

The plan also includes \$175 flex dollars that can be used at any campus food service location.

Board Contract Option Rates

Bidders shall propose the rates which will apply to each of the board contract options. Rates shall be presented on a per meal basis and shall be based on the following assumptions.

- Students shall enroll in one of the contract options at the beginning of each academic term and shall not be allowed to change options after the first week of such term.
- Students may only withdraw from the program during the course of an academic term if they totally withdraw from the College or if the Vice President for Student Services or his/her designee approves withdrawal from the Board Contract Dining Program for unique, exceptional circumstances. In instances where a student withdraws during the course of a term, the student shall be counted as enrolled through the end of the week in which the withdrawal occurs.
- The College shall pay the Contractor for all potential meals based on the number of students enrolled in each board contract option and the number of potential meals served for each option.
- The College shall provide the Contractor a list of persons entitled to participate in one of the Board Contract Dining Program meal plan options. The list shall indicate the option chosen by each person. The College shall from time to time advise the Contractor of any changes in the list.
- The Contractor understands that the College is under no obligation to charge students the same amount to participate in the Board Contract Dining Program as the Contractor charges the College. The College reserves the right to establish student Board Contract Dining Program rates in the context of other student fees and charges which combine to constitute the total cost of attendance at the College. The College shall retain the sole right to establish the rates to be charged students and to determine the amount of any mark-up above the rates established by the Contract.

Adjustment of Board Contract Pricing

Prices submitted in the proposal document shall be the prices put into effect for the first year of the contract, July 1, 2012 through June 30, 2013. The Board Contract Dining Program contract rates established for each contract year shall remain in effect for the entire contract year.

When there is an emergency situation, temporary price adjustment requests for retail or non-contract services will be considered for those items where dramatic cost differential exists. Mid-year price changes for contract board services will not be considered.

Rates may be reviewed annually should the Contractor wish to propose adjustments to the rates. Proposed rate adjustments must be provided to the College by February 1 of the contract year prior to the year in which the proposed rate adjustments are to take effect. The College reserves the right to review and approve all proposed price increases.

In allowing for such adjustments, the College expresses its concern that bidders not propose low first-year rates which are intended to assist the bidder to secure the contract but which will require substantial adjustment in future contract years.

To ensure against such an approach, bidders shall outline in their responses to this RFP the method they propose to use to review rates each year and to determine any adjustments which may be necessary. Such methods shall be clearly described. They may include indices or other resources which the bidder will employ to support proposed adjustments and may indicate a maximum rate of increase which will be requested from year to year.

Requests for price increases by the Contractor during the annual adjustment process must be accompanied by as many of the factors listed below as are applicable:

1. Menu item(s) impacted
2. Changes in menu, points-of-service, additions or levels of service provided which have been previously approved by the University;
3. Verification/substantiation of any other cost factors through submission of supplier invoices over the previous six-month span;
4. Current/anticipated product cost;
5. Current/ projected number of items sold per day for retail operations;
6. Current/anticipated participation; and
7. Comparison to retail operating situations in the geographic area.

Serving Hours

The Main Cafeteria shall be open for the Board Contract Dining Program in accordance with the following minimum schedule. Serving hours may be adjusted with the agreement of the College.

Monday through Friday

Breakfast		7:15 a.m. - 9:20 a.m.
Continental Breakfast		9:20 a.m. - 10:00 a.m.
Lunch		10:45 a.m. - 1:30 p.m.
Evening Dinner	M-TH	5:00 p.m. - 7:00 p.m.
	FR	5:00 p.m. - 6:30 p.m.

Saturday

Brunch		11:30 a.m. - 1:00 p.m.
Evening Dinner		5:30 p.m. - 7:00 p.m.

Sunday

Brunch		11:00 a.m. - 1:00 p.m.
Evening Dinner (in food court)		5:00 p.m. - 9:00 p.m.

The Cats Corner Lower Food Court shall be open with the following minimum schedule. Serving hours may be adjusted with the agreement of the College.

Monday - Thursday	7:15 a.m. - 9:00 p.m.
Friday	7:15 a.m. - 4:00 p.m.
Saturday	closed
Sunday	5:00 p.m. – 9:00 p.m.

The Jitters coffee shop/C-store in the library shall be open with the following minimum schedule. Serving hours may be adjusted with the agreement of the College.

Monday - Thursday	8:30 a.m. - 10:00 p.m.
Friday	8:30 a.m. - 4:00 p.m.
Saturday & Sunday	closed

Food Service Access System

The Contractor shall provide a computerized system to control access to the board contract dining room and any transfer locations which may be authorized and to accumulate statistical information about board contract participation rates and patterns. The access system may be from any software developer but must be capable of using the identification cards issued to students by the College. A bar code on the College ID cards contains the identification number. The card reader must be a scanner system (as opposed to a card-swipe system) to reduce daily wear on the ID cards. The College will assist in connecting the access control system to the College's campus-wide network to support downloading of data from the College's administrative computing system. The College reserves the right to analyze data captured by the access control system.

Casual Meal Service

The Contractor shall provide meals in the board contract dining room for non-contract students, faculty, staff and guests on a casual meal, cash basis. The prices for such casual meals shall be set in the contract and may be changed only through mutual agreement of the Contractor and the College.

Type of Service

Board contract meals shall be served cafeteria style with the exception of special functions where buffet, picnic or other style service is utilized. Self-service shall be utilized for soups, salads, vegetables, breads, cereals, desserts and beverages and may be utilized for other menu items as appropriate.

Board Contract Meal Transferability

The Contractor shall allow for meal transferability to the lower food court. Once the meal has been transferred, admittance into the main cafeteria for that meal is no longer permitted. Transfer equivalent hours and rates are currently:

Monday – Friday (Breakfast)	7:30 a.m. – 10:30 a.m.	\$3.40
Monday – Friday (Lunch)	11:00 p.m. – 11:30 p.m.	\$5.50

Monday – Friday (Lunch)	12:30 p.m. – 4:00 p.m.	\$5.50
Monday – Thursday (Dinner)	4:30 p.m. to 9:00 p.m.	\$5.50
Sunday (Dinner)	5:00 p.m. to 9:00 p.m.	\$5.50

Declining Balance Accounts

The Contractor shall also provide for a system where money can be placed on cards and used as a declining balance.

Seconds Policy

The Contractor shall provide board contract students with unlimited seconds on all food and beverages served in the contract dining room (South Dining Room) with exception of premium entrees such as steak, shrimp or the equivalent. Second portions shall be attractively and effectively served so as not to discourage student participation. Unlimited seconds are not required in proposed transfer programs to the Food Court but may be offered in such proposals at the option of the bidder.

Premium Entree Meals

A minimum of three premium entrees (steak, shrimp, chicken cordon bleu, chicken Kiev, or equivalent) shall be offered to board contract diners at the evening dinner served on Tuesday, Wednesday or Thursday at least once each month during the months of September through April. In each instance, one of the premium entrees must be steak (minimum 8 ounces raw weight). Substitutions for regular specified menu items may be made to complement the premium entree. No seconds will be provided for the premium entree, but all other menu items must be available on an unlimited basis.

