

Services for Blind & Visually Impaired
21 South Fruit Street, Suite 20
Concord, NH 03301
Voice 603-271-3537
Fax (603) 271-3816

DATE: February 25, 2015

**REQUEST FOR PROPOSALS
SERVICES FOR BLIND AND VISUALLY IMPAIRED**

I. PURPOSE:

The State of New Hampshire, Department of Education, Division of Career Technology and Adult Learning, Services for Blind and Visually Impaired ("State") hereby requests proposals from interested and qualified individuals or food service companies desiring to operate and maintain, supply, service and otherwise care for a cafeteria food service located at New Hampshire Department of Transportation, John O. Morton Building, 7 Hazen Drive, Concord, NH 03302

Bids must be received by David Lamb, Business Enterprise Program Coordinator, at the Department of Education, Services for Blind & Visually Impaired, Walker Building 3rd Floor, Room 326, 21 South Fruit Street, Concord, NH 03301 not later than 12 o'clock noon on March 13, 2015. Bid opening will follow at 1 o'clock P.M. that day.

A facility tour (non-mandatory) may be scheduled between 1 p.m. and 3 p.m. during week of March 2 to March 6 or March 9 to March 11, at the Morton Building cafeteria, 7 Hazen Drive, Concord, NH.

Pre-registration for this tour is required. To register, contact David Lamb at 603-271-3819, or Patti Pelletier 603-271-3818

It is the intent of the State to fully evaluate all bid proposals received from qualified proponents in proper format and to select the proposal(s) it considers most satisfactory and beneficial to the State.

II. SUBMISSION OF PROPOSAL

Proposals must be prepared in the manner and detail specified in this request, signed by an authorized official of the proponent, enclosed in a sealed package or envelope, identified as follows, and mailed or delivered so as to be received by David Lamb, Business Enterprise Program Coordinator, Department of Education, Services for Blind and Visually Impaired, Room 326, Walker Building 3rd Floor, 21 South Fruit Street, Suite 20, Concord, NH 03301 not later than 12 o'clock noon on **March 13, 2015**.

**PROPOSAL FOR
OPERATION OF
Cafeteria Service**

**TO: David A. Lamb
BUSINESS ENTERPRISE
Program Coordinator**

FROM:

Electronic transmission of proposals by e-mail or facsimile will not be considered. No responsibility will attach for premature opening of proposals not properly labeled.

All bid proposals will be opened and publicly read by State agency staff at approximately 1 o'clock P.M. on **March 13, 2015**, in the 3rd floor conference room #330, Walker Building, Adult Learning and Rehabilitation, 21 South Fruit Street, Concord, New Hampshire. Proposals may be withdrawn at any time prior to the time set for receipt of proposals, provided notice of withdrawal is in writing and is received by the Business Enterprise Program Coordinator prior to 12 o'clock noon on **March 13, 2015**.

Negligence on the part of the proponent in preparing his/her proposal confers no right of withdrawal or modification of his/her proposal after the time for the receipt of proposals. No proponent may withdraw his/her proposal for a period of sixty (60) days after the date of bid opening.

Any errors, alleged or actual, committed by the State, in the development of this Request for Proposals shall not confer any right upon any proponent to sue or recover damages or other relief on account of such alleged or actual errors.

Copies of this Request for Proposals may be obtained from Department of Education, Services for Blind and Visually Impaired, Walker Building Suite 20, 21 South Fruit Street, Concord, NH 03301, or by telephoning at 603-271-3537 or by e-mail: david.lamb@doe.nh.gov. The State reserves the right to reject any and all bid proposals or to accept any bid proposals deemed advantageous to it.

Proposals or modifications thereto received pursuant to this Request for Proposals subsequent to the above date and time will be returned to the proponent unopened. The State assumes no responsibility for costs incurred by proponents in responding to the RFP or in responding to any further requests for interviews or additional data. Submission of a proposal shall constitute a valid offer, which may be accepted by the State for a period of sixty (60) days following the due date for submission of proposals. It is essential that the information and requirements of this request be studied carefully and be adhered to by proponents in the preparation and submission of proposals.

III. SCOPE OF OPERATIONS:

The selected proponent, at its sole cost and expense, shall be required to operate and maintain the cafeteria equipment in a high quality, financially sound manner and in proper operating condition and shall offer quality merchandise for sale to patrons as specified in the Agreement. The precise format and content of proposals is left to the discretion of each proponent. In order to insure some uniformity in the submissions, however, **each proposal should provide the following information in the order listed below:**

- A. Name, address, telephone number, fax number, e-mail address and uniform resource locator (URL, if business web presence exists) of the proponent and its state of incorporation, if a corporate entity.
- B. The full name, address and title of the business owner and prospective employees. All personnel involved in the operation of this food service contract must provide a valid ServSafe food safety certification upon commencement of this contract.
- C. If the proponent has begun operation within eighteen (18) calendar months of submission of its proposal(s), he/she shall provide a full and complete business plan for the (1) year including a description of his/her/its capitalization, and at least one (1) bank reference. The State may also request a written release to obtain a current bank credit reference during the State's Proposal Analysis.
- D. The State during Proposal Analysis requires proponents to describe how they have managed accounts comparable in size to those they are bidding on. Proponents should list name, location address, name of a contact person and telephone and/or e-mail address of any account currently operated or managed which is comparable to the accounts being bid. Sufficient data on the operations should be listed so as to permit analysis of the experience of the proponent in this field.
- E. The name, location address, name of contact person and telephone and/or e-mail address of any of the proponent's contracts, written or otherwise, that have been terminated, either voluntarily or involuntarily, prior to the expiration of their term within the past two (2) years. For the same period of time, list any judgments terminating, or pending lawsuits for the termination of, any concessions operated by the proponent or by any corporation which has directly or indirectly a controlling interest in the proponent, by any subsidiary corporation in which the proponent has a controlling interest, or by any affiliate. If there have been no terminations or lawsuits, state this.
- G. A complete narrative description of the plan and schedule for cleaning and preventive maintenance of the equipment at this location. If appropriate, this will include a description of the method for collection and disposal of all food service waste, frying oil, etc. as dictated by the food service equipment used on location (see equipment list in Appendix A of Food Service contract, attached).
- H. Example of proponent's monthly commission statement formatted to include monthly register sales reading, catering events and commissions paid.

- I. The commission fee stated in terms of a percentage of gross revenue for all food and catering sales, which the proponent would remit monthly to the State.

The monthly commission fee shall be payable to:

Services for Blind and Visually Impaired
Hugh Gallen Office Park
21 South Fruit Street, Suite #20
Concord, NH 03301

Each proponent may furnish any additional data, exhibits, statements or drawings or media, which the proponent believes will help assure total understanding and evaluation of his/her/its proposal(s) by the State. Each proponent may furnish plans for additional equipment or product, which it feels will enhance the overall program. Such enhancements should be described in full as an addendum to the formal bid submissions and should include pricing and commission schedule but should follow in whole the requirements previously outlined.

IV. EXAMINATION:

At the time of the receipt of the proposals, each proponent will be presumed to have inspected the site. The failure or omission of any proponent to make such examination and on-site inspection shall in no way relieve any proponent from the obligation in respect to its proposal submitted.

V. EXPLANATION OF, OR DISCREPANCIES IN, SPECIFICATIONS

Should any proponent find a discrepancy in or omission from the Request for Proposals specifications, or should there be any doubt as to the meaning of any provision thereof, he/she shall give notice in writing to Business Enterprise Program Coordinator, Department of Education, Services for Blind and Visually Impaired, 21 South Fruit Street, Suite 20, Concord, NH 03301, not less than three days prior to the date set for the opening of bid proposals. No ex parte oral interpretations will be made to any proponent as to the meaning of the Contract Documents. Interpretations made to proponents in response to timely written inquiries will be made in the form of a written addendum to the Contract Documents. Addenda will be mailed to each recipient of Documents at the address given to the Business Enterprise Program Coordinator, but it shall be the proponent's responsibility to make inquiries as to issuance. All such addenda shall become part of the Contract Documents and all proponents shall be bound by such addenda, whether or not received. In the event a discrepancy or omission may result in a change to the Request for Proposals, the State reserves the right to notify all proponents of the discrepancy or omission for the timely resubmission of all proposals. In such an event, the State will notify all proponents in the manner the bids (proposals) may be submitted.

VI. OPENING AND READING PROPOSALS

At the opening of proposals, each and every proposal received in proper form and prior to the scheduled closing time for the receipt of proposals will be publicly opened and read aloud by the Business Enterprise Program Coordinator, in the 3rd Floor conference room 330, Department of Education, Services for Blind and Visually Impaired, 21 South Fruit Street, Suite 20, Concord, NH 03301. At the opening of the proposals, only the name of each proponent and the amount of the commission fee(s) offered for each proponent and the amount of the commission fee(s) offered for **36 month** contract period will be read. Any proposal received after the scheduled closing time for receipt of proposals will be returned to the proponent unopened. The opening reading of a proposal will not constitute a waiver of any defects therein.

VII. RIGHT TO REJECT PROPOSALS

The State reserves the right to reject any or all proposals; to re-advertise for proposals if necessary; to waive minor irregularities and formalities; to reject the proposal of any proponent in arrears or default upon any debt or contract to the State or who has failed to faithfully perform any previous contract with the State, including but not limited to such failures by corporations having directly or indirectly any interest in the proponent, and to accept the proposal which offers, in the State's sole judgement, the best combination of service to the consuming public and financial return to the State as set forth in this Request for Proposals.

VIII. DISQUALIFICATION OF PROPONENTS

More than one proposal from an individual, partnership, corporation or association under the same or different names will not be considered. The State reserves the right to disqualify from consideration any proponent who the State reasonably believes has an interest in more than one proposal.

IX. PROPOSAL ANALYSIS

A. All proposals received from qualified proponents will be evaluated fully to ascertain which offer is most acceptable to the State. The following criteria are the primary evaluation factors which will be used in the evaluation process:

EVALUATION FACTORS

1. Experience and Performance
 - a. Quality of performance in operating other similar businesses
 - b. Length and scope of experience
 - c. Experience and qualifications of proposed management personnel

2. Plan of Operation

- a. Schedule of service and maintenance
- b. Proposed Food Service Menu with pricing

3. Financial Return to the State.

The State may use or disclose the data submitted by each proponent for any purpose, unless its use is restricted by the proponent. Financial statements will not be disclosed.

- B. The State may at its option, request personal interviews with some or all of the proponents for purposes of further evaluation following the opening of the bids.
- C. Background investigations of proponents submitting proposals may be made to verify information furnished or to secure additional information that the State may deem necessary or desirable. In the process of evaluation, the State will acquire and utilize, to the extent deemed necessary, information obtained from the following sources:
 1. The prospective contractor, including representations and other data contained in their written proposals;
 2. Other existing information within the State including financial data and records concerning proponents' performance (i.e. credit report);

X. FORM OF CONTRACT

The contract to be awarded, as a result of this Request for Proposals, will be the Food Service Contract, attached hereto and made a part hereof.

XI. ADDITIONAL INFORMATION

Any information submitted as part of a bid in response to this request for proposal (RFP) may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP will be made accessible to the public online via the website Transparent NH (<http://www.nh.gov/transparentnh/>). Accordingly, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If you believe any information being submitted in response to a request for proposal, bid or information should be kept confidential as financial or proprietary information, you must specifically identify that information in a letter to the Department of Education.