



March 23, 2023  
Interested Offerors

**SUBJECT: REQUEST FOR PROPOSAL (RFP) NO. 416218; *LOGISTICAL SUPPORT FOR FOOD AND BEVERAGE SERVICES***

Brookhaven Science Associates, LLC (BSA), under a Prime Contract for the operation of Brookhaven National Laboratory (BNL) with the U.S. Department of Energy (DOE), herewith solicits your proposal for Logistical Support for Food and Beverage Services on Brookhaven National Laboratory's site to include, but not limited to, breakfast and lunch services, catering services, pop-up restaurant services, and food truck services at multiple locations on-site.

**1.0 INTRODUCTION**

This effort is being solicited as Full and Open under NAICS code 722310 "Food Service Contractors" with a business size standard of \$41.5 Million. A firm fixed price (FFP) contract is anticipated.

The awarded FFP contract will be subject to U.S. Department of Labor Wage Determination No. 2015-4157, Revision No. 20 dated 12/27/2022. The Occupation Codes and corresponding rates established under the Service Contract Act (SCA) shall apply for all positions proposed. However, Section 13(a)(1) of the FLSA provides an exemption from both minimum wage and overtime pay for employees employed as bona fide executive, administrative, or professional employees. Job titles do not determine exempt status. In order for an exemption to apply, an employee's specific job duties and salary must meet all the requirements of the Department's regulations. For additional information, visit the Wage and Hour Division Website: <http://www.wagehour.dol.gov> and/or call the toll-free information and helpline, available 8 a.m. to 5 p.m. in your time zone, 1-866-4USWAGE (1-866-487-9243). When state law differs from the federal FLSA, an employer must comply with the standard most protective to employees. Links to your state labor department can be found [atwww.dol.gov/agencies/whd/contact/local-offices](http://atwww.dol.gov/agencies/whd/contact/local-offices).

The Statement of Objectives (SOO) provided herein below, provides BSA's overall objectives and performance requirements for this solicitation. Offerors shall use the SOO, along with other applicable portions of this RFP, as the basis for preparing both a proposal as well as the Contractor Statement of Work (CSOW). The offeror shall ensure all required aspects of the SOO are addressed. The CSOW should specify in clear, understandable terms the work to be done in developing the services to be performed by the contractor. Preparation of an effective CSOW requires both the understanding of the services that are needed to satisfy a particular requirement and an ability to define what is required in specific, quantitative terms. The offerors understanding of required services and the work effort required to accomplish said services should be fully demonstrated in the offeror's proposed CSOW. The offeror's CSOW shall include appropriate compliance and reference documents. All documents that are included shall be listed to properly identify the revision that will be used and shall contain appropriate tailoring. At a minimum, the offeror's CSOW shall include the compliance documents listed in the RFP, including tailoring. The offeror may propose additional compliance documents as deemed necessary or appropriate. The offeror may obtain information from referenced guidance documents, if any, but is not required to comply with any requirement in a reference guidance document. The Offeror's CSOW, if awarded, shall be incorporated in and made a part of the resultant subcontract, Enclosure 1, including the referenced documents attached thereto.

## **2.0 STATEMENT OF OBJECTIVES (SOO)**

### **2.1 Purpose:**

Brookhaven Science Associates (BSA) is seeking a qualified management company to provide logistical support for food and beverage services at the Brookhaven National Laboratory (BNL) site.

### **2.2 Scope:**

The contractor shall provide daily breakfast and lunch services as well as catering/event food services as scheduled/required throughout the site. Please note: the Contractor will not be able to prepare food onsite at this time, however BSA reserves the right to negotiate with the offeror for onsite preparation at a later time.

#### **2.2.1 FACILITIES, SERVICES AND HOURS OF OPERATION**

##### **2.2.1.1 Population**

**2.2.1.1.1** BNL's permanent, year-round population of approximately 2,800 staff includes scientists, administrators, managers technical and support personnel.

**2.2.1.1.2** In addition, throughout the year the population can increase from approximately 2,500 - 3,500 with Users, Guests, and Visitors from around the world on site to utilize BNL facilities for their experiments.

**2.2.1.1.3** Currently, most staff and users are on site Tuesday - Thursday, with Mondays and Fridays being less busy.

**2.2.1.1.4** From June thru September, the guests and users on site significantly increase and during the Holiday season the on-site population significantly decreases.

**2.2.1.1.5** Prior to the pandemic, the cafeteria was serving 300-500 people per day; however, the onsite cafeteria has since closed and a portion of the onsite population now telework/work remotely thus these numbers may not accurately represent expected usage.

**2.2.1.1.5.1** Based on current estimates and applying previous percentages with past numbers as a reference, it would be expected that 160 - 260 personnel would be served in the cafeteria per day. Note: this data should be used as an estimate only and actual usage may vary.

##### **2.2.1.2 Dining Facilities for Breakfast & Lunch Service, see Appendix A.**

**2.2.1.2.1** The Contractor may wish to use either the existing BNL space in the Berkner Cafeteria as designated by the BNL representative or off-site preparation to provide this service on the BNL site, or a combination of both.