Special Meals

The Contractor shall provide at least one special meal (Holiday meal, theme menu, ethnic specialties) each month from September through April. These meals shall be scheduled for the evening dinner on either of Tuesday, Wednesday or Thursday and shall be promoted to assure maximum student participation. The College's Food Service Committee and the Contractor may work together to develop the themes and schedule for Special Meals. The menus and schedules for these meals must be approved by the Vice President for Student Services or his/her designee.

Monotony Breakers

The Contractor will provide a Monotony Breaker at least once each week, at the evening dinner on Tuesday, Wednesday or Thursday, for each week of service in which a Premium Entree Meal or Special Meal is not scheduled. Monotony Breakers call upon the Contractor's imagination and creativity and are intended to break the food service routine without necessarily adding expense for the Contractor. The College's Food Service Committee and the Contractor may work together to develop the themes and schedule for Monotony Breakers.

The menus and schedules for these meals must be approved by the Vice President for Student Services or his/her designee.

Sack Lunches

Sack lunches will be provided to board contract students when class schedules or College-related functions do not allow them to eat during normal serving hours. Sack lunches shall consist of the following minimum items:

- A sandwich comparable to the sandwiches prepared at the deli station of the contract dining room, including choice of bread (white, wheat, rye or roll), choice of meat (turkey breast, ham, roast beef, or other) and choice of cheese (American, Cheddar, Swiss or other) with appropriate condiments.
- Chips, vegetable sticks, coleslaw, fruit, or the equivalent
- Dessert item -- two cookies, brownie or the equivalent
- Beverage -- at least an 8 ounce can of soda, juice, milk or equivalent

Any College-sponsored organization may request sack lunches for those members of its organization who must miss meals to attend off-campus College-related functions. The supervising faculty member or official club sponsor must make the request for sack lunches in accordance with procedures agreed to by the College and the Contractor, including at least 24 hours notice.

Board Contract Dining Program students who are provided sack lunches under the terms of this section will be considered to have eaten the meal for which the sack lunch was provided. In the event a student has used his/her allotment of weekly meals, either the student or the organization sponsoring the event shall pay for the sack lunch at the established casual meal price for the meal involved. Non-contract students will be provided the same service at the casual meal price.

Sick Tray Service

The contractor shall provide "sick tray" service to students who are physically unable to participate in a meal during the regularly scheduled serving hours. The Contractor shall be accommodating and reasonable in providing this service and shall work with the student's Residence Hall Director or the College Nurse as may be appropriate and necessary.

Special Diets

The Contractor shall provide special diets for students when prescribed in writing by either the College's Student Health Service or a family physician. Students' home town physician's prescriptions must be reviewed and endorsed by the College's Student Health Service. The Contractor shall have available a Registered Dietitian for supervision of these diets. If the Contractor and the College agree that the Contractor cannot reasonably comply with a prescription diet, the student, at the approval of the Director of Residence Life or the Vice President for Student Services, may be exempt from participation in the Board Contract Dining Program.

Menu Program

Careful menu development is central to the success of the Board Contract Dining Program. Every effort should be made to design menus which offer wholesome, nutritionally balanced foods which offer adequate variety to prevent boredom. Menu selections shall provide sufficient options to meet the needs of vegetarians.

The Contractor agrees to use menus prepared and approved by a dietitian who is certified, registered or licensed by the American Dietetics Association or other appropriate agency in order to ensure that meals are nutritionally balanced. Menus may cycle no more frequently than once every four weeks. Weekly menus must be submitted to the Vice President for Student Services or his/her designee at least one week in advance of service and must be posted near the entrance to the South Dining Room. Monthly menus shall be distributed to all contract students and all holders of courtesy meal passes prior to the beginning of each month during the academic year.

Nutritional Audit

The Contractor must supply at Contractor's expense at least one nutritional audit annually. Such audits are to be conducted by an A.D.A. registered dietitian and are to include an analysis of food consumed by students during a continuous two-week period.

Recipes and Production Procedures

Recipes and production procedures shall be in writing and shall be followed closely to ensure consistency of taste and quality of food products served. Production procedures such as grilling, French frying, steam cooking, and the like, shall be done on a continuous basis throughout each serving period to meet patron demand as closely as possible in order to maintain quality while still providing sufficient quantities to support efficient service. Care must be taken by the Contractor to avoid over- and under-cooking to maintain an appetizing appearance, good flavor and good texture for all prepared food products. The Contractor's production managers shall be provided flexibility to adjust standard file recipes to lower salt, sugar or fat contents on menu items where a more nutritionally balanced finished product can be prepared without significant loss of quality or taste.

The College shall have the right of access to any and all recipes and production sheets, product specifications and quantities of food purchased to determine that the contractor is complying with portion specifications. The College may also use recipes for nutritional analysis.

Food Service Brochure

The Contractor shall provide at Contractor's expense an informational food service brochure which outlines the services available to students at the College. The brochure shall be revised and updated annually or as needed, and the Vice President for Student Services shall approve the brochure prior to its printing.

Special Board Contract Dining Program Provisions

The Contractor will provide the following as part of the contract requirements and at no cost to the College.

1. Courtesy meal passes, valid for use at any of the contract locations, valued at up to \$5,000 in total, to be distributed by the College President to designated College staff for the purpose of evaluating the program. It is agreed that these passes shall not be transferable.
2. Meals for Orientation, Fall Break, Courtesy meal Plans and RA Debit Cash based on the following days, meals, meal counts, or dollar amounts.

Athletics:

- 155 athletes for 11 days prior to fall semester
- 155 athletes for 9 meals during fall break

Band:

- 70 students for 4 days prior to fall semester
- 40 students for 5 days prior to fall semester

Orientation:

- 75 student ambassadors for 5 days
- 10 peer drama volunteers for 4 days
- 60 volunteers for 2 meals
- 550 freshmen for 6 meals
- New Beginnings Buffet for all freshmen, ambassadors and peer drama Volunteers

Residence Life:

- 51 RA/SRA/AD meals for 10 days prior to fall semester
- 51 RA/SRA/AD meals for 4 days prior to spring semester
- 47 RA/SRA meal plans/debit cash during the fall and spring semesters
- 6 staff 5-meal plans during the fall and spring semesters
- 1 staff 10-meal plan during the fall and spring semesters

3. Any services required by the Office of the President to promote Wayne State College and its students, including official receptions, dinners, supplies and other services as requested. The cost of such services shall be at the general rates established for catering and special events and shall accumulate but not be billed to the College up to an amount of at least \$32,000 each contract year or other limit as the Contractor may propose. Services which exceed the established limit shall be billed to the Office of the President near the end of the contract year, and the Office of the President will arrange for payment to bring the account into balance.
4. Preferential, no profit pricing to the College for College-sponsored special events as

approved by the President, the Vice President for Administration and Finance or the Vice President for Student Services. Where such preferential pricing is provided, the payment of commissions shall not be required.

