

Parkland College
Champaign, Illinois

Dining Services
Request for Proposal
April 1, 2018

1. Introduction

Parkland College is a non-residential Community College with a total enrollment of over 10,000 students. More information about Parkland College can be found at www.parkland.edu

Parkland College is issuing this Request for Proposal (RFP) in an effort to identify, select and partner with a highly motivated supplier to manage and operate the dining service program at Parkland. The dining services program includes café outlets and catering. The College's goal is to develop a strategic partnership to effectively and efficiently promote and manage our dining services program. Parkland College is looking for a supplier that offers innovative solutions for a wide variety of palates and budgets. The College seeks a supplier that recognizes the opportunity to grow participation with a college body of students, faculty and staff that have limited food choices in the immediate areas around the College.

Parkland College has an enrollment of approximately 10,000 students, both full and part time, and has full time and part time employees in excess of 700. The current breakdown of full time to part time students is 40% full time and 60% part time. The ratio of full time to part time employees is approximately 50% each.

The dining services on campus are currently made up of "Terrace ", a multi option café outlet offering both hot meals and "grab and go" food options for breakfast and lunch, and a smaller "grab and go" café outlet, "Cobra Market", offering drinks and cold food and snack options. "Terrace "is located in the Student Union and includes a full-service kitchen/food prep/food storage area adjacent to a dining space for 350. "Cobra Market" is located in the center of the College, with only service and dry storage space, adjacent to a dining space for 60. "Terrace "is a new construction kitchen/serving area opened in the fall of 2014. "Cobra Market" is a remodeled space completed and opened in 2017.

The College also currently has a demand for on-campus catering for various events and occasions. These events can range from department meetings with 5-20 people to full catered dinner/buffet meals for over 200 people. Currently both the food service vendor and outside catering companies are used for these events and occasions. The availability of the food service to provide for the events, the menu choices, the cost of the food provided, and the quality of service will determine the amount of catering awarded to the food service contractor.

2. Bidder Qualifications

Parkland College requires the following minimum criteria in order to be considered as the supplier of dining services.

- A. Participating suppliers must be a fiscally sound organization that has been in business for a minimum of 10 years.
- B. Suppliers must have a history of at least 5 years operating a high-volume dining program in higher education institutions.

3. General Information

A. RFP Time Line: Please see the table below for pertinent dates.

<u>DATE</u>	<u>MILESTONE</u>	<u>COMMENTS</u>
April 1	Release RFP	
April 16-April 27	Tour of Facilities Available	Parkland College
May 4	Questions due from Responders	Deadline for all questions from all responders. Questions should be sent to: jbustard@parkland.edu
May 11	Answers to Questions	A consolidated list of questions and responses will be distributed to responders
May 18	Proposals Due	Electronic copies to be delivered as outlined In Section 5
Thru June 1	Proposals Evaluated	
On or about June 20	Contract Awarded	

B. Academic Calendar

The Parkland College academic calendar can be found at:

<http://www.parkland.edu/academics/calendar.aspx>

C. Dining Services Patron Profile

Student Demographics data :

<http://www.parkland.edu/Media/Website%20Resources/PDF/about/IAR%20docs/a1fy1617.pdf>

D.

Parkland College will not be responsible for any losses from operations or reimburse expenses incurred during operations.

3. Statement of Work

A. General Services

Below outlines facilities and services for which the RFP applies. The existing outlets are described as they exist today. Proposers are encouraged to consider ways in which existing outlets can operate in present, and in ways they could operate in the future with new menus and opportunities.

Service Destination	Points of Service	Hours of Operation
“Terrace” (Student Union)	Pastries, Cereal, Fruit, Juice, Coffee Soup, Salad bar Mexican Station Grill Station Pizza Station Grab & Go Fountain/Bottle Drinks	Breakfast 7:00 am-10:00 am Lunch 10:00 am – 2:00 pm
“Cobra Market” (College Center)	Grab & Go Pastries, Fruit, Coffee Fountain/Bottle Drinks	7:30 am – 1:00 pm
Catering	Various Events on Campus Small groups (5-10) to large Groups (100+), snacks to full Meals and buffets	7:00 am – 10:00 pm

The dining services contractor shall manage and operate in its name the above services. The operation of these facilities for the purpose of serving food and beverages authorized by Parkland College is in accordance with the terms and conditions of the contract between Parkland College and the selected dining services contractor.

B. Service

The Supplier will conduct services in the best interest of Parkland College and will uphold the highest culinary and service standards. Any changes to services offered, whether additions or deletions, must be approved in advance by the College.

C. Menu

The supplier shall incorporate “core menu items”, along with specials that are fresh and seasonal for each dining area as appropriate.

