

**SOUTH DAKOTA BOARD OF REGENTS
REQUEST FOR PROPOSAL
RFP 09132021
FOOD SERVICE OPERATIONS**

Dining Service Operations for SDBOR Institutions

Proposals due to:

Heather Forney
South Dakota Board of Regents
Vice President Finance & Administration
306 East Capitol Ave., Suite 200
Pierre SD 57501

Proposals must be received by:

2:00 PM, November 12, 2021

RFP Procurement Officer – Point of Contact

Darby Ganschow
University of south Dakota
Director of Auxiliary Services
414 East Clark Street
Vermillion, SD 57069
605-658-3632
Darby.ganschow@usd.edu

Note: Proposals must be delivered to the address above. Electronic copies (faxed, email, or other means) is not acceptable and will not be considered.

RFP Contact – all questions and communications must be routed to Darby Ganschow, Director of Auxiliary Services, University of South Dakota by email at darby.ganschow@usd.edu.

The person designated above shall be the only point of contact during the RFP process. To ensure the integrity of the RFP process, prospective Offerors are advised not to contact anyone else unless directed by Darby Ganschow. A copy of the RFP and any amendments or other documentation will be maintained at <https://www.sdbor.edu/administrative-offices/finance-administration/rfp/Pages/default.aspx>.

Issue Date: September 13, 2021

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1. INTRODUCTION

The South Dakota Board of Regents (SDBOR) is soliciting proposals from qualified, professional food service management companies to provide all necessary services to successfully operate a Dining Services Program or Programs at its six public universities as follows: Black Hills State University (BHSU) – Spearfish, Dakota State University (DSU) – Madison, Northern State University (NSU) – Aberdeen, South Dakota State University (SDSU) – Brookings, South Dakota School of Mines & Technology (SDMINES) – Rapid City and University of South Dakota (USD) – Vermillion. This solicitation does not include South Dakota School for the Deaf or School for the Blind & Visually Impaired. The successful Contractor(s) will be expected to commence services according to the following schedule:

BHSU – July 1, 2022

DSU – June 1, 2022

NSU – July 1, 2022

SDSU – July 1, 2022

SDSMT – July 1, 2022

USD – June 1, 2022

SDBOR has three main priorities in selecting a Contractor to operate its Dining Services Programs:

First and foremost is the food itself. This priority encompasses the quality of the food, the variety of the food being served, the choices offered at each of the campuses, customer service, competitive price/value, and the Contractor's ability to replace and/or rotate food concepts in a timely manner to keep the food service fresh and up to date to reflect customer preferences. SDBOR seeks proposals which offer a variety of quality food service options and creative dining plans for its resident students, commuter students, faculty and staff, guests and visitors.

The second priority is the food service convenience and facilities on the campuses. SDBOR sees the maintenance and appearance of the facilities to be a joint responsibility of the University and the Contractor.

The third priority is the financial package offered by the Contractor, including competitive pricing and revenue returns to each University. The financial package should focus on commissions and should be clearly stated as a percentage of gross sales revenue and/or minimum annual guarantees. Capital infusions from the Contractor may be required, see Appendices B-G for additional information regarding current capital investments. Future capital investments are encouraged and must be identified in detail in the Offeror's proposal.

SDBOR expects to continue to improve the efficiency and quality of its dining services operations for the students and staff at each of its six unique campuses. To that end, **OFFERORS MUST SUBMIT A SEPARATE OFFER WITHIN THE PROPOSAL FOR EACH CAMPUS AS IDENTIFIED ABOVE.** SDBOR requests Offerors to propose a flexible structure combining centralized strategy, policy, and procedures with decentralized execution, wherein each campus signs a separate contract with the successful Offeror.

The following management services are desired for the operation of the Dining Service Program(s):

Contractor shall be the exclusive provider of food service for each University, including such features as all-you-can-care-to-eat dining facilities, franchise locations, food court/snack bar facilities, coffee kiosks, quick-service food and convenience-type "grab 'n go" venues, lunch service at designated campus locations, cafe facilities, and packaged fresh foods at other campus locations. Other features as may be recommended by the Contractor or the

University and agreed upon by both parties may be included in the contract as well.

Contractor shall have the first right of refusal for all catering events. This will include all catering for non-University events held at University facilities. Exceptions may be noted in the Campus Specific Information (Appendices B-G).

2. NOMENCLATURE:

For purposes of this RFP, SDBOR and University may also be referred to as “the Contracting Agency”; the terms “Offeror” and “Contractor” may be used interchangeably, although Contractor will generally mean the successful Offeror; and the term “Dining Services Program,” when used, describes both the dining services and catering programs at each University.

3. BASIS OF AWARD

SDBOR shall award contracts individually for each of its six unique universities to the Offeror whose proposal provides the best overall value and service to the SDBOR System, its students, faculty and staff (See Evaluation and Award Criteria) for additional information.

SDBOR intends to make an award to a single Offeror to provide a dining services program at each of its six unique universities. SDBOR reserves the right to reject any and all proposals, to waive irregularities and to award in the best interest of SDBOR.

Selection for award and execution of contract(s) will be accomplished in accordance with South Dakota statutes, procurement regulations, policies, procedures, and the terms and conditions of this solicitation.

SDBOR will award contracts, for each university in the BOR system, resulting from this solicitation to the responsible Offeror whose proposal conforming to the solicitation will be most advantageous to the Contracting Agency, cost or price and other factors specified elsewhere in this solicitation considered.

Unless otherwise stated, the Contracting Agency may award contracts based on initial proposals received, without discussions. Therefore, each initial proposal should contain the Offeror's best terms from a cost or price and technical standpoint.

Discussions or negotiations may be conducted with all Offerors. If "Best and Final" offers are requested, they will be evaluated against the same criteria as were the initial proposals.

This solicitation does not obligate SDBOR to pay any cost incurred in the preparation or submission of such proposals, or to contract for service.

All contracts awarded because of this solicitation will incorporate the contents of this Request for Proposals and the successful Offeror's proposal. The successful Offeror(s) will be required to execute written contracts for each university in the BOR system and comply with the terms of such contracts.

4. PRE-PROPOSAL CAMPUS SITE VISITS

Campus site visits will be held on each of the six University campuses according to the following schedule. Please see Appendix A for more information regarding the campus visits. Offerors are encouraged to provide a list of representatives that will be in attendance.

BHSU – September 27th

SDSMT – September 28th
NSU – September 29th
SDSU – October 5th
DSU – October 6th
USD – October 7th

5. PRE-PROPOSAL CONFERENCE/QUESTIONS

A mandatory Pre-proposal Conference will be held (October 14, 2021 at 2:00 PM via Zoom). Failure to attend shall eliminate a potential Offeror from being considered.

The purpose of the Pre-proposal Conference is to discuss the requirements of the RFP and to provide clarifications to potential Offerors. Offerors are asked to review the RFP thoroughly prior to the Pre-proposal conference to facilitate a productive meeting. Submitting questions and/or comments in writing prior to the meeting is encouraged. Such questions or comments must be emailed to Darby.ganschow@usd.edu.

No changes to any of the requirements of the RFP will be issued at this meeting. No statements of any University representative, or information contained in the Pre-proposal Conference summary, if obtained by the Offeror, shall be relied upon as changing the language or intent of the RFP. All changes, if any, shall be issued in the form of a written amendment only. It is the sole responsibility of the Offeror to ascertain that all amendments have been received prior to the RFP closing date.

Any prospective Offeror desiring an explanation or interpretation of the solicitation, specifications, provisions, etc., must request it in writing no later than October 22nd to allow a reply to reach all prospective Offerors before the submission of their proposals.

Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a prospective Offeror concerning a solicitation will be furnished promptly to all other prospective Offerors as an amendment of the solicitation, if that information is necessary in submitting proposals or if the lack of it would be prejudicial to any other prospective Offerors.

6. PROPOSAL SUBMITTAL

THE OFFEROR SHALL PROVIDE A SEPARATE SECTION WITHIN THE PROPOSAL FOR EACH OF THE SIX UNIVERSITIES IDENTIFIED IN THE INTRODUCTION SECTION.

The Offeror must mail or otherwise deliver a signed and sealed original, one (1) copy and one (1) electronic copy in PDF format on a flash drive or other acceptable device to the South Dakota Board of Regents as prescribed above on page 1. Emailed or faxed proposals are not acceptable. The proposal shall remain valid for at least one hundred twenty (120) days after the closing date for receipt of proposals.

Proposal submittals must show the full firm name and address of the Offeror. The Offeror's firm name should appear on each page of the proposal.

All material submitted as part of a proposal will become the property of SDBOR for use at its discretion.

Authorized signatures are required. Proposals must be signed by an individual authorized to bind the Offeror to its provisions. The person signing the proposal must show title and/or evidence of authority to bind the firm in contract.

Photographs may be included with the proposal as appropriate or as desired by the Offeror. There is no guarantee that photographs will be returned to the Offeror.

The PROPOSAL TRANSMITTAL FORM for this Request for Proposals shall be submitted as the cover sheet of each proposal. See Appendix H for the required form. All proposals must be organized in a manner that is consistent with the RFP, separated by tabs, numbered pages and labeled appropriately.

Late proposals will not be considered and will be returned to the Offeror unopened. A proposal is late if it is not delivered to the South Dakota Board of Regents office at or before the time specified herein as the deadline for receipt of proposals.