5. A Welcome Picnic or its equivalent as mutually agreed to by the College and the Contractor for all students and invited College personnel for the evening dinner on a day during the opening week of each fall term as selected by the College. Menu for the Welcome Picnic shall be agreed upon by the Vice President for Student Services and the Contractor. It is understood that the quality of the picnic shall be comparable to an event sponsored by the Office of the President.
6. Pre-game meals for all athletic events for Board Contract Dining Program student athletes at no additional charge. Non-boarding student athletes or Athletics Department personnel may participate as well, with the Athletic program charged for all non-board participants in accordance with the established casual meal rates. The Contractor may charge an additional amount for special menus which exceed the normal menu format for the Board Contract Dining Program with the agreement of the Athletic Director.
7. Home team food service privileges to visiting athletic teams or other College teams/organizations whose College or University is served by the Contractor. Likewise, College teams/organizations shall be provided home team food service privileges when they are visiting other colleges or universities served by the Contractor. Arrangements for such service shall be made in advance.
8. The following special services during the final exam week of each academic semester. Menus for these events shall be approved by the Vice President for Student Services or his/her designee and shall meet or exceed the minimums indicated below.
 - A "Midnight Breakfast" shall be served from 10:00 p.m. to midnight on a night during final exam week as selected by the Vice President for Student Services. Board Contract Dining Program students shall be able to participate in the Midnight Breakfast at no additional cost and shall not be required to use one of their weekly meal entitlements.
 - Study break refreshments shall be provided by the Contractor during one time period during final exam week of each academic semester as selected by the Vice President for Student Services. Refreshments shall consist of items such as donuts, cookies, rolls and various beverages.

Minimum Menu Specifications

The following minimum menu selection specifications will be the standard for each meal served as part of the Board Contract Dining Program. The Contractor is encouraged to exceed these minimums wherever possible.

Breakfast -- Monday through Friday

Juice

Seven (7) juices, one of which will be pure orange juice.

limited to margarine, jams, jellies, honey, syrups, sugar, coffee cream, salt, pepper, peanut butter, catsup, mustard, pickles, tomato slices, shredded lettuce, pickle relish, mayonnaise.

Evening Dinner -- Monday through Saturday

Soups	Two (2) hot soups with crackers
Salads	Full self-serve salad bar including a minimum of the following: one (1) salad greens; one (1) gelatin salad; one (1) cottage cheese; two (2) specialty salads; one (1) starch; one (1) relish assortment; six (6) salad dressings, including 2 reduced fat; eighteen (18) toppings.
Entrees	Three (3) hot entrees daily, including one solid meat, one hot sandwich and one (1) meat extender dish, plus char-broiled hamburgers and hot dogs. (Note: When steak or other premium entree is served, at least one other entree must be available with unlimited portions.)
Specialty Entree	One specialty entree, such as pasta bar, baked potato bar, taco/burrito bar, pizza, fancy hamburger toppings and the like.
Potato/Starch	Four (4) including choice of two (2) chips, French fries and one to complement the entree.
Vegetables	Two (2) hot vegetables varied to complement the main entree.
Deli Sandwich Bar	Eight (8) varieties of sliced meats including at least three (3) "premium" (non-processed) meats; four (4) varieties of cheeses; three (3) varieties of salads/spreads; five (5) varieties of bread including rolls; condiments including lettuce, tomato, onion, pickles, mustard, horseradish, salad dressing and the like.
Toast/Bread	White, wheat, rye and other breads must be available daily; bagels and English muffins; toaster waffles.
Cold Cereal	Twelve (12) varieties. Food service committee shall be consulted about the selections.
Yogurt Bar	Two (2) yogurts and six (6) toppings
Desserts	Seven (7) varieties to include one (1) baked item, one (1) pudding, two (2) fresh or canned fruit, one (1) gelatin, two (2) flavors soft-serve ice milk with cones.
Juice	Seven (7) juices, one of which will be pure orange juice.
Beverages	Eighteen (18) assorted beverages, in addition to juices, each day including: fresh brewed coffee (regular and decaffeinated), tea (hot and iced), hot chocolate, milk (2%, skim and chocolate), non-carbonated drinks (2 varieties) and carbonated drinks (8 varieties).
Condiments	Served at toaster station or condiment station, to include but not be

limited to margarine, jams, jellies, honey, syrups, sugar, coffee cream, salt, pepper, peanut butter, catsup, mustard, pickles, tomato slices, shredded lettuce, pickle relish, mayonnaise.

Brunch -- Saturday

Juice	Seven (7) juices, one of which will be pure orange juice.
Soups	Two (2) hot soups with crackers
Salads	Full self-serve salad bar including a minimum of the following: one (1) salad greens; one (1) gelatin salad; one (1) cottage cheese; two (2) specialty salads; one (1) starch; one (1) relish assortment; six (6) salad dressings, including 2 reduced fat; eighteen (18) toppings.
Entrees	One (1) type of eggs; one (1) breakfast meat (such as bacon, sausage or ham); one (1) meatless item such as pancakes, French toast or waffles; and one (1) hot sandwich item plus char-broiled hamburgers and hot dogs.
Potato/Starch	Four (4) including choice of two (2) chips, French fries and one to complement the entree.
Vegetables	Two (2) hot vegetables varied to complement the main entree.
Deli Sandwich Bar	Eight (8) varieties of sliced meats including at least three (3) "premium" (non-processed) meats; four (4) varieties of cheeses; three (3) varieties of salads/spreads; five (5) varieties of bread including rolls; condiments including lettuce, tomato, onion, pickles, mustard, horseradish, salad dressing and the like.
Toast/Bread	White, wheat, rye and other breads must be available daily; bagels and English muffins; toaster waffles.
Rolls/Donuts/Pastries	Two (2) varieties, one of which must be fresh donuts.
Cold Cereal	Twelve (12) varieties. Food service committee shall be consulted about the selections.
Yogurt Bar	Two (2) yogurts and six (6) toppings
Desserts	Seven (7) varieties to include one (1) baked item, one (1) pudding, two (2) fresh or canned fruit, one (1) gelatin, two (2) flavors soft-serve ice milk with cones.
Juice	Seven (7) juices, one of which will be pure orange juice.
Beverages	Eighteen (18) assorted beverages, in addition to juices, each day including: fresh brewed coffee (regular and decaffeinated), tea (hot and iced), hot chocolate, milk (2%, skim and chocolate), non-carbonated drinks (2 varieties) and carbonated drinks (8 varieties).
Condiments	Served at toaster station or condiment station, to include but not be

limited to margarine, jams, jellies, honey, syrups, sugar, coffee cream, salt, pepper, peanut butter, catsup, mustard, pickles, tomato slices, shredded lettuce, pickle relish, mayonnaise.

COLLEGE FOOD COURT -- CASH OPERATION

The Contractor shall provide an ala carte cash operation in the College's Food Court. The service shall promote a variety of hot and cold foods, beverages, snack items and other food items necessary to meet the needs of commuting students, faculty and staff as well as to complement the Board Contract Dining Program for resident students.

The Food Court is located in the lower level of the Student Center building. It has a dining area seating capacity of approximately 330. A copy of the floor plan for the facility is available online at http://www.wsc.edu/student_center/building_tour/lower_level/.

The renovated Food Court has allowed for greater flexibility in the type of service provided from that facility. The following specifications, then, are guidelines which constitute minimum levels of service. Bidder imagination and creativity in presenting concepts for both interim and continuing cash operations in the available facilities will be carefully considered during the evaluation of proposals.

Declining Balance Accounts

The Contractor shall also provide for a system where money can be placed on cards and used as a declining balance in the College Food Court.

