



**STATE
TECHNICAL
COLLEGE**
OF MISSOURI

REQUEST FOR PROPOSAL FOR FOOD SERVICE MANAGEMENT

One Technology Drive
Linn, Missouri 65051

June 7, 2016

SCHEDULE OF KEY EVENTS

Issue of Request for Proposal	June 8, 2016
Mandatory Facility Tour and Informational Meeting	June 17, 2016
Final date for e-mailed information requests	June 21, 2016
Proposal Due Date	June 28, 2016
Award and Notification to Successful Contractor	June 30, 2016
Commencement of Service	July 1, 2016

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1. GENERAL INFORMATION AND INSTRUCTIONS

- 1.1. The successful Contractor, as an agent of State Technical College of Missouri (STC), will purchase, prepare and serve food products on the campus and provide nutritionally balanced meals for the students, faculty, staff and guests on such hourly schedules as are currently in place. The successful Contractor will provide such food and food products as may be requested for receptions, banquets, conferences and camps.
- 1.2. The primary objective of the RFP is to ensure the excellence of State Technical College of Missouri's food service program. The successful Contractor will, in conjunction with STC, design a food service program that enhances the students' quality of life and contributes significantly to the total educational experience at STC. These specifications are intended to preserve the integrity of the food service operation.
- 1.3. State Technical College of Missouri desires to hire a Contractor to provide College with high quality food service operations with the following objectives:
 - 1.3.1. Create a competitive advantage for the College.
 - 1.3.2. Enhance the academic environment with dining services for students, faculty, and guests of the college.
 - 1.3.3. Provide food and beverages for internal and external catered events.
 - 1.3.4. Maintain a reasonable operating cost to STC.
- 1.4. Proposals will be received for items specified herein or attached hereto under the terms and conditions of this proposal and general specifications enclosed.
- 1.5. Proposals must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed by a person authorized to legally bind the person, partnership, Contractor or corporation submitting the proposal.
- 1.6. By submitting a proposal, the Contractor agrees to be governed by the terms and conditions set forth in this document. Any proposal containing variations from terms and conditions set forth herein may be deemed unresponsive by STC. All provisions of this Request for Proposal and the successful Contractor's proposal provide the specifications for and obligations of both parties for the dining services operation. A contract agreement will be executed by all duly authorized

representatives; this Request for Proposal (RFP), and the successful Contractor's proposal will be made a part of the awarded contract.

- 1.7. Proposals are to be prepared simply and in a manner designed to provide STC with a straightforward presentation of the Contractor's capability to satisfy the requirements of this RFP.
- 1.8. Proposals must include all applicable requested information and meet all specification requirements. If significant errors are found in the proposal, or if the proposal fails materially to conform to the requirements of the RFP, the proposal will be rejected.
- 1.9. Contractors are encouraged to submit any additional information or comments they wish considered.
- 1.10. Commercial or financial information obtained in response to this will not be disclosed. All Contractors must visibly mark as "confidential" any proprietary, financial or commercial information, which, if disclosed, might cause harm to the Contractor's competitive position.
- 1.11. The Contractor must bear all costs associated with the preparation of the proposal and of any oral presentation requested by STC.
- 1.12. Contractor must, upon request of STC, furnish satisfactory references and evidence of their ability to furnish products or services in accordance with the terms and conditions of this RFP. The Contractor must satisfy STC that it is able to meet the conditions of the agreement without assistance from any outside source.
- 1.13. Each Contractor shall fully acquaint itself with conditions relating to the scope and restrictions attending the execution of the work under the conditions of this RFP. The failure or omission of a Contractor to acquaint itself with existing conditions shall in no way relieve it of any obligation with respect to this RFP or to the contract.
- 1.14. Contractors mailing proposals should allow a sufficient mail delivery period to ensure timely receipt of their proposals by the issuing office. Any proposals received after the scheduled opening date and time will be immediately disqualified.
- 1.15. Correction or withdrawal by the Contractor of inadvertently erroneous proposals or the cancellation of an award or contract based on such mistakes will be considered only upon the Contractor's written request to correct or withdraw the

proposal. The request must document the basis upon which the correction or withdrawal is sought.

- 1.16. A bidder's conference will be held June 17, 2016 at 2:30 PM in the Main Stream Cafe. During this time a complete tour of the dining facilities will be offered.
- 1.17. Proposals are due at the office of the Chief Financial Officer, Ms. Jenny Jacobs, One Technology Drive, Linn, MO 65051, by 5:00 PM on June 28, 2016.
- 1.18. Two (2) copies of the proposal are required. Each copy of the proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume.
- 1.19. All questions regarding this RFP should be directed to Ms. Jenny Jacobs, via e-mail at jenny.jacobs@statetechmo.edu by June 21, 2016. Reply to each e-mail will be made by June 24, 2016, also via e-mail. No phone inquiries will be accepted or returned.
- 1.20. Sealed Proposals will be received by State Technical College of Missouri until 5:00 PM on the opening date shown.
- 1.21. Proposals are to be mailed or delivered to:

State Technical College of Missouri
Attention: Ms. Jenny Jacobs
One Technology Drive
Linn, MO 65051

The submitting Contractor is required to have printed on the envelope or wrapping containing his proposal, "Request for Proposal for Food Service Management" and the proposal opening date.

