## canteen

## Bringing Break Time to Everyone

A Customized Vending Proposal Prepared for Williamson County


## Contents

A. Transmittal > 11<br>B. Executive Summary > 13

C. Proposal Affidavit > 55
D. References > 57

## E. Conflict of Interest Questionnaire > 63

F. Proposal > 69

This proposal, designed specifically for Williamson County, is confidential and proprietary to Compass Group USA Inc. (Compass). Any unauthorized dissemination to others outside your organization would irreparably harm Compass and entitle Compass to judicial equitable relief, including injunction and specific performance. This proposal is valid for 30 days after its presentation and/or delivery to you.


Contractors shall use this attachment to clearly demonstrate how they meet the requirements set forth in this solicitation. This form may be modified as needed to comply with the requirement to document company information. Failure to return this exhibit may result in the response submission being considered non-responsive. Response Requirements in addition to those outlined in other Evaluation Items include the following information on your firm for the past five (5) fiscal years:

| Legal Name of the Company | Compass Group USA, Inc., by and through its Canteen Division |  |
| :--- | :--- | :---: |
| Company Description | Food servicing |  |
|  |  |  |
| Place of business (Headquarters): |  |  |
| Address: | 2400 Yorkmont Rd. |  |
| City: | Charlotte |  |
| State: | NC |  |
| Zip: | 28217 |  |

Facility responsible for servicing the contract:

| Address: | 8801 Wall Street, Suite 840 |
| :--- | :--- |
| City: | Austin |
| State: | TX |
| Zip: | 78754 |

Contact Person regarding company's submission to the solicitation, authorized to negotiate contract terms and render binding decisions on contract matters:

| Name \& Title: | Randy Stetson, Regional Sales Director |
| :--- | :--- |
| Phone \& Email: | $210-717-4264$, randy.stetson@compass-usa.com |

Personnel who will be responsible for management and day-to-day operation of services described in this solicitation.

| Name \& Title: | Austin Piske, Regional Director of Operations* |
| :--- | :--- |
| Phone \& Email: | Canteen Austin Branch, 512-651-8282 |

Indicate if your company or any of its subsidiaries filed or met criteria for bankruptcy within the last five years.
$\ldots$ Yes $\downarrow$ No If yes, explain.
*Additional Personnel
Chris Khoury, Customer Service Manager
Patrick O'Brien, Customer Service Manager

Identify if your firm is currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If so, specify date(s), details, circumstances and prospects for resolution. N/A

Does any relationship exist by relative, business associate, capital funding agreement, or any other such kinship between your firm and any Owner employee, officer, or member of the Williamson County? If so, please explain.
No

Identify if your firm is currently for sale or involved in any transaction to expand or to become acquired by another business entity? If so, please explain the impact both in organization and company direction.
N/A

Company's average annual construction volume:
We do not disclose our site specific investments as those are proprietary to established contracts.
Indicate if your company or any of its subsidiaries has been involved in litigation within the last five years.
Yes $\downarrow$ No If yes, explain.
Please note that Compass Group USA, Inc. by and through its Canteen Division ("Compass") is a multi-state corporation operating in both domestic and foreign jurisdictions. Compass, as a business entity, is in good standing and is not involved in any litigation, or any bankruptcy proceedings that would impact its ability to perform the required services.

| Number years in business: | 29 |
| :--- | :--- |
| Number of employees: | $280,000+$ |

Number years actively participating in services described herein: (To meet minimum requirements for this RFP, respondent shall be in the business for services described herein for a minimum of 5 years within the past five 5 years, producing items similar in type and quantity to those listed herein.)
29

Provide company background, experience, qualifications \& capabilities in areas of goods/services described herein. Attach page if needed.

As a member of Compass Group since 1994, Canteen has provided unattended retail and foodservice with a commitment to service, leadership, people, innovation, quality and wellness. As a member of Compass Group, Canteen operates as a family of great companies. We believe our sectorization strategy is a key advantage. It enables us to be closer to our clients and consumers to better understand their unique needs. This way, we can create an innovative, custom offer to meet Williamson County's specific requirements and, in doing so, truly differentiate ourselves.