Menu

The menu shall be approved by the College at the beginning of each semester. Bidders shall present menus and concepts which they believe are appropriate for the renovated Food Court. At a minimum, the menu for the Food Court shall include the following items. Minimum portion standards as specified earlier in these specifications shall apply to the Food Court menu.

- soups
- full self-service salad bar
- breads and rolls
- a hot entree
- a specialty entree
- made-to-order deli sandwiches
- grill items
- pizza -- by the slice and/or whole pies
- dessert items
- fresh fruit
- yogurts
- grab-and-go sandwiches and salads
- packaged snack items
- a variety of beverages -- dispensed and packaged

Food Court Prices

Bidders shall provide proposed pricing for the menus and concepts suggested for the Food Court. Actual prices to be charged shall be established in writing through mutual agreement between the College and the Contractor. Prices may be adjusted at any time by written agreement between the College and the Contractor. Where differences in price positions exist between the College and the Contractor, the College shall make the final decision.

Pricing Strategy

The Contractor shall develop a pricing strategy plan which provides a good price/value relationship for customers and shall eliminate or change products which are perceived as low in value. The Contractor shall make every reasonable effort to provide price and portion options that meet the budget limitations of Food Court customers by the offering of good quality, affordable menu options.

Hours of Service

The Food Court shall be open no less than the following times during the regular academic year.

Food Court Hours of Operation

Monday through Thursday	7:15 a.m. to 9:00 p.m.
Friday	7:15 a.m. to 4:00 p.m.
Saturday	CLOSED
Sunday	5:00 p.m. to 9:00 p.m.

Summer hours and hours during periods when students are not on campus shall be determined by the College in consultation with the Contractor.

Selections at the Food Court may be more limited after 4:00 p.m. at the mutual agreement of the College and the Contractor.

Food Court Operations Standards

The Contractor is responsible for the cleanliness of the Food Court service and dining areas during business hours. While students are expected to bus their tables when they have finished eating, the Contractor shall provide busing service as necessary to assure that the area is kept neat and clean during all serving periods.

Board Contract Meal Transfer

As mentioned in the section of this RFP on the Board Contract Dining Program, bidders must provide transferability from board plans to the Food Court at specified times and rates.

Other General Operations

1. Provide information regarding any corporate “branded” concepts or franchise concepts being proposed. For franchise concepts, state what, if any, contractual or franchise commitments would be required and the resultant financial impact such commitments would have on dining services operations.
2. Discuss Contractor’s experience with branded concepts. Midwest branded concepts shall be evaluated favorably.
3. Detail the effect brand name concepts have on the satisfaction of board plan participants, cash sales, and service expectations of College constituencies.

SUMMER FOOD SERVICE

The College operates a summer session in which both undergraduate and graduate classes are offered. In addition, there are numerous camps, conferences and other special activities. While no Board Contract Dining Program is offered in the summer, the food service contractor is required to operate the Food Court or make available casual meals in the Dining Room; and to provide service comparable to the Board Contract Dining Program service for camps and conferences as requested. Catering/special event services shall also continue throughout the summer.

Summer Conference Services and Rates

Menus and service for summer conferences, workshops, camps and clinics shall conform to the requirements of the Board Contract Dining Program for the regular academic year unless specific exceptions are requested by the organizers of the activity. Conferences, workshops, camps and clinics as approved by the President or the food service liaison of the College shall be charged for food service at the per-meal rate established for the 5-meal-per-week board contract plan for service comparable to that provided under the board contract plan. For all other summer conferences, the established casual meal prices shall apply. In instances where food service in excess of that comparable to the Board Contract Dining Program is requested, established catering prices shall apply or special prices may be negotiated by the event organizers and the Contractor.

Food Court Operation

The Food Court shall operate throughout the summer when classes are in session and shall offer a menu selection comparable to that offered during the regular academic term. Or, through mutual agreement, meals may be provided on a cash basis through the upstairs Dining Room. Hours of operation shall be determined by mutual agreement between the College and the Contractor.

CATERING/SPECIAL EVENTS

The Contractor shall provide food service at special events and functions including but not limited to teas, social functions, receptions, picnics, luncheons, or dinners held at the College. While most functions will be held in on-campus facilities, there may be limited instances in which catering will be required off-campus. The Contractor will be requested to provide such off-campus service where practical and feasible. Hours of service, menu options and prices are to be negotiated between the sponsoring group and the Contractor. Contractor will be responsible for billing for all catering services provided, including to College organizations.

The Contractor shall have the exclusive right and obligation during the contract term to provide catering service within all campus facilities.

The Contractor may provide catering services to persons or groups outside of the College. Contractor will notify the Vice President for Student Services of its non-college commitments. The College shall have the right to request Contractor cease service to persons or groups outside WSC in the event such activities negatively affect the on-campus community.

Special Event Facilities and Scheduling

All facilities used for catering and special events are scheduled through the Office of the President, the Student Center Office, or the Athletic Department. Food service requirements shall be coordinated through the Contractor's unit director or catering manager. The College shall control the space commitment and scheduling of authorized institution-catered events. The Contractor shall consult on and coordinate the menu and details of services required, and shall advise on effective program arrangements with the individual, department or group requesting catering services.

Menus and Prices

Complete catering menus and prices shall be determined jointly by the College and the Contractor. The Contractor shall develop a pricing strategy plan which provides a good price/value relationship for customers and shall eliminate or change products which are perceived as low in value. The Contractor shall make every reasonable effort to provide price and portion options that meet the budget limitations of catering customers by the offering of good quality, affordable menu options.

Approved menu options and prices shall be presented in a catering manual produced at the Contractor's expense. Color photographs of various food presentations produced by the Contractor at the College shall be developed, collected and maintained at the Contractor's expense to assist prospective catering clients in determining menus. Any additions, deletions or changes in services, menus or prices require the written approval of the College.

Provide a catering plan for functions, including but not limited to, meetings, conferences, club events, receptions, banquets, and parties. The catering program should reflect the diverse needs of the College's students, faculty, and staff in its service menu. The College desires a three-tiered catering program, with pricing and service levels appropriate for Value-Student Organization Service, Standard Service, and Premium Service. Bidders are encouraged to be creative in demonstrating an ability to meet the diverse needs of a campus community.

Detail the process used to receive, affirm, and confirm catering orders. Written quotations, and where available access to an online ordering system to facilitate process understanding is encouraged. This process should identify a measurable way to affirm customer satisfaction.

Catered functions (Standard and Premium Service levels) should be of the highest professional standards, featuring quality service and appropriate ambiance. Indicate systems that assure that events receive quality food, optimum service in a timely manner.

Detail typical staffing levels per customer for seated service lunch and dinner functions, receptions, and buffet service.

Provide sample brochure/marketing pieces which will be used to promote catering services.

Alcoholic Beverages

It is the current policy of the College not to allow the serving of alcoholic beverages at any functions taking place on the College campus, except as provided by State College Board of Trustees policies. Alcoholic beverages may be served at events held at off-campus facilities in accordance with State law and regulations. When alcoholic beverages are served, it shall be the responsibility of the Contractor to make proper identification of persons eligible to purchase or consume such beverages, including proof of age where deemed necessary. The right to refuse service to any individual is reserved to the Contractor and the College.

