REQUEST FOR PROPOSAL FOR:

CAFE SERVICES

NASHUA COMMUNITY COLLEGE

MAY11, 2012

PURPOSE:

The purpose of this Request For Proposal is to establish a contract for Nashua Community College, an entity of the Community College System of New Hampshire, for cafe services.

VENDOR CERTIFICATION:

The vendor who is awarded the contract shall need to submit a completed Alternate W-9 form (no fee) with contract and must be willing to comply with all terms and conditions of the Community College System of New Hampshire.

CONTRACT TERM:

The term of any resulting contract shall end on August 17, 2015.

Nashua Community College shall have the right to terminate the contract at any time by giving the Contractor a thirty-(30) day written notice.

SCOPE OF SERVICES:

(See attached Exhibit A)

SITE VISITATION:

Bidders are responsible for having ascertained pertinent local conditions, such as equipment conditions, locations, accessibility and general character of the sites knowledge of conditions affecting the work. The act of submitting a bid is to be considered full acknowledgment that the bidder inspected the site and is familiar with the conditions and requirements of these specifications.

Any questions regarding the contents of this request can be discussed at a site visit. Contact person is Amber Wheeler, Chief Financial Officer: 603-578-8983. Interested bidders are to call to schedule a site visit.
ADDITIONAL INFORMATION:

The College reserves the right to make a written request for additional information in writing from a Vendor to assist in understanding or clarifying a Bid Proposal.

The College reserves the right to accept or reject any or all of the proposals.

Required MSDS’s for material brought on site by the successful bidder must be available on site at all times.

All local, state and federal regulations are to be followed. Any fines assessed to Nashua Community College due to the lack of these regulations being followed will be the responsibility of the successful bidder.

The vendor who is awarded the contract will need to complete a P-37 contract and a Corporate Resolution (corporations/LLC) or Partnership Certificate of Authority or Sole Proprietor Certification of Authority, whichever applies.

INSURANCE:

The vendor awarded the contract will need to furnish an insurance certificate with a minimum of $250,000.00 per occurrence and $2,000,000.00 aggregate for general liability, naming Nashua Community College as additional insured.

The bidder shall, at its sole expense, obtain said insurance and maintain in force, and shall require any sub-contractor or assignee to obtain and maintain in force, both for the benefit of the College. The certificates shall contain a clause prohibiting cancellations or modifications of the policy earlier than 10 days after written notice thereof has been received by the College.

SUBMISSION OF RFP RESPONSE:

Responses to this RFP are due on Friday, June 15th, 2012 by 2:00 pm. If any Addenda are issued, please acknowledge in your bid. They can be mailed to Nashua Community College, Attention: Amber Wheeler, Chief Financial Officer, 505 Amherst Street, Nashua, NH 03063. All proposals shall be either hand carried to the College’s Business Office or directly mailed. Nashua Community College is not responsible for proposals not received due to equipment failure, mail delays, etc. Bidders shall forward responses on company letterhead. Nashua Community College reserves the right to accept and reject any or all of the proposals.

ADDENDUM:

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, Nashua Community College will fax addenda. Before submission, always check for any addenda or other materials that may have been issued, which would affect the RFP.
**AWARD:**

Nashua Community College reserves the right to waive any and all informalities in the best interest of the College and Community. Results of the proposal submission process can be obtained by calling Nashua Community College’s Chief Financial Officer: Amber Wheeler at 603-578-8983.
SCOPE OF SERVICES

EXHIBIT A

FOOD SERVICES AT NASHUA COMMUNITY COLLEGE

Nashua Community College is requesting services of for Café Services to provide food and vending machine services. This shall be a three year contract starting with the 2012-2013 academic year and ending at the conclusion of the 2014-2015 academic year.

1. FOOD SERVICE AND VENDING MACHINE PROGRAM

Nashua Community College expects that the Contractor will partner with the campus community to provide a customer-focused, friendly and responsive food service operation. Students, faculty, staff, and guests expect a wide variety of food and beverages, great taste, freshness, healthy choices, reasonable prices and fast service, which shall be the norm rather than the exception. Subcontracting for any food services will not be allowed.

1.1 Contractor is to work closely with the Nashua Community College administrators and receive their approval in the determination of policies, practices, prices and menus.

1.2 Contractor shall assume full responsibility for the purchase, preparation, cooking, and sensory pleasing food presentation at all serving times and areas.

1.3 Each day's menu shall be written with nutrition, a variety of options, and eye appeal considered as important as cost and popularity.

