

Request for Proposal (RFP)
Cafeteria Catering, Kiosk, Vending and Food Services
For SUNY Ulster

April 17, 2017

Natasha Tagliafierro
Assistant to the Vice President for Administrative Services
SUNY ULSTER
491 Cottekill Rd
Stone Ridge, New York 112484
Telephone: (845) 687-5051 Fax: (845) 687-5292
Email: tagliafn@sunyulster.edu

UCCC RFP 0417/02

Table of Contents

Section I: Administrative Information

1. Introduction
2. Facts about SUNY Ulster
3. Coordinating Department
4. Administrative and Technical Questions
5. Timeframes
6. Number of Copies
7. Proposal Format
8. Selection Process
9. Award Criteria
10. RFP Policies and Procedures

Section II: Proposer Profile

1. General Information/Proposer History
2. Technical Approach
3. Expertise of Proposer including Qualifications and Experience of Personnel
4. Quality Control
5. Financial Viability

Section III: Technical Proposal Requirements

1. Objectives
2. Qualifications
3. Attributes
4. Food Service
5. Cafeteria and Meal Plans
6. Catering
7. Overall Operations
8. Production
9. Records and Reports

Section IV: Proposer Warranties

Section V: Insurance Requirements

Section I: Administrative Information

1. Introduction:

SUNY Ulster, a 2-year community college in Ulster County, seeks proposals (the Proposal) from qualified vendors (the Proposer) for the provision of cafeteria and catering services, as identified in this Request for Proposal (RFP), to become effective for our academic year 2017-2018. SUNY Ulster will grant, for not less than three years, the right to operate any or all of these services, at such times and on such days as required by SUNY Ulster. SUNY Ulster will grant the use of its kitchen, equipment and dining facilities for the purposes of operating related services. SUNY Ulster, however, will retain the right to choose other food service providers for special catering events as needed and as determined solely by SUNY Ulster.

Overall, SUNY Ulster's objective is to provide quality food service, at a fair price with excellent customer service, in a clean environment that meets the demands of today's general health concerns.

2. Facts about SUNY Ulster:

SUNY Ulster is located in Ulster County, NY. The majority of its students transfer to four-year colleges or find employment. SUNY Ulster also offers others, from preschoolers to senior citizens, the opportunity to learn something new.

SUNY ULSTER has served as an educational resource for Ulster for over 50 years, offering small classes, personal attention and caring faculty. In addition to the main campus in Stone Ridge, SUNY Ulster operates a center in Kingston. About 3,000 people are enrolled in credit and non-credit courses, and many more visit the campus each year for cultural, recreational and commercial events. SUNY ULSTER also employs about 400 faculty and staff members.

The Region:

Located in the historic and scenic Hudson Valley north of New York City, picturesque SUNY Ulster offers the best of all worlds, including recreational and cultural attractions and easy access to the educational and artistic resources of the region.

The Campus:

Approximately 200 community and commercial groups use the campus facilities each year, including a gymnasium and an outdoor sports facilities and a Theater with seating for over 400 people.

All proposals must be received by May 12, 2017, to be opened with only the contractor's name publicly visible; proposals will be reviewed and evaluated in private. Any proposal received after the time stipulated will not be considered, but will be rejected or returned to the Proposer.

Proposals should be addressed and sent to:

Stephen Gallart
Ulster Community College
491 Cottekill Rd
Stone Ridge, New York 12484

Proposals shall be in the proposal format as described in this RFP. All documents shall be enclosed in a sealed envelope and plainly marked on the outside: PROPOSAL FOR FOOD SERVICES.

SUNY Ulster Board of Trustees reserves the right to reject any and all proposals, and to accept any proposal or proposals as submitted, or as modified, which in the opinion of the Board will be in the best interest of SUNY ULSTER.

3. Coordinating Department:

SUNY Ulster is responsible for coordinating the issuance of this RFP. All communications during the RFP process should be directed to the contact identified below.

Communication with any other department, or employee, or any member of the College Evaluation Committee, or any incumbent Proposer for the goods and services being procured pursuant to the RFP may be cause for disqualification from the RFP process.

Contact: Stephen Gallart
Tel: (845) 687-5187
Fax: (845) 687-5292
Email: gallarts@sunyulster.edu

Evaluation Committee:

A College Evaluation Committee will review all Proposals and will make recommendations for the selection of a Proposer to the Board of Trustees of SUNY Ulster.

