



**Kennebec Valley Community College
92 Western Avenue
Fairfield, ME 04937**

**Competitive Bid
Request for Proposal**

Campus Dining Services

Date:	July 7, 2026
Site Walk-thru:	Scheduled Date
Proposal Due On:	July 24, 2026
Return Proposal To:	Dylan Hanscom, Dean of Facilities Kennebec Valley Community College 92 Western Avenue Fairfield, Maine 04937
Telephone:	(207)-453-5076
Email:	dhanscom@mainecc.edu

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Competitive Bid Request for Campus Dining Services

1.0 Introduction

Kennebec Valley Community College (KVCC) invites qualified food service providers to submit proposals for comprehensive Campus Dining Services at its Fairfield Campus and Harold Alfond Campus in Hinckley, Maine beginning January 1, 2027.

The College seeks to establish a strategic partnership with an experienced dining services provider capable of delivering high-quality, customer-focused, and financially sustainable dining programs that enhance the student experience and support the College's mission.

A detailed description of the required services is provided in Section 8.0, Scope of Services. Preference will be given to proposals that best meet the specifications and objectives outlined in this Request for Proposals (RFP).

2.0 Institutional Background

Kennebec Valley Community College is a comprehensive community college serving the residents and businesses of Kennebec, Somerset, Waldo, and Knox Counties. The College offers career and technical education, transfer degree programs, workforce development, and customized training opportunities with an approximate enrollment of 2,500 students.

KVCC operates from two campuses located in central Maine:

Fairfield Campus

The College's primary campus is situated on 70 acres in Fairfield, Maine, conveniently accessible from Exit 132 off Interstate 95.

Harold Alfond Campus

Located approximately seven miles north of Fairfield on U.S. Route 201 in Hinckley, Maine, the Harold Alfond Campus encompasses more than 600 acres and serves residential and specialized academic programs.

3.0 General Information

3.1 Purpose

This RFP establishes the requirements, evaluation criteria, submission instructions, and contractual conditions governing the selection of a dining services provider for KVCC.

3.2 Definitions

For purposes of this solicitation:

- College refers to Kennebec Valley Community College.
- Proposer or Bidder refers to any organization submitting a proposal in response to this RFP.
- Contractor refers to the successful proposer awarded the contract.

3.3 Scope of Project

The scope of services is described in detail in Section 8.0 of this RFP.

3.4 Evaluation

Proposals will be evaluated based on the criteria outlined in Section 12.0. While cost is an important consideration, the College may award the contract to the proposer whose submission provides the greatest overall value, considering qualifications, experience, service capabilities, references, innovation, and pricing.

3.5 Communications

Questions regarding this RFP must be submitted in writing to the designated College contact. Responses that materially affect the requirements of this solicitation will be issued through a formal addendum and distributed to all known recipients of the RFP. The College shall not be bound by verbal interpretations or unofficial written communications.

3.6 Reservation of Rights

The College reserves the right to accept or reject any proposal, in whole or in part, and to award a contract in the best interest of the College; to waive minor informalities or irregularities; to request clarification or additional information from proposers, and to conduct interviews or presentations. Finally, the college may cancel or reissue this solicitation.

3.7 Award:

The College reserves the right to reject any or all bids, in whole or in part, and is not necessarily bound to accept the lowest bid if that bid is contrary to the best interests of the College. The College reserves the right to waive minor irregularities. A bid may be rejected if it is in any way incomplete or irregular. When there are tie bids, there shall be a preference for “in-state bidders”. When the bids are either in-state or both out-of-state, the award will be made to the bid that arrives **first** in Kennebec Valley Community College’s Business Office.

3.7 Award Protest:

Bidders may appeal the award decision by submitting a written protest to Kennebec Valley Community College’s Dean of Facilities within five (5) business days of the date of the award notice, with a copy to the successful bidder. The protest must contain a statement of the basis for the challenge.

3.8 Costs of Preparation:

Bidder assumes all costs of preparation of the bid and any presentations necessary to the bidding process.

