**RFP-23-74802**

**BUSINESS PROPOSAL**

**ATTACHMENT E**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Business Proposal***

* + 1. **General (optional) -** Please introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

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| *As your current food services partner at Indiana Department of Correction Juvenile Correctional Facilities, Aramark is very familiar with your expectations and service program desires. The long-term partnership between the three facilities and Aramark has been a highly successful and mutually beneficial one. Since 2005, we have become ingrained in the culture and community of IDOC Division of Youth Services. We believe this mutual partnership is key to the success of your food service program and sets Aramark apart from our competitors. This proposal incorporates the key components of the current operation, which is a proven program. Our proposal reflects our commitment to the continued success of the operation, and a commitment to excellence and innovation which can elevate your food service operation to the next level.*  *Our partnership with Indiana Department of Correction Division of Youth Services started even before the takeover of all the juvenile facilities in 2005. We opened the food service at the Pendleton facility when it originally opened. Since then, we have helped DYS achieve their vision of enabling delinquent youth to grow into responsible adults, best exemplified by our award-winning IN2WORK program. Through IN2WORK, students in your Culinary Arts Program are trained in our Kitchen Basics class and are eligible to earn ServSafe certification. Upon release, they have skills that will allow them to find meaningful work with a chance for advancement. We are extremely proud of the success of the IN2Work program and its support of youthful offenders when they return to the community.*  *Our team is also pleased to have achieved 100 percent compliance on every American Correctional Association audit and every NSLP assessment. We guarantee our team will continue to provide DYS and IDOC the highest level of attention and care at every facility, as well as the innovative programs and technology we currently provide.. Because our management team is effectively integrated within your team, we already have great insight into your operations and understand their unique challenges. Our local teams have outstanding support, should they need it. We have a long history and deep pool of resources in the state of Indiana, including an office based in Indianapolis. More than 1,700 Indiana residents are Aramark employees, representing more than $55 million paid in payroll and taxes. Our current clients in Indiana include schools and universities, health systems, businesses, and sports and entertainment facilities, as well as a significant presence in Correctional facilities. For these clients, we provide everything from dining to facility services to uniforms. And while it is our intention always to manage locally, we also are able to call on the substantial regional and national resources of Aramark Corporation.*  *Our team also understands the importance of supplier diversity to IDOC. We are committed to utilizing small businesses and businesses owned and operated by minorities, women, veterans, and other diverse groups. We have roughly 6,371 relationships with small businesses and other diverse suppliers or subcontractors, including over 1,441 relationships with M/WBEs across the enterprise. In North America, Aramark’s annual spend with small businesses and diverse suppliers exceeded $752 million in FY2019, including, $400 million with M/WBEs. We have made every effort to meet the participation goals of the RFP.*  *Our proposal has been carefully constructed within the requirements of IDOC. We look forward to sharing our ideas for an innovative, cost-effective program that demonstrates in detail the advantages we can continue to bring to the Indiana Department of Correction Division of Youth Services, now and into the future.* |

* + 1. **Respondent’s Company Structure** - Please include in this section the legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

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| *Please see Attachment* ***E2.3.2*** *for this information.* |

* + 1. **Respondent’s Diversity, Equity and Inclusion Information -** With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents’ Executive Staff and Board Members, if applicable.