DISCLAIMERS:

SUNY Ulster reserves the right to withdraw this RFP at any time and for any reason, and to issue such clarifications, modifications, and/or amendments, as it may deem appropriate. Receipt of proposal materials by SUNY ULSTER or submission of a proposal to SUNY ULSTER confers no rights upon the proposer nor obligates SUNY ULSTER in any manner. SUNY ULSTER reserves the right to waive minor irregularities in proposals, if such action is in the best interest of SUNY ULSTER. Any such waiver shall not modify the remaining RFP requirements or excuse the proposer from full compliance with the RFP specifications and other contract requirements if the proposer is awarded the contract.

4. Administrative and Technical Questions:

All questions must be submitted by email on or before **April 21, 2017**.

5. **Timeframes:** (SUNY Ulster reserves the right to alter the times and activities):

Release of Request for Proposal (RFP), ad placement	April 17, 2017
On-Site tours of facilities	April 28, 2017
Deadline for submission of Questions	May 5, 2017
Deadline for submission of Proposal	May 12, 2017
Proposer Presentations begin (if needed)	May 15, 2017
Selection of Proposer	May 23, 2017
Finalization of contract	May 31, 2017

Proposals must be submitted by **May 12, 2017, no later than 4:00 p.m.** In the interest of fairness to all participants, no extensions or exceptions will be permitted, unless issued as an Addendum to this RFP and applicable to all Proposers.

6. **Number of Copies:**

One hardcopy original and three copies of the Proposal are required, plus one copy on flash drive using an MS Word or PDF format.

7. **Proposal Format:**

Proposals must include the following:

- a. **Transmittal Letter on Proposer Letterhead:**
Signed by a corporate officer or an authorized agent of Proposer.
- b. **Proposer Profile:**
This section will be used in SUNY Ulster's evaluation of Proposer's general qualifications. Use the format set forth in Section II, entitled Proposer Profile.
- c. **Proposer's Services:**
This section will be used in SUNY Ulster's evaluation of Proposer's services. Use the format set forth in Section III, entitled Technical Proposal Requirements.
- d. **Proposer's Commissions Proposal:**
This section will be used in SUNY Ulster's evaluation of Proposer's commissions proposal.
- e. **Proposer's Warranties**
- f. **List of Subcontractors (if applicable):**
List all subcontractors you plan to use and their function. Provide their qualifications, including prior relevant experience. Failure to include this information in the Proposal may be grounds for disqualification.

8. **Selection Process:**

SUNY Ulster will evaluate the submission through a point rating system, based on criteria set forth below in Paragraph 10. SUNY Ulster may invite Proposers to make a presentation to demonstrate qualifications and approach to the requested services. SUNY Ulster will select the most qualified Proposer based on the submitted Proposal and presentation.

9. **Award Criteria:**

- a. **General Qualifications:**
Including, but not limited to, Proposer's history, expertise, experience,

financial viability and references.

- b. **Proposed Deliverables:**
Including, but not limited to, strategies, methods and services offered by the Proposer.
- c. **Commissions Proposal**
- d. **Presentation, if needed**

10. RFP Policies and Procedures:

- a. It is SUNY Ulster's intent to select the Proposer that provides the best solution for SUNY Ulster's needs.
- b. SUNY Ulster reserves the right to amend or cancel this RFP.
- c. Each Proposal will be examined to determine whether it is responsive to the requirements of this RFP. All responsive Proposals will be evaluated in accordance with criteria deemed to be in SUNY Ulster's best interests.
- d. The Proposer's response to this RFP, as may be subsequently modified in negotiations with SUNY Ulster, may be included as exhibits in any contracts that SUNY Ulster may execute with the Proposer.
- e. SUNY Ulster reserves the right to reject any or all of the Proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive formalities, if such action is deemed to be in the best interest of SUNY Ulster. SUNY Ulster reserves the right to request additional information from any Proposer.
- f. While SUNY Ulster is under no obligation to contact Proposers for clarifications, it reserves the right to do so. Depending on the number and quality of the Proposals submitted, SUNY Ulster, at its sole discretion, may elect to interview all or some of the Proposers during the selection process and to request presentations, including demonstrations of products and services.
- g. The decision to award a contract shall be based on Proposer's ability to provide cost effective quality services and products and to comply with all applicable laws, rules and regulations, including without limitation local preferences.
- h. The award to a Proposer of a contract will be made as judged to be in the best interest of SUNY Ulster. The award will be made upon the recommendation of the Evaluation Committee and the consideration of SUNY Ulster Board.
- i. This RFP is not intended and shall not be construed to commit SUNY Ulster to pay any costs incurred in connection with any Proposal or to procure or contract for any services.
- j. All documents submitted as a part of this RFP shall become the property of SUNY ULSTER.