1.4 Each day’s menu shall include healthy, gluten-free, vegetarian selection of food.

1.5 Contract shall cook vegetarian food in a separate space other than where the meat is prepared or cooked.

1.6 Contractor shall inform Nashua Community College of the scheduled prices for meals and other food and beverage products. The prices must remain afford for students, faculty and staff.

1.7 Contractor shall provide a salad bar that provides a variety of options.

1.8 Contractor shall provide menu and on-the-go options on a daily basis.

1.9 Contractor shall provide at least (1) one themed meal a month.
1.10 The contractor shall conduct a Nashua Community College approved, campus wide, customer service satisfaction assessment of the food service program a minimum of once per semester (fall and spring) and share the results with Nashua Community College Administrators in a timely manner.

1.11 The vending machines in the Wellness Center and throughout the campus shall be the responsibility of the Contractor.

1.12 Contractor shall need to supply and incur any and all cost to purchase all vending machines, with the exclusion of the Coca Cola machines.

1.13 Contractor shall maintain the product offering and mechanics of all vending machines, with exclusion of the Coca Cola machines.

1.14 Pricing of vending machine products shall be reasonable and affordable, as well as, provide healthy and varied choices.

1.15 Contractor shall pay 10% of all vending machine sales to Nashua Community College on a quarterly basis on October 15, January 15, April 15, and July 15 of each year.

1.16 Contractor shall discuss with Nashua Community College the design of purchased machines, as well as, placement prior to purchases.

1.17 Contractor shall provide a change machine for the students, faculty and staff.

1.18 Contractor shall provide a list of contacts for the vending machines for issues that may arise.

1.19 Contractor shall be required to provide their own shelving, uniforms and office supplies.

1.20 Contractor will offer a 10% discount to all faculty and staff with a Nashua Community College ID.

2. GENERAL SPECIFICATIONS

2.1 The food served must be nutritious, wholesome, and of good quality. The question of quality shall be referred to the administrative bodies of Nashua Community College whose judgment shall be final in determining adequacy of quality performance.

2.2 Hot food shall be hot, cold food shall be cold. Progressive cooking shall be the normal method of operation, staggering the hot entrees and vegetables so that relatively small amounts are ready for serving at progressive periods during meal times.
2.3 Contractor shall have and utilize a standard recipe service. Cooks shall be required to follow standard recipes for all production items.

2.4 All bakery items are to be served fresh on a daily basis.

2.5 Contractor, working with authorized staff members of Nashua Community College and student committees, shall provide a variety of programs and special dinners for students at no additional charge. These shall range from holiday dinners to special "theme" dinners. These shall occur a minimum of (6) six times during the academic year. These meals shall be served and adequately promoted to encourage maximum campus participation. A calendar of special dinners shall be prepared by the Contractor and approved by Nashua Community College, no later than one week prior to the start of each semester.

2.6 Certain food accompaniments shall automatically be served with some dishes and placed on the condiment table. Examples include, but are not limited to, applesauce with pork, cranberry sauce with turkey, tartar (sauce) and lemon slices with fish, vinegar with greens and mint jelly with lamb.

2.7 Cream, sugar and appropriate sugar substitutes shall always be available next to coffee; ice shall be available next to the tea; and butter shall be available next to the bread.

2.8 Daily and weekly menus shall be prominently posted in the dining area and shall be distributed through appropriate campus publications and/or computer services.

2.9 The following minimum food specifications are established and shall be maintained:

- Beef and Veal, USDA Choice
- Pork and Lamb, USDA "I"
- Poultry, USDA Grade "A"
- Eggs and Dairy Products, USDA Grade "A"
- Frozen Foods, USDA Grade "A" Fancy
- Fresh Produce, USDA "I" Quality
- Canned Goods, USDA Grade "A" Fancy

2.10 Nashua Community College reserves the right to periodically review all invoices to ensure these specifications are being met.

