

Employee Cafeteria and Food Service Operations Q&A issued 11/13/09

1. Is it correct to assume that under a QMA the site manager and chef will be employees of the food vendor?

Yes

2. Would a QMA still be in place if the new food service could run the operation completely on its own without NUMC staff?

Yes

3. How soon could the present ER suite be converted into a cafeteria?

September 2010 or later, depending upon progress of NHCC's current project to construct a new Emergency Department in a different location, in addition to other factors.

4. How feasible would it be to build a new cafeteria and kitchen in the 1st floor plaza area? What would a construction timetable look like?

NHCC is working with a consultant to explore this option. Additional information is not available at this time.

5. Please provide historical sales and cost information for the employee cafe for the last full year of operation.

2008 data appears on NHCC website. Additional data not available at this time.

6. Please provide a listing of positions employed by NUMC in the employee café.

Cashiers, food preparation and service staff, cleaning and other customary food service personnel.

7. Understanding that the employee cafe will need to serve breakfast, lunch and dinner options, please provide the anticipated hours of operation.

See RFP for peak times. Proposals may offer suggestions and options in connection with this item.

8. Please provide the number of employees on-site (by shift) eligible to use the cafe during the service hours.

See RFP and 2008 data for information about volume and usage. Approximately 600-1000 during peak hours.

9. Please clarify if the vending currently operated by NUMC staff will continue to operated by NUMC staff or if the Vendor will be responsible for this service. If the vendor will be responsible, please provide the type (snack, beverage, etc), number and location of the vending machines.

Vending machine service will likely continue for off peak and overnight hours. Proposals may offer suggestions and options in connection with this item.

10. Please provide the current price list for the employee café.

Prices are lower than customary retail pricing. See attached sample prices from former employee cafeteria. Proposals may offer suggestions and options in connection with this item.

11. What is the management fee?

Proposals may offer suggestions and options in connection with this item.

12. How do we propose prices?

Proposals may offer suggestions and options in connection with this item.

13. What is expected of employees?

See RFP

14. How many employees are needed?

Proposals may offer suggestions and options in connection with this item.