QUESTIONS SUBMITTED IN RESPONSE TO RFP 2019-004 – COFFEE SHOP RESTAURANT CONSTRUCTION, OPERATION AND MANAGEMENT

1. *Who is responsible for the costs associated with the replacement/refurbishment of the hood, ventilation and ansul systems?*

   *Was there a hood system in the old coffee shop? And is it currently working?*

   A. Proposals may include vendor suggestions.

2. *Who would be responsible for leading the replacement/refurbishment/design of the hood, ventilation and ansul systems project?*

   A. Proposals may include vendor suggestions.

3. *Who would be the lead point of contact with the Fire Marshall?*

   A. The selected vendor will be the lead point of contact with the Fire Marshall. The vendor must provide NHCC with reports regarding such contact.

4. *Is the past existing footprint going to remain the same for the future?*

   A. Yes

5. *Is NHCC looking for the vendor to invest dollars in the restaurant/coffee shop including kitchen, server and dining area? If so, what is the expectation in terms of dollars? If NHCC is making the investment, what is their budget?*

   A. Yes. NHCC is open to all proposals from vendors.

6. *Does NHCC have past experience in the coffee shop with providing a 10% discount for employees while guests do not get discounted – that’s sticky? Product pricing flexibility?*

   A. Employee discounts are favorable. All employees have badges that are easily recognizable.

7. *Is there a larger Employee café on site and if so what is the pricing; what are the hours?*

   A. Yes, there is an employee only cafeteria at NUMC with limited hours that vary.

8. *Do you have current drawings with specs?*

   *Restaurant is said to be located on main level and looking at the Plain view pdf, it looks like the restaurant is around 25 ft * 46 ft. Could you let us know if this is the approximate size of the restaurant and also the seating capacity?*

   A. Please see attached for the square footage of each room within the coffee shop space. Based off recent layout of space, the shop will comfortably sit about 46 people.
8. *The RFP has this new location being open 98 hours per week. Is that what’s happening currently or what was happening most recently with the previous vendor?

   *What would the Coffee Shop/Restaurant timings be? 
   A. NHCC is seeking 98 hours/week but open to all proposals.

9. *Does NHCC have any sales records from the previous coffee shop? 
   A. NHCC will review all submitted proposals. NHCC cannot disclose previous sales records.

10. *How soon can we go to see the space in question? Also; it looks like they are self-op and all the in-patient business and employee café will stay with them.

   *Can we visit the Medical Center to have a look at the restaurant? 
   A. There was a preconference for viewing of the space on Thursday, July 23, 2019 at 1:00 p.m. If you were unable to attend and would like to tour the space, please contact Karen Munkenbeck to schedule a time.

11. *What was the foot traffic in the coffee shop before it closed? 
   A. The coffee shop is located in prime area near major entrances, pharmacy, bank, and elevators.

12. *Is this a union or non-union contract? 
   A. Not pertinent to the RFP.

13. *Is there a royalty agreement that we need to undergo? 
   A. Question is unclear.

14. *What would be the rent and various expenses occurred in all the utilities. 
   A. Part of vendor to consider and propose.