currently what feedback do you get from your students, faculty and staff regarding your vending program?
No surveys or annual feedback strategies are in place. We have an email and phone number contact sticker posted on each machine for customers to express concerns directly to the University.
3. Section 1.0 page 5 - What is the current menu pricing for the items in your current Just Baked hot vending solution? What is the current commission percentage provided from the Just Baked solution? What were the current commission dollars provided back from the Just Baked machines?
Just Baked Bistro was added as student feedback pilot for Mid-March 2024 through 2024 Final Exams. No commission is currently being provided. Current menu pricing is as follows:
White Castle Cheeseburger 4 pk \$8.99
Wow Bao BBQ Pork 2pk \$7.99
Bacon, Egg, & Gouda Breakfast sandwich \$5.99
Jalapeno & Cheese Sausage Roll \$6.99
Spicy Kung Pao Potstickers \$6.99
Classic Cinnamon Roll \$5.49
4. Section 1.0 page 5 - In Reference to the Autonomous Smart Vending solution (s) if the Pepsi beverage partnership is honored may the offering include Pepsi only beverages with the snack and food options?
Unknown as to who the Beverage Pouring Rights partner will be at time of contract execution or commencement of services.
5. Section 1.0 page 6 and Section 7.0 Attachment D – page 31 –In reference to annual funding what was the monetary value of the scholarship commitments provided in FY21, FY22 and FY23? Monetary value of the other annual funds provided in FY21, FY22 and FY23? Were these funds outside of the standard commission allotment?
First time asking for annual funding and financial aid commitments.
6. Section 2.4 page 7 – What is the target award date post RFP proposal submission?
Please reference “Schedule” in the RFP
7. Section 7.0 – Attachment E - page 32 - What were the commission dollars provided in FY21, FY22 and FY23 from the snack vending?

THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

To complete a fair and competitive RFP process, the University chooses not to disclose this information.

8. Section 7.0 Attachment E – page 32 - What was the commission % in 2021, 2022 and 2023 from the snack vending?
9. **To complete a fair and competitive RFP process, the University chooses not to disclose this information.**
10. Section 7.0 Attachment E–page 32 – Can you please provide the total snack vending revenue for FY21, FY22 and FY23? Can you please provide a revenue by machine breakdown for the snacks as well?
We do not currently have an annual sales breakdown for each machine. FY 21 revenue was reported as \$83,912. FY 22 revenue was reported as \$341,629, and FY 23 revenue was reported as \$407,573
11. Attachment G number 28 page 48 – For the purposes of this proposal only, can the UNC logo/trademark information be used for visual aesthetics? **If vendors choose to use a mock up graphic for a visual aesthetics for a vending machine that they may show in their proposal, they must use the official branding and marks sheet from the link below:**
<https://licensing.unc.edu/wp-content/uploads/sites/1097/2020/02/unc-logo-sheet.pdf>
If awarded a contract, the winning bidder will need then be required to work through the proper channels and make requests through the T &L office in order to follow through with use of any names, logos, photographs, images, property service marks, or trademarks of the University or the State of North Carolina.
12. Attachment F number 18 page 36 – Is it a requirement that the bid be submitted from a business with a business license in North Carolina? Business operates the services without using a sub-contractor? **Any business contracting with an Agency of the State for ongoing services must be registered with the North Carolina State Attorney General’s Office. This does not need to be done prior to submitting your bid but will be required if selected as the contract vendor prior to execution. Additional details on registration requirements can be found at:**
https://www.sosnc.gov/Guides/launching_a_business/register_your_business
12. Section 1.0 University Priorities - Could you please send us what is the current annual funding or financial aid paid by the incumbent? **First time asking for annual funding and financial aid commitments**
13. Attachment E - Could you please provide past 3 year Sales by machine, commission rates, and amount of commissions paid?
We do not currently have an annual sales by machine breakdown report. Referencing commission questions, to complete a fair and competitive RFP process, the University chooses not to disclose this information.
14. General Question - Who is your current Snack, Beverage & Food Service Vending Provider?
Aramark Refreshment Services
15. 1.0 Purpose and Background - Do you have an Exclusive Beverage Vending and Pouring Rights agreement? If so, who is the vendor and when does this contract end?
Currently Pepsi Bottling Ventures. Term ends August 5, 2024
16. General Question - Did you receive MAG from Current Operator? If so, could you please provide us the MAG received over each of the last 5 Years and Current Year?
There are no Minimal Annual Guarantee agreements in place.
17. 5.4 Service Operations - Is there a surcharge for credit card transactions, if so, what is the amount? Does the University have a student card for cashless purchases? If so, what are the fees and who is the student card processor?

THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

There will be no surcharge to the customer or two tier pricing for credit transactions. The University does use the student card for cashless purposes. (See addendum question number 21 below for further information about student ID card) CBORD is the student card processor. Please refer to the following sections of the RFP for extensive student card processing information:

RFP section 2.8 “Proposal Contents”- e.vii

RFP section 5.4 “Service Operations” – O. P.

18. General Question - What is the current rate of commission paid by the Incumbent on Snack Vending, Micro Markets, Hot Food Innovations?

No current Micro Markets operating. One (1) Just Baked Bistro machine that started as a feedback pilot offering by current supplier in Mid March 2024 – May 2024.

19. Attachments H/J/K - Could you please send the copy of the Attachment H/J/K pdf's as addendum as we are not able to access the link provided? **Provided as additional documents on eVP.**

20. General Question - What is the current basis of commission rate? Is it gross sales or Net Sales? Could you please also clarify what is the definition of Gross sales and Net sales for the University?

To complete a fair and competitive RFP process, the University chooses not to disclose this current commission information. Gross Snack Vending Sales means the total monies collected by Contractor for providing Snack Vending on Campus before payment of any returns, refunds, taxes, expenses, or fees.

21. Section 2.8 e vii, Page 10 - Is the UNC One Card charge part of the University Dining Meal plan fund or is it merely a charge back to the student university account?

Students, staff, and faculty currently can not use meal plan swipes at vending locations but they can and do use their UNC One Card Convenience account. A convenience account is simply the term used for funds that are loaded by the account holder (or account holder's parents) onto their UNC One Card so that money is readily available for use on campus, more easily managed, and not easily stolen. In contrast to the other payment options, these funds are not connected to a bank account and are not reconciled like the Meal Plan or Flex account through the Cashier's Office billings or by payroll deduction.

Convenience dollars are good anywhere on campus that accepts the One Card: Student Stores for books and supplies, vending machines, laundry machines, Campus Health Services, snack bars, as well as on-campus delivery from selected restaurants and all Carolina Dining Services facilities.

Students cannot withdraw cash from their convenience accounts and account balances carry over to the next semester. Refunds are allowed during the first two weeks of the fall semester and the end of the spring semester if the card is carrying a balance. Refunds from the UNC One Card office are only by check and take two to four weeks to process. To receive your refund, the student must come to the UNC One Card office in person to request the refund. See the [Adding Value to My Card page](#) for more information on how to load your card for convenience dollars.

22. Section 5.3 c, Page 19 - There is a reference to new or like-new equipment being installed on campus. Can you provide more clarity around the definition of like-new?

Equipment should be either new or in aesthetically pleasing condition if refurbished. Specifics include no signs of wear and tear abrasions, dents, or scratches. Equipment must have clean and uncracked glass fronts, no customer facing holes or drilling marks from previous attachments to the machine, and proper plastic and/or vinyl bezels attached to the front facing equipment.

THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

23. Section 1.0 4, Page 5 - Please define limitations on items that are not allowed to be sold in any autonomous stores or smart coolers.

All snack and or beverage products must be approved by the contract administrator prior to being stocked. Pre-packaged Grab n Go Food items must be approved by FDA and must have proper and specified shelf life management and notification methods at time of purchase to ensure freshness by guest.

Execute Addendum:

Vendor Name: _____

Authorized Signature: _____ Date: _____

Name and Title: _____

Email Address: _____