Provide present commitments for related or similar services.
Canteen currently has over 230,000 vending accounts. Because we support locations from coast to coast, we provide nationally scaled and consistent offerings to our clients and their teams. Our distinction is that we have the largest scale of self-operated locations nationwide and in Canada. Specifics on other commitments are confidential, but we can ensure through our large network we are capable of fulfilling your required services.

## Provide description of industry certifications, if applicable.

Compass Group and Canteen is certified to operate and do business in all 50 states and the District of Columbia. Canteen will provide all necessary certification upon award of the bid.

[^0]Please see the equipment list provided in the attached proposal.

## REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK

## RFP Exceptions

## CANTEEN'S EXCEPTIONS TO THE REQUEST FOR PROPOSAL ("RFP")

Compass Group USA, Inc., by and through its Canteen Division ("Canteen"), has successfully negotiated and executed contracts with universities, hospitals, and major corporations throughout the country. We are confident that we will be able to partner with Williamson County to develop an agreement that meets the needs of both parties. Accordingly, Canteen's proposal is subject to and conditioned upon the negotiation of a mutually agreeable resulting Agreement between the parties.

Upon review of the documents provided in the RFP, please note the following:

1. T\&C's, P. 34 FIRM PRICING: Canteen requests to replace the language from the foregoing Section with the following: Successful Respondent may increase prices in the event of any changes in market conditions.
2. T\&C's, P. $\mathbf{6}$ INDEMNIFICATION: Canteen requests to replace the language from the foregoing Section with the following: "Each Party shall indemnify, defend and hold harmless the other Party from any and all losses, damages or expenses, including reasonable attorneys' fees, arising out of or resulting from claims or actions for bodily injury, death, sickness, property damage, any breach or default hereunder, or other injury or damage if caused by any negligent act or omission of the indemnifying party, its employees, or agents. The indemnifying party must receive notice of any claim no later than 10 days after receipt of notice of the claim or lawsuit."
3. T\&C's, P. $\mathbf{8}$ WAIVER OF SUBROGATION: Canteen requests to omit this section as it would be in conflict with the mutual indemnification obligations request in the paragraph above.
4. ADDITIONAL STIPULATIONS. INSURANCE REQUIREMENTS: Canteen requests to reserve its rights to further negotiate the Insurance Requirements section prior to finalizing a contract to ensure that all coverage is congruent with Canteen's current insurance policy.
*Canteen reserves the right to further negotiate the terms and conditions not addressed at this stage of the bidding process.

## Acknowledgment of RFP Q\&A

## 23RFP9 Vending Machine Services: Beverages \& Snacks for Williamson County

Questions 12/01/2022

1) Jamie Granite (GO! Nutrition vending)

Nov 30th 2022, 4:41 PM CST
I would like to ask this question I have a small vending company and we use our personal truck will this be ok for this bid? also since we are small I was wondering how many machines we would need for this bid? and is this bid divided in with other companies also?

Response -

1. Question: we use our personal truck will this be ok for this bid a. Answer: Reference Attachment A - section 26.3.
2. Question: how many machines we would need for this bid
a. Answer: Reference Attachment B for current contract vending machine locations. Currently, at the sites listed, there is a minimum of two machines - beverage and snack.
3. Question: is this bid divided in with other companies also
a. Please submit bid with locations as listed in Attachment B that the company would be willing to provide vending services.

## 23RFP9 Vending Machine Services: Beverages \& Snacks for Williamson County

Questions 12/06/2022
2) Jamie Granite (GO! Nutrition vending) Survey for healthy options

Dec 5th 2022, 7:46 PM CST
I would like to know if you all did a survey for healthy vending?
Answer: No
3) Jamie Granite (GO! Nutrition vending) Revenue

Dec 5th 2022, 7:47 PM CST
I was wondering if we could find out the revenue of this contract? Thank you
Answer: Monthly reports for the preceding nine (9) months calculated to approximate revenue of \$7,300 per month.


