



REQUEST FOR INFORMATION

RFI NAME: Food and Vending Services

RFI NUMBER: 07-19-005

RFI DUE: August 16, 2019 at 1:00 p.m. Central

All correspondence or questions concerning this RFI should be addressed to purchasing@waubonsee.edu.

**Prepared by: Theresa Larson, Purchasing Manager
Version 3.0**

Sugar Grove

Rt. 47 at Waubonsee Drive
Sugar Grove, IL 60554-9454
(630) 466-7900

Aurora Downtown

18 S. River St.
Aurora, IL 60506-4131
(630) 801-7900

Aurora Fox Valley

2060 Ogden Ave.
Aurora, IL 60504-7222
(630) 585-7900

Plano

100 Waubonsee Drive
Plano, IL 60545-2276
(630) 552-7900

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COLLEGE OVERVIEW

Waubonsee Community College (WCC), located forty-five miles west of Chicago, Illinois, has served more than 300,000 students since its inception. As one of 48 public community colleges in the Illinois Community College System, WCC is governed by a board of trustees composed of seven community members elected from the district at large and a student trustee selected by the student body. WCC serves 22 municipalities, 12 public high school districts and nine private high schools in a five-county, 600-square-mile district. In order to proactively address student and community needs, WCC has cultivated a learning-centered culture that values, and an infrastructure that advances, continuous quality improvement.

Values

Quality

We constantly redefine what it means to be “the best,” seeking to improve in every area and exceed the expectations of those we serve.

Value

We focus every resource directly on the search for meaning, creating tangible benefits in everything we do.

Innovation

We are actively engaged on the frontiers of education, continuously improving the learning environment for our students and communities.

Service

We view the world from the perspective of those we serve, anticipating needs and striving to exceed expectations while demonstrating a caring, knowledgeable, consistent connection with each individual every time they meet us.

Accessibility

We remove barriers to learning formed by time, geography, education, culture, experience or beliefs to provide a full range of quality educational opportunities for all who can benefit.

Campus Locations

Main Campus

Waubonsee Community College Sugar Grove Campus, 45783 State Route 47, Sugar Grove, Illinois 60554

Extension Campuses

Waubonsee Community College Plano Campus, 100 Waubonsee Drive, Plano, Illinois 60545

Waubonsee Community College Aurora Downtown Campus, 18 South River St. Aurora, Illinois, 60506

Waubonsee Community College Fox Valley Campus, 2060 Ogden Ave, Aurora, Illinois 60504

GENERAL REQUIREMENTS

RFI Schedule

- RFI Publication Date Friday, July 26, 2019
- RFI Response Deadline Friday, August 16, 2019 at 1:00 p.m.
- Interviews/Additional Questions TBD

Site Visit

All campuses and retail food service locations are open to the public and may be visited at any time during normal operating hours. Site visits to non-public spaces will not be allowed. Contractors are requested to be sensitive to the fact that these facilities are presently contracted. Contractors will have an opportunity to email questions or seek clarifications to this RFI and the attached specifications.

Information

1. Request for Information (RFI) documents are available for download from the college's purchasing webpage at <https://www.waubonsee.edu/local-businesses-employers-and-vendors/bidrfprfi-opportunities>.
2. This RFI is not a formal, competitive solicitation process to establish any official contractual agreement or pricing. The purpose of this RFI is to help define the future scope of work for food services and vending at the college.
3. Please provide answers to each section as best you can. If you cannot provide information, identify as such and continue. Your submittal of information will not be rejected if you do not answer all.
4. If any Contractor submitting information for this project is in doubt as to the true meaning of the specification or other documents or any part thereof, they shall request clarification from Purchasing. All questions must be submitted in writing to purchasing@waubonsee.edu.
5. No oral or telephone questions or clarifications shall be considered. No questions or clarifications shall be accepted for this proposal after the established deadline, to allow the college sufficient time to respond. WCC shall not be responsible for any explanation, interpretation or communication made that does not follow this procedure.
6. All questions will be responded to by addendum and posted to the purchasing webpage. Do not expect an immediate answer.
7. Respondents are responsible for checking the college's purchasing webpage for updates to the RFI.
8. There is no express or implied obligation for the college to reimburse firms for any expenses incurred in preparing submittals in response to this request.
9. The Prevailing Wage Act requires contractors and subcontractors to pay laborers, workers and mechanics employed on PUBLIC WORKS construction projects no less than the general prevailing rate of wages (consisting of hourly cash wages plus fringe benefits) for work of a similar character in the county where the work is performed.
10. The college may invite one or more firms to have key personnel who would be engaged in the

provision of the services make presentation(s). The college will not be liable for expenses incurred in attending this interview.