3.9 Debarment:

Submission of a signed bid in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the College will be notified of any change in this status.

3.10 Bid Understanding:

By submitting a bid, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in your response.

3.11 Specification Protest Process and Remedies:

If a bidder feels that the specifications are written in a way that limits competition, a specification protest may be sent to Kennebec Valley Community College's Dean of Facilities. Protests will be responded to within five (5) business days of receipt. Determination of protest validity is at the sole discretion of the College. The due date of the bid may be changed if necessary to allow consideration of the protest and issuance of any necessary addenda. Specification protests shall be presented to the College in writing as soon as identified, but no less than five (5) business days prior to the bid opening date and time. No protest against the award due to the specifications shall be considered after this deadline. Protests shall include the reason for the protest and any proposed changes to the specifications. Protests should be delivered to the Dean of Facilities in sealed envelopes, clearly marked as Protest.

3.12 Bid Validity: N/A.

3.13 Errors:

Bids may be withdrawn or amended by bidders at any time prior to the bid opening. After the bid opening, bids may not be amended. If a significant mistake has been made by an apparent low bidder, the bidder will be given the option of selling at the price given or withdrawing the bid. If an extension error has been made, the unit price will prevail.

3.14 Submission:

A signed original **plus** one (1) copy of the bid must be received at the Business Office, Kennebec Valley Community College, 92 Western Avenue, Fairfield, Maine 04937 in a sealed envelope by **3:00 P.M. local time, Friday, July 24, 2026**. Bidders are strongly encouraged to submit bids in advance of the due date to avoid the possibility of missing the time deadline due to unforeseen circumstances. Bidders assume the risk of the methods of dispatch chosen. The College assumes no responsibility for delays caused by any package or mail delivery service. A postmark on or before the due date WILL NOT substitute for receipt of bid. Bids must be date and time stamped by the College on time to be considered. In the event that the College is closed due to inclement weather at the time that a bid is due, the bid will be opened at the same time on the next day that the College is open. Bidders may wish to call 207-453-5123 if the weather is bad, to learn if the College is closed. Bids received after the due date and time will be returned unopened. Additional time will not be granted to any single bidder; however, additional time may be granted to all vendors when the College determines that circumstances require it. **BIDS MAY BE SUBMITTED BY MAIL OR ELECTRONICALLY TO dhanscom@mainecc.edu** clearly marked as: **Campus Dining Services**.

3.15 Tax Exempt: The College is exempt from the payment of Federal Excise Taxes on articles not for resale and for the Federal Transportation Tax on all shipments. The Contractor and subcontractor shall quote **and shall be reimbursed less these taxes**. Upon application, exemption certificates will be furnished when required. The College is exempt from the payment of Maine State Sales and Uses Taxes.

4.0 Schedule / Modifications

Description	Day/Date	Time
RFP Issued	July 7, 2026	5:00 P.M. ET
Site Walkthrough*	July 17, 2026	3:00 P.M. ET
Proposals Due On	July 24, 2026	3:00 P.M. ET
Award Decision & Notification	July 31, 2026	5:00 P.M. ET

*Site walkthrough is **mandatory** on both campuses.

5.0 Examination of Specifications and Schedule

Each bidder or authorized agent is expected to examine the bid specifications, contract documents and all other instructions pertaining to this RFP. Failure to do so will be at the bidder's own risk, and the bidder cannot secure relief on the plea of error in the bid. KVCC reserves the right to accept or reject any and all bids in part or in whole. It is the responsibility of the bidder to inquire about any requirement in this bid request that is not understood. Responses to inquiries, if they change or clarify the process in a substantial manner, will be forwarded by addenda to all parties that have received a copy of this bid requests. The College will not be bound by oral responses to inquiries or written responses other than addenda.

