



## **ADDENDUM #1**

**May 23, 2023**

**RFP Title:** Food Service Management  
**Owner:** County of Wake – Melissa England, Procurement  
**RFP Bid No.:** #23-043

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The following addenda contains the questions and answers submitted before the deadline as well as questions discussed from the pre-bid meeting. Wake County answers are in blue.

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1. Can the due date be moved so it isn't after a holiday.  
Yes, the due date has been changed to June 1<sup>st</sup> 2023 at 3:00 pm
2. What is the anticipated start-up date?  
The County would like a July 1<sup>st</sup> start-up but realizes that may not be possible and can be discussed with awarded vendor – possibly August 1<sup>st</sup>.
3. Is the ID card process same after background check? What is the turn-around time for getting these done?  
Yes, usually 4-5 days depending on the number of backgrounds needed. We will supply the vendor with the required paperwork for employees to take downtown to get their ID's.
4. Are food staff required to be there for breakfast for the next day?  
At least 1 staff member is required to breakfast to count the trays and place milk on the carts and make any additional trays if count goes up overnight.
5. Is it cook/serve or cook/chill?  
Wake would like vendors to bid on a cook/serve model.
6. The dishes from the downtown facilities, will stay downtown and not be going back to the Hammond Road facility.
7. This RFP is for only servicing two jails with the options of the S. Wilmington Street Center and Cornerstone.
8. What disposable or Styrofoam items are being used?  
Kosher, lock down and special needs are using Styrofoam and all sites are using disposable utensils/cups.
9. Regarding Staff Dining –  
Yes, to grill items, salad bar, cold sandwiches and soup – staff pays for own food and up to \$7.50 for meal costs for staff.
10. Vendors can bid on S. Wilmington and Cornerstone – can be separate doesn't have to be all or nothing.
11. Regarding Snack bars for staff – the vendor will need to provide a person there to serve meals to staff.
12. Regarding Processing bags – is milk required – needs to be self-contained drink.

13. How many food service offices are in Hammond Rd?  
There are three food services office in the Hammond Road facility.
14. Please provide a copy of the current cycle menus in place for inmates.  
See attachments for current menus, Regular (Attachment 1) and Kosher (Attachment 2)
15. What is the calorie level of the current inmate menu? 2500
16. Please provide a list of all medical and religious diets currently being offered with the average number of each.  
Kosher (52), Vegan (7), Lacto ovo vegetarian (2) Medical: Lactose free (83), no tomato (5), vegetarian (53), diabetic (42), no seafood (12), no eggs (6), no carrots (4), no peanuts (5), pregnancy (4), bland (6), no dairy (7), no soy (15), no beans (7).
17. Please provide copies of the menus for medical and religious diets  
See Attachment #1 for Kosher menus.  
Medical Diets – Cardiac Diet (attached menu items w/no salt)  
Bland Diet (attached Menu items w/ no seasoning)  
Vegetarian and Vegan Menu – Rice and Beans  
Allergies Diets – items w/o peanut butter, nut, soy, eggs  
Liquid Diets – just liquids no solid food  
Soft Diets – menu items like mash potatoes and oatmeal
18. We observed lactose free milk being served during Pre-Bid. Please supply and average count needed per meal.  
Breakfast (83) Lunch & Dinner(0) unless vendor chooses to serve milk for the meal then same as breakfast.
19. Do you allow the use of Soy in recipes on the menu?  
Yes, but vendor will have to have a replacement for the no soy diets.
20. What is the current procedure for staff meal ordering, billing, payment by staff, meal cost, etc.?  
A payment is made by staff directly to the vendor.
21. Please provide copies of recent billing invoices and meal count sheets from the past few months that show the numbers of meals served for each of the various types such as regular meals, special diets, sack lunches, snacks, staff meals, etc.  
There is no billing for staff dining since staff pays for their meals. Please see Question #17 for average meal types.
22. Please provide a copy of the current contract if applicable to include the current cost per meal information, and the evolution of the price per meal during the current contract based on CPI or scope of work price adjustments.  
See Attachment 3 for Current Price per meal. The current contract cannot be provided as a part of this process and would have to be provided through a public records request via the Wake County website.
23. Please verify the current ADP at each of the facilities. Are there plans for facility expansion during the next 5 years? Please describe if so.  
Average Daily Population as of 4/30/23 is 1294 (number includes PSC and WCDC combined). There is no discussion for expansion during the next 5 years. However, if it changes contracted vendor will be notified.
24. What are the Staff Meal service times?  
BREAKFAST 6:30AM-8:30AM/ LUNCH 11:30AM-2:30PM/ LATE NIGHT 10:00PM-2:00AM
25. What is the average staff meal counts currently participating in the program?  
This information is not known.

