Ferry Beach Park Association

Request for Proposal

CONTRACT DINING OPERATIONS

Issue Date: May 5, 2016

**Response Deadline Date/Time:**

July 15, 12:00 Noon EST

**Response Submission Information:**

Ferry Beach Park Association

5 Morris Avenue

Saco, ME 04072

207-282-4489

Attn: Glen Sanokklis

**Response Contact Information:**

Hospitality Manager: Glen Sanokklis

Email: gsanokklis@ferrybeach.org Phone: (207)-282-4489

[www.ferrybeach.org](http://www.ferrybeach.org)

Estimated contract award date: August 15th, 2016

Estimated contract start date: March 2017

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I. INTRODUCTION

1. ABOUT FERRY BEACH PARK ASSOCIATION

Overview: Ferry Beach Park Association is a retreat and conference center on the beach in Saco, Maine. Our mission includes creating conferences and workshops, which focus on personal development and enlivening the human spirit. Families, organizations, individuals and groups use the facility and have for over 100 years. With the capacity to accommodate in an overnight stay, approximately 150 -175 people, the conference center reaches more than 2000 people per summer.

During the spring and fall, weekend groups, primarily churches, use the campus for their retreats. During the weekdays, an Ecology School for primarily 5th and 6th graders occupies the campus.

Ferry Beach is seeking responses to provide contract dining operations as defined in this document at 7 Morris Avenue, Saco, ME. This document provides instructions for submitting responses, the procedure and criteria by which the Provider(s) will be selected, and the contractual terms which will govern the relationship between Ferry Beach and the awarded Bidder(s). Ferry Beach reserves the right to reject all bids.

There is a strong preference on the Ferry Beach campus to develop and implement a plan to increase the use of locally sourced food in the campus dining operations, including food from Maine.

The realistic approach to increasing local food sourcing is to set measurable goals, reflect the supply side of the equation, and maintain affordability for conferees. We are committed to achieving a goal of at least 15% locally sourced food by the year 2022 beginning with a minimum of 10% local food purchase in the first year with a 1% increase in each ensuing year.

The specific defination of Local will be determined by Ferry Beach and the winning bidder but generally will be understood to mean: any food produced or harvested by a producer or processor, including in Maine, within 175 miles of Saco, Maine. This definition applies to the following food product categories: produce (fruits and vegetables), dairy, eggs, poultry, meat, fish/seafood, baked goods/grains and grocery. Processed or prepared foods with at least 50% of their ingredients by weight qualifying as locally sourced food will be counted.

For the purposes of this soliciation, the Ferry Beack Park Associate will be referred to as "Ferry Beach" and the dining services provider refered to as "the contractor

2. FOOD SERVICES OVERVIEW

Ferry Beach seeks to provide contractor managed dining on our campus in Saco, Maine. The specific markets correspond to the three seasons: summer (12-13 weeks), the shoulder season weekends and the shoulder season weekdays. The primary dining market consists of adults, children and youth in the summer season that live on the campus during their conference week. Children, adults and youth make up a second market of weekend retreats. These conferees are here from Friday evening through Sunday lunch and the third group is students from the Ecology School who are here from Monday lunch through Friday lunch.

Specifically, the services to be provided are:

* Buffet dining operations from June through Labor Day for conference participants (each week has different market). Each weekday includes Breakfast, Lunch and Dinner. Each week includes a barbecue on Wednesday evening using grills for cooking meats and veggies. We also serve lobster on Thursday nights, which includes a salad and appetizers offered as people sit down at their tables (hot foods remains on the bar and are served afterwards), a special Sunday evening pasta bar or something similar and a brunch on Sunday morning (adult and family weeks).
  + Additional food items, which are seasonal and local.
  + Evening desserts
  + Healthy living food (reduce processed meats for lunch sandwich bar)
  + Vegetarian, Gluten free and other dietary restrictive meal planning
  + Appetizers during 5-6pm social hour each evening – limited in scope (cheese tray with chips, crackers, fruit)
* Weekend buffet dining operations from Labor Day through mid November and April through May. (Limited options for buffet for church retreats).
  + Often includes a Friday night pizza party or other similar foods
  + Soups, bread for lunches and 2 entrees for dinner Saturday evening.
* Limited buffet dining during the week from Labor Day through mid November and April through the first week in June. (Students)
  + Healthy but appealing food for youth
  + Occasionally need sandwich bar set up for outings
* Limited snack bars/grab and go operations in the Ferry Beach Store during the summer months and baked goods for Sunday after services.
* Sunday Brunch in addition to Sunday breakfast for local participation in summer months.
* Daily beverages and crudités for our pre-dinner social hour from June – September

(estimated meal counts provided later in this document)