**2.2.1.2.2** In addition to the main dining center, Berkner Hall includes an auditorium, meeting rooms and other facilities for conferences and other events, held here frequently, usually requiring catering services.

**2.2.1.2.3** The cafeteria seats ~500 in multiple areas, allowing diners to gather for social or business occasions during mealtimes.

**2.2.1.2.4** Equipment will be provided by BNL as outlined in AppendixB.

**2.2.1.3** Days and Hours of Operation - Breakfast & Lunch service hours of operation are listed below. BSA's Holiday Schedule can be found at the following link and is updated annually, BNL | Laboratory Holiday Schedule. The Contractor shall follow all notifications with regards to site openings and closings due to any weather or emergency requirements. Notifications can be found on the BNL website at [www.bnl.gov](http://www.bnl.gov).

**2.2.1.4** Hours of Service:

**2.2.1.4.1** Breakfast & Lunch service between 7:30 a.m. and 2:30 p.m. (Monday through Friday)

**2.2.1.4.2** Summer Sundays - BNL may choose to have the Contractor provide a limited level of food service during select Sundays (during the July - August time frame). The hours of operation for the Summer Sundays shall be from 11 :00 a.m. to 3:00 p.m. and may vary from year to year. The Contractor will be notified 30 (thirty) days prior to the start of Summer Sundays to finalize the hours of operation.

## **2.3 Period of Performance:**

The Period of Performance of the resultant Contract will be up to 5 years which includes one (1) one-year base period and four (4) one-year option periods to be exercised at the sole discretion of BSA in accordance with the contract terms and conditions.

## **2.4 Performance Objectives:**

The following Objectives are expressed in two categories: "Must Haves" (Contractor must provide these services at a minimum) and "Preferred" (BSA prefers this additional level of service to be included).

### **2.4.1 MUST HAVE:**

**2.4.1.1** Contractor shall provide two (2) daily meal services Monday-Friday (to exclude BNL Holidays and lab closures): Breakfast and lunch, between the hours of 7:30am -2:30pm; Summer Sundays (limited level of food) on select Sundays during July to August 11am - 3pm. 30 days-notice will be provided to finalize hours of operation for Summer Sundays. Note: There may be times that additional or reduced service hours of operation may be requested. BSA will work with the contractor to communicate any requested deviations from the standard/agreed upon service hours.

**2.4.1.2** Contractor shall support and fulfill ad hoc catering and event food service requests anywhere from 4 to 200+ participants. Catering shall include options for coffee breaks, breakfast/lunch delivery and setup(unless

BSA elects to deliver and setup themselves), sit-down multi-course options including after-hours dinners and events. BNL has the right to approach an outside company, if needed. Contractor to note catering services is not a part of the Firm Fixed Price.

**2.4.1.2.1** Functions arranged by BSA with food and beverage services will require the Contractor to participate in the planning and coordination process.

**2.4.1.3** Contractor shall prepare food off-site with coordination of the cafeteria serving area as needed unless modified to include use of other BNL facilities.

**2.4.1.4** Contractor shall provide diverse food offerings to accommodate common dietary needs.

**2.4.1.5** (For contractor personnel serving alcohol) Contractor shall provide personnel trained and certified in a NY State Approved Awareness training program. \*Alcohol service only needed during some catered events.

**2.4.1.6** Contractor shall adjust volume and offerings to accommodate fluctuating population on campus.

**2.4.1.7** Contractor shall maintain an adequate number of personnel and appropriately staffed vendors to fulfill proposed services.

**2.4.1.8** Contractor shall ensure that contractor personnel and staffed vendors conduct themselves in a professional manner.

**2.4.1.9** Contractor shall develop plans for marketing and communications which BSA will support with available resources.

**2.4.1.10** Contractor shall provide credit card and/or touchless payment options for all transactions.

**2.4.1.11** Contractor shall offer the ability/options to expand for additional services.

**2.4.1.12** Contractor shall work in strict accordance with the Suffolk County Department of Health Sanitary Code Article 13. Each vendor operating on site must have at least one current employee with a valid certificate in Food Sanitation. During food service operating hours, at least one of the Contractor's own on site key personnel has a valid certificate in Food Sanitation ready for inspection.

**2.4.1.13** Contractor shall ensure compliance with all applicable laws, regulations, and policies regarding the services being performed and shall be individually responsible for payment of any fines and/or penalties imposed by any regulatory agencies.

**2.4.1.14** Contractor shall include washing and cleaning (including garbage removal) of all service areas and equipment to industry standards.

2.4.1.15 Contractor shall provide disposable products (no Styrofoam) that are bio-based/Environmentally Preferred Product unless extenuating circumstances are provided in advance and approved by BNL.

2.4.1.16 Contractor shall Provide Safety Data Sheet for any chemicals used on site in the performance of the resultant contract to be approved by the Chemical Evaluation team.

#### **2.4.2 PREFERRED:**

2.4.2.1 The Contractor and/or their vendors should provide virtual ordering options.

2.4.2.2 The Contractor should offer pop-up restaurant services, food truck services, and other alternate food service options.