## A. Transmittal

## BUSINESS ENTITY

Compass Group USA, Inc. by and through its Canteen Division
2400 Yorkmont Road
Charlotte, NC 28217
704-328-4000

## BRANCH LOCATION

Canteen
8801 Wall Street, Suite 840
Austin, TX 78754
512-651-8282

## TYPE OF BUSINESS ENTITY/PLACE OF CORPORATION

Compass Group USA, Inc. is a private, wholly owned subsidiary of Compass Group USA Investments Inc.

Compass Group USA, Inc. was incorporated on May 19, 1994, in the state of Delaware. Licensed and operating in the United States and the District of Columbia.

## CONTACT

Randy Stetson, Regional Sales Director
210-717-4264, randy.stetson@compass-usa.com



## Williamson County + Canteen = A Successful Partnership

As the nation's largest vending services company and with 90-plus years of vending experience, Canteen will provide Williamson County a world-class vending services program utilizing innovative solutions and state-of-the-art technology. Our vending machines are energy efficient, have LED lighting and allow for both cash and cashless transactions. Canteen also utilizes company-owned generic glassfront beverage vending machines. Owning the equipment versus leasing the equipment from the bottler allows for Canteen to provide the broadest, most diverse product mix available. Our merchandising relies on transactional data to maximize the customer experience and thus maximize sales and commissions.

## WHY CANTEEN/COMPASS GROUP

At Canteen, a member of Compass Group, our philosophy is simple, yet uncompromising every little detail is thoughtfully addressed; every ingredient is selected for freshness, healthfulness and sustainability; and every caring human interaction makes a meaningful difference to the people we are entrusted with nourishing. It is the reason that premier organizations such as Austin Community College, University of Texas at Austin, Apple, Google, Amazon, Samsung, IBM, Facebook and others have placed their trust in us and forged long-time partnerships with us.

## IN A PARTNERSHIP WITH CANTEEN/ COMPASS GROUP, YOU CAN EXPECT:

- One- of-a-kind consultative approach, each partnership is customized for the unique objectives of the client
- Knowledge, expertise and local resources to sustain operational consistency and service excellence
- Expertise in operating multilocation facilities and clients
- A single point of contact with a dedicated team
- Transparent reporting, data analysis and quarterly business reviews
- COVID-19 awareness, action and protocol
- Passion for innovation
- No-compromise commitment to quality and authenticity
- Communication: we pay attention, listen and proactively manage your business
- Proper onboarding of all associates with a continued focus on associate development
- A culture of diversity and inclusion where every employee is respected and differences are celebrated
- Commitment to sustainable business practices and giving back to our local communities
- Unparalleled track record of delivering on the promise for Great Food, Great People, Great Service


## SUPPORTING THE EXPERIENCE THOUGH SUSTAINABILITY AND SOCIAL RESPONSIBILITY

We define sustainability as "meeting the needs of the present generation without compromising the ability of the future." As a global company, we are acutely aware of the impact of our operations on the communities in which we do business and on society in general. Acting responsibly is part of our corporate DNA and is at the very heart of our vision and values. We will work closely with Williamson County searching for more ways to practice "greener" methods of operation.

## TRANSITIONING YOUR PROGRAM - MAKING IT EASY FOR YOU

As your partner, Canteen will take the necessary steps to understand the needs of your internal and external customers. We have received continuous perfect scores through our Canteen Connect Program. And while satisfied, we are not content. Canteen understands that adjustments of this magnitude could cause apprehension. We have over 90 years of experience in assuming responsibility for our accounts and we have the resources to assure Williamson County of a seamless transition.

Your customer service manager will carefully oversee each step of the transition process and ensure that your team is fully informed each step of the way. Further, because of the breadth of our network, you will receive the hands-on support required for a successful transition. There will be no cost associated with the install of vending machines at each Williamson County location and no subcontractors or third parties will be used.

