



FORT HAYS STATE UNIVERSITY

Addendum

Date: December 21, 2023
Addendum: 4
RFP Number: 24014
Closing Date: Tuesday, January 9, 2024, 4:30 p.m.

Fort Hays State University Purchasing Office
Telephone: 785-628-4251
Fax: 785-628-4046
E-Mail Address: purchasing@fhsu.edu
Web Address: <http://www.fhsu.edu/purchasing/bids>

Item: Food Services

Agency: Fort Hays State University (FHSU), Hays, KS

Term of Contract: The initial term of this contract is for a five (5) year(s) period from the date of award with three (3) additional one (1) year renewal(s) by written agreement of the parties.

Conditions:

Answers to Questions Submitted for RFP 24014.

A signed copy of this Addendum must be submitted with your bid. If your bid response has been returned, submit this Addendum by the closing date indicated above.

I (We) have read and understand this addendum and agree it is a part of my (our) bid response.

NAME OF COMPANY OR FIRM: _____

SIGNED BY: _____

TITLE: _____ DATE: _____

Answers to Questions Submitted for RFP 24014 – Addendum 4

1. Given the large number of questions/answers and the timeline of this RFP over the holidays, would FHSU consider extending the due date by one week to January 16, 2024?

Answer: No, the due date has already been adjusted from 1/2/24 to 1/9/24 to account for the holidays.

2. Regarding addendum #3 and the answer to question #1, we would like to revisit the \$1,306,733.86 flexi/DD revenue number provided in addendum #2 (page 3). You stated the table provided represents information from Aug 2023 to Nov 2023; however, this number seems too high based on the available flexi/DD from meal plans. We believe this needs to be revisited for accuracy, or perhaps, provide the total from school year 2022-2023. Our concern is for FHSU and how the information provided could impact the financial proposals received which could lead to inaccurate daily rates, commissions, etc.

Answer: In reviewing this information again we discovered a calculation error in the way the original questions was answered.

- 3.

<u>Tender</u>	<u>Category</u>	Total
Cash	Uncategorized	\$162.31
Cash	Bamboo Bistro	\$1,614.29
Cash	Campus Grille	\$2,345.47
Cash	Grab n Go	\$2,415.24
Cash	Hoagies	\$3,408.11
Cash	JaJa's	\$1,277.10
Cash	Pizza Hut	\$2,436.61
Cash	Tiger Pizza	\$865.37
Cash	Starbucks	\$16,453.49
Total:		\$30,977.99
Card	Uncategorized	\$1,405.14
Card	Bamboo Bistro	\$12,316.29
Card	Campus Grille	\$16,062.16
Card	Grab n Go	\$24,571.82
Card	Hoagies	\$24,801.79
Card	JaJa's	\$12,092.59
Card	Pizza Hut	\$17,412.48
Card	Tiger Pizza	\$4,401.22
Card	Starbucks	\$73,704.41
Total:		\$186,767.90
DD/CA/Flexi	Uncategorized	\$4,169.96
DD/CA/Flexi	Bamboo Bistro	\$32,010.93
DD/CA/Flexi	Campus Grille	\$32,610.59
DD/CA/Flexi	Grab n Go	\$66,697.33
DD/CA/Flexi	Hoagies	\$51,774.07
DD/CA/Flexi	JaJa's	\$40,423.60
DD/CA/Flexi	Pizza Hut	\$42,068.53
DD/CA/Flexi	Tiger Pizza	\$51,380.82

DD/CA/Flexi	Starbucks	\$179,163.92
Total:		\$500,299.75
Cash App	Uncategorized	\$2.03
Cash App	Campus Grille	\$13.08
Cash App	Grab n Go	\$61.30
Cash App	Hoagies	\$21.86
Cash App	JaJa's	\$47.87
Cash App	Pizza Hut	\$16.91
Cash App	Tiger Pizza	\$13.80
Total:		\$176.85
TOTAL:		\$718,222.49

4. Could you also review for accuracy the cash and card totals provided in addendum #2 (page 3), or provide the total from the school year 2022-2023.

Answer: In reviewing this information again we discovered a calculation error in the way the original questions was answered. A new chart has been included in the answer above.

5. Regarding addendum #3, question #2, can you please confirm how many board days you would like each company to model financially? Are we to use 114 for Fall 2024 and 110 for Spring 2025? Each company should use the same number of board days for financial comparison. The number of board days for Fall and Spring are as follows:

Answer: Fall 2024 - 114 Spring 2025 - 110. These are the numbers that should be used for calculations.

6. In addendum #2, question #6, is the external catering of \$112,748 included in the FHSU number of \$289,645 or in addition? If, in addition, the annualized catering number would be in excess of \$800,000. We want to financially model an accurate amount of catering sales as this could significantly impact the proposal response.

Answer: The \$112,748 is not part of the \$289,645. The \$289,645 does include summer camps that occurred 7/1/2023 and after.



FORT HAYS STATE UNIVERSITY

Addendum

Date: December 14, 2023
Addendum: 3
RFP Number: 24014
Closing Date: Tuesday, January 9, 2024, 4:30 p.m.

Fort Hays State University Purchasing Office
Telephone: 785-628-4251
Fax: 785-628-4046
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Item: Food Services

Agency: Fort Hays State University (FHSU), Hays, KS

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Answers to Questions Submitted for RFP 24014 – Addendum 3

1. Addendum 2, Revenue charts, page 3:

DD/CA/Flexi – I understand that Flexi and Dining dollars are the same used interchangeably. However, I am not sure what CA is referring to in the chart. Also, the 1,306,733.86 total seems very high based on the total possible flexi/DD that comes with the meal plans and the number of students on said meal plans.

Answer: The CA (dining dollars) are simply the dd (dining dollars) given to the Residential Life CA (Community Assistant) staff. These dollars are the same as the dining dollars that are provided to students as part of the meal plan. The CA vs DD is just a way to separate out the meal plans that have been provided to our CA staff by our current and previous food service providers from our general student population.

2. Addendum 2, question 10:

We have been provided with Fall 120 board days Spring 116

Is this the 2023-2024 calendar of days?

And should we use the same number of days for the 2024-2025 calendar year of board days? Board days for 24-25 are as follows:

Answer: When we look at the 2024-2025 online calendar, we are coming up 5 days short in the spring semester.

	Days	Board Days
Fall 2024	121	114
Spring 2025	117	110

3. Addendum 2, question 6:

Catering revenue

We understand this is revenue from July 1, 2023 – November for FHSU and external. Do these numbers include all camps and conferences during that time and are they considered external catering?

Answer: Yes, the numbers include camps & conferences.

We considered them internal since they are still put on by FHSU groups/organizations.



FORT HAYS STATE UNIVERSITY

Addendum

Date: December 12, 2023
Addendum: 2
RFP Number: 24014
Closing Date: Tuesday, January 9, 2024, 4:30 p.m.

Fort Hays State University Purchasing Office
Telephone: 785-628-4251
Fax: 785-628-4046
E-Mail Address: purchasing@fhsu.edu
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Item: Food Services

Agency: Fort Hays State University (FHSU), Hays, KS

Term of Contract: The initial term of this contract is for a five (5) year(s) period from the date of award with three (3) additional one (1) year renewal(s) by written agreement of the parties.

Conditions:

Answers to Questions Submitted for RFP 24014 – Addendum 2 on pages 2 – 9.

A signed copy of this Addendum must be submitted with your bid. If your bid response has been returned, submit this Addendum by the closing date indicated above.

I (We) have read and understand this addendum and agree it is a part of my (our) bid response.

NAME OF COMPANY OR FIRM: _____

SIGNED BY: _____

TITLE: _____ DATE: _____

Answers to Questions Submitted for RFP 24014 – Addendum 2

1. In your food service RFP 24014 under Section 6 there is 3A and 3B for alternative food service options for Athletics. 3A is Athletic Concessions Operation, and that I understand and have no questions about. 3B is Athletic Table Operation, and I'm unsure what you mean by this. Could you please clarify what exactly this is?

Answer: The Athletic Table is an area (within or separate from an existing location) that would be accessible for student-athletes to get higher nutritional value food outside of the normal hours of operation for the cafeterias and grab-and-go locations. It would be accessible to about 500 student-athletes from approximately 8/15 to 5/15, including over the breaks in school while teams are practicing/competing.

2. Do the 4 hard copies of the proposal need to arrive by January 9th, 2024, or can they arrive within three days of the proposal due date as long as the upload is completed by the 9th?

Answer: The upload and 4 hard copies need to arrive by 4:30 p.m. on January 9, 2024.

3. Can you provide the distribution of participants by meal plan, by semester, for the past 2 years?

Answer:

Fall 2023

- Open- 783
- 10-233
- 7-298

Spring 2023

- Open- 563
- 10-162
- 7- 410

Fall 2022

- Open-670
- 10- 192
- 7-367

Spring 2022

- Open –520
- 10- 147
- 7-402

Fall 2021

- Open- 653
- 10- 183
- 7- 309

4. How many meal plan exemptions were granted for the past 2 years (by semester)?

Answer:

- From pulling data from June 2021, we have had about 9 students with meal plan exemptions.
- Note this number does not factor in the following:
 - Students who terminate their housing contract during the semester.

5. Can you provide the retail revenue, by location broken out by Dining Dollars, Flexi cash, cash/debit/credit for the past 2 years?

Answer: The chart below has the information from August 2023 – November 2023. This is the only data we have that is broken out by concept.

Tender	Concept	Amount
Cash	Uncategorized	\$519.80
Cash	Bamboo Bistro	\$5,488.40
Cash	Campus Grille	\$7,985.20
Cash	Grab n Go	\$8,357.04
Cash	Hoagies	\$11,430.82
Cash	JaJa's	\$4,261.42
Cash	Pizza Hut	\$8,435.82
Cash	Tiger Pizza	\$2,746.86
Cash	Starbucks	\$25,828.37
Total:		\$75,053.73

Card	Uncategorized	\$4,525.10
Card	Bamboo Bistro	\$39,810.32
Card	Campus Grille	\$54,356.74
Card	Grab n Go	\$88,269.08
Card	Hoagies	\$81,095.46
Card	JaJa's	\$40,726.26
Card	Pizza Hut	\$57,657.74
Card	Tiger Pizza	\$15,735.40
Card	Starbucks	\$116,204.11
Total:		\$498,380.21

DD/CA/Flexi	Uncategorized	\$13,126.06
DD/CA/Flexi	Bamboo Bistro	\$99,086.20
DD/CA/Flexi	Campus Grille	\$105,906.18
DD/CA/Flexi	Grab n Go	\$223,341.56
DD/CA/Flexi	Hoagies	\$165,578.24
DD/CA/Flexi	JaJa's	\$131,376.76
DD/CA/Flexi	Pizza Hut	\$131,828.28
DD/CA/Flexi	Tiger Pizza	\$163,847.18
DD/CA/Flexi	Starbucks	\$272,643.40
Total:		\$1,306,733.86

Cash App	Tiger Pizza	\$16.70
Cash App	Uncategorized	\$4.06
Cash App	Campus Grille	\$26.16
Cash App	Grab n Go	\$139.62
Cash App	Hoagies	\$101.76
Cash App	JaJa's	\$99.84
Cash App	Pizza Hut	\$39.06
Total:		\$427.20

6. Can you provide the on-campus Catering revenue for the past 2 years? Off campus/external Catering revenue?

Answer: The UCC – beginning 7/1/23 FHSU - \$289,645.15 External - \$112,748.00
No other data is available

7. Can you provide the total of alcohol related sales for the past 2 years?

Answer: The UCC – beginning 7/1/23 \$2,346.00
No other data is available

8. Can you provide the total of Concession sales for the past 2 years?

Answer:
2022-23 - \$218,407
2021-22 - \$209,344
Each year we open for approximately 90 event dates of some type.

9. Can you please provide enrollment for the last three years?

Answer: Fall 2020 to Fall 2023

	Headcount by Location			Total HDCT																
	On Campus	Online	International Partnership																	
Fall 2020	4190	6768	4075	15033																
Spring 2021	3684	6607	4160	14451																
Fall 2021	3785	6621	3699	14,105																
Spring 2022	3431	6205	3701	13337																
Fall 2022	3672	6074	3205	12951																
Spring 2023	3343	6184	6	9395																
Fall 2023	3631	6002	3210	12843																

Projected 2024 On-Campus 3,675 (a result of small upperclassmen and increased scholarships)
Projected 2024 On-Line 6,100 non-International Partnership.

10. Please provide the number of board days for both the fall and spring semesters.

Answer:

- **Fall 120**
- **Spring 116**

11. Please provide the past three years of meal plan enrollment broken down by plan and by semester.

Answer:

Fall 2023

- Open- 783
- 10-233
- 7-298

Spring 2023

- Open- 563
- 10-162
- 7- 410

Fall 2022

- Open-670
- 10- 192
- 7-367

Spring 2022

- Open –520
- 10- 147
- 7-402

Fall 2021

- Open- 653
- 10- 183
- 7- 309

Spring 2021

- Open-435
- 10-205
- 7-317

Fall 2020

- Open – 567
- 10-236
- 7-312

12. Please detail any plans to increase the residential student population that will be required to be on a meal plan.

Answer: We currently have no plans to change the meal plan requirement. Our enrollment management team is always recruiting and working to increase our student base.

13. Have meal plan prices been determined for the '24-'25 school year? If so, please provide those prices.

Answer: Still being voted on by the board of regents. They have a meeting in December. We are requesting a 3.5% increase.

14. What is the current participation rate by plan (# of meals redeemed divided by the number of available meals)?

Answer: Below is the data provided by our current vendor.

- Open Access: 98.97%
- 10 Meal: 92.56%
- 7 Meal: 94.62%

15. What is the current override the school receives from meal plan sales?

Answer: Looking at the open access meal plan, Res Life receives \$5.88 per day.

16. What are your current daily rates by plan?

Answer:

- Breakfast- \$8.23 (before tax)
- Lunch - \$11.55 (Before tax)
- Dinner \$12.29 (before tax)

17. Do the daily rates include declining balance dollars?

Answer: Yes

18. Please provide the declining balance redemption rates by plan. Who keeps the unused declining balance dollars, the contractor or the University?

Answer: We do not have that data for the first part of the question. For the 2nd question the contractor keeps it.

19. Please provide how many declining dollars are used at each dining venue for the past year.

Answer: Available information is in answer to question 5.

20. Please provide a two-year sales history for each dining location by tender, i.e., cash/credit/debit, meal plan declining balance, meal plan exchange/equivalency and meal plan board revenue. Specify if the sales figures include tax.

Answer: Available information is in answer to question 5.

21. Please provide a two-year sales history for catering, camps, conferences, and concessions as well as this year's projected revenue for each area.

Answer: Available information is in the questions above.

22. When is Starbucks due for a refresh? What is the anticipated cost?

Answer: We do not have this information at this time.

23. What are the operating hours for each of the retail concepts on campus?

Answer:

- Retail:
 - Academic Year Hours of Operation o
- Food Court.
 - Monday - Friday: 7:30 am - 9:30 am (Breakfast option)
 - Monday - Friday: 11:00 am - 2:00 pm
 - Lower-level food concept. Monday - Friday: 11:00 am - 8:00 pm. Saturday: 11:00am - 6:00pm
 - Starbucks and Convenience Store (matches building hours) . Monday-Thursday: 7:00 am - 10:00 pm. Friday: 7:00 am - 8:00 pm. Saturday: 8:00 am - 6:00 pm. Sunday: 1:00 pm - 10:00 pm.
 - Break and Summer Hours of Operation - Food Court Closed
- Lower level food concept. Monday - Friday: 11:00 am - 2:00 pm (fall, winter, and spring break). Monday - Thursday: 11:00 am - 2:00 pm (summer).
- Starbucks and Convenience Store (matches building hours). Monday-Friday: 7:00 am - 5:00 pm (fall, winter, and spring break). Monday - Thursday: 7:00 am - 5:00 pm (summer). Friday: 7:00 am - 11:30 am (summer).
- Additional hours may be requested in advance for special events like orientations, specific camps, and recruitment events.

24. Are any of the retail locations open during the summer? If so, please provide the dates and hours of operation.

Answer: Starbucks, Grab & Go, & Hoagies.

Starbucks/Grab & Go: Monday – Thursday 7:00 am – 5:00 pm and Friday 7:00 am – 11:30 am

Hoagies (Lower level concept): Monday – Thursday 11:00 am – 2:00 pm

25. What are your contracted summer camp rates for summer of '24?

Answer:

Summer 2024

- \$24 per day, per person
- Breakfast: \$6
- Lunch: \$8
- Dinner: \$10

26. What is the number of hourly employees in the dining program? How many are students?

Answer: This is proprietary information for our current vendor.

27. What is the average hourly wage of non-student employees?

Answer: This is proprietary information for our current vendor.

28. What is the average hourly wage of student employees?

Answer: This is proprietary information for our current vendor.

29. Can we amortize any investment for 8 years rather than the initial 5 years?

Answer: No.

30. What is the annual cost to the contractor for telephone services (installation charges, University charges, local charges, and long-distance charges, page 29, G. Telephone)?

Answer: The University currently covers all but long-distance costs. If this changes they would be billed at market rate. Long-distance for FY 22 - \$81.30 and FY23 - \$59.87

31. What is the annual cost of a parking permit (page 35, B. General, b)?

Answer: Currently the University covers the cost of parking permits for food service employees. The cost of a permit is \$50 per year.

32. What is the typical annual cost to the contractor for catering rental fees (page 36, D. Catering, i)?

Answer: Our contractor has not typically needed to pay rental fees.

33. What does "SCH" stand for on the student enrollment chart on page 48, Appendix A?

Answer: Student Credit Hour

34. On Page 30 - O. Honoring Pre-negotiated prices... regarding the prices of board contracts, banquets, refreshments, meals, camps, etc., until the end of June 2028. Please provide a list of the existing commitments and the pricing.

Answer: Currently the only pre-negotiated rates would be summer camps for 2024. The Board rate students pay has already been submitted to the KBOR for the 24-25 academic year.

35. On Page 18 - 9.f. Can you clarify this sentence "Describe your program for sick trays, "to go" meals (hot and cold), and how you approach class/work s."

Answer: If students are not able to come to the cafeteria due to illness, do you have a program that allows someone to pick up and deliver meals to students?

36. I wanted to confirm that dining services employees are not part of a union.

Answer: Dining service employees are not part of a union.

37. Clarification on Sections:

Page 6 – **References** says that we need to provide information for current and discontinued accounts for the last **3 years**. However, page 37, Technical Proposal, 3. Qualifications, say that these need to be within the last 5 years. Can you please clarify which is correct?

Answer: For **References** we are requiring three **(3) years**. For vendor qualifications, only established and qualified firms need apply. The Contractor should have successfully operated numerous food services for a minimum of five (5) years.

Page 6: Provide four (4) references. References shall have purchased similar items/services from the vendor in the last **three (3) years**.

Page 11: References: Provide four (4) references. References shall have purchased similar items/services from the vendor in the last **three (3) years**.

Page 37: Qualifications: Only established and qualified firms need apply. The Contractor should have successfully operated numerous food services for a minimum of **five (5) years**. The

Contractor must provide a reference list of active contracts and/or business partners, including the following information for each. Limit your responses to at least four (4).

38. Clarification on Sections:

a. On page 10, Transmittal Letter: it states that we must respond to all of the following statements (letters a – j) however in the Technical Proposal, page 37 it doesn't have an area or call us to respond to letters c-j. Can you please clarify how you would like us to respond?

Answer: On page 37, 1.(c) through 1.(j) was added to 1. Transmittal Letter.

1. Transmittal Letter: All bidders shall respond to the following statements:

(a) the vendor is the prime contractor and identifying all subcontractors;

(b) the vendor is a corporation or other legal entity;

(c) no attempt has been made or will be made to induce any other person or firm to submit or not to submit a proposal;

(d) the vendor does not discriminate in employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin or disability;

(e) no cost or pricing information has been included in the transmittal letter or the Technical Proposal;

(f) the vendor presently has no interest, direct or indirect, which would conflict with the performance of services under this contract and shall not employ, in the performance of this contract, any person having a conflict;

(g) the person signing the proposal is authorized to make decisions as to pricing quoted and has not participated, and will not participate, in any action contrary to the above-statements;

(h) whether there is a reasonable probability that the vendor is or will be associated with any parent, affiliate or subsidiary organization, either formally or informally, in supplying any service or furnishing any supplies or equipment to the vendor which would relate to the performance of this contract. If the statement is in the affirmative, the vendor is required to submit with the proposal, written certification and authorization from the parent, affiliate or subsidiary organization granting the State and/or the federal government the right to examine any directly pertinent books, documents, papers and records involving such transactions related to the contract. Further, if at any time after a proposal is submitted, such an association arises, the vendor will obtain a similar certification and authorization and failure to do so will constitute grounds for termination of the contract at the option of the University;

(i) vendor agrees that any lost or reduced state or federal matching money resulting from unacceptable performance in a contractor task or responsibility defined in the RFP, contract or modification shall be accompanied by reductions in University payments to Contractor; and

(j) the vendor has not been retained, nor has it retained a person to solicit or secure a state contract on an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the vendor for the purpose of securing business. For breach of this provision, the Committee shall have the right to reject the proposal, terminate the contract and/or deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee or other benefit.

39. Can you please describe what the top three priorities are for the university when it comes to dining services?

Answer: See Page 22, C. Philosophy, Goals, & Objectives of the University Dining Service Program.