Billing

The Contractor shall be responsible for all billing for catered events and shall handle the collection of all accounts. Billing and collection procedures shall be approved by the College at the start of this contract. All catering cash receipts and accompanying verification cash reports shall be the responsibility of the Contractor.

ATHLETIC EVENTS CONCESSIONS

Events to Be Served

The College participates in athletic competition at the NCAA Division II level. Major events on the schedule each year include football games, and men's and women's basketball games. In addition, the College fields volleyball, softball, baseball, soccer, golf, and track and field teams. Several high school football games and track meets and a high school basketball tournament also generally occur. The Contractor shall provide concessions at all events except as may be exempted by the Vice President and Dean of Students.

Attendance at football games typically ranges from 2,000 to 2,500. Special games may draw substantially larger crowds. Men's basketball games typically draw between 800 and 1,000 spectators. Attendance at other events is more limited.

Type of Service

The food service contractor is required to provide concession service at all athletic events. The type of service and the items offered for sale may vary in accordance with the nature of the event and the anticipated attendance and will be determined by mutual agreement of the Vice President for Student Services and the Contractor. Permanent concession stands are available at Memorial Stadium for football games and track meets and at Rice Auditorium for basketball and volleyball games. Equipment for concession operations at baseball and softball games must be provided by the Contractor.

MARKETING SERVICES OFFERED

Discuss with specificity Bidder's plan for marketing the various venues and meal plans of dining services operations, including catering.

Detail any plans to assist in the recruitment and retention of board plan participants.

Detail any plans to identify and market to members of the College community who currently do not use college dining services.

Describe how each potential market segment (such as residential students, full-time and part-time non residential students, graduate students, faculty, staff, and visitors) would be reached.

Contractor shall develop and maintain a WSC-specific website related to the marketing and promotion of dining services, which is attractive, robust and user-friendly. Detail how this website will be utilized to achieve marketing objectives, Contractors' commitment to delivering innovative content, and frequency with which proposed website will be updated.

Outline the potential that each marketing tool has to increase business.

Provide sample marketing materials which will be utilized to further the visibility and image of dining services.

Describe how, with assistance from the College, a continuous effort shall be made to initiate ideas for varied methods of food service merchandising, public relations, promotion, and menu presentations in all operations to increase usage, improve service and maximize revenues.

Detail how, with assistance from the College's exclusive partners (currently Pepsi-Cola of Siouxland and Follett Higher Education Group), a special effort shall be made to initiate cross-promotions or marketing efforts to increase sales and add additional value to the College community.

Detail Bidder's willingness to offer a discount when Cat Cash (declining balance) is used to make an approved purchase at any dining services location. Bidder shall also detail its willingness to promote the discount or to promote Cat Cash.

Contractor shall through the use of surveys or other means deemed mutually acceptable, conduct a continuing program of inquiry into student needs and attitudes toward dining services and shall be responsive to students' reasonable requests.

Bidder shall comment on the validity of customer loyalty programs on college campuses and indicate any customer loyalty programs which it may utilize at WSC.

QUALITY ASSURANCE PLAN

Provide a statement of the Bidder's service approach and describe the unique benefits the College will derive from a relationship with the Bidder.

1. Outline the process by which food quality will be addressed for all meals served anywhere on campus.
2. Demonstrate Bidder's internal quality assurance program, including samples of any inspection/quality audit forms used as part of any district/regional/corporate visitations.
3. Describe procedures for customer complaints including what will be done to assure that the same problems are not repeated.
4. Describe a plan for ongoing as well as periodic customer service monitoring.
5. Describe any forecasting, merchandising, production and quality control techniques such as taste testing, temperature testing, sample recipes, utilization of leftovers, identification and deletion of unpopular items and similar items.
6. Describe the training and supervision process that will be implemented and sustained to assure the College that proper food handling, holding, transport, and service standards are in place and consistently utilized.
7. Describe the ways Bidder will meet performance standards for serving and checkout times.

WAYNE STATE COLLEGE ENROLLMENT HISTORY

On- and Off-Campus	<u>Fall Term</u>		<u>Spring Term</u>	
	Headcount	FTE	Headcount	FTE
2006-07	3,415	2,868	3,263	2,693
2007-08	3,530	2,965	3,361	2,751
2008-09	3,584	2,983	3,290	2,755
2009-10	3,642	3,052	3,353	2,841
2010-11	3,571	3,022	3,301	2,768
2011-12	3,517	2,978	n/a	n/a

On Campus Only	<u>Fall Term</u>	<u>Spring Term</u>
	Headcount	Headcount
2006-07	2,857	2,626
2007-08	2,898	2,678
2008-09	2,944	2,646
2009-10	3,041	2,807
2010-11	2,992	2,702
2011-12	3,006	n/a

RESIDENCE HALL OCCUPANCY

<u>All Residence Halls</u>	<u>Fall Term</u>
2006-07	1,254
2007-08	1,344
2008-09	1,346
2009-10	1,348
2010-11	1,376
2011-12	1,380

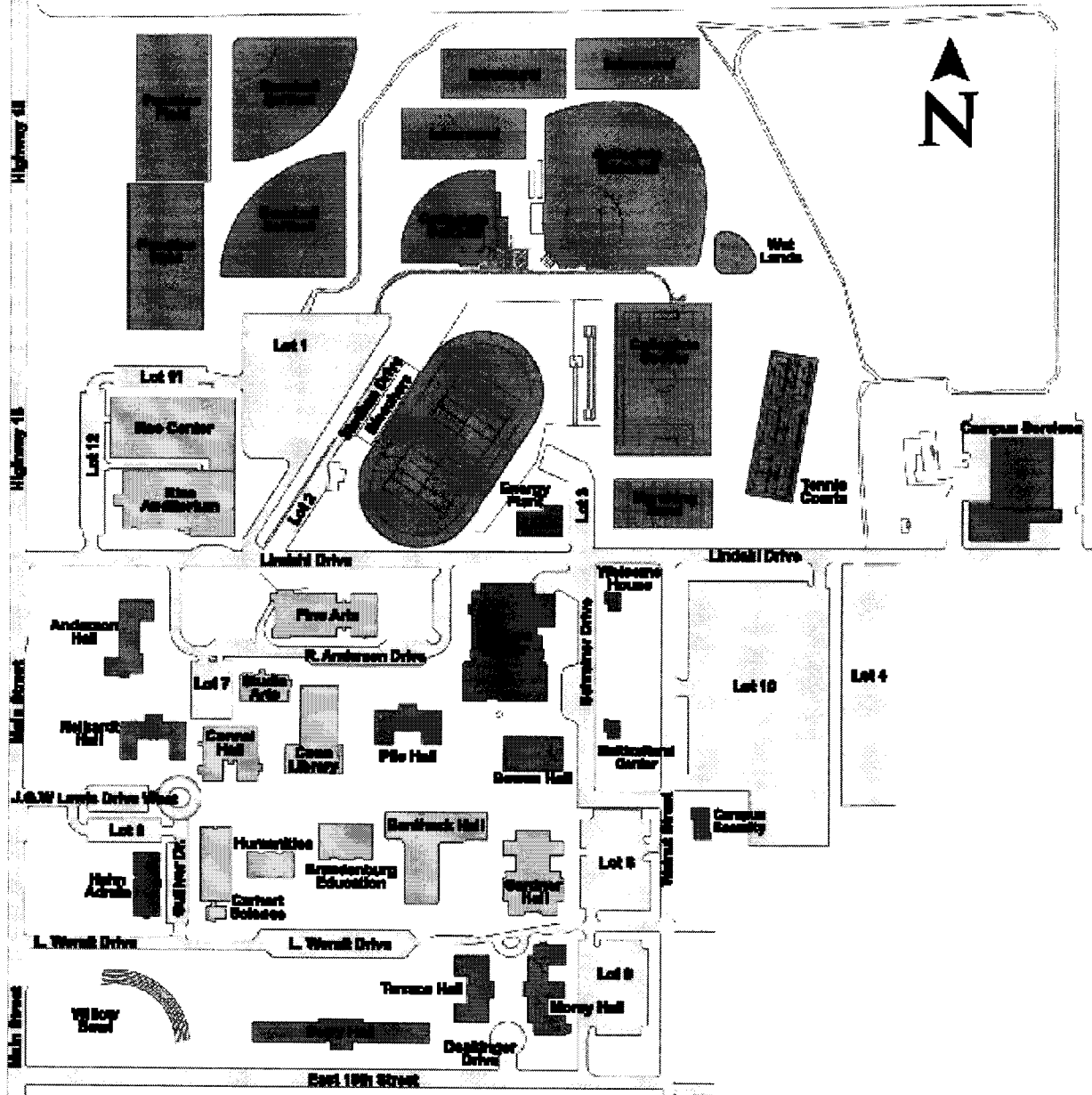
BOARD CONTRACT DINING PROGRAM ENROLLMENT