3. IMPORTANT DATE AND TIMEFRAMES

|  |  |
| --- | --- |
| Mandatory Bidders’ Conference & tour | By Appointment |
| Intent to Respond | May 15, 2016 |
| Deadline for Written Communication | May 30, 2016 |
| Response to Written Communication | June 15, 2016 |
| Deadline for Response Submission | July 15, 2016 |
| Estimated Bidder Presentation Date | By appointment |
| Follow-Up Bidder Technical Review Date | By Appointment |
| Award Announcement | August 15, 2016 |
| Contract Negotiation | September 30, 2016 |
| Estimated Contract Start Date | March 1, 2017 |

II. CONTRACT TERMS

1. EVALUATION CRITERIA

Scoring Weights: The score will be based on a 100-point scale and will measure the degree to which each response meets the following criteria.

|  |  |  |
| --- | --- | --- |
| **Submission Requirements**  **Section IV** | **Category** | **Points** |
| Tab 1 & 2 | Organization Qualifications, Experience, Financial Stability and References | 15 |
| Tab 3 & 6 | Dining Operations Response | 35 |
| Tab 7 | Cost Response | 35 |
| Tab 6 | Key Performance Indicators | 5 |
| Tab 5 | Local Sourcing Response | 10 |
|  |  |  |
|  | **Total Points** | **100** |

2. CONTRACTOR’S LIABILITY INSURANCE

Contractor's Liability Insurance: During the term of this agreement, the Contractor shall maintain the following insurance:

|  |  |  |
| --- | --- | --- |
| **#** | **Insurance Type** | **Coverage Limit** |
| 1 | Commercial General Liability, including Product’s and Completed Operations (Written on an Occurrence-based form)  (Bodily Injury and Property Damage) | $1,000,000 per occurrence or more |
| 2 | Vehicle Liability  (Including Hired & Non-Owned)  (Bodily Injury and Property Damage) | $1,000,000 per occurrence or more |
| 3 | Workers Compensation  (In Compliance with Maine and Federal Law) | Required for all personnel |
| 3 | Professional Liability Insurance (Agents, Consultants, Brokers,  Lawyers, Financial, Engineers,  or Medical Services) | $1,000,000 per occurrence or more |
| 4 | Marine General Liability  (Any maritime or marine services) | $1,000,000 per occurrence or more |

Coverage limit requirements can be met with a single underlying insurance policy or through the combination of an underlying insurance policy plus an Umbrella insurance policy. Ferry Beach shall be named as Additional Insured on the Commercial General Liability insurance. Certificates shall be filed prior to the date of performance under this Agreement. Said certificates, in addition to proof of coverage, shall contain the standard statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period. The Beach reserves the right to change the insurance requirement or to approve alternative insurances or limits, at the Beach’s discretion.

3. FOOD SERVICE HOURS

Summer

* Breakfast 7:30 to 8:30am daily
* Lunch Noon until 1:00pm daily
* Dinner 6:00 to 7:00pm daily

Shoulder Season Weekends

* Breakfast 8-9 am
* Lunch 12:30 – 1:30
* Dinner 6-7pm

Weekday Shoulder Season

* 7:30 – 8:30 am
* 12:30 – (staggered times) – 1:30
* 6pm dinner

4. DAILY FOOD COVERS (Averaged Seasonally)

Daily covers are based on the most recent years results and are not guaranteed. The contractor shall cover the actual needs of Ferry Beach throughout the term of the contract regardless of whether the meal plan enrollment is more or less than the numbers shown.

* March Through Early June **Weekdays(Ecology School)**
  + 1050 covers/week
* March Through Early June **Weekends (Church Retreats)**
  + 550 covers/weekend
* June Through Early September **Weekdays/Weekends(Conferences)**
  + 2100 covers/week
* September Through Early November **Weekdays(Ecology School)**
  + 1050 covers/week
* September Through Early November **Weekends(Church Retreats)**
  + 550 covers/weekend

5. CONTRACT TERM

The Contract term shall be for a period of two years commencing on March 1, 2017. With mutual written agreement of the parties this Contract may be extended for 3 additional one-year periods.

6. CANCELLATION/TERMINATION

If the Contractor defaults in its agreement to provide personnel or equipment to the Beach's satisfaction, places Ferry Beach conferees, or employees at significant risk of harm, or in any other way fails to provide service or other requirements in accordance with the contract terms, the Beach shall promptly notify the Contractor of such default and if adequate correction is not made within seventy-two (72) hours the Beach may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel this Contract with written notice. Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the Contract during the notification period.

7. EQUAL OPPORTUNITY

In the execution of the Contract, the Contractor and all subcontractors agree, consistent with Beach policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, including transgender status or gender expression, national origin or citizenship status, age, disability, genetic information, or veteran’s status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The Beach encourages the employment of individuals with disabilities.