- 1.22. The contract shall be awarded to the responsive and responsible Contractor whose proposal is determined to be most advantageous to State Technical College of Missouri. STC is not bound to accept any proposal based on price alone, but will make an award based on the evaluation factors set forth herein. STC further reserves the right to reject any and all proposals and STC will be the sole judge as to whether the Contractor's proposal has or has not satisfactorily met the requirements of this RFP.
- 1.23. Contractors are cautioned that STC is not obligated to ask for or accept after the closing date for receipt of proposal, data which is essential for a complete and thorough evaluation of the proposal. STC may award a contract based on initial

offers received without the discussion of such offers. Accordingly, each initial offer should be submitted on the most favorable and complete price and technical terms possible.

- 1.24. Proposals should be submitted in the format listed by the numbering system as follows:

- Section 1. Experience and Qualifications
- Section 2. Program Description
 - Resident Dining - include description of service style, programs and a 4-week menu cycle
 - Retail Dining - include description of recommended concepts, suggested operating hours, menus, pricing and sample promotions
 - Catering - provide a minimum two tier structure for daily catering and presidential events
- Section 3. Marketing and Promotions
 - Specific Market Research programs
- Section 4. Nutrition and Wellness
 - Provide detailed description of your health and wellness program
- Section 5. Management and Staffing
 - Management and Staff Training Programs
- Section 6. Continuous Improvement
- Section 7. Sanitation and Safety
- Section 8. Corporate Responsibility
 - Evidence of commitment to Sustainability
 - Participation in community

2. QUALIFICATIONS AND EXPERIENCE

It is the purpose of this document to obtain as much complete data as possible from each prospective Contractor to enable STC to determine which Contractor is best able to serve all criteria to be considered. To this end, each Contractor should furnish as part of its proposal a general description of experience in the field of educational food service and catering operations. In order to be considered a viable Contractor, any interested party must meet each of the following criteria.

- 2.1. Contractor must be licensed or incorporated to do business in the State of Missouri.
- 2.2. The interested party must have been in business for the past twenty five (25) consecutive years, and currently be doing business in like food service operations.
- 2.3. An interested Contractor to be considered must have operated a college/university dining program for a minimum of the past twenty (20) years.

- 2.4. An interested Contractor to be considered must have provided catering services for conferences, banquets, weddings, and other similar food service events for a minimum of the past twenty (20) years.
- 2.5. Proposals must include name, address and telephone number of the operating Contractor. Identify the individual authorized to negotiate and sign a contract. Also, identify local representative.
- 2.6. The duration and extent of experience in operation of educational food service and catering. Explain in full detail.
- 2.7. A list of similar operations and locations where you are presently operating or have operated similar food services. Give length of time, name, address, and contact information of the educational facility contact person for each location. Experience must include campus dining operations of a similar size within a reasonable distance of State Technical College of Missouri.
- 2.8. A list of accounts that have chosen not to renew contracts or have terminated contracts within the last three (3) years. Give name, address, and contact information of the educational facility contact person for each location and reason for non-renewal/termination.
- 2.9. A complete balance sheet or annual report certified by a public accountant for the most recent fiscal year of operation.
- 2.10. Provide chart for the Regional Support within a reasonable distance of STC.
3. SCOPE OF OPERATION
 - 3.1. The Contractor will be responsible for the following operational areas:
 - Resident dining (to include cafeteria and adjoining snack shop)
 - Retail dining (to include cafeteria and Orbit Lounge)
 - Catering
 - Concessions as needed
 - 3.2. The Contractor shall also provide food service for the following food service components:
 - Summer Programs
 - Special College Events
 - 3.3. Vending is not included in the operational or component areas.

4. HOURS OF SERVICE

- 4.1. The Contractor will provide food service in the following areas. Interested Contractors shall submit recommendations for hours of service including the option of continuous hours. Current hours of operation are as follows:

Monday--Thursday	Main Stream Cafe	Orbit Lounge
Breakfast	6:30 AM--9:30 AM	
Lunch	10:30 AM--2:00 PM	
Dinner	4:00 PM--6:30 AM	4:00 PM--8:00 PM
Friday		
Breakfast	6:30 AM--9:30 AM	
Lunch	10:30 AM--2:00 PM	4:00 PM--8:00 PM

- 4.2. Once service days and hours are approved, any addition or reduction shall be submitted to the State Technical College of Missouri Administration by the Contractor in writing for approval prior to implementation.
- 4.3. Summer and Holiday hours of operation will be consistent all calendar year regardless of the level of activity on campus and will be based on group needs, staff needs and summer programs.

5. MENUS AND PRICING

- 5.1. Resident Dining Menus – Interested Contractors are required to submit four (4) one-week menus for the resident dining program. Special diet menus are considered an integral part of the Dining program (This should include vegetarian and wellness plans.)
- 5.2. Staff Relations – Relations with customers shall always be courteous and attentive while providing efficient service. STC has placed a very high value on customer service. It is essential that the Contractor fully understands and commits to the principles of STC.
- 5.3. Retail Menus – Interested Contractors shall provide menus for the retail location, as well as pricing recommendations for each menu. Once the core menus and pricing are established, changes may not be made without prior notice and the express consent of STC.