Offerors may submit alternate technical and/or financial proposals. Alternate solution proposals must be as complete as the proposal called for herein and “stand alone,” independent of any other proposals submitted. SDBOR does not guarantee evaluation of alternate or multiple proposals and will do so only if determined to be in the best interest of SDBOR.

Offerors should read this solicitation carefully and review all instructions contained herein. Incomplete or incorrect proposals may be rejected as not conforming to the essential requirements of the RFP. Proposals submitted on other than the prescribed forms contained in this RFP will be rejected. Offerors may copy the forms contained in the RFP for use in their proposals, but substitute forms or formats are unacceptable.

Modifications to or withdrawal of proposals may be allowed only if received prior to the deadline for receipt of proposals. No changes to or withdrawals of proposals will be permitted after the time for receipt of proposals specified in the solicitation.

Offerors must read the RFP thoroughly. Any ambiguity, conflict, discrepancy, omission or other errors in this RFP should be reported in writing to the SDBOR point of contact for inquiries shown on the face of the RFP prior to the Pre-proposal Conference and in any case must be reported prior to the proposal submittal deadline. Any changes or corrections to the RFP will be made only by written amendment issued by SDBOR.

Clarifications shall be by written notice sent to all known recipients of the RFP. To the extent practicable, SDBOR shall give such notice to all interested parties, but shall not be responsible to those parties for receipt of this information. It is the Offeror's responsibility to ascertain prior to submittal that he/she is in receipt of any or all amendments to the solicitation. If an Offeror fails to notify SDBOR prior to the submittal deadline of an error in the RFP or the Offeror's proposal, such proposal shall be submitted at the Offeror's own risk, and if a contract is awarded because of such proposal, the Offeror shall not be entitled to additional compensation by reason of the error or its later correction.

7. FOOD SERVICE CONSULTANT

Should it be deemed necessary, SDBOR may engage the services of a food service consulting firm to assist with the evaluation of proposals.

8. SCHEDULE OF ACTIVITIES

The anticipated schedule of activities for the RFP process are as follows:

- a. September 13, 2021 – RFP is issued
- b. September 27 – October 7, 2021 Pre-Proposal Campus Site Visits

- c. October 14, 2021 – Pre-Proposal Conference (zoom)
- d. November 12, 2021 – Closing Date for submittal of proposals
- e. November 15 – December 10, 2021 – Evaluation of Proposals and on-site visit (if required)
- f. November 29 – December 3, 2021 – Finalist Interviews
- g. December 10, 2021 – Best and Final Offers due (if required)
- h. December 16, 2021 – January 21, 2022 – Negotiate Contract(s)
- i. January 28, 2022 – BOR Approval to execute contract(s)
- j. February 1, 2022 – Issue Letter(s) of Intent
- k. March 1, 2022 – Contract Award
- l. June 1 – July 1, 2022 – Commence Dining Services *

*Note: After contract award and prior to the commencement of services, the Contractor will be required to provide general coordination services regarding the planning and commencement of the Dining Service Program.

9. TRANSFERS AND SUBCONTRACTING

The Contractor may not transfer or subcontract, in whole or in part, any portion of the contract(s) resulting from this RFP without written permission from the University. Permission is not guaranteed, but will not be unreasonably withheld, and will be granted only if considered to be in the best interest of the University.

If subcontracting is not prohibited by the solicitation, an apparent successful Offeror shall submit a list of the subcontractors it proposes to use in the performance of the contract within five (5) working days after receipt of a request from SDBOR. The list must include the name and location of the place of business and a description of the portion of the contract to be subcontracted applicable to each subcontractor. Use of subcontractors in the performance of the contract is subject to SDBOR consent, and SDBOR requires that subcontractors meet its criteria for responsible prospective contractors. SDBOR may require replacement of any subcontractor which it determines not to be a responsible subcontractor.

10. TRANSITION PLAN

Should the successful Offeror be other than the current Contractor, the Offeror will be responsible for developing a detailed, proactive transition plan for assuming the management of the Dining Services Program from the current Contractor. This transition plan must include the specific process by which the contractor will compensate the University(ies) for any unamortized capital investment and/or equipment and small wares and/or any food inventories left in place by the previous Contractor. Payment for these items must be made no later than 30 days after assumption of food service operations on any given campus. The plan shall be subject to review and approval of the University Contract Administrator (UCA) or other designated university employee, who shall retain the authority to make alterations to the plan.

Immediately after contract award, the Contractor and its Food Service Director shall begin planning, in conjunction with the University, to insure fulfillment of its obligations. The Contractor will be expected to provide professional coordination of services, the expenses of which will be borne by the Contractor. The Contractor will be expected to attend meetings as required by the University to insure a smooth transition into both summer conference and full dining operations.

At the end of the contract period of performance resulting from this RFP, if a new contractor is scheduled to assume operation of the program as the result of a new RFP, the current Contractor will be responsible to develop and implement a detailed, proactive transition plan for ensuring the smooth transition of management of the Dining Service Program to the new contractor. The plan shall be subject to review and approval of the UCA, who shall

retain the authority to make alterations to the plan.

11. ANTI-COMPETITIVE PRACTICES

Offerors certify by submittal of their proposal that prices submitted have been independently arrived at and without collusion. Penalties for participation in anti-competitive practices include, but are not limited to, rejection of the proposal, suspension, debarment, civil and/or criminal prosecution.

12. SOLICITATION AND RESPONSIVENESS OF OFFER

The solicitation requirements have been established to obtain full and accurate representation of Offeror responsiveness and responsibility which will enable SDBOR to evaluate proposals and award contracts for providing the services requested. SDBOR in its sole discretion will determine responsiveness and final evaluation results for this RFP as provided herein.

All responses to this RFP shall be subject to verification by SDBOR. Any proposal which contains material or information which cannot be verified or otherwise confirmed for purposes of determining responsiveness to the solicitation may result in rejection of the proposal.

To be considered for award, proposals must be in the required format and must include all required submittals. To assist Offerors in returning the required information, the following checklist has been prepared. During the Administrative Evaluation, proposals will be reviewed for compliance with the proposal submittal requirements outlined in the Instructions to Offerors to determine that:

- a. The proposal was received on time.
- b. The correct number of copies was submitted. (One original and one copy along with an electronic copy)
- c. The proposal was submitted in the correct format.
- d. The proposal forms were properly signed.
- e. All other necessary forms were included.
- f. All material alternations or erasures, if any, were initialed.

Proposals failing to comply with the above requirements may be declared non-responsive and may be eliminated from further consideration at the sole discretion of SDBOR.

13. PUBLIC INFORMATION

All submitted proposals and proposal information will be considered confidential until an award is issued. After the award is issued, proposals from the successful Offeror will become public information. Properly marked proprietary information supplied by an Offeror in response to an inquiry by SDBOR relating to responsibility will not be disclosed or available to the public unless required by South Dakota law. Financial proposals are not considered confidential and will be disclosed per law. Proprietary information of the type not subject to public review includes Offeror submittals of financial statements, tax records, personnel/personal information, etc. All contracts awarded are subject to South Dakota open records laws.

14. PERIOD OF PERFORMANCE

The term of any contract awarded as a result of this RFP shall be for five (5) years, with an option to renew for four additional one-year periods, subject to the annual review of each University, satisfactory performance, and the availability of funding. The actual date of commencement of services shall be as defined in section 1 above.

15. AUTHORITY

The SDBOR procurement official whose name appears on the cover sheet of this solicitation has authority to act as agent for SDBOR. Offerors are cautioned that instructions or interpretations contrary to the provisions of this solicitation, which are received from employees not specifically designated herein to act in this matter, are not valid or binding on SDBOR.

16. CAMPUS CONTEXT - BACKGROUND INFORMATION

The successful Contractor is expected to be responsive to all campus types and demonstrate specific effort to engage the unique community presented by each campus. To aid in understanding the various campus environments the following overview of each campus is offered. More detailed information can be found at the South Dakota Board of Regents Factbook available at [FY21_FactBook.pdf \(sdbor.edu\)](#)

Black Hills State University (BHSU)

Website - <https://www.bhsu.edu/>

Community: Spearfish 10,494

3-Year Enrollment Average (Headcount): 1,794

3-Year Average Annual Meal Plans: 1,266

Food Service Sites Operated: 2

National Franchises: Einstein's Bagels

Dakota State University (DSU)

Website - <https://dsu.edu/>

Community: Madison 7,261 (County Seat)

3-Year Enrollment Average (Headcount): 1,375 (on-campus as of Fall census)

3-Year Average Annual Meal Plans: 1,614

Food Service Sites Operated: 3

National Franchises: Caribou and Starbucks (brew sites not full franchises)

Northern State University (NSU)

Website - <https://northern.edu/>

Community: Aberdeen 28,388 (County Seat)

3-Year Enrollment Average (Headcount): 1,372

3-Year Average Annual Meal Plans: 1,162

Food Service Sites Operated: 4

National Franchises: Einstein's Bagels and Papa Johns

South Dakota State University (SDSU)

Website - <https://www.sdstate.edu/>

Community: Brookings 22,056 (County Seat)

Year Enrollment Average (Headcount): 9,760

3-Year Average Annual Meal Plans: 7,515

Food Service Sites Operated: 23

National Franchises Chick-Fil-A, Einstein's Bagels, Erbert & Gerbert's, Java City, Panda Express, Papa Johns, Starbucks, and X-treme Pita,

South Dakota School of Mines & Technology (SDSMT)

Website - <https://www.sdsmt.edu/>

Community: Rapid City 67,956 (County Seat)

3-Year Enrollment Average (Headcount): 2,383

3-Year Average Annual Meal Plans: 1,932

Food Service Sites Operated: 3

National Franchises: Einstein's Bagels

University of South Dakota (USD)

Website - <https://www.usd.edu/>

Community: Vermillion 10,571

3-Year Enrollment Average (Headcount): 6,471

3-Year Average Annual Meal Plans: 4,359

Food Service Sites Operated: 12

National Franchises: Chick-Fil-A, Einstein's Bagel, Erbert's & Gerbert's, Papa John's, and Qdoba

17. CAMPUS SERVICE SPECIFICATIONS

Information regarding each current campus food service operation is provided in Appendices B-G.