8. OPERATING RESPONSIBILITIES

Refer to below chart for detailed description.

OPERATING RESPONSIBILITIES

|  |  |  |
| --- | --- | --- |
| **Subject Area** | **Beach Responsibilities** | **Contractor Responsibilities** |
| **Personnel & Staffing** | | |
| Staffing levels |  | Contractor will maintain adequate staff on duty at the premises at all times to ensure a quality dining service operations. Staff will be experienced and qualified for administration and supervision, menu planning and dietetics, production, purchasing, service, sanitation, marketing, and equipment use. |
| Training |  | Contractor must continually provide satisfactory training and development for its employees at all levels of the dining operations. |
| Legal |  | Contractor shall comply with all applicable federal, state and local laws and regulations regarding employment, compensation, and payment of personnel. Such compliance shall include, without limitation, maintenance of unemployment insurance, worker’s compensation and other taxes, health examinations, permits and licenses in amounts and type enumerated by law. Contractor shall act as an independent contractor, and not an agent of the Beach in all aspects of any management and operational duties and responsibility in its delivery of the Beach’s food services. |
| Selection and Hiring | Beach shall have the right to conduct interviews of proposed candidates for Contractor’s highest ranking on-site Manager and to review Contractor’s final recommendation before an appointment is made. | Contractor will not transfer or change the site Director unless sixty (60) days advance notice in writing is provided to the Beach and a replacement suitable to the Beach is identified. The presiding stance shall not restrict the right of Contractor to terminate the employment of any employee, nor shall it restrict the right of an employee to resign his/her employment, so long as such employs changes comply with State and Federal laws. |
| Conduct | The Beach reserves the right to ask the Contractor to remove an individual whose conduct does not comply with Beach rules and regulations. | Contractor is responsible for the on-campus conduct of all its employees. Contractor employees will abide by all rules and regulations which govern Beach employees. |
| Attire |  | Contractor employees and manager will be neatly attired in clean uniforms and wear visible nametag identification at all times while on duty. |
| Emergency Contacts |  | As a courtesy and to assure there is a known contact in charge for the Contractor in an emergency, Contractor will notify the Hospitality Manager when the site management is scheduled to be away from the campus and who has authority to make decision in his or her absence. |
| Background Checks |  | Contractor will comply with Ferry Beach Background Check Requirements. |
| **Premises and Equipment** | | |
| Premises | Ferry Beach shall furnish, at its expense, premises, and equipment including but not limited to kitchen equipment, and fire extinguishing equipment. | Contractor shall perform proper use and care for the equipment and facilities with which it is entrusted under this contract and/or uses in the performance of its daily duties, as specified by equipment manufacturers. Contractor must perform first level (operator) preventive maintenance on all equipment, fixtures, furnishing, and building components. |
| Proprietary Concept Equipment |  | Contractor shall provide, at its own expense, any other equipment not provided by the Beach that the Contractor deems necessary to implement its unique concepts. The installation of permanent Contractor or supplier-owned equipment will require the prior written approval of Ferry Beach. |
| Small wares, service ware | Ferry Beach will provide an initial inventory of expendable and non-expendable supplies and service equipment (e.g., china, glassware, flatware, trays, and kitchen utensils). | At all times during the term of this agreement, Contractor shall maintain such minimum or par stock levels as cost of doing business. |
| Office Equipment | Ferry Beach is not responsible for any of the office equipment or other non-kitchen equipment that the Contractor chooses to supply in its office areas in the kitchen. | Contractor at its cost will provide any office machines necessary for the management of the dining service operations, including computers (and software), printers, copy machines, calculators and other similar items. |
| Termination | Upon termination or expiration of this agreement, Ferry Beach will conduct a physical inventory of all non-expendable supplies and capital equipment. At that time, Contractor will surrender the facilities and non-expendable supplies and equipment to the Beach in as good a condition as at the start of the agreement, excepting ordinary wear and tear and loss or damage by fire, flood or other perils. When the final inventory is surrendered by Contractor at the end of the agreement, inventory surrendered must be equal to or greater in quality, conditions, and amount to the original inventory (plus an additional inventory or equipment provided by Ferry Beach, if any, during the life of the Agreement.) | The un-depreciated value of additional capital equipment (purchased by Contractor and listed and agreed to by Ferry Beach) would be purchased by a replacement service provider or the Beach at the time of a transition. Depreciation will be straight-line method, calculated over the term of the Agreement or less if mutually agreed upon at the time of purchase. Items proprietary to the Contractor (such as trade names, trade dress) shall be excluded from this provision. |
| Repair and Maintenance | Ferry Beach will be responsible for repair and maintenance of all Beach owned equipment. The cost of these repairs shall be paid by the Beach, except where it has been determined by the Beach that damages were due to Contractor negligence or an event under its direct control and responsibility. |  |
| Inspections | Ferry Beach reserves the right to periodically conduct an unannounced inspection with or without the Contractor. Consultant inspectors for all state and local authorities and from the Beach will have complete cooperation from the Contractor. | Contractor will provide Ferry Beach with an inspection report within 72 hours of receipt. Within five (5) working days, Contractor will provide the Beach with a written report of corrective actions on all infractions contained within the report. In the event that corrective action is a joint responsibility, Contractor will notify the Beach of its responsibility in the matter and will work with Beach in the implementation of such action. |
| Pest Control |  | Contractor shall be responsible for all costs and maintenance of insect and pest control in all assigned areas for production, service and storage. |
| Recycling and Composting |  | Contractor shall comply with both present and future recycling and composting programs, as adopted by the Beach. To the extent permitted under Good Samaritan laws, Contractor is expected to recycle or donate excess food, packaging, and other items as they meet state and local sanitation codes. |