Section II: Proposer Profile

1. General Information/Proposer History:

- a. Proposer name, main address and all branch office addresses.
- b. Describe the nature of your organization (e.g. corporation, not-for-profit corporation, proprietorship, etc.). If applicable, identify all principals and the ownership interest of each.
- c. Year in which the Proposer was founded and a brief history.
- d. Total number of employees and total number of licensed professionals. Include an organization chart as relevant.
- e. Location(s) from which services will be performed.

- f. Annual fee income for the past three (3) years.
 - g. The general and specific specialties, expertise and overall resources.
2. **Technical Approach:**
Indicate your understanding of the services requested and demonstrate the means for providing them. Discuss any specific or special qualifications required. Describe the methods of reporting and communication you will maintain with SUNY Ulster.
3. **Expertise of Proposer including Qualifications and Experience of Personnel:**
- a. Describe your experience in providing services similar to those requested in this RFP, particularly any projects with colleges or universities. Each description must contain the client name and address, and a contact name with title and telephone number. SUNY Ulster reserves the right to contact any client listed.
 - b. Describe the qualifications and background of your staff, insofar as they relate to requested services.
 - c. Provide the title and role of each team member, including principals. Provide a resume for each team member.
 - d. All employees are subject to the National Sex Offender Registry background check conducted by the SUNY ULSTER's Public Safety Department.
 - e. Any and all sub-consultants or subcontractors to be employed must be identified in similar detail.
 - f. Provide a list of all contracts with SUNY Ulster, if any, within the last five years (regardless of type of service) and the dates for those services.
4. **Quality Control:**
- a. **Operational Plan:** Describe how you will ensure performance through adequate management, supervision, review and control.
 - b. **Record and Reporting Systems:** Describe your system for self-monitoring necessary to ensure maintenance of complete and accurate records.
 - c. **Operating Problems:** Discuss any operating problems, other than litigation, which you have experienced within the past five years, and its resolution.
5. **Financial Viability:**
- a. **Financial Statements:**
Submit current financial statements as certified by an independent CPA, or submit internal statements if certified statements are unavailable or have not been issued within the past twelve (12) months.
 - b. **Indebtedness, Liens and Litigation:**
 - i. Submit a statement as to indebtedness, if any, to SUNY Ulster.
 - ii. Submit a listing of all outstanding liens, if any.
 - iii. Submit a summary of litigation, if any, and its disposition.

Section III: Technical Proposal Requirements

Proposals will be considered from firms now engaged in the operation and management of food services, preferably from one experienced in such services for a community college.

Proposals are for food services, including cafeteria, kiosk, vending and catering.

1. Objectives:

- a) Provide nutritious, fresh and appetizing food and beverages in a visually pleasing manner.
- b) Provide high quality products and services, at reasonable prices, to students, faculty, staff and guests of SUNY ULSTER.
- c) Provide originality and creativity in day-by-day food and vending operations.
- d) Maintain a professional, yet pleasant atmosphere.
- e) Demonstrate cooperation and flexibility in dealing with students, faculty, staff and guests.
- f) Demonstrate ability to provide paid internship and training opportunities for SUNY ULSTER students, particularly those pursuing education in Hospitality and Business programs.
- g) Demonstrate support for SUNY Ulster activities.

2. Qualifications:

- a) Provide a listing of similar food services presently being operated or managed. Include contact information; size of operation (i.e. meals served), number of staff and years providing services.
- b) Provide a sample cafeteria menu for a one-month period. Identify menu quantity, types of food and weight per portion.
- c) Provide a sample kiosk menu. Provide prices and portion sizes for sample menus.
- d) Provide a sample catering menu with various selections. Provide prices and portion sizes for sample menus.
- e) Identify your capability to work seamlessly with campus technology.
- f) Proposer's capability to accommodate a point of sale one card program when incorporated by SUNY ULSTER.

3. Attributes:

Identify techniques, procedures and food concepts, which enhance operations, considering the following desired attributes:

- Nutritious - food that promotes growth, repairs tissue and provides energy.
- Fresh - newly made or obtained.
- Appetizing - tasty, pleasing, delicious, palatable.
- Visually Pleasing - attractive to the eye, inviting, appetizing.
- High Quality - characteristics with respect to excellence of food or service.
- Reasonable Prices - competitive with area vendors.
- Originality - creative ability, freshness or novelty of ideas and performance.
- Dietary restrictions – e.g., vegetarian, vegan, diabetic, gluten free, lactose intolerant, kosher, etc.
- Education – e.g., on different cultures and nutritional information.

