

NORTHEAST TEXAS COMMUNITY COLLEGE
NOTICE OF REQUEST FOR QUALIFICATIONS
COFFEE SHOP

The Northeast Texas Community College (NTCC) is seeking a vendor/partner to operate a coffee shop located in the Learning Resource Center (LRC).

Each response shall be in accordance with the RFQ instructions and scope of work package on file with NTCC, where copies can be obtained by calling the Vice President for Administrative Services office at (903) 434-8106, or a complete packet is available on the College's website: www.ntcc.edu. All responses must be submitted by **2:00 p.m.** central time on **Monday, December 12, 2016** to the Vice President of Administrative Services at the address specified below.

Northeast Texas Community College will hold a meeting to discuss this RFQ and answer any questions on December 1, 2016, at 2:00 p.m. in the Executive Office's Conference Room located on our main campus, at 2886 FM 1735, Mount Pleasant, Texas 75455.

Responses must be addressed to:

Jeff Chambers, Vice President of Administrative Services
Northeast Texas Community College
PO Box 1307
Mount Pleasant, TX 75456

THE ENVELOPE MUST BE BOLDLY MARKED:
REQUEST FOR QUALIFICATIONS: COFFEE SHOP FOR NTCC

DUE ON: MONDAY, December 12, 2016 AT 2:00 P.M.

Northeast Texas Community College reserves the right to waive any informalities or irregularities in this Request for Statement of Qualifications, or to reject any or all responses; to be the sole judge of the suitability of the services offered, and to award a contract for the furnishing of the services it deems to be in the best interest of the College.

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SECTION 1: PROJECT DESCRIPTION

1.1 Background

Northeast Texas Community College is located in a beautiful rural setting near the Chapel Hill community. The campus is situated on 375 acres centrally located among the county seats of Daingerfield, Pittsburg, and Mount Pleasant. NTCC, which is located at 2886 FM 1735, is currently undergoing renovation, the completion of which is expected in June 2017. The renovations to the college will include upgrading the Learning Resource Center (LRC) to accommodate a coffee shop.

The college enrolls around 3,100 students each Fall Term, serving approximately 2,200 of them with on-campus classes each term. The College also hosts a variety of campus events throughout the year for community and student groups.

1.2 Statement of Intent

NTCC is seeking a vendor to operate a coffee shop located in the Library. The Coffee Shop's operational date is expected to occur in 2017 and will be determined during contract negotiations. The NTCC desires to work with a Vendor/Operator that will support and enhance the College's goal: To provide a coffee house experience.

The LRC is 14,710 s/f and includes a 94 s/f coffee shop area behind the counter, 800 s/f of seating space, men's and women's restrooms, the offices, an open computer lab, a traditional Library and an outdoor patio space. In addition, the facility also has free Wi-Fi access. The LRC operates with four staff members from Monday and Tuesday 8 AM to 7:30 PM, Wednesday and Thursday 8 AM to 6 PM, and Friday from 8 AM to 12 PM. The daily visitor count of 300-400 depending on the time of year.

The facility is located in the center of the campus, easily accessible on foot. However, there is no direct drive-up access to the building.

There may also be opportunities for self-serve coffee operations in one or both of the student housing facilities (220 beds).

SECTION 2: SCOPE OF WORK:

2.1 Menu

NTCC desires a food menu that focuses on coffee selections and other options that require only warming, cooling, or finishing on site, i.e., cookies, donuts, muffins, and juices - as opposed to foods that need to be fully cooked or grilled. The coffee shop space is approximately 94 square feet behind the counter with indoor seating adjacent to the shop and additional seating available on the outdoor patio. Dimensions of the café and patio area are included in Appendix A.

2.2 Hours of Operation

NTCC seeks ideas to best balance extended hours of operation with limited foot traffic. At a minimum, the coffee shop is expected to operate from 7:30 am to 3:30 pm Monday through Thursday and 7:30 am to 11 am on Friday. Additional hours may also be expected, to coincide with campus needs. Actual operating hours are negotiable and will be finalized prior to opening day. The LRC hours will likely change when renovations are complete, but are presently:

Monday and Tuesday 8 AM to 7:30 PM
Wednesday and Thursday 8 AM to 6 PM
Friday from 8 AM to 12 PM.