11. The college reserves the right to reject or accept any or all responses, to extend the due date, to waive technicalities in the documents or repost.
12. Waubensee Community College encourages the participation of qualified businesses owned by minorities, females and persons with disabilities in contracts the college awards. This policy shall be furthered by complying with the Business Enterprise for Minorities, Females and Persons with Disabilities Act, 30 ILCS 575/0.01 et seq. and by cooperating with the Illinois Business Enterprise Council.
13. WCC belongs to the following consortiums and Group Purchasing Organizations: E&I (Educational and Institutional Cooperative Purchasing); Sourcewell, US Communities; TCPN/National IPA; Midwest Higher Education Compact Consortium, and the Illinois Public Higher Education Cooperative. If you have pricing agreements with any of these organizations, pricing should minimally reflect these discounts. The college expects to be provided with the best available pricing.

Confidentiality & Submittal Ownership

1. RFI Ownership: All submittals to the RFI will become the property of Waubensee Community College and will not be returned.
2. Public Records Act: all materials received or created by the college are considered **public records** and subject to disclosure to third parties in accordance with the Freedom of Information Act (FOIA). These records include but are not limited to bid or proposal submittals, agreement documents, contract work product, or other information submitted by a Contractor to the college.
3. If the Respondent requests that the college withhold their trade secrets, commercial information or financial information from disclosure to a third party in response to a FOIA request, the Respondent must include in its submittal:
 - a. A written notification specifically identifying information deemed to be proprietary in nature. Contractor must submit an acknowledgment statement indicating that the Contractor's company will defend, indemnify and hold the college harmless from any and all claims arising under the Freedom of Information Act. Under no circumstances will any requests to redact proprietary information be honored without this written acknowledgment.
 - b. A statement that disclosure of such information will cause competitive harm to the Respondent.
4. Any content not so marked by the Respondent at the time of submittal will be presumed to be open to public inspection.

BACKGROUND AND SCOPE

Summary

The purpose of this RFI is to solicit submittals for innovative food and vending service options for each of the college's campuses. The college is also interested in looking at models that may include the college's Bookstore as a partner in managing some or all of these services. Services may include cafeteria food service, retail marketplaces, coffee/beverage services, and vending services. Vending is full service and is always available at each campus location. It includes a wide range of offerings from bottled beverages to entrees that can be heated in the adjacent microwave.

Waubonsee is seeking information from licensed, experienced, responsible and qualified food and vending service Contractors who have a proven history of delivering food service options to either public or private sector organizations/companies, preferably community colleges. Our goal is to issue a Request for Proposal in the future to secure a Contractor or Contractors with proven success in the food service environment that will support its mission and become a partner in developing its services to their maximum potential.

We are committed to providing good value, quality and accessible food and vending services by offering quick, fresh, healthy and nutritious options in a clean, friendly and convenient environment. The college maintains these services as an integral element of its total educational and academic mission. Students, faculty, and staff make decisions to come to Waubonsee Community College because of the college's success at meeting their needs and exceeding their expectations. This standard is the cornerstone for developing, implementing, and evaluating sustainable food service efforts at Waubonsee Community College.

Current Food and Vending Services Program Summary

The student population is 100% commuter students with no resident students. Employee and enrollment numbers:

Student Enrollment			Employees			
Fall 2019	Fall 2018	Fall 2017	Sugar Grove	Aurora Downtown	Aurora Fox Valley	Plano
17,229	18,016	18,931	893	280	51	32

Sugar Grove Campus

Café and Retail Service

- Main cafe located in the Student Center (STC) building on the south side of campus
- Average Annual Sales of \$486,185 (retail and catering)
- Average daily customer count is 202
- Average sale is \$4.50

The foodservice program at the Sugar Grove Campus currently provides:

- Affordable lunches
- Grill station
- Pizza station
- Salad Bar
- Soup station
- Grab-n-Go coolers
- Bottled & Fountain Beverage stations
- Coffee station (Starbucks)

Bookstore

- Occupies approximately 7,973 square feet of retail/office/storage space in the Dickson Center
- Average annual sales of \$2,974,023
- Provides a variety of nonrefrigerated snacks and candy

Aurora Downtown Campus

Café and Retail Service

- Average Annual Sales of \$105,057 (retail only, no catering)
- Average daily customer count is 111
- Average sale is \$3.50