6. MEAL PLANS

6.1. Board Plans: Each interested Contractor should prepare bids based on the current student board plan. This board plan is presented as a basic program. Each Contractor is encouraged to be creative in developing other plans sensitive to student needs as well as the needs of faculty and staff on campus.

6.1.1. All STC residential students are required to be on the 14-Meal Plan. This plan provides all-you-can-eat breakfast, lunch, and dinner served Monday-Thursday, and breakfast and lunch on Friday plus \$50 dollars in points to be spent in the Orbit Lounge or Café.

6.2. Commuter Plans. Commuters are not required to purchase a meal plan, but may purchase a plan if they desire. Commuter students may purchase either the 14-Meal Plan or 5-Meal Plan. The 5-Meal Plan provides participants any 5 all-you-can-eat meals per week from the meals served in the Main Stream Café.

6.3. Students with special medical/dietary conditions not able to be met by the Contractor may be considered for a partial waiver of the meal plan requirement. Contractor is expected to meet the dietary needs of all students residing on campus. Interested Contractor should demonstrate the ability to work with students with special dietary needs.

7. SUMMER STUDENT PROGRAMS/CAMPS/CONFERENCES

7.1. Provide a full schedule of catering rates for items provided as part of non-College and College-sponsored conferences or meetings including continental breakfast, boxed lunch, and full meal service.

7.2. The Contractor shall propose a rebate to the College, payable each month, of a percentage on sales derived from non-College catering. No rebates shall accrue from college sponsored catering/conferences.

7.3. Contractor shall provide food service for summer sessions as required.

8. CATERING SERVICES

8.1. A comprehensive catering program shall be offered that meets the needs of STC. The Contractor agrees that it will use its best efforts to promote and enhance the catering service, and that all College catering and event services contracted through the State Technical College of Missouri will be done through the Contractor's catering service unless mutually agreed upon. A catering brochure and pricing guide will be required, for approval of STC Administration.

- 8.2. Interested Contractors should provide detailed standards for catering events ranging from informal meetings to formal sit down and buffet style dinners. Quantities served could range from 5 to 2500.
- 8.3. Food and beverage service for both STC sponsored or affiliated functions, such as banquets, receptions, refreshment services, private parties, conferences, or other special events, shall be provided as requested of the Contractor. The Contractor will have the exclusive right to provide catering services on campus.
- 8.4. The STC Administration controls space commitment and scheduling of STC events. When food service is requested in conjunction with an event, the Contractor shall consult on and coordinate the menu, details of service required, and advise on effective program arrangements required.
- 8.5. The Contractor shall honor the specific commitments of menus, prices, and other arrangements made by the STC Administration for catering service prior to the start of the contract. For those events that are booked in advance, the Administration will make every effort to see that the specific terms agreed upon are fair and reasonable in order to avoid placing an unfair burden on the Contractor or State Technical College of Missouri.

9. NUTRITION AND WELLNESS

- 9.1. Contractor shall provide a health and wellness program that focuses on treating the whole student.
- 9.2. The program should make available a wide range of educational health and wellness information including dietary trends, recipes, nutritional information and lifestyle options.
- 9.3. Contractor will offer nutritional counseling.
- 9.4. Information should be readily available for access by all State Technical College of Missouri students.

10. MARKETING AND PROMOTIONS

Marketing a food service operation is becoming more important as the number of customer's increases and tastes and requirements change. Marketing should include, as a minimum, advertising food items, services offered, special dietary health care, and information about key Contractor personnel.

- 10.1. The Contractor will bear all costs associated with design, development, and printing of promotional brochures, banners, signs, etc. for student board programs and student special events as requested and approved by STC.
- 10.2. The Contractor will develop and publish, no later than mid-February each year, a student information brochure available for distribution to students enrolled for the fall semester.
- 10.3. The Contractor will develop and distribute a weekly food services calendar identifying special events, and food specials. This can be web-based in nature.
- 10.4. The Contractor will establish and meet regularly with STC's Food Service Committee. This meeting will address any changes in organization structure and personnel, as well as complaints, accolades, special achievements, special projects, etc.
- 10.5. Contractors shall state how they will regularly employ advertising and promotional effort on campus to further the visibility and image of the food service.
- 10.6. Specials – Interested Contractors shall make provision for and state examples of frequent specials and/or monotony breakers. These may be built around a holiday, campus event, or special theme, but must be provided on a regular basis.
- 10.7. Events – For major holidays, campus events or campus activities occurring, the Contractor will participate in these events by offering appropriate food service specials to compliment the event. STC Administration shall make every effort to alert the Contractor in advance about major upcoming campus events.
- 10.8. Contractor shall show evidence of marketing and communications programs to regularly communicate with students to include soliciting feedback.
11. CONTINUOUS IMPROVEMENT
 - 11.1. Contractor shall provide detailed assessment process for determining customer preferences, seeking customer feedback and continuously improving the dining operations.
 - 11.2. The continuous improvement program shall provide a program for continuous assessment of operations and development of short- and long-range goals.
12. MANAGEMENT AND STAFFING