2.3 Responsibilities

The NTCC will provide the following:

- Wi-Fi Internet access
- Electrical outlets
- General lighting
- Cold and hot water
- Ice Maker
 - Ice-O-Matic (1)
- Coffee/Esspresso machines
 - Bunn Coffee Maker (1)
 - Nuova Simonelli Aurelia II (1)
- Refrigerators
 - Encore Refrigerated Display (1)
 - True Refrigerator full sized (2)
 - True Refrigerator Under counter (1)
- Three compartment sink
- Commercial hand sink
- Tables and chairs for the patrons

The Vendor will provide the following:

- Coffee shop motif (signage/marketing)
- Food and beverage items for sale
- Food and beverage preparatory devices
- Food and beverage containers
- Cash register
- Quarterly revenue reports
- Staffing

We are seeking creative business model proposals that would best support the goals of the College (See Section 1.2).

2.4 Clean-up

The coffee shop program and cleanliness is very important to the college. For this reason, the Vendor will be responsible for ensuring that the indoor dining areas are clean at all times. The Vendor is expected to clean up all trash and spills during the shop's hours of operation and to sweep the shop's dining and seating areas and workspace. Trash must be taken out at the end of the day, and as needed during the hours of operation, and placed in the outdoor trash containers outside the LRC.

The Vendor is expected to comply with Texas Department of State Health Service regulations regarding cleanliness and upkeep of the workspace. The coffee shop is expected to be completely cleaned and sanitized prior to closing every day.

2.5 Maintenance

The college will be responsible for any ordinary maintenance, repair, and/or replacement of the equipment which was originally purchased and installed by NTCC. Any damage determined to be caused by the Vendor will be the responsibility of such party.

The Vendor will also be responsible for any maintenance, repair, and/or replacement of any equipment and/or machinery that was originally purchased and supplied by the Vendor.

2.6 Marketing and Promotion

The Vendor is required to develop a marketing and promotion plan for the coffee shop and any special events that the Vendor will be hosting in conjunction with the college. Selected Vendor is required to obtain approval from the NTCC of all marketing and promotional displays and is expected to collaborate with the college's events.

2.7 Permitting and Inspection

The Vendor will maintain all required licenses and permits to conduct business in the Coffee Shop. Texas Health Code requires that anyone wishing to operate a food establishment in the State of Texas must first obtain a permit to do so. Routine inspections of the shop will be conducted throughout the year to evaluate the facility's success in assuring that all food operations are being conducted in a safe and sanitary manner, and in compliance with the Health Code.

2.8 Staffing

The Vendor must have a sufficient number of staff members on site to accommodate the consumer load. The college has a work program that could provide assistance with the operation of the shop. The college is seeking ideas for a shared partnership that would provide maximum operational hours. The Vendor is responsible for hiring / firing, supervision and performance maintenance of all employees working in the Coffee Shop.

SECTION 3: SUBMISSION INSTRUCTIONS

Qualifications shall be submitted in the following format. Proposals in any other format will be considered informal and will be rejected. Conditional proposals will not be considered. An individual authorized to extend a formal qualification must sign all proposals. If the Vendor fails to provide any of the following information, the college may ask the Vendor to provide the missing information or evaluate the proposal without the missing information.

Each Vendor shall provide a complete description of their capabilities in food service

provision, particularly in Coffee Shop operations. All Vendors are strongly encouraged to demonstrate creativity in the development of their proposal. Interested Vendors are required to submit a Statement of Qualifications, thoroughly detailing the following items to **be completed with the December 12, 2016 submission**:

- A. Entity Name
- B. Name and title of the authorized contact person
- C. Address
- D. Telephone number
- E. Fax number
- F. Email address
- G. Website address (if any)
- H. Description of entity's food service related experience.
- I. Submit a full menu of items to be provided in the Coffee Shop. Include with the proposal a full commentary regarding the Menu concept.
- J. Respond to the operating hours described in section 2.2 of this Request for Qualifications and indicate any proposed changes to these hours. Please note that, in general, the LRC intends to have Coffee Shop open during the hours specified.
- K. Please provide a description of the signage that will be used.
- L. Describe in detail the Vendor's/Partner's marketing and promotion plan for Coffee Shop.
- M. Describe in detail the Vendor's/Partner's proposed business model.