Of highest philosophical priority for the Memorial Union retail and catering services, and Residential Life dining services are: high standards of service, excellent food quality and presentation, reasonable prices, flexibility to meet changing customer needs, maximum serving hours and dependable service that are a consistent source of pride and enjoyment to all

concerned. The overall goal is the best quality program obtainable within the existing and attainable fiscal and physical framework of the resources that can be brought to bear by both the Contractor and the University. Management that provides such a program will find the University and the City of Hays a welcoming, congenial and stimulating environment within which to live and work.

40. Can you provide some details as to why Chartwells/FHSU chose to part ways with each other?

Answer: It was a mutual decision to terminate.

41. Are the Union Catering Van and Box Truck the property of the University or of the current vendor?

a. If they are the university's, will the new vendor have the ability to use those vehicles?

Answer: The Vehicles are the current Vendors.

42. Can you provide what is the most important from a finance perspective: Capital Dollars, Meal Plan Over-ride, Overall Return, Commissions, Lowest Price, etc.

a. If it is a mixture of these items, can you please provide an order of importance?

Answer: Please see the answer to question 39 above. All items are of equal importance to FHSU.

43. Can you provide us with what each of the last two years return to the university have been from the dining program?

Answer:

Memorial Union (catering & retail commission) FY 21 - \$181,386.64, FY 22 - \$176,379.27, FY 23 - \$112,236.98

Res life Revenue 2023 \$1,334,835

Res Life Revenue 2022 \$1,298,162

44. Do the current meal plans have pricing set for the 2024-2025 academic year already? If so, can you please provide them. If not, what is the inflation increase target set at for next year?

Answer: Refer to question 13.

45. Page 41 Section B. Can you please elaborate on items 1-4 and what your expectations are for the Athletic Table Operation and what would the frequency of this be (i.e. 20 times a year or 10 times a year).

Answer: Please see the response in question 1.

46. For any signature requests concerning the RFP, can these be "wet signatures" or must they be DocuSign?

Answer: Yes, they can be "wet signature". We do not use DocuSign.



FORT HAYS STATE UNIVERSITY

Addendum

Date: November 27, 2023

Addendum: 1

RFP Number: 24014

Closing Date: Tuesday, January 9, 2024, 4:30 p.m.

Fort Hays State University Purchasing Office
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Conditions: There is a change to the mandatory pre-bid date and requests to extend the question and closing dates. Therefore, the following dates have been established:

Question #1 Deadline: ~~Thursday, November 30, 2023~~, **Tuesday, December 5, 2023 by 12:00 p.m.**
Mandatory Pre-Bid: ~~Thursday, December 7, 2023~~, **Friday, December 8, 2023, 8:30 a.m., Pioneer Room, Memorial Union (UN226)**

Question #2 Deadline: ~~Monday, December 11, 2023~~, **Tuesday, December 12, 2023, 12:00 p.m.**
Post Final Addendum: ~~Wednesday, December 13, 2023~~, **Friday, December 15, 2023**
Closing Date: ~~Tuesday, January 2, 2024~~ **January 9, 2024, 4:30 p.m.**

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NAME OF COMPANY OR FIRM: _____

SIGNED BY: _____

TITLE: _____ DATE: _____



FORT HAYS STATE UNIVERSITY

Request for Proposal (RFP) 24014

Date Issued: November 21, 2023
Question #1 Deadline: Thursday, November 30, 2023, Tuesday, December 5, 2023 by 12:00 p.m.
Mandatory Pre-Bid: Thursday, December 7, Friday, December 8, 2023, 8:30 a.m., Pioneer Room, Memorial Union (UN226)
Question #2 Deadline: Monday, December 11, Tuesday, December 12, 2023, 12:00 p.m.
Post Final Addendum: Wednesday, December 13, Friday, December 15, 2023
Closing Date: Tuesday, January 2 January 9, 2024, 4:30 p.m.

Fort Hays State University Purchasing Office

Address: 601 Park Street, Sheridan Hall 318, Hays, KS 67601
Telephone: 785-628-4251
Fax: 785-628-4046
E-Mail Address: purchasing@fhsu.edu
Web Address: <https://fhsu.edu/purchasing/bids/>

Item: Food Services
Agency: Fort Hays State University (FHSU), Hays, KS

Term of Contract: The initial term of this contract is for a five (5) year(s) period from the date of award with three (3) additional one (1) year renewal(s) by written agreement of the parties.

Performance Bond: \$500,000.00 Performance Bond upon notification of Award

Pre-Bid Conference. Mandatory attendance is required at the pre-bid conference on Thursday, December 7, Friday, December 8, 2023, at 8:30 a.m. in the Pioneer Room, Memorial Union (UN226). Please park in visitor parking or Lot A2 across from the Union.

Questions/Addenda. All questions requesting clarification of the RFP to be addressed **before** the pre-bid conference must be submitted by email to the attention of the FHSU Purchasing Director at purchasing@fhsu.edu by **Thursday, November 30, 2023, Tuesday, December 5, 2023 by 12:00 p.m.** Each question or clarification should reference the appropriate RFP section.

Presentations. A presentation of the finalist's response may be required the week of January 29, 2024.

Impromptu questions may be permitted and spontaneous unofficial answers provided, however bidders should understand that the only official answer or position of Fort Hays State University will be in writing.

Failure to notify the FHSU Purchasing Director of any conflicts or ambiguities in this RFP may result in items being resolved in the best interest of FHSU. Any modification to this RFP shall be made in writing by addendum and posted on the Purchasing website, <https://fhsu.edu/purchasing/bids/index.html>. Only written communications are binding.

Answers to questions will be available in the form of an addendum on the FHSU Purchasing website.

It shall be the responsibility of all participating vendors to acquire any and all addenda and additional information as it is made available from the web site cited above. Vendors are required to check the website periodically for any additional information or instructions.

READ THIS REQUEST CAREFULLY

Failure to abide by all of the conditions of this Request for Proposal (RFP) may result in the rejection of a bid. Inquiries about this RFP should indicate the contract number and be directed to the Fort Hays State University Purchasing Office.

It is the vendor's responsibility to monitor the FHSU Purchasing website on a regular basis for any changes/addenda.

SIGNATURE SHEET

Item: Food Services
Agency: Fort Hays State University
Closing Date: Tuesday, ~~January 2~~ January 9, 2024, 4:30 p.m.

By submission of a bid and the signatures affixed thereto, the bidder certifies all products and services proposed in the bid meet or exceed all requirements of this specification as set forth in the request and that all exceptions are clearly identified.

Legal Name of Person, Firm or Corporation _____

Mailing Address _____

City & State _____ Zip _____

Toll Free Telephone _____ Local _____ Fax _____

Tax Number _____

CAUTION: If your tax number is the same as your Social Security Number (SSN), you must leave this line blank. DO NOT enter your SSN on this signature sheet. If your SSN is required to process a contract award, including any tax clearance requirements, you will be contacted by an authorized representative of the FHSU Purchasing Office at a later date.

E-Mail _____

Signature _____ Date _____

Typed Name of Signature _____ Title _____

In the event the **contact for the bidding process** is different from above, indicate contact information below.

Bidding Process Contact Name _____

Mailing Address _____ City & State _____ Zip _____

Toll Free Telephone _____ Local _____ Cell: _____ Fax _____

E-Mail _____

If **awarded a contract and purchase orders** are to be directed to an address other than above, indicate mailing address and telephone number below.

Award Contact Name _____

Mailing Address _____ City & State _____ Zip _____

Toll Free Telephone _____ Local _____ Cell: _____ Fax _____

E-Mail _____

Fort Hays State University may use the Procurement Card (P-Card / Visa) in lieu of a state warrant to pay for some of its purchases. State of Kansas Law does not allow retailers to charge a credit fee for using their cards. (Refusal will not be a determining factor in award of this contract.) Yes ___ No ___

Would this contract be available to other political subdivisions of the State of Kansas? Yes ___ No ___
(Award will not be based on accepting or declining)

TAX CLEARANCE

Fort Hays State University strongly supports the State of Kansas Tax Clearance Process. Vendors submitting bids or proposals which exceed \$25,000 over the term of the contract shall include a copy of a Tax Clearance Certification Form with their submittal. Failure to provide this information may be cause for rejection of vendor's bid or proposal.

A "Tax Clearance" is a comprehensive tax account review to determine and ensure that the account is compliant with all primary Kansas Tax Laws administered by the Kansas Department of Revenue (KDOR) Director of Taxation. Information pertaining to a Tax Clearance is subject to change(s), which may arise as a result of a State Tax Audit, Federal Revenue Agent Report, or other lawful adjustment(s).

To obtain a Tax Clearance Certificate, you must:

- Go to <https://www.kdor.ks.gov/apps/taxclearance/Default.aspx> to request a Tax Clearance Certificate
- Return to the website the following working day to see if KDOR will issue the certificate
- If issued an official certificate, print it and attach it to your bid response
- If denied a certificate, engage KDOR in a discussion about why a certificate wasn't issued

Bidders (and their subcontractors) are expected to submit a current Tax Clearance Certificate with every event response.

Please Note: Individual and business applications are available. For applications entered prior to 5:00 PM Monday through Friday, results typically will be available the following business day. Tax clearance requests may be denied if the request includes incomplete or incorrect information.

Please Note: You will need to sign back into the KDOR website to view and print the official tax clearance certificate.

A copy of the Certification of Tax Clearance form received from the Kansas Department of Revenue should be sent along with the bid response(s) to:

Fort Hays State University
Purchasing Office
601 Park Street, Sheridan Hall 318
Hays, KS 67601

Failure to provide this information may be cause for rejection of vendor's bid or proposal.

Information about Tax Registration can be found at the following website:
<http://www.ksrevenue.org/forms-btreg.html>

The FHSU Purchasing Office reserves the right to confirm tax status of all potential contractors and subcontractors prior to the release of a purchase order or contract award.

In the event that a current tax certificate is unavailable, the FHSU Purchasing Office reserves the right to notify a bidder (one that has submitted a timely event response) that they have to provide a current Tax Clearance Certificate within ten (10) calendar days, or FHSU may proceed with an award to the next lowest responsive bidder, whichever is determined by the Purchasing Director to be in the best interest of FHSU and the State.

CERTIFICATION REGARDING IMMIGRATION REFORM & CONTROL

All Contractors are expected to comply with the Immigration and Reform Control Act of 1986 (IRCA), as may be amended from time to time. This Act, with certain limitations, requires the verification of the employment status of all individuals who were hired on or after November 6, 1986, by the Contractor as well as any subcontractor or sub-subcontractor. The usual method of verification is through the Employment Verification (I-9) Form. With the submission of this bid, the Contractor hereby certifies without exception that Contractor has complied with all federal and state laws relating to immigration and reform. Any misrepresentation in this regard or any employment of persons not authorized to work in the United States constitutes a material breach and, at the State's option, may subject the contract to termination and any applicable damages.

Contractor certifies that, should it be awarded a contract by the State, Contractor will comply with all applicable federal and state laws, standards, orders and regulations affecting a person's participation and eligibility in any program or activity undertaken by the Contractor pursuant to this contract. Contractor further certifies that it will remain in compliance throughout the term of the contract.

At the State's request, Contractor is expected to produce to the State any documentation or other such evidence to verify Contractor's compliance with any provision, duty, certification, or the like under the contract.

Contractor agrees to include this Certification in contracts between itself and any subcontractors in connection with the services performed under this contract.

Signature, Title of Contractor

Date

VENDOR RESPONSE CHECK-LIST

The following items are provided to bidders to ensure that all requirements are met and all required submissions are included with the bid. Vendors are instructed to utilize this list in order to ensure fair and accurate evaluation.

Bidder must register through Vendor Registry to submit bid through the FHSU Purchasing website,
<https://vrapp.vendorregistry.com/Vendor/Selection/SubscriptionSelection?buyerSource=fort-hays-state-university-ks-vendor-registration>.

Submit one complete pdf document through FHSU's Vendor Registry bid solicitation portal,
<https://fhsu.edu/purchasing/bids/index.html>, of the Technical Proposal/Submittals, Cost Proposal, Tax Clearance Certificate (see page 3 for details), etc.

Please send four (4) hard copies of the document through the mail to:

Fort Hays State University Purchasing Office
 601 Park Street, Sheridan Hall 318
 Hays, KS 67601

_____	Signature Sheet	page 2
_____	Provide a copy of the Tax Clearance Certificate received from the Kansas Department of Revenue.	page 3
_____	Sign the Certification Regarding Immigration Reform & Control form.	page 4
_____	References	page 6
_____	Instructions	pages 7 – 9
_____	Proposal Response	pages 10 – 11
_____	Terms and Conditions	pages 12 - 20
_____	Proof of Insurance	page 14
_____	Performance Bond	page 19
_____	Specifications	pages 21 – 36
_____	Technical Proposal	pages 37 – 41
_____	Financial Proposal	pages 42 – 43
_____	Cost Proposal	pages 44 – 45
_____	FHSU DA-146a Contractual Provisions	pages 46 – 47
_____	Appendix A, B, C, D, E, and F	pages 48 - 91
_____	Provide Bidder's Standard Terms and Conditions	
_____	Addenda Acknowledgement: If applicable, bidder acknowledges receipt of any addenda submitted by signing and dating each form.	

Deadlines:

Question #1 Deadline: ~~Thursday, November 30, 2023~~, **Tuesday, December 5, 2023 by 12:00 p.m.**

Mandatory Pre-Bid: ~~Thursday, December 7, Friday, December 8, 2023, 8:30 a.m., Pioneer Room, Memorial Union (UN226)~~

Question #2 Deadline: ~~Monday, December 11~~, **Tuesday, December 12, 2023, 12:00 p.m.**

Post Final Addendum: ~~Wednesday, December 13~~, **Friday, December 15, 2023**

Closing Date: ~~Tuesday, January 2~~ **January 9, 2024, 4:30 p.m.**

NOTE: FHSU campus is closed for the holidays from December 25, 2023, through January 1, 2024.

Presentations. A presentation of the finalist's response may be required the week of January 29, 2024.

REFERENCES

Provide four (4) references. References shall have purchased similar items/services from the vendor in the last three (3) years. FHSU can be shown as references, as long as they are not on the Procurement Negotiating Committee. If available, provide higher education references.

1. Name of Institution/Business Partner: _____
 Contact Name _____
 Contact Mailing Address _____
 Contact Email _____
 Contact Phone Number _____
 Contact Website Address _____
 Number of Years Serving Each Client _____

2. Name of Institution/Business Partner: _____
 Contact Name _____
 Contact Mailing Address _____
 Contact Email _____
 Contact Phone Number _____
 Contact Website Address _____
 Number of Years Serving Each Client _____

3. Name of Institution/Business Partner: _____
 Contact Name _____
 Contact Mailing Address _____
 Contact Email _____
 Contact Phone Number _____
 Contact Website Address _____
 Number of Years Serving Each Client _____

4. Name of Institution/Business Partner: _____
 Contact Name _____
 Contact Mailing Address _____
 Contact Email _____
 Contact Phone Number _____
 Contact Website Address _____
 Number of Years Serving Each Client _____

Provide a list of clients who have discontinued or terminated services within the past three (3) years, indicating reasons for termination. Provide the firm name, contact person, address, email address and phone number of each referenced organization.

1. Name: _____
 Company: _____
 Address: _____
 Telephone: _____
 Email: _____

Contractors shall present a list of institutions/businesses in the region that FHSU may visit as a part of the investigation of references, if available.

1. Name: _____
 Company: _____
 Address: _____
 Telephone: _____
 Email: _____

Section I INSTRUCTIONS

1. **Proposal Reference Number:** The RFP number, indicated in the header of this page, as well as on the first page of this proposal, has been assigned to this RFP and **MUST** be shown on all correspondence or other documents associated with this RFP and **MUST** be referred to in all verbal communications. All inquiries, written or verbal, shall be directed only to the Fort Hays State University Purchasing Office reflected on Page 1 of this proposal. There shall be no communication with any other University employee regarding this RFP except with designated University participants in attendance **ONLY DURING:**

Negotiations
Contract Signing
as otherwise specified in this RFP.

Violations of this provision by vendor or Fort Hays State University personnel may result in the rejection of the proposal.

2. **Negotiated Procurement:** This is a negotiated procurement pursuant to K.S.A. 75-37,102. Final evaluation and award will be made by The Procurement Negotiation Committee (PNC) consisting of the following entities (or their designees):
FHSU Controller or their designee;
FHSU Director of Purchasing or their designee; and
Member of Requesting Department

3. **Appearance Before Committee:** Any, all or no vendors may be required to appear before the PNC to explain the vendor's understanding and approach to the project and/or respond to questions from the PNC concerning the proposal; or, the PNC may award without conducting negotiations, based on the initial proposal. The PNC reserves the right to request information from vendors as needed. If information is requested, the PNC is not required to request the information of all vendors.

Vendors selected to participate in negotiations may be given an opportunity to submit a revised proposal and/or their revised offer to the PNC. Prior to a specified cut-off time for revised offers, vendors may submit revisions to their technical and cost proposals. Meetings before the PNC are not subject to the Open Meetings Act. Vendors are prohibited from electronically recording these meetings. All information received prior to the cut-off time will be considered part of the vendor's revised offer.

No additional revisions shall be made after the specified cut-off time unless requested by the PNC.

4. **Cost of Preparing Proposal:** The cost of developing and submitting the proposal is entirely the responsibility of the vendor. This includes costs to determine the nature of the engagement, preparation of the proposal, submitting the proposal, negotiating for the contract and other costs associated with this RFP.
5. **Tax Clearance.** Fort Hays State University strongly supports the State of Kansas Tax Clearance Process. Vendors submitting bids or proposals which exceed \$25,000 over the term of the contract shall include a copy of a Tax Clearance Certification Form with their submittal. Failure to provide this information may be cause for rejection of vendor's bid or proposal. Tax Clearances may be obtained at the following website:
<http://www.ksrevenue.org/taxclearance.html>.
6. **Preparation of Proposal:** Prices are to be entered in spaces provided on the proposal cost form if provided herein. Computations and totals shall be indicated where required. In case of error in computations or totals, the unit price shall govern. The Committee has the right to rely on any price quotes provided by vendors. The vendor shall be responsible for any mathematical error in price quotes. The Committee reserves the right to reject proposals which contain errors.

A proposal shall not be considered for award if the price in the proposal was not arrived at independently and without collusion, consultation, communication or agreement as to any matter related to price with any other vendor, competitor or public officer/employee.

Technical proposals shall contain a concise description of vendor's capabilities to satisfy the requirements of this RFP with emphasis on completeness and clarity of content. Repetition of terms and conditions of the RFP without additional clarification shall not be considered responsive.

7. **Signature of Proposals:** Each proposal shall give the complete mailing address of the vendor and be signed by an authorized representative by original signature with his or her name and legal title typed below the signature line. If the contract's contact will be a different entity, indicate that individual's contact information for communication purposes. Each proposal shall include the vendor's tax number.
8. **Acknowledgment of Addenda:** All vendors shall acknowledge receipt of any addenda to this RFP by returning a signed copy with the bid. Failure to acknowledge receipt of any addenda may render the proposal to be non-responsive. Only the FHSU Purchasing Office shall issue changes to this RFP, which will be in writing.
9. **Modification of Proposals:** A vendor may modify a proposal through the FHSU Vendor Registry portal at any time prior to the closing date and time for receipt of proposals.
10. **Withdrawal of Proposals:** A proposal may be withdrawn on written request from the vendor to the FHSU Purchasing Office prior to the closing date.
11. **New Vendors:** Vendors who are new to the university should submit the following with your bid: a FHSU vendor registration form, <https://vrapp.vendorregistry.com/Vendor/Register/Index/fort-hays-state-university-ks-vendor-registration> and a copy of the vendor's W-9, <http://www.irs.gov/pub/irs-pdf/fw9.pdf?portlet=3>.
12. **Competition:** The purpose of this RFP is to seek competition. The vendor shall advise the FHSU Purchasing Office if any specification, language or other requirement inadvertently restricts or limits bidding to a single source. Notification shall be in writing and must be received by the FHSU Purchasing Office no later than five (5) business days prior to the bid closing date. The FHSU Purchasing Director reserves the right to waive minor deviations in the specifications which do not hinder the intent of this RFP.
13. **Evaluation of Proposals:** Award shall be made in the best interest of the University as determined by the Procurement Negotiating Committee or their designees. Although no weighted value is assigned, consideration may focus toward but is not limited to:
 - References/past FHSU experience with the vendor, including food safety inspection results.
 - Response to technical section of RFP.
 - Proposed meal plan options/food concepts.
 - Proposed pricing to include per person per day meal plan pricing, catering pricing, and retail pricing. This section will also take into account any commissions and other amounts paid to the university. Vendors are not to inflate prices in the initial proposal as cost is a factor in determining who may receive an award or be invited to formal negotiations. The University reserves the right to award to the lowest responsive bid without conducting formal negotiations, if authorized by the PNC.
 - Adequacy and completeness of proposal
 - Vendor's understanding of the project
 - Compliance with the terms and conditions of the RFP
 - Experience in providing like services
 - Qualified staff
 - Methodology to accomplish tasks
 - Response format as required by this RFP

14. **Acceptance or Rejection:** The Committee reserves the right to accept or reject any or all proposals or part of a proposal; to waive any informalities or technicalities; clarify any ambiguities in proposals; modify any criteria in this RFP; and unless otherwise specified, to accept any item in a proposal.
15. **Proposal Disclosures:** At the time of closing, only the names of those who submitted proposals shall be made public information. No price information will be released.