| Fire and Safety | Ferry Beach shall furnish and maintain fire alarms and extinguisher equipment and supplies as required by law, regulation or best practices. The Beach shall be responsible for the periodic cleaning of hood and ventilation systems. | Contractor shall immediately report fires, unsafe conditions, thefts, and security hazards to the Beach. Contractor shall immediately fix and report to the Beach any conditions cited in any inspections by local, state or federal agencies or those identified by the Hospitality Manager for unsafe conditions on the premises. Contractor shall notify Ferry Beach immediately after any fire extinguisher use or discharge. |
| Accessibility |  | Contractor shall ensure that all equipment, systems, furniture, etc., directly intended for use by patrons will comply with all applicable laws and regulations regarding access by persons with disabilities. In the event of a disability complaint, the contractor will immediately provide a legally-acceptable accessible alternative. |
| **Utilities** | | |
| Cost |  | In DeWolfe Dining Hall on the Premises, which is metered on the Effective Date and in the case of any new dining venues where the entire building is dedicated to dining, the utilities will be paid by the Contractor as a cost of doing business. |
| Service | Ferry Beach does not guarantee an uninterrupted supply of water, steam, electricity, gas, or heat; however Ferry Beach will take reasonable efforts to restore the service following an interruption. The Beach will not be liable for any damages or losses attendant thereto, including without limitation, product loss that may result from the interruption or failure of any such utility services, nor any loss of use or lost profit unless such interruption or failure is due to negligence of the Beach or its employees. | Contractor shall assume responsibility for maximum utility/energy conservation. Contractor shall adopt and enforce a policy of turning off or down lights, fans, water, ovens, steam equipment, and other energy consuming items when the Dining Services facilities are not in use or when business volume dictates a reduction in the use of utilities. Failure to implement and enforce maximum utility/energy conservation after notice and 15 days opportunity cure by The Beach shall result in financial penalties to Contractor in an amount equal to $500 per violation thereafter. |
| Network and Internet Service | The Beach will provide wireless Internet service connections for Contractor’s non-PCI devices.  Contractor is responsible for maintaining the security of its computers and software. Devices that are found to be compromised may be removed from the Ferry Beach computer network. |
| Vehicles and Parking | The Beach will provide designated parking at the primary dining facility for a designated catering vehicle with access to a loading dock as appropriate. |  |
| Trash | Ferry Beach shall provide for the removal of trash and garbage which has been assembled by Contractor within the designated area of the facility on the Premises.  In those situations where the Beach retains the use of the dining room for a variety of activities that may or may not be food service related, the Beach will provide the set-up and cleanup at no cost to the Contractor. | Contractor will cooperate with the beach in minimizing disposal costs. Storage of reuse and recycling by Contractor shall be in appropriate clean containers and in unobtrusive areas of each facility within the Premises, not in the production or dining areas. |
| Janitorial | Ferry Beach will be responsible for the periodic cleaning of the ductwork above the ceiling level. | Contractor shall provide daily housekeeping and all cleaning/janitorial functions within the Premises and shall commission and oversee sanitation services for dedicated food service areas. In addition, Contractor will maintain the dining room throughout the service hours in the Fall and Spring Seasons to include wiping down tables, cleaning spills, emptying trash, and keeping dining rooms neat. The facilities within the Premises for which Contractor shall be responsible will include, but not be limited to production and serving areas, dining room, coffee bars, refrigerators, freezers, receiving and storage, trash and garbage, and hallways and bathrooms assigned to the Contractor. |
| Hoods | Ferry Beach will provide general security to the campus locations occupied by Contractor. | Contractor will be responsible for routine daily cleaning of the hood exterior and interior surfaces and filters below the ceiling level. |
| General and Information Security | Ferry Beach will provide all locking devices and keys at the onset of the Agreement. | Contractor will be responsible for any loss or damage resulting from Contractor negligent failure to provide adequate security, including information security breaches of contractor systems or by contractor employees accessing Beach systems and including, but not limited to, such losses and damages due to inadequate contractor staffing levels. |
| Keys | Ferry Beach is not responsible for the criminal acts of third parties. | Contractor will be responsible for the cost of replacement of lost keys. If the Beach determines that keys lost by Contractor or its employees could compromise campus security, Contractor will be responsible for paying all costs associated with re-keying designated locations. Prior to the commencement of the Agreement, or at any time during the Contract Term, Contractor may request Beach to re-key the facilities with Contractor paying any costs of such re-keying. |
| Incident Reporting | The Beach is not responsible for the criminal acts of third parties. | Contractor will immediately report any break-ins or unauthorized entries into the foodservice areas, information technology systems, databases, equipment, etc. containing Beach-related information or data, operated by or for the contractor, to Hospitality Manager. Contractor will be responsible for reporting to the Beach and relevant campus all accidents involving its staff or customers and all disputes or behavioral incidents involving staff, students, or patrons that occur in or around the premises. |
| **Food and Other Supplies** | | |  |
| Costs | The Beach maintains the right to inspect emergency supply levels at its discretion. | Contractor shall be responsible for all costs (as part of doing business) for required paper, office, janitorial and chemical supplies for the operation the dining facilities. Ferry Beach will pay the food costs directly to the supplier. An estimate of food costs each season will be given to the Beach prior to the season. |
| Emergency Items |  | Contractor will be responsible for providing and maintaining an inventory of disposable service ware adequate to meet the emergency needs should the dishwashing facilities become inoperative and paper or disposable service is required. Contractor shall maintain an inventory of food and supplies adequate to feed visitors on the campus in each season. |
| Effective of termination or expiration |  | Upon termination or expiration of the Agreement, inventories of food and expendable supplies will remain those of the Contractor. |