SECTION 4: EVALUATION PROCESS

A selection panel made up of representatives of Northeast Texas Community College will read, review, and evaluate the submittals based on the required information. Award shall be made in the best interest of NTCC, taking into consideration not only the proposed commission rate, but also the ability to offer quality food service in the Coffee Shop.

Initial evaluation will be determined based on the suitability of the business model, menu concept, and marketing plan ideas. The NTCC will review submittals and select perspective Vendors/Partners for interviews. During this interview, prospects will be allowed to present their ideas to the College.

A final determination shall be made of the Vendor's/Partner's creative marketing and promotional event ideas, and the ability to remain financially sustainable. Only bids from financially responsible organizations or individuals, as determined by the college, engaged in the food service business and which have the capability to provide quality products, service, and small wares facility equipment shall be considered. The NTCC reserves the right to interview prospective Vendors/Partners again after submission of final additional documents (See Section 6.4) and prior to the award of this contract.

SECTION 5: PROPOSED SCHEDULE OF EVENTS

Event Item Date and Time

Request for Qualifications Release 11-20-2016

RFQ Question and Answer Meeting 2:00 PM 12-01-2016

Time and Closing Date to Receive Qualifications 2:00 PM on 12-12-2016

SECTION 6: GENERAL TERMS, CONDITIONS, AND INSTRUCTIONS

6.1 Inquiries

Any inquiry related to this solicitation shall be directed solely to the Vice President for Administrative Services. The submitter should not contact or direct inquiries concerning this solicitation to any other employee. All Vendors interested in this project will refrain, under penalty of disqualification, from direct or indirect contact for the purpose of influencing the selection or creating bias in the selection process with any person who may play a part in the selection process, including the evaluation panel, Elected Officials, Directors, Department Heads and other staff.

Northeast Texas Community College will hold a meeting to discuss this RFQ and answer any questions on December 1, 2016, at 2:00 p.m. in the Executive Office's Conference Room located on our main campus, at 2886 FM 1735, Mount Pleasant, Texas 75455.

This RFQ is intended to create a level playing field for all potential Vendors, assure that contract decisions are made in public, and to protect the integrity of the selection process. The Contact Person for this solicitation shall be:

Jeff Chambers, Vice President for Administrative Services
Northeast Texas Community College
(903) 434-8102
PO Box 1307
Mount Pleasant, TX 75456
jchambers@ntcc.edu

6.2 Cost of Submittal Preparation

Northeast Texas Community College shall not reimburse any submitter the cost of responding to a solicitation.

6.3 Certifications, Disclosure, and Disqualification

A. Non-collusion, Employment, and Services. By signing the Submittal form, or other official contract form, the submitter certifies that:

- I. They did not engage in collusion or other anti-competitive practices in connection with the preparation or submission of its submittal; and
- II. They do not discriminate against any employee, applicant for employment, or person to whom it provides services because of race, color, religion, sex, national origin, or disability, and that it complies with all applicable federal, state, and local laws and executive orders.

B. Disclosure. If the Consultant, business, or person submitting this submittal has previously been debarred, suspended, or otherwise lawfully precluded from participating in any public procurement activity, including being disapproved as a sub-consultant with any federal, state, or local government, or if any such preclusion from participation from any public procurement activity is currently pending, the Submitter must fully explain the circumstances relating to the preclusion or proposed preclusion in the submittal. If awarded, the submitter must include a letter with its submittal setting forth the name and address of the governmental unit, the effective date of this suspension or debarment, the duration of the suspension or debarment, and the relevant circumstances relating the suspension or debarment. If suspension or debarment is currently pending, a detailed description of all relevant circumstances including the details enumerated above must be provided.

C. Disqualification. The submittal of a submitter who is currently debarred, suspended or otherwise lawfully prohibited from any public procurement activity will be rejected.