18. Overall Advantage for Single Award - Evaluation Criteria

The Offeror shall provide a complete response indicating the overall benefit of awarding contracts for each of the six universities to the Offeror.

Total Possible Points – 50

19. TECHNICAL PROPOSAL

The Offeror shall provide a complete technical proposal that details the Offeror's ability to provide the services necessary to successfully operate the Dining Services Program at the South Dakota Board of Regent's campuses. At a minimum the proposal must include information for the areas below. Offerors are encouraged to provide information that allows the evaluation committee to fully evaluate the Offeror's capabilities.

- a. Management approach and personnel including a detailed organizational structure with position titles and hierarchy, including skill level and experience of employees.
- b. Information regarding the quality of food products, including information regarding grades of meat, poultry, etc.), pricing and franchise restaurant offerings
- c. Detailed marketing and merchandising plan
- d. Employee training plan
- e. Ability to provide a high standard of service and customer satisfaction. Include a description of value assessment and satisfaction measurement which provides ongoing meaningful feedback from all segments of the campus community. Include examples of survey and evaluation tools, as well as how results will be utilized to incorporate changes and improvements.
- f. Ability to maintain a financially responsible and fiscally sound dining services program thus providing acceptable accountability and financial reporting.
- g. Ability to maintain excellent communication with the University's Contract Administrator.
- h. Ability to demonstrate environmental and energy awareness and responsibility by minimizing waste in any form.
- i. Ability to maintain an attractive appearance and excellent sanitation and maintenance of all dining facilities and equipment, and to meet all applicable health agency standards.
- j. Ability to respond to Customer complaints while keeping the University abreast of all issues
- k. Ability to provide robust Catering Services
- l. Ability to provide Alcohol sales according to SDBOR policy, federal, state and local laws, rules and regulations
- m. Ability to provide a Nutrition Awareness Program and dietary services
- n. Proposed hours of operation
- o. Proposed Meal plans & menus, including services style options and special programming (limited time offers, deal of the day, etc.)
- p. Ability to maintain operations due to labor and supply chain shortages

Technical Evaluation Criteria

All proposals which are determined to be administratively responsive shall be forwarded to the Evaluation Committee. The Committee will review each technical proposal according to the evaluation criteria set out below. The points allowed for each criterion are shown.

A. Operational Expertise, to include: Up to 30 points

Standards of performance
Accounting Methods and Controls
Personnel
Sustainability

B. Proposed Programs, to include: Up to 30 points

Retail, residential, catering and summer
conferences programs, menus and pricing

C. Organizational Overview and Capabilities, to include: Up to 15 points

Organizational background, Structure Overview, and Vision
Experience
Financial resources

D. Evaluation of Past Performance, to include: Up to 15 points

Information provided in references

E. Marketing Expertise, to include: Up to 10 points

Merchandising, creativity and special events

20. FINANCIAL PROPOSAL

All pricing information, except for menu pricing, must be included within this proposal and shall not be included in any part of the technical proposal.

The University will provide space and utilities for the Dining Services Program at each location. The University expects the Contractor to be able to make a reasonable profit in this endeavor while maintaining a program that is perceived by students and the University as offering high quality and providing good value, as well as being affordable. It is the University's intention to structure each Regental University's contract with the successful Offeror on a "profit and loss" basis with compensation structured as follows:

- Residential Dining Program: The Contractor shall charge each University for the number of meal plan participants. Food Service rates for all Regental University Food Service Plans are published in the FY Fact Book. Those rates should be a starting point for determining the rates for FY23 and beyond. Propose meal plans and applicable rates to include a detailed breakout of the number of meals and flex dollars provided for each plan. Subsequent year's meal plans will increase based on the US Bureau of Labor Statistics Consumer Price Index Inflation. Please show the affordability advantage that the BOR schools will have if an offeror manages all six universities.
 - Currently a facility fee is included as part of the total meal plan rate at BHSU, SDSM&T & USD. The facility fee supports the facility costs at each of these institutions and should be considered as part of the proposed pricing.
- Commission Rates to be paid each Regental University on:
 - Meal Plan Revenue
 - Catering
 - Retail Sales (include any proposed national brands and related franchise fees and/or royalties)
 - Convenience Stores

- Summer Conference Programs
- Athletic Concessions (if applicable)
- Proposed Capital Contribution/Financial Commitment: Describe the proposed investment(s) and any amortization/repayment schedule.
- Marketing Fund: Propose funding for a detailed marketing plan for each University.
- Financial support of the University: This is the offeror's opportunity to propose other support elements. These may differ depending on the university. Examples are:
 - Catering Allowances
 - Scholarship Support
 - Sponsorships
 - Res Life Staff Training Meals
 - Res Life Programmatic Support
 - Incentives
 - Support of Point of Sale Systems (note: Board of Regents Institutions utilize the Blackboard Transact system and the selected vendor will utilize this as the Point of Sale System for all schools).
- The dollar amount and percentage allocated to food costs, labor costs, and all direct expenses.

Narrative: In written form, clearly delineating each campus separately, outline the financial arrangement you propose. Be detailed and specific.

Financial Evaluation Criteria

All proposals which are determined to be administratively responsive shall be forwarded to the Evaluation Committee. The Committee will review each financial proposal according to the evaluation criteria set out below.

- A. Meal plans affordable for students (able to show evidence of competitive pricing) – up to 20 points
- A. Capital/financial contribution (funding substantial debt service/facility/equipment projects in whole or part) – up to 20 points
- B. Commission return to the university (provide schedule for rates for all business types) – up to 20 points
- C. Marketing funding (promoting dining options to boost non-meal plan revenues) – up to 10 points
- D. Support for Point of Sale platforms (funding whole or in part POS annual replacement or upgrades) – up to 10 points
- E. Sample monthly operating statement demonstrates profit and loss; reasonable rates for labor, food and direct costs – up to 10 points
- F. Financial program support, including but not limited to catering allowance, scholarships, Residential Life staff training meals and other incentives – up to 10 points

Total Possible Points – 100

21. Technical & Financial Evaluation

The BOR Universities provide the above points to advise the Offeror of the relative importance assigned to the criteria. The individual members of the evaluation committee will document the strengths and weaknesses of each Offeror's proposal and rate each proposal, using the above criteria and will assign points from the totals possible. The points provide an aid to the evaluators in assigning a tangible expression of their assessment of the offer relative to each

technical and financial criterion and to identify an Offeror's deficiencies and weaknesses.

Based upon the results of the scoring, the Evaluation Committee may seek clarifications from Offerors, if necessary. If clarifications are needed for the evaluation committee to complete its evaluation of a proposal, the Offeror may be given an opportunity to clarify, in writing, specific aspects of its proposal so an evaluation of its proposal may be completed. If substantive portions of the Offeror's proposal are missing, or if portions clearly are inadequate in terms of addressing the RFP requirements, it is not SDBOR's responsibility to assist the Offeror in making its proposal responsive. The clarification process will be used only to address minor or ambiguous details of an Offeror's proposal and failure by SDBOR to request clarifications from the Offeror may not be used as grounds for a protest.

Once clarifications, if any, are received, the Evaluation Committee will complete its technical and financial proposal evaluation.

The overall scoring of proposals shall not become public information.

22. References

The Offerors proposal must include a minimum of five non-SDBOR clients, including at least one client where services commenced in the past two years and one where services ended in the past two years. The references must be similar in size to SDBOR campuses and must include the following information:

- a. Total enrollment
- b. On-campus resident enrollment
- c. Number of board plans sold and whether board plans are mandatory or non-mandatory
- d. Contact information including phone number, email and contact person's name/title
- e. Contract term (include beginning and ending dates)

23. SITE VISIT / FORMAL PRESENTATION

Once the evaluations are completed, SDBOR will require the top ranked two Offerors to make a formal face to face presentation (at a central location to be determined) of their proposal to the Evaluation Committee, a virtual link may also be used to invite campus faculty, staff and students to the technical presentation. A closed session with the Evaluation Committee will be held to discuss the technical and financial proposal from each of the Finalists. Further instructions on the formal presentation will be provided to the Finalists.

The Evaluation Committee may request best and final proposals from any or all of the Offerors after the final presentations.

The Evaluation Committee may choose to visit a current customer site for any or all Offerors. On the site visit, the Offeror shall provide a tour of the facilities, arrange for a meeting with university staff and provide a catered evening meal for the Committee as agreed upon. The Evaluation Committee reserves the right to send any or all Committee members it so chooses on the site visit(s). The results of the site visit may be used in the final evaluation of the proposal.

In addition to the site visit and formal presentation, the Committee may elect to contact the four remaining clients on the Offeror's list and survey them to obtain a better overall picture of the Offeror's ability to provide a quality dining services program.

SDBOR reserves the right to request a formal presentation from any of the Offerors in the event neither of the two top

ranked Offerors are found to be acceptable.