3. **DINING SERVICES AT NASHUA COMMUNITY COLLEGE**

3.1 Nashua Community College dining services are located in the Wellness Center. The kitchen space is approximately 2,400 square feet, the cafeteria space is approximately 3,600 square feet and the seating capacity is 250-300. The kitchen and dish room are fully equipped with all equipment.
3.2 The facility shall serve breakfast, lunch, and dinner to the Nashua Community College campus community during the academic year. Weekend and summer service shall be negotiable based on mutually agreeable enrollment levels. There shall be no breaks in food service between meals and meals shall be served minimally during the following times:

<table>
<thead>
<tr>
<th></th>
<th>Time</th>
</tr>
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<tbody>
<tr>
<td>Breakfast</td>
<td>7:30 AM – 11:30 AM</td>
</tr>
<tr>
<td>Lunch</td>
<td>11:30AM – 4:30 PM</td>
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<tr>
<td>Dinner</td>
<td>4:30 PM – 7:00PM (minimum 3 evenings)</td>
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3.3 Minimum Menu Specifications

**Breakfast**

- Fresh-frozen orange juice and 2 other juices
- A choice of 3 fresh fruits
- At least one meatless entree with eggs always available
- Choice of 2 meats with bacon always available
- At least 3 kinds of "homemade" type baked pastries
- Gluten-free food available
- Assorted beverages including: variety of coffees, variety of teas, hot chocolate and milk (whole, low fat, skim and chocolate)
- Breakfast bar with at least 5 choices including assorted dry cereals, condiments and fruits
- Hot cereal
- Yogurt, cottage cheese and other types of breakfast alternatives

**Lunch & Dinner**

**Hot Foods**

Choice of at least 2 hot entrees with one being vegetarian. Vegetarian entrees should include, but not be limited to: lasagna, burritos, stir fry, chili, pizza, wraps, soups, burgers, tofu, etc.

- Entrees should include, but not be limited to: steak, roast beef, poultry, ham, pork roast, chops, fish, and shrimp.
- Choice of at least (2) two vegetables and a minimum of starch. Vegetables should include, but not limited to: corn, green beans, peas, carrots, asparagus, and broccoli.
Deli Foods

- Minimum of (3) three sliced meats, (1) one of which shall be roast beef, turkey, ham, pastrami or corned beef
- Minimum of (2) two sandwich spreads (tuna salad, ham salad, chicken salad, vegetarian, cheese, etc.)
- Sliced American cheese, Swiss cheese and Provolone cheese
- Breads should include, but not limited to white, wheat, rye, pumpernickel, buttermilk, and must be fresh.
- Choice of (5) five kinds of potato chips and daily snacks.

Grill

- Hamburgers, hotdogs, grilled cheese, chicken burgers, French fries, onion rings, sausage, cheese steak

Soup and Salad

- At least (2) two hot soups served daily
- At least (2) two kinds of greens, salad bar shall include tuna salad, ham or chicken salad, cottage cheese, fruit salad (canned and fresh fruit mixed), cheese, chopped egg, raw vegetables, catsup, pickles and at least four (4) kinds of salad dressings including low calorie and oil and vinegar.

Pizza

- Choice of (3) three varieties daily (cheese, vegetable, meat, etc.) and must be fresh.

Other

- Assorted “homemade” type breads, spreads, peanut butter, jelly, jam, preserves and appropriate condiments.
- Choice of (4) four desserts with ice cream always available and at least (2) two fresh fruits.
- To-go options needs to be available daily.

Beverages

- Includes carbonated drinks, teas, milk (whole, low fat, skim and chocolate), hot chocolate, coffee, juices and water.
4.  CATERING

4.1 Contractor must demonstrate the knowledge, experience and capability necessary to perform in a first class, professional manner both on campus and for off-campus events.

4.2 Catering menus, portions and prices shall be approved by Nashua Community College for all such services offered. Nashua Community College reserves the right to review and/or reject catering for functions, which are not related to Nashua Community College.

4.3 Catering is expected to supply cloth linens, china, glassware, and silverware when requested at competitive pricing. Paper products (paper plates, plastic silverware, etc.) shall be provided at no charge when linens and china are not requested.

4.4 The prices for catering shall be negotiated under separate arrangements between the Contractor and Nashua Community College. A complete catering brochure outlining menu and prices shall be available to Nashua Community College for review and approval prior to August 18th of each contract year. These prices will remain in affect for one year unless modified by mutual agreement. Variations on catering menu items and pricing are subject to written agreement between the contractor and purchasers.

4.5 Nashua Community College reserves the right to use other catering services for events.

4.6 Catering shall be available for delivery when requested with reasonable notice.

4.7 Contractor will offer a 10% discount of retailing pricing.

4.8 Nashua Community College shall pay a 10% fee for food and beverage bills to cover expenses related to staff services, including set-up, service and clean up of each event. No gratuities shall be requested or required. All payments for internal events shall be made to Contractor, Net 30.

4.9 Nashua Community College and Contractor shall discuss possibilities of partnering to bring in outside groups to the College for the use of the private meeting space, with rental fees paid directly to Nashua Community College.