6.4 Award of Contract

Contract Inception. A submittal does not constitute a contract nor does it confer any rights on the submitter to the award of a contract. A contract is not created until the submittal is accepted in writing by the Northeast Texas Community College and executed by the authorized signature of the President and the Submitter.

Please be aware that there are requirements for additional information once selected. The items below will be required before an official contract can be awarded:

- A. Statement signed by a principle officer, verifying no outstanding court cases, liens or other legal or financial judgments exist on a local, state or federal level.
- B. If litigation is pending against the Vendor. This information is to be summarized in this section of the proposal.
- C. Confirmation that your company abides by all Federal, State and Local ordinances, statutes and laws regarding Affirmative Action and Equal Opportunity Employment and that it will continue to do so if awarded a Contract by NTCC.
- D. A signed financial statement for the past two years.
- E. Provide the financing necessary to open and operate the facilities.
- F. Submit a full menu of items to be provided in the Coffee Shop. Include with the proposal a full commentary regarding the:
 - a. Menu concept.

- b. Pricing and portioning for all items.
- c. Food production specifications for all food items.
- d. Serving and holding method for all items listed.

G. Provide any other information deemed pertinent for consideration by NTCC.

H. The College may also require a letter of reference from the proposer's principal bank. Proposers need not provide this information with their proposal, but must be ready to present such information in an expeditious manner if requested.

I. Detail any expenses that are required to make any improvements and/or modifications. Please list these in two (2) separate sub-sections: "Start-up Operations Costs" and "Financing". Provide a budget for the total scope of start-up. Describe how these expenses will be paid for and/or financed.

J. Provide a sample list of all contractor provided equipment and small wares (items that College has not already provided) necessary to make the Coffee Shop fully operational. Describe how this equipment will be paid for and/or financed.

K. Submit a proposed staffing plan for the Coffee Shop including management personnel through serving staff, from the taking of orders to delivery and service.