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| --- | --- | --- |
| **Sustainability and Local Sourcing** | | |
| Local Sourcing | Ferry Beach defines locally sourced food as any food produced or harvested by a producer or processor, including in Maine, within 175 miles of the campus. This definition applies to the following food product categories: produce (fruits and vegetables), dairy, eggs, poultry, meat, fish/seafood, baked goods/grains and grocery. Processed or prepared foods with at least 50% of their ingredients by weight qualifying as locally sourced food will be counted. | Contractor shall provide auditable documentation that in the first year of the Agreement it purchase a minimum of 10% of its food from local sources as defined in this Agreement. The percentage shall increase minimum 1% increase each ensuing year of the Agreement to align with Ferry Beach’s ultimate goal of 15% by the year 2020. The contractor’s renewal status for contract extension will take into consideration the extent to which the contractor has or has not met or exceeded sourcing goals. Contractor will provide the Beach with annual reporting and access to data to validate/audit the minimum local sourcing goal for each year using a mutually agreed upon set of metrics based on the Beach’s definition of local food as a benchmark. |
| Recycling and Composting | The Beach will, at its discretion, implement recycling and composting guidelines for the campus. | Contractor shall comply with all existing as well as any future recycling and composting policies established by Ferry Beach including those for equipment and electronics. |
| Lawful Wage |  | Contractor will pay all its employees assigned to the Beach a lawful wage as appropriate to the local region. |
| Waste Reduction | Beach will strive to install equipment that supports waste reduction when it replaces or adds equipment to a dining venue. | Contractor shall develop and implement policies and procedure including software to reduce pre and post-consumer waste. |
| Energy Reduction | Beach will strive to install equipment that supports energy use reduction when it replaces or adds equipment to a campus dining venue. | Contractor shall develop and implement policies and procedures including software or automated systems to reduce energy use in dining facilities. |
| Reuse |  | http://www.mainelegislature.org/legis/statutes/14/title14sec164.html Under the guidelines of Maine Statute 164 “Immunity from Civil Liability” the contractor will donate leftovers to not for profit agencies that feed the hungry. |
| Environment | The Contractor with a list of its current environmental policies as well as any changes that occur over the term of the contract. | Contractor shall abide by all current and future environmental policies and procedures adopted by the Beach. |
| **Sanitation & Safety** | | |
| ServSafe Certification |  | At a minimum all management and supervisory staff will be ServSafe Certified. Copies of all certifications are to be on file on the campus and are subject to random audit by the Contract Administrator. |
| Worker Safety | Ferry Beach is responsible for providing a safe work environment with respect to the facilities and equipment assigned to the Contractors | Contractor is solely responsible for training and supervising all employees with regards to safe work habits and proper use of all equipment. All safety incidents will be reported immediately to the Beach. Contractor’s employee safety should meet the Beach’s minimum standards. Contractor will have and maintain respectful and safe work environment for its employees. Contractor will comply with all local, state and federal law regarding its workplace, including but not limited to a workplace free from harassment and abuse. |
| Chemical Storage |  | Contractor will be responsible for the safe use of all chemicals including secured storage and separation of chemical from food storage. Contractor storage will meet guidelines provided by chemical companies. |
| **Wellness & Nutrition** | | |
| Healthy Choices |  | Contractor must offer choices that allow any person who dines in its operations the opportunity to select a well-balanced meal from the menu. The nutritional analysis of all menu items must be accessible to diners either in a written manual located in each venue, on a computer located in the venue or on-line on the dining website. |
| Nutritional Info |  | Contractor will make the entire USDA Nutritional Database and other web-based health and wellness links available to the entire population via its dining website. |
| Special Diets |  | When a visitor has a medical doctor validated diet regimen the Contractor shall meet with the visitor, then develop and implement a plan to meet that visitor’s needs in the dining hall. |
| Food Allergies |  | Contractor will provide menu options that allow visitors to avoid food that contain or have been cross-contaminated with the specific allergy. In particular the Contractor’s on-site management and staff will be knowledgeable with regard to the 8 common allergens: peanut, tree nuts, eggs, milk, wheat, soy, fish and shellfish. All food with these allergens must be identified as such. |
| Food Allergy Training |  | <http://www.foodallergy.org/document.doc?id=137> |
| **Food Quality** | | |
| Product Standards |  | All food purchases shall meet requirements of the United States Department of Agriculture (USDA) Food and Drug Administration (FDA) and National Sanitation Foundation (NSF). |
| Leftovers |  | Leftover foods shall be kept to a minimum, refrigerated as necessary in shallow pans after each meal, properly covered, labeled, dated and served as an extra selection within 48 hours. |
| Food Temperature |  | Hot food shall be served hot and cold foods cold in accordance with local, state, and regional mandated standards. |
| HACCP |  | HACCP (Hazardous Analysis of Critical Control Points) standards shall be used for receiving, storing, thawing, chilling, serving and re-thermalizing all food. |
| Food Availability |  | In AYCTE operations serving stations and bars are to be kept fully stocked throughout each serving period. The last customer is to be offered the same range of choice as the first customer. All food items will remain at their respective stations for a minimum of 10 minutes after the posted closing time except desserts, which must remain available for a minimum of 20 minutes after the posted closing time. |