2.4.2.3 The contractor should offer food products that are locally sourced (i.e., within a 100-mile radius) and/or foods that are U.S. Department of Agriculture approved "organic" products.

#### **2.5 Deliverables / Schedule:**

2.5.1 The Contractor shall provide reports regarding daily traffic and dietary trends due on a monthly basis.

2.5.2 The Contractor shall attend collaborative meetings with the Facilities & Operations representative(s) on at least a monthly basis.

2.5.3 The Contractor shall provide a Health & Safety Plan (HASP) due forty-five (45) days after the contract award.

2.5.4 The Contractor shall obtain and maintain all permits, licenses and insurance required by BSA of its vendors to keep on record and up to date for BSA review at any time.

- Copy of home jurisdiction's county department of health permit
- Copy of home jurisdiction's department of health food manager's certificate or the equivalent (e.g. ServSafe)
- Copy of NYS Taxation Certification of Authority

#### **2.6 Operating Constraints:**

This SOO provides Offerors with the maximum flexibility to propose innovative approaches and solutions to the objectives contained herein. Offerors are only limited by site, local, county and state policies and regulations related to services typical of those described in this SOO as well as the subcontract requirements of contractors performing services on the BNL site. Offerors are proposing on a firm fixed priced basis to provide the food services proposed. Catering services will be separately priced/negotiated per event/request. The process, notification timelines, menu requirements, etc. for catering services will be negotiated and established prior to contract award. Offerors are responsible for creating and implementing their own business plans, setting their own prices, collecting funds from patrons, setting up agreements with and paying their own vendors/suppliers/subcontractors, as well as determining the means

and methods of performance of all services proposed in response to this SOO.

### 3.0 GENERAL INFORMATION AND INSTRUCTIONS

#### 3.1 Schedule

BSA has established the following schedule for achieving evaluation, selection, approval, and award.

Milestone	Date
Issuance of the RFP	March 31, 2023
Site Visit ( <i>Optional</i> )	April 18, 2023
Questions due	April 21, 2023
Phase 1 Proposal due	May 12, 2023
Phase 2 Oral Presentations due	June 16, 2023
Award (estimated)	September 11, 2023

- 3.1.1** Proposals shall remain firm for a minimum of 180 days after due date to allow time for review, selection, and award in case of delays.
- 3.1.2** A Site Visit will be held at (1:00 PM) on (April 18, 2023) at Brookhaven National Laboratory's site location. Although not mandatory, it is strongly recommended that Offerors attend this meeting. An RSVP to the site visit will be required no later than April 10, 2023, by emailing Carmela Hornbeck at [chornbeck@bnl.gov](mailto:chornbeck@bnl.gov). Additional details of meeting location will be given to all vendors that RSVP on time.

#### 3.2 Form of Proposal and Manner of Submission

- 3.2.1** Proposals shall be submitted in a two (2) phased approach. Proposals must be received by BSA no later than the due dates noted herein. Award is estimated to be made on or about the date as noted herein. Proposals received after the closing date shall be considered late. Such responses may be considered for award if the PPM Manager or designee determines that the award is in BSA's best interest. Proposals will be opened in private.
- 3.2.2** Phase I Submittal: The Offeror will be required to submit: a Business Proposal and written proposal outlining the Offeror's Approach (Volume 1), and; a Price Proposal (Volume 2). One copy of each of the volumes are to be submitted via e-mail to [chornbeck@bnl.gov](mailto:chornbeck@bnl.gov). Each volume shall be submitted separately as independent files/documents. Each volume of the proposal is to be submitted in English only. The proposal and all supporting documentation which the Offeror believes will fully describe the proposed capability shall be submitted via e-mail and the subject line clearly identified as "BSA RFP Number 416218". Each attachment thereto must be labeled with "BSA RFP Number 416218- Business Name".
- 3.2.3** Proposals must be complete in all respects. Failure to respond or follow the instructions regarding the organization, content, layout, or format of the proposal may result in the Offeror's proposal being deemed non-responsive. Proposals that are incomplete or partial in any material respect affecting the acceptability of the proposal may not be considered. BSA reserves the right to postpone the date of submission, and to amend this request as it considers necessary. Proposals may be withdrawn by email request, at the address noted

above, received prior to the time fixed for receipt of the proposal. Modifications to proposals previously submitted must be e-mailed in the same format required in 3.2.2 above and received prior to the time fixed for receipt.

**3.2.4** Phase II Submittal: The Offeror(s) considered to be within the competitive range following the completion of Phase I evaluation will be required to provide an Oral Presentation to members of the Source Selection Board (SSB). The date and time of Oral Presentations will be scheduled after the completion of Phase I evaluation.

**3.2.5** At the conclusion of the final phase, the selected Offeror will be asked to submit a Contractor Statement of Work (CSOW) as a deliverable to be included in the resultant subcontract. This CSOW will be a written representation of the selected Offeror's proposal in a Statement of Work format. Final acceptance of this deliverable will be a condition of award of the resultant subcontract. BSA will work with the selected Offeror to iterate the final CSOW deliverable as needed. The CSOW shall be legible, clear, coherent, and describe the commitments of the Offeror in the performance of the services described in the proposal. Offerors must provide specific detailed descriptions of the services to be delivered and performance levels for the main and sub-categories which support how the Offeror plans to perform the CSOW and meet the defined objectives.