<u>All Meal Plan Options</u>	<u>Fall Term</u>	<u>Spring Term</u>
2006-07	1,389	1,198
2007-08	1,520	1,283
2008-09	1,558	1,320
2009-10	1,560	1,342
2010-11	1,587	1,370
2011-12	1,619	n/a

Wayne State College

CAMPUS MAP

For more information
800-228-9972



Wayne State College
Office of Records & Registration
ACADEMIC CALENDAR 2011-2012
4/8/2011

Fall Semester 2011-12

August 2011	17	W	Application deadline for Residency changes for Fall 2011 tuition purposes
	18	R	New faculty/staff orientation
	19	F	Opening faculty & dept/school meetings
	19	F	Residence halls open @ 9:00am for new freshman attending orientation
	19-21	F-Sun	New Student Orientation
	21	Sun	Residence halls open at noon for all other students
	22	M	Classes begin @ 8:00am
	28	Sun	Last day for late enrollment or drop/add through WildcatsOnline; no tuition adjustment after midnight
	29	M	Effective today classes dropped through WildcatsOnline will be graded "W"-no refund
	29	M	Tuition & fees due
September	2	F	Refund checks available to students
	5	M	Labor Day holiday
	9	F	Administrative Withdrawals processed for non-payment of tuition/fees
	23	F	Last day to select S-NC or audit
	23	F	Assessment Workshop; no classes
	30	F	Deadline for clearing December graduates (incompletes, substitutions, waivers, etc.)
	30	F	Incomplete grades due from Spring and Summer 2011
October	6-8	R-Sat	Homecoming Activities
	14	F	Transfer students' acceptance deadline to qualify for Spring 2012 early registration
	14	F	Mid-term low grades due
	17-18	M-T	Mid-term break
	20	R	Mid-term low grades mailed
November	7	M	Last day for class withdrawal (no fee adjustment)
	14	M	Course registration for Spring 2012 begins @ 7:30am
	23-25	W-F	Fall break (Thanksgiving week)-no 11/22 Tuesday night classes
December	2	F	Last day for official withdrawal from school
	6-12	T-M	Study week
	13-16	T-F	Final exams
	16	F	Commencement @ 2:00pm
	20	T	Grades due @ noon

Spring Semester 2011-12

January 2012	4	W	Application deadline for Residency changes for Spring 2012 tuition purposes
	8	Sun	Residence halls open at noon
	9	M	Classes begin @ 8:00am
	15	Sun	Last day for late enrollment or drop/add through WildcatsOnline; no tuition adjustment after midnight
	16	M	Effective today classes dropped through WildcatsOnline will be graded "W"- no refund
	16	M	Tuition & fees due
	16	M	Martin Luther King, Jr. Day (classes <u>will</u> be held)
	20	F	Refund checks available to students
	27	F	Administrative Withdrawals processed for non-payment of tuition/fees

ACADEMIC CALENDAR 2011-2012 (Continued)

February	10	F	Last day to select S-NC or audit
	17	F	Incomplete grades due from Fall 2011
	17	F	Deadline for clearing May/Aug. graduates (incompletes, substitutions, waivers, etc.)
	27	M	Summer course registration begins @ 7:30am
March	5 - 9	M-F	Mid-term break
	13	T	Mid-term low grades due
	15	R	Transfer students' acceptance deadline to qualify for Fall 2012 early registration
	16	F	Mid-term low grades mailed
	16	F	Assessment Workshop; no classes after 12:00 noon
	28	W	Last day for class withdrawal (<u>no</u> fee adjustment)
April	9	M	Spring break
	10	T	Course registration for Fall 2012 begins @ 7:30am
	20	F	Last day for official withdrawal from school
	24-30	T-M	Study week
May	1-4	T-F	Final exam week
	5	Sat	Commencements-Graduate 9:30am, Undergraduate 2pm
	9	W	Grades due

SUMMER TERM 2011-12

Three-Week Session 2012 (May 7-25)

May	7	M	Classes begin
	8	T	Last day to register or drop/add through midnight in WildcatsOnline
	8	T	Tuition & fees due
	9	W	Last day to select S-NC or audit
	23	W	Last day for official withdrawal from classes ending 5/25
	25	F	Final class periods
	28	M	Memorial Day holiday
	30	W	Grades due for Three-Week Session

Eight-Week Session 2012 (May 7-July 5)

May	7	M	Classes begin
	8	T	Last day to register or drop/add through midnight in WildcatsOnline
	8	T	Tuition & fees due
	14	M	Last day to select S-NC or audit
	28	M	Memorial Day holiday
July	2	M	Last day for official withdrawal from classes ending 7/5
	4	W	4 th of July holiday
	5	R	Final class periods
	10	T	Grades due for Eight-Week Session

First Five-Week Session 2012 (June 4-July 5)

June	4	M	Classes begin
	5	T	Last day to register or drop/add through midnight in WildcatsOnline
	5	T	Tuition & fees due
	7	R	Last day to select S-NC or audit

ACADEMIC CALENDAR 2011-2012 (Continued)

July	2	M	Last day for official withdrawal from classes ending 7/5
	4	W	4 th of July holiday
	5	R	Final class periods
	10	T	Grades due for 1st Five-Week Session

Second Five-Week Session 2012 (July 9-August 8)

July	9	M	Classes begin
	10	T	Last day to register or drop/add through midnight in WildcatsOnline
	10	T	Tuition & fees due
	12	R	Last day to select S-NC or audit
August	6	M	Last day for official withdrawal from classes ending 8/8
	8	W	Final class periods
	10	F	Grades due for 2nd Five-Week Session