6.0 Submission of Bids

The Proposal, which must be signed by a person having proper authority to legally obligate the offering company, along with any additional supporting material, **must be received no later than July 24, 2026 by 3:00 P.M. (ET).**

All proposals are to be marked "Campus Dining Services" and mailed to:
 Dylan Hanscom, Dean of Facilities
 Kennebec Valley Community College
 92 Western Avenue
 Fairfield, ME 04937

Proposals may also be e-mailed to: dhanscom@maineccc.edu, with the subject line "Campus Dining Services"

7.0 Objectives of Bid Request

KVCC intends to complement its resources and best practices by creating a strategic partnership with a Service Provider who can supply a comprehensive dining services program as outlined in this RFP. It is essential that high-quality standards be maintained at a cost in accordance with competitive benchmarks. The College realizes that improvements in service quality and cost efficiency will require innovative leadership and will look to the Service Provider for creative solutions.

The objectives in outsourcing Dining Services management are:

- Continuous improved performance in provision of dining services
- Prudent operating and overhead costs
- Clear customer focus to KVCC and its students

- Proactive management of ongoing dining services operation
- Implementation of “best in class” practices
- Continuous innovation and leadership resulting in creative solutions
- Enhanced systems, programs, and management reporting

The Dining Services programs at KVCC are under the jurisdiction of the Town of Fairfield Board of Health. In addition, Dining Services works closely with the Dean of Facilities, the Dean of Finance, the Dean of Student Affairs and the President’s Office.

8.0 Scope of Services

The Scope of Services set forth in this Request represents an outline of the services the College anticipates the successful Contractor to perform and is presented for the primary purpose of allowing the College to compare proposals.

8.1 Overview

The selected Contractor shall provide comprehensive dining services for both the Alford and Fairfield campuses, including the management, operation, staffing, and maintenance of campus dining facilities. Services shall support the institution's mission by delivering high-quality, nutritious, safe, sustainable, and customer-focused food service programs for students, faculty, staff, and visitors.

8.2 Residential Dining

The Contractor will propose a program for residential students primarily on the Alford Campus. There may be opportunities to continue food services throughout the summer months. Food service will need to continue for residential students on snow days and during breaks.

8.3 Dining Operations

The Contractor shall:

- Manage and operate all designated dining facilities and cafés on the Alford and Main Campus.
- Provide meal plan administration and point-of-sale systems.
- Maintain operating hours sufficient to meet campus needs, including evenings, weekends, holidays, and special events as required.
- Ensure adequate staffing levels to support all operations.

8.4 Food Service and Menu Development

The Contractor shall:

- Prepare and serve nutritious, appealing, and diverse meals.
- Offer menu options that accommodate dietary restrictions and preferences, including vegetarian, vegan, gluten free and allergy-aware options.
- Rotate menus regularly and incorporate seasonal offerings.
- Provide healthy dining options that support student wellness initiatives.
- Utilize fresh ingredients whenever feasible.

8.5 Catering

- The Contractor shall make available catering services for institutional events, meetings, conferences, and special functions through a variety of catering menu options and service levels.

An online ordering system will be used to request catering services. The Contractor will work directly with campus departments and event organizers.

- Contractor shall invoice the department that requested the catered service directly for catering services provided by the Contractor to the College departments and groups. College assumes no responsibility for preparation or issuance of catering invoices. All catering invoices to events catered for unaffiliated or third parties or their respective employees shall be sent directly to such persons or entities and the College shall have no obligation or liability therefore. All catering shall be subject to the Contractor's standard catering payment requirements as approved by the College.
- The successful bidder must prepare and distribute a catering manual or guide to the College community each year. This guide will list reservation policies, suggested menus by event type, portions served, and per person price for each menu suggested. The guides will also be made available on the contractor's website.
- There may be times and occasions when Dining Services is not able to cater an event, or a guest to campus is using another vendor. The College will promote the services of the primary Contractor for Dining Services.
- There are traditional events that occur on campus throughout the semesters: the Culinary Arts program offers a luncheon option by donation each month (educational portion of their program); there is a traditional Thanksgiving Day luncheon that the Student Senate sponsors (free of charge to the students, staff and faculty) – to name a few.