24. NEGOTIATION PROCESS

After site visits and formal presentations are completed and best and final offers have been received, the Evaluation Committee will then complete its overall evaluation and make a determination of the Offeror whose proposal offers the best overall value to the SDBOR Universities. Contract negotiations will then take place with that Offeror. If negotiations fail, SDBOR reserves the right to negotiate with the next highest ranked Offeror or reject any and all proposals.

25. STANDARD SOUTH DAKOTA TERMS & CONDITIONS

Terms and conditions for the award of contract(s) shall be negotiated at the time of award. South Dakota standard terms and conditions shall apply in addition to those negotiated by the Parties.

RESTRICTION OF BOYCOTT OF ISRAEL

For contractors, vendors, suppliers, or subcontractors with five (5) or more employees who enter into a contract with the State of South Dakota that involves the expenditure of one hundred thousand dollars (\$100,000) or more, by submitting a response to this solicitation or agreeing to contract with the State, the bidder or offeror certifies and agrees that the following information is correct:

The bidder or offeror, in preparing its response or offer or in considering proposals submitted from qualified, potential vendors, suppliers, and subcontractors, or in the solicitation, selection, or commercial treatment of any vendor, supplier, or subcontractor, has not refused to transact business activities, has not terminated business activities, and has not taken other similar actions intended to limit its commercial relations, related to the subject matter of the bid or offer, with a person or entity on the basis of Israeli national origin, or residence or incorporation in Israel or its territories, with the specific intent to accomplish a boycott or divestment of Israel in a discriminatory manner. It is understood and agreed that, if this certification is false, such false certification will constitute grounds for the State to reject the bid or response submitted by the bidder or offeror on this project and terminate any contract awarded based on the bid or response. The successful bidder or offeror further agrees to provide immediate written notice to the contracting executive branch agency if during the term of the contract it no longer complies with this certification and agrees such noncompliance may be grounds for contract termination.

APPENDIX A
FOOD SERVICE RFP CAMPUS SITE VISIT
AGENDA TEMPLATE
Fall Semester 2021

1) Introduce Campus Hosts

Notes: Cite official title and number of RFP document and remind them that single point of contact for the RFP is . . .)

2) Complete Attendance Sheet

Notes: Requested all in attendance to complete sign-in sheet providing their name, company represented, e-mail, and phone. Indicate that sign-in sheet will be maintained on file as part of RFP records.

3) Tour Agenda

Notes: We will be in each site, kitchen, back of house, storage, and receiving area regularly used by Food Service Vendor. A roster of sites visited will be maintained in RFP records.

4) Questions Throughout Tour

- a. During the tour questions for which Campus Hosts have the answer will be answered on-site in real time. Campus Host will document all questions asked and the responses for posting to the RFP website following the visit.
- b. If a question is asked which Campus Hosts must research further the question and answer will be posted to the RFP website for all vendors to review.
- c. All questions asked outside of the campus site visit should follow the protocols for submission of questions provided in the RFP. Campuses will not respond to questions individually from vendors posed directly to the campus after the campus site visit. Such questions will be referred to the RFP process for questions about the RFP from vendors.

Notes: All questions from site visit will be maintained in RFP records and posted publicly on the RFP website.

5) Photos, Etc.

Notes: Photos are permitted throughout the tour. Video recordings are not permitted during the tour.

6) Customer Contact

Notes: Faculty and staff are not part of the site visit team and are not permitted to engage with the vendors to ensure all vendors have official responses for all questions related to the RFP and are not given an unfair advantage in the RFP process.

7) Future Visits:

Notes: This is a public campus and company representatives can come back at any time, but we ask that you advise us of any additional campus visits. Such visits will only include publicly accessible spaces and not involve University employees as part of the visit. Today's tour is the only time access to the non-public spaces such as kitchens and storage areas will be granted.

8) Schedule of Campus Visits

BHSU – September 27th

Tour host: Randy Culver

Tour location: President's Conference Room – Student Union

Tour date and start time: September 27th at 9:30 MST

SDSMT – September 28th

Tour host: William Spindle, Barb Mustard, Joe Dlugos, Cory Headley

Tour location: McKeel Conference Room – Surbeck Center

Tour date and start time: September 28th at 9:00 AM MST

NSU – September 29th

Tour host: Marty Sabolo

Tour location: Student Center – Missouri River Room

Tour date and start time: September 29th at 9:00 AM CST

SDSU – October 5th

Tour host: Doug Wermedal

Tour location: Student Union – Jack Rabbit Room 103

Tour date and start time: October 5th at 10:00 AM CST

DSU – October 6th

Tour host: Wendy Carlson-Kenley

Tour location: Trojan Center – Alumni Room #20

Tour date and start time: October 6th at 9:30 AM CST

USD – October 7th

Tour host: John Howe, Jessica Preister, Darby Ganschow

Tour location: Muenster University Center Room 216

Tour start time: 9:00 AM CST

APPENDIX B

BLACK HILLS STATE UNIVERSITY

CAMPUS SERVICE SPECIFICATIONS

In addition to complying with all of the requirements outlined in the General Specifications section, the Contractor must consider how their proposal will improve the dining service program currently provided to each campus. The following section describes current specifications unique to each campus. Proposals should seek to improve, sustain or refresh each of the areas described.

Meal Plan Details

Provided in the table below are the meal plans for the most recently completed academic year along with sales and cost data.

Table 1: Meal Plan Rates, Sales and Structure

Meal Plan	Cost	Flex	Facility Fee	Meal Plans Sold		
				FA2020	SP2021	# of Meals
Yellow Jacket	\$1,767	\$150	\$225	676	451	150
Swarm	\$1,977	\$150	\$225	14	9	180
Suite Deal	\$ 956	\$ 50	\$116	113	75	85
20 Block	\$ 182	\$ 0	\$ 0	10	6	20
40 Block	4 319	\$ 0	\$ 0	74	49	40

- *Fall 2020 semester rate was prorated to accommodate the shortened semester due to COVID.*
- *Total number of meal plans sold includes both required and non-required meal plans.*

Venues and Hours

The Hive, our main dining area, is open during the following times during the academic year:

Breakfast	7:00 – 9:30 a.m.
Lunch	10:45 a.m. – 1:30 p.m.
Dinner	5:00 – 7:00 p.m.

Einstein's, which is normally located in the Library, is open from 7:30 a.m. – 9:00 p.m. during the academic year.

Throughout the summer months typically only Einstein's has operated continuously. The Hive is open as required by camp and conference business.

General Catering Scope and Scale

BHSU's catering program ranges from executive dining serving Presidential guests and high-profile fundraising events, to recognition banquets, routine meetings and student activities. The Contractor must be responsive to this wide array of events for the campus community and employ staff capable of managing menus and planning events which support a

wide array of events and schedules. Our current contract includes \$7,400 of catering provided for presidential events; \$1,000 for Regental events, and \$17,400 in student funds.

Scholarships & Free Meals

BHSU currently receives 24 complimentary meal plans to be used at the University's discretion. The university chooses to award the majority of these meal plans to students as scholarships. Additionally, the current vendor provides a total of \$2,000 in scholarships to the BHSU Foundation each year for employees who are employed by the vendor.

Concessions

BHSU operates our own concessions.

Black Hills State University – Rapid City

BHSU operates a satellite center in Rapid City, 45 miles away from the Spearfish campus. The university is interested in hearing proposals from vendors on how this center can be serviced, which is currently not done by our vendor.

Summer Camp and Conferences

BHSU operates an extensive summer camps and conference program including the Sturgis Motorcycle rally. These events occurred from mid-May to early August.

Estimated Capital Investment for Contract Transition

It is anticipated as a condition of assuming contract operations that the unamortized value of the financial investment made by the incumbent vendor will need to be assumed along with inventories of small wares and any food inventories on hand at the time of contract transition. Contractors should acknowledge payment of these obligations, including schedule for payment(s), as part of their proposal. An estimate of the financial investment is \$500,000. A final figure for contract transition costs, including small wares and inventory will be identified in any contract offer to the successor firm.

Potential Future Capital Investments

BHSU is currently fundraising for a new Wellness Center addition to the Donald E. Young Center and is interested in proposals responsive to shared financing of this future project.

Buzz Bucks vs. Flex Dollars

Buzz Bucks are a prepaid stored value fund on the campus ID card. These funds are not part of the meal plan funds. Buzz Bucks are accepted at all on-campus dining locations, but also at various on and off campus locations (e.g. printing, vending, gas stations and restaurants). Buzz Bucks funds transfer between semesters, between years and are refundable after an individual leaves BHSU.

Flex dollars are part of the meal plan package. The varying amounts associated with each meal plan are indicated in Table 1 on p. 18. Flex dollars can be spent at any campus food service venue but cannot be used anywhere else. Flex dollars carryover between semesters, but not between academic years and are normally not refundable. Many students will have both Buzz Bucks and Flex Dollars. The point of sale will automatically take Flex Dollars before using Buzz Bucks funds. Both Flex Dollars and Buzz Bucks can be added to at any time.

APPENDIX C

DAKOTA STATE UNIVERSITY CAMPUS SERVICE SPECIFICATIONS

In addition to complying with all of the requirements outlined in the General Specifications section, the Contractor must consider how their proposal will improve the dining service program currently provided to each campus. The following section describes current specifications unique to each campus. Proposals should seek to improve, sustain, or refresh each of the areas described.

Meal Plan Details

Provided in the table below are the meal plans for the most recently completed academic year along with sales and cost data.