Bid results will not be given to individuals over the telephone. Results may be obtained after contract finalization by obtaining a bid tabulation from the FHSU Purchasing Office by sending (do not include with bid):

- A check for \$5.00, payable to the Fort Hays State University
- A self-addressed, stamped envelope
- Contract Proposal Number

Send to:

Fort Hays State University
Purchasing Office
601 Park Street Sheridan Hall Rm 318
Hays, KS 67601

Copies of individual proposals may be obtained under the Kansas Open Records Act by calling 785-628-4251 to request an estimate of the cost to reproduce the documents and remitting that amount with a written request to the above address or a vendor may make an appointment by calling the above number to view the proposal file. Upon receipt of the funds, the documents will be mailed. Information in proposal files shall not be released until a contract has been executed or all proposals have been rejected.

16. **Disclosure of Proposal Content and Proprietary Information:** All proposals become the property of Fort Hays State University. The **Open Records Act** (K.S.A. 45-205 et seq) of the State of Kansas requires public information be placed in the public domain at the conclusion of the selection process, and be available for examination by all interested parties. (<http://admin.ks.gov/offices/chief-counsel>) No proposals shall be disclosed until after a contract award has been issued. The University reserves the right to destroy all proposals if the RFP is withdrawn, a contract award is withdrawn, or in accordance with Kansas law. Late Technical and/or Cost proposals will be retained unopened in the file and not receive consideration or returned to the bidder.

Trade secrets or proprietary information legally recognized as such and protected by law may be requested to be withheld if clearly labeled "Proprietary" on each individual page **and** provided as separate from the main proposal. Pricing information is not considered proprietary and the vendor's entire proposal response package will not be considered proprietary.

All information requested to be handled as "Proprietary" shall be submitted separately from the main proposal and clearly labeled, in a separate envelope or clipped apart from all other documentation. The vendor shall provide detailed written documentation justifying why this material should be considered "Proprietary". The FHSU Purchasing Office reserves the right to accept, amend or deny such requests for maintaining information as proprietary in accordance with Kansas law.

Fort Hays State University does not guarantee protection of any information which is not submitted as required.

17. **Exceptions:** By submission of a response, the vendor acknowledges and accepts all terms and conditions of the RFP unless clearly avowed and wholly documented in a separate section of the Technical Proposal to be entitled: "Exceptions".
18. **Notice of Award:** An award is made on execution of the written contract by all parties.
19. **News Releases:** Only Fort Hays State University is authorized to issue news releases relating to this RFP, its evaluation, award and/or performance of the contract.

Section 2 PROPOSAL RESPONSE

1. Submission of Proposals:

- Bidder must register through Vendor Registry to submit bid through the FHSU Purchasing website, <https://vrapp.vendorregistry.com/Vendor/Selection/SubscriptionSelection?buyerSource=fort-hays-state-university-ks-vendor-registration>.
- Submit one complete pdf document through FHSU's Vendor Registry bid solicitation portal, <https://fhsu.edu/purchasing/bids/index.html>, of the Technical Proposal/Submittals, Cost Proposal, Tax Clearance Certificate (see page 3 for details), etc. Please send four (4) hard copies of the document through the mail to:
Fort Hays State University Purchasing Office
601 Park Street, Sheridan Hall 318
Hays, KS 67601

Proposals are not acceptable by e-mail, fax, or telephone unless otherwise specified.

Vendor's proposal shall be received no later than the time and closing date specified indicated on Page 1.

Proposals received prior to the closing date shall be kept secured and sealed until closing. FHSU shall not be responsible for the premature opening of a proposal or for the rejection of a proposal that was not received prior to the closing date because it was not properly identified on the outside of the envelope or container. Late Technical and/or Cost proposals will be retained unopened in the file and not receive consideration.

It is the vendor's responsibility to ensure bids are received by the closing date and time. Delays in mail delivery or any other means of transmittal, including couriers or agents of the issuing entity shall not excuse late bid submissions.

2. **Proposal Format:** Vendors are instructed to prepare their Technical Proposal following the same sequence as this RFP.
3. **Transmittal Letter:** All bidders shall respond to the following statements:
- (a) the vendor is the prime contractor and identifying all subcontractors;
 - (b) the vendor is a corporation or other legal entity;
 - (c) no attempt has been made or will be made to induce any other person or firm to submit or not to submit a proposal;
 - (d) the vendor does not discriminate in employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin or disability;
 - (e) no cost or pricing information has been included in the transmittal letter or the Technical Proposal;
 - (f) the vendor presently has no interest, direct or indirect, which would conflict with the performance of services under this contract and shall not employ, in the performance of this contract, any person having a conflict;
 - (g) the person signing the proposal is authorized to make decisions as to pricing quoted and has not participated, and will not participate, in any action contrary to the above-statements;(h) whether there is a reasonable probability that the vendor is or will be associated with any parent, affiliate or subsidiary organization, either formally or informally, in supplying any service or furnishing any supplies or equipment to the vendor which would relate to the performance of this contract. If the statement is in the affirmative, the vendor is required to submit with the proposal, written certification and authorization from the parent, affiliate or subsidiary organization granting the State and/or the federal government the right to examine any directly pertinent books, documents, papers and records involving such transactions related to the contract. Further, if at any time after a proposal is submitted, such an association arises, the vendor will obtain a similar certification and authorization and failure to do so will constitute grounds for termination of the contract at the option of the University;
 - (i) vendor agrees that any lost or reduced state or federal matching money resulting from unacceptable performance in a contractor task or responsibility defined in the RFP, contract or modification shall be accompanied by reductions in University payments to Contractor; and

- (j) the vendor has not been retained, nor has it retained a person to solicit or secure a state contract on an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the vendor for the purpose of securing business. For breach of this provision, the Committee shall have the right to reject the proposal, terminate the contract and/or deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee or other benefit.
4. **Vendor Information:** The vendor must include a narrative of the vendor's corporation and each subcontractor if any. The narrative shall include the following:
- (a) date established;
 - (b) ownership (public, partnership, subsidiary, etc.);
 - (c) number of personnel, full and part-time, assigned to this project by function and job title;
 - (d) resources assigned to this project and the extent they are dedicated to other matters;
 - (e) organizational chart;
 - (f) most recent financial statement.
5. **Qualifications:** A description of the vendor's qualifications and experience providing the requested or similar service, including resumes of personnel assigned to the project stating their education and work experience, shall be submitted with the bid. The vendor must be an established firm recognized for its capacity to perform. The vendor must have sufficient personnel to meet the deadlines specified in the Request.
6. **Timeline:** A timeline for implementing services must be submitted with the bid.
7. **Methodology:** Bidders shall submit with the bid, a detailed explanation of the methodology for implementing services.
8. **References:** Provide four (4) references. References shall have purchased similar items/services from the vendor in the last three (3) years. FHSU can be shown as references, as long as they are not on the Procurement Negotiating Committee. If available, provide higher education references.
- Provide a list of clients who have discontinued or terminated services within the past three (3) years, indicating reasons for termination. Provide the firm name, contact person, address, email address and phone number of each referenced organization.
9. **Technical Literature:** All bids shall include specifications and technical literature sufficient to allow the University to determine that the equipment/services meet(s) all requirements. If a requirement is not addressed in the technical literature, it must be supported by additional documentation and included with the bid. Bid responses without sufficient technical documentation may be rejected.
10. **Procurement Card (P-Card):** Presently, Fort Hays State University uses a State of Kansas Business Procurement Card (Visa-branded) in lieu of a state warrant to pay for some of its purchases. No additional charges will be allowed for using the card. **Please indicate on the Signature Sheet if you will accept the Business Procurement Card for payment.**

Section 3
TERMS AND CONDITIONS

1. **Contract Documents:** This RFP and any amendments and the response and any amendments of the Contractor shall be incorporated along with the DA-146a into the written contract which shall compose the complete understanding of the parties.

In the event of a conflict in terms of language among the documents, the following order of precedence shall govern:

- Form DA-146a;
 - written modifications to the executed contract;
 - written contract signed by the parties;
 - this RFP including any and all addenda;
 - any supporting manuals/documents that have been incorporated in this Request; and
 - Contractor's written proposal submitted in response to this RFP as finalized.
2. **Contract:** The successful vendor will be required to enter into a written contract with the University. The vendor agrees to accept the provisions of form DA-146a (Contractual Provisions Attachment) which is incorporated into all contracts with the University and is attached to this RFP.
3. **Contract Formation:** No contract shall be considered to have been entered into by the University until all statutorily required signatures and certifications have been rendered and a written contract has been signed by the successful vendor.
4. **Notices:** All notices, demands, requests, approvals, reports, instructions, consents or other communications (collectively "notices") which may be required or desired to be given by either party to the other shall be **IN WRITING** and addressed as follows:

Fort Hays State University
Purchasing Office
601 Park Street Sheridan Hall Rm 318
Hays, KS 67601
RE: Bid number see page 1

or to any other persons or addresses as may be designated by notice from one party to the other.

5. **Termination for Cause:** The FHSU Purchasing Director may terminate this contract, or any part of this contract, for cause under any one of the following circumstances:
- the Contractor fails to make delivery of goods or services as specified in this contract; or
 - the Contractor provides substandard quality and/or workmanship;
 - the Contractor fails to perform any of the provisions of this contract, or so fails to make progress as to endanger performance of this contract in accordance with its terms.

The FHSU Purchasing Director shall provide Contractor with written notice of the conditions endangering performance. If the Contractor fails to remedy the conditions within ten (10) days from the receipt of the notice (or such longer period as FHSU may authorize in writing), the FHSU Purchasing Director shall issue the Contractor an order to stop work immediately. Receipt of the notice shall be presumed to have occurred within three (3) days of the date of the notice.

If it is determined, after notice of termination for cause, that Contractor's failure was due to causes beyond the control of or negligence of the Contractor, the termination shall be a termination for convenience.

Notwithstanding the above, Contractor may terminate this Agreement for cause by providing notice of termination in writing 180 days prior to the proposed termination date.

6. **Termination for Convenience:** The FHSU Purchasing Director may terminate performance of work under this contract in whole or in part whenever, for any reason, the FHSU Purchasing Director shall determine that the termination is in the best interest of FHSU. **In the event that the FHSU Purchasing Director elects to terminate this contract pursuant to this provision, it shall provide the Contractor written notice at least 60 days prior to the termination date.** The termination shall be effective as of the date specified in the notice. The Contractor shall continue to perform any part of the work that may have not been terminated by the notice.
7. **Debarment of University Contractors:** Any vendor who defaults on delivery or does not perform in a satisfactory manner as defined in this RFP may be barred for a period up to three (3) years, pursuant to KSA 75-37,103, or have their work evaluated for pre-qualification purposes.
8. **Rights and Remedies:** If this contract is terminated, FHSU, in addition to any other rights provided for in this contract, may require the Contractor to transfer title and deliver to FHSU in the manner and to the extent directed, any completed materials. FHSU shall be obligated only for those services and materials rendered and accepted prior to the date of termination.

In the event of termination, the Contractor shall receive payment prorated for that portion of the contract period services were provided to and/or goods were accepted by FHSU subject to any offset by FHSU for actual damages including loss of state or federal matching funds.

The rights and remedies of FHSU provided for in this contract shall not be exclusive and are in addition to any other rights and remedies provided by law.

9. **Force Majeure:** The respective parties shall not be held liable if the failure to perform under this contract arises out of causes beyond the control of the party. Causes may include, but are not limited to, acts of nature, fires, tornadoes, quarantine, strikes other than by Contractor's employees, and freight embargoes, etc.
10. **Waiver:** Waiver of any breach of any provision in this contract shall not be a waiver of any prior or subsequent breach. Any waiver shall be in writing and any forbearance or indulgence in any other form or manner by FHSU shall not constitute a waiver.
11. **Independent Contractor:** Both parties, in the performance of this contract, shall be acting in their individual capacity and not as agents, employees, partners, joint ventures or associates of one another. The employees or agents of one party shall not be construed to be the employees or agents of the other party for any purpose whatsoever.

The Contractor accepts full responsibility for payment of unemployment insurance, workers compensation and social security as well as all income tax deductions and any other taxes or payroll deductions required by law for its employees engaged in work authorized by this contract.

12. **Staff Qualifications:** The Contractor shall warrant that all persons assigned by it to the performance of this contract shall be employees of the Contractor (or specified Subcontractor) and shall be fully qualified to perform the work required. The Contractor shall include a similar provision in any contract with any Subcontractor selected to perform work under this contract.

Failure of the Contractor to provide qualified staffing at the level required by the proposal specifications may result in termination of this contract and/or damages.

13. **Subcontractors:** The Contractor shall be the sole source of contact for the contract. FHSU will not subcontract any work under the contract to any other firm and will not deal with any subcontractors. The Contractor is totally responsible for all actions and work performed by its subcontractors. All terms, conditions and requirements of the contract shall apply without qualification to any services performed or goods provided by any subcontractor.

14. **Proof of Insurance:** The Contractor shall be required to secure and maintain throughout the term of this contract and any renewal thereof, adequate insurance as described below. Such insurance shall include liability assumed by the Contractor under this contract. The University shall be named as an additional insured on all policies. Insurance coverage shall be obtained from companies that are authorized to by the Commissioner of Insurance to do business in Kansas. Notification of any changes in the coverage of the insurance shall be submitted in writing to the FHSU Director of Purchasing at least thirty (30) days prior to the change taking effect, and must be approved by the University. Coverage shall include, as a minimum:
- a. Worker's Compensation – The Contractor shall provide and maintain Worker's Compensation Insurance, as required by the laws of Kansas, as well as employer's liability coverage with minimum limits of \$500,000, covering all of the Contractor's employees who are engaged in any work under the contract. If any work is subcontracted, the Contractor shall require the Subcontractor to provide the same coverage for any of its employees engaged in any work under the contract.
 - b. Commercial General Liability – General Liability Coverage on a Comprehensive Broad Form in the minimum amount of \$1,000,000 per occurrence limit and \$3,000,000 aggregate limit. (Defense cost shall be in excess of the limit of liability.)
 - c. Automobile – Automobile Liability Insurance, to include liability coverage, covering all owned, hired, and non-owned vehicles used in connection with the contract at the minimum combined single limit of \$1,000,000.
 - d. Appropriate product liability insurance, with limits of not less than \$1,000,000 per occurrence limit and \$2,000,000 aggregate limit included in the general liability.

The Contractor must provide copies of all insurance certificates to the FHSU Director of Purchasing prior to the commencement of activity under the contract.

NOTE: The above section in no way precludes the Contractor from carrying such other insurance as the Contractor deems necessary and/or prudent in the operation of the Dining Service facilities or for the benefit of the Contractor's employees.

15. **Conflict of Interest:** The Contractor shall not knowingly employ, during the period of this contract or any extensions to it, any professional personnel who are also in the employ of the FHSU and who are providing services involving this contract or services similar in nature to the scope of this contract to the University. Furthermore, the Contractor shall not knowingly employ, during the period of this contract or any extensions to it, any FHSU employee who has participated in the making of this contract until at least two years after his/her termination of employment with FHSU.
16. **Confidentiality:** The Contractor may have access to private or confidential data maintained by FHSU to the extent necessary to carry out its responsibilities under this contract. Contractor must comply with all the requirements of the Kansas Open Records Act in providing services under this contract. Contractor shall accept full responsibility for providing adequate supervision and training to its agents and employees to ensure compliance with the Act. No private or confidential data collected, maintained or used in the course of performance of this contract shall be disseminated by either party except as authorized by statute, either during the period of the contract or thereafter. Contractor must agree to return any or all data furnished by FHSU promptly at the request of FHSU in whatever form it is maintained by Contractor. On the termination of expiration of this contract, Contractor will not use any of such data or any material derived from the data for any purpose and, where so instructed by FHSU, will destroy or render it unreadable.
17. **Nondiscrimination and Workplace Safety:** The Contractor agrees to abide by all federal, state and local laws, rules and regulations prohibiting discrimination in employment and controlling workplace safety. Any violations of applicable laws, rules and regulations may result in termination of this contract.
18. **Environmental Protection:** The Contractor shall abide by all federal, state and local laws, rules and regulations regarding the protection of the environment. The Contractor shall report any violations to the applicable governmental agency. A violation of applicable laws, rule or regulations may result in termination of this contract.

19. **Hold Harmless:** The Contractor shall indemnify FHSU against any and all loss or damage to the extent arising out of the Contractor's negligence in the performance of services under this contract and for infringement of any copyright or patent occurring in connection with or in any way incidental to or arising out of the occupancy, use, service, operations or performance of work under this contract.

FHSU shall not be precluded from receiving the benefits of any insurance the Contractor may carry which provides for indemnification for any loss or damage to property in the Contractor's custody and control, where such loss or destruction is to state property. The Contractor shall do nothing to prejudice the FHSU's right to recover against third parties for any loss, destruction or damage to State property.

20. **Care of State Property:** The Contractor shall be responsible for the proper care and custody of any state-owned personal tangible property and real property furnished for Contractor's use in connection with the performance of this contract, and Contractor will reimburse FHSU for such property's loss or damage caused by Contractor, normal wear and tear excepted.

21. **Prohibition of Gratuities:** Neither the Contractor nor any person, firm or corporation employed by the Contractor in the performance of this contract shall offer or give any gift, money or anything of value or any promise for future reward or compensation to any FHSU employee at any time.

22. **Retention of Records:** Unless FHSU specifies in writing a different period of time, the Contractor agrees to preserve and make available all of its books, documents, papers, records and other evidence involving transactions related to this contract for a period of five (5) years from the date of the expiration or termination of this contract.

Matters involving litigation shall be kept for one (1) year following the termination of litigation, including all appeals, if the litigation exceeds five (5) years.

The Contractor agrees that authorized federal and state representatives, including but not limited to, personnel of FHSU; independent auditors acting on behalf of state and/or federal agencies shall have access to and the right to examine records during the contract period and during the five (5) year post-contract period. Delivery of and access to the records shall be at no cost to FHSU.

23. **Antitrust:** If the Contractor elects not to proceed, the Contractor assigns to FHSU all rights to and interests in any cause of action it has or may acquire under the anti-trust laws of the United States and FHSU relating to the particular products or services purchased or acquired by FHSU pursuant to this contract.

24. **Modification:** This contract shall be modified only by the written agreement of the parties with the approval of the PNC. No alteration or variation of the terms and conditions of the contract shall be valid unless made in writing and signed by the parties. Every amendment shall specify the date on which its provisions shall be effective.

25. **Assignment:** The Contractor shall not assign, convey, encumber, or otherwise transfer its rights or duties under this contract without the prior written consent of the University.

This contract may terminate in the event of its assignment, conveyance, encumbrance or other transfer by the Contractor without the prior written consent of the University.

26. **Third Party Beneficiaries:** This contract shall not be construed as providing an enforceable right to any third party.

27. **Captions:** The captions or headings in this contract are for reference only and do not define, describe, extend, or limit the scope or intent of this contract.

28. **Severability:** If any provision of this contract is determined by a court of competent jurisdiction to be invalid or unenforceable to any extent, the remainder of this contract shall not be affected and each provision of this contract shall be enforced to the fullest extent permitted by law.

29. **Governing Law:** This contract shall be governed by the laws of the State of Kansas and shall be deemed executed at Hays, Ellis County, Kansas, unless otherwise specified and agreed upon by FHSU.
30. **Jurisdiction:** The parties shall bring any and all legal proceedings arising hereunder in the State of Kansas, District Court of Ellis County, unless otherwise specified and agreed upon by FHSU. The United States District Court for the State of Kansas sitting in Topeka, Shawnee County, Kansas, shall be the venue for any federal action or proceeding arising hereunder in which the State is a party.
31. **Mandatory Provisions:** The provisions found in Contractual Provisions Attachment (DA-146a) which is attached are incorporated by reference and made a part of this contract.
32. **Integration:** This contract, in its final composite form, shall represent the entire agreement between the parties and shall supersede all prior negotiations, representations or agreements, either written or oral, between the parties relating to the subject matter hereof. This contract between the parties shall be independent of and have no effect on any other contracts of either party.
33. **Criminal or Civil Offense:** Any conviction for a criminal or civil offense of an individual or entity that controls a company or organization or will perform work under this contract that indicates a lack of business integrity or business honesty must be disclosed. This includes (1) conviction of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract or in the performance of such contract or subcontract; (2) conviction under state or federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property; (3) conviction under state or federal antitrust statutes; and (4) any other offense to be so serious and compelling as to affect responsibility as a state contractor. For the purpose of this section, an individual or entity shall be presumed to have control of a company or organization if the individual or entity directly or indirectly, or acting in concert with one or more individuals or entities, owns or controls 25 percent or more of its equity, or otherwise controls its management or policies. Failure to disclose an offense may result in disqualification of the bid or termination of the contract.
34. **Injunctions:** Should FHSU be prevented or enjoined from proceeding with the acquisition before or after contract execution by reason of any litigation or other reason beyond the control of the University, vendor shall not be entitled to make or assert claim for damage by reason of said delay.
35. **Statutes:** Each and every provision of law and clause required by law to be inserted in the contract shall be deemed to be inserted herein and the contract shall be read and enforced as though it were included herein. If through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then on the application of either party the contract shall be amended to make such insertion or correction.
36. **Materials and Workmanship:** The Contractor shall perform all work and furnish all supplies and materials, machinery, equipment, facilities, and means, necessary to complete all the work required by this solicitation, within the time specified, in accordance with the provisions as specified.
- The contractor shall be responsible for all work put in under these specifications and shall make good, repair and/or replace, at the contractor's own expense, as may be necessary, any defective work, material, etc., if in the opinion of Fort Hays State University said issue is due to imperfection in material, design, workmanship or contractor fault.
37. **Industry Standards:** If not otherwise provided, materials or work called for in this contract shall be furnished and performed in accordance with best established practice and standards recognized by the contracted industry and comply with all codes and regulations which shall apply.
38. **Federal, State and Local Taxes:** Unless otherwise specified, the RFP price shall include all applicable federal, state and local taxes. The successful vendor shall pay all taxes lawfully imposed on it with respect to any product or service delivered in accordance with this RFP. **FHSU is exempt from state sales or use taxes and federal excise taxes for direct purchases. These taxes shall not be included in the vendor's price quotation.**

The University makes no representation as to the exemption from liability of any tax imposed by any governmental entity on the Contractor.