D. Marketing

The supplier shall actively pursue catering opportunities through communication with the College and promotional efforts. The supplier shall develop, present and implement a annual marketing plan for all points of service, which shall be approved by the College.

E. Prices

The supplier may only charge prices as approved the College and must conspicuously display prices on items for sale. Supplier must submit an annual “market basket” price analysis that is detailed in measuring size and quality of comparable items. Annual market basket and price

adjustment recommendations must be submitted, in full, no later than August 1st of contract year for implementation on the following September 1st of each contract year, or the first full day of the fall semester.

The supplier shall display menu and pricing at each point of service throughout all dining locations. Menu and pricing signage will be current with daily food offering and professionally displayed.

F. Supplier Team

The supplier shall employ one single point of contact for the entire dining services account, including dining outlets and any area of service that is subcontracted by the supplier.

G. Point of Sale

The supplier shall maintain the Point-of-Sale equipment, which must have the ability to accept debit and credit cards. Proposers are encouraged to present electronic loyalty programs in their responses.

H. Training

The supplier shall provide any and all training and other services required prior to the start of the new contract and/or any new openings after the start of the new contract. Supplier will provide formal certified training and successful completion testing for Food Service Sanitation by required local/regional/state health organizations as required by law. Evidence of all said training and certification shall be made available to Parkland College upon request.

I. Guest Feedback

The supplier is required to have a formal system for conducting surveys to determine the satisfaction level of students, faculty and staff within College dining services. This analysis of information collected must occur once per year for every year of the contract. The results and action to be taken is to be submitted to the College within 30 days of the survey close.

J. Sustainability

The supplier shall be required to participate in all of the College's sustainability initiatives that relate to dining services, but not limited to, separation and disposal to an area identified by the College of recyclable materials, disposal of trash in an area identified by the College, etc. It is the policy of the College that no polystyrene products will be available in the dining program.

K. Health & Wellness

The supplier shall offer selections in all outlets that are fresh and nutritious and shall provide an overall nutrition education program to promote healthy eating to all patrons.

4. Bid Submittal Instructions

Participants are encouraged to arrange a tour of facilities and ask questions prior to the submission deadline of 5:00 pm (CST) May 18,2018.

Any questions, and tours of the dining facilities can be arranged by contacting:

Mr. James Bustard
Director, Physical Plant
Parkland College
217-351-2211
jbustard@parkland.edu

Proposals can be hard copies (3 copies minimum) delivered to:

Mr. James Bustard
Director, Physical Plant
Parkland College
2400 W. Bradley Ave.
Champaign, IL 61821

Electronic submittals delivery:

jbustard@parkland.edu

5. Proposal Submittals

Proposals should follow the format below, labeling each section of their proposal with the corresponding section number. Please limit the inclusion of materials not specifically required. For items you feel must be shared, provide those materials as attachments and not part of the body of the response that follows the outline below.

A. Executive Summary

Include an overview of the proposal pointing out highlights that indicate why your organization would be the best fit to provide dining services to Parkland College.

B. Organization Overview

Provide an overview of your organization including company history, size, and leadership organization. Included with this should be a detail of the financial stability of the organization.

C. References

Provide a list of three (3) references from higher education institutions where you provide currently similar services. Include contact names and contact information.

D. Vision for the Parkland College Dining Program

Provide an overview of how you propose to operate each of the existing outlets at Parkland College, including descriptions of each point of service. You may provide schematic drawings of you propose to change existing physical facilities.

Describe how you will promote the dining service program at the College, along with how the catering services will be promoted. Include a marketing and communication plan for one year.

E. Menus

Include a sample menu for one week during the winter semester and for one week during the spring semester. Menus should include standard daily offerings as well as daily specials, nutritional information, portion sizes, and prices.

F. Leadership/Team

Provide a leadership organizational chart that includes both support at the College as well as district and regional support (if applicable). List the office location of support. Provide resumes for proposed on-campus management.

Provide a staffing chart for each dining outlet with proposed staffing hours and full/part-time listing.

G. Guest Feedback

Provide a sample plan for obtaining feedback from patrons in dining services and catering. Outline methods and time frames for the feedback mechanisms.

H. Sustainability

Submit your company's position on Sustainability and ways you will implement sustainable initiatives at the College.

I. Health and Wellness

Include your company's position on Health and Wellness, including initiatives that convey nutritional information/education and related programs that you propose to include at the College.

J. Financial Terms

Indicate what, if any, rebate or commission you propose to submit to Parkland College for each dining outlet and for any catering sales. Indicate any other financial terms, conditions, or requirements that your company would require outside of items previously listed in the RFP.