### **3.3 Explanation of Proposal Documents**

Should an Offeror find any discrepancies in, or omissions from, any of the documents, or be in doubt as to the meaning of any document, it should immediately advise BSA by email to [chornbeck@bnl.gov](mailto:chornbeck@bnl.gov), no later than five (5) business days prior to the proposal due date in order to allow time for responses. Oral explanations or instructions given before the award of a contract are discouraged and will not be binding. Any information given to a prospective Offeror concerning this solicitation will be furnished to all other prospective Offerors as an amendment to the solicitation if that information is deemed necessary by BSA to submitting proposals or if the lack of it would be prejudicial to other prospective Offerors.

## **4.0 CONTENTS OF WRITTEN PROPOSAL**

### **4.1 General Information**

The proposal shall be concise and clear in every instance and restricted to relevant information only. The response shall clearly and fully demonstrate the Offeror's capability, knowledge, and experience with regard to the requirements described herein. Stating that the Offeror understands and will comply with the requirements is not sufficient, nor is a simple affirmative restatement of the requirements. Similarly, phrases such as "standard procedures will be employed," or "well-known techniques will be used," without explanatory detail will be considered inadequate.

#### **4.1.1 Disclosure of Proposals**

Proposals provided to BSA in response to this RFP will not be disclosed except to appropriate BSA personnel and BSA contractor consultants involved in reviewing responses to this RFP, and/or U.S. Government personnel.

Offerors that include in their proposals data that they do not want disclosed to the public for any purpose, or used by BSA except for evaluation purposes shall:

- (1) Mark the title page with the following legend:  
"This proposal includes data that shall not be disclosed except to

appropriate BSA personnel, its subcontractor consultants involved in reviewing responses to the RFP, and/or U.S. Government personnel and shall not be disclosed, in whole or in part, for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this Offeror as a result of/or in connection with the submission of this data, BSA shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit BSA's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets *[insert numbers or other identification of sheets]*"; and

- (2) Mark each sheet of data it wishes to restrict with the following legend:  
"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

## **4.2 Business Proposal - Volume 1**

In this volume, Offerors are asked to describe their organization and their proposed approach to meet the objectives of the enclosed Statement of Objectives in sufficient detail to allow BNL to evaluate the offering against the criteria described below. Offerors are asked to present this detail in 3 core areas: 1) Concurrence with RFP Requirements; 2) Offeror's Approach, and; 3) Past Performance. The below provides a description of the requirements of each area, the relative weight of each area expressed in terms of points, and the method of evaluation for each area. Each proposal will be evaluated and point-scored in accordance with the associated categories and their points as noted herein. Offerors must provide specific detailed descriptions and capabilities for the main and sub-categories which support how the Offeror plans to achieve the objectives described in this RFP. Proposals will be individually scored with a total of 100 points possible under this volume.

### **4.2.1 Concurrence with RFP Requirements (Go/No-Go; Not Scored)**

#### **A. Corporate Profile and Financial Capability**

Provide a corporate profile of your organization.

Also, in order to support DOE reporting requirements, BSA requires all its vendors/contractors to be registered in the U.S. Government supplier database entitled System for Award Management (SAM). It is suggested that registration be performed online at [www.sam.gov](http://www.sam.gov). If not already registered, please register as soon as possible since failure to do so will preclude BSA from doing business with your organization. Please note that there is **no charge** for SAM registration. **When registering, you are strongly urged to copy and paste [www.sam.gov](http://www.sam.gov) onto your browser address rather than utilizing your search engine. Utilizing your search engine may redirect you to an erroneous site.** You may obtain assistance in completing your registration by contacting the Federal Help Desk at 866-606-8220 or by contacting your local Procurement Technical Assistance Center (PTAC), which can be found at <https://www.ptac-us.org>. By signing the Proposal Pricing Sheet, AMS Form-043 (Enclosure 2), you are certifying that you are registered and current in SAM.



## **B. Draft Contract with Terms and Conditions**

The Draft Contract with Terms and Conditions is provided in Enclosure (1). The Offeror shall clearly note its acceptance in full. The successful Offeror will be required to execute a Contract in accordance with the provisions of the Draft Contract. Any exceptions shall be noted accordingly, however, the Offeror shall not construe noted exceptions, if any, to be accepted by BSA.

## **C. Delivery**

The Offeror shall clearly note its acceptance in full of the proposed delivery schedule as set forth in the Enclosure 1, Draft Contract. Any exceptions shall be noted accordingly, however, the Offeror shall not construe noted exceptions, if any, to be accepted by BSA.

## **D. Payment Terms and Freight (if applicable)**

Payment terms shall be FOB (Free on Board) destination, "DAP" Delivered at Place, Brookhaven National Laboratory, Upton, Long Island, New York (Freight Prepaid) Net 30 from acceptance (Net 10 for Small Business), in accordance with an agreed-to milestone schedule.