- 12.1. The Contractor shall at all times, employ and maintain an adequate staff on the STC premises for consistent and efficient operation of all specified services (e.g., administrative, dietetic, purchasing and equipment, consultation, personnel advice and supervision.) STC may, at any time, notify the Contractor that it will no longer accept services performed by any one or more of the Contractor's employees. The Contractor shall commit to work with College to remove such employee or employees from STC's premises while working within all applicable laws and corporate Human Resource procedures.
- 12.2. The Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, age, sex, or national origin, and will make a diligent and continuing effort to ensure they are afforded equal employment without discrimination. Diligent and continuing efforts will also be made to employ handicapped persons whenever possible. Such action shall be taken with reference, but not limited to: recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff or termination, rates of pay or other forms of compensation and selection for training. All solicitations or advertisements for employees placed by or on behalf of the Contractor will request that all qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, age, sex and national origin.
- 12.3. Contractor agrees to employ only individuals who are legally authorized to work in the United States. Contractor will maintain a completed Employment Eligibility Verification (Form I-9) for all employees as required by the U.S. Department of Homeland Security and U.S. Citizenship and Immigration Services.
- 12.4. Contractor's employees will strictly adhere to STC's regulations regarding personal behavior. No drinking of alcoholic beverages is allowed on campus. All behavior of Contractor's employees will be in accordance with STC regulations.
- 12.5. The Contractor shall develop and maintain a superior management team and support personnel to fulfill the obligations and needs of an excellent food service operation. The Food Service Director and all food service management personnel shall be selected with prior approval of the STC Administration.
- 12.6. The Contractor will, at a minimum, maintain a management organizational structure that includes, but is not limited to, Food Service Director and Shift Supervisors as needed. All current hourly food service staff shall be retained and offered comparable employment at their current wage rates in the event of a change in Contractors.

- 12.7. The Contractor shall also provide sufficient back up in times of staff shortages due to vacations, illness, and inclement weather.
- 12.8. STC may provide on-campus employment opportunities for its students to assist in defraying the cost of their education. In furtherance of this policy, STC may assign certain of these students for work in the STC food service in such numbers as are mutually agreed between STC and the Contractor. This policy will be mutually agreeable to the Contractor and STC and in compliance with all local, state, and federal regulations.
- 12.9. The Contractor is strongly encouraged to develop student managers and student interns to as large a degree as is helpful and feasible at STC. Policies and procedures of the State Technical College of Missouri Financial Aid office will be followed in the employment of students.
- 12.10. The Contractor staff must participate in the STC staff meetings and other meetings appropriate and requested by the STC Administration. The STC Administration will take care to hold these required meetings at times that do not overlap with peak traffic times in the food facilities. The selected Contractor shall permit and encourage the employees to attend such meetings as the STC Administration may wish to conduct in order that such employees may more completely understand the philosophy, purposes, and programs of STC and its various departments. The Contractor shall be responsible for its employees' salaries for those meetings.
- 12.11. The Contractor must provide precise plans for each step in assuming management control and describe its ability to commit the staff personnel and resources required to develop a responsive management structure. A statement of the Contractor's management philosophy should be included.
- 12.12. The proposal shall specify how the management personnel employed to fulfill the contract will operate organizationally. All management positions proposed by the Contractor should be listed with areas of responsibility clearly defined.
- 12.13. The proposal should include resumes for the Food Service Director and District Manager who will be assigned to State Technical College of Missouri's campus. The profiles should describe the experience, education, background, specific professional accomplishments and any special qualifications.
- 12.14. The Contractor's district manager and/or executive staff shall make regularly scheduled visits during operation of the food service. When the College has a special meal or function and needs additional support, the Contractor will provide certain other chefs, production and management personnel. The district manager

will personally supervise the College food operations on a regularly scheduled basis.

13. CLEANLINESS, SANITATION AND SAFETY

- 13.1. The utmost importance is placed on proper sanitation standards. National Sanitation Foundation (NSF) standards for food service establishments must be monitored and maintained. The Contractor will provide sanitation standards and work with the STC on maintaining the operations. Any violations of these standards shall be reported to STC Administration with a detailed plan for correction of the violation at hand. The Contractor shall adhere to the highest standards of cleanliness and sanitary practices to insure continual sanitation in all functions and matters related to the food service operations, including the appearance and performance of the food handlers in the preparation, service, transport, and storage of food and related items.
- 13.2. The Contractor should provide a copy of their Quality and Sanitation Assurance Program in their proposal for review.
- 13.3. Contractor shall implement and monitor the approved program with regular Quality Assurance & Sanitation Audits of the On-Site service. The Contractor shall maintain a minimum rating for both the Quality Assurance and Sanitation Audits, which will mutually be determined by STC and the Contractor as of the commencement date.
- 13.4. The Contractor should do everything possible to protect customers and employees' health by operating clean, safe, and sanitary premises. To make the facilities maximally appealing to customers, the Contractor will employ housekeeping and sanitation programs that meet the highest standards of cleanliness.
- 13.5. Food shall be properly handled, transported, stored, refrigerated, and frozen to prevent spoilage and contamination. When food service is not operating, all food shall be stored and/or disposed of properly to prevent spoilage during unsupervised periods.
- 13.6. Washing procedures for dishes, glasses, silverware, utensils, pots and pans shall result in thorough cleaning and sanitation.
- 13.7. The Contractor shall use an aggressive program of accident prevention and safety education. Proper instructions and training shall be provided on the use of the equipment and techniques of handling food to aid in the goal of having an accident free, safe environment. First aid supplies will be available for use as

needed. Employees are to be trained by the Contractor where to find them and how to use them. All injuries and accidents are to be reported to the STC Administration on the day they occur.