4. Food Service:

- a) Food service consists of cafeteria, kiosk, and catering.
- b) Prices for all components of food service are to be clearly identified in the Proposal. Changes in any price so identified shall be subject to the prior approval of SUNY Ulster.
- c) Food service shall not be construed to prohibit authorized student organizations from selling commodities designed to benefit such organizations; nor shall it be construed to prohibit the sale of convenience items in the SUNY ULSTER Bookstore; nor shall it be construed to prohibit the use of coffee pots, etc., in the various college offices.

5. Cafeteria and Meal Plans:

- a) Our cafeteria operates from Monday through Fridays from 8:00 am - 4:00 pm.
- b) It currently closes the third week of December and reopens approximately the third week in January when the Spring Semester begins. In the summer, the cafeteria doesn't operate.

6. Kiosks:

- a) The Proposer may operate food/beverage kiosks. The number to be determined by SUNY Ulster.
- b) The hours at locations to be determined by SUNY Ulster.
- c) Each year, SUNY Ulster will review kiosk sales at each location to determine if any scheduling revisions are necessary.

7. Catering:

- a) Catering will be available on weekends, holidays and at times other than regularly scheduled hours, as may be mutually agreed upon.
- b) Catering will follow established SUNY ULSTER procedures in the conduct of such events. Catering shall not be offered to any groups not authorized by SUNY Ulster.
- c) Catering will not be construed as to prohibit authorized student organizations from selling commodities designed to benefit such organizations. Nor shall it be construed to prohibit the use of coffee pots, etc., in the various college offices.
- d) Catering will not be construed as to prohibit SUNY ULSTER from bringing in vendors to provide food for events.
- e) Catering may include the provision of alcoholic beverages, but only as authorized by SUNY ULSTER and in compliance with all federal, state and county laws.

8. Vending:

- a) Vending will be made available, of the same type (i.e. sandwich, candy, coffee, etc.) in locations designated by SUNY Ulster.
- b) Vending equipment must be new, current production models of uniform height and color. Such equipment shall be equipped with coin and bill changers, and with a tamperproof meter recording the capacity to meet customer demands.
- c) Vending equipment will include a declining balance reader.
- d) Vending equipment will be installed on a full-service basis and will be serviced as often as required to keep stocked, presentable and operating satisfactorily, as determined by SUNY Ulster.
- e) Qualified vending service personnel, either employed by the Proposer or under contract to the Proposer, must be on call, with a two hour response-time.
- f) Vending equipment that will be, or has been, out of service due to repairs for five days must be replaced by a suitable substitute until repairs are completed.
- g) Vending equipment will be kept free from dirt, accumulated dust, kick marks, scratches, spillage, etc.
- h) All products vended must meet all standards of the Food and Drug Administration. Products must be fresh when installed and must be removed from vending before becoming stale.
- i) Vending food shall not be contained or served in ferrous metal or foam cups.
- j) Refunds will be the responsibility of the Proposer. The Proposer is required to tag vending equipment advising the procedure for collection of lost monies.

- k) It is anticipated vending machines dispensing drinks will be within the vicinity of food locations maintained by the Proposer. Vending machines throughout campus is govern by a separate contract.

9. Overall Operations:

- a) Regular meetings with SUNY Ulster VP for Administration and Student Government.
- b) Quarterly financial statements will be presented to SUNY Ulster VP for Administration.
- c) Requests for price increases in the cafeteria, kiosk, catering and vending, if any, will be made to SUNY Ulster.
- d) Appropriate setup and cleanup during regular SUNY ULSTER hours will be done by the Proposer at no cost to SUNY Ulster. Costs for setup and cleanup during non-regular hours (i.e., for catering events) will be chargeable to the Proposer.
- e) SUNY Ulster reserves the right to inspect the food activities and area at any given time with respect to the quality and quantity of food, method of service, hours of operation and maintenance of premises.
- f) Proposers shall function in facilities as designated by SUNY Ulster. Proposers shall also be required to function during any construction and/or remodeling activities as determined by SUNY Ulster.