8.6 Food Safety and Regulatory Compliance

The Contractor shall:

- Comply with all applicable federal, state, and local health regulations.
- Maintain food safety programs consistent with HACCP principles.
- Ensure all employees receive required food safety training and certifications.
- Cooperate with health inspections and institutional audits.
- Maintain records of food safety compliance and corrective actions.

8.7 Staffing and Human Resources

The Contractor shall:

- Recruit, train, supervise, and retain qualified personnel.
- Conduct background checks where required.
- Provide ongoing customer service and food safety training.
- Maintain staffing plans to ensure uninterrupted service.
- Comply with all applicable labor laws and regulations.

8.8 Facilities and Equipment Management

The Contractor shall:

- Maintain dining facilities and equipment in clean, safe, and operational condition.
- Perform routine preventive maintenance.
- Report major repair and replacement needs promptly.
- Coordinate maintenance activities with institutional facilities staff.
- Maintain inventory controls for food, supplies, and equipment.

8.9 Sustainability and Environmental Stewardship

The Contractor shall:

- Implement waste reduction and recycling programs.
- Support composting initiatives where feasible.
- Reduce single-use plastics and disposable packaging.
- Source local and sustainable products when economically practical.
- Track and report sustainability metrics annually.

8.10 Technology and Reporting

The Contractor shall:

- Provide modern point-of-sale systems.
- Support mobile ordering and payment options.
- Maintain meal plan management systems.
- Generate regular operational and financial reports, including:
 - Sales and revenue reports
 - Meal plan utilization
 - Customer satisfaction metrics
 - Sustainability reporting
 - Labor and staffing reports

8.11 Customer Service and Student Engagement

The Contractor shall:

- Maintain a customer-focused service culture.
- Conduct regular customer satisfaction surveys.
- Establish a process for receiving and resolving complaints.
- Meet regularly with institutional representatives and student stakeholders.

8.12 Specifications

The following specifications are minimum acceptable requirements. Any specific reference to manufacturer(s) and/or catalog/model/stock numbers provided is to establish the design, type of construction, quality, functional capability and performance level desired. The bidder may offer an alternate product believed to be an equal. Any alternate product(s) bid must be clearly identified by manufacturer and catalog, model or stock number. Adequate detailed specifications of the product offered must be included with your bid to establish equivalency and to ensure that the product being bid meets all specifications:

- Residential Dining on the Alford Campus
- Café Service on the Fairfield Campus
- Conference/Catering Services for campus events
- Current Board Plans
- Hours of Operation
- Special Diets
- Dining Website
- Summer Operations
- Marketing and Promotional Requirements/surveys
- Electronic menu system
- Retail Operations
- Dining Services Facilities Design Capability
- Insurance

9.0 Contractor's Insurance

The Contractor shall maintain throughout the term of the agreement general liability insurance to insure against all claims of bodily injury or death, and property damage, arising out of work performed under this agreement. Such insurance shall provide coverage in an amount not less than \$1,000,000 per occurrence and shall list KVCC as an added insured Contractor shall also maintain worker's compensation insurance in amounts required by state law.

10.0 Meal Plans

The college is seeking proposals for dining services that will serve 75 residential students, 19 meals each week for 30 weeks (Fall and Spring Semesters). A meal plan will be required of all residential students. In addition to this service, there are 2 retail sites available to provide meals to additional students on both campuses. There is likely to be the opportunity for meal cards for commuter students and staff to utilize as well.

11.0 Interpretation of Contract Documents

No oral interpretation will be provided to any bidder as to the meaning of the specifications or other contract documents. Every request for such interpretation shall be made in writing at least three (3) or more days before the proposal due date and submitted to:

Dylan Hanscom, Dean of Facilities
 Campus Dining Services
 Kennebec Valley Community College
 92 Western Avenue
 Fairfield, ME 04937
dhanscom@maineccc.edu

Any interpretation made to a bidder will be issued in the form of an addendum to the contract/bid documents which, if issued, shall be sent as promptly as practicable to all persons to whom the specifications have been issued. All such addenda shall become part of the contract/bid documents.