- 13.8. Interested Contractor shall submit a copy of their safety program with their proposal.

14. FACILITIES AND EQUIPMENT

- 14.1. State Technical College of Missouri will provide at its own expense furniture, fixtures, and equipment for use by the Contractor on premise for the equipping of services as currently provided. Ownership of all property furnished by STC shall remain with STC. Upon termination of the contract agreement with Contractor, all furniture, fixtures, and equipment furnished by STC will be returned in good condition allowing for ordinary wear and tear, reasonable loss, breakage or damage by fire or the elements. The Contractor is encouraged to provide creative structuring of future capital equipment needs.
- 14.2. State Technical College of Missouri shall furnish all utilities except long distance telephone service, access to copy machine, rubbish removal, maintenance of equipment for the food service operation and paper supplies (toilet tissue and paper towels only) for the food service areas on campus.
- 14.3. The Contractor shall be responsible for advising STC of required additional capital equipment purchases, and of required repairs and replacement of capital equipment and related facilities. STC shall be responsible for the purchase of additional capital equipment and shall make or authorize repair or replacement of worn, damaged, or malfunctioning equipment, except wear, damage, or malfunctioning, which is caused by the negligence of the Contractor. In such cases, STC shall, at its option, request the Contractor to make and pay for the necessary repairs and replacement or repair of said capital equipment. The Contractor will be responsible for all such costs.
- 14.4. A preventative maintenance program will be suggested and implemented by the Contractor. This program and regular replacement of worn, damaged, or malfunctioning capital equipment and related facilities shall be approved of and paid by STC and executed with the full cooperation of the Contractor.
- 14.5. The Contractor may propose that STC purchase or lease additional equipment for the purpose of upgrading, augmenting, or expanding the services to be provided under the contract. State Technical College of Missouri may at its sole discretion purchase or lease such equipment for the facilities, in which event such equipment

shall thereafter be treated in the manner herein provided existing equipment in the facilities.

- 14.6. The Contractor will consult with STC on the disposition or use of excess capital non-expendable or expendable food service supplies and equipment. The disposition shall be the responsibility of STC.
- 14.7. State Technical College of Missouri will provide and furnish the Contractor with office space and suitable office furniture within a location to be designated by STC. The office items and space shall be for the exclusive use of the Contractor during the term of the contract agreement, subject to the College's right to enter therein, but such office items shall remain the property of STC.
- 14.8. State Technical College of Missouri owned furnishings and equipment should not be used, lent, or rented to a third party except with the written permission of STC.
- 14.9. The Contractor shall take such measures as may be reasonably required by STC Administration for protection against loss by pilferage or destruction. Any occurrences of pilferage or destruction are to be reported to STC Administration on the same day of occurrence.
- 14.10. The Contractor shall not produce, store, or use STC facilities, equipment and/or inventory for other Contractor owned or contracted operations, other individuals, groups or organizations without the express prior written consent of the STC Administration for each request.
- 14.11. If there are food or beverage items under the contract which must be transported by the Contractor, the Contractor is responsible for providing and using a motor vehicle for such purpose and for providing qualified and adequate number of personnel to operate the vehicle. The Contractor shall be liable for damages or injuries caused by the intentional misconduct or negligent operation of said motor vehicle by the employees or agents of the Contractor.
- 14.12. The Contractor must utilize the existing point of sale system or replace with equipment and software that the Contractor ensures is integrated with the College's software.

15. INDEMNIFICATION AND INSURANCE

- 15.1. Except as otherwise expressly provided, Contractor and Client shall defend, indemnify and hold each other harmless from and against all claims, liability, loss and expense, including reasonable collection expenses, attorneys' fees and court costs which may arise because of the sole negligence, misconduct, or other fault

of the indemnifying party, its agents or employees in the performance of its obligations under this Agreement. Notwithstanding the foregoing, with respect to property damage, for which the parties maintain a system of coverage on their respective property, each party hereto waives its rights, and the rights of its subsidiaries and affiliates, to recover from the other party hereto and its subsidiaries and affiliates for loss or damage to such party's building, equipment, improvements and other property of every kind and description resulting from fire, explosion or other cause normally covered in standard broad form property insurance policies. This clause shall survive termination of the contract agreement.

15.2. The successful Contractor shall furnish to STC prior to the commencement of services an insurance certificate evidencing that it maintains coverage acceptable to STC for the following:

- Workers' Compensation and Employee's Liability providing statutory coverage A and coverage B limits of \$500,000/\$500,000/\$500,000.
- A comprehensive General Liability policy naming State Technical College of Missouri as additional named insured with minimum limits of \$1,000,000 each occurrence, \$2,000,000 aggregate, combined single limit, bodily injury including death, property damage liability and coverage for personal injury, blanket contractual liability and products liability.
- A comprehensive automobile policy with a limit of \$1,000,000 combined single limit for bodily injury and property damage.
- Umbrella excess policies providing limits of not less than \$10,000,000 combined single limit over the primary coverage's.
- The certificate shall specify the date(s) when such insurance expires and shall further provide for thirty- (30) days prior notification to STC of cancellation or material changes in coverage, and renewal certificates shall be in STC possession prior to expiration dates of all policies noted therein.