## ACCOUNT MANAGEMENT

Upon install, the customer service manager will continue with your group and act as the account manager. They will be your single point of contact to handle all daily responsibilities pertaining to our partnership. Their support team consists of customer service, field support, reporting and analysis, compliance and implementation, innovation and technology, finance and accounting and commission payments. The customer service manager will also be responsible for your quarterly business reviews. This is a great time to discuss trends, sales, technology and new product offerings.

## FINAL THOUGHT

As you contemplate the important decision of selecting a trusted partner for your future, we encourage you to consider who has the infrastructure in place to execute your vision in a timely manner, the resources to build a partnership and who aligns with Williamson County. We are confident that we are the best partner to deliver for you and we look forward to our expanded dialogue.

Sincerely,


Randy Stetson • Regional Sales Director

## canteen

## Thriving at Unmatched Scale

# 230,000+ <br> connected vending machines 



FORTUNE WORLD'S MOST ADMIRED COMPANIES 2022

BUSINESS GROUP ON HEALTH
Best Employers for Excellence in Health \& Well-Being 2022

client retention rate

225+
corporate and franchise locations in



FORBES BEST EMPLOYERS
For Diversity and New Grads 2022


20,000+
micromarkets
$10,000+$ employeses



## Our Values

Our company's foundation lies in six core values that are aligned with yours. These values highlight a standard of excellence upheld for more than 90 years. Our innovative approach to serving you the highest-quality products is just one benefit of our leadership.


## SERVICE

We are dedicated to providing an unmatched level of service to all of our clients and customers.

## INNOVATION

Our innovative offerings include sustainability programming, enhanced technology, specialized local offerings and forwardthinking recruitment opportunities.

## QUALITY

We own our commissary network and promise to provide only the highest-quality products and to partner with reputable organizations - companies that source products locally, focus on sustainability and limit their use of antibiotics.


## WELLNESS

We are committed to upholding standards of wellness in our workplace and yours. Our campaigns encourage healthy eating and plant-based solutions while minimizing waste.


## LEADERSHIP

We bring industry-leading solutions in refreshment services, business intelligence and reporting capabilities, as well as nationwide partnerships, to the table.


## PEOPLE

We believe the support, encouragement and dedication we provide to the well-being of our associates - as well as innovation to the clients and communities we service - is reflective of the excellent service we will provide.


## Organizational Chart

AUSTIN, TEXAS
125 TEAM MEMBERS AND GROWING

## Austin Piske <br> Regional Director of Operations

Alex Gaxiola
District Operations Manager
Chris Khoury
Customer Service Manager-Hybrid

## Patrick O'Brien

Customer Service Manager

## Wes Westfall

Customer Service Manager-Service and Install

## Darrell Benavides

Customer Service Manager-Warehouse

## Ben Futrell

Customer Service Manager-Large Accounts

## Purchasing

Foodbuy, a subsidiary of Compass Group and the nation's largest group purchasing organization, gives our clients access to the best selection, aggressive pricing, recall processes and expertise in supply chain and negotiations. It has never been more important to have a consistent, engaging foodservice program.

Foodbuy analyzes culinary needs, foodservice trends, operating habits and nutrition and health issues, and matches those criteria with the world's premier suppliers for the highest quality, value and guest satisfaction.

Managing contracts with more than 600 leading manufacturers and distributors across the U.S., Foodbuy supports us with deals for front- and back-of-house products and services. Working with the most recognized brands in the industry, we also enjoy access to both regional and local providers.

The sourcing and category development teams work to benefit both members and suppliers by driving category growth and strengthening programs, as well as collaborating with supplier partners to find the best products and services for your needs. Driving down costs by negotiating greater volume through fewer products is just one of the advantages of Foodbuy.

## KNOWLEDGE AND RESOURCES

Foodbuy negotiators leverage their knowledge of commodity forecasts and regulatory issues, as well as sustainability goals, product innovation and economies of scale for optimal outcomes for each of its stakeholders. They also notify us of product recalls or withdrawals.