The Offeror shall review and clearly note its acceptance in full. Any exceptions shall be noted accordingly.

## **E. Government Property, if applicable**

Government Property Currently Possessed

The Offeror shall provide a description of any contemplated use of Government property that is currently in the possession of the Offeror. Provide the name and point of contact of the cognizant Government Contracting Officer. Any proposed use of Government-owned equipment/facilities will be evaluated to negate any competitive advantage. If there is no Government property, the Offeror shall state such.

## **F. Small Business Subcontracting Plan**

All Offerors certifying that they are other than a "small business or foreign business" and that they expect to submit an offer that will exceed \$750,000 must submit a Small Business Subcontracting Plan or Certification of No Subcontracting Opportunities (Enclosure 4) for BSA's approval prior to contract award. Reference shall be made to FAR 52.219-9 before submitting the subcontracting plan.

### **4.2.2 Contractor Approach 80 Points (Pts)**

Offerors are asked to describe their proposed approach to meet the defined objectives described within the RFP. In this area, the Offerors approach will be measured on the following elements as described below: 1) Experience delivering services of the type and complexity presented in this RFP; 2) The resources the Offeror has available to leverage in the performance of the proposed services; 3) The Offeror's Operating Plan in terms of cafeteria services, catering services, customer service, and any offered additional services; 4) The Offeror's approach to Environment, Safety, Health and Quality; 5) Offeror's pre-opening and start-up and experience and plan; 6) Communications and Marketing Approach, and; 7) The Offeror's Organization and Staffing make up.

## **A. Contractor Experience (5 Pts)**

**Instruction:** The Offeror shall provide a narrative description of contracts or agreements similar in size and scope of operations to that of BNL's in which the Offeror demonstrates success with Logistical Support of food and beverage services. The Offeror shall provide any information pertinent to its services and corporate operating philosophy.

**Evaluation Methodology:** The Offeror will be evaluated on their ability to provide similar services in size and scope to BNL's needs.

## **B. Resources of Contractor (10 Pts)**

**Instruction:** The Offeror shall describe its approach to its organization and capabilities including strategies that demonstrate flexibility with possible fluctuating onsite population. The Offeror shall provide details for its approach in providing diverse food options by utilizing various vendors and resources. The Offeror shall provide any pertinent information on its capabilities to expand if provided the opportunity.

**Evaluation Methodology:** The Offeror will be evaluated on their ability to source and retain vendors, provide diverse food options, food service strategies and flexibility in services.

## **C. Operating Plans (27.5 Pts)**

### **i. Cafeteria (7.5 Pts):**

**Instruction:** The Offeror shall describe its management strategy for staffing of their proposed Key Personnel and vendor practices for the cafeteria operations. Specific information should be provided relating the proposed unit's manager required experience and any pertinent information regarding additional staffing and vendors that may be utilized for cafeteria operations. Details to be provided with regards to securing vendors and adjusting to any on-site population changes. The Offeror shall describe its approach it will use in training employees and vendors for the cafeteria operations. The Offeror should include their approach to operating hours and any details regarding additional information for expected hours of operation.

**Evaluation Methodology:** The Offeror will be evaluated on current vendor contacts, food diversity and quality, and flexibility to adjust with onsite population numbers.

### **ii. Catering/Special Functions (7.5 pts):**

**Instruction:** The Offeror shall describe its approach to ensuring capabilities of providing a variety of menus and organization for Catering/Special Functions for 4 to 200+ participants. The Offeror shall provide specific information relating to the proposed unit's manager's required experience and any pertinent information on vendor capabilities for Catering/Special Functions operations. The Offeror should detail their customer interface actions for planning and executing catered events. The Offeror shall include proposed catering operating formats, pictures and sample menus of different varieties from small scale casual setting to full-

scale, seated, multiple-course dinner events. The Offeror shall describe its management strategy in its approach in training employees and vendors for the Catering/Special Functions operations. Hot food (and some cold food) deliveries, food set-up and breakdown, and extra staffing services during an event should be provided by the Contractor. A description should be included on how the Offeror will provide services including transport of food, equipment and additional staffing as needed.

**Evaluation Methodology:** The Offeror will be evaluated on sample menu offerings, presentation and visual appeal, and examples from prior or current contracts with details on planning approach.

### **iii. Additional Services (5 pts):**

**Instruction:** The Offeror shall describe its approach to providing additional services such as pop-up events and food trucks. The Offeror shall provide detailed information relating to any other potential for expansion of services including examples from prior or current contracts with details on planning, expansion (when applicable), staffing and execution.

**Evaluation Methodology:** The Offeror will be evaluated on their ability to source and retain vendors, creative approach, and past and/or present expansion examples.

### **iv. Customer Service (7.5 pts):**

**Instruction:** The Offeror shall provide and describe all pre-ordering and payment options that will be available to the BNL community. The Offeror shall describe the company's approach to providing customer service to include how customer complaints/suggestions/feedback will be collected, tracked, resolved/addressed, and reported. Any available survey information, customer feedback, client comments should be submitted.

**Evaluation Methodology:** The Offeror will be evaluated based on their submission describing pre-ordering, payment options and how they resolved customer complaints/suggestions/feedback.