The café services at Aurora Downtown Campus provides:

- Snacks and candy
- Grab-n-Go cooler

Bookstore

- Occupies approximately 2,699 square feet of retail/office/storage space
- Average annual sales of \$1,190,887

All Campuses Vending Service

	Cold Beverage Machines	Hot Beverage Machines	Candy and Snacks Machines
Sugar Grove	17	3	12
Aurora Downtown	3	0	3
Aurora Fox Valley	2	1	2
Plano	2	0	2
TOTAL	24	4	19

All Campuses Coffee Service for Employee Breakrooms

Coffee Services per Campus. Service includes coffee, filters, machine repair and maintenance.

- Sugar Grove – Twenty-one (21) – three burner low profile coffee makers, two K-cup
- Aurora Downtown – one (1) – three burner low profile coffee makers
- Aurora Fox Valley – two (2) – three burner low profile coffee makers
- Plano – three (3) – three burner low profile coffee makers

Qualifications of Contractors

1. The preferred Contractor should have successfully operated a food and/or vending service of a similar nature and size for a minimum of five (5) years and should presently be engaged in at least three (3) such operations. The Contractor must submit references for at least three (3) successful operations, preferably from community colleges or higher education and within this region. Additional references may be included if available. Information provided must include names of persons to contact, with addresses and phone numbers, the size of the facility served (FTE students/employees), the number of food locations served, annual retail sales, annual catering sales, and other pertinent information which would aid in the determination of an experienced contractor.
2. The Contractor may be requested to submit, sufficient financial information, such as financial statements, Dun & Bradstreet Supplier Evaluation Report, etc., to allow the college to evaluate the financial condition of the Contractor and its ability to meet the responsibilities of the Agreement, upon request.

Compliance and Regulations

1. The Contractor warrants that they are familiar with and shall comply with all Federal, State, and local laws, statutes, ordinances, rules and regulation and the orders and decrees of any courts or administrative bodies or tribunals in any manner affecting the performance of the Agreement, including, without limitation, Worker's Compensation Laws, minimum salary and wage statutes and regulations, laws with respect to permits and licenses and fees in connection therewith, laws regarding maximum working hours and laws and regulations with respect to use of hazardous materials. The Contractor will be responsible for all health department regulations, codes, fees and standards that apply to the service. If the Contractor is not sure what the standards are, additional information regarding Health Department requirements is available at <http://kanehealth.com/Pages/Food-Service.aspx>, 630-208-3801.
2. Contractor's signature shall be construed as acceptance of, and willingness to comply with, all provisions of the acts of the General Assembly of the State of Illinois relating to wages of laborers, preference to citizens of the United States and residents of the State of Illinois, discrimination, and intimidation of employees. Any company or organization to be awarded an Agreement for services must be in compliance with and all rules and regulations associated with the Fair

Employment Practice Act, Federal E.E.O.C, Title VII of the Civil Rights Act, Americans with Disabilities Act and the Illinois Human Rights law. Provisions of said acts are hereby incorporated by reference and become a part of this proposal and specification. No plea of misunderstanding or ignorance thereof will be considered.

SUBMITTAL REQUIREMENTS AND FORMAT

The college is seeking information by Contractors for innovative food and vending service options that will enhance student, faculty and staff use of these services. Each prospective Contractor shall answer the following questions and provide the information requested as part of its proposal response(s). If any Contractor feels that a specific section of the format is not applicable to their proposal, indicate such information by submitting "Not Applicable" as a response.

General Information

1. Each submitted response shall consist one (1) electronic copy and five (5) hard copies. The electronic copy may be provided using the following formats: Microsoft Word, Microsoft Excel, and/or Adobe PDF. The electronic copy of the proposal can be submitted via e-mail to purchasing@waubonsee.edu or copied to a flash drive.
2. This is a Request for Information only.
3. Responses are due to Purchasing no later **1:00 pm, CDT Friday, August 16, 2019**. Send submittal to:

**Waubonsee Community College
Purchasing, DKN 264
45783 State Route 47
Sugar Grove, IL 60554**

Format

Prepare your responses to this RFI in the sequence specified below. Respond specifically to each item in the order as provided. Please provide answers to each section as best you can. If you cannot provide information, identify as such and continue. Your submittal of information will not be rejected if you do not answer all.

A. Executive Summary

Provide a concise summary which includes the scope of services proposed, major service options proposed, and the most important elements included in the Contractor's submittal.