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| *FOSTERING EXPERTISE WITH THE FRONT-LINE FUNDAMENTALS PROGRAM*  *In addition to this training, employees are required to go through our Front-Line Fundamentals program. The program includes a series of short courses they can complete during work hours that cover such topics as food safety and handling, operations, and delivering for our clients. By establishing an onboarding program and tracking its completion for each employee, we’re better able to serve our clients. Our employees are prepared to execute their tasks, grow in their responsibilities, and continually work to enhance the service we provide.*  *COMMITTED TO DIVERSITY*  *Educational opportunities provide insight into the many definitions of diversity and how to be respectful and share Aramark’s values with fellow employees, customers, and partners. Specific training on customer interactions is available in partnership with our employee relations team.*  *ARAMARK’S SAFE COMMITMENT*  *As an organization dedicated to excellence, we are committed to responsibly operating our business. We educate our employees to ensure that we are keeping them safe every day. Daily safety huddles are conducted with employees to provide basic workplace reminders and ensure everyone knows the nearest exits, fire extinguishers, and routine safety equipment. Strict protocol for personal protective equipment (PPE) is in place to provide the safest environment possible. All employees are asked to sign our safety pledge to ensure that we are committed to following all safety standards.*  *RECOGNIZE AND RETAIN*  *TIM CAMPBELL AWARD*  *Former President of Aramark Correctional Services Tim Campbell fostered a mission to create respect and dignity amongst the inmate population we serve. He was responsible for the inception of the IN2WORK program and instrumental in the partnership with the National Restaurant Association, ServSafe certification that is the culmination of this training program. During his leadership, more than 3,000 inmates were successfully placed into the program, and he served as a lobbyist for the Second Chance Act passed by President Bush. The Tim Campbell Mission Award is presented annually to the person that best exemplifies and embodies our mission of breaking the cycle of recidivism. The award is given to the person who demonstrates a passion for changing the lives of the people we serve each day and is presented each fall at the Corrections Leadership Summit by Tim’s wife, Sandy, and son, Tristan. Tim’s legacy lives on through the dedication of our team and leaders to have a positive impact in this unique and challenging environment. Recognition is essential to engage, enable, and retain talented employees. The* Indiana Department of Correction Juvenile Correctional Facilities *team works hard every day to ensure that safety and security are top of mind. When employees go above and beyond their daily responsibilities, productivity increases and customers are happy, and we make sure they are recognized for their dedication and achievement.*  *DEDICATED TO DIVERSITY - COMMITTED TO COMMUNITY*  *Diverse perspectives accelerate innovation and provide deeper understanding and connectivity.*  *It is our core value of integrity and respect always that drives us to constantly seek to be a company where the best people want to work—people from all backgrounds, perspectives, and experiences. With 274,000 people around the world, our workforce brings individual experiences and perspectives that enable us to communicate with the people of* Indiana Department of Correction Juvenile Correctional Facilities*.*  *OUR APPROACH: REACH FOR REMARKABLE*  *At Aramark we engage a diverse workforce and enable an inclusive workplace to drive innovation and create a sustainable competitive advantage in a dynamic global marketplace.*   1. *CULTURE- Maintain a workplace culture that values and leverages differences and similarities* 2. *COMMUNITY- Create client and consumer value by partnering with diverse suppliers, engaging with the community, and delivering culturally relevant products and services.* 3. *RECOGNITION- Show appreciation to the workforce with a dedicated system of rewards and acknowledgment.* |

* + 1. **Company Financial Information** - This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

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| *Please see Attachment* ***E2.3.3*** *for our attached financial statements.* |

* + 1. **Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

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| *The CFO of Aramark has reviewed the financial information in this proposal and attests that it does meet all the criteria listed here. Please also see Attachment* ***E2.3.3*** *for our Form 10-K.* |  |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6.

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| *Per Section 2.3.6 of Attachment J, Aramark has read and submitted proposed contract considerations for IDOC’s review and consideration (see attachement 2.3.6).* |  |

* + 1. **References** - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

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| **Customer 1** |  |
| Legal Name of Company or Governmental Entity | STATE OF ALABAMA – DEPARTMENT OF YOUTH SERVICES |
| Company Mailing Address | 1000 Industrial School Road |
| Company City, State, Zip | Mt. Meigs, AL 36057 |
| Company Website Address | www.dys.alabama.gov |
| Contact Person | Alesia Allen |
| Contact Title | Senior Accountant |
| Company Telephone Number | 334-215-3836 |
| Company Fax Number |  |
| Contact E-mail | Alesia.Allen@dys.alabama.gov |
| Industry of Company | Youth Correctional and Rehabilitative Services |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | KANSAS DEPARTMENT OF CORRECTION |
| Company Mailing Address | 1430 N 25th St. |
| Company City, State, Zip | Topeka, KS 66618 |
| Company Website Address | www.doc.ks.gov |
| Contact Person | Megan Milner |
| Contact Title | Superintendent |
| Company Telephone Number | 785-746-7196 |
| Company Fax Number |  |
| Contact E-mail | Megan.Milner@ks.gov |
| Industry of Company | Juvenile Correctional and Rehabilitative Services |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | FLORIDA SHERIFF’S YOUTH RANCH |
| Company Mailing Address | PO Box 2000 |
| Company City, State, Zip | Boy’s Ranch, FL 32069 |
| Company Website Address | www.youthranches.org |
| Contact Person | Bill Frye |
| Contact Title | President |
| Company Telephone Number | 386-842-5501 ext. 214 |
| Company Fax Number |  |
| Contact E-mail | bfrye@youthranches.org |
| Industry of Company | Youth Residential Care |

**2.3.8** **Registration to do Business** – Per RFP 2.3.8,Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

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| *Aramark is registered to do business in the State of Indiana. Please see Attachment* ***E2.3.8*** *for detailed information.* |  |

* + 1. **Authorizing Document -** Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

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| *Michael Elchenko, Vice President of Growth is authorized to sign this proposal. Please see our* ***Transmittal Letter*** *attachment.* |  |

* + 1. **Subcontractors -** The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent’s proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Per instructions in **Attachment J**, either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.  
         