| Point of Service Labeling |  | Food items at the service stations and bars shall be readily identifiable with attractive, individual labels. In a la carte operations, pricing must be visible for all menu items. Packaged and pre-made foods must have the ingredients listed in order of the volume of each ingredient in the recipe/prepared food item. Allergens must be identified with Food Allergy Research, and Education (FARE) standards. |
| Menu Cycle |  | The AYCTE menu cycle will be 1 week and three days to avoid food items being repeated on the same day of the week each month. Menus must be approved prior to summer season. |
| Variety |  | In addition to the core menu at any given station, there will be daily specials that do not repeat more than twice during a full menu cycle. |
| AYCTE Menu Guidelines | The Beach shall have the right to review and approve any changes in the menu guidelines in Appendix C over the life of the contract. | Minimum guidelines for the AYCTE venue menu options are presented in Appendix C of this RFP. The Guidelines will be reviewed annually and adjusted to meet food trends, locally sourced foods and new concepts.  Menus will be drafted by Contractor, submitted at least 2 months prior to season and approved by Ferry Beach. Failure to follow the approved menus guidelines will result in a 1% per day penalty based on the weekly Management Cost disbursement. |
| **Catering** |  |  |
| Rights | | |
| Commissions: Internal & External catering events. |  | Any catering that the Contractor does for outside groups that contract with Ferry Beach for use of the property is considered an External Catering event and subject to a commission to the Beach per the terms of the contract agreement. The weekday meals to the Ecology School is not considered an outside group. Any additional food outside of the agreed upon menus for weekends ordered by weekend groups is subject to this commission. |
| Event Space Booking | The Beach shall control the space commitment and scheduling of all meeting rooms and catering spaces. Bookings may be made through the appropriate facility scheduling office as specified on each campus. |  |
| Invoices and Collections | The Beach assumes no responsibility for the invoicing and collection of catering events for non-Ferry Beach organizations. Outside groups renting Ferry Beach will have a separate agreement with the Contractor. | Contractor will invoice and collect revenues from all non-Ferry Beach groups with no assistance from the Beach. Catering performed for non-Beach affiliated groups shall require a fifty percent (50%) deposit upon booking with the remaining fifty percent (50%) due the day of the event. |
| Catering Guides |  | Contractor shall develop an annual catering guide and shall make that guide available online before the beginning of each year. Where applicable the Contractor will print copies of this guide and Contractor will be responsible for production and distribution costs. Contractor will print the catering guide in two versions, one for internal group events and one for external group events. |
| Quality Control/Customer Satisfaction | Ferry Beach reserves the right to observe and monitor the food and service at all catering events. | Contractor shall establish and maintain a regular process for evaluating catering event food and service quality and responding to customer complaints. Copies of these evaluations and responses shall be summarized in the quarterly report. |
| Pre-agreed catering |  | Contractor will honor the specific commitments of menus prices and other arrangements made under the previous contract and known by the Beach, for catering service prior to beginning the new agreements. This is to include any scheduled camps, retreats and conferences. |
| Catering Levels |  | Contractor shall provide a minimum of two service levels to include: standard china/service ware; 2) disposable service-ware. |
| Alcohol | Beach reserves the right to add a liquor license and work out details with the Contractor at a later date. |  |
| **Reporting** |  |  |
| **Financial Reports** | | |  | Contractor will provide the Beach and each campus with a monthly point of sale financial statement to show budgeted and actual sales and operating expenses for the current period and the year to date on or before the 20th day of the month following the close of the financial period. |
| Financial Reports – Monthly Consolidated |  | Contractor will provide the Beach with a monthly consolidated financial statement to show budgeted and actual operating expenses for the current period and the year to date on or before the 20th day of the month following the close of the financial period. |
| Monthly Operating Reports |  | Monthly operating reports and supporting data will be prepared in accordance with a format acceptable to the Beach and include sufficient detail for performance tracking purposes. These reports will include, at a minimum, the following: Prior month’s Food & chemical expenses, breakage reports, monthly forecasted food and chemical expenses. |
| Semi-Annual Reviews |  | Contractor shall make a semi-annual presentation to the Beach detailing dining’s financial and operational performance over the past 6 months along with projected initials for the next six months. The presentation must include but is not restricted to: 1) Financial Performance Summary; 2) Participation Reports; 3) KPI data; 4) Progress on Initiatives agreed upon and in previous review and proposed initiatives for the next 6 month period. |
| Corporate Visits |  | Contractor is to inform the Hospitality Manager when a district, regional or corporate representative of the contractor’s firm is to be on campus. The Hospitality Manager should be given the opportunity to meet with that representative(s) while that person(s) are on campus. |
| Report Delivery | The Beach dining contract is administered with a day to day oversight by the Hospitality Manager. | All monthly, quarterly, semi-annual and annual reports should be sent to the Hospitality Manager and the Executive Director. |
| **FINANCIAL/PRICING** |  |  |
| Accounts Payable | The Beach operates on a 30 day net payment cycle for all of its vendors and suppliers. | The Contractor will operate on the same 30 day net payment cycle. Special attention should be paid to meeting this requirement with respect to local suppliers and farmers. |