## **D. Environment, Safety, Health & Quality (12.5 Pts)**

### **i. Approach for training and education (2.5 Pts):**

**Instruction:** Indicate company approach to safety training and education. Describe and/or provide examples of the types of company safety training programs for management and vendor staffing that would be applicable to this operation.

**Evaluation Methodology:** The Offeror will be evaluated on their description of safety training procedures and any other examples of training documents submitted for review.

### **ii. Environmental, Safety, and Health Plan (5 Pts):**

**Instruction:** The Offeror should provide a description of their company environmental, safety, and health plan. This may be demonstrated from any handbook excerpts, company postings, etc. and describe how it would be applied to BNL.

**Evaluation Methodology:** The Offeror will be evaluated on their submission of the company's environmental, safety and health guidelines and application to BNL.

### **iii. Policies, Practices, and Quality Assurance (5Pts):**

**Instruction:** The Offeror shall provide information on its approach for policies and procedures that will be implemented and monitored in the quality assurance of BNL food services operations. This will include oversight of vendor collaboration for food and menu development, and accountability for consistent and exemplary food and service quality. Additional information for vendor requirements for plans on purchasing, receiving, storage, inventory, merchandising, sanitation, employee and guest health and safety should also be included.

**Evaluation Methodology:** The Offeror will be evaluated on their policies and procedures for vendor collaboration and quality oversight for food and services and additional information regarding purchasing, receiving, storage, inventory, merchandising, sanitation, employee and guest safety.

### **E. Pre-Opening and Start Up (7.5 Pts):**

**Instruction:** Description of the pre-opening and start up program that would be established for BNL. The program should include details such as pre-opening purchasing, clean-up, and shakedown program. Indicate where such pre-opening programs have been utilized in the last two (2) years.

**Evaluation Methodology:** The Offeror will be evaluated by a review of their pre-opening descriptions and past practices.

### **F. Communications and Marketing (7.5 Pts):**

**Instruction:** Describe how your organization will market and inform the BNL community of all services and offerings on a daily/weekly/monthly basis. Include examples of any proposed marketing and promotional plans and explain how these will increase customer satisfaction, traffic, and sales.

**Evaluation Methodology:** The Offeror will be evaluated by review of their submitted marketing and communications examples, including any past or current implementations at other organizations.

### **G. Organization and Staffing (10 Pts)**

**Instruction:** The Offeror shall describe the makeup of its key and hourly personnel team, a job description for each position held by proposed personnel and how the company plans on recruiting, making hiring decisions, and retaining

of these key positions. A brief overview of the Offeror's proposed organization shall be included as well.

**Evaluation Methodology:** BSA will evaluate the Offeror's organizational chart and its depiction of the major functional areas of the proposed organization that the Offeror considers essential for the logistical support of on-site food and beverage services. BSA will also evaluate the Offeror's rationale for the proposed organizational structure in relation to the work to be performed and how such organizational structure will contribute to the successful completion of the work.

BSA will evaluate the Offeror's approach to ensuring an adequate workforce is available with the appropriate skills and qualifications necessary to effectively accomplish the work. The evaluation will consider the Offeror's approach to recruiting, screening, onboarding, retaining, and when necessary, substituting its workforce.

Note that a higher number of proposed personnel will not be inherently evaluated more favorably than a lesser number of proposed personnel. Evaluations will be based on the overall personnel team make-up and how said team integrates within the overall organizational structure (e.g., subdepartment, reporting chain, etc.), and with secured vendors.

#### **4.2.3 Past Performance (20 Pts)**

The Offeror shall provide information on its record of relevant past performance on work similar in scope, size, and complexity to that described in the SOO. Similar scope, size, and complexity are defined as follows: scope - type of work (all work included in the SOO), size-population served and contract duration; and complexity - performance challenges and success stories. Please elaborate on any potential negative past performance.

The Offeror shall provide relevant past performance information from at least three (3) references, either completed within the last five (5) years, or currently being performed by the Offeror. Different categories/types of sources are preferred. If an offeror does not have three (3) references, they are expected to provide at least one other independent indication(s) of the quality and operations of the facilities they operate.

The Offeror shall submit its relevant past performance information on the Past Performance Reference Information Form (Enclosure 2). References may be, but are not limited to, contracts with federal, state, local and foreign governments and/or with commercial customers.

The Offeror shall provide the Past Performance Cover Letter and Questionnaire (Enclosure 3) to each of their references. The Offeror shall request that clients return the Past Performance Questionnaire (Enclosure 3) directly to BSA by electronic means to the address identified below by the due date for receipt of proposals.

Carmela Hornbeck  
Email: [chornbeck@bnl.gov](mailto:chornbeck@bnl.gov)  
Subject: Past Performance Questionnaire - BNL RFQ 416218

**Evaluation Methodology:** BSA will evaluate the Offeror's record of relevant past performance. BSA will evaluate information provided in Section 4.2.3. BSA will also evaluate information provided by Offeror references on the Past Performance Questionnaire. BSA may contact any or all references provided. BSA may also obtain and evaluate relevant past performance information from sources other than those provided by the Offeror. BSA reserves the right to explore and verify Past Performance information (as well as any other information submitted in response to this proposal) via any means deemed necessary to include site visits, meetings/discussions with references/clients, and independent market research.

