



**ARKANSAS SCHOOL**  
FOR MATH, SCIENCES, + THE ARTS

200 Whittington Ave, Hot Springs National Park, AR 71901 | (O) 501.622.5106

***Technical Response Packet***  
***ASMSA 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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# 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 (**10** pages or less)
  - Solution (**10** pages or less)
  - Risk (**10** pages or less)
- Specification Sheets for all equipment proposed, please include product lead times
- Warranty and Installation schedule, if applicable
- Flash drive with a PDF copy of all submission documents
- Completed Pricing Response, sealed separately

## Recommended Documents

- Redacted copy of 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).

# 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):	<ul style="list-style-type: none"><li>• Individual</li><li>• Partnership</li></ul>	<ul style="list-style-type: none"><li>• Sole Proprietorship</li><li>• Corporation</li></ul>	<ul style="list-style-type: none"><li>• Public Service Corp</li><li>• Government/ Nonprofit</li></ul>

## MINORITY BUSINESS STATUS

Check Certification Type:	<ul style="list-style-type: none"><li>• African American</li><li>• American Indian</li><li>• Asian American</li></ul>	<ul style="list-style-type: none"><li>• Hispanic American</li><li>• Pacific Island American</li></ul>	<ul style="list-style-type: none"><li>• Service Disabled Veteran</li><li>• Woman Owned</li></ul>
Certification#:			

## CONFIRMATION OF REDACTED COPY

- YES, a redacted copy of the submission is enclosed.
- NO, a redacted copy of 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, with the exception of financial data (other than pricing), **shall** be released in response to any request made under the Arkansas Freedom of Information Act (FOIA).*

*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:** \_\_\_\_\_

**Printed/Typed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# Certification for Boycott, Illegal Immigrant, Energy, and Chinese Government Restrictions

Pursuant to Arkansas law, a supplier must submit the below certifications prior to entering into a contract with a public entity for an amount as designated by the applicable laws.

**Israel Boycott Restriction:** For contracts valued at \$1,000 or greater.

A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification, the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.

**Illegal Immigrant Restriction:** For contracts valued at \$25,000 or greater.

No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.

**Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction:** For contracts valued at \$75,000 or greater.

A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.

**Scrutinized Companies Restriction:** Required with bid or proposal submission.

A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the contractor agrees and certifies that it does not, and shall not for the remaining aggregate term of the contract, participate in the activities checked below:

- Do not boycott Israel.
- Do not employ illegal immigrants.
- Do not boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Is not not a company owned in whole or in part by the Chinese government or that employs a company owned in whole or in part by the Chinese government as a subcontractor.

**Authorized Signature:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Printed/Typed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# 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 [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	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 [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	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, 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: _____

## Proposed Subcontractors Form

State of Arkansas Procurement Law requires that subcontractors to 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 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



## Recommended Options Form

Prospective respondents should 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:	

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

☐ Prospective Contractor does not offer optional recommended services.

# Information For Evaluation Instructions

The Information for Evaluation section has been divided into **four sections**. Each subsection has a maximum point value of ten (10) and is weighted according to its significance as determined by ASMSA.

## A. Experience

Differentiate yourself or your company based on experience, technical capability, and understanding of ASMSA's specific needs.

1. Identify expertise in the form of a claim and provide relevant experience to support each claim.
2. Include verifiable metrics (number of accounts, size of accounts, years of experience, customer satisfaction ratings) to support each claim.

## B. Solution

Differentiate yourself or your company based on their proposed solution and/or approach to solving the university's specific needs.

1. Provide a non-technical, high-level overview of the proposed solution and/or approach to services using the requirements outlined in the solicitation.
2. Include recommendations for meeting the objectives and requirements of the solicitation.
  - a. Additional service options and recommendations above and beyond those included in the proposed solution should be included in the Recommended Options Form.

## C. Risk

1. Identify and prioritize major risks, in simple, clear, and non-technical terms, that could potentially prevent or impair your or the company's delivery of the solution as offered in the proposal or otherwise fail to meet the university's desired outcome, specifications, and performance standards.
  - a. Include sources, causes, or actions within and beyond your or the company's control that may cause cost increases, delays, amendments, or dissatisfaction with the university.
  - b. Use the documented performance cell to explain your ability to address risks, including information such as how many times any identified risk was previously mitigated and the impact on performance in terms of time, cost, and client satisfaction. Outline strategies for mitigation, management, and minimization for each risk listed risk.

## D. Interview

Top-scoring respondents will be contacted for interviews. Evaluators will score interviews individually, with final scores discussed in a consensus meeting. Final scores are averaged to determine the rank of each proposal.

The final individual scores of the Evaluators will be recorded on the Overall Score Sheet and averaged to determine the group or consensus score and rank for each proposal.



## 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.

### Example:

<b>Claim of Expertise:</b>	<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>
<b>Documented Performance:</b>	<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 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.

### Risk Example:

<b>Risk Description:</b>	<i>Participating entity does not understand how to use the Commercial Card Program.</i>
<b>Solution:</b>	<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>
<b>Documented Performance:</b>	<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>