III. **PROPOSAL SUBMISSION**

1. BIDDER INQUIRIES

Any potential Bidder to this RFP may request clarification or additional information regarding the requirements of this RFP by emailing Glen Sanokklis at [gsanokklis@ferrybeach.org](mailto:gsanokklis@ferrybeach.org). It is the responsibility of the bidder to inquire in writing about any requirement of this document that is not understood. Responses to inquiries, if they change or clarify the document in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the document. Addenda will also be posted on our web site, [www.ferrybeach.org](http://www.ferrybeach.org)

It is the responsibility of all bidders to check the web site before submitting a response to ensure that they have all pertinent documents. Ferry Beach will not be bound by oral responses to inquiries or written responses other than addenda. Inquiries must be made using the Response Contact Information provided on the cover sheet of this document.

2. RFP SUBMISSION PACKAGE

To be considered, Bidders must submit timely written proposals to the requirements of the RFP. Responses to the RFP must submitted in sealed envelopes, with the name, address, telephone number and email address of the Respondent. Each Respondent must submit 6 copies of the RFP response. Bidders also must provide an electronic copy via thumb drive. Please submit responses to:

Ferry Beach Park Association

Glen Sanokklis

5 Morris Ave

Saco, ME 04072

3. LATEST DATE/TIME FOR SUBMISSION OF RFP RESPONSE

**The latest date/time for the submission of RFP Responses is July 15th, 2016 at 12 noon.**

4. RIGHT TO MODIFY

Ferry Beach reserves the right to modify this RFP or any portion hereof by Ferry Beach Addenda. Respondents must incorporate any Addenda into their respective RFP responses.