#### **4.3 Business / Price Proposal - Volume 2**

Provide one (1) electronic (e-mail) copy of the price portion of your proposal and any amendments thereto. Do not include the Business Approach in this volume. Volume 2 should be prepared simply and economically, be legible, clear, coherent, and individually tabbed in accordance with the sections noted below.

##### **4.3.1 Price / Milestone Schedule**

The Offeror shall provide firm fixed pricing and milestone information in strict accordance with this RFP. Any exceptions should be noted accordingly. *All change/options, if offered, must be submitted as an alternate proposal.*

BSA will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate BSA to exercise the option(s).

**Note: Only pricing in U.S. dollars will be accepted.**

## **5.0 CONTENTS OF ORAL PRESENTATIONS**

### **5.1 General Information**

Offerors within the competitive range shall give Oral Presentations as stated in paragraph 3.2.4. The Oral Presentations shall be concise and clear in every instance and restricted to relevant information only. Oral Presentations are discouraged from being overly elaborate. Oral presentation shall be no more than 30 minutes in length with additional time for questions to follow not to exceed 1 hour. Content must be professionally presented, easily viewed, and easily interpreted by evaluators. Information in the Oral Presentation should include a summary of the Offeror's experience, description of the proposed business model, address flexibility in adapting to a fluctuating population, ability to provide diverse food options, approach to different styles of catered events, approach to exemplary customer service including food ordering and payment efficiency, strategies for marketing and communications, and sustainability strategies. The Offeror will be expected to provide a visual component to the Oral Presentation in the form of a PowerPoint deck or video accompaniment. Content should include bullets of main points, any available pictures, or layouts of facilities the Offeror manages or has managed, examples of the Offeror's past catered events, sample menu ideas, any relevant charts or graphs pertaining to food services and/or sustainability, and examples of marketing and communication efforts. A list of names and positions of presenters should be provided in advance and the number of presenters shall not exceed three people. Oral Presentations shall be made at BNL in a conference room equipped with audio visual equipment and screen/television that the presenter can utilize in conjunction with their equipment. Laptops will not be provided by BNL and use of USBs on BNL computers will not be permitted. Oral Presentations will not be recorded and information from the

Oral Presentation will only be used for source selection purposes. Vendor's Oral Presentation will be treated as proprietary information to the vendor and the Oral Presentation is for internal use only. The Oral Presentation will not specifically be used for a potential contract. There are no limitations on Government-Offeree interactions during and after the presentation. The Oral Presentation will not constitute discussions. Any rescheduling requests will be considered on a case-by-case basis.

## **6.0 PROCUREMENT TYPE, EVALUATION METHODOLOGY AND CRITERIA**

### **6.1 Type of Procurement**

This is a "Best Value" procurement. BSA intends to award a contract resulting from this solicitation to the responsive, responsible Offeror whose proposal represents the best value after evaluation in accordance with the factors, subfactors, and price as noted in this solicitation. The utilization of this procedure is expected to provide the greatest overall benefit to BSA. Best Value employs a trade-off process that permits award to other than the lowest priced offeror or to the highest technically rated offeror. The trade-off process associated with Best Value involves a comparative weighing of the evaluation factors and sub-factors identified in the RFP. Specifically, the trade-off process involves selecting the most advantageous offer based on an integrated assessment of both technical factors and price. Price will not be rated or scored but will be a significant factor in the Best Value analysis.

An award may be made without discussion or negotiation of proposals received; therefore, proposals should be submitted on the most favorable terms which can be submitted in response to this request. BSA reserves the right to conduct pre-selection site visits to assess the Offerors' capabilities, to hold fact-finding discussions, and/or to negotiate with any one or all of the Offerors on any aspect of this solicitation prior to making an award; or to make an award without further discussion or negotiation at any time during this process. BSA may request such supplementary information as determined sufficient, in the opinion of BSA, to assure that an Offeror's technical competence, business and technical organization, facilities, and financial resources are adequate to successfully perform the contemplated work. BSA reserves the right to reject any or all proposals, or to accept any proposal. BSA will not be obligated to award all or any part of the work solicited, and in any event will not be responsible for the Offeror's cost of proposal preparation or any other cost incurred in connection with this RFP.

### **6.2 Methodology**

A Source Selection Board (SSB) will be used to evaluate the proposals to give due consideration to performance and price. The final evaluation assessment is derived from the composite reviews. As explained above, this procedure is intended to result in selection of the most advantageous proposal, considering price in determining the Best Value trade-off.

- 6.2.1 Proposals will be initially evaluated on responsiveness to the RFP requirements in all aspects. Proposals will be point-scored by technical members of the SSB in accordance with the criteria as set forth herein.
- 6.2.2 The SSB will then recommend to the Source Selection Official (SSO) which proposals are within the competitive range based on results of scoring and analysis of the technical evaluation criteria, along with the proposed prices.