L. Provide examples of food discounts and/or specials planned for Coffee Shop.

M. Identify the monthly expenditures for marketing and promotions.

N. Please provide samples of promotions and marketing tools your company has used in the past.

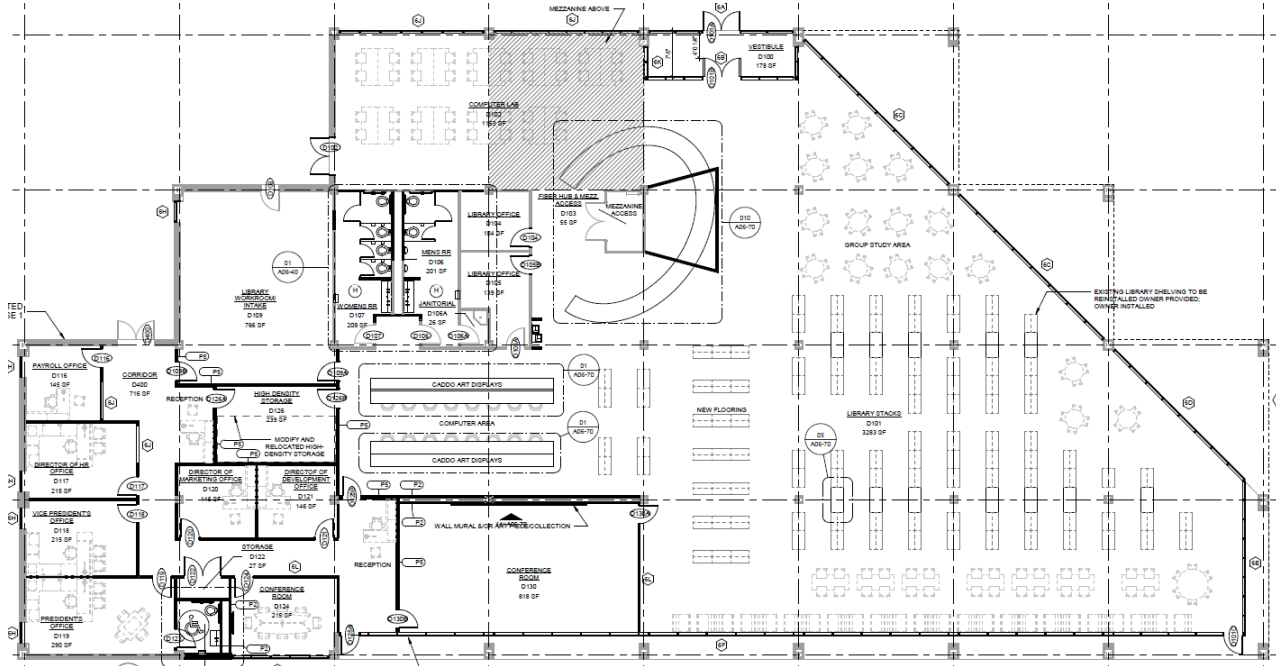
6.5 Persons with Disabilities

Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Vice President for Administrative Services. Requests should be made as early as possible to allow time to arrange the accommodation. A person requiring special accommodations may contact the solicitation contact person responsible for this procurement as identified in the Inquiry section (6.1) of this solicitation.

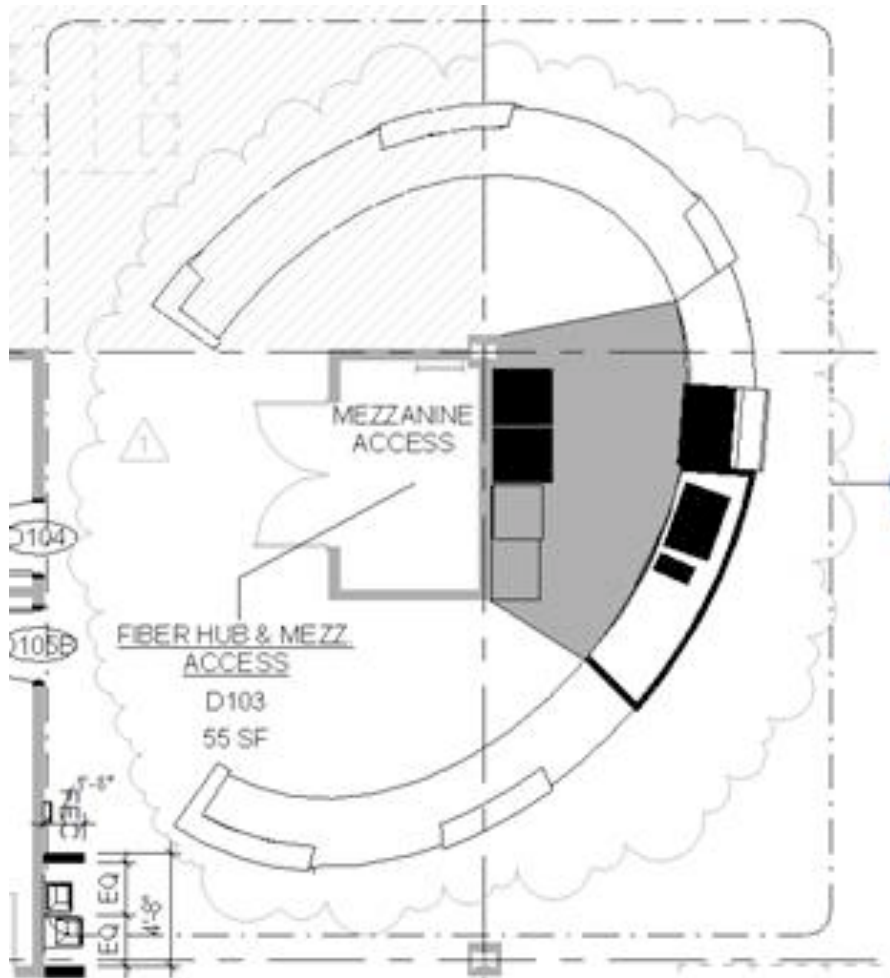
The Submitter shall furnish and include all data in Section 6.1 according to the time schedule listed below. All statements are required to be complete and accurate. Omission, inaccuracy, or misstatements will be sufficient cause for rejection of the proposal.

