



VENDOR NAME AND OPP NUMBER

The vendor should present an organized written narrative, for performing the requirements specified in this IFB/RFP. The narrative can be submitted in a separate document labeled EXHIBIT G and include the OPP number and vendor name. In presenting such information, the vendor should specifically address each of the following issues:

1. CONCEPT/SERVICES

The vendor should provide detail about the overall operation concept and management goals for this facility including lodging, meeting room rental, marina operations, dry storage, slip rentals, watercraft rental, gasoline sales, dining and store sales if applicable or as required in the IFB/RFP.

A. DESCRIBE ANY ADDITIONAL SERVICES, IF ANY, WHICH WOULD BE OFFERED BEYOND THE REQUIRED SERVICES IN THIS IFB/RFP.

B. GIVE EXAMPLES OF WHAT "QUALITY" MEANS TO YOU IN SPECIFIC TERMS FOR EACH PART OF THE BUSINESS.

C. DESCRIBE SPECIFIC EFFORTS THAT YOU WILL TAKE TO ENSURE THE SATISFACTION OF CUSTOMERS WITH DISABILITIES AND OTHER SPECIAL NEEDS

2. MENU (IF APPLICABLE)

The vendor shall provide a **sample** menu, including prices.

3. FOOD (IF APPLICABLE)

The vendor should describe the process for food selections, the inventory control system, and methods used to select portion size and controls.



4. MANAGEMENT

The vendor should describe the objectives and plans for the start-up of the concession operation.

A. THE VENDOR SHOULD DESCRIBE THE ON-SITE MANAGEMENT TEAM, INCLUDING THEIR RESPONSIBILITIES IN RELATION TO MAKING DECISIONS.

B. THE VENDOR SHOULD DESCRIBE THEIR METHOD FOR HANDLING CUSTOMER COMPLAINTS.

C. ECONOMIC IMPACT TO MISSOURI - THE VENDOR SHOULD DESCRIBE THE ECONOMIC ADVANTAGES THAT WILL BE REALIZED AS A RESULT OF THE VENDOR PERFORMING THE REQUIRED SERVICES. THE VENDOR SHOULD RESPOND TO THE FOLLOWING:

- Provide a description of the proposed products that will be provided by Missourians and/or Missouri made products.
- Provide a description of the economic impact returned to the State of Missouri through tax revenue obligations.

D. MARKETING - THE VENDOR SHOULD IDENTIFY THE MAIN CUSTOMER TARGET MARKET FOR THIS LOCATION AND PROVIDE DETAILS REFLECTING THEIR ADVERTISING PLAN AND EXPECTED BENEFITS.