12.0 Review and Evaluation

The College reserves the right to reject all proposals, to waive any informalities and technicalities, and to solicit and re-advertise for new proposals, or to abandon the project in its entirety. The College reserves the right to make the award to that proposer who, in the opinion of the College, will be in the best interest of and/or the most advantageous to the College.

Evaluation Method

Technical ability to meet the outlined specifications

- a. Past performance and references
- b. Cost of base proposal
- c. Rates for additional labor and equipment

13.0 Preparation of Bids

KVCC seeks the proposal that meets the specifications noted. KVCC will review all proposals. The bidder shall include with the proposal any terms and conditions specific to their proposal.

Each valid proposal shall include:

- The contractor's name(s)
- Contact information (Address, phone, Fax, Email)
- Company quote with detailed specifications and pricing
- Company specific terms and conditions

14.0 Withdrawal of Bids

All proposals must be valid for at least thirty (30) days after the proposal due date, after which time proposals shall expire unless the proposer had been notified and agrees to an extension.

KVCC reserves the right to modify or withdraw this invitation, to reject any or all proposals, and to terminate any subsequent negotiations at any time. KVCC also reserves the right to choose the proposal that best meets the needs of its facility and training programs.

12.0 Taxation and Compliance

Maine Community College System d/b/a Kennebec Valley Community College is an educational institution organized under the laws of the State of Maine and so its purchase of goods is exempt from state, federal, and local sales and use taxes. The successful bidder agrees to comply with all applicable federal, state and local statutes, laws, codes, rules, regulations, ordinances and orders in the performance of the Contract.

NOTICE TO VENDORS AND BIDDERS:
STANDARD TERMS AND CONDITIONS APPLICABLE TO ALL MCCS CONTRACTS

The following standard contracting terms and conditions are incorporated and shall become a part of any final contract that will be awarded by any college or other operating unit of the Maine Community College System (collectively “MCCS”). These terms and conditions derive from the public nature and limited resources of the MCCS. **MCCS DOES NOT AGREE TO:**

1. Provide any defense, hold harmless or indemnity;
2. Waive any statutory or constitutional immunity;
3. Apply the law of a state other than Maine;
4. Procure types or amounts of insurance beyond those MCCS already maintains or waive any rights of subrogation;
5. Add any entity as an additional insured to MCCS policies of insurance;
6. Pay attorneys’ fees; costs, including collection costs; expenses or liquidated damages;
7. Promise confidentiality in a manner contrary to Maine’s Freedom of Access Act;
8. Permit an entity to change unilaterally any term or condition once the contract is signed;
9. Automatic renewals for term(s) greater than month-to-month;
10. Limitations on MCCS’ recovery of lawful damages incurred as a result of breach of the contract;
11. Limitation of the time period under which claims can be made or actions brought arising from the contract;
12. Vendor’s terms prevailing over MCCS’ standard terms and conditions, including addenda; and
13. Unilateral modifications to the contract by the vendor.

BY SUBMITTING A RESPONSE TO A REQUEST FOR PROPOSAL, BID OR OTHER OFFER TO DO BUSINESS WITH MCCS, YOUR ENTITY UNDERSTANDS AND AGREES THAT:

1. The above standard terms and conditions are thereby incorporated into any agreement entered into between MCCS and your entity; that such terms and condition shall control in the event of any conflict with such agreement; and that your entity will not propose or demand any contrary terms;

2. The above standard terms and conditions will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;
3. Your entity will not propose to any college or other operating unit of the MCCS any contractual documents of any kind that are not in at least 11-point black font on a white background and completely contained in one Word or PDF document, and that any references to terms and conditions, privacy policies or any other conditions referenced outside of the contract will not apply; and
4. Your entity will identify at the time of submission which, if any, portion or your submitted materials are entitled to “trade secret” exemption from disclosure under Maine’s Freedom of Access Act; that failure to so identify will authorize MCCS to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless MCCS in any and all legal actions that seek to compel MCCS to disclose under Maine’s Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between MCCS and your entity.