Table 2: Meal Plan Rates (Spring 2021 rate), Sales and Structure for FY21
Meal Plans Sold = Total for Year (Spring Semester Only)

Meal Plan Type	Cost	Flex Included	Meal Plans Sold	Detail
Big Blue	\$1983.00	\$100	375 (138)	Unlimited meals per week
Dakota 225	\$1898.00	\$150	245 (108)	225 meals; avg. 14 meals/week
Dakota 145	\$1614.00	\$250	403 (190)	145 meals; avg. 9 meals/week
Trojan Basic	\$1401.00	\$400	192 (91)	95 meals; avg. 6 meals/week
Trojan Upper Class	\$1028.00	\$500	101 (41)	50 meals; avg. 3 meals/week
Little Blue Apt. Plan	\$369.00	\$369	112	All flex; only apartment residents

Venues and Hours

The table below provides a comprehensive listing of sites and hours for the academic year.

Table 3: Dining Sites and Hours

Site Name	Location	Hours
Market Place	Trojan Center/Student Union	M-F 7:30am-7:30pm Sat-Sun 11:30am-1:30pm Sat 5:00-6:30pm Sun 5:00-7:00pm
The Queue	Trojan Center/Student Union	M-Th 7:30am-6:30pm Fri 7:30am-5:00pm
8 th St Square	Residence Village	M-Th 7:30am-8:00om Fri 7:30am-6:30om
Bit & Bytes C-Store	Trojan Center/Student Union	M-Th 11:00am-11:00pm Fri 11:00am-5:00pm

General Catering Scope and Scale

DSU operates a comprehensive catering program that works with the university and local community organizations to provide the finest design and execution of events. In the pre Covid school year over 1000 events were served and \$ 600,000 in Revenue was generated. Catering encompasses a wide range of on campus events from coffee drop off, student life activities, 100-person lunches and up to 400-person weddings. Additionally, we provide high end fund raisers, private Presidential events to a new building grand opening serving 7,500 meals. Catering also has relationships with public businesses and entities to which service is provided for drop off events to full-service events. The contractor will provide staffing for this wide variety of event with skills to plan book and execute all events.

Athletic Facilities, Concessions and Catering

DSU currently self operates concessions in athletic facilities. Contractor should propose concessions operations as a separate item.

Summer Camp and Conferences

In 2019 DSU was home to 18 separate camps/seminars including athletic and GenCyber camps, as well as the VFW State Convention and more. Over 2400 people participated in these events which occurred from mid-May to the end of July and generated \$25,000 in revenue. Groups typically dined in the Trojan Center Marketplace but would periodically have banquet style meals catered at other campus locations.

Estimated Capital Investment for Contract Transition

Per contracts with existing Vendors, it is anticipated as a condition of assuming contract operations the unamortized value of capital investments made by incumbent vendors will need to be assumed along with inventories of small wares and any food inventories on hand at the time of contract transition. Contractors should acknowledge payment of these obligations, including schedule for payment(s), as part of their proposal. An estimate of this cost at DSU is detailed on the following page.

Unamortized Capital Investment as of July 1, 2022: \$1,100,304.74

In addition, DSU is contracted to receive a fixed commission amount of \$75,000 annually each July from 2022 to 2029. The eight payments total \$600,000.

A final figure for contract transition costs will be identified in any contract offer to the successor firm.

Potential Future Capital Investments

DSU is in the planning phase of a new Athletics Master Plan. This would include concession operations and additional venues that would allow for various catering opportunities. This facility is planned to be constructed entirely from private funding; however, the university would review the potential for capital investment from a food service vendor.

Trojan Silver vs. Flex Dollars

Trojan Silver is a prepaid stored value fund on the campus ID card. These funds are not part of the meal plan funds. Trojan Silver is accepted at all on-campus dining locations, but also at various on and off campus locations (e.g., printing, vending, gas stations and restaurants). Trojan Silver funds transfer between semesters, between years and are refundable after an individual leaves DSU.

Flex dollars are part of the meal plan package the varying amounts associated with each meal plan are indicated in Table 2 on p. 20. Flex dollars can be spent at any campus food service venue but cannot be used anywhere else. Flex dollars carryover between semesters, but not between academic years and are normally not refundable. Many students will have both Trojan Silver and Flex Dollars the point of sale will automatically take Flex Dollars before using Trojan Silver funds. Both Flex Dollars and Trojan Silver can be added to at any time.

Specialized Venues and Programs

N/A

Food Service Advisory Committee

Our current vendor offers a monthly opportunity for students to provide feedback related to their dining options. It is not a set team of students, faculty, and staff but rather an open option for anyone who would like to join in. We are reviewing our options for the committee to either work more closely with the Student Senate and/or to establish a more formalized committee, as well as to provide additional avenues for campus feedback outside of the more traditional measures of committee meetings and surveys.

Exam Snacks

The tradition at DSU is to offer a late-night pancake and sausage feed one night each semester during final exam week at no cost to students. Food, beverage, and condiments are provided by the vendor. Some of the prep work is provided by the vendor with DSU residence life and student affairs staff volunteering to cook the pancakes and serve the meals to the students as they come through the Marketplace.

APPENDIX D

NORTHERN STATE UNIVERSITY

CAMPUS SERVICE SPECIFICATIONS

In addition to complying with all of the requirements outlined in the General Specifications section, the Contractor must consider how their proposal will improve the dining service program currently provided to each campus. The following section describes current specifications unique to each campus. Proposals should seek to improve, sustain or refresh each of the areas described.

Meal Plan Details

Provided in the table below are the meal plans for the most recently completed academic year along with sales and cost data.

Table 4: Meal Plan Rates, Sales and Structure

Meal Plan Type	Cost	Flex Included	Number of Meal Plans Sold*			Detail
			Fall 2020*	Spring 2021	Total	
Wolf Pack 300	\$ 2,112.00	\$ 300.00	86	61	147	Unlimited meals & 300 Flex Dollars
Wolf Pack 100	\$ 1,962.00	\$ 100.00	93	61	154	Unlimited meals & 100 Flex Dollars
Wolf Maroon	\$ 1,825.00	\$ 400.00	156	165	321	10 meals each week & 400 Flex Dollars
Wolf Weekly	\$ 1,497.00	\$ 1,497.00	145	141	286	All Flex; Upperclassmen
Wolf All Flex	\$ 925.00	\$ 50.00	20	27	47	Includes 100 meals per semester; Upperclassmen
Commuter Gold	\$ 407.00	\$ 407.00	28	15	43	Commuter Flex
Total			528	470	998	

*Numbers include students who were required to purchase a plan as well as those who were not required to do so. The Fall 2020 semester was shortened due to COVID. Students paid a pro-rated cost to reflect fewer days of service. The full cost of the meal plan is reflected in the table.

Venues and Hours

The table below provides a comprehensive listing of sites and hours for the academic year. Throughout the summer months Einstein's, the P.O.D. and the Wolves Den operate on limited hours to meet the needs of camps and conferences. Papa John's does not operate during the summer months.

Table 5: Dining Sites and Hours

SITE NAME	LOCATION	HOURS
Wolves Den	Avera Student Center	M-F 7:30 am - 10 am, 11 am-2 pm, 5-7 pm (F-6:30 pm); Weekends 11 am-1 pm, 5-6:30 pm
Einstein Bros. Bagels	Avera Student Center	M-TH 7:30 am - 7 pm, F 7:30 am - 5 pm; Weekends - Closed
P.O.D. Market C-Store	Great Plains East (residence hall)	M-F 11 am - 10 pm; Weekends 1 pm - 8 pm
Papa John's	Great Plains East (residence hall)	M-F 11 am-2 pm, 5-7 pm; Weekends - Closed

General Catering Scope and Scale

Numerous events are held on campus throughout the course of the year. While many are hosted by Northern, there are

times that outside groups utilize campus facilities for their private events. In 2019, dining services generated approximately \$300,000 in catering revenue. In addition to on-campus events, catering services are also available to private individuals and organizations holding events off campus. Catering events span the spectrum in menu and sophistication from executive dining serving Presidential guests and high-profile fundraising events, to recognition banquets, routine meetings and student activities. The recently completed on-campus Regional Sports Complex opening in September 2021 is expected to draw new events with additional catering opportunities. The Contractor must be responsive to this wide array of events for the Northern community as well as for the region and employ staff capable of managing menus and planning events which support this vigorous schedule

Athletic Facilities, Concessions and Catering

Contractor will staff and operate athletic concession and catering sites throughout athletic facilities. In the football stadium this includes 11 suites, 6 party decks, loge seating for 72, and premium seating for 870 as well as general admission seating bringing total capacity to nearly 7,000 spectators. There are three concession stands with seven points of sale in the Sports Complex, five in Dacotah Bank stadium and two in the concession stand shared with Koehler Hall of Fame Field, the softball field. Pop-up stands may also be used throughout the football stadium.

The Barnett Center is home to Northern basketball, volleyball and wrestling. There is one concession stand in the facility. The Barnett Center is a popular venue for youth wrestling, volleyball and basketball tournaments. The State B Boys High School Basketball tournament is regularly held here in March and can draw more than 5,000 fans in a day. Soccer games are held at the Northern Athletic and Recreation Field. There is one concession stand located in the Pavilion at this facility.

The Kessler's Champions Club within the Regional Sports Complex includes a full kitchen. This event space will accommodate events for up to 350 and will be used regularly for on-campus events. However, this space is a key feature of the new Regional Sports Complex and the intent is to regularly rent the space to outside groups for private events such as conferences, receptions, reunions and business meetings.