## INFLATION UPDATES

To assist in menu planning, Foodbuy publishes a monthly price watch report and a quarterly inflation report to keep operators abreast of commodity price changes.

## MONTHLY NEWSLETTER

Foodbuy Factor is the monthly purchasing newsletter published by Foodbuy. This is a great resource for important information about the most recent changes and developments in purchasing.



## Training and Education


#### Abstract

We require proper handling and preparation of our products from all of our associates to safeguard the health of our guests, provide the best experience and preserve your peace of mind.


## MANAGEMENT TRAINING

ServSafe is the premier food safety certification course in the nation, administered by the Education Foundation of the National Restaurant Association and aligned with the Hazard Analysis Critical Control Points (HACCP) system. We require every dining manager to complete the ServSafe Food Protection Manager Certification course, which trains and tests them on food safety concepts, safe food-handling practices, sanitation and cleanliness. We require recertification every three years - two years sooner than the fiveyear recertification requirements established by the National Restaurant Association's Education Foundation and enforced by most local health departments.

## HOURLY ASSOCIATE TRAINING

Providing effective food safety and sanitation training for hourly associates is equally, if not more, important than manager training. The Associate Food Safety and Sanitation Handbook is given to associates on their first day to educate them on the basics of food handling, health and hygiene practices, and cleaning and sanitizing responsibilities. A knowledge assessment and commitment signature are required to complete the training. We also have an entire procedure manual for food safety - a differentiator in the unattended retail space.

## How We Operate

We have made the right investment in networks and infrastructure to support any size account, large or small. Our talented leadership team successfully manages every Canteen-operated location with enthusiasm and great attention to detail. These efforts ensure we provide innovative solutions, customized services and superior quality. This best-in-class leadership keeps us always moving forward.

## VENDING, MARKETS AND COFFEE

Staff includes route drivers, warehouse supervisors, order builders, mechanics, warehouse attendance and maintenance staff.


## DINING

Each dining facility is supported by an on-site staff consisting of a food unit lead, a dining center manager, a kitchen manager, a dishwasher, a cashier, a grill cook, hourly chefs and any additional staff as needed.


Regional Chef
Executive Chef
|
Chef Manager

## CONTROLLERS

Our financial reporting systems are supported by additional accounting positions including office assistants, accounting assistants and cash room associates as needed.


Sector Controller


## The Power of Compass Group

Compass Group operates as a family of great companies. We believe our sectorization strategy is a key advantage. It enables us to be closer to our clients and consumers to better understand their unique needs. This way, we can create an innovative, custom offer to meet Williamson County's specific requirements and, in doing so, truly differentiate ourselves. We have teams of specialists and the support of a large organization that has the benefit of size and scale.

Compass Group provides the highly specialized resources, brands and partnerships that only the world's largest hospitality company can deliver. Utilizing a dedicated single point of contact, we operate under a "One Team" approach across all sectors - streamlining processes and communication, sharing best practices, implementing state-of-theart innovations and ensuring consistency across the enterprise that delivers positive results*.

## GLOBAL KEY FIGURES



[^1]

Compass Group ranked No. 2 on Fortune magazine's 2022 list of The World's Most Admired Companies in the diversified outsourcing services industry.

To read the full article: https:// fortune.com/company/compass-group/worlds-most-admiredcompanies/.



## CYBERSECURITY

We invest \$15 million each year to ensure the data of our clients, as well as their employees, customers and guests, is protected against all cyber intrusion attempts. Our cybersecurity team works around the clock so our clients can focus on their core businesses.

## BALANCE SHEET

Our high credit rating and low debt levels, as well as a strategic equity raise, mean our balance sheet is the best in company history. While our competitors are burdened with debt, we're able to be nimble and smart, investing in our business and continuing to bring the best to our clients.


## STRATEGIC PROJECTS

This internal team's deep knowledge of transition - and their extensive experience in change management - are key to us ensuring the contract transition for each new Compass Group client is seamless and successful.