The competitive range determination will then be made by the SSO. Those proposals determined to be in the "competitive" range will be required to conduct Oral Presentations in accordance with Phase II submittals. Fact-finding discussions and/or site visits may be held with the Offeror selected to provide BSA with a CSOW. Best and final offer may be solicited at the conclusion of Phase II.

The tradeoff process permits tradeoffs among price and non-price factors (i.e., Technical Factors within proposal) and allows BSA to accept other than the lowest priced proposal, or other than the highest technically rated offeror. Under a tradeoff process, the perceived technical benefits of the higher priced proposal shall merit the additional cost in order to receive award. In conducting the tradeoff analysis for this procurement, the Technical Factors of the proposal, when combined, are more important than price. Offerors are advised, however, that as the range of the overall technical scores among Offerors narrows, the more important price will become in making the award decision. An independent estimate, historical pricing data, and competitive pricing will be used in the consideration and analysis of price.

### 6.3 Evaluation Criteria

Proposals will be evaluated in two independent phases: Phase 1 - Written proposal, Volumes 1 and 2 will be evaluated and scored, and; Phase 2 - a competitive range of the most highly qualified proposals will be invited to participate in Oral Presentations. Each proposal will be evaluated based on how well it meets or exceeds the requirements of this RFP. The proposals will be evaluated in accordance with the following evaluation criteria, listed in order of importance, and more fully explained in Section 4 above:

#### Phase 1

- |                        |           |
|------------------------|-----------|
| 1. Contractor Approach | 80 Points |
| 2. Past Performance    | 20 Points |

Each Offeror's strengths, weaknesses, and deficiencies will be addressed accordingly in each resultant technical evaluation.

To be considered technically acceptable to the RFP and be eligible to advance to Phase 2, each Offeror must score a total of 60 points out of the overall 100 points possible. Any proposal that fails to achieve this parameter shall be deemed technically non-responsive and will be excluded from further evaluation.

#### Phase 2

##### Oral Presentation

##### Confidence Rating

High Confidence	BSA has <b>high confidence</b> that the Offeror understands the requirements, proposes a sound approach, and will be successful in performance of the contract with <b>little or no</b> BSA intervention.
Some Confidence	BSA has <b>some confidence</b> that the Offeror understands the requirements, proposes a sound approach, and will be successful in performance of the contract with <b>some</b> BSA intervention.
Low Confidence	BSA has <b>low confidence</b> that the Offeror understands the requirements, proposes a sound approach, and will be successful in performance of the contract <b>even with</b> BSA intervention.



Oral presentations will be assessed to determine the level of confidence that the Offeror understands the requirements, proposes a sound approach, and will be successful in performance of the contract as described above in section 4. See section 5 for instructions on the Oral Presentation.

At the completion of Phase 2, the scoring for Phase 1 will be combined with the confidence rating in Phase 2 to determine the most advantageous approach. Proposed price will then be considered as described above using the tradeoff methodology to select an Offeror for award.

#### **6.4 Final Selection Process**

After completion of discussions, if necessary, with Offerors in the final competitive range and receipt of Best and Final offers, if required, the SSB will recommend to the SSO which Offeror the SSB has determined to represent the "Best Value" to BSA based on the evaluation of technical capabilities of the Offerors and the prices being offered. The SSO will subsequently use all Source Evaluation analysis and evaluations as guidelines in making the final selection.

#### **6.5 Basis of Award**

Award of the resulting contract will be based on the SSO's evaluation of the SSB's recommendation. The SSO will select the Offeror whose proposal represents the overall Best Value to BSA.

### **7.0 PERFORMANCE AND FINANCIAL RESPONSIBILITY**

It is understood that any contract resulting from this request shall be on the basis that the Offeror who undertakes the work represents and guarantees that it possesses the necessary skills, means of performance, and financial resources to complete the effort. Inability to perform, including loss of key personnel or facilities, will not excuse default. The successful offeror will be required to fill out an IRS W-9 form and a Bank Information form for ACH/EFT contract invoice payments.

### **8.0 CLOSURE**

BSA believes the information contained herein is sufficient to permit you to prepare a complete and definitive proposal; however, should there be any questions, please contact the undersigned. All questions must be submitted in writing via e-mail no later than the due date contained herein; replies to questions will be provided in writing via email and, if considered to be of general interest, will be transmitted to all other offerors.

If for any reason you are unable to submit a proposal, kindly email us that you will not be submitting with the reason why.

Sincerely,  
Carmela A  
Hornbeck  
Digitally signed by Carmela A.  
Hornbeck  
Date: 2023.03.01 14:31:46-07'00'

Contract Specialist

Appendices/Enclosures:

**Appendix A** - Facilities Map

**Appendix B** - Equipment List

**Enclosure 1** - BSA Draft Contract

**Enclosure 2** - Past Performance Reference Information Form

**Enclosure 3** - Past Performance Cover Letter and Questionnaire

**Enclosure 4** - Certification of no Subcontracting Opportunities

## APPENDIX A- FACILITIES MAP



## APPENDIX B: GOVERNMENT-OWNED EQUIPMENT LIST

[illegible]