



SAINT AUGUSTINE'S UNIVERSITY REQUEST FOR INFORMATION DINING SERVICES

Date: April 22, 2022

Dining Services Request for Information

Saint Augustine's University (SAU) seeks a company that will act as a true strategic and operational partner in ensuring that the Dining Services Program fully aligns with the needs, culture, and standards of excellence. Dining services are an essential component of Saint Augustine's University's commitment to providing a unique and desirable college experience for all its students. As part of that experience, the University wants to ensure the availability of high-quality services and a dining program that focuses on student-centric menus, programming, and services. Saint Augustine's University also expects the Dining Services Vendor to be a partner in the recruitment and retention of students. Key elements to the future dining partnership include:

- Dining program excellence in quality, execution, and overall dining experience.
- Management team creating and maintaining personal relationships with students, faculty/staff and catering customers.
- Engaging events and dining experiences that are integrated into the campus experience.
- Healthy, nutritious, and well-balanced meals that focus on the overall health and wellness of the SAU student, faculty and staff.
- Healthy, nutritious, and well-balanced meals that focus on fueling athletes and support the on-campus athletic program

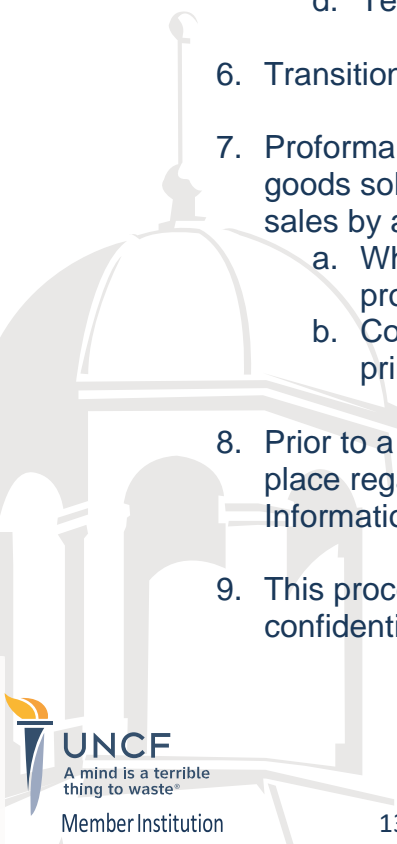
The university is currently served by Aladdin Campus Dining. Saint Augustine's University is inviting food management companies to submit a response per the requirements of this document.

Standards and Conditions:

1. Vendors may have questions to clarify or interpret the RFI to submit the best response possible. To accommodate the RFI questions, vendors shall submit any questions via the [SAU Vendor Dining Services portal](#) no later than 5:00pm ET on April 28, 2022. University responses will be posted via the Q&A section of the portal until the last date of response listed on page 3 of this RFI. Campus visits are by appointment only. To schedule an appointment, contact Ms. Abena Cruise at acruise@st-aug.edu and place **Dining Campus Visit Request** in the "subject line" of your email request.



2. Notification of award is anticipated no later than May 16, 2022. Commencement of service if selected is anticipated to begin the July 1, 2022. Saint Augustine's University reserves the right to remain with the current contractor or to accept or reject any bid for any reason.
3. The following items must be included in the written response to this Request for Information:
 - a. Company overview;
 - b. List of (5) five similar college/university operations and locations where you operate dining services, length of time and contact name and number.
4. Programmatic, concepts, and brands that would be added, changed or deleted and timelines:
 - a. Resident Dining;
 - b. Retail;
 - c. Catering;
 - d. Assessment from company on whether additional dining/service venues are recommended.
5. Marketing and communication
 - a. Ideas concerning the design and marketing of board plans;
 - b. Student Engagement;
 - c. Student Insight and feedback;
 - d. Technology.
6. Transition Plan
7. Proforma for entire operation showing gross and net sales; labor and cost of goods sold as percent of sales by area, commissions/contributions as percent of sales by area, i.e., board, retail, catering, and concessions.
 - a. What investments, grants, funds or capital improvement dollars would be provided and when;
 - b. Company's willingness to accept transfer of the capital investment principal balance of \$1.25 million from the current vendor.
8. Prior to a final comprehensive contract being awarded, full discussion will take place regarding the many items intentionally left out of this Request for Information.
9. This process is being managed by Saint Augustine's University and is confidential. Any attempt by companies to contact other individuals or offices on





campus throughout the bid process without prior approval from this office will be grounds for immediate disqualification.

10. Dates for review and award process below reflects the intended schedule for this RFI. The University will make every effort to adhere to this schedule.

RFI Issued:	Friday, April 22, 2022
Campus Visits:	By appointment only April 26 & 27, 2022
RFI Submitter Questions Due:	April 28, 2022, by 5:00p ET (portal link)
University Post Responses to RFI Questions:	On-going, last response April 29, 2022 by 11:59p ET (portal)
Proposals Due:	May 6, 2022, 5:00p ET (portal link)
Closed Discussions:	May 9-13, 2022
Anticipated Date for Award Announcement:	May 16, 2022
Commencement of New Contract:	July 1, 2022

General Information

Saint Augustine's University has a student body of approximately 1200 and faculty and staff numbering approximately 290 (210 full-time, 80 part-time). Saint Augustine's University is largely a residential campus with approximately 800 students living on campus.

Currently, total revenues from dining services operations exceed \$2.5 million annually. Martin Luther King, Jr. (MLK) Conference Center is the major board operations. Board sales are approximately \$2.4 million annually. See attached statement for revenues.

The Falcon's Nest Grill, located on the second floor in the MLK Building, is the primary retail outlet on campus.



SAINT AUGUSTINE'S UNIVERSITY

Division of Enrollment Management, Student Affairs & Student Services

Saint Augustine's University Catering is full-service catering and produces approximately 50 events a year, ranging from casual coffee breaks to elegant, multi-course seated dinners. Catering is conducted in essentially every building on campus as well as in off-site locations. Sales from catering are approximately \$55K. Use of Saint Augustine's University catering by departments is not mandatory. However, outside caterers are prohibited from utilizing the campus' full-service kitchen.

Concessions for all athletic events and vending are not included in this scope of operation, however they should be considered in this request.

It is assumed that all companies responding to this RFI meet standard minimum requirements in terms of food quality and variety, sanitation, menu development, staffing, training, etc.



Member Institution

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