## COMPASS DIGITAL

Dedicated to innovation and consumer engagement, this internal team of developers and data scientists delivers technology strategies and solutions to meet complex business needs.


## PEOPLE AND LABOR STRATEGY

In addition to our specialized HR support and unmatched people management skills, our proprietary labor platform, SmartLabor, processes and manages our workforce by finding inefficiencies, capturing data and driving change.


## E15

Using data and market research, our E15 team finds patterns, correlations and insights that our clients use to make more informed decisions. The data optimizes their business operations and improves the consumer experience.


## ENVISION GROUP

From strategic space design to eliminating food waste, this visionary team is focused on building partnerships and business growth that promotes the well-being of people and planet.


## Transitioning Your Program

## MAKING IT EASY FOR YOU

As a partner, Canteen will take the necessary steps to understand the needs of your internal and external customers. We realizes adjustments of this magnitude could cause apprehension. We will work hand in hand with our client contact as well as your current provider to ensure a transition that provides transparency, cooperation and partnership while ensuring limited disruption to your vending services.

Rest assured with over 90 years of experience in assuming responsibility for our accounts, Canteen has the resources to assure Williamson County of a seamless transition. Also, your customer service manager will carefully oversee each step of the transition process and ensure your team is fully informed each step of the way. There will be no cost associated with the install of vending machines at each Williamson County location and no subcontractors or third parties will be used.

## We look at our partnership with a holistic approach based on what's most important to our clients.

While we have not had a formal opportunity to survey your locations, we would anticipate a vending/market strategy that emphasizes user satisfaction (both internal customers and external customers), ease of use, healthy choices, variety, aesthetics and revenue sharing, among others. Keeping with Canteen's holistic approach to our partnership, we do not put a specific dollar amount necessary for each vending machine. We understand the strategic aspect of the partnership and will work with our partners to provide the best program possible.

Canteen would provide a recommendation based on the following:

- Current vending locations
- High-traffic areas
- Distance from closest food/beverage option
- High-profile area
- $100 \%$ healthy needs - we can provide $100 \%$ healthy vendors in strategic areas, for example
- Micromarkets - We have had great success placing micromarkets behind the scenes in certain employee lounges, especially in 24/7 work loads



## Healthy Options

Our data gathering includes leveraging industry trends and reports from Mintel, Nielsen, Forbes, SPINS, Technomic and Datassential, among others. We pair this data with manufacturer trends, regional product preferences and internal survey results to curate a unique product mix for your location. After initial machine implementation, we track sales data and conduct customer surveys to continually adjust product mix to preferences, introducing new products and phasing out slow sellers, guaranteeing your vending offerings have something for everyone.

With Choice Plus, we make the healthy choice the easy choice by supporting a healthier lifestyle on-the-go. Choice Plus was designed by our team of registered dietitians and
 culinary experts to arm our consumers with the power of information. We curated a list of products that meet criteria supported by the latest nutrition and consumer research.

## BEVERAGE OPTIONS

We have specific criteria for beverages based on sugar/sweetener content and nutritional value.

## SNACK OPTIONS

- Fewer than 250 calories
- Zero grams of trans fat
- Fewer than 3 grams saturated fat
- Fewer than 230 milligrams of sodium
- Fewer than 20 grams of sugar



## Solutions We Offer

From traditional machines to the latest AI-powered robot vendors, our equipment options will make your vending solution simple, accessible and adaptable to the unique needs of your guests:


Glass-front beverage


Glass-front snack

## CANTEEN CONNECT

We make it easy to get in touch. Our vending machines feature a Connect label, allowing customers to connect directly to our app to access nutritional information, request service or a refund, and provide valuable feedback on the products and services offered. The Connect system lets us build reports and share insights tailored to your needs, continually identifying opportunities for improvement.


```
The Smallest
Retail Store in
the World
```

We specialize in unattended retail, designing solutions that provide intuitive and simple shopping while ensuring customers always have access to their favorite products. We use data analytics to keep top sellers readily available and rotate slow movers out for new and trending items, delivering the best possible experience through the world's smallest retail store.