39. **Accounts Receivable Set-Off Program:** If, during the course of this contract the Contractor is found to owe a debt to the State of Kansas, agency payments to the vendor may be intercepted / setoff by the State of Kansas. Notice of the setoff action will be provided to the Contractor. Pursuant to K.S.A. 75-6201 et seq., Contractor shall have the opportunity to challenge the validity of the debt. If the debt is undisputed, the Contractor shall credit the account of the agency making the payment in an amount equal to the funds intercepted.

K.S.A. 75-6201 et seq. allows the Director of Accounts & Reports to setoff funds the State of Kansas owes Contractors against debts owed by the Contractors to the State of Kansas. Payments setoff in this manner constitute lawful payment for services or goods received. The Contractor benefits fully from the payment because its obligation to the State is reduced by the amount subject to setoff.

40. **Immigration and Reform Control Act of 1986 (IRCA):** All contractors are expected to comply with the Immigration and Reform Control Act of 1986 (IRCA), as may be amended from time to time. This Act, with certain limitations, requires the verification of the employment status of all individuals who were hired on or after November 6, 1986, by the contractor as well as any subcontractor or sub-contractors. The usual method of verification is through the Employment Verification (I-9) Form.

With the submission of this bid, the contractor hereby certifies without exception that such contractor has complied with all federal and state laws relating to immigration and reform. Any misrepresentation in this regard or any employment of persons not authorized to work in the United States constitutes a material breach and, at FHSU's option, may subject the contract to termination and any applicable damages.

Unless provided otherwise herein, all contractors are expected to be able to produce to FHSU any documentation or other such evidence to verify Contractor's IRCA compliance with any provision, duty, certification or like under the contract.

41. **Worker Misclassification:** The contractor and all lower tiered subcontractors under the contract shall properly classify workers as employees rather than independent contractors and treat them accordingly for purposes of workers' compensation insurance coverage, unemployment taxes, social security taxes, and income tax withholding. Failure to do so may result in contract termination.
42. **Definitions:** A glossary of common procurement terms used by the State of Kansas is available at <http://da.ks.gov/purch>, under "Purchasing Forms".
43. **Graphic Identity Standards and Use of University Marks:** Compliance with FHSU Graphic Identity Standards and Use of University Marks Policies is required and may not be waived with equivalents.
44. **Definite Quantity Contract:** This Request is for a close-ended contract between the vendor and FHSU to furnish a predetermined quantity of a good or service in a given period of time.
45. **HIPAA Confidentiality:** Per the Health Insurance Portability and Accountability Act (1996) (HIPAA), FHSU is a covered entity under the act and therefore Contractor is not permitted to use or disclose health information in ways that FHSU could not. This protection continues as long as the data is in the hands of the Contractor.

The Contractor shall establish and maintain procedures and controls acceptable to FHSU to protect the privacy of members' information. Unless the Contractor has the member's written consent, the Contractor shall not use any personally identifiable information obtained for any reason other than that mandated by this agreement

46. **Off-Shore Sourcing:** Bidders shall disclose in their bid response the location where the contracted services will be performed and whether or not any of the work necessary to provide the contracted services will be performed at a site outside the United States.

If, during the term of the contract, the Contractor or subcontractor moves work previously performed in the United States to a location outside of the United States, the Contractor shall immediately notify the FHSU Purchasing Office in writing, indicating the new location and the percentage of work relocated.

47. **On-Site Inspection:** Failure to adequately inspect the premises shall not relieve the successful vendor from furnishing without additional cost to FHSU any materials, equipment, supplies or labor that may be required to carry out the intent of this RFP. Submission of a bid shall be construed as evidence that the vendor has made necessary examination, inspection and investigation. Failure to properly inspect the site may result in rejection of the vendor's bid.
48. **Experience:** The Contractor should have successfully operated numerous food services for a minimum of five (5) years.

Bidders may be required to furnish information supporting the capability to comply with conditions for bidding and fulfill the contract if receiving an award of contract. Such information may include, but not be limited to, a list of similar size and type projects the Bidder has completed.

49. **Price Adjustments:** Prices shall remain firm for the entire contract period. Prices shall be net delivered, including all trade, quantity and cash discounts. Any price reductions available during the contract period shall be offered to FHSU. Failure to provide available price reductions may result in termination of the contract for cause.

Vendor must propose annual price adjustment for years 2 through 5 in the Cost Proposal section. When submitting price adjustments, either upward or downward for years 2 through 5 provide specific information regarding any indexes or information used to determine price adjustment.

On October 1st of each year vendor will provide documentation for price adjustments, either upward or downward for the next academic year. FHSU reserves the right to accept, amend or deny any such price increase. If parties to the contract cannot agree on renewal terms, it is hereby understood that the contract will be rebid.

50. **Payment:** Payment Terms are Net 30 days. Payment date and receipt of order date shall be based upon K.S.A. 75-6403(b). This Statute requires Fort Hays State University to pay the full amount due for goods or services on or before the 30th calendar day after the date Fort Hays State University receives such goods or services or the bill for the goods and services, whichever is later, unless other provisions for payment are agreed to in writing by the vendor and Fort Hays State University. NOTE: If the 30th calendar day noted above falls on a Saturday, Sunday, or legal holiday, the following workday will become the required payment date.

Payments shall not be made for costs or items not listed in the vendor's response.

51. **Upgrades:** Bidders shall indicate the upgrade price and policy for any software, firmware, or hardware upgrades anticipated for the equipment bid. If the upgrades are provided without cost, this should be indicated.
52. **Shipping and F.O.B. Point:** Unless otherwise specified, bid prices shall be F.O.B. DESTINATION, PREPAID AND ALLOWED (included in the price bid), which means delivered to FHSU's receiving dock or other designated point as specified in this RFP without additional charge. Shipments shall be made in order to arrive at the destination at a satisfactory time for unloading during receiving hours.
53. **Deliveries:** All orders shall be shipped FOB destination, prepaid and allowed clearly marked with the purchase order number. If delays in delivery are anticipated, the Contractor shall immediately notify the Fort Hays State University of the revised delivery date or partial delivery date. The order may be cancelled if delivery time is unsatisfactory. The Contractor shall inform the FHSU Purchasing Office of any supply or delivery problems. Continued delivery problems may result in termination of the contract.

In the event delivery minimums apply, bidders shall submit that information with their bid response.

54. **Charge Back Clause:** If the contractor fails to deliver the product within the delivery time quoted on the contract, FHSU reserves the right to purchase the product from the open market and charge back the difference between contract price and open market price to the contractor.
55. **Performance Bond.** The University may require the Contractor to provide a Performance Bond prior to the commencement of the work under this agreement. The bond shall be in the amount of five hundred thousand dollars (\$500,000) and shall cover the University for any economic losses including, without limitation, failure to perform the agreed upon terms associated with the contract resulting from this RFP.
56. **Equipment:** All proposed equipment, equipment options, and hardware expansions must be identified by manufacturer and model number and descriptive literature of such equipment must be submitted with the bid.
57. **Implied Requirements:** All products and services not specifically mentioned in RFP, but which are necessary to provide the functional capabilities described by the specifications, shall be included. Other products required to make the described software functional shall be identified in the vendor's response.
58. **Warranty:** Bidders shall indicate the type and extent of the warranty for all equipment, hardware, software, and services proposed. FHSU requires a "standard" warranty of a specific amount of days, or one (1) year, whichever is greater. This warranty shall be included in the cost of the equipment.

The successful bidder will be the sole point of contact on any problems with the equipment or systems during the warranty period.

The Contractor shall be responsible for all work performed under these specifications. The Contractor shall make good, repair and replace, at the Contractor's own expense, as may be necessary, any defective work, material acceptance, if in the opinion of the FHSU Purchasing Office said defect is due to imperfection in material, design, or workmanship for the warranty period specified.

59. **Acceptance:** No contract provision or use of items by FHSU shall constitute acceptance or relieve the vendor of liability in respect to any expressed or implied warranties.
60. **Ownership:** All data, forms, procedures, software, manuals, system descriptions and work flows developed or accumulated by the Contractor under this contract shall be owned by FHSU. The Contractor may not release any materials without the written approval of FHSU.
61. **Software Code and Intellectual Property Rights:** As applicable, all original software and software code and related intellectual property developed or created by the Contractor in the performance of its obligations under this Contract or any Task Order issued under this Contract, shall become the sole property of the State of Kansas. The Contractor will surrender all original written materials, including any reports, studies, designs, drawings, specifications, notes, documents, software and documentation, computer-based training modules, electronically or magnetically recorded material, used to develop this software and/or software code and related intellectual property to the state entity for which it was developed.
62. **Data:** Any and all data required to be provided at any time during the bid process or contract term shall be made available in a format as requested and/or approved by FHSU.
63. **Submission of the Bid:** Submission of the bid will be considered presumptive evidence that the vendor is conversant with local facilities and difficulties, the requirements of the documents and of pertinent State and/or local codes, state of labor and material markets, and has made due allowances in the RFP for all contingencies. Later claims for labor, work, materials, equipment, and tax liability required for any difficulties encountered which could have foreseen will not be recognized and all such difficulties shall be properly taken care of by Contractor at no additional cost to FHSU.
64. **Alternate Proposals/Equivalent Items:** Bids on goods and services comparable to those specified herein are invited. Whenever a material, article or piece of equipment is identified in the specifications by reference to a

manufacturer's or vendor's name, trade name, catalog number, etc., it is intended to establish a standard, unless otherwise specifically stated. Any material, article or equipment of other manufacturers or vendors shall perform to the standard of the item specified. Equivalent bids must be accompanied by sufficient descriptive literature and/or specifications to provide for detailed comparison. Samples of items, if required, shall be furnished at no expense to the university and if not destroyed in the evaluation process, shall be returned at vendor's expense, if requested.

FHSU reserves the right to determine and approve or deny "equivalency" in comparison of alternate bids.

65. **Certification of Materials Submitted:** The response to this RFP, together with the specifications set forth herein and all data submitted by the vendor to support the response including brochures, manuals, and descriptions covering the operating characteristics of the item(s) proposed, shall become a part of any contract between the successful vendor and FHSU. Any written representation covering such matters as reliability of the item(s), the experience of other users, or warranties of performance shall be incorporated by reference into the contract.
66. **Inspection:** FHSU reserves the right to reject, on arrival at destination, any items which do not conform with specification of this RFP.
67. **New Materials, Supplies or Equipment:** Unless otherwise specified, all materials, supplies or equipment offered by a vendor shall be new, unused in any regard and of most current design. All materials, supplies and equipment shall be first class in all respects. Seconds or flawed items will not be acceptable. All materials, supplies or equipment shall be suitable for their intended purpose and, unless otherwise specified, fully assembled and ready for use on delivery.
68. **Vendor Contracts:** Include a copy of any contracts, agreements, licenses, warranties, etc. proposed. (State of Kansas form DA-146a remains a mandatory requirement in all contracts.)
69. **Contract Price:** University-wide contracts are awarded by the FHSU Purchasing Office to take advantage of volume discount pricing for goods and services that have a recurring demand from one or more department. However, if a University department locates a vendor that can provide the **identical item** at a **lower price**, a waiver to "buy off state contract" may be granted by the FHSU Purchasing Office.
70. **Transition Assistance:** In the event of contract termination or expiration, Contractor shall provide all reasonable and necessary assistance to FHSU to allow for a functional transition to another vendor.
71. **Award:** Award will be by line item or group total, whichever is in the best interest of FHSU.
72. **Acceptance:** Acceptance of Bid and Agreement is formalized upon execution of a contract and issuance of an FHSU purchase order, which incorporates all terms of this RFP, and corresponding execution of FHSU marks licensing agreement by the parties.

Section 4 SPECIFICATIONS

I. INTRODUCTION

Term of Contract: The initial term of this contract is for a five (5) year(s) period from the date of award with three (3) additional one (1) year renewal(s) by written agreement of the parties.

A. REQUEST FOR PROPOSAL

Fort Hays State University, located in Hays, Kansas, is seeking proposals from qualified companies engaged in the business of contract management of university dining service operations. For the past fifty-one (51) years, a dining service management company has administered the dining service operations of the University.

After the bids are opened and before a contract is awarded, the University may be expected to visit any of a bidder's current operations and to contact students, administrators, and other patrons of the bidder's services.

The contract awarded to the successful bidder shall be for a period of five years. At the discretion of the University and with the agreement of the Contractor, the Contract may be extended on an annual basis for three additional one-year periods. The contract shall be subject to termination as outlined later in the specifications.

B. DEFINITION OF TERMS

Definitions: Definitions pertaining to this proposal are as follows:

"State" The State of Kansas, acting by and through the Department of Administration and its authorized and designated representative(s).

"Dining Area" The area in a dining service facility where tables and chairs are placed for the use of patrons of the service.

"Catering" Catering is the process of preparing, delivering, and setting up food service.

"University" Fort Hays State University (a state, tax-assisted liberal and applied arts university established and maintained in Hays, Kansas, by the State of Kansas), acting by and through its authorized and designated representative(s).

"Kitchen" That area of a dining service facility containing the equipment for the preparation, storage, and preservation of food stuffs and the cleansing of utensils and dishes.

"Serving Counters" Those installations and fixtures in a dining service facility consisting of serving lines, salad bars, beverage bars, desert bars and other fixtures and facilities required to display and to dispense food.

"Bidder" A party submitting a bid based on this proposal and the party who submits the successful bid.

"Surety" Any firm, person, or corporation that has executed (as surety) the bidder's performance, statutory, or bid bonds in connection with this bid and contract.

"Subject to the Approval of the State of Kansas" This phrase means that the State of Kansas, through its representative has the final authority to make decisions on questions that arise resultant from this bid. The decisions may be made with university recommendations.

“Contractor” That firm, corporation, or person with whom the State Contracts to carry out the dining service operations of the University as prescribed in these specifications, any ensuring contract, and any addenda thereto.

“Three General Divisions of the University Year” These divisions are from the beginning of the Fall term to the beginning of the Spring term, from the beginning of the Spring term to the beginning of the Summer term, and from the beginning of the Summer term to the beginning of the Fall term.

“Special Event Meals” An eating event, for the time span of one meal or longer, designated to substantially alter the general routine of a residence hall dining service in such a manner as to delight and please the regular patrons. A “festive meal” is often focused on a central theme, (e.g., Christmas, St. Patrick’s Day, elections, “Late Night Breakfast”) and as many facets of the dining service as possible are altered as part of the event (e.g., menu, decorations, garb of employees, lighting, music, entertainment).

“University Contract Oversight Committee” A committee designated by the University to be its representative(s) with the Contractor in administering certain facets of the Contract.

“Chef” A management position requiring formal culinary training, including experience and/or training in menu development, preparation and display.

“Gross Sales” All cash sales, including programs that are a part of a board plan i.e. sales within the Memorial Union, cash sales within the McMIndes Hall operation, sales resulting from service of food to campers, summer residents not on a board plan, catering operations, and any other sale where cash is the source of payment. Gross Sales shall be calculated at each location and defined by group.

“Net Sales” The gross sales as defined in the above paragraph less sales tax.

“State” The State of Kansas, acting by and through the Department of Administration and its authorized and designated representative(s).

“Subject to the Approval of the FHSU Director of Purchasing” This phrase means that the FHSU Director of Purchasing as a representative of the State of Kansas has the final authority to make decisions on questions that arise resultant from this bid.

“University” Fort Hays State University (a state, tax-assisted liberal and applied arts university established and maintained in Hays, Kansas, by the state of Kansas), acting by and through its authorized and designated representative(s).

C. PHILOSOPHY, GOALS, & OBJECTIVES OF THE UNIVERSITY DINING SERVICE PROGRAM

Fort Hays State University seeks professional management, which is vitally interested in the special opportunities and challenges inherent in a university dining service operation. The University will exercise its right to continuously monitor the dining service program but wishes to establish a partnership which will minimize the need for University intervention in the process of managing the dining service.

The relationship between the University and the food service management contractor shall be considered a partnership, characterized by openness, cooperation, and mutual support. One of the more significant variables in that relationship is the quality of the dining service management personnel located on the University campus. Management must be professionally seasoned, innovative, energetic, student development oriented, student-focused, and imaginative.

Of highest philosophical priority for the Memorial Union retail and catering services, and Residential Life dining services are: high standards of service, excellent food quality and presentation, reasonable prices, flexibility to meet changing customer needs, maximum serving hours and dependable service that are a

consistent source of pride and enjoyment to all concerned. The overall goal is the best quality program obtainable within the existing and attainable fiscal and physical framework of the resources that can be brought to bear by both the Contractor and the University. Management that provides such a program will find the University and the City of Hays a welcoming, congenial and stimulating environment within which to live and work.

To prepare for the RFP process the committee engaged in research to better understand the expectations of the University community. Several documents summarizing this research are attached as appendices to this RFP. Guiding principles of these expectations include:

- A board plan designed around a seamless environment providing great flexibility for students on a meal plan to access meals in any food service facility (e.g. McMIndes Residence Hall, the Memorial Union, special event meals, athletic events).
- Simple, convenient, affordable options, of high quality and variety, for residential, retail, catering, concession, and camp patrons.
- Service hours reflective of campus schedules and activities.
- A focus on the customer experience, including atmosphere, available options, quality, and being responsive to customer feedback.

For additional information about the University see the attachments below. Research attachments include:

Attachment A, FHSU Fact Sheet
Attachment B, FHSU Academic Calendar
Attachment C, FHSU Maps
Attachment D, Expectations Document
Attachment E, On-line survey results
Attachment F, Notes from Focus Groups

D. PROFESSIONAL STANDARDS OF OPERATION

The Contractor shall be alert to changing food service trends, new market forms of food and changing diet patterns evolving throughout the food service industry. As a result, with the prior approval of the University, the Contractor shall continually initiate ideas for varied methods of food service merchandising, public relations, promotion and menu presentations in all operations to increase service and maximize potential revenues.

The Contractor shall conduct operations in a manner that demonstrates an enlightened and active awareness of the vital interest expressed by many current university students for healthy food and beverage choices. Recognition of this interest shall be apparent from the manner in which foods and beverages are selected, marketed, prepared, held and served by the Contractor.

The Contractor shall provide the University with standards of operation, management, product quality, and support services of the best quality available in the institutional food service industry.

II. GENERAL SPECIFICATIONS

A. GENERAL SCOPE OF OPERATIONS

1. Space

The contractor shall have the right to operate and shall furnish all labor, food, drink (as limited by Section II, General Specifications, S. Soft Drink Beverage Procurement), and expendable supplies required to operate the following services at facilities of the University including but not limited to: McMIndes Dining Facility; Memorial Union Dining, Forsyth Library basic drip coffee location (projected opening, December 2025 – August 2026) with basic grab and go premade food options, and Catering Services, Lewis Field Press Box, Gross Coliseum, Sheridan Hall, Dreiling Lobby, Victor E. Village, Moss Thorns Gallery, and

Foundation Robbins Center. The food service contract provider is the exclusive caterer for the Memorial Union, Fischli-Wills Center for Student Success, and Residential Life.

It is specifically understood that the University may utilize any dining area for such purposes as meeting, study hall, testing, dancing, etc. during those hours when said dining areas are closed to the public for eating purposes; provided that any requisite set-up and appropriate clean-up will be carried out by the University at no cost to the Contractor.

2. Procedure

The Contractor shall operate on the Contractor's own credit and shall furnish at the Contractor's own expense all food items and beverage items (except as provided elsewhere in these specifications) served in the Dining Areas, Snack Areas, etc. All incoming shipments of foodstuffs or supplies shall be to the Contractor's account, in care of the University. Under no circumstances shall shipments be made or be invoiced to the University.

3. Responsibilities

The following list of responsibilities are to be considered representative rather than exhaustive.

(a) Contractor's Responsibilities

- (1) Contractor will comply with all federal, state, local, Kansas Board of Regents and Fort Hays State University laws, rules, policies, procedures and regulations, including but not limited to those related to food safety and employment practices.
- (2) Acquisition of all food and operating supplies.
- (3) Hiring, training, and payroll of all dining service personnel.
- (4) Assume responsibility for all present inventories turned over to the Contractor at the commencement of the Contract. Maintain the inventory (china, silver, glassware, flatware, trays, utensils, etc.) of these and similar items to the level at which they were accepted by the Contractor on a continuing basis so that no shortages develop to inconvenience patrons. Provide inventory to the food service oversight committee on an annual basis. Contractor will actively assist in the care and treatment of University owned facilities and property.
- (5) All laundry costs.
- (6) Provide financial information and reports monthly and as required by the University.
- (7) Cost of any changes or renovation of facilities or dining concepts.
- (8) Contractor will incorporate programs for green initiatives, recycling, organic products, etc.

(b) University's Responsibilities

- (1) Utility costs, including heat, electricity, natural gas, steam, air conditioning, refrigeration, water, and sewage.

- (2) Maintenance of University equipment, furniture, fixtures, renewals and replacements except as provided under "Contractor's Responsibilities" or as further defined under "Joint Responsibilities".
- (3) Acquisition of new University-owned equipment, furniture, and fixtures as deemed jointly necessary by the University and the Contractor, except as provided under other sections of the Contract.
- (4) Cost of garbage and trash removal; provided that the Contractor shall provide for the removal of grease and any other salvageable by-products of the Contractor's activities in a manner satisfactory to and using procedures approved by the University.
- (5) Cost of pest extermination and control services.
- (6) Provide office space as available for a Dining Service management team.
- (7) Provide existing University-owned office furniture such as desks, chairs, and file cabinets to the Contractor.
- (8) The University will be responsible for set up and will prepare the rooms for the Contractor by arranging the tables, chairs, and other equipment in advance so the Contractor has sufficient time to complete banquet preparations prior to the designated serving hours.