5.  FINANCIAL, ACCOUNTING METHODS, AND PAYMENT

5.1 For the first academic year 2012 & 2013, the food prices need to be detailed in the proposal as Appendix A. Subsequent years’ pricing shall be subject to negotiation with Nashua Community College. The contractor must submit requests for price changes and justification on or before January 1st of each year. The Consumer Price Index should be used as a guide. Disapproval of requested increases and failure to mutually agree to changes shall be considered a failure of performances within the terms of this Agreement.
5.1A Contractor shall not have to pay rent or utilities to Nashua Community College.

5.1B Contractor shall pay the College 10% of all cash and catering sales due each quarter on October 15, January 15, April 15, and July 15 of each year.

5.2 Contractor shall furnish meals and food on a cash basis. These prices shall be competitive with the local area market rates.

5.3 Contractor shall give students, faculty and staff the ability to pay via credit or debit card.

5.4 All gross income received by the Contractor from all cash sales shall be recorded at each cash location by an electronic, state-of-the-art cash register to be provided by the Contractor at his/her own expense. Said cash register shall be equipped with continuous recording tape and/or locked-in readings on which there shall be recorded all gross income received. Said cash register shall also include a tax key for recording and control of sales subject to the New Hampshire Rooms and Meals Tax.

5.5 Contractor shall maintain permanent books of account and records including inventories, as may be sufficient to show specifically, the items of total dollar receipts and expenses, receipts and disbursements, and such other information as will correctly reflect the financial condition and results of operations. Quarterly Profit and Loss statements will be issued to the Chief Financial Officer, on October 15, January 15, April 15, and July 15 of each year. The books and records required shall be available at all times for inspection by Nashua Community College for the total food service operation.

5.6 Contractor shall incur any additional start-up cost with regards to opening the facility.

5.7 Contractor shall purchase all smallwares and other necessary equipment for the Café and kitchen, including credit card and change machines.

5.8 Contractor shall discuss with Nashua Community College any and all Capital purchases.

5.9 Contractor shall deposit with Nashua Community College at the time of the execution of this contract, a certificate evidencing the issuance of a Workmen's Compensation Insurance Policy protecting the parties hereto from loss or damage due to liability that may be incurred by the Contractor and the College or either of them in the performance of the contract, when such liability shall be imposed under the Workmen's Compensation Act.

5.10 Contractor shall deposit with Nashua Community College at the time of the execution of this contract, a certificate evidencing their loss or damage due to liability that may be incurred by the College and the Contractor or either of them in the performance of the contract, when such liability is imposed on account of illness, injury to, or death of a person or persons. Said policy shall provide for a liability limit on account of each
accident resulting in illness, bodily injury, or death in amounts of not less than $250,000 per claim and $2,000,000 per incident.

5.11 The Contractor shall deposit with Nashua Community College at the time of the execution of the contract, a certificate evidencing the issuance of a fire legal liability insurance policy covering loss by fire to any Nashua Community College building while occupied by the Contractor, including the College as named insured, as their interest may appear, and in amounts of coverage acceptable to Nashua Community College based upon fair replacement value of said buildings.

6. **PERSONNEL**

6.1 Contractor shall hire and be the sole employer of all persons. The contractor shall have a full-time Director of Operations. The contractor shall maintain adequate staff of its employees on duty in the dining facility. The contractor shall provide such expertise as needed (e.g. administrative, dietetic, purchasing and equipment consultation, personnel advice and supervision) to ensure quality food service to Nashua Community College.

6.2 Nashua Community College reserves the right to require the replacement of any management personnel because of operating difficulties determined to be the result of inadequate on-site management.

6.3 The Contractor must provide sufficient personnel to ensure prompt service to patrons and must have adequately trained relief personnel to substitute for absent regular employees.

6.4 The Contractor shall give fair trial employment for at least 90 days to non-management employees of the current service agent seeking such employment to determine their ability to perform assigned tasks.

6.5 The Contractor must schedule and conduct an ongoing employee training program, which shall include and not be limited to: food preparation, equipment usage, purchasing and accounting procedures, safety and sanitation, and customer service, which will ensure that all employees perform their jobs with the highest standards of efficiency, courtesy, and sanitation.

7. **FACILITIES**

7.1 Nashua Community College shall furnish the Contractor the facilities and equipment in existence at the time of contract execution for the performance of Contractor’s services.

7.2 Nashua Community College shall provide all necessary utilities, garbage and rubbish removal from the loading areas.
7.2A Contractor shall ensure that trash is removed nightly to the designated dumpster area.