With help from our proprietary route accounting system, iVend, we know what you need when you need it. iVend provides instant access to product-specific sales and reports that enable us to make sure the right product is where it needs to be, when it needs to be there.

Each product we offer has a unique barcode or SKU assigned to it, allowing our route drivers to identify how each SKU is performing by handheld scanner. This vital insight lets our teams build the right product mix for every machine:

- Keep machines fully stocked:
- Replace slow sellers with popular products
- Customize product mix based on machine-specific data
- Regularly introduce new items and rotate selections for increased variety
- Provide machine inventory tracking
- Automate cash auditing and credit collections
- Ensure reliable delivery processes
through online route scheduling
- Provide accurate sales records using electronic data (DEX)
- Ensure accuracy of commission information


## Suggested Equipment

## M <br> ER or HA <br> 

TRANSFORMING THE WAY CONSUMERS EXPERIENCE VENDING


Win New Business:
Differentiate your offering \& win NEW LOCATIONS

Maximize Sales:
Media offers new retail tools that drive SAME-STORE SALES

Provide Long Lasting Solutions:
Built-In DURABILITY and RELIABILITY that keep the store working


Meets new ADA
requirements

## CRANE MERCHANDISING SYSTEMS

## MERCHANT MEDIA



Specifications

|  | Model 186 | Model 187 |
| :--- | :---: | ---: |
| Height: | $72^{\prime \prime}$ | $72^{\prime \prime}$ |
| Width: | $33^{\prime \prime}$ | $44^{\prime \prime}$ |
| Depth: | $38.25^{\prime \prime}$ | $38.25^{\prime \prime}$ |
| Weight: | 510 lbs. | 610 lbs. |
| Electrical: | 115 VAC | 120 VAC |
|  | $60 \mathrm{~Hz}, 3 \mathrm{~A}$ | $60 \mathrm{~Hz}, 3 \mathrm{~A}$ |
| Certifications: | UL, cUL, CE, FCC, NAMA |  |

## Payment Options

- Integrated Credit Card Swipe
- Integrated Bill Validator
- Standard Payment Opening 1
- Standard Payment Opening 2
- Near Field Communication Tap Zone


## Other Key Options

- 3.5" Color Display with Keypad or 7" Touchscreen
- Surround \& Integrated Payment LED Option
- Standard Cabinet LED Lighting
- Healthy Graphics Package
- Custom Graphics
- 6-Shelf and 7-Shelf Configurations
- Internal Tactile Keypad \& Speaker Option
(for visually impaired operators)
- Black Media Door Option


## CRANE MERCHANDISING SYSTEMS

3330 Dixie-Narco Boulevard I Williston, SC 29853-0719 Tel: 1-800-688-9090 | www.cranems.com I MADE IN USA

## Key Features

Color Displays
Pick from two stunning user interfaces to grab consumer's attention.


Out-Of-The-Box Cashless Option
Built-in and intuitive cashless solution helps capture every sale.

## Largest Variety

Increase sales and consumer satisfaction with the largest number of selections in the industry.


Nutritional Information
Provides easy-to-read nutritional facts (available for both $3.5^{\prime \prime}$ Color Display and 7"Touchscreen).


## Built-In Telemetry Options

- For Remote Monitoring or Credit Card Payments:
- Verizon (CDMA) - Standard
- AT\&T (GSM) and Sprint (CDMA) are also available
- Local Mesh Network


Merchant Media 6-Wide 58 Select Standard Model

Guaranteed Product Delivery
Crane's SureVend technology ensures product delivery.

Built-In Mulit-Product Promotions
Increase transaction size and drive consumer value


Healthy Graphics
Promote healthy options and increase sales by appealing to health-conscious consumers.

## BEVMAX <br> 

ALL THE BENEFITS OF BEVMAX 4 COMBINED WITH THE CONSUMER EXPERIENCE OF MEDIA



Specifications

|  | Narrow | Wide |
| :--- | :---: | :