4. Relationship

- (a) The relationship of the Contractor to the University shall be that of an independent contractor.
- (b) The University retains the right to control the usage of the dining areas and the standards therein.
- (c) The University shall have no direct control over employees of the Contractor. Any provision for such control shall be exercised only through the Contractor or the person assigned as the Dining Service Director.
- (d) Any and all employees of the Contractor or other persons, while engaged in the performance of any work or services required by the Contractor under these specifications, shall not be considered employees of the State.
- (e) The contract entered into shall not be, in whole or any part, assigned or transferred directly or indirectly without written consent of the University.

B. SANITATION

1. The Contractor shall keep all Dining Service facilities along with their equipment and furnishings in excellent, clean and sanitary condition at all times. This shall be done to the satisfaction of the University and in full conformance to all pertinent Local, State, and Federal health regulations.
2. The Contractor shall adhere strictly to all pure food laws, regulations and ordinances as adopted or promulgated by Local, State, and Federal jurisdictions and agencies.
3. The Contractor shall institute and shall continuously maintain a sanitation program for all Dining Service facilities that includes National Sanitation Foundation (NSF) or similar industry standards.

4. The standards referenced above and the cleaning procedures described following are to be regarded as minimum suggestions rather than as an exhaustive listing. If at any time these or any other cleaning procedures employed by the Contractor are deemed by the University to be insufficient to keep all or any part of the Dining Service facilities, equipment and furnishings in a satisfactory, clean, and sanitary condition, the University has an express right to require the use of additional and/or different procedures at the Contractor's expense.
 - (a) The Contractor shall keep serving counters and all surfaces used in preparing, cooking, and serving food clean and sanitary at all times. Floors behind serving counters and in the Kitchens shall be cleaned and sanitized daily or more frequently as needed by the Contractor.
 - (b) Unless specifically provided to the contrary in these specifications, the Contractor shall clean all table tops and the floors of the McMIndes dining area after each serving. Said cleaning shall include the arrangement of chairs so that they have a neat and orderly appearance. At least once daily the entire floor of each McMIndes dining area shall be dry mopped and wet mopped. If all or part of the floor in the dining area is carpeted, then such carpeting shall be vacuumed as needed between meals and the entire carpeted area vacuumed at least once daily. Carpeting shall be shampooed as needed to maintain the appearance level required by the University and this shall include, but not be limited to, daily shampooing of such soiled spots as may occur.
 - (c) In the Memorial Union dining seating areas, the Contractor shall clean all tabletops after each serving and remove all trash to the trash dumpster located outside the building. The Contractor shall empty all trash and clean all tabletops, flooring, and other surfaces behind service gates. The Memorial Union custodial staff shall clean the floor of the dining seating areas, vacuuming, arranging chairs and tables, and shampooing as needed to maintain the desired appearance level.
 - (d) The Contractor shall wipe down all tabletops, including tables used for service, and remove all catering equipment and trash from service and dining areas immediately following catering events.
 - (e) Special care shall be taken to assure that all equipment used to convey, clean and store dishes, glassware and silverware is always clean and sanitary.

C. BOOKS AND RECORDS

1. The Contractor will provide the University Contract Oversight Committee a complete and detailed monthly revenue, expense, and customer usage statement broken down by concept and location. This statement will include operations related to board, cash, and catering.

Causes of abnormal revenue and expense deviations should be noted by the Contractor as part of these statements. All records pertaining to the operations of the dining service program shall be open for inspection and/or audit by the State and/or Fort Hays State University system.
2. On request of the University, the Contractor shall meet with the University and review each operating statement, explain deviations, discuss problems, and mutually agree on a course of action to improve the results of the required services included in this Contract. Operating statement adjustments required as a result of review and/or audit shall be identified and reflected on the next statement.
3. Cash and catering sales are the responsibility of the Contractor. Commissions are paid to the University based on Contractor records, which must reconcile to monthly (or quarterly as required

- by the University) profit and loss statements and reports requested of and obtained from the Contractor.
5. The Contractor shall exercise maximum control over all cash sales transactions and recommend conditions and equipment that may be needed to maintain this control. The Contractor shall further agree to any bookkeeping procedures required by the Kansas State Department of Post Audit and/or the University.
 6. The Contractor's revenue and expense statements and their contents shall be retained, used, and treated in strict confidence by the University. The Contractor's revenue and expense statements, in total, shall not be provided to third parties without the express prior written approval of the Contractor or as required by law. Required bid submittal and contract related appendix information are subject to public disclosure by the State.
 7. A list of boarding contracts will be furnished to the Contractor by the University prior to the beginning of each the Three General Divisions of the University Year with an adjustment of all additions and deletions to said lists provided each week throughout the Fall and Spring semesters. The daily board rate shall be charged for each boarding contract in effect for each serving week of the Fall and Spring semesters of the Contract with the following exceptions:
 - (a) The University shall not be charged for students who have contracted for room and board but who fail to take possession of the premises as verified by the Department of Student Residential Life.
 - (b) The Dining Service Contractor shall provide the University with all operational records (i.e., student worker records, full/part-time payroll records, meal counts, menu evaluations, student surveys, forecasts, etc.) pertaining to the University's board student dining service program on a regularly scheduled basis. A report of participation rates for the meal plans shall be furnished to the University by the Contractor. Said report shall be furnished daily
 8. The Contractor shall keep in a safe place all financial records and statements pertaining to the food service operations at the University for a period of five years from the close of each year's operation.
 9. The Contractor agrees that the University, or any of its duly authorized representatives, at any time during the term of this Contract, shall have access to, and the right to audit and examine any pertinent books, documents, papers, and records of the Contractor (such as sales receipts, salary lists, itemized expenses and disbursements, time reports, equipment charges, overtime reports, etc.), related to the Contractor's charges and performance under this Contract. Such records shall be produced at Fort Hays State University upon reasonable notice to the Contractor. The Contractor agrees to resolve any miscalculated payments.
 10. The State of Kansas or the University may conduct independent audits as deemed necessary and the Contractor agrees to provide complete cooperation and access to personnel engaged in conducting such audits.
 11. The University shall be informed by the Contractor of the schedule of the Contractor's audit of the records and operations at the University. The University shall have the option to participate in the Contractor's audits and shall receive full report of these audits.

D. EMPLOYEES

The Contractor shall, at the Contractor's own cost and expense, provide the sufficient number of employees to fulfill operating hours and provide prompt service efficiently and in a manner satisfactory to the University. The Contractor will employ only persons acceptable to the University in the University Dining Service facilities.

The Contractor shall at all times provide sufficient administrative, dietetic, purchasing, equipment consulting and supervisory staff. The Contractor shall make provision for a manager or assistant manager to be accessible to patrons during each meal at each point of service. The Contractor shall provide sufficient backup in times of staff shortages due to vacations, illnesses, and inclement weather.

1. General Provisions for All Employees of the Contractor

All management personnel are to be approved by VP for Student Affairs or designee.

- (a) The University may withhold the approval of management personnel, in which case the Contractor must submit other candidates.
- (b) All employees of the Contractor must be neat and clean at all times. Uniforms shall be provided by the Contractor for all the Contractor's employees subject to the approval of the University. Every employee and agent of the Contractor assigned to duty on the University's premises shall have an identification badge provided by the Contractor and prepared to the University's specifications prominently displayed on his or her person at all times while she/he is on duty.
- (c) The Contractor is advised that non-student dining service employees on the University campus are currently protected against discrimination by the provisions of the Uniformed Services Employment and Reemployment Rights Act.
- (d) In-Service Training. The Contractor shall provide training on a regular basis for all employees of the Contractor.

E. EXPENDABLE EQUIPMENT

The University will provide the updated "expendable equipment list" (e.g., china, flatware, glassware, trays, etc.) from the existing Contractor to the winning bidder. It shall be the duty of the Contractor to inventory such equipment at least annually, but with greater frequency as necessary. Following any such inventory, whatever the cause of damage/loss (breakage, pilferage, etc.), the Contractor will replace any and all such equipment in the quantity necessary to restore the count of each item on hand to the level as given in the Original "Dining Service Expendable Equipment List." All replacement equipment furnished by the Contractor in fulfillment of this responsibility shall conform exactly to the weights, standards, patterns, and brands of the chinaware, flatware, glassware, trays, etc., originally provided by the University if the same are obtainable. No exemptions to the above will be made by the Contractor without the express consent of the University even if an increase in cost is in effect at the time of the Contractor's purchase.

F. NON-EXPENDABLE EQUIPMENT

- 1. An inventory of this equipment will be taken by the successful bidder and the University upon award of the Contract.
 - (a) Ownership of equipment described in this section shall be vested in the University. No University-owned equipment shall be removed from any Dining Service facility for any purpose (except by University) nor shall the Contractor rearrange the equipment/furnishings present in any Dining Service facility without the express prior knowledge and full consent of the University.
 - (b) Throughout the Contract period, or any extension thereof, the University shall maintain, adjust, and repair the University-owned dining service facilities including the non-expendable equipment located therein and furnished for the use of the Contractor in a

manner satisfactory to the University. It shall be the responsibility of the Contractor to report promptly to the University any condition that indicates that maintenance, adjustment, or repair of said facilities or equipment is advisable. Failure by the Contractor to report shall be considered negligence. The Contractor shall be liable for any damage to or deterioration of University-owned installations or equipment that occur as a result of such negligence.

- (c) The Contractor shall be responsible for training and supervising the Contractor's employees to utilize all facilities and to operate all equipment and property in a safe and proper manner. The University shall, at the discretion of the University and at the expense of the Contractor, repair or replace facilities, equipment or property which may be damaged, lost, or destroyed as a result of negligence on the part of the Contractor and/or any employee or agent of the Contractor. Any and all such facilities, equipment or property so repaired or replaced shall remain/become the property of the University.
 - (d) No University-owned equipment may be loaned or rented without the express prior approval of the appropriate representative of the University.
2. The locks in place in University facilities used by the Contractor and the keys to those locks issued to the Contractor by the University are considered and shall remain non-expendable property of the University.

All keys to University facilities and equipment used by the Contractor shall be obtained from the University. The Contractor will not cut duplicate keys, transfer keys between employees or change or alter any locks. Replacement of keys and locks deemed necessary by the University due to a lost key and/or other breaches of security resulting from the action of the Contractor, its agents, or employees shall be the work of the University at the expense of the Contractor. University policy currently places the cash value of each at current university pricing structure.

The Contractor shall be responsible for immediately reporting to the appropriate authority all the facts relating to losses/damage which occur on/to University property which is under the management of the Contractor.

3. All other non-expendable equipment that the Contractor deems necessary shall be provided by the Contractor at the Contractor's own expense subject to the following:
- (a) All such non-expendable equipment furnished by the Contractor shall be subject to the approval of the University.
 - (b) Any such non-expendable equipment furnished by the Contractor may not be placed in any location in a Dining Service facility without the express authorization of the University. The University shall have supervision of the process of placing and installing equipment furnished by the Contractor.

G. TELEPHONE

The Contractor agrees to pay for the full cost of the procurement and utilization of all telephone equipment including installation charges, University charges, local charges, and long-distance service.

H. INTERNET

High speed connection to the internet will be provided by the University at no charge to the Contractor.

I. PAYMENT OF MONIES

The Contractor shall furnish the University a weekly billing statement. Among other things said statement should include a section reflecting the charges of weekly boarding patrons. The Residential Life Department of the University will furnish a count of the certified numbers of patrons to the Contractor each week.

The weekly billing statement furnished by the Contractor shall also include a detailed accounting of all cash sales and other non-board transactions by point of sale. The Contractor shall give credit to the University for the commission rate(s) specified in the Contract.

Any monies owed to the University by the Contractor shall be paid on a quarterly basis. Said payment(s) shall be made not later than thirty (30) days following the last day of the Contractor's business month.

J. TAXES

The Contractor shall collect and pay when due any and all taxes (including State and Local sales tax) as required by law in connection with operations under the Contract. Where applicable, the Contractor shall collect sales tax from patrons and non-exempt organizations and remit to the State. The Contractor shall comply with the provisions of the applicable taxation authority.

K. LAWS, REGULATIONS, PERMITS, LICENSES

The Contractor shall, at the Contractor's own expense, comply with all Federal, State and Local laws, ordinances and regulations pertaining to any and all operations of the Contractor and shall in the Contractor's name, obtain any and all necessary licenses and permits, including those required for alcoholic beverages and cereal malt beverages necessary in connection with any and all operations of the Contractor under the Contract.

L. SAVE HARMLESS

The Contractor indemnifies, saves, and holds harmless the State, the University, and any agents or employees thereof, from any and all claims, demands, actions, or causes of action of whatsoever nature or character arising out of or by reason of the execution and/or performance of the duties and obligations of the Contractor under the terms of the Contract.

M. TEMPORARY SUSPENSION OF OPERATION

The Contractor assumes all cost of loss to the Contractor due to temporary suspension of operation regardless of cause. Such suspension may be due to but not limited to the following: mechanical failures of equipment, power failures, acts of god or weather condition.

N. ACCESS AND INSPECTION

The University retains the right of full access at any time to any and all University Dining Service facilities under the jurisdiction of the Contractor, the Contractor's agents, or the Contractor's representatives.

O. HONORING PRE-NEGOTIATED PRICES

The Contractor agrees to honor any commitments made to customers and/or patrons of the University by any preceding operator of the University Dining Service facilities regarding the price of board contracts, banquets, refreshments, meals, camps, etc., until the end of June 2028.

P. CONSULTATION AND PROFESSIONAL SERVICES

The Contractor shall have available the following professional services and shall provide same at no cost to the University: (1) Professional dietitians to plan menus; (2) Test kitchens for checking of recipes; and (3) A facility planning and consultation service.

Q. TERM, TERMINATION, RENEWAL OF CONTRACT

1. The initial term of the Contract shall be for five (5) years. At the discretion of the University and with the agreement of the Contractor, the Contract may be extended on an annual basis for three additional one-year periods. It is agreed that the Contract rates will be reviewed annually and that any rate increases or decreases (board operations, cash operations, catering and conferences, assessments for repair and replacement, commission rates, etc.) shall be negotiated each year during the life of the Contract by the University and the Contractor.
2. All negotiated rates for each fiscal year (July through June) are submitted to the Kansas State Board of Regents for review and approval during the preceding September. Therefore, contract room and board rates must be presented or agreed upon by the preceding September.
3. Any increase in the original Contract rate(s) shall not exceed the percentage of increase in the Chained Consumer Price Index for All Urban Consumers index as compiled by the Bureau of Labor Statistics, United States Department of Labor, for the period of the first six (6) months (January through June) of the calendar year containing the above-mentioned month of September unless necessitated by program changes initiated by the University.
4. Section I, above notwithstanding, Fort Hays State University may terminate the Contract at any time upon the giving of not less than thirty (30) days' advance written notice to the Contractor.

The Contractor has no option for termination of the Contract during the first year of operation under the Contract.

Following one year of operation, the Contractor may terminate the Contract by giving Fort Hays State University Administration and Finance Office a minimum of one-hundred eighty (180) days' advanced written notice of its intent to terminate. Provided that the effective date of any termination initiated by the Contractor must fall between two of the Three General Divisions of the University Year and must be further compatible with the University's calendar as determined by the University.

R. COMPUTERIZED ACCESS AND ACCOUNTING

The Contractor shall furnish a Computer-based, ID accessed, declining balance, on-line, electronic transaction system for supervising the pre-paid distribution of meals, cash sales, credit-balance sales and any and all other activities throughout the entire University Dining Service system as described in these specifications. The entire expense of this system including all hardware, software, and any other expense shall be borne by the Contractor.

The University currently has an identification card program, the Tiger Card, in which each student, faculty, and staff is issued a picture ID that is usable for a variety of purposes to include:

1. Access to residence halls, athletic events, cultural events, intramural activities, and library check-out.
2. Utilization of campus Tiger Print stations.

The Contractor's system must support the HID iClass-SE proximity card formats used by the University Card by which campus customers access meal accounts and dining services.

The Contractor is required to provide point-of-sale payment acceptance of major credit and debit cards in all dining service locations. The Contractor is required to provide a reloadable declining balance system using the campus Tiger Card for payment. Contractors are encouraged to explore other payment options like, Apple Pay, Google Pay, Venmo, etc.

The system furnished by the Contractor shall include point-of-entry/sale access units in a quantity appropriate to functions in the Memorial Union, McMIndes Dining Hall, and any other locations which the University may in the future designate as points of service under this Contract. The University reserves the right to approve the proposed system's functionality and the quality and quantity of access units and other components.

S. SOFT DRINK BEVERAGE PROCUREMENT

Other sections of the Contract notwithstanding, the University reserves the right to contract independently with a beverage provider for the right to furnish to the Contractor all beverages, equipment, cups and other related incidental products, to be used by the Contractor in the University facilities under the management of the Contractor as provided by the Contract.

T. UNIVERSITY FOOD SERVICE CONTRACT OVERSIGHT COMMITTEE

The management and campus food service directors are to attend monthly contract oversight committee meetings at FHSU.

U. CONFLICT OF INTEREST

The Contractor shall not knowingly employ, during the period of this contract or any extensions to it, any professional personnel who are also in the employ of the FHSU and who are providing services involving this contract or services similar in nature to the scope of this contract to the University. Furthermore, the Contractor shall not knowingly employ, during the period of this contract or any extensions to it, any FHSU employee who has participated in the making of this contract until at least two years after his/her termination of employment with FHSU. Further, the Contractor shall not knowingly engage in any business that results in the reduction of any compensation that may be owed to FHSU in relation to this Contract, including commissions, without written disclosure to and permission by FHSU.

III. DEPARTMENT OF STUDENT RESIDENTIAL LIFE

A. PHILOSOPHY, GOALS AND OBJECTIVES

The University believes that the living/learning environment provided by a residence hall will significantly enhance the likelihood of success of the typical student by enabling them to make the best possible academic start, to develop social contacts and to become meaningfully involved in college life more quickly. For these reasons, most of the first-year students who do not live at home are required to live in a residence hall, or a Sorority or Fraternity during the first year of enrollment. Upper-class students may choose to live on or off campus.

The current combined population of the seven residence halls and two apartments is approximately sixty-five percent (65%) freshman and thirty-five percent (35%) upperclassmen. Each student residing in a Residence Hall who is classified as either a freshman or a sophomore and who has resided in a University Residence Hall for less than two full academic years, must participate in a meal plan. Participation is optional for other students.

Satisfaction with the dining service has an extremely significant impact upon the retention of students in the residence halls. The Contractor is expected to work closely with Residential Life to establish and maintain an attractive, creative dining service operation that is a consistent source of pride and enjoyment to all

concerned. The successful Bidder will need to propose a program that is both attractive to patrons and consistent with the fiscal and physical resources at hand.

B. SERVICE DAYS

The first meal of the Fall semester shall be dinner on "Living Learning Community Move-In Day", which is traditionally the Wednesday prior to the first day of class. The first meal of the Spring semester shall be dinner on the Sunday prior to the start of classes. The last meal to be provided shall be breakfast on the last day of finals in each semester. Meals are not served during Thanksgiving Break, Winter Break, Spring Break, or Summer Break (excluding contracted camp meals). The last meal to be served prior to the beginning of Fall Break and Spring Break shall be lunch on the last day of classes or finals preceding the "Break" (Saturday classes excepted). All points of service shall maintain consistent hours of service during the full time that they are open. Should the University calendar change, these service dates shall be renegotiated between the Director of Residential Life and the Food Service Director.

C. PLAN PARTICIPATION: REQUIREMENTS; EXEMPTIONS

All students within the first 2 years of graduating high school and residing in the residents halls are required to have a meal plan. Except students living in on-campus fraternity and sorority life housing, and NCKTC and Hays Academy of Hair Design students. Participation is optional for other students. A student who does not reside in a Residence Hall may choose to participate in a meal plan.

The University may grant a student an exemption from the meal plan requirement for medical, religious, or other extraordinary and compelling personal circumstances.

D. PLAN CHANGES

Throughout the duration of this Contract, the University and the Contractor jointly reserve the right to alter existing meal plans, to eliminate existing meal plans and/or to adopt new meal plans of a cost and value similar to those described in this Contract.

E. OTHER ACTIVITIES AND SERVICES

1. Marketing Materials

The Contractor will provide for students at the Contractor's own expense, professional quality marketing materials explaining the entire dining service program of Fort Hays State University. The content of the materials shall be developed in full consultation with the University and shall be available to the University no later than the first week of April of each year for the term beginning the Fall of that year.

2. Special Services

- (a) Upon adequate notice and for appropriate reasons, the Contractor shall provide sick trays, sack lunches and/or special diets for any Contract student requiring them, consistent with the number of meals to which said student is entitled under the meal plan which she/he has chosen. Providing these services shall result in no additional charges by the Contractor to either the student or the University.
- (b) Upon adequate notice, the Contractor shall provide food and service for large and small groups of contract students and floor picnics, floor dinners, Hall picnics, Hall dinners, etc., consistent with the number of meals to which the several members of said groups are entitled under the respective meal plans they have individually chosen.

3. Signage and Item Identifiers

The Contractor shall provide, at the Contractor's own expense, item identifiers for each entrée on the serving counters and/or for other major food and drink items as designated by the University.

All signage and item identifiers shall be of a uniform style, construction, and appearance acceptable to the University.