7.3 In order to maintain a serviceable operation, the contractor agrees to:

A. Shall incur all cost to maintain and repair kitchen and infrastructure equipment used in the provision of services under this Agreement, such as but not limited to, grease traps, ventilation hoods and fire suppression.
B. Shall meet with Nashua Community College if there is a need for replacement of any and all equipment that has undergone normal wear and tear. Nashua Community College shall be responsible for replacement of any and all equipment (or any part thereof) that needs to be replaced for normal wear and tear items
C. Assume the payments for replacement of china, glass and silverware;
D. Furnish laundry, cleaning and supply requirements applicable to its services.
E. Furnish all equipment for food preparation and serving (Pots, pans and ladles, etc.).

7.4 All equipment and inventory furnished to the contractor, and all china, glass and silverware must be returned to Nashua Community College at the end of the contract term in the same condition as when furnished.

7.5 Contractor agrees to assume the responsibility for cleaning the kitchen and dining area.

A. The utmost importance is placed on proper sanitation standards. National Sanitation Foundation (NSF) standards for food service establishments must be maintained. In addition, a health department Grade “A” rating must be maintained at all times.
B. The Contractor shall ensure that food handlers are following established hygiene practices in the handling of food:

1. Bathing daily
2. Wearing clean outer clothing
3. Keeping fingernails short and clean
4. Using hairnets, caps or lacquer spray when hair is longer than six (6) inches (applies to both male and female employees)
5. Removing wristwatches and rings, except plain wedding bands, during the preparation and service of food
6. Washing hands with warm water and soap upon reporting for duty, after each visit to the restroom, and after handling raw meat, fish or fowl
7. Reporting symptoms of infectious diseases, including colds, to medical authorities
C. The kitchen will be immaculate. The floors will be kept clean throughout the
day, and there will be no trash such as cardboard boxes, towels, books, etc. lying on top of refrigerators, range shelves, or dish tables.

D. The trash cans in the kitchen and dining area shall all be lined with plastic liners, none shall be overflowing, and all shall have covers on them.

E. All food in the walk-in refrigerators and freezers shall be covered with plastic wrap or aluminum foil.

F. Floors shall be cleaned by vacuuming, washing, or mopping. Floors shall be waxed and buffed as necessary to maintain their appearance. Contractor staff shall have quick and easy access to a mop and other necessary cleaning utensils and supplies.

G. Steam tables, coffee urns, griddles, condiment containers, microwaves and tables, etc. will be cleaned daily.

H. Kitchen tables, meat grinders, knives, etc. shall be cleaned and sanitized after each use.

I. Contractor shall designate at least (1) one employee to maintain the dining room tables, beverage counters and salad bars to make sure they are wiped often and kept in spotless condition throughout each meal.

J. Cooking surfaces of grills, griddles and similar cooking devices shall be cleaned at least once a day and shall be free from encrusted grease deposits and other debris.

7.6 Contractor agrees that Nashua Community College cafeteria may be used by both Nashua Community College and non-Nashua Community College groups for non-food and food related activities. In this circumstance, arrangement for maintenance and cleanliness of the kitchen and dining areas shall be arranged between Nashua Community College and the Contractor.

7.7 Contractor agrees that Nashua Community College café may be used for academic purposes allowing students and faculty to access the café for culinary classes. In this circumstance, arrangement for maintenance and cleanliness of the kitchen and dining areas shall be arranged between Nashua Community College and the Contractor.

7.8 All additional equipment and improvements deemed necessary by the Contractor shall be provided at its own expense, and the Contractor shall be responsible for all necessary electrical, plumbing and ventilating installations in accordance with existing state and federal codes. Approval of food services layouts proposed by the Contractor must be obtained from Nashua Community College. Upon termination of the contract, any
improvements supplied by the Contractor shall become the property of Nashua Community College.

7.9 The Contractor shall provide architectural and/or descriptive plans for future enhancement of food preparation areas and service. The plans shall contain estimates of cost, equipment and investments on ways to expand and/or consolidate appropriate food service for the future.

8. LICENSES

8.1 Contractor shall be responsible for obtaining all licenses and permits necessary for the conduct of the food operations contemplated hereunder at Nashua Community College, and shall comply with all applicable statutes, ordinances, rules and regulations in the performance of this Contract. Any violations and fines resulting from any non-compliance is the sole responsibility of the Contractor.

8.2 The Contractor also agrees to adhere to the performance standards and criteria that are written in the current professional standards manual of the National Association of College and University Food Services (N.A.C.U.F.S.).