



RHODE ISLAND COLLEGE

RFP# 44651

Food Management System – RFP

Rhode Island College Dining Center

Addendum #1

7/24/2025

Q&A

1. Can you please confirm the mode of submission? Your email indicates an email submission, but the PDF provides details on how to submit via Ocean States Procures with only the HECVAT sent via email. If through OSP, can you please provide a link? I am unable to locate the solicitation.

All documents/proposals will be sent to Rhode Island College Purchasing Office via email or mail per the bid instructions referenced on RFP 44651.

2. Is the intention that students would have access to the filterable menus for nutrition and allergen tracking in addition to the dining team?

Ideally, the system will accommodate this feature. Not a requirement. Item / menu identifiers are required.

3. Does RIC work today with a vendor for displaying menu boards (e.g. Nutrislice, Epicure) or would that be new functionality?

No. New Function. See details on existing players and vendor in RFP.

4. Can you clarify the intention for the allowance for training? Is that a set amount worth of training that will be available to RIC as part of the project?

A training allowance is referenced and should be included in your cost proposal. This will allow the committee to score the costs proposals

5. **Pg. 7 – General Terms and Conditions**

The RFP states that any concerns must be submitted with the bid response and may result in disqualification.

Clarification Requested: Are bidders permitted to propose revisions to the General Terms and Conditions, or is acceptance without modification mandatory?

No exceptions will be made to the State of Rhode Island General Terms and Conditions.

6. **Pg. 7 – Menu Planning**

The RFP notes “Menu scheduling by location and service type.”

Clarification Requested:

a. Could you please define the term “service type”? Does it include dine-in, take-away, delivery, or other formats?

Service Type by location (example: Donovan Dining Center, Beestro Café, Catering) and Type “platform” (example Entrée, Grill etc). Day parts – Breakfast, Lunch , Late Lunch and Dinner

b. What service types are currently in use across RIC locations?

Grill, Grainary, Salad Bar, Soups, Pizza, Deli, Rice Bar, Entrée, Pasta, Dessert

c. Are you currently utilizing any third-party software for customer/student online ordering? If yes, please provide the name(s) and relevant details.

We currently use CBORD GET App for pre-ordering. “Never-Miss-A-Meal” offers students the ability to order from a designated menu, schedule pick up and pay for the meal (board swipe or campus points)

7. **Pg. 10 – Recipe Management**

The RFP references the ability to “tag recipes by dining concept or location.”

Clarification Requested: Does this imply restricting recipe availability based on the dining concept or physical location? Kindly elaborate on the intended functionality.

“Tagging recipes” ability to group and label by location or platform.

8. **Pg. 11 – Costing**

The RFP mentions integration with a prime vendor procurement database for real-time cost details.

Clarification Requested: Please provide more information on the nature of this integration. What specific outputs or data exchanges are expected from this integration?

Real-time or daily download based on Prime Vendor catalogue - Integration with Prime vendor product specifications for real-time ingredients, known allergens, nutritional details (estimated nutritional values of finished recipes) and real-time costing

9. **Pg. 11 – Customer-Facing Functionality**

The RFP indicates integration or compatibility with digital signage systems, specifically VISIX Axis TV9.

Clarification Requested: What specific data sets or content are expected to be sent from the Food Management System to the VISIX Axis TV9 system?

VISIX is the current media player which is compatible to multiple formats. Ability to generate a compatible file format or leverage existing hardware (LCDs) to display system generated, customer facing menus, graphics etc. by platform.

10. **Pg. 11 – Customer-Facing Functionality**

The RFP also notes optional integration with RIC's website or app for student access.

Clarification Requested: Could you elaborate on the objectives and expectations for this integration? What kind of student-facing functionality is envisioned?

Ability to display weekly menus, OPTIONAL searchable by menu item illustrating known allergen by recipe and nutritional.

11. **Pg. 12 – Prime Supplier API**

The RFP specifies real-time menu ingredient details via a prime supplier API.

Clarification Requested: Is the system expected to retrieve real-time ingredient data for each menu item dynamically upon request? Please confirm the intended use case.

System functionality must be able to update daily with Prime Food supplier.

12. **Pg. 12 – Optional POS Integrations**

The RFP mentions seamless POS integration for real-time updates and synchronization.

Clarification Requested:

a. Is RIC planning to retain the existing POS system or transition to a new one?

POS will be End of Life – System upgrade or replacement pending.

b. What specific data elements are expected to be exchanged between the POS and the Food Management System. Perpetual inventory, product movement and menu theoretical costing.

13. **Pg. 13 – Cost Proposal – User Roles**

We have noted the distinction between Admin and Field users in our pricing structure:

- *Admin Users:* Full access to Culinary and ERP modules. 5
- *Field Users:* Limited access tailored to operational roles. 5+

Clarification Requested: How many Admin and Field users are expected to use the system across RIC?

See above