       Any subcontracts entered by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor’s related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State’s evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.  
  
The Respondent must list any subcontractor’s name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor’s responsibilities under the proposal, anticipated dollar amount for subcontract, subcontractor’s form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprise, Women’s Business Enterprise, or Veteran Owned Business under IC 4-13-16.5-1 and IC 5-22-14-3.5. [See Sections 1.21](file:///C:\Working%20Documents\Sourcing%20Documents\RFP_Bid%20Template%20Review\IDOA%20RFP%20Boilerplate%20E-BID%20v06-15-2020_rac%20review%2006292021.docx#_1.21_MINORITY_&), [1.22](file:///C:\Working%20Documents\Sourcing%20Documents\RFP_Bid%20Template%20Review\IDOA%20RFP%20Boilerplate%20E-BID%20v06-15-2020_rac%20review%2006292021.docx#_1.22_INDIANA_VETERAN) and **Attachments A/A1** for Minority, Women, and Veteran Business information.

IVOSB entities (whether a prime or subcontractor) must have a Bidder ID. If registered with IDOA, this should have already been provided (as with MWBEs). IVOSBs that are only registered with the Federal Center for Veterans Business Enterprise will need to ensure that they also have a Bidder ID provided by IDOA (please see [section 2.3.7](file:///C:\Working%20Documents\Sourcing%20Documents\RFP_Bid%20Template%20Review\IDOA%20RFP%20Boilerplate%20E-BID%20v06-15-2020_rac%20review%2006292021.docx#_2.3.7_Registration_to) for details).

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| *Aramark understands and will comply. Please see subcontractor forms in attachment* ***A and A1****, as well as Certification Letters in attachment* ***E2.3.10.*** |  |

* + 1. **Evidence of Financial Responsibility** – Removed at the request of the agency. This section will indicate the ability to provide the mandatory evidence of financial responsibility. See Section 1.25 of RFP for details.

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* + 1. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | *Aramark understands and will comply. Please see subcontractor forms in attachment* ***A and A1****, as well as Certification Letters in attachment* ***E2.3.9.*** |
| Contact Name | Ignacio Sanchez |
| Contact Title | Director of Strategic Development |
| Contact E-mail Address | Sanchez-ignacio1@aramark.com |
| Company Mailing Address | 2400 Market Street |
| Company City, State, Zip | Philadelphia, PA 19103 |
| Company Telephone Number | 704-303-0896 |
| Company Fax Number | 630-271-5758 |
| Company Website Address | www.aramark.com |
| Federal Tax Identification Number (FTIN) | *23-2778485* |
| Number of Employees (company) | 215,000 |
| Years of Experience | 47 |
| Number of U.S. Offices | 67 |
| Year Indiana Office Established (if applicable) | 2005 |
| Parent Company (if applicable) | *Aramark Correctional Services, LLC is a wholly owned subsidiary of Aramark Services, Inc., which is a wholly owned subsidiary of Aramark Intermediate HoldCo Corporation(“Intermediate”). 100% of the stock of Intermediate is held by Aramark (“Aramark”). Aramark’s Common Stock trades publicly on the New York Stock Exchange under the symbol “ARMK.” Additional information regarding Aramark is available at* [*www.sec.gov*](http://www.sec.gov)*.*  *The following revenue information is for Aramark Correctional Services LLC.* |
| Revenues ($MM, previous year) | $16.3 billion |
| Revenues ($MM, 2 years prior) | $12.1 billion |
| % Of Revenue from Indiana customers | 1.3% |

* 1. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

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| *Yes. Please see Attachment* ***E2.3.12a****.* |  |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| *Aramark receives an inmate roster from the State through Secure FTP. This information is independently available to the public via the State. Aramark does not maintain other State information.* |  |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