26. Provide a copy of current staff menu in place with selling prices.  
See Attachment 4 – Contract Staff Menu.
27. What time does the main kitchen open and close each day?  
The main kitchen opens at 4:00am for Breakfast and closes at 2:00 pm. It then reopens at 3:00 pm for dinner and remains open until the kitchen is cleaned.
28. Are any Juveniles being housed at the facility? If so please detail how many and what menu adjustments are made to feed them.  
There are no juveniles at either facility.
29. How many Holiday / Spirit Lifter meals are being provided now each year and how many will the Agency require under the contract?  
There are currently Thanksgiving and Christmas meals provided to the residents.
30. How many sack lunches are required daily? Please provide the current sack lunch menu. Are there any special menu requirements for any work details?  
Processing usually requests around 130 bag meals (1 sandwiches, chips, cookies, self-contained drink) and transfer usually request around 20-30 bags (2 sandwiches, chips, cookies, self-contained drink).
31. During Pre-bid about 6 or 7 types of sack meals and snacks were observed. Please describe content of different sacks and average number needed.  
Processing and transfer bags are as explained in Question #30; all others are diabetic snack bags and pregnancy bags which contain 1 sandwich (regular bags have a meat sandwich and vegetarian/kosher have a peanut and butter/jelly sandwich).
32. During pre-bid it was discussed that some meals will require pre-packaged pre-mixed beverages for some meal service areas in the jail. Please describe where these beverages are required and the average number per meal  
This would be lockdown pods/dorms, b-2 level at the PSC, Specialty Dorms, and Processing Area and any kind of self-contained drink. This usually is around 200-250 per meal depending on the counts.
33. Are all small wares and equipment supplied by the County?  
Equipment is supplied and serviced by Wake County, serving pans, hard cups are provided by Wake County, serving utensils are the vendors responsibility.
34. Is there currently a program in place that provides the ability for inmates to order fresh foods from the kitchen and pay for those foods with their commissary account? If so please provide information on this program for the following: No, currently there is not.
- A. Approved menus and prices
  - B. Service schedules (when inmates order-when they are delivered)
  - C. Who delivers the completed orders?
  - D. What was the last 12 months sales volume in dollars?
  - E. What is the current commission rate?
  - F. What was the total commissions realized in the last 12 months?
  - G. Are there any restrictions or limits for purchases?
  - H. Does the program allow for family and friends to also order items on the menu via phone or internet? If not is this something the facility would approve of?
  - I. How many inmates on average are eligible to participate in this program on any given week?
35. Regarding Inmate workers: Would any consideration be given to the use of inmate workers in the kitchen operation?  
No inmate workers cannot be used in the kitchen.

36. Are there officers assigned to the kitchen? If so is this always when the kitchen is open and operating?  
There are 2 Officers and a Sergeant assigned to the Kitchen at the WCDC (5am-5pm) and a Sergeant assigned to the PSC Kitchen (8am-5pm).
37. How many current foods service employees are working in the operation? Does the administration feel the current level of supervision is satisfactory? Please provide the current staff positions, work schedules, etc.  
There are roughly 13-15 at this current time, normal is 23 to operate the main kitchen, PSC kitchen, and staff dining. Work schedules of these staff are unknown to Wake County.
38. Please provide a list of catering events the vendor may be expected to provide during the normal year. Additionally, please provide information regarding any billing/payment for these events.  
An employee appreciation if requested. Please see Attachment 5 for contracted catering prices.
39. Are there any restrictions for deliveries of foods and supplies to the dock by your vendors? What are the approved hours for product and supply deliveries to the facility?  
Delivery hours for the loading dock is Monday-Friday 7am-3pm.
40. How many inmates are on special diets and what types of diets are they on? Are there any unusual requirements the vendor needs to be aware of for billing purposes (such as snacks, nutritional supplements, kosher diets, etc.)  
See answer to question #17.
41. If you require the regular use of disposable service wares (Styrofoam, etc.) please indicate where these are needed and the number of those instances on average per day. Please include the Styrofoam trays, cups, and sporks in this description  
We only request Styrofoam for the following: Koshers (52), 9th floor (PSC) (75), 1F (56), 2E (56) (breakfast only), 2F (56) (breakfast only).
42. Will the Agency provide the Contractor with phone and internet services, or will these be the responsibility of the Contractor?  
Wake County provides phone, but the Vendor is responsibility of the vendor for the internet services.
43. Please describe current truck size being used  
Medium box truck with generator to supply power for heat boxes.
44. Is there any required orientation training required by the Sheriff's Office?  
No orientation training is required, just equipment training on the dishwasher.