IV. **PROPOSAL SUBMISSION FORMAT**

* The respondent shall submit the following information in the order and format indicated below.
* The proposal shall be bound or provided in a 3 ring binder and contain numbered Tabs as indicated below.
* Please use the cover sheet from Appendix A.
* All Bid Forms must be included at the time of submission of the proposal to be considered responsive to the RFP.

TAB #1 MINIMUM QUALIFICATIONS

Minimum qualifications are as follows:

* A 1-2 page cover letter on company letterhead signed by the authorized representative describing how the proposer’s firm satisfies the minimum qualifications.
* Three most recent years of audited/reviewed financial statements that demonstrates the Proposer’s ability to perform.
* The location and description of regional management offices, if applicable.
* A copy of the declaration page from the insurance company or from the broker/agent, stating that your firm is able to obtain all required insurance coverage.

TAB #2 OPERATIONS EXPERIENCE

* Provide the names of any contracts presently operated by your company.
* The name of the institution’s administrative officer’s who has been designated as the liaison officer with your food service company.
* The number of years your company has provided continuous service. Include the initial date of the original contract.
* Describe the service provided to the institution.
* Has your firm discontinued or been discontinued from any previous contract. If so, please identify and explain the reasons.
* Include a minimum of three references. Prior to the award of the contract, Ferry Beach reserves the right to visit the facilities of the provided references to observe food services of the operation. The evaluation of the site visits will be part of the evaluation of the reference checks.

TAB #3 FOOD SERVICE PLAN MENU

* Describe in detail the overall food service plan your company proposes to implement at Ferry Beach.
* Provide 3 sample menus for each season (conference/church retreats/weekday ecology school)
* Provide targeted plate cost broken down by age group (adults, youth)
* Submit a list of food and beverage items that will be served in the Food Service area. Include nutritional information and ingredients. Specifically note which items are a) healthy choice, b) vegetarian, c) vegan, d) organic options.
* Describe how staff and guests will be informed of nutritional value of menu items.
* Provide sample menus that you currently use.

Tab #4 MANAGEMENT AND PERSONNEL

* Submit a copy of your personnel policies that includes complaint procedures
* Submit a profile of all proposed management positions. Also provide a proposed organizational chart and proposed job descriptions.
* Provide a complete resume of the proposed manager/s for the Ferry Beach food service operation. It is highly recommended that your proposed manager attend all interviews should your company be one of the finalists.

Tab #5 CONSERVATION, RECYLING AND SUSTAINABILITY

* Address your business’s commitment to sustainable practices as applicable to your business operation and services. This should be accomplished by outlining how sustainability is incorporated into your business practices and products, as they relate to the purchase and transportation of food, recycled content, energy efficiency, reduced packaging, products recycling/disposal, and any applicable certifications related to the products or services you provide. This is an opportunity for your business to show its innovation around initiatives, programs and events.

Tab #6 KEY PERFORMANCE INDICATORS

The Beach intends to negotiate KPIs as part of the contract. Please submit a description of what your firm would propose as KPIs and the performance criteria for each. At a minimum you must provide KPIs for the following:

* Incorporating locally-sourced foods
* Performing regular preventive maintenance
* Maintaining plate cost
* Employee Turnover
* Safety and Sanitation
* Employee Training (safety, customer service, etc.)
* Addressing Food Allergens
* Customer satisfaction
* Increasing revenue (more people purchase meal plan)
* Sustainability

Tab #7 FEE PROPOSAL

* The proposal should clearly indicate the basis for the fees being charged with a breakdown between food cost and management costs.

V. **EVALUATION OF RFP’s/AWARD OF CONTRACT**

AWARD

Presentations may be requested of two or more bidders deemed by the Beach to be the best suited among those submitting responses on the basis of the selection criteria. After presentations have been conducted, the Beach may select the bidder which, in its opinion, has made the response that is the most responsive and most responsible and may award the Contract to that bidder. (While the Beach prefers a single solution that is scalable to meet the needs of different seasons of its operation, it reserves the right to award contract(s) to one or multiple bidders, which may include awards to bidders for a specific time period if such award is in the best interest of the Beach. If multiple awards were to occur, Contractors would have the opportunity to revise their proposal to reflect the new operating structure prior to any signed Agreement.)

The Beach reserves the right to reject any or all responses, in whole or in part, and is not necessarily bound to accept the lowest cost response if that response is contrary to the best interests of the Beach. The Beach may cancel this request or reject any or all responses in whole or in part. Should the Beach determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more qualified than any other under consideration, a contract may be awarded to that bidder without further action.