Summer Camp and Conferences

Northern hosts a number of camps each summer including athletics, music, and 4H Performing Arts. Boys State has been held on campus for 76 years. This event brings approximately 250 high school boys to campus the first week in June. Northern also hosts the Library Institute that draws librarians from across the state to campus for a week as well as the annual Art Institute which brings in nearly 100 high school art teachers in late July. The campers eat the majority of meals in the Wolves Den but may have a special event during the week that requires refreshments or a meal at another venue on campus.

Estimated Capital Investment for Contract Transition

Per contracts with existing Vendors, it is anticipated as a condition of assuming contract operations the unamortized value of capital investments made by incumbent vendors will need to be assumed along with inventories of small wares and any food inventories on hand at the time of contract transition. Contractors should acknowledge payment of these obligations, including schedule for payment(s), as part of their proposal. An estimate of this cost at Northern is as follows:

Regional Sports Complex Equipment - \$500,000
Unrestricted Grant - \$125,000
Food Service Equipment - \$150,000

In addition, Northern receives the following program support from its current Vendor:

Program	Annual Funding Commitment
Presidential Catering Fund	\$9,000
Welcome Back Student Event	\$2,000
Wolves Club contribution	\$760
Meal Plan Scholarships	\$2,000
Athletic Golf Tournament Contribution	\$3,000
Bond Servicing	\$150,000
Barnett Center Contribution	\$25,000
Dacotah Bank Stadium Contribution	\$25,000

A final figure for contract transition costs will be identified in any contract offer to the successor firm.

APPENDIX E

SOUTH DAKOTA SCHOOL OF MINES & TECHNOLOGY

CAMPUS SERVICE SPECIFICATIONS

In addition to complying with all the requirements outlined in the General Specifications section, the Contractor must consider how their proposal will improve the dining service program currently provided to each campus. The following section describes current specifications unique to each campus. Proposals should seek to improve, sustain, or refresh each of the areas described.

Meal Plan Details

Provided in the table below are the meal plans for the most recently completed academic year, along with sales and cost data.

Table 6: Meal Plan Rates, Sales and Structure

Meal Plan Type	Cost	Flex Included	Facility Fee Included	Meal Plans Sold FA20	Meal Plans Sold SP21	Detail
Gold Rush	\$2,040	\$100	\$55	166	122	Unlimited meals
Hardrocker 160	\$1,807	\$250	\$48.70	141	98	Available to first year students & above
Hardrocker 125	\$1,757	\$550	\$48.70	252	250	Available to first year students & above
Hardrocker 75	\$1,043	\$300	\$28.15	109	98	Available to second year students & above
Hardrocker Flex	\$1,148	\$1,115	\$33.25	122	136	Available to second year students & above
Rocker Square Flex	\$541	\$526	\$15.40	3	3	Available to Rocker Square residents only
50/50	\$480	\$50	\$12.95	5	3	Commuter students
25/25	\$247	\$25	\$6.65	12	3	Commuter students

Venues and Hours

The table below, provides a comprehensive listing of sites and hours for the academic year. Einstein's, the Miner's Shack, and the Hardrocker Café (dining hall) stay open during the summer months, but hours are adjusted as needed.

Table 7: Dining Sites and Hours

Site Name	Location	Hours
Hardrocker Café	Surbeck Center – Student Union	M-Th 7am-8pm; Fri 7am-7:30pm; Sat-Sun 11am-7:30pm
Miner’s Shack/C-Store	Surbeck Center – Student Union	Mon-Sun 10am-10pm
Einstein’s Bros Bagel	Rocker I – moving to renovated Library in summer 2022	M-F 7am-3pm; Sat-Sun closed

General Catering Scope and Scale

During 2019, South Dakota Mines Catering served roughly 1250 catering events throughout the South Dakota Mines campus, Rapid City community, and the greater Black Hills, that generated approximately \$560,000 in revenue. The contractor provides a wide range of catering services including, but not limited to, coffee breaks, tailgate parties, Einstein Bros Bagels orders, picnics, full banquets with either buffet style service or full-service plated meals for all day events, weddings, funerals, on-site waited service and preparation, pick-up or drop off meals. The customers include campus departments and personnel, local banks, Rapid City Area School District, City of Sturgis, tour bus companies, national organizations hosting events locally, local businesses, and many community members within the Black Hills area.

Athletic Facilities, Concessions and Catering

Contractor will staff and operate athletic concession and catering sites throughout the athletic facilities. In the football stadium, O’Harra Stadium, there are two concession stands: one on B Ramp near 250 Ramps spots, and one underneath the Grandstand which seats approximately 3500 spectators. We also sponsor a President’s tent in which catering will be requested for approximately 50 people on a typical game (100 for Homecoming). Every three years, we host the SDSHAA Track & Field Championship and will request an additional two small/mobile stands for spectators to utilize.

The basketball venue, the King Center, has one small concession area with two points of sale. Approximately capacity is 2000.

Summer Camp and Conferences

In 2019, South Dakota Mines operated 21 separate camps/groups that ordered meals. The total reservations for the summer were 279. These reservations and events occurred from mid-May through early August and generated \$78,840 in revenue. The camps typically dined in the Hardrocker Café (dining hall) and would periodically pick up sack lunches for being out in the field and would have meals catered at different sites.

Estimated Capital Investment for Contract Transition

Per contracts with existing Vendors, it is anticipated as a condition of assuming contract operations the unamortized value of capital investments made by incumbent vendors will need to be assumed along with inventories of small wares and any food inventories on hand at the time of contract transition. Contractors should acknowledge payment of these obligations, including schedule for payment(s), as part of their proposal.

South Dakota Mines receives the indicated annual program support from its current Vendor:

Debt Service Commitment	\$130,000 (2022-2023; 2023-2024)
In-Kind Catering	\$18,000
General Scholarships	\$7,500

A final figure for contract transition costs will be identified in any contract offer to the successor firm.

Potential Future Capital Investments

South Dakota Mines is currently renovating the Deveraux Library where Einstein’s Bros. will move in the summer of 2022. They are also studying the potential renovation/expansion of the Surbeck Center, which will include additional dining seating and furnishing, and renovating of the King Center concessions area.

Grubby Gold vs. Flex Dollars

Grubby Gold is a prepaid stored value fund on the campus ID card. These funds are not part of the meal plan funds. Grubby Gold is accepted at all on-campus dining locations, but also at various on and off campus locations (e.g., vending, gas stations and restaurants). Grubby Gold funds transfer between semesters, between years and are refundable after an individual leaves South Dakota Mines.

Flex dollars are part of the meal plan package the varying amounts associated with each meal plan are indicated in Table one on p. one. Flex dollars can be spent at any campus food service venue but cannot be used anywhere else. Flex dollars carryover between semesters, but not between academic years and are normally not refundable. Many students will have both Grubby Gold and Flex Dollars; however, the point of sale will automatically take Flex Dollars before using Grubby Gold funds. Both Flex Dollars and Grubby Gold can be added to at any time in \$25 increments.

Food Service Advisory Committee

To establish an opportunity for customer feedback to the Contractor, South Dakota Mines has constituted a university food service committee. This entity is composed of student government representatives and residence assistants (RAs). Faculty and staff from other key stakeholders such as Housing and Residential Life also serve on this committee. This group meets either bi-weekly or monthly.

Exam Snacks

To support students during Finals Week in both the spring and fall semesters, the contractor provides unlimited popcorn and coffee throughout the week in the student union, as well as a late night “finals” breakfast. Finals Week food is provided with the intent of approximately 80% participation and is provided at no charge to the students or institution.

APPENDIX F

SOUTH DAKOTA STATE UNIVERSITY

CAMPUS SERVICE SPECIFICATIONS

In addition to complying with all of the requirements outlined in the General Specifications section, the Contractor must consider how their proposal will improve the dining service program currently provided to each campus. The following section describes current specifications unique to each campus. Proposals should seek to improve, sustain or refresh each of the areas described.

Meal Plan Details

Provided in the table below are the meal plans for the most recently completed academic year along with sales and cost data.

Table 8: Meal Plan Rates, Sales and Structure (2020-2021)

Meal Plan	Cost	Flex	# of Plans Sold Fall	# of Plans Sold Spring	Total	Detail
Premier	\$ 1,991	\$ 66	76	43	119	Unlimited dining
100 Block	\$ 1,554	\$ 844	591	401	992	Available to first-year students
50 Block	\$ 1,554	\$ 1,087	1984	1809	3793	Default plan if no plan selected
Silver Flex	\$ 1,554	\$ 1,554	277	244	521	Only available to upper division students
Bronze Flex	\$ 1,336	\$ 1,336	724	728	1452	Only available to upper division students
West Flex	\$ 777	\$ 777	128	68	196	Only available in selected halls
TOTAL	NA	NA	3780	3293	7073	

Venues and Hours

The table below provides a comprehensive listing of sites and hours for the academic year. Throughout the summer months typically only Einstein's, Starbucks and the Dairy Bar have operated continuously. Larson Commons is open as required by camp and conference business. The nationally franchised sites in Chick-Fil-A, Panda Express, and X-treme Pita along with Weary Wil's have usually been closed mid-May to late August.