APPENDIX A

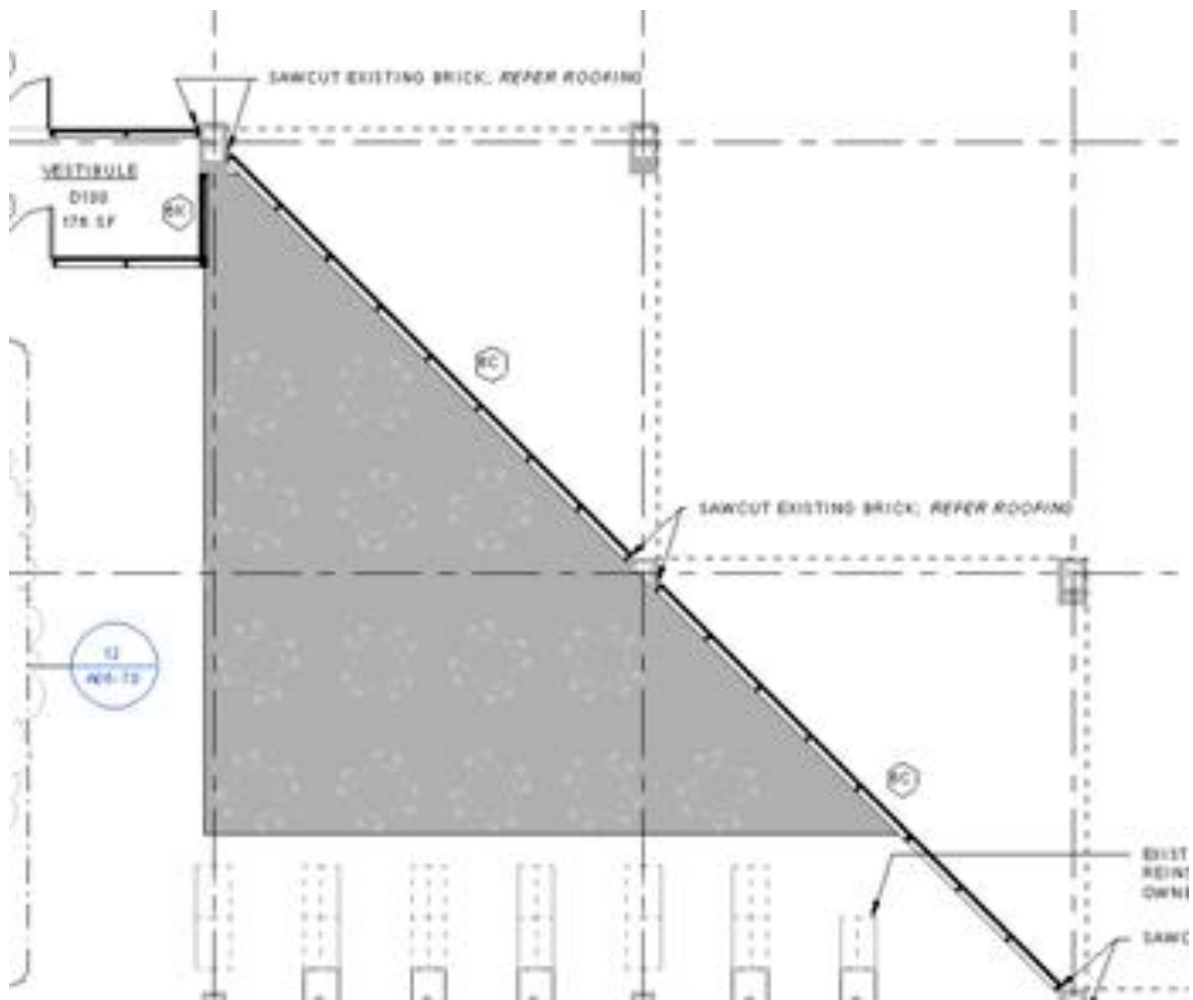
Learning Resource Center Floor Plan



Coffee Shop Diagram



Section in Grey is to be used for coffee shop production.



Section in **Grey** is to be used for coffee shop indoor seating.

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