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| *Aramark has a long history of working with agencies and quasi-agencies of the federal government. Among our federal clients are the U.S. Air Force, the National Park Service, the Forest Service, Federal Reserve Banks, GSA buildings, and Federal Conference Centers. And historically, we held several refreshment/vending contracts with the Postal Service. We are also the largest provider of food service to state correctional facilities. Please see section 2.3.13 for a listing of some of these clients.*  *Aramark is proud to call several state corrections departments our partners, including those in Kentucky, Kansas, Indiana, Ohio, Florida, Arizona, Nevada, Missouri, South Dakota, and West Virginia, among others. In Kansas, Kentucky, Indiana, Florida, South Dakota, and Ohio, we operate full-service kitchens. Aramark has successfully assisted West Virginia and other departments in transitioning to a full-service model. Please do not hesitate to ask for any additional reference information. We’ll be happy to offer state-level department of corrections references as requested.* |  |

* + 1. **Experience Serving Similar Clients -** Please describe your company’s experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

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| ***OUR HISTORY IN CORRECTIONS***  *Corrections joined our scope of services in 1976. Recognizing the unique nature of the market, Aramark leadership created a separate correctional services division in 1980. Our division manages services only in secured environments with a full-time staff of experts that knows how to deliver orders that meet all security requirements and standards at an affordable price. Working inside more than 450 facilities every day provides us a unique understanding of the needs of corrections professionals and the offenders in their care.*  ***SERVICE EXPERTISE***   * *Aramark’s correctional services division fulfils 5 million commissary orders and serve 271 million meals every year (5.2 million/week | 743k/day).* * *We deliver nearly 1.2 million iCare e-commerce orders per year.* * *Our more than 450 clients, include 13 State Departments of Correction, serving over 450,000 inmates.* * *We run inmate food service at 461 accounts and commissary at 120 accounts.* * *We run over 265 Officer & Staff Dining Rooms.* * *We have enrolled over 4,500 DOC inmates in the IN2WORK vocational training program with over 247 graduates this year.*   ***MARKET POSITION***  *Today, Aramark’s correctional services division is a leader in commissary and food service to state, county, municipal, private prisons, and juvenile facilities across North America. In addition to food service, our team provides expertise in: commissary service, facility maintenance management, property room management, laundry service, and Meals on Wheels, as well as ancillary services, such as vending and office coffee systems for administrative offices.*  *Our corrections division, although classified as an independent organization, has access to the financial and management resources of our parent company, Aramark Corporation. We provide the same high-quality service, innovation, and responsiveness for which our parent company is known.*  ***OUR CURRENT CORRECTIONAL JUVENILE CLIENTS***   |  | | --- | | Madison Transitional Facility - (Adult/Juvenile) | | Harris County Juvenile Detention Center | | Williamson County Juvenile (TX) | | Johnson County D.O.C Juvenile Detention Center | | Warren County Juvenile Detention Center | | Kansas Juvenile Correctional Complex | | Logansport Juvenile Correctional Facility | | Danville Jail-Juvenile | | Sam Purdue Juvenile Center | | LaPorte Juvenile Correctional Facility | | Chester County Prison & Juvenile | | Summit County Juvenile Detention | | Pendleton Juvenile Correction Facility | | Nueces County Juvenile Justice Center | | Lucas County Juvenile Court | | Benton Franklin Juvenile Justice Center | | River Valley Juvenile | | Honey Rubenstein Juvenile Center | | Lorain County Juvenile Center | |

* + 1. **Indiana Preferences -** Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent’s ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent’s Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Approval will be system generated and sent to the point of contact email address provided within the Bidder Registration profile. This is to be attached as a screenshot (copied/pasted) for response evaluation.

Buy Indiana

Refer to Section 2.7 for additional information.

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| REMOVED AT REQUEST OF AGENCY AS NOT APPLICABLE |

* + 1. **Payment -** Please provide the requested information in RFP Section 2.3.15.

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| REMOVED AT REQUEST OF AGENCY AS NOT APPLICABLE. Per the existing agreement with Aramark and IDOC, IDOC pays invoices via ACH. Parties agree to continue payment terms as consistent with the existing agreement. |

* + 1. **Extending Pricing to Other Governmental Bodies** – Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies per RFP section 2.3.17.

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| REMOVED AT REQUEST OF AGENCY AS NOT APPLICABLE. This is not applicable in relation to the existing agreement between Aramark and IDOC. |