Table 9: Dining Sites and Hours

SITE NAME	LOCATION	HOURS
Larson Commons	Larson Commons (second floor) adjoining Binnewies and Young residence halls	M-F 7:30 am - 8 pm; Sat. and Sun. 9:30 am - 12:30 pm & 5 pm - 8 pm
Larson C-Store	Larson Commons ground floor	M-Th 8 am - Midnight; Friday 8 am - 11 pm; Sat. & Sun. 9am - 11 pm
Erbert's & Gerbert's	Larson Commons ground floor (witin C-store footprint)	M-Th 11 am - 8 pm; Friday 11 am - 3 pm; Sat. 11 am -3 pm; Sun. 11 am - 8pm
Hansen C-Store	Hansen Hall (residence hall lobby)	M-F 7:30 am - 8 pm; Sat. and Sun. 11 am - 7 pm
Erbert's & Gerbert's	Hansen Hall lobby (within C-store footprint)	Monday - Friday 7:30 am - 8 pm
Hobo Square	Hansen Hall lobby (within C-store footprint)	M-Th 11 am- 2 pm & 5 pm - 7 pm; Friday 11 am - 2 pm
Dairy Bar	Alfred Dairy Science classroom and research building	Monday -Friday 8:30 am - 5:30 pm
Java City Coffee Bar	Alfred Dairy Science (within footprint of Dairy Bar	Monday -Friday 8:30 am - 5:30 pm
Weary Wil's	Student Union	M-TH 11 am - 9:30 pm; Friday 11 am - 8 pm; Sat. & Sun. 4 pm - 9 pm
Einsteins Bage Bros.	Student Union	M-F 7 am - 6 pm; Sat. & Sun 10 am - 2 pm
Grille Works	The Market, Student Union	M-F 7 am-10 am & 10:45 am - 2 pm
The Bindle	The Market, Student Union	M - F 10:45 am - 2 pm
Papa Johns Pizza	The Market, Student Union	M - Th 10:45 am - 2 pm; Friday 10:45 am - 2 pm
These & Those Noodles	The Market, Student Union	M-Th 10:45 am - 2 pm and 4:45 pm - 7 pm; Friday 10:45 am - 2 pm
True Balance	The Market, Student Union	M-Th 10:45 am - 2 pm and 4:45 pm - 9 pm; Friday 10:45 am - 2 pm
Greens to Go	The Market, Student Union	M - Th 10 am - 9 pm; Friday 10 am - 2 pm
Simply Soup	The Market, Student Union	M - Th 10 am - 9 pm; Friday 10 am - 2 pm
Grab-n-Go	The Market, Student Union	M - Th 7 am - 9 pm; Friday 7 am - 2 pm
Union Coffee	Student Union	M - Th 7:30 am - 9:30 pm; Friday 7:30 am - 8 pm; Sunday 4 pm - 9 pm
X-treme Pita	Student Union	M - Th 11 am - 9 pm; Fri. & St. 11 am - 8 pm; Sunday 11 am - 9 pm
Panda Express	Student Union	M - Th 11 am - 9 pm; Fri. & St. 11 am - 8 pm; Sunday 11 am - 9 pm
Chick-Fil-A	Student Union	M - Th 11 am - 9 pm; Fri. & St. 11 am - 8 pm
Starbucks	Southeast Neighborhood Housing Complex	Monday - Sunday 7 am - 9 pm

General Catering Scope and Scale

SDSU operates an extensive catering program, in 2019 this included more than 2,000 events and approximately \$1.53 million in catering revenue. Catering events span the spectrum in menu and sophistication from executive dining serving Presidential guest and high-profile fundraising events, to recognition banquets, routine meetings and student activities. The Contractor must be responsive to this wide array of events for the campus community and employ staff capable of managing menus and planning events which support this vigorous schedule.

Athletic Facilities, Concessions and Catering

Contractor will staff and operate athletic concession and catering sites throughout athletic facilities. In the football stadium this includes 28 rentable private boxes, loge seating for 125, and Club 71, a premium ticket level, which has a capacity of 1,500 and two concession stands serving food and beverage. Additionally, there are 5 concession sites for public use on the concourse level. In total these concession sites have 48 points of sale.

The basketball venue, Frost Arena, has one large concession area with 8 points of sale. Single concession stands with a single point of sale serve the Sanford Athletic Complex, the indoor track facility and football practice facility, and a single trailer with one point of sale serves both the softball and baseball stadiums. Off-site concessions at the Fishback Soccer Complex (non-campus property) are also managed by the Contractor.

The Chicoine Champions Room within the athletic complex has a staging kitchen which was furnished by the existing Vendor and should be included in the regular equipment upgrade and replacement schedules. The Training Table operates in this space and serves 3,300 meals during the regular season and perhaps more depending on playoff schedules.

Summer Camp and Conferences

In 2019 SDSU operated 26 separate camps ranging from athletics, to music, to the Miss South Dakota competition. These events occurred from mid-May to early August and generated \$186,000 in revenue. Campus typically dined in

Larson Commons but would periodically have meals delivered or catered to a different site.

Estimated Capital Investment for Contract Transition

Per contracts with existing Vendors, it is anticipated as a condition of assuming contract operations the unamortized value of capital investments made by incumbent vendors will need to be assumed along with inventories of small wares and any food inventories on hand at the time of contract transition. Contractors should acknowledge payment of these obligations, including schedule for payment(s), as part of their proposal. An estimate of this cost at SDSU is detailed on the following page.

Starbucks	\$1,386,000
Point of Sale Upgrades and Kiosk Installation	\$120,000

In addition, SDSU has in the past received the indicated annual program support from its current Vendor.

Facilities Improvement	\$50,000
Athletic In-Kind Catering	\$50,000
General Scholarships	\$20,000
Educational Programming Support	\$12,000
Meal Plan Scholarships	\$12,000
Athletic Ticket Trade Account	\$5,000

A final figure for contract transition costs will be identified in any contract offer to the successor firm.

Potential Future Capital Investments

SDSU is currently studying the potential renovation of Larson Commons. A separate renovation project is also being planned in Frost Arena, the basketball venue, which amongst many features may include concession stands and private boxes. SDSU will be interested in proposals responsive to shared financing of these future projects.

Hobo Dough vs. Flex Dollars

Hobo Dough is a prepaid stored value fund on the campus ID card. These funds are not part of the meal plan funds. Hobo Dough is accepted at all on-campus dining locations, but also at various on and off campus locations (e.g. printing, vending, gas stations and restaurants). Hobo Dough funds transfer between semesters, between years and are refundable after an individual leaves SDSU.

Flex dollars are part of the meal plan package the varying amounts associated with each meal plan are indicated in the table on the first page of this Appendix. Flex dollars can be spent at any campus food service venue, but cannot be used anywhere else. Flex dollars carryover between semesters, but not between academic years and are normally not refundable. Many students will have both Hobo Dough and Flex Dollars the point of sale will automatically take Flex Dollars before using Hobo Dough funds. Both Flex Dollars and Hobo Dough can be added to at any time in \$25 increments.

Specialized Venues and Programs

The Dairy Bar and Meat Lab offer SDSU students majoring in food sciences practical experience within the business of retailing food products to the public. At the Dairy Bar specialty ice cream, cheeses and fluid milk are merchandised within a Java City location. The manager at this site is a shared staff member between SDSU and Contractor. Sales of cheese and fluid milk product are taken at this site but remitted to the SDSU Dairy Department.

The Meat Lab is not operated by the Contractor, but twice each academic year for a limited time meal plan dollars may be used at this site for purchase of Meat Lab products, Staging kitchens at the McCrory Gardens and SDSU Foundation were furnished with equipment provided by the current Vendor. Ensuring that this equipment is considered in a regular replacement schedule should be included in operational plans.

Food Service Advisory Committee

To establish an opportunity for customer feedback to the Contractor SDSU has constituted the University Food Service Advisory Committee (UFSAC). This entity is composed of student government representatives from each residence hall and the Students' Association. Faculty and staff from other key stakeholders such as Housing and Residential Life, the Student Union, Athletics, Card Services and Business and Finance also serve on UFSAC. This group meets every other week with a meal provided by the Contractor.

Exam Snacks

To support students during Finals Week in both the spring and fall semesters Finals Treats were delivered to each residence hall on campus. These snacks were furnished for the first four days of Finals Week and a representative menu might include: Pretzels, apples and bananas, cookies, brownies and cereal bars. These snacks were provided with the intent of approximately 80% participation and are provided at no charge to the students or institution.

APPENDIX G

UNIVERSITY OF SOUTH DAKOTA

CAMPUS SERVICE SPECIFICATIONS

In addition to complying with all of the requirements outlined in the General Specifications section, the Contractor must consider how their proposal will improve the dining service program currently provided to each campus. The following section describes current specifications unique to each campus. Proposals should seek to improve, sustain or refresh each of the areas described.

Meal Plan Details

Provided in the table below are the meal plans for the most recently completed academic year along with sales and cost (per semester) data.