4. Menus

The Contractor shall maintain the daily menus for McMindes Dining Hall on the Contractor's web site, or mobile application in a manner openly accessible to all members of the University community. The menus posted on the Contractor's web site shall be the menus for the current day and for each day of the next week period. Menus shall be continuously maintained by the Contractor to assure complete accuracy.

5. Equipment

Fort Hays State University will provide kitchen equipment for the Student Residential Life Dining Service operations. New or replacement equipment will be provided when mutually agreed upon by the Student Residential Life Director and the Dining Service Director, funds being available. Student Residential Life will keep the equipment in good operating order. Any cost of repair or replacement due to operator negligence or loss will be billed to the Contractor.

F. RESIDENT DINING COMMITTEE

The University shall maintain a Resident Dining Committee (hereinafter "Committee") to work proactively and creatively with the Contractor to continually enhance the quality of service provided under this Contract. Committee membership shall consist of a minimum of two students chosen by the Residence Hall Association, at least one resident from each building/area of university housing, any member of the student body and the Director of Student Residential Life (or designee).

The Director of the University Dining Service for the Contractor (or designee acceptable to the University) shall sit with the Committee each time the Committee meets and shall bring other members of the Contractor's staff to a given meeting at the request of the Committee.

Nothing in this section shall be interpreted or applied to preclude either the right or the responsibility of the University to exercise plenary, active oversight and management of the Contract.

IV. MEMORIAL UNION AND CATERING**A. PHILOSOPHY, GOALS AND OBJECTIVES**

As the community center of Fort Hays State University, the Memorial Union serves students, faculty, staff, alumni, and guests through its facilities, services, and programs. Retail Services and Catering play a key role in the success of the Memorial Union. Attractive food service facilities and catering services must maintain high standards of service, excellent food quality, reasonable prices, flexibility to meet changing customer needs, maximum serving hours and dependable service. The Memorial Union depends on substantial income from the dining service operation to support its operation, since it does not receive state funding.

B. GENERAL

- a) Price increases for all phases of the Memorial Union dining service operation will be determined and agreed upon in conjunction with the annual renewal of the Contract. Any price increases will be approved by the University Contract Oversight Committee.

- b) One reserved parking space will be made available to the Contractor near the loading dock area of the Memorial Union. Because the loading dock is used by several occupants of the Memorial Union, the area must be kept free of vehicles, except when actively engaged in loading or unloading of dining service products. All employees of the Contractor will be required to possess valid parking permits for campus parking, which can be purchased annually either by the employee or by the Contractor.
- c) If during the years this agreement is in effect, the Memorial Union undergoes a major renovation/construction project, some loss of income could be experienced. The Memorial Union will not be responsible for any loss in sales during the construction period. Some limiting of facilities could also be expected.
- d) The Contractor agrees to work aggressively to conserve utilities in the Memorial Union. This includes extensive employee training.
- e) Fort Hays State University will provide kitchen equipment for the Dining Service operation. New or replacement equipment will be provided when mutually agreed upon by the Memorial Union Director and the Dining Service Director, funds being available. The Memorial Union will keep the equipment in good operating order. Any cost of repair or replacement due to operator negligence or loss will be billed to the Contractor.
- f) The Director of the University Dining Service for the Contractor shall meet on a regular basis with the Director of the Memorial Union to share information, discuss issues, report on marketing plans, and review upcoming activities. The University Dining Service Director, with appropriate support staff, will meet monthly with the Memorial Union Policy Advisory Board to report on Food Service activities for the semester, answer questions, and to present a report on future plans.

C. RETAIL

- a) The Contractor shall be responsible for planning, promoting, and serving special interest meals in the Memorial Union retail operation space monthly. This program will be similar to the special event meals offered in the residence hall and may occasionally be tied to seasonal items, holidays, historic dates, etc.
- b) The Contractor is encouraged to do extensive advertising in order to achieve maximum sales results. Each semester a marketing plan will be shared with the food service oversight committee prior to the start of the semester.
- c) The Contractor shall provide a well-trained staff, adequate in number to handle the flow of customers through the retail areas. Since traffic frequently increases during class breaks and during the lunch hour, the Contractor needs to provide a flexible system for minimizing customer delay.
- d) The Contractor shall provide point-of-entry/sale access units in a quantity appropriate to functions in the Memorial Union as specified in Section II, General Specifications, R. Computerized Access and Accounting.

D. CATERING

Fort Hays State University is interested in providing the finest service, excellent presentation, and the highest possible standard for all catered events.

- (a) The Contractor will, at its own expense, have available an extensive list of menus, complete with current prices, which can be utilized by customers. All menu and price changes will be reviewed by the University Contract Oversight Committee.
- (b) The Contractor agrees to obtain all licenses and permits related to the serving of alcoholic and cereal malt beverages. Catering licenses are needed with Alcohol Beverage Control in Topeka and the city of Hays. Further, the Contractor agrees to limit serving to those functions requested

by the University and to conform to the University and Board of Regents procedures per the following FHSU policy: <https://www.fhsu.edu/policies/administrative/8-2023-university-alcohol-policy.pdf>

- (c) Unless otherwise approved by the Memorial Union Director or designee, all dishes, trash, and dirty linen needs to be removed by the Contractor immediately following any catering event.
- (d) Both the Contractor and the University agree that catering is of great importance to the mission of the University. The Contractor agrees to work with the University to provide a high quality catering program.
- (e) Catering billing will be itemized to include food, supplies, decorations, linens, and any other fees. No charge will be made for regularly scheduled labor associated with the University kitchen facilities.
- (f) The Contractor agrees to, at the termination or expiration of the contract, return to the University any of the Contractor's records related to pricing, menus and staffing of annually catered events.
- (g) No extra charge is to be made for on-campus delivery of meals or refreshment products. Equipment used for catering out of the Memorial Union should be returned to the Union directly following the event.
- (h) The Contractor needs to provide a vehicle for campus use that portrays a professional image of the campus dining service provider. When necessary, the company should rent or lease an appropriate vehicle at the Contractor's expense. Some Memorial Union equipment, such as tables, chairs, and other dining service equipment, can be made available to the Contractor for off campus use.
- (i) Contractor will be required to pay appropriate rental fees to the university when using equipment and facilities provided by the university to deliver catering services off campus to other than university clients. Rental fees will be determined based on applicable industry standards to be defined during contract negotiations.
- (j) The Contractor shall provide, during regular business hours, a knowledgeable, trained, staff member to be readily available to assist customers with menu selections, price quotations, and other details pertinent to event planning. This service should be available by phone, in person, or electronically.
- (k) Rooms for all functions involving dining service in the Memorial Union must first be scheduled through the Memorial Union office.
- (l) The Contractor agrees to, at its own expense, provide additional management, chefs, or other administrative personnel to successfully carry out such events as the President's Gala, and any other function which requires extra and specialized personnel.

D. COMMISSION

All cash sales and catering sales and other forms of income are subject to the commission rate established by the contract and are payable to Fort Hays State University as established in other parts of this agreement. Exceptions to the above include all catering contributions by the Contractor. Commissions shall be paid to the University at a minimum of quarterly and accompanied with a detailed explanation of sales.

Section 5
TECHNICAL PROPOSAL

Vendor Name: _____

1. Transmittal Letter:

- a) the vendor is the prime contractor and identifying all subcontractors;
- b) the vendor is a corporation or other legal entity.
- c) no attempt has been made or will be made to induce any other person or firm to submit or not to submit a proposal;
- d) the vendor does not discriminate in employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin or disability;
- e) no cost or pricing information has been included in the transmittal letter or the Technical Proposal;
- f) the vendor presently has no interest, direct or indirect, which would conflict with the performance of services under this contract and shall not employ, in the performance of this contract, any person having a conflict;
- g) the person signing the proposal is authorized to make decisions as to pricing quoted and has not participated, and will not participate, in any action contrary to the above-statements;(h) whether there is a reasonable probability that the vendor is or will be associated with any parent, affiliate or subsidiary organization, either formally or informally, in supplying any service or furnishing any supplies or equipment to the vendor which would relate to the performance of this contract. If the statement is in the affirmative, the vendor is required to submit with the proposal, written certification and authorization from the parent, affiliate or subsidiary organization granting the State and/or the federal government the right to examine any directly pertinent books, documents, papers and records involving such transactions related to the contract. Further, if at any time after a proposal is submitted, such an association arises, the vendor will obtain a similar certification and authorization and failure to do so will constitute grounds for termination of the contract at the option of the University;
- i) vendor agrees that any lost or reduced state or federal matching money resulting from unacceptable performance in a contractor task or responsibility defined in the RFP, contract or modification shall be accompanied by reductions in University payments to Contractor; and
- j) the vendor has not been retained, nor has it retained a person to solicit or secure a state contract on an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the vendor for the purpose of securing business. For breach of this provision, the Committee shall have the right to reject the proposal, terminate the contract and/or deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee or other benefit.

2. Vendor Information: The vendor must include a narrative of the vendor's corporation and each subcontractor if any. The narrative shall include the following:

- a) date established;
- b) ownership (public, partnership, subsidiary, etc.);
- c) number of personnel, full and part-time, assigned to this project by function and job title;
- d) resources assigned to this project and the extent they are dedicated to other matters;
- e) organizational chart for corporate/national structure;
- f) most recent financial statement.

3. Qualifications: Only established and qualified firms need apply. The Contractor should have successfully operated numerous food services for a minimum of five (5) years. The Contractor must provide a reference list of active contracts and/or business partners, including the following information for each. Limit your responses to at least four (4). Provide the information on a separate page.

- a) Name of Institution/business partner
- b) Contact Name
- c) Contact Mailing Address
- d) Contact Email
- e) Contact Phone Number

- f) Contact Website Address
- g) Number of Years Serving Each Client
- h) Student Body FTE if applicable
- i) Date of Acquisition

List clients who have discontinued or terminated services within the past five (5) years, indicating reasons for termination. Provide the following information on a separate page: the firm name, contact person, address, e-mail address and phone number of each referenced organization.

Contractors shall present a list of institutions/businesses in the region that FHSU may visit as a part of the investigation of references. Provide this information on a separate page.

4. **Timeline:** A timeline for implementing services must be submitted with the bid.
5. **Methodology:** Bidders shall submit with the bid, a detailed explanation of the methodology for implementing services.
6. **Technical Literature:** All bids shall include specifications and technical literature sufficient to allow the University to determine that the equipment/services meet(s) all requirements. If a requirement is not addressed in the technical literature, it must be supported by additional documentation and included with the bid. Bid responses without sufficient technical documentation may be rejected.
7. **Business Procurement Card:** Fort Hays State University uses a State of Kansas Business Procurement Card (currently Visa) in lieu of a state warrant to pay for certain purchases. No additional charges will be allowed for using the card. Bidders shall indicate on the Signature Sheet if they will accept the Business Procurement Card for payment. If there is a limit to the dollar amount a procurement card will be limited to, bidders shall indicate this on the Signature Sheet.
9. **Section A: Residence Dining Program:**
 - a) Describe renovations plans you have for the McMIndes dining facility.
 - b) Describe service programs for open grilling, service islands, branded concepts, etc. you intend to incorporate.
 - c) Submit an outline describing the number, portion size, and types of food to be offered at each meal. Include all monthly menu cycles and service concepts you propose to incorporate.
 - d) Describe the food quality grade and standards you use for food (i.e. meat, produce, milk, eggs, lettuce, etc.).
 - e) Describe how you incorporate nutritional (e.g. heart healthy, low salt, low fat), and allergen-free options into daily menus.
 - f) Explain the details of nutrition education/awareness programs and labeling of foods.
 - g) Describe your program for sick trays, "to go" meals (hot and cold), and how you approach class/work s.
 - h) Describe how you would approach working with the diverse diet expectations of our international and domestic student population.
 - i) Describe the frequency and nature of your pace changers, "special event meals", "theme meals", "finals feeding frenzy", etc. Provide sample menus. Describe how pace changers are communicated/marketed.
 - j) Detail your proposed hours of operation for the McMIndes dining facility and any variability in the level of service available throughout the day.
 - k) Describe how you will facilitate a "seamless" environment in which students on a residential dining program can access meals at other food service operated on-campus venues. Detail the board program options. Address guest meal policy.
10. **Section B: Retail**
 - a) Describe the proposed program for the Memorial Union dining operation, to include but not be limited to:
 1. Concepts and comprehensive menus with proposed cash prices/portion sizes
 2. Brands, (local, national and/or regional including rationale for recommending the brands

3. Floor plans/renderings indicating the location of each concept/brand
 4. Heart-healthy, low cholesterol, low-fat, and vegetarian/vegetable options
- b) Describe your proposed coffee service operation.
 - a. Concepts and comprehensive menus with proposed cash prices/portion sizes
 - b. Brands, (local, national and/or regional including rationale for recommending the brands
 - c. Floor plans/renderings indicating the location of each concept/brand
 - d. Heart-healthy, low cholesterol, low-fat, and vegetarian/vegetable options
 - c) Describe your proposed program for the Victor E. Village retail operation.
 - a. Concepts and comprehensive menus with proposed cash prices/portion sizes
 - b. Brands, (local, national and/or regional including rationale for recommending the brands
 - c. Floor plans/renderings indicating the location of each concept/brand
 - d. Heart-healthy, low cholesterol, low-fat, and vegetarian/vegetable options
 - d) Describe how you will conduct market research on the campus and in the local area to ensure the retail program is responsive to campus needs and preferences. In addition,
 1. Provide a sample calendar and marketing plan for one academic year for the retail dining program that will be implemented at Fort Hays State University.
 2. The plan should focus on increasing participation and include but not be limited to seasonal promotions, coupons, frequent buyer programs, off campus vendor delivery programs, etc.
 - e) Detail your proposed hours of dining operation for the Memorial Union that you believe will maximize student satisfaction and participation, and any variability in the level of service available throughout the week throughout the academic year, during vacation periods, and summer. (Minimum expectation is to have at least one operation, including the convenience store, open whenever the Memorial Union is open)
 - f) Describe and provide information on how you will implement retail food outlets in other campus locations. The plan should include concepts, location (s), service levels, offerings and prices.

11. Section C: Catering Program:

- a) Describe your comprehensive catering program, corresponding price selections, service options (e.g. linens) designed to offer everything from small low-cost events to black-tie events.
- b) Describe your menu and presentation ideas and how you will keep catering fresh and creative throughout the life of the contract. Include thoughts on your ability to create diverse menus to accommodate various populations and dietary needs.
- c) Describe any product branding you will incorporate into your catering program.
- d) Describe your pick-up programs including sales of product and supplies to recognized student organizations for outdoor food sales as a fund raiser.
- e) Describe any minimum guaranteed requirements for catered services. Specify the percentage and meals prepared.
- f) Describe your discounted catering program and price selections for student organizations.

12. Section D: Summer Service, Camps and Conferences:

- a) Describe your plans to provide meal service for summer camps and conference programs. Include menu, menu portions, menu cycle, type of service, days of service, times of service, management assignments, and other related areas. This service can be provided seven days per week during the Summer term.
- b) Describe your plans to provide meal service for early arrivals, athletics programs, and hall staff. Include menu, menu portions, menu cycle, type of service, days of service, times of service, management assignments, and other related areas. This service is provided through opening for the Fall semester.

13. Section E: Conveniences Store:

- a) Describe and provide information on how you will implement a convenience store program in the Memorial Union. The plan should include concepts, service levels, offerings and prices.
- b) Describe any other location you might provide a campus convenience store.

14. Section F: Tiger Tots:

- a) Describe how you would operate a childcare dining program to include three meal options (breakfast, lunch, and snack) per day (Monday through Friday), ages 3-6. Our site is currently licensed for a maximum of 30 children. Tiger Tots has a separate bidding process and does not fall under this food service contract.

15. Section G: Personnel:

- a) Provide a proposed campus organization chart with line and staff relationships from the director of dining services through assistant managers and/or production supervisors in each dining service unit. Attach a job description detailing duties and responsibilities for each position. Also, enclose or attach an organization chart of all proposed hourly wage personnel (full and part time) which you plan to utilize at Fort Hays State University. Include the number of positions for each unit and estimated hours of employment and job descriptions.
- b) Provide the profiles of dining service directors, chefs, and unit managers that would be available to be assigned to the University.
- c) Discuss corporate training/educational opportunities available to your staff as well as your employee retention programs. Describe local employee training programs including orientation, food handling, food preparation, food presentation, sanitation, safety, nutrition, customer service needs, equipment use, diversity training, and any other training programs you intend to implement, along with a timeline.
- d) Provide a division of responsibility for on-campus personnel. Specify the level of authority given to make operational and financial decisions as the campus level.
- e) Describe your plan to have a registered dietician available for coordination of a nutrition awareness program, menu evaluation, observe food production, sanitation methods, and student consultation by appointment.
- f) Describe the qualifications for the person responsible for marketing and how that position fits into the management team. Delineate minimum annual expectations for the marketing program.
- g) Provide an overview of your plan to adequately staff the FHSU account. Include all management positions, administrative support positions, and non-management positions for all operations.
- h) Describe plans for staffing special functions and those hosted by the President (e.g. President's Gala, Board of Regents and other dignitaries).
- i) Provide an outline of your daily housekeeping and sanitation program.
- j) Describe your student employee program including salary structure and plans for pay increases. Indicate if you have a student manager or internship program you plan to offer to FHSU.

16. Section H: Marketing:

- a) Provide a comprehensive marketing plan and budget for University dining. Include a description of strategies for promoting special events, theme meals, involvement/collaboration with other University programs and offices.
- b) Describe the system used to evaluate customer satisfaction and desires and the method used to respond to the feedback collected.
- c) Define your vision for quality customer service. Describe how you incorporate this vision into the residence, retail, catering, and concession operations.
- d) Give us an example of your web site and any mobile apps available for use with this account.

17. Section I: Technology:

- a) Describe how technology will interface with FHSU's student information system (Workday), and housing system (StarRez) to transfer data.
- b) Explain how and what technology you will use on campus and what technology is available from your company (food delivery, ordering, inventory, point of sale, and other business systems).

- c) Explain technology that will be used to enhance menu development and nutritional information available to customers.
- d) Describe any other innovations you could provide to our campus.

18. Section J: Other:

- a) Explain how you approach a commitment to incorporate programs for green initiatives, recycling, organic products, etc.
- b) Please include your current financial statement.

19. Alternate Food Programs:

Fort Hays State University is entertaining optional bids for the following retail operations. Bidders may include either or both of these alternate options.

- A. Athletic Concessions Operation.
 - 1) As an alternate, describe how you will operate the concession program for the University Athletic Department, incorporating this into the base.
 - 2) Describe the additional menu items, portion sizes, and prices for each of the concession areas.
 - 3) Describe the product brands you will incorporate into the concession areas.
 - 4) We encourage participation of student organizations, club sports, and athletic teams to provide labor for concession sales as a fundraiser for their organization. Explain how you would incorporate this practice.
 - 5) Identify any equipment/machines your company would provide to enhance the concession environment of the University.

- B. Athletic Table Operation. Describe how you would operate an Athletic Table for the Athletic Department.
 - 1) As an alternate, describe how you will operate the Athletic Table program for the University Athletic Department, incorporating this into the base.
 - 2) Describe the additional menu items, portion sizes, and prices for each of the concession areas.
 - 3) Describe the product brands you will incorporate into the concession areas.
 - 4) Identify any equipment/machines your company would provide to enhance the Athletic Table environment of the University.

Section 6
FINANCIAL PROPOSAL
(Dining Services Commission, Guarantee, and other Compensation)

Vendor Name: _____

FHSU will entertain one primary base proposal and up to two alternate cost proposals.

In order to assist the University in selecting the best possible Contractor to manage the dining service needs of Fort Hays State University, all Bidders are asked to complete the following information and price quotations in detail. The information provided in this response section, along with references and visits to accounts currently served by the bidder will greatly assist in the selection and award process.

Bidders should be aware that the quotations provided will serve as maximum prices for the first year of the Contract. Any change in price structure in subsequent years of the Contract will be established as part of the price renewal process outlined later in this document. The Contractor and the University will mutually agree upon prices of any new or additional items.

Vendor must propose Year 1 and annual price adjustment for years 2 through 5. When submitting price adjustments, either upward or downward for years 2 through 5 provide specific information regarding any indexes or information used to determine price adjustment.

2. Food Services Base Proposal

- a) Please outline all financial specifications for the following:
 1. Student Residential Life Food Services
 2. Retail Prices
 3. Summer Camp prices
 4. Catering Event prices

- b) Outline all financial specifications regarding commissions on the following and include information on how commission proposals interface with any expectations of exclusivity:
 1. Cash sales, including declining balance and all other forms of payment
 2. Summer Camps and Conferences
 3. FHSU catering on campus
 4. FHSU catering off campus
 5. Catering for community clients on campus
 6. Catering for community clients off campus

- c) Outline financial equivalencies for any renovation plans.

- d) The current contract provides at a minimum the following annual levels of catering credit: \$30,000 for Presidential events, \$15,000 for Athletic events, and \$5,000 for VPSA events. Please specify the annual catering credit levels you would offer.

- e) Specify the level of support you are willing to provide for meal plans for Community Assistants (45), Community Directors (4), Assistant Community Directors (4), Director (1) and Assistant Directors (2) of Residential Life.

- f) Specify the level of support you are willing to provide for \$1,500 in declining balance (flexi-cash) for the Vice President (1), and Associate/Assistant Vice President of Student Affairs (3).

- g) Specify the minimum annual guarantee and commission percentages.

- h) Starbucks is currently licensed under FHSU. Propose commission and payment structures where FHSU maintains the Starbucks license and vendor assumes the Starbucks license.
- i) Specify other compensation.