15.3. Contractor's employees must comply with all campus registration and parking regulations and are subject to penalties for violations as prescribed.

15.4. The successful Contractor shall make available, the services of a designer or other qualified person to assist in developing plans to build or renovate food service areas as desired by STC.

16. INSPECTIONS

16.1. Representatives from STC reserve the right to inspect other educational food service operations contracted by interested parties prior to any award of contract.

17. INVENTORIES

- 17.1. The Contractor shall acknowledge receipt from STC of certain foodstuffs, paper supplies, and cleaning supplies set forth in an inventory to be completed and agreed on by both the Contractor and STC Administration as of the close of business on June 30, 2016, or earlier if arrangements can be agreed upon. Fair market value will then be determined and shall be paid to STC no later than July 10, 2016.
- 17.2. The Contractor shall propose scenarios for the current inventories of china, glassware, flatware, kitchenware, trays, utensils, and other smallwares. These scenarios should include maintaining inventories, purchase of said inventories and replacement of same.

18. STANDARDS

- 18.1. The Contractor shall provide standards of operation, management, and support services of the best quality available in the institutional food service industry. The Contractor should understand that, while it is an independent contractor, the method of doing business and actions reflect on STC. It is for this reason, among others, that the STC Administration takes an active interest in how the food service is operated. State Technical College of Missouri will attempt to be sensitive to the needs of an independent contractor, at the same time it is important that the interested Contractor learn about and understand the operation of STC in order that our efforts are compatible and contribute positively to the "Quality of Life" at STC.

19. QUALITY CONTROL

- 19.1. The optimum quality and value of food products shall be offered to match the desires of STC. The Contractor will use top quality ingredients in the preparation of all products. All food and supplies purchased shall conform with the specified minimum standards of federal and state specifications including, but not limited to:
- Beef - all beef cuts will be U.S.D.A. (minimum 80% lean) Top Range Choice steers and heifers used only. Primal cuts that will be purchased will include round, loin, flank, rib and chuck. No plate or shank cuts will be used. All ground beef will be "special" (meat shall come from 100% carcass).
 - Pork - U.S.D.A. No. 1-Cured, smoked and fresh
 - Lamb - U.S. Choice-No mutton used
 - Veal - U.S. Choice

- Poultry - fresh U.S.D.A. Grade A No. 1
 - Hot Dogs - only all-meat products may be used
 - Milk - Grade "A" under 30,000 bacterial c.c.
 - Cream - 20% Butterfat
 - Buttermilk - 8% Milk Solids
 - Cream - Whipping (Heavy)-36% Butterfat-Whipped toppings and dried milk solids will be used for baking purposes only
 - Ice Cream - 12% Butterfat
 - Cheese - U.S. Grade "AA"
 - Coffee - Grade "1"-No soluble used
 - Tea - Orange Pekoe and Pekoe
 - Grade "A" Large Eggs, Fresh-No storage eggs will be used.
 - U.S. Grade "A" or U.S. Fancy only canned fruits and vegetables
 - Highest grades obtainable in each commodity of frozen fruits and vegetables
 - Examples: Apples-U.S. Extra Fancy, Apricots-U.S. No. 1, Grapes-Fancy, Winter Pears-Extra No. 1, Brussels Sprouts-U.S. No. 1, Broccoli-Fancy, Tomatoes-(Greenhouse) Fancy No. 1
 - Grade "A" seafood/fish- where grade exists
 - U.S. Grade "A" condiments
 - Highest grade obtainable any miscellaneous groceries
 - Example: Nuts-No. 1
- 19.2. All meat cuts shall be in accordance with USDA specifications. Indicated grades are intended as minimum standards only, and the Contractor is encouraged to exceed these minimums whenever possible. All other foodstuffs shall be of comparable value.
- 19.3. Specific items purchased below the grade minimum shall be made only after receiving the permission of STC.
- 19.4. Recipes and production directions are to be in writing and followed explicitly to insure consistency of taste and quality in food products served. Production such as grilling, French frying, and steam cooking of items shall be continuous throughout each meal period with large quantities prepared as close as possible to the time when they will be served, while still maintaining quality and adequate stock to avoid excessive waiting by customers.
- 19.5. The Contractor will establish and constantly maintain a high level of service for food service operations. Consistently good food service shall be offered throughout the year, and the Contractor shall make every effort to insure this. The

STC Administration will not be satisfied with service that is periodic or even occasionally poor quality.