Table 10: Meal Plan Rates, Sales and Structure

Meal Plan Type	Cost*	Flex Included	Facility Fee	Number of Meal Plans Sold*			Detail
				FA20	SP21	Total	
Yote Pack 55	\$1,662.00	\$ 1,008.00	\$ 98.80	212	159	371	Available to upper-class students
Yote Pack 70	\$1,876.00	\$ 1,087.00	\$ 98.80	1,072	929	2,001	Default Plan ; Available to all students
Yote Pack 120	\$1,789.00	\$ 701.00	\$ 98.80	135	110	245	Available to all students
Coyote 10	\$1,662.00	\$ 376.00	\$ 98.80	142	150	292	Available to all students
Coyote 17	\$2,065.00	\$ 380.00	\$ 98.80	71	46	117	Available to all students
Paw Pleaser	\$1,662.00	\$ 1,563.20	\$ 98.80	134	127	261	Available to 2nd year Brookman, McFadden, & Coyote Villlage / 3rd & 4th year students only
Paw Pride	\$ 920.00	\$ 865.35	\$ 54.65	263	264	527	Available to 2nd year McFadden & Coyote Villlage / 3rd & 4th year students only
Paw Print	\$ 460.00	\$ 432.40	\$ 27.60	193	181	374	Off-campus students, housing exempt, & grad students only
Total				2,222	1,966	4,188	

*Rates reflect FY21 Board of Regents approved meal plan rates or a full semester. The Fall 2020 semester was shorted due to COVID and amounts charged to students were prorated. The total meal plans sold include both required and non-required mal plans.

Venues and Hours

The table below provides a comprehensive listing of sites and hours for the academic year. Throughout the summer months only Einstein's Bros Bagel & the University Brew / C-Store have operated continuously. Residential Dining is open as required by camp and conference business. The nationally franchised sites (Chick-Fil-A, Erberts & Gerberts, & Qdoba) close during the summer.

Table 11: Dining Sites and Hours

Dining Venue	Location	Hours (M-TH)	Hours (FR)	Hours (Sat)	Hours (Sun)
Residential Dining	Muenster University Center	7 am - 10 am 11 am - 2 pm 5 pm - 7 pm	7 am - 10 am 11 am - 2 pm 5 pm - 7 pm	11 am - 1 pm 5 pm - 7 pm	11 am - 1 pm 5 pm - 7 pm
Erberts & Gerberts	Muenster University Center	11 am - 7 pm	11 am - 4 pm	closed	closed
Grille Works	Muenster University Center	11 am - 1:30 pm	11 am - 1:30 pm	closed	closed
Marketplace Salad Bar	Muenster University Center	11 am - 2 pm 5 pm - 7 pm	11 am - 2 pm	closed	closed
University Brew / MUC C-Store	Muenster University Center	7:30 am - 11 pm	7:30 am - 5 pm	2 pm - 6 pm	11 am - 2 pm 6 pm - 11 pm
Einstein Bros Bagel	Muenster University Center	7:30 am - 4 pm	7:30 am - 4 pm	10 am - 2 pm	closed
Chick-fil-A	Muenster University Center	11 am - 8 pm	11 am - 8 pm	11:30 am - 8 pm	closed
Qdoba	Muenster University Center	11 am - 8 pm	11 am - 8 pm	closed	11:30 am - 8 pm
Restaurant Rotation	Muenster University Center	11 am - 1:30 pm	11 am - 1:30 pm	closed	closed
Beede Bump	Beede Hall / North Complex	9 am - 10 pm	9 am - 5 pm	11 am - 4 pm	5 pm - 10 pm
Papa John's	Beede Hall / North Complex	11 am - 9 pm	11 am - 10 pm	5 pm - 10 pm	5 pm - 10 pm
Coyote Village POD	Coyote Village	9 am - 10:30 pm	9 am - 5 pm	11 am - 4 pm	5 pm - 10 pm

General Catering Scope and Scale

USD operates an extensive catering program. Catering Sales totaled \$762,838 in the 2018-2019 academic year. Catering events span the spectrum in menu and sophistication from executive dining serving Presidential guest and high-profile fundraising events, to recognition banquets, routine meetings and student activities. The

Contractor must be responsive to this wide array of events and price points for the campus community and employ staff capable of managing menus and planning events which support this vigorous schedule. A limited catering menu is available to student organizations at various price points.

Catering events held at the President's House and service of alcoholic beverages are excluded from the exclusivity clause in section 1 of the RFP in order to provide flexibility for special events.

Athletic Facilities, Concessions and Catering

Contractor will staff and operate athletic concessions and catering sites throughout athletic facilities. In the football stadium, the DakotaDome, this includes 15 loge boxes and 10 suites, the Dome Club, as well as three premium landing areas, and five concession stands. Additionally, there are multiple satellite concession stands for public use on the concourse level. In total, these concession stands have 20 points-of-sale.

The basketball and volleyball venue, the Sanford Coyote Sports Center, includes the CorTrust Club, as well as one larger concession stand, and three auxiliary concession stands. A single (main) concession stand with three points-of-sale serve the Sanford Coyote Sports Center for volleyball. Three additional concession stands with two points-of-sale serve the Sanford Coyote Sports Center for basketball. A single trailer with one point-of-sale serves both the soccer and track complex. A concession stand for softball is located at Nygaard Field with one point-of-sale.

The kitchens within the DakotaDome and Sanford Coyote Sports Center are used to prepare food for catering and concessions. USD is exploring the option of providing training tables to our student athletes and is open to exploring options where these meals could be provided out of these facilities as part of the student athlete meal plan.

Summer Camp and Conferences

In 2019 USD hosted 20 separate camps ranging from athletics, to music, to the Special Olympics. These events occurred from mid-May to the end of July. Campers typically dined in Residential Dining, but occasionally would have meals delivered or catered to a different site.

Residential Dining sales for summer 2019 were as follows:

- May (weeks 3 &4): \$8,266
- June: \$66,922
- July: \$62,726

Estimated Capital Investment for Contract Transition

- USD has no existing obligations for capital equipment or improvements with current food service provider
- The University of South Dakota owns outright all kitchen equipment and infrastructure utilized by existing vendor
- Per USD contract, current vendor pays a flat fee (\$70,000) to off-set Coyote Card Fees on an annual basis.
- Current Contractor provides \$50,000 in catering to USD on an annual basis.
- Current Contractor provides \$110,000 annually for general educational support

Potential Future Capital Investments

Residential Dining at the University of South Dakota is due for renovation. A nationally branded coffee shop (e.g. Starbucks) and review of nationally branded food service options would be welcomed by students.

Coyote Cash vs. Flex Dollars

Coyote Cash is a prepaid stored value fund on the campus ID card. These funds are not part of the meal plan funds. Coyote Cash is accepted at all on-campus dining locations, but also at various on and off campus locations (e.g. printing, vending, gas stations and restaurants). Coyote Cash funds transfer between semesters, between years and are refundable after an individual leaves USD.

Flex dollars are part of the meal plan package the varying amounts associated with each meal plan. Flex dollars may be spent at any campus food service venue, but may not be used anywhere else. Flex dollars carryover between semesters, but not between academic years. Flex Dollars are normally not refundable after the designated timeframe prescribed by SDBOR Policy 5:7. Many students will have both Coyote Cash and Flex Dollars, so the point of sale will automatically take Flex Dollars before using Coyote Cash funds. Both Flex Dollars and Coyote Cash can be added to at any time in \$25 increments. The current vendor designates 3 to 4 periods during a semester where community members are allowed “bonus” flex (15% - 25%) for every \$100 of flex dollars purchased. These incentives have proven popular with faculty, staff, and students.

Specialized Venues and Programs

The current vendor designates 3 to 4 periods during a semester where community members are allowed “bonus” flex (15% - 25%) for every \$100 of flex dollars purchased. These incentives have proven popular with faculty, staff, and students.

At the end of the 2020-2021 academic year, students were able to donate unutilized Flex Dollars in order to bulk order needed shelf-stable items for Charlies Cupboard (USD’s student food pantry). The current vendor matched student donations in 2021.

USD is also creating a program where students are able to donate meals from their meal plan to a meal bank. Donated meals are allotted to food insecure students upon request to the Dean of Students Office.

Food Service Advisory Committee

Campus leaders (including members of the Student Government Association & University Senate) are invited to the biannual business meetings with USD’s current food service provider.

Exam Snacks

USD’s current vendor has offered incentives during finals week (free drink with meal purchase of Chick-fil-A on Tuesday, etc.) as well as distributed snacks and samples in the Muenster University Center.

APPENDIX H
RFP SUBMITTAL FORM
SOUTH DAKOTA BOARD OF REGENTS
306 EAST CAPITOL AVE., SUITE 200
PIERRE SD, 57507
FOOD SERVICES RFP #09132021
PROPOSALS DUE 2:00 PM, NOVEMBER 12, 2021

FIRM NAME:	_____	AUTHORIZED SIGNATURE:	_____
ADDRESS:	_____	TYPE OR PRINT NAME:	_____
CITY/STATE:	_____	TELEPHONE NO:	_____
ZIP CODE	_____	FAX NO:	_____
FEDERAL TAX ID#:	_____	E-MAIL:	_____

PRIMARY CONTACT INFORMATION

CONTACT NAME:	_____	TELEPHONE NO:	_____
FAX NO:	_____	E-MAIL:	_____

I certify that I am a duly authorized representative of the firm listed above, that the information and materials enclosed with this proposal accurately represent the capabilities of the firm to provide the services indicated in compliance with the requirements of the solicitation. The South Dakota Board of Regents is hereby authorized to request from any individual any pertinent information deemed necessary to verify information regarding capacity of the firm, for purposes of determining responsiveness of the proposal, or responsibility of the firm as a prospective contractor.

I hereby acknowledge receipt of South Dakota Board of Regents Request for Proposals 09132021 and certify that this proposal conforms to the requirements of the RFP except as noted below. (If none, write "NONE".) List specific exceptions, if any, below by page, paragraph, and line references. Attach additional pages as necessary. Do not submit Offeror's terms and conditions as blanket terms and conditions in this RFP document. Doing so may cause the offer to be declared non-responsive.