3. **Alternate food service options:**

Fort Hays State University is entertaining optional bids for the following retail operations. Bidders may include either or both of these alternate options.

A. Athletic Concessions Operation.

- 1) As an alternate, describe how you will operate the concession program for the University Athletic Department, incorporating this into the base.
- 2) Describe the additional menu items, portion sizes, and prices for each of the concession areas.
- 3) Describe the product brands you will incorporate into the concession areas.
- 4) We encourage participation of student organizations, club sports, and athletic teams to provide labor for concession sales as a fundraiser for their organization. Explain how you would incorporate this practice.
- 5) Identify any equipment/machines your company would provide to enhance the concession environment of the University.

B. Athletic Table Operation. Describe how you would operate an Athletic Table for the Athletic Department.

- 1) As an alternate, describe how you will operate the Athletic Table program for the University Athletic Department, incorporating this into the base.
- 2) Describe the additional menu items, portion sizes, and prices for each of the concession areas.
- 3) Describe the product brands you will incorporate into the concession areas.
- 4) Identify any equipment/machines your company would provide to enhance the Athletic Table environment of the University.

COST PROPOSAL**Vendor Name:** _____**1. Food Services Base Proposal**

- a) Please outline all financial specifications for the following:
 - 1. Student Residential Life Food Services
 - 2. Retail Prices
 - 3. Summer Camp prices
 - 4. Catering Event prices

- b) Outline all financial specifications regarding commissions on the following and include information on how commission proposals interface with any expectations of exclusivity:
 - 1. Cash sales, including declining balance and all other forms of payment
 - 2. Summer Camps and Conferences
 - 3. FHSU catering on campus
 - 4. FHSU catering off campus
 - 5. Catering for community clients on campus
 - 6. Catering for community clients off campus

- c) Outline financial equivalencies for any renovation plans.

- d) The current contract provides at a minimum the following annual levels of catering credit: \$30,000 for Presidential events, \$15,000 for Athletic events, and \$5,000 for VP/SA events. Please specify the annual catering credit levels you would offer.

- e) Specify the level of support you are willing to provide for meal plans for Community Assistants (45), Community Directors (4), Assistant Community Directors (4), Director (1) and Assistant Directors (2) of Residential Life.

- f) Specify the level of support you are willing to provide for \$1,500 in declining balance (flexi-cash) for the Vice President (1), and Associate/Assistant Vice President of Student Affairs (3).

- g) Specify the minimum annual guarantee and commission percentages.

- h) Starbucks is currently licensed under FHSU. Propose commission and payment structures where FHSU maintains the Starbucks license and vendor assumes the Starbucks license.

- i) Specify other compensation.

2. Alternate food service options

Fort Hays State University is entertaining optional bids for the following retail operations. Bidders may include either or both of these alternate options.

A. Athletic Concessions Operation.

- 1) As an alternate, describe how you will operate the concession program for the University Athletic Department, incorporating this into the base.
- 2) Describe the additional menu items, portion sizes, and prices for each of the concession areas.

- 3) Describe the product brands you will incorporate into the concession areas.
 - 4) We encourage participation of student organizations, club sports, and athletic teams to provide labor for concession sales as a fundraiser for their organization. Explain how you would incorporate this practice.
 - 5) Identify any equipment/machines your company would provide to enhance the concession environment of the University.
- B. Athletic Table Operation. Describe how you would operate an Athletic Table for the Athletic Department.
- 1) As an alternate, describe how you will operate the Athletic Table program for the University Athletic Department, incorporating this into the base.
 - 2) Describe the additional menu items, portion sizes, and prices for each of the concession areas.
 - 3) Describe the product brands you will incorporate into the concession areas.
 - 4) Identify any equipment/machines your company would provide to enhance the Athletic Table environment of the University.

State of Kansas
Fort Hays State University
DA-146a (Rev. 12/19)

CONTRACTUAL PROVISIONS ATTACHMENT

Important: This form contains mandatory contract provisions and must be attached to or incorporated in all copies of any contractual agreement. If it is attached to the vendor/contractor's standard contract form, then that form must be altered to contain the following provision:

"The Provisions found in Contractual Provisions Attachment (Form DA-146a, Rev. 12/19), which is attached hereto, are hereby incorporated in this contract and made a part thereof."

The parties agree that the following provisions are hereby incorporated into the contract to which it is attached and made a part thereof.

- 1. Controlling Provisions:** It is expressly agreed that the terms of each and every provision in this attachment shall prevail and control over the terms of any other conflicting provision in any other document relating to and a part of the contract in which this attachment is incorporated. Any terms that conflict or could be interpreted to conflict with this attachment are nullified.
- 2. Disclaimer Of Liability:** No provision of this contract will be given effect that attempts to require Fort Hays State University or any of its affiliates ("University") to defend, hold harmless, or indemnify any contractor or third party for any acts or omissions. The terms, conditions, and limitations of liability of the State of Kansas, the University, and their employees are defined under the Kansas Tort Claims Act (K.S.A. 75-6101 et seq.).
- 3. Termination Due To Lack Of Funding Appropriation:** If, in the judgment of the Director of Accounts and Reports, Department of Administration, sufficient funds are not appropriated to continue the function performed in this agreement and for the payment of the charges hereunder, the University may terminate this agreement at the end of its current fiscal year. The University agrees to give written notice of termination to contractor at least 30 days prior to the end of its current fiscal year, and shall give such notice for a greater period prior to the end of such fiscal year as may be provided in this contract, except that such notice shall not be required prior to 90 days before the end of such fiscal year. Contractor shall have the right, at the end of such fiscal year, to take possession of any equipment provided under the contract for which it has not been paid. The University will pay contractor all regular contractual payments incurred through the end of such fiscal year, plus contractual charges incidental to the return of any such equipment. Upon termination of the agreement under this provision, title to any such equipment shall revert to contractor at the end of the University's current fiscal year. The termination of the contract pursuant to this paragraph shall not cause any penalty to be charged to the agency or the contractor.
- 4. Kansas Law and Venue:** All matters arising out of or related to this agreement shall be subject to, governed by, and construed according to the laws of the State of Kansas, and jurisdiction and venue of any suit arising out of or related to this agreement shall reside only in courts located in the State of Kansas.
- 5. Required Non-Discrimination Provision:** Contractor agrees to comply with all applicable state and federal anti-discrimination laws. Contractor specifically agrees: (a) to comply with the Kansas Act Against Discrimination (K.S.A. 44-1001 et seq.) and the Kansas Age Discrimination in Employment Act (K.S.A. 44-1111 et seq.) and the applicable provisions of the Americans With Disabilities Act (42 U.S.C. 12101 et seq.) (ADA) and to not discriminate against any person because of race, religion, color, sex, disability, national origin or ancestry, or age in the admission or access to, or treatment or employment in, its programs or activities; (b) to include in all solicitations or advertisements for employees, the phrase "equal opportunity employer"; (c) to comply with the reporting requirements set out at K.S.A. 44-1031 and K.S.A. 44-1116; (d) to include those provisions in every subcontract or purchase order so that they are binding upon such subcontractor or vendor; (e) that a failure to comply with the reporting requirements of (c) above or if the contractor is found guilty of any violation of such acts by the Kansas Human Rights Commission or if it is determined that the contractor has violated applicable provisions of ADA, such violation(s) shall constitute a breach of contract and the contract may be cancelled, terminated or suspended, in whole or in part, by the University. The provisions of this paragraph (except the provisions relating to the ADA) are not applicable to a contractor who employs fewer than four employees during the term of such contract or whose contracts with the University cumulatively total \$5,000 or less during the fiscal year.

Contractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take

affirmative action to employ and advance individuals in employment without regard to race, color, religion, sex, national origin, protected veteran status or disability.

6. **Acceptance Of Contract:** This contract shall not be considered accepted, approved or otherwise effective until the statutorily required approvals and certifications have been given.
7. **Arbitration, Damages, Warranties:** Notwithstanding any language to the contrary, no interpretation of this contract shall find that the University has agreed to binding arbitration, or the payment of damages or penalties. Further, the University does not agree to pay attorney fees, costs, or late payment charges beyond those available under the Kansas Prompt Payment Act (K.S.A. 75-6403), and no provision will be given effect that attempts to exclude, modify, disclaim or otherwise attempt to limit any damages or rights of action available to the University at law, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.
8. **Authority To Contract:** By signing this contract, the representative of the contractor thereby represents that such person is duly authorized by the contractor to execute this contract on behalf of the contractor and that the contractor agrees to be bound by the provisions thereof.
9. **Responsibility For Taxes:** The University shall not be responsible for, nor indemnify a contractor for, any federal, state or local taxes which may be imposed or levied upon the subject matter of this contract.
10. **Insurance:** The University shall not be required to purchase any insurance against loss or damage to property or any other subject matter relating to this contract, nor shall this contract require the University to establish a "self-insurance" fund to protect against any such loss or damage.
11. **Information/Confidentiality:** As a state agency, the University's contracts are generally public records. Accordingly, no provision of this contract shall restrict the University's ability to produce this contract in response to a lawful request or from otherwise complying with the Kansas Open Records Act (K.S.A. 45-215 et seq.). Moreover, no provision of this contract shall be construed as limiting the Legislative Division of Post Audit from having access to information pursuant to K.S.A. 46-1101 et seq.
12. **The Eleventh Amendment:** The Eleventh Amendment is an inherent and incumbent protection of the State of Kansas and need not be reserved, but the University here reiterates that nothing in or related to this contract shall be deemed a waiver of the Eleventh Amendment.
13. **Campaign Contributions / Lobbying:** Funds provided through a grant award or contract shall not be given or received in exchange for the making of a campaign contribution. No part of the funds provided through this contract shall be used to influence or attempt to influence an officer or employee of any State of Kansas agency or a member of the Legislature regarding any pending legislation or the awarding, extension, continuation, renewal, amendment or modification of any government contract, grant, loan, or cooperative agreement.
14. **Privacy of Student Records:** Contractor understands that the University is subject to FERPA (Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g) and agrees to handle any student education records it receives pursuant to this Agreement in a manner that enables the University to be compliant with FERPA and its regulations. Contractor agrees to protect the privacy of student data and educational records in a commercially reasonable manner and shall not transmit, share, or disclose any data about a student without the student's written consent, except to other University officials who seek the information within the context of his/her professionally assigned responsibilities and used within the context of official University business. Contractor shall promptly report to the University any disclosure of University's student educational records.
15. **Boycotts of Israel Prohibited:** Kansas 2018 HB 2482 generally prohibits the University from entering into a contract with a company to acquire or dispose of services, supplies, information technology or construction, unless such company submits a written certification that such company is not currently engaged in a boycott of Israel. For the purposes of this Section, "company" means an organization, association, corporation, partnership, venture or other entity, its subsidiary or affiliate, that exists for profitmaking purposes or to otherwise secure economic advantage. Accordingly, by executing this contract, Contractor hereby certifies that it is not currently engaged in a boycott of Israel.
16. **Harassment Policy:** Fort Hays State University prohibits sexual harassment, discrimination, and retaliation. The University's applicable policies on sexual harassment, discrimination, and retaliation are available at <https://fhsu.edu/policies/documents/harassment-policy/index.pdf> and include the procedures for submitting a complaint of sexual harassment, discrimination, or retaliation, including an anonymous complaint. Contractor and its employees, officials, agents, or subcontractors shall at all times comply with the University's policies on sexual harassment, discrimination, and retaliation.

APPENDIX A FHSU Fact Sheet

1. General Information About the University.

Fort Hays State University is a state, tax-assisted, liberal, and applied arts University established and maintained by the State to serve the people of Kansas. The University is in Hays, Kansas, a city of approximately 20,500 residents and located 260 miles west of Kansas City and 310 miles east of Denver, Colorado.

2. FHSU Student Enrollment and Credit Hours Spring 2023 and Fall 2023

Term	Headcount		SCH
	On-campus	Off-campus	
Spring 2023	3,343	6,190	92,350
Fall 2023	3,631	6,002	95,755

3. Faculty, Staff, and Student Numbers: for Fall 2023.

USS/UPS Staff - 542

Faculty - 316

Student Employees - 998

4. Residential Life

Residence Hall Counts and Boarding Percentage, Fall 2020 through Fall 2023

	Number in Halls	Number on Meal Plans	% Boarding
Fall 2020	1332	1,112	83%
Spring 2021	1143	994	87%
Fall 2021	1382	1,145	83%
Spring 2022	1331	1,091	82%
Fall 2022	1501	1,229	82%
Spring 2023	1498	1,152	77%
Fall 2023	1590	1,323	83%

APPENDIX B
Fort Hays State University Calendar

	Fall 2023	Spring 2024
Classes Begin	Monday, August 21, 2023	Tuesday, January 16, 2024
Labor Day, No Classes	Monday, September 4, 2023	
*Martin Luther King Holiday		Monday, January 15, 2024
Classes Resume	Tuesday, September 5, 2023	Tuesday, January 16, 2024
Mid Semester	Friday, October 13, 2023	Friday, March 8, 2024
Mid Semester grades due	Monday, October 16, 2023	Monday, March 11, 2024
*Spring Vacation		Monday, March 11, 2024 Tuesday, March 12, 2024 Wednesday, March 13, 2024 Thursday, March 14, 2024 Friday, March 15, 2024 Saturday, March 16, 2024 Sunday, March 17, 2024
Classes Resume		
*Fall Break	Monday, November 20, 2023 Tuesday, November 21, 2023 Wednesday, November 22, 2023 Thursday, November 23, 2023 Friday, November 24, 2023 Saturday, November 25, 2023 Sunday, November 26, 2023	
Classes Resume	Monday, November 27, 2023	Monday, March 18, 2024
Final Exams	Saturday, December 9, 2023 Monday, December 11, 2023, Tuesday, December 12, 2023 Wednesday, December 13, 2023 Thursday, December 14, 2023 Friday, December 15, 2023	Saturday, May 4, 2024 Monday, May 6, 2024 Tuesday, May 7, 2024 Wednesday, May 8, 2024 Thursday, May 9, 2024 Friday, May 10, 2024
Commencement	Friday, December 15, 2023	Friday, May 10, 2024 Saturday, May 11, 2024
Final Grades Due	Monday, December 18, 2023	Monday, May 13, 2024
Summer Term Dates:	Monday, June 3, 2024	Friday, July 26, 2024

APPENDIX C
Fort Hays State University Maps

The following maps are included below.

Campus

Memorial Union:

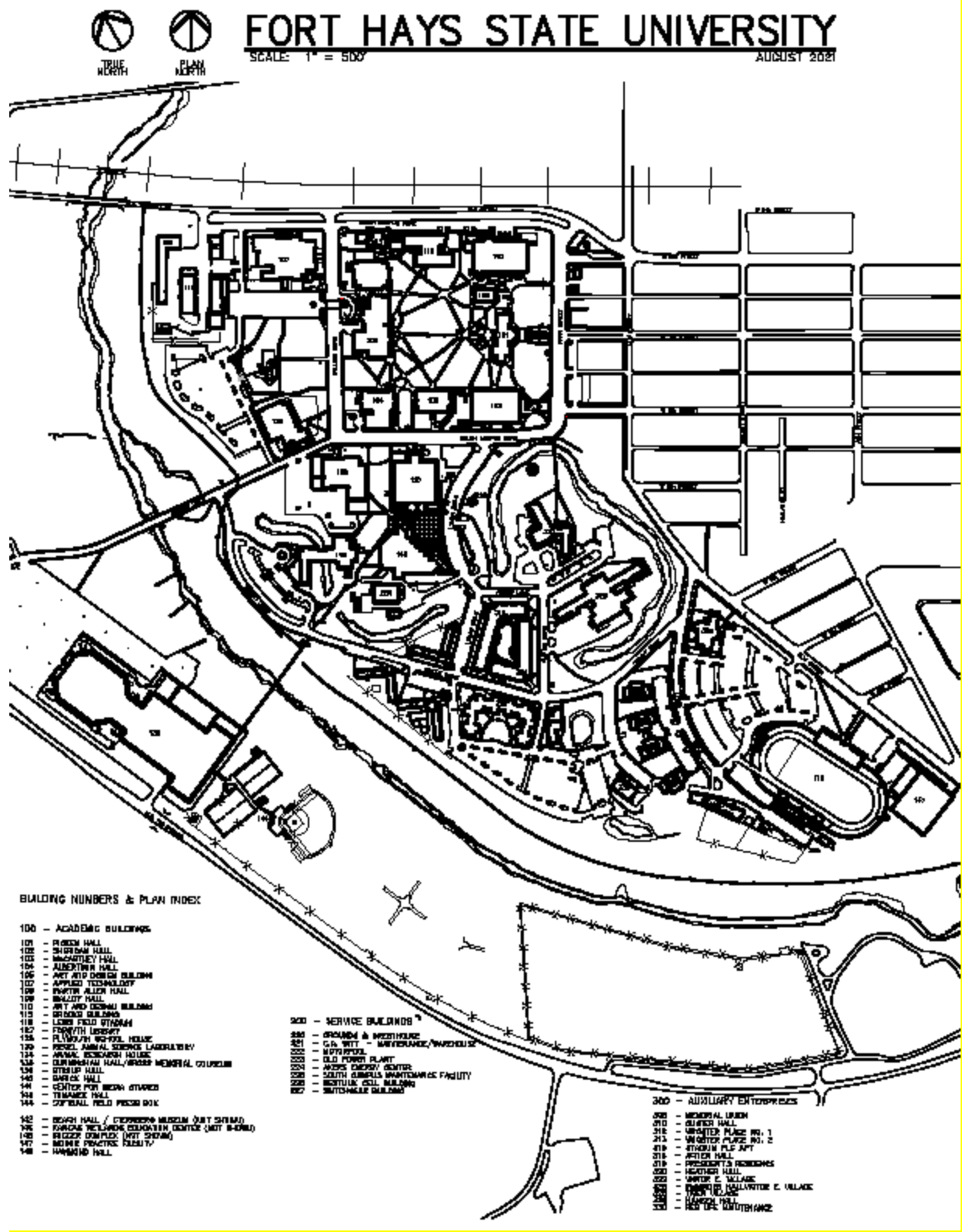
Basement Floor Plan

First Floor Plan

Second Floor Plan

McMindes Dining Services

Victor E. Village



FORT HAYS STATE UNIVERSITY

SCALE: 1" = 500' AUGUST 2021

BUILDING NUMBERS & PLAN INDEX

100 - ACADEMIC BUILDINGS

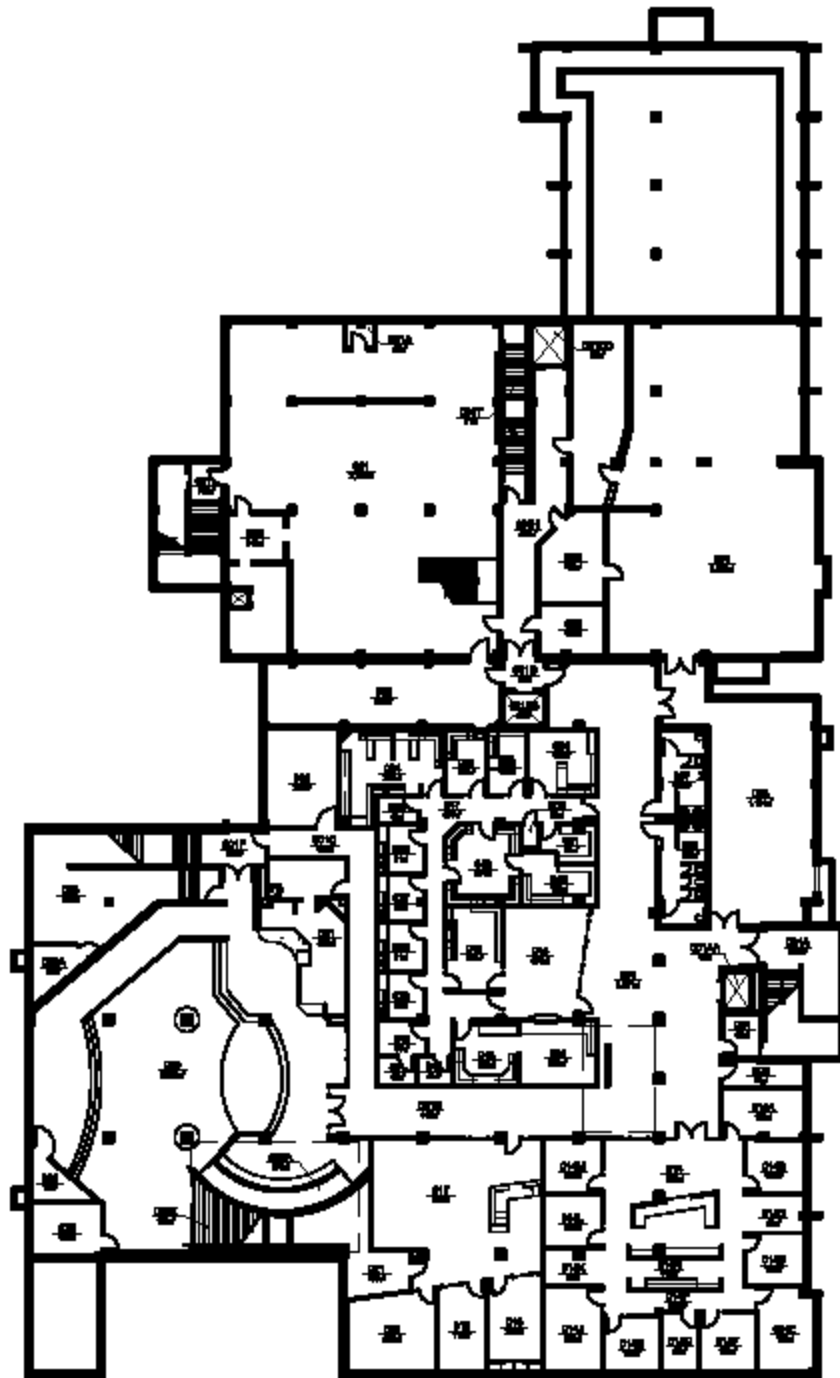
- 101 - PLYMOUTH HALL
- 102 - BRISTOL HALL
- 103 - MARGARET HALL
- 104 - ALBERT HALL
- 105 - ART AND DESIGN BUILDING
- 107 - APPLIED TECHNOLOGY
- 108 - PATTER ALLEN HALL
- 109 - BEALY HALL
- 110 - ART AND DESIGN BUILDING
- 113 - STEVENS BUILDING
- 118 - LEON FIELD STADIUM
- 127 - PLYMOUTH LIBRARY
- 128 - ELI LASHBY RECREATION CENTER
- 129 - PHYSICAL SCIENCE LABORATORY
- 134 - MINERAL RESEARCH HALL
- 135 - BURMAN HALL / WENDE MEMORIAL GYMNASIUM
- 138 - STEVENS HALL
- 140 - BARRETT HALL
- 141 - CENTER FOR MEDIA STUDIES
- 142 - TRIMBLE HALL
- 144 - CAMPBELL FIELD HOUSE
- 145 - BOYD HALL / CHRISTOPHER MUSEUM (ART STUDIO)
- 146 - FURCH WELLS GYMNASIUM CENTER (NOT B-BUILD)
- 148 - BEECH COUNSEL (NOT STUDIO)
- 147 - MOORE PRACTICE FACILITY
- 148 - HANSHAW HALL