B. Firm Information

1. Provide a brief description of your firm, including but not limited to the following:
 - a. Company name with address and telephone. Name of the principal(s) of the firm.
 - b. Name, telephone number, and email address of a representative of the firm authorized to discuss the proposal.**

- c. Addresses of all offices of the firm. Identify the office which will fulfill this agreement.
- d. Brief company description including corporate history, future plans, length of time in business, number of clients, and overview of services.
- e. Overall qualifications, experience, and expertise in the foodservice industry, catering, and customer service and support.
- f. Experience and expertise in working with clients comparable to the college's demographics.
- g. A description of corporate support services and programs that could be offered by the Contractor.
- h. Provide any information on your firm's status in regards to certifications for minority, woman-owned, or disadvantaged. Identify if firm is registered with the State of Illinois Business Enterprise Program

C. Operational Model / P&L Management Fee

1. What is your operational philosophy?
2. What innovative style or concept of food service delivery are you submitting for college consideration?
 - a. For example, including, but not limited to: grab and go, food cart, food truck with onsite sales, fast food or fast casual.
 - b. Will you consider incorporating your model into the college Bookstore?
3. Describe the specific concepts being proposed such as healthy, organic, gluten-free and vegetarian options.
4. Provide information on your suppliers. Who provides grab and go items? Are they prepared by your staff?
5. Submit a full description of a sample program with pricing and proposed calendar identifying promotions, specials, theme foods and special event activities.
6. Submit a list of the proposed minimum level of food specification and quality standards to be utilized and maintained for the food service operation at the college.
7. Discuss how the use of in-house branded food products will be utilized to create a perception of quality and value.

D. Quality Control Programs

1. Identify any formal quality control programs that are being used with appropriate literature and information outlining the purpose and current status of each program.
2. Submit a brief description or a copy of your Quality Assurance program. The description should include the number and types of visits by district/area and headquarters personnel. Please indicate if the college will receive a verbal and/or written report of the findings and recommendations. Describe customer service policies and programs, including but not limited to training of complaints, complaint procedures, etc.

3. The Contractor should explain and include examples of the system(s) it uses to evaluate customer tastes, preferences and overall satisfaction of services and sharing the results with college management.
4. Discuss Contractor's plan to ensure sufficient customer service including low waiting times at stations and cash registers.
5. Contractor shall indicate the type and frequency of its oral and written communications that the college can expect to receive.
6. The Contractor should explain how the company will identify, adapt and become part of the culture of the Waubonsee Community College.

E. Sustainability

The college currently has a comprehensive recycling program, energy management and green construction philosophy. The Contractor is expected to proactively support these efforts through active participation in the campus recycling program, practicing energy conservation and incorporation green products and design into any type of proposed renovations. Waubonsee Community College is committed to social and environmental stewardship and encourages a similar commitment by its Contractors and staff. WCC participates in utilization of local business, minority, and women owned business and veteran business when applicable. WCC also makes and encourages sustainable purchases in accordance with the college's commitment to sustainability where feasible and advantageous.

1. Describe your company's position and activities surrounding sustainable practices. Include the specific ways in which you propose to incorporate sustainable practices at the college.
2. Student organizations of the college are strongly committed to support of environmental issues. Identify and discuss ways your company could enhance the college's environment through improved ecological practices and procedures. Please identify any cost impact to the consumer of all issues identified.
3. Discuss the potential of offering food selections that support socially responsible fare such as locally-produced, fair trade, organic, gluten-free or vegetarian menu fare.
4. Discuss the potential of a program to offer for sale or as an incentive to patrons, a permanent cup and / or mug that is refillable at a reduced cost.
5. Describe any other sustainability efforts utilized by your company which may include eco-friendly products, compliance of environmental laws and fair trade practice.

F. Marketing Plan

Describe your marketing plans to market your food service program to the various constituents within the college community. Since Waubonsee Community College is a 100% commuter campus, merchandising and advertising play a key role in attracting and retaining student business. The marketing plan should outline your plans to increase sales and include ways to strengthen the price/value relationship of all food service activities.

The plan will use the following format:

1. Executive Summary - Presents a brief overview of the proposed plan for quick management skimming.
2. Objectives - Defines the goals the plan wants to reach in the area of sales volume.
3. Opportunities Analysis - Identifies the main opportunities and issues facing the plan and the primary target markets.
4. Marketing Strategy - Presents the broad marketing approach that will be used to meet the plan's objectives.
5. Tactics – Identifies methods for effective promotion and communication to the target markets including dates and frequencies.
6. Controls - Indicates how the plan will be monitored to ensure that everything stays on track and measurements for success.
7. What marketing plans or strategies have you used to help students with cost or 'food insecurity'?