Regular 13-Week Session 2012 (May 7-August 8)

May	7	M	Classes begin
	8	T	Last day to register or drop/add through midnight in WildcatsOnline
	8	T	Tuition & fees due
	14	M	Last day to select S-NC or audit
	28	M	Memorial Day holiday
July	4	W	4 th of July holiday
August	6	M	Last day for official withdrawal from classes ending 8/8
	8	W	Final class periods
	10	F	Grades due for Regular 13-Week Session

(Diploma Graduation Date for the Summer Term is August 9, 2012 – no August ceremony)

**WAYNE STATE COLLEGE
FOOD SERVICE SALES HISTORY**

	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>	<u>2010-11</u>
Board	1,801,817	2,094,992	2,276,943	2,373,607
Casual	36,054	33,512	41,563	42,986
Catering/Conference	173,809	91,530	175,055	187,262
Food Court	121,062	132,460	129,985	124,318
Coffee Shop	54,648	57,352	59,525	58,604
Total	2,187,390	2,409,846	2,684,071	2,786,777

**WAYNE STATE COLLEGE
CAMPUS FOOD SERVICE OPERATIONS PROPOSAL BID FORM**

Name of Bidder (Firm): _____

Acknowledgement of Addendums Number ____ through _____

1. General

- A. Sealed bid proposals for the Campus Food Service Operations at Wayne State College will be received at the Office of the Vice President for Administration and Finance, US Conn Library, Room 010, Wayne State College, Wayne NE 68787, until 4:00 p.m. CST on Wednesday, March 7, 2012, at which time and place the proposals shall be opened.
- B. Bids are to be based upon the Request for Proposals for campus food service operations issued by Wayne State College on January 31, 2012, and must be valid for sixty (60) days after the bid opening. Bids must be made on the Proposal Bid Form.
- C. Each bidder is required to submit with their bid either a Performance Bond, or a certified check in lieu thereof, payable to Wayne State College in the amount of 10% of the Performance Bond.
- D. The College reserves the right to reject any or all proposals, to accept other than the low bid, to negotiate with one or more bidders on the basis of their initial proposal, and to waive informalities or technicalities in the bidding and evaluation process.

2. Base Bids as Per Specifications

All bid prices shall be stated in numbers and words. Where a discrepancy occurs, the bid in words shall prevail.

A. Board Contract Dining Program Rates

Proposed rates for the Board Contract Dining Program shall be on a per meal basis per student enrolled in the indicated plan.

Traditional Plan plus Flex Dollars

1. Nineteen (19) Meal Plan/7 Days + \$50 flex dollars

Price Per Meal: \$_____ in words: _____

Price Per Week: \$_____ in words: _____

2. Fifteen (15) Meal Plan/7 Days + \$85 flex dollars

Price Per Meal: \$_____ in words: _____

Price Per Week: \$_____ in words: _____

3. Ten (10) Meal Plan/7 Days + \$115 flex dollars

Price Per Meal: \$_____ in words: _____

Price Per Week: \$_____ in words: _____

4. Five (5) Meal Plan/5 Days

Price Per Meal: \$_____ in words: _____

Price Per Week: \$_____ in words: _____

5. Three (3) Meal Plan/15 Days + \$175 flex dollars

Price Per Meal: \$_____ in words: _____

Price Per Week: \$_____ in words: _____

B. Casual Meal Rates

Breakfast \$_____ in words: _____

Cont. Brkf. \$_____ in words: _____

Lunch/Brunch \$_____ in words: _____

Evening Dinner \$_____ in words: _____

Special Dinner \$_____ in words: _____

C. Summer Conference Rate

Per Meal Rate \$_____ in words: _____

D. Commission Rates

All commissions to the College shall be based on gross receipts less applicable sales tax.

Casual Meals	_____	% in words: _____
Food Court	_____	% in words: _____
Catering	_____	% in words: _____
Concessions	_____	% in words: _____
Coffee Bar/CStore	_____	% in words: _____

Describe any special conditions or exceptions to the above proposed commission rates:

3. Annual Rate Review

Describe the proposed method to be used to review Board Contract Program rates and other prices should the bidder propose adjustments to such rates during the term of the contract. Indicate the maximum year-to-year increase, if any, which the bidder proposes.

4. Administrative Assessment

Indicate any amount which the bidder proposes to retain for administrative and other support provided by the Contractor which is not a direct expense of the unit's operation. Be specific in stating the percentage to be retained and the basis for applying the percentage.

5. Profit Split

Indicate the level of profit which is planned by the bidder and the methodology, if any, for the split of profits between the College and the bidder beyond the planned level.

6. Facilities Improvement

Indicate the financial commitment that is proposed for facility improvements or toward future renovations. Indicate how such contribution shall be made and the terms and conditions under which it may be amortized and expenses against the unit amount.

7. Bidder Qualification Information (Required)

The following information must be furnished as part of the bid. Responses should be attached to this bid form. Please make responses brief but sufficient to cover each topic. This section is very important and will be evaluated first to determine the qualification of the bidder to provide the specified services.

- A. Provide the name and address of operating company and the names of all owners of the company or principals of the corporation. Similar information should be provided for the operating company's parent company, if applicable. Provide the name and address of the company contact/liaison to be used for the remainder of the bid process.
- B. Outline the history, duration and extent of experience in the management of comparable food service operations. Include information about mergers, consolidations, re-organizations, changes in ownership or other indications of the stability of the company which are part of its history.
- C. Provide complete operating statements or annual reports for the last two fiscal years of operations. If appropriate, include such statements for the branch or division of the company to which the College operation would be assigned. Annual reports or statements of net worth prepared by an Independent Certified Public Accountant would be helpful.
- D. Provide a list of financial reference of the following types. If such financial and service/supply services are acquired by the bidder on a regional basis, regional references should be provided.
 - a. Name and address of bank references for banks with which the company is currently doing business. Include the name, title and telephone number of a bank officer familiar with the company's account. The company must give the bank approval to release information which the College may request.
 - b. Name and address of principal supplies/service provider references with which the company is currently doing business. Include the name, title and telephone number of a provider's officer familiar with the company's account. The company must give the firm approval to release information which the College may request.
- E. Indicate if the company has ever filed bankruptcy, had receipts garnished or had a lien filed against it in one or more of its accounts. If so, provide a full explanation.
- F. Indicate if the company has been involved in litigation concerning a food service contract account. If so, provide a full explanation.
- G. Indicate if the company will require monetary assistance to operate the College's accountant in accordance with specifications. If so, state the amount of such assistance required and the anticipated source or sources.