200 - SERVICE BUILDINGS

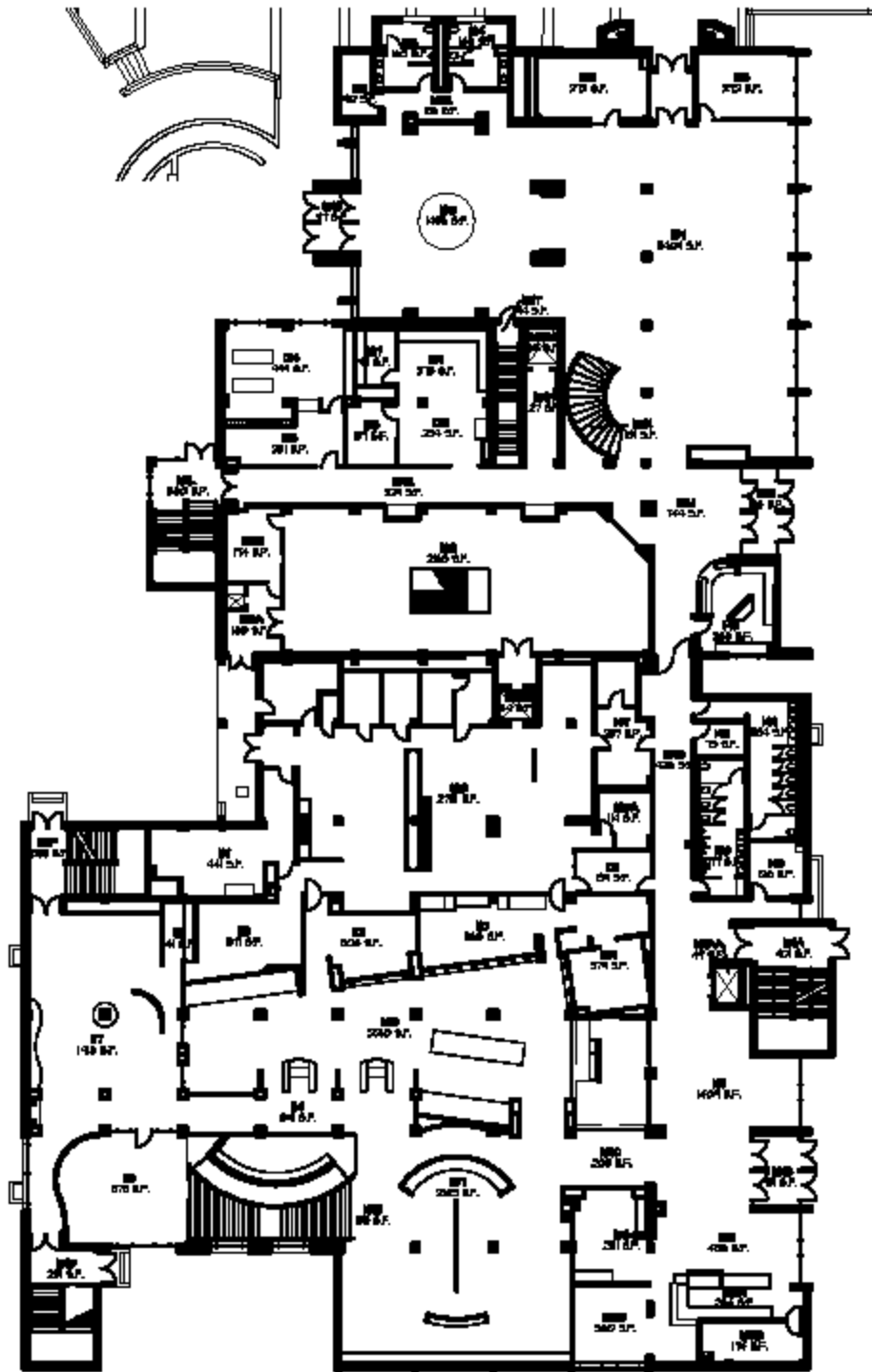
- 200 - GROUND & MECHANICAL
- 201 - G.A. WITT - MAINTENANCE/WAREHOUSE
- 202 - WATER TOWER
- 203 - OLD FERRY PLANT
- 204 - ANDERSON ENERGY CENTER
- 205 - SOUTH CAMPUS MAINTENANCE FACILITY
- 206 - BOTANICAL GILL BUILDING
- 207 - SWITCHGEAR BUILDING

300 - AUXILIARY ENTERPRISES

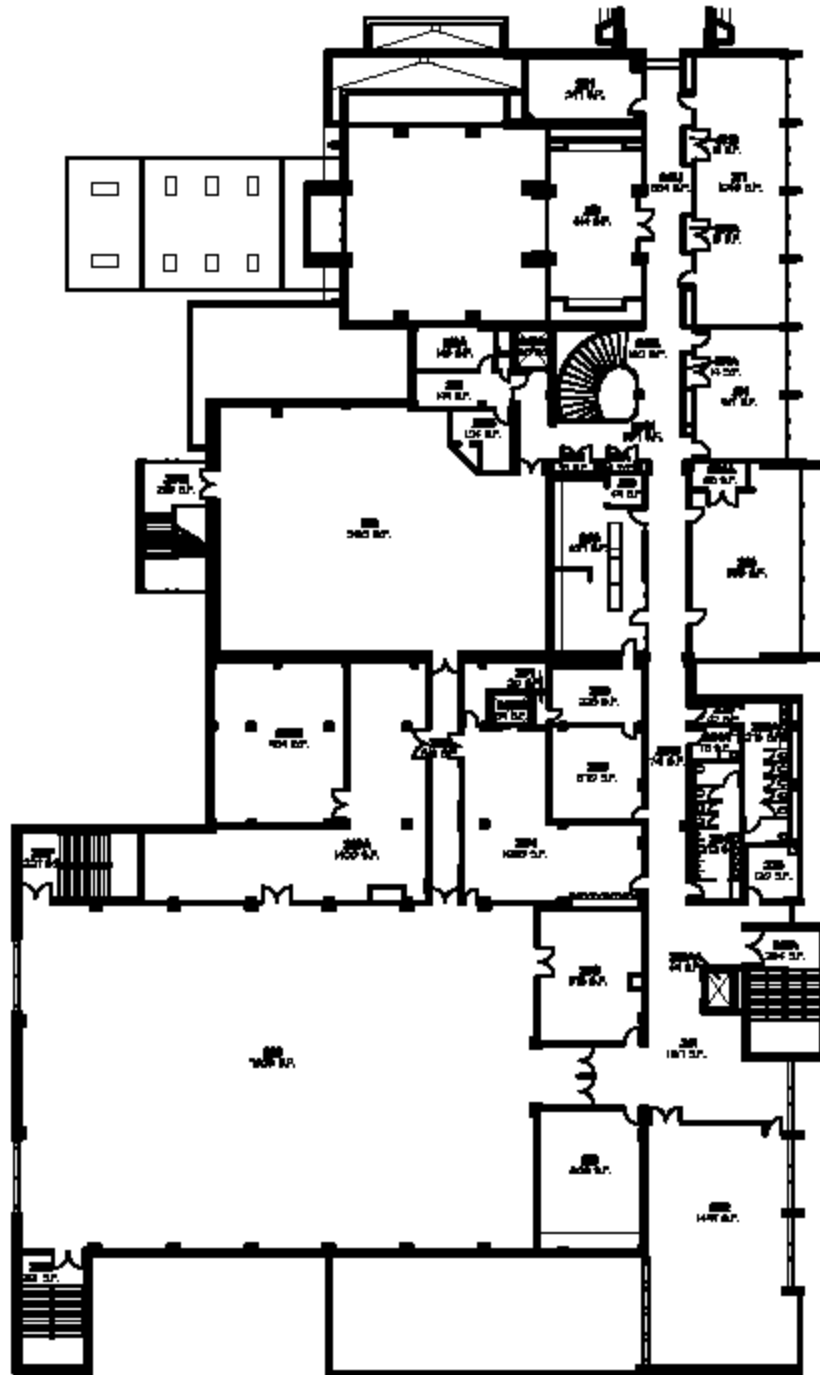
- 300 - MEDICAL CENTER
- 310 - GLENN HALL
- 312 - QUARTER PLACE NO. 1
- 313 - QUARTER PLACE NO. 2
- 314 - STEVENS PLS ART
- 315 - PETER HALL
- 316 - PRESIDENT'S RESIDENCE
- 317 - SCOTCH HALL
- 318 - HANCOCK HALL
- 319 - HANCOCK HALL
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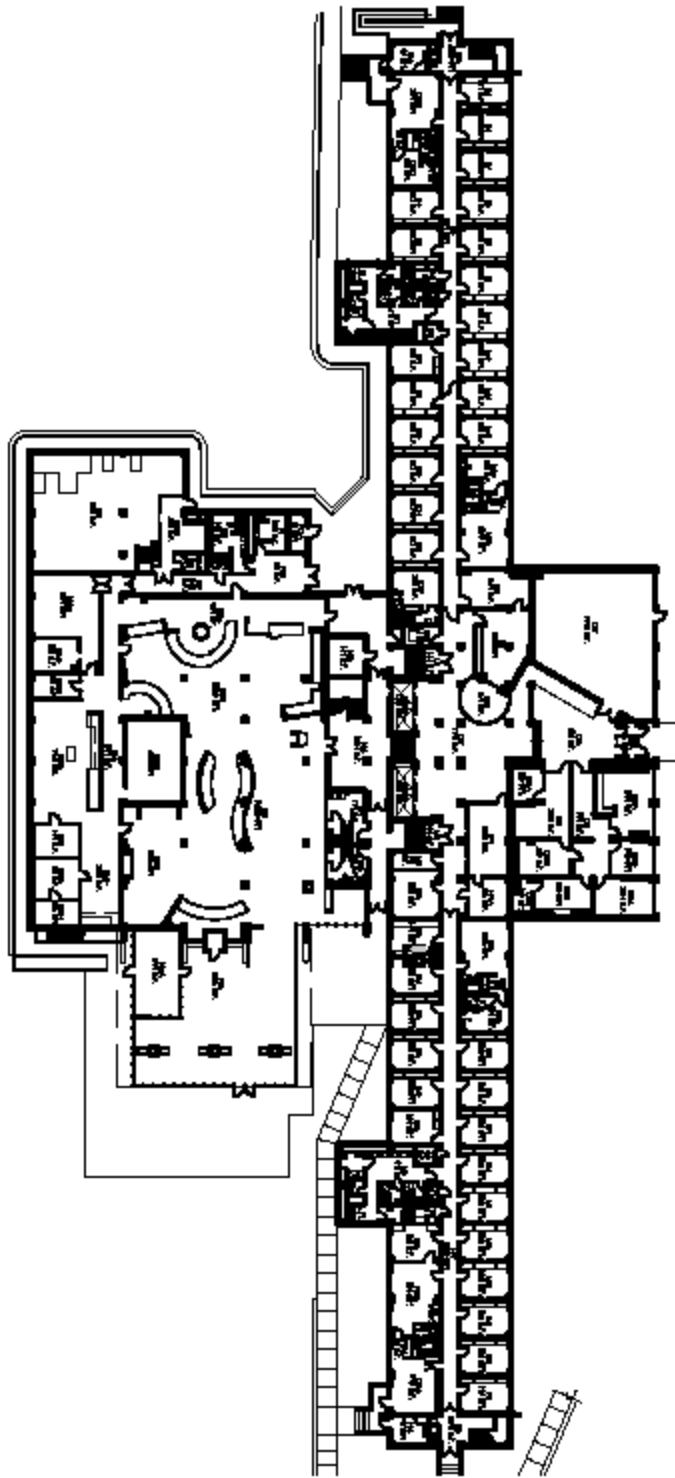
MEMORIAL UNION - BASEMENT FLOOR PLAN
NOT TO SCALE AUGUST 2022



MEMORIAL UNION - FIRST FLOOR PLAN
NOT TO SCALE
SEPTEMBER 2021

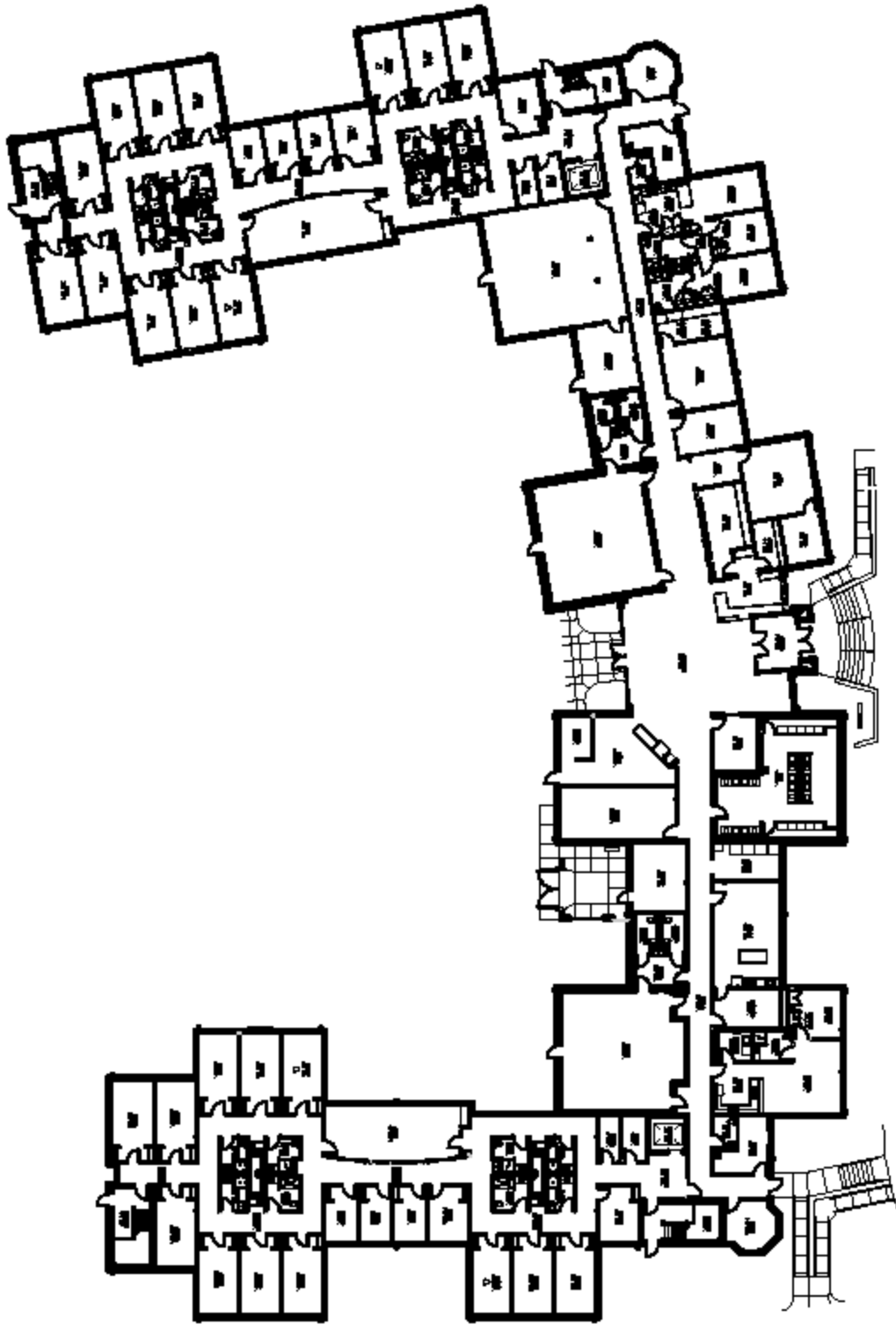


MEMORIAL UNION - SECOND FLOOR PLAN
NOT TO SCALE SEPTEMBER 2021



McMINNES HALL - FIRST FLOOR PLAN
NOT TO SCALE
SEPTEMBER 2016

VICTOR E. VILLAGE - FIRST FLOOR PLAN
NOT TO SCALE
AUGUST 2018



APPENDIX D Expectations Document

- Develop a total food service program that incorporates retail and residence dining options that complement each other and meet the diverse needs of students, faculty, staff, and external customers.
- Continuously challenge the status quo by proposing new concepts throughout the contract period that meet the ever-changing needs of students.
- Establish variety in retail operations including food offerings and hours of operation.
- Establish a management team that brings together expertise in food service management, marketing, nutrition, and culinary skills necessary to develop a complete food service program.
- Develop a quality catering program that offers everything from a small low-cost catered event that meets the needs of student organizations to up-scale events.
- In partnership with the University, develop an evaluation & assessment program to determine how effectively food service needs are being met.
- In partnership with the University, develop, implement, and evaluate a long-term integrated marketing plan for the food service program.
- Demonstrate a commitment to continuous improvement by developing and implementing creative employee training programs to enhance customer services and satisfaction levels.
- Establish connections with academic programs via internships, practicum, and other experiential programs.
- Effectively integrate state of the art technology in all services and programs.
- Develop and implement quality maintenance programs to enhance dining environments.
- Utilize food service programs to enhance student learning (e.g. nutrition, cooking, wellness, etiquette, etc.) and engagement (e.g. fun food themed events)
- Pay the Starbucks transfer fee of \$30,000 from the prior transfer from Chartwells to FHSU, along with any other fees incurred if vendor assumes Starbucks franchise.
- All beverages will be purchased through the FHSU Beverage contract provider, unless special permission is granted by the FHSU Beverage provider.
- Annually review service hours for all dining options to ensure that available hours are meeting student needs.

Appendix E Focus Groups

1. What are your current impressions of the dining/food services?
 - a. Easy to work with.
 - b. Want to see flexibility and responsiveness.
 - c. Food/Service was fantastic.
 - d. Wants someone to listen to requests, if a camp only wants hamburgers and hotdogs, give just that.
 - e. Would like to be able to create own menu for catering.
 - f. Menu was very restrictive.
 - g. Union options are nice
 - h. If you arrive later – around 7:30, there's no food on a consistent basis; same at end of lunch time – after 12:30, there's no additional food made, just scraps.
 - i. If you have class until 1, you know there won't be anything
 - j. When you show up early, even if lines have food ready, they won't let you eat until the exact start time (like 5 pm). Some people show up early to avoid lines but they can't get food from hot line even though it's ready.
 - k. Now that it's serve yourself, there's a lot of food waste because people take more than one serving – trash cans have a lot more food in them; really frustrating given they sometimes run out and a student could have had food if others didn't take too much.
 - l. Would be nice to have takeout boxes that would breakdown (recycle? Compost?)
 - m. Need consistency in how things are done and communicated.
2. Do you feel catering food options are competitively priced? (Retail/Catering/Tiger Pizza)
 - a. About 50% higher than off campus. Gellas is about \$15 per person
 - b. Tiger Mart has become higher priced, and checkout doesn't always work
 - c. Pricing is better than Subway.
 - d. Drinks are expensive.
3. Please comment on the level of customer service?
 - a. Need quicker response time
 - b. Really good.
 - c. Overly friendly at times, may talk too much at times causing long lines.
 - d. The caterers should have a checklist, making sure they ask customers all the questions on what is needed (linens).
4. Please share your typical experience with a catered event on campus.
 - a. Cookies with Cops event, under ordered a couple of years ago, acted quickly, brought down other items.
 - b. Events are awesome, planning part more of the struggle.
 - c. Have had to call for things like desert, but they were reactive and had it, just needed to bring it down.
 - d. Sometimes they would show up a little bit late.
5. Are you satisfied with the variety of menu options and pricing?
 - a. Would like to see more lighter lunch menu options.
 - b. Need more special options (vegetarian, vegan, lactose, gluten, etc....).
6. What is a food concept that you would like to see added?
 - a. Chick-fil-a
 - b. Raisin Caines
 - c. Indian food option
 - d. More authentic international foods not Americanized.
7. In your experience in working with the current or previous food service provider, were your expectations met, and why or why not?

Appendix F
FHSU On-Line Survey Results

See page 60 – 91.