G. Technology Integration

Explain how and what technology you will be using on campus and what technology is available from your company (food delivery, ordering, inventory systems, business systems, menus, websites, apps, nutrition kiosk, etc.)

H. Implementation Plan

Describe your implementation plan outlining your strategy for either assuming management control, partnering with the college's Bookstore and the implementation of the food and vending service program at the Waubensee Community College.

1. Detail the company's ability to commit the staff and resources required to develop a responsive management structure.
2. Detail the activities leading up to the grand opening. Present actual grand opening activities, menus, promotions, etc.
3. Describe your experience successfully and seamlessly transferring control of operation from the incumbent to the new Contractor. Include a time line and persons responsible for each activity.

I. Renovation

If you should propose renovation and/or enhancement to the existing facility, please include a timeline for completion, estimated costs, and a discussion made in order to generate a profit and the contractor's desire and willingness to assume unamortized financing.

1. What do you recommend for the anticipated aesthetic design of the space including any changes to the current footprint

J. Financial Controls

1. Please provide as much information needed to demonstrate your company's systems and methodology for the following financial and control matters:
 - a. Methods of recording, verifying, and reporting cash and charge sales.

- b. Defined system for cash handling, including the procedure(s) for holding funds overnight and transporting funds to the bank.
 - c. Fiscal year and accounting period's definition. In addition, you must provide a statement concerning your willingness and ability to supply financial data in accordance with the college's fiscal calendar (*July 1 thru June 30*).
 - d. Inventory and online ordering system.
2. Where appropriate, your response should highlight the areas in which the college may, at its option, easily audit the operational and financial records in use. The college is specifically interested in knowing the level of detail that will be submitted with each monthly invoice.

K. References

1. What other community colleges are you working with? Provide a list of three (3) comparable accounts where Contractor has food service contracts or operating agreements currently in effect, noting how those are similar in scope and complexity to Waubensee Community College. The reference information should include the name and location of the institution, enrollment or number of employees, service program description, annual retail sales, annual catering sales, dates of service, and a contact name and telephone number of an individual at the institution who has experience with the program.
2. Provide a list of accounts within this region that have been canceled or terminated within the last three (3) years and reason(s) for the termination.