- H. Provide the company's organizational chart, listing names and titles of board members, officers and key corporate staff.
- I. Describe the organization of the company's support for the College's account, including corporate and regional support if applicable. Include the name, address and telephone number of the district, regional or area supervisor which would serve the College's account. Describe the responsibilities of such regional supervisor and list the current account assignments.
- J. Describe any special resources available to the account and regional management team which would support the College's account.
- K. Provide resumes of the typical or proposed management team for an account such as the College's. Discuss corporate training and educational opportunities available to management personnel and what management retention programs, if any, are currently in place.
- L. Provide a list of college or university accounts of comparable complexity where the company currently is providing specified services. The list should include at least six (6) accounts. Where the company serves more than six (6) comparable accounts, those which are most comparable to the College and which are geographically closest should be selected for inclusion. Provide the following minimum information for each account.
 - a. Date the company began operating the account.
 - b. The approximate number of board contract students served.
 - c. Information about other services provided, such as cash sales services, catering, vending or concessions.
 - d. Address and telephone number of a contact person at each account.
- M. Provide a complete list of college or university accounts of comparable complexity where the company has previously provided specified services but which have been "lost" within the past five years. If no lost accounts are considered to be comparable, provide a list of at least five (5) college or university accounts which have been lost in the last five years regardless of their comparability. Such accounts should be chosen based on the date service ceased, with the most recent listed first. Provide the following minimum information for each such lost account.
 - a. Length of time the company operated the account, including beginning and end dates.
 - b. Information about the conditions under which the company ceased to serve the account.
 - c. Address and telephone number of a contact person at each account.
- N. Provide a list of brand name food operations or products with which the company is or has been affiliated and what the affiliation included.
- O. Describe the company's experience with and philosophy in regard to working with a Student Food Service Committee in the operation of a college or university account.
- P. The College may request supplementary information which may be necessary, in the opinion of the College, to assure that the bidder's competence, business

organization, experience and financial resources are adequate to successfully perform the specified services.

8. Bidder's Proposed Response to Specifications

- A. Provide a statement of the bidder's philosophy on food service operations at an institution of higher education.
- B. Provide information regarding any corporate "branded" concepts or franchise concepts being proposed.
 - 1. For franchise concepts, state what, if any, contractual or franchise commitments would be required and the resultant financial impact such commitments would have on dining services operations.
 - 2. Discuss Contractor's experience with branded concepts. Midwest branded concepts shall be evaluated favorably.
 - 3. Detail the effect brand name concepts have on the satisfaction of board plan participants, cash sales, and service expectations of College constituencies.
- C. Provide a proposed organizational chart including management and staff, for the unit at the College. If appropriate, include resumes for any specific individuals under consideration for the management structure of the unit,
- D. Indicate the employee benefits which will be provided to food service employees. Distinguish between management and staff, if appropriate.
- E. Describe training programs and schedules for employees, supervisors and managers.
- F. Describe the transition plan which is envisioned if the bidder is awarded the contract. Include an indication of how current food service employees will be dealt with.
- G. Provide sample menus for a four-week rotation period for the Board Contract Dining Program base on the specifications. Include descriptions of special meals, monotony breakers, promotions and other creative features designed to maximize student satisfaction with the program.
- H. Describe the proposed method for accomplishing meal transferability between the Board Contract Dining Program and other dining service operations.
- I. Describe Bidder's proposed plan and process to coordinate its information technology systems with the College's current technology environment.
 - 1. Describe the type of access control system proposed and its compatibility with the College's identification card system.
 - 2. Describe the Bidder's resources and ability to adapt to technology changes in higher education and upgrade or enhance its information technology system.
- J. Provide an example of the type of food service brochure which the bidder proposed to prepare for the Board Contract Dining Program at the College.
- K. Provide sample menus with prices for the Food Court cash operation. Indicate portion sizes where appropriate.
- L. Provide a catering plan for functions, including but not limited to, meetings, conferences, club events, receptions, banquets, and parties. The catering

program should reflect the diverse needs of the College's students, faculty, and staff in its service menu.

1. The College desires a three-tiered catering program, with pricing and service levels appropriate for Value-Student Organization Service, Standard Service, and Premium Service. Include prices for both a "commissionable" rate for service provided to non-College entities and a "non-commissionable" rate for College services.
 2. Detail the process used to receive, affirm, and confirm catering orders. Written quotations, and where available access to an online ordering system to facilitate process understanding is encouraged. This process should identify a measurable way to affirm customer satisfaction.
 3. Catered functions (Standard and Premium Service levels) should be of the highest professional standards, featuring quality service and appropriate ambiance. Indicate systems that assure that events receive quality food, optimum service in a timely manner.
 4. Detail typical staffing levels per customer for seated service lunch and dinner functions, receptions, and buffet service.
 5. Provide sample brochure/marketing pieces which will be used to promote catering services.
- M. Provide sample listings of concession products to be offered for sale at athletic events. Include proposed prices.
- N. Provide a *pro forma* financial statement reflecting the bidder's projected revenues and expenditures for the first year of operation of the complete food service program as proposed. The statement should be in the format which the bidder would use to provide monthly reports on the contract to the College.
- O. Provide any additional information relative to the proposed program at Wayne state College which will assist the College in understanding and evaluating the bidder's proposal and qualifications for providing the proposed services.
- P. Describe any commitment to and program for sustainability, energy conservation and recycling.
- Q. Discuss with specificity Bidder's plan for marketing the various venues and meal plans of dining services operations, including catering.
- R. Describe Bidder's Quality Assurance Plans including processes for evaluating food quality and procedures for responding to customer complaints and monitoring ongoing customer service.

PROPOSAL CERTIFICATION

By submission of the executed signature below, I hereby certify the following:

- That I have read and understand all provisions of this Request for Proposal;
- That this proposal as submitted is in conformance with all provisions as stated in the RFP;
- That my firm can meet the financial and service levels identified; and
- That I have the authority to bind my firm to the provisions of this proposal.

Signature

Company

Name

Address

Title

City, State, Zip

Date

Telephone/Cell

**WAYNE STATE COLLEGE
CURRENT EMPLOYEE WAGE SCALE**

<u>Position</u>	<u>Low</u>	<u>High</u>
Cook	\$9.25	\$10.75
Food Court Worker	\$8.24	\$11.75
Salad Maker	\$8.24	\$11.75
Baker	\$9.15	\$13.55
Student Worker	\$7.25	\$ 8.50
Utility Worker	\$7.70	\$10.90
Cashier	\$8.69	\$12.60

**WAYNE STATE COLLEGE
 CONTRACT RATE HISTORY**

<u>Board Contract</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>	<u>2010-11</u>	<u>2011-12</u>
19 Meals/7 Days	\$2.354	\$2.488	\$2.61	\$2.69	\$2.76
15 Meals/7 Days	2.839	3.001	3.21	3.31	3.39
10 Meals/7 Days	4.152	4.389	4.69	4.84	4.96
5 Meals/5 Days	5.332	5.636	5.92	6.11	6.26
3 Meals/5 Days	5.466	5.636	5.92	6.11	6.26

Casual Meal Rates

Breakfast	\$4.15	\$4.40	\$4.60	\$4.75	\$4.85
Continental Breakfast	3.90	4.10	4.30	4.45	4.55
Lunch/Brunch	5.50	5.80	6.10	6.30	6.45
Evening Dinner	6.10	6.45	6.75	7.00	7.15
Special Dinner	6.95	7.35	7.70	8.00	8.20

<u>Summer Conference Rate</u>	<u>\$5.33</u>	\$5.64	\$5.92	\$6.11	\$6.26
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Meal Transfer Rate

Breakfast	n/a	n/a	\$3.25	\$3.40	\$3.40
Lunch	\$4.85	\$5.00	5.25	\$5.50	\$5.50
Dinner	4.85	5.00	5.25	5.50	5.50

NOTE: All rates are "per meal"