- 19.6. All foods shall be displayed in a manner that presents the optimum in merchandising and which have an appetizing appearance:
- All foods shall be appropriately garnished.
 - Color and presentation shall be considered in the selection of menus.
 - Space relationship of food items, size of containers shall be considered.
 - Any food appearing discolored, misshapen or not in the proper state of freshness will not be served.
 - Appropriate wrappings for foods are to be used as needed. Care should be taken to insure that wrappings are both attractive and serviceable.
- 19.7. Display and serving areas shall be clean, orderly, and attractive at all times. Specifically, the quality and appearance of food shall be observed by the Contractor prior to the start of each peak traffic period, and as frequently thereafter as necessary for the duration of the high traffic period. Any spillage or soil spots shall be removed promptly from the serving dish, counter, steam table pans, and general serving areas. Salads and other pre-dished items shall be frequently replenished or regrouped to prevent a sparse or a disheveled appearance. Excessive pre-dishing should be avoided. Partially used, broken or spilled items shall be removed from the area promptly. Food serving areas are to be well stocked throughout the posted serving hours. In no case, will grilled or other items be reused during the posted serving time. Serving areas are to be adequately and attractively decorated at all times with seasonal displays, flowers, or special food items.
- 19.8. The end of the serving period must be just as quality oriented to the consumer as the beginning of the period in regard to number of entrees, sanitation, merchandising, temperature of food and overall satisfaction.
- 19.9. The Contractor must provide a quality program consistently throughout the year.
- 19.10. Food Service Program Requirements. Breakfast shall consist of:
- MAIN ENTRÉE--One (1) breakfast meat such as bacon, sausage or ham will be offered daily as well as biscuits and gravy. Eggs to order featuring omelets, fried eggs, and scrambled eggs available daily. A potato side such as hash browns, American fries or fried potatoes with onions and a specialty entree such as French toast, pancakes or fritters with syrup and butter will be offered.

- **CEREALS**--An assortment of eight (8) cold cereals will be offered daily if space permits. Also one (1) microwaveable hot cereal will be available in season (October through March).
- **BREADS & SWEETS**--Assorted breads, bagels, and English muffins (minimum of four different kinds) will be available daily. A fresh breakfast sweet such as pastry or warm coffee cake or donuts will be offered daily along with fresh fruit (in season).
- **CONDIMENTS**--Apple butter, two (2) jellies, honey and peanut butter will be offered along with other assorted condiments such as Tabasco, catsup, whipped margarine, and brown, white and cinnamon sugars.
- **BEVERAGES**--Fruit and vegetable juices will be offered daily along with whole milk, chocolate milk, skim milk, coffee, hot and iced tea, hot chocolate, decaffeinated beverages and assorted fruit based drinks. A variety of carbonated beverages will also be available.

Lunch shall consist of:

- **SOUPS**--Two (2) fresh-made soups with the appropriate condiments and crackers daily. Chili in season.
- **SALAD BAR**--A Salad Bar with tossed lettuce, prepared salads, dressings, one (1) fat free, and as many as possible accouterments will be offered daily given the size of the existing salad bar equipment.
- **MAIN ENTRÉE**--Three (3) entrees will be offered as a choice daily with one a lower-fat entree. Entrees will consist of a solid meat and a casserole or second solid meat and a hot sandwich. Twice per week a carved meat will be featured.
- **DELI BAR**--A Deli Bar with three (3) premium cut meats plus one (1) spread and two (2) cheeses accompanied by lettuce, tomato, dill pickles, sliced onions, condiments and toppings will be offered daily.
- **VEGETABLES**--Two (2) vegetables, one (1) potato, rice, or pasta item will be available daily.
- **SWEETS**--Three (3) freshly baked desserts daily. Cookies or brownies, cake, pie or cobbler, pudding or gelatin and a wide variety of fresh fruit will be offered every day.
- **CEREALS**--An assortment of eight (8) cold cereals offered daily. Also one (1) microwaveable hot cereal available in season (October through March).
- **ICE CREAM**--Soft serve ice cream along with cones will be offered daily.
- **CONDIMENTS**--Assorted breads, hot rolls, fresh baked breads or muffins with two (2) jellies, honey, peanut butter and whipped butter with an assortment of other condiments as needed such as Tabasco, horseradish, pickle relish, BBQ sauce, ketchup, tarter and cocktail sauce.

- BEVERAGES--Whole, chocolate, and skim milk, hot chocolate, hot and iced tea, coffee, decaffeinated beverages, iced tea, assorted fruit based drinks and a variety of carbonated beverages.

Dinner shall consist of:

- SOUPS--Two (2) fresh-made soups with the appropriate condiments and crackers daily. Chili in season.
- SALAD BAR--A Salad Bar with tossed lettuce, prepared salads, dressings, one (1) fat free, and as many accouterments as possible will be offered daily.
- MAIN ENTRÉE--Three (3) entrees will be offered as a choice daily with one a lower-fat entree. Entrees will consist of a solid meat and a casserole or second solid meat and a hot sandwich.
- DELI BAR--A Deli Bar with three (3) premium cut meats plus one (1) spread and two (2) cheeses accompanied by lettuce, tomato, dill pickles, sliced onions, condiments and toppings will be offered daily.
- VEGETABLES--Two (2) vegetables, one (1) potato, rice, or pasta item will be available.
- SWEETS--Three (3) freshly baked desserts daily. Cookies or brownies, cake, pie or cobbler, pudding or gelatin and a wide variety of fresh fruit will be offered every day.
- CEREALS--An assortment of eight (8) cold cereals offered daily. Also one (1) microwaveable hot cereal available in season (October through March).
- ICE CREAM--Soft serve ice cream along with cones offered daily.
- CONDIMENTS--Assorted breads, hot rolls, fresh baked breads or muffins with two (2) jellies, honey, peanut butter, cream cheese and whipped butter with an assortment of other condiments as needed such as Tabasco, horseradish, pickle relish, A-1 and 57 sauces, BBQ sauce, ketchup, Worcestershire, taco sauce, honey and spicy mustard, mayo, tarter and cocktail sauce.
- BEVERAGES--Whole, chocolate, and skim milk, hot chocolate, hot and iced tea, coffee, decaffeinated beverages, iced tea, assorted fruit based drinks and a variety of carbonated beverages.