10. Production:

- a) The Proposer shall provide sufficient personnel, at its own expense, to properly operate all of the food service facilities and shall provide all meals and goods of good quality and quantity, subject at all times to the standards and approval of SUNY Ulster.
- b) SUNY Ulster may be consulted on employment decisions pertaining to the local, on-site managers' position.
- c) The disposal of garbage from cafeteria, kiosk, catering and vending shall be the sole responsibility of the Proposer. SUNY Ulster will provide a licensed waste hauler, dumpster, and any other equipment needed to comply with state and local law, at cost.
- d) Maintenance of the kitchen areas including dishwashing area, serving lines, and storage areas and floors will be the responsibility of the Proposer. During standard college hours, the Proposer will be responsible for cleaning of tables and chairs in the main dining room and employee dining room.
- e) SUNY Ulster shall arrange cleaning of all kitchen exhaust ductwork during appropriate times of the year.
- f) SUNY Ulster will maintain floors, ceilings and light fixtures in dining areas.
- g) SUNY Ulster will supply the cafeteria, kiosk, catering and vending areas with all reasonable utilities, at its expense. In addition, SUNY Ulster will provide all utilities necessary for food preparation, to the extent reasonably required to permit the efficient conduct of operations contemplated herein.
- h) SUNY Ulster shall be responsible for all exterminating services.
- i) SUNY Ulster shall have the right of inspection of all facilities necessary for food service operations, including the quality and quantity of food service, the method of such service, opening and closing hours and generally, with respect to safety, sanitation and maintenance of said premises, all of which shall be maintained at a level satisfactory to SUNY Ulster.
- j) The Proposer shall maintain, in conspicuous places, lists of food items and prices.
- k) The Proposer shall be responsible for complying with all local, state and federal requirements concerning licenses, taxes and sanitation.

- d) The Proposer shall be required to obtain and have in effect appropriate licenses (e.g., license to serve alcohol).

11. Records and Reports:

- a) Twenty days after the close of each month, the Proposer will prepare statements of operations (that includes separate statements on the operations of cafeteria, catering, liquor and vending) and shall submit them at that time with the check for the amount of the commission due. Provide a sample monthly financial report.
- b) Within 60 days after the close of each contract year, a statement of the financial results of operations shall be prepared and submitted to SUNY Ulster. Proposer's financial statements for said year will be certified by an independent CPA.
- c) All records of health agency inspections to be available to SUNY Ulster for review and audit upon request.

Section IV: Proposer Warranties

The Proposer warranties as follows:

- A. That it is willing and able to comply with the laws of New York State.
- B. That it is willing and able to obtain an errors and omissions insurance policy providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees or agents thereof.
- C. That it will not delegate or subcontract its responsibilities under an agreement without the prior written permission of SUNY Ulster.
- D. That all information provided by it in connection with this Proposal is true and accurate.

The Proposer affirms as true, under the penalties of perjury, as follows:

- A. The prices in this Proposal have been arrived at independently without collusion, consultation, communication or agreement, for the purpose of restricting competition as to any matter relating to such prices, with any other contractor or with any competitor;
- B. The prices which have been quoted in this Proposal have not been disclosed knowingly by the Proposer, and will not be disclosed knowingly by the Proposer, directly or indirectly, to any other Proposer or to any competitor, prior to the opening;
- C. No attempt has been made or will be made by the Proposer to induce any other person, partnership or corporation to submit a Proposal for the purpose of restricting competition;
- D. Neither the undersigned, nor any partner, principal, officer, director, employee, stockholder, or any other person authorized by the undersigned or any of the foregoing persons, has offered or given any gratuity to any official, employee or agent of the College, SUNY ULSTER, New York State or of any political party, with the purpose or intent of securing an agreement or securing favorable treatment with respect to the awarding or amending of an agreement or the making of any determinations with respect to the performance of an agreement.

Signature of Official: _____

Name (typed): _____

Title: _____

Proposer: _____

Date: _____

Section V: Insurance Requirements

If awarded a contract, the Proposer will agree to defend and indemnify SUNY ULSTER and SUNY ULSTER, its officers, agents and employees, and shall hold them harmless from any risks of every kind, nature and description resulting from or arising out of the work and/or services performed.

Before commencing work, the successful Proposer shall furnish evidence of insurance coverage in the kinds and amounts specified by SUNY Ulster with a Certificate of Insurance, evidencing the specified coverage, and naming SUNY ULSTER as an additional insured. Such coverage will remain in effect until satisfactory completion of the work and/or services to be performed.

Said Certificate of Insurance will evidence minimum limits as listed in the attached Schedule C: