



Procurement Services

University of Arkansas at Little Rock

2801 S. University Ave., Little Rock, AR 72204-1099 | (O) 501.916.3144 | (F) 501.916.3425

UA Little Rock
Technical Response Packet
FB-25-002
Dining and Catering Services

CAUTION TO SUPPLIER

Supplier's failure to submit required items and/or information as specified in the solicitation may result in disqualification.

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Solicitation Signature Page

PROSPECTIVE SUPPLIER INFORMATION

Company Name: _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ ZIP Code: _____

Phone Number: _____ Fax Number: _____

E-Mail Address: _____

Business Designation (check one):
 Individual Sole Proprietorship Public Service Corp
 Partnership Corporation Government/ Nonprofit

MINORITY BUSINESS STATUS

Check Certification Type:
 African American Hispanic American Service Disabled Veteran
 American Indian Pacific Island American Woman Owned
Certification#: _____ Asian American

CONFIRMATION OF REDACTED COPY

- YES, a redacted copy of the submission is enclosed.
 NO, a redacted copy of the submission is not enclosed. I understand that, if requested, a full, non-redacted submission will be released.

*Note: If a redacted copy is not provided with the packet, and neither box is checked, a copy of the non-redacted documents, except for financial data (other than pricing), **shall** be released in response to any request made under the Arkansas Freedom of Information Act (FOIA).*

CERTIFICATION AND ACKNOWLEDGEMENT

- By signing and submitting a response to this *Solicitation*, the Prospective Supplier acknowledges, agrees, and certifies that they do not boycott Israel and, if selected, will not do so during the aggregate term of the contract.
- The Prospective Supplier acknowledges, agrees, and certifies that it is not currently engaged in a boycott of the energy, fossil fuel, firearms, and ammunition industries and agrees for the duration of this Agreement that it will not engage in a boycott of the energy, fossil fuel, firearms or ammunition industries.
- The Prospective Supplier agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Supplier certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.
- The Prospective Supplier certifies that the government of the People's Republic of China ("PRC") does not wholly own the bidder or hold a majority interest in the bidder. Bidder further certifies that the PRC does not own or hold a majority interest in a for-profit parent company, subsidiary or affiliate of bidder, or in a subcontractor to be employed by bidder.

An official authorized to bind the Prospective Supplier to a resultant contract must sign below. The signature signifies the agreement that any exception in conflict with a solicitation requirement or a Solicitation Standard Term and Condition will disqualify this submission.

Authorized Signature: _____ Title: _____

Use Ink Only.

Printed/Typed Name: _____ Date: _____

Prospective Supplier Checklist

This checklist is provided to ensure all required information and documents are included in the submission packet. All documents must be completed in type or print. Illegible submissions may not be accepted. Recommended documents are not required but their submission is encouraged as they may be necessary for contract negotiations.

Required Submission Documents

- Completed Solicitation Signature Page
- Proposed Subcontractors Form, if applicable
- Recommended Options Form, if applicable
- Information for Evaluation
 - Experience (**3** pages or less)
 - Solution (**8** pages or less)
 - Risk (**8** pages or less)
- Specification Sheets for all equipment proposed, please include product lead times
- Flash drive with a PDF copy of all submission documents
- Completed Pricing Response, sealed separately

Recommended Documents

- A redacted copy of the submission.
- Additional terms, contracts, or user agreements
- Voluntary Products Accessibility Template [VPAT](#), if technology related.
- Prospective Supplier's Equal Employment Opportunity Policy, if applicable.
- Bids over \$20,000:** Completed Contract Grant and Disclosure Form (EO 98-04).

Proposed Subcontractors Form

State of Arkansas Procurement Law requires that subcontractors adhere to, and maintain all certifications, as the primary contractor. All subcontractor certifications must be submitted to the Office of Procurement Services within 30 days after the award of the contract, and the contractor is required to maintain the certification on file for the remainder of the term of the contract.

Do not include additional information relating to subcontractors on this form or as an attachment to this form.

CONFIRMATION OF SUBCONTRACTOR USE

- NO, I do not propose the use of a subcontractor to perform services.
- YES, I propose the use of the following subcontractors to provide services or goods.

SUBCONTRACTOR'S COMPANY NAME	STREET ADDRESS	CITY, STATE, ZIP

Contract and Grant Disclosure and Certification Form

Failure to complete all of the following information may result in a delay in obtaining, extending, amending, or renewing a contract, lease, purchase agreement or grant award with any State of Arkansas agency.

This is for: Goods Services Both Taxpayer ID Name: _____

First Name: _____ MI: _____ Last Name: _____

Physical Address: _____

City: _____ State: _____ Zip Code: _____ Country (if outside US): _____

Subcontractor: Yes No Subcontractor Name: _____

FOR INDIVIDUALS

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse *is* a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (√)		Name of Job Position Held <small>[senator, representative, name of board/ commission, data entry, etc.]</small>	For How Long?		What is the person(s) name and how are they related to you? <small>[i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]</small>	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>					
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>					
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>					
State Employee	<input type="checkbox"/>	<input type="checkbox"/>					

None of the above applies

FOR BUSINESSES

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (√)		Name of Job Position Held <small>[senator, representative, name of board/ commission, data entry, etc.]</small>	For How Long?		What is the person(s) name and how are they related to you? <small>[i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]</small>	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>					
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>					
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>					
State Employee	<input type="checkbox"/>	<input type="checkbox"/>					

None of the above applies

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any supplier, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to UA Little Rock.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency, I agree as follows:

1. Before entering into any agreement with any subcontractor, before or after the contract date, I will require the subcontractor to complete a Contract and Grant Disclosure and Certification Form. Subcontractor shall mean any person or entity with whom I, the supplier, enter into an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with UA Little Rock.

2. I will include the following language in any agreement with a subcontractor:
Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than **10** standard business days after entering into any agreement with a subcontractor, whether before or after the contract date, I will mail a copy of the subcontractor's Contract and Grant Disclosure Certification Form and a statement containing the dollar amount of the subcontract to UA Little Rock.

Supplier Agreement

I certify under penalty of perjury, to the best of my knowledge and belief, that all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature: _____ Title: _____ Date: _____

Supplier Contact Name: _____ Title: _____ Phone: _____

Office of Procurement Services Use Only

Dept Name: _____ Contract #: _____ Grant #: _____

Dept Contact Name: _____ Email: _____ Phone: _____



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Recommended Options Form

Prospective respondents may identify optional recommended services available to the university, along with the schedule impact and cost details of each item. If the prospective respondent does not offer optional recommended services, the prospective respondent should indicate so by checking the appropriate box. **Responses to this form will not be scored for evaluation purposes.**

Costs associated with the optional recommended services must be included on this form and must not be included in the completed Pricing Response.

Prospective supplier proposes the following optional recommended services under a resulting contract:

Option Details and Impacts:

Item Description	
How will this add value?	
Schedule Impact:	
Cost Details:	

Item Description	
How will this add value?	
Schedule Impact:	
Cost Details:	

Item Description	
How will this add value?	
Schedule Impact:	
Cost Details:	

Item Description	
How will this add value?	
Schedule Impact:	
Cost Details:	

Prospective Contractor does not offer optional recommended services.

Information For Evaluation - Experience

Using this template as response formatting guidance, prospective respondents should provide their experience and capabilities to meet the solicitation requirements. The information provided should be prioritized beginning with the most important and/or relevant experience listed first, but shall not exceed the three-page limit for this subsection. See the solicitation for more information about this subsection.

Prospective respondents shall not include their name or any other identifiers, including without limitation names of staff members, projects, products, and addresses on the Information for Evaluation – Experience document.

Example:

Claim of Expertise:	<i>We have a significant amount of experience in providing P-Card and T-Card services to State governments, and consistently delivery high performance.</i>
Documented Performance:	<i>We currently have 10 similar services, with an average rebate to the client of 5% and the average customer satisfaction rating on these services is currently a 9.8 out of 10.</i>

Information For Evaluation - Solution

Using this template as response formatting guidance, prospective respondents should include a narrative to address and provide a high-level overview of the solution and/or approach proposed using the requirements outlined in the solicitation.

Prospective respondents **shall not** exceed the 8-page limit for this subsection. See the solicitation for more information about this subsection. Product lists **will not** be included in the page limitation.

Prospective respondents shall not include their name or any other identifiers, including without limitation names of staff members, projects, products, and addresses on the *Information for Evaluation - Solution* document.

Prospective suppliers may delete the instructions above.

Dining Operations

In this section of the proposal submittal, describe in detail the operational plan, vision, and concepts for UA Little Rock's Dining and Catering Services.

Services:

- Provide the first four (4) weeks menus and a sample menu cycle that reflects the proposed programming for UA Little Rock.
- Provide details for the dining service program, including menu cycle development, logistics development, and suggested pricing. Pricing must be an al la carte price list including the charges for breakfast, lunch, and dinner items.
- Provide details of the proposed catering program, tiered catering guide development, campus catering, services, and service delivery philosophy and logistics development. The range of catering services should include but is not limited to:
 - 'No-frills' student catering
 - Informal meeting refreshments
 - Stand-up receptions
 - Buffet luncheons and dinners
 - Executive lunches and dinners
- Provide details of how authentic ethnic and international menu items will be provided and prepared, and their frequency.

Special Dietary Needs and Restrictions:

- Provide a detailed approach to issues of requested sick trays.
- Provide details for addressing specialized meals (e.g., halal and kosher) on an as-needed basis.
- Provide a sample menu cycle that reflects the proposed programming designed for special dietary requirements and restrictions such as diabetic, gluten-free, low-fat high-protein, vegan diets, etc.,

Retail Sales Program:

- Provide a clear and concise vision of the retail services brand group that is being proposed to UA Little Rock. Bring the best market-driven proposals to this process for both current operations and visions for any changes.
- Provide a detailed market-driven plan for all retail services to be provided, including rationale per location, menu mix, and price outline. Include samples, both written and visual, of sophisticated retail venues as well as nationally branded outlets.

- Access the viable potential, in current facilities, through campus mapping and provide the rationale for the vendor's assumptions and conclusions. Also, include strategies to attract the late afternoon and evening clientele.
- Specify new, progressive, and innovative strategies for bringing in and maintaining customers. Such as delivery or to-go orders, online meal ordering, fresh food vending, and customer loyalty or retention plans.
- Provide what type of off-campus commerce program (if any) they can provide.

Marketing:

- Submit, with the proposal, any marketing ideas, statements, and/or samples it plans to use to market its services and products at the University including samples of promotional items, websites, social media presence, and examples of marketing strategies from other universities.
- Detail the process and plan of ongoing measurement of all customer satisfaction for the residential dining program.
 - Include the methodology by which the vendor will improve areas of customer dissatisfaction with service and program delivery.

Management and Organization

Supplier Contract Management Plan:

- Provide specific suggestions regarding contract administration, reporting, planning, and dispute resolution.
- Provide a sample of Revenue and Expense Statement, Catering Invoice, Accounts Receivable Report, Meal Plan Participation Review, and Local Food Spend Report.

Personnel Management

- Provide a description or plan on how working relationships with university staff will be created and maintained.
- Identify and describe management and staff who will be dedicated to the program. Submit a management support personnel-staffing chart that details positions, titles, and telephone numbers and provide a brief job profile and description. Include **redacted** resume of Dining Services Manager Candidate and Executive Chef Candidate.
- Provide examples of the safety, job skills, customer service, and other training programs offered to employees.

Equipment, Inventory, and Maintenance:

- Provide a plan for preventative maintenance and accountability of all small wares and equipment and the process of requesting new equipment.
- Provide an outline of inventory management procedures,

Food Preparation, Storage, and Presentation:

- Describe the quality control program and how it will be implemented to satisfy food preparation, storage, and presentation requirements.

Sustainability:

- Describe in detail the elements of "green" initiatives and a sustainability program that the supplier will implement and manage.

- Identify how the program would complement or co-exist with the institution's current sustainability initiatives.
- Indicate your planned percentage of green cleaning products and recycled content of paper products.

Transition Plan:

- Provide a transition plan for a July 1, 2025 start date if selected to assume control of the account from the current Food Service Provider. Incumbents may choose to substitute a plan detailing what it will do to implement any changes submitted in the proposal should it be successful in retaining the account.
- Provide a detailed outline of the actual transition process, people, and resources in chronological order.
- Provide titles of those who will be leading the transition team, all staff specialists, and the time commitment the supplier is willing to commit these individuals to.
 - "Time commitment" is defined as the amount of time these individuals will spend on campus as the unit is opening.

Information For Evaluation - Risk

Using this template as response formatting guidance, prospective respondents should identify and prioritize major risks that they reasonably foresee could potentially prevent or impair the prospective respondent's delivery of the solution as offered in the proposal or otherwise fail to meet the university's desired outcome, specifications, and performance standards, and how they will mitigate, manage, and/or minimize each risk listed.

Prospective respondents shall not include their name or any other identifiers, including without limitation names of staff members, projects, products, and addresses on the *Information for Evaluation - Risk* document.

Risk Example:

Risk Description:	<i>Participating entity does not understand how to use the Commercial Card Program.</i>
Solution:	<i>A full-time training group will hold education meetings at all Participating Entity locations twice a year throughout the length of the contract.</i>
Documented Performance:	<i>This risk mitigation has been used on the last 4 clients and has received a 10/10 satisfaction rating. These four clients have reported 0 complaints from their constituents regarding the usage of their commercial card program.</i>