20. CUSTODIAL RESPONSIBILITIES

- 20.1. The Contractor will provide custodial services for all cleaning of the kitchen work area, equipment, serving areas and storage areas.
- 20.2. State Technical College of Missouri shall furnish the food service with complete building maintenance services including, without limitation, the replacement of

light bulbs and fixtures, cleaning of walls, windows, ceilings, ducts and light fixtures, and general cleaning of the dining area.

- 20.3. In the event the Contractor is required to furnish food services in areas other than those specified above, the Contractor will provide custodial services similar to and in the same manner previously specified above.
- 20.4. The Contractor shall, as a direct cost of operation, maintain standards of housekeeping and sanitation in areas under its responsibility to the complete satisfaction of State Technical College of Missouri and governmental authorities, including the requirements of the Occupational Health and Safety Act.

21. BUSINESS PRACTICES

- 21.1. The Contractor will develop an "Operations Manual," including sheets on customer service, that describes in suitable detail how its business is to be conducted and what standard procedures are to be used in the operation of the facilities.
- 21.2. The Contractor shall maintain rigid procurement procedures throughout the entire process of purchasing, receiving, storage and inventory of all foods and supplies. Receiving procedures shall be designed to insure that purchasing specifications are met and that items are promptly inspected and placed in an appropriate storage area immediately upon receipt of the goods.
- 21.3. The contract, in whole or in part, shall not be subcontracted or assigned to another contractor without prior written permission from STC Administration. Any such assignment without consent shall be void and of no force in effect. For purposes of this paragraph, any merger or sale or other conveyance of stock of the Contractor which results in a change of voting control over the management Contractor shall be considered an assignment requiring consent hereunder.
- 21.4. The Contractor will comply with all statutes, ordinances, and regulations of all federal, state, county, and city governments and of any and all of the departments and bureaus thereof applicable to the carrying on of its business.
- 21.5. The Contractor shall likewise be financially responsible for obtaining all required permits, licenses, and bonding to comply with pertinent STC regulation, municipal, county, state, and federal laws, and for assuming liability for all applicable taxes and such taxes shall not be restricted to sales, property and beverages.

- 21.6. Food handler's exams, or bonding the personnel shall be the sole responsibility of the Contractor.
- 21.7. If because of riots, war, public emergency or calamity, fire, earthquake, Acts of God, government restrictions, labor disturbance or strike, business operations at STC shall be interrupted or stopped, the performance of this contract with exception of monies already due and owing shall be suspended and excused to the extent commensurate with interfacing occurrence, and expiration dates of the contract may be extended for a period of time equal to the time of such default in performance is excused.
- 21.8. The Contractor shall maintain at all times during the term of its contract, full and complete records of all operations performed by it there under, including all purchasing invoices, payroll records, and cash register tapes used in the facilities. Unit and date shall identify cash register tapes. State Technical College of Missouri shall have the right at all reasonable times to inspect and audit the records of the Contractor. The Contractor shall also retain all such records for a period of three years after the date of the final payment of all obligations hereunder.
- 21.9. The Contractor will exercise maximum control over all cash sales and transactions, and recommend conditions and equipment, which may be needed to maintain this control.
- 21.10. The Contractor shall at its sole cost do all accounting, (on an accrual basis in accordance with generally accepted accounting principles) maintain payroll, inventory, accounts receivable, accounts payable, other reasonably associated records; subject to audit by STC at any reasonable time; including but not limited to all cash handling and cash control and all statistical information needed for such accounting.
- 21.11. State Technical College of Missouri Administration shall be informed by the Contractor of the schedule of the Contractor's audits of the records and operation of food service operations. STC shall have the option to participate in these audits. The Contractor will supply STC with a copy of any independent audit it obtains for operations hereunder.

22. FINANCIAL

- 22.1. The term "fiscal year" when used herein shall mean the twelve (12) calendar months, beginning July 1st of each year and ending with June 30th of the succeeding year. The Contractor's year-to-date reports will coincide with STC's fiscal year.

23. TERM OF AGREEMENT

23.1. The term of the agreement shall be for five years, with an option for an additional five year term and thereafter is subject to automatic annual renewal at the end of each consecutive year by mutual agreement of the parties, unless termination procedures are followed as described herein.

23.2. Either party may terminate any such agreement during its term by giving not less than sixty (60) days prior written notice to the other party of its intention to terminate the agreement and of the specific termination date. Contractor must continue all services, at the highest level of quality, until the 60 days is complete.

24. ADDITIONAL INFORMATION AND ATTACHMENTS:

- 1) Number of board days – 220 days
- 2) Operating calendar for 2016-2017
- 3) Number of students
 - a. Residential students – 144
 - b. Commuter students – 125
- 4) Board plan sales last year and year to date
 - a. FY 2015 - \$417,758
 - b. FY 2016 - \$505,702
- 5) College-sponsored catering sales
 - a. FY 2015 - \$50,000
 - b. FY 2016 - \$50,000