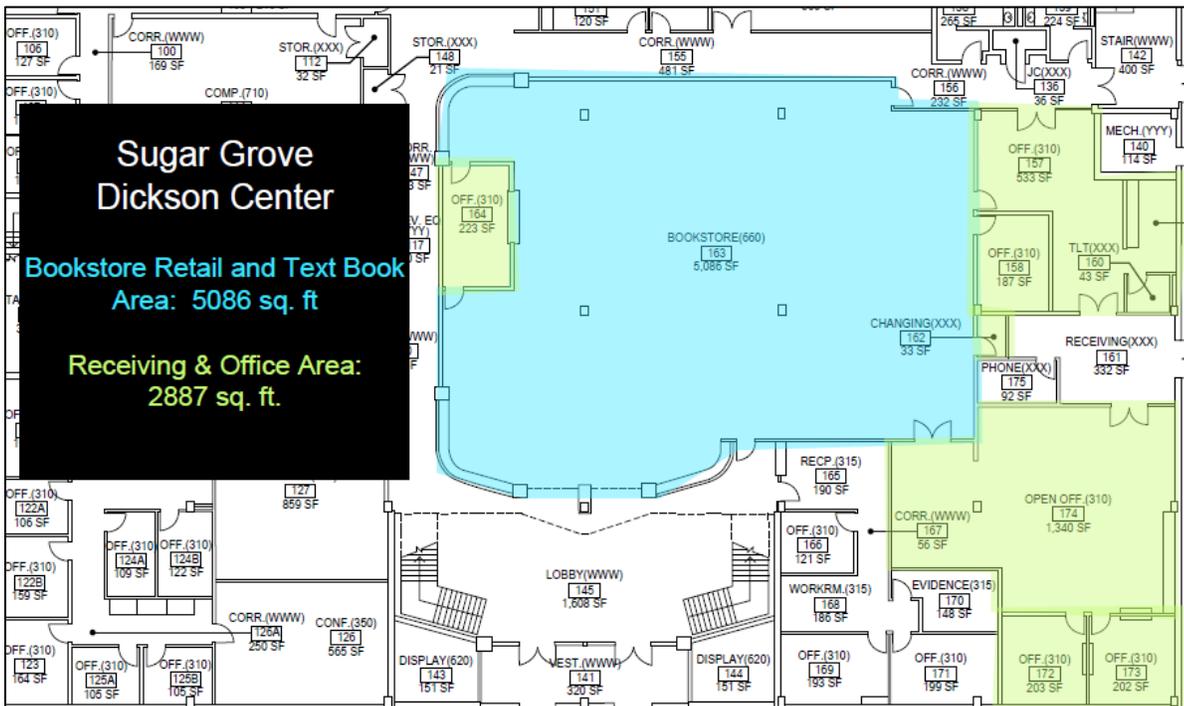
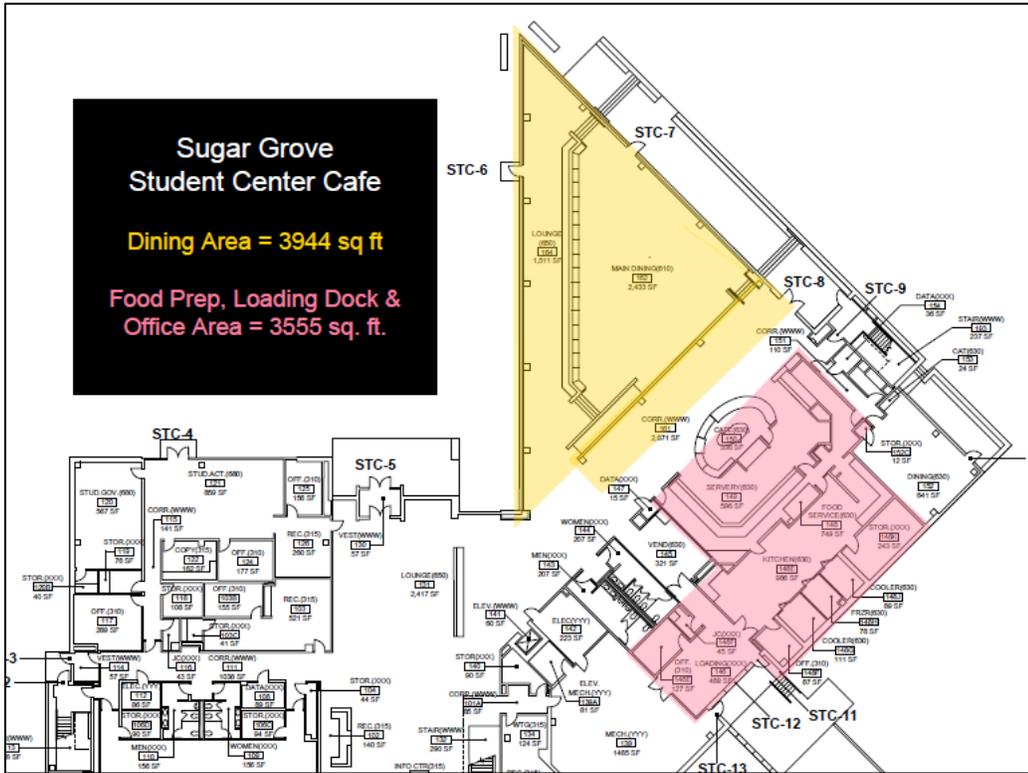
L. Additional Questions to be Answered

1. What characteristics are the most important in your food services model: convenience, healthy, cost, profit, user satisfaction, etc.?
2. Is vending integrated into the food services model, how?
3. What marketing plan or options do you offer regarding internationally inspired flavors that are trending?
4. What is your plan in the event of a shortage?
5. What brand name items will you provide?
6. How often do you review and change stock based on trends? How would you review what is currently being offered at the college and make recommended changes?

M. Additional Documentation

1. Prospective Contractors are welcome to submit any other information that is deemed pertinent for consideration by the college.
2. Provide brochures, reports or other information in support of this proposal as an attachment to the proposal in 8.5" x 11" format. Do not include oversized brochures or sales materials. Catalogs or brochures may not be submitted in lieu of responses to an item.
3. Discuss any topics not covered in this RFI that you would like to bring to the college's attention.

ADDITIONAL INFORMATION/PHOTOGRAPHS/FLOOR PLANS



REQUEST FOR INFORMATION (RFI)
 07-19-005 - Food and Vending Services
 August 16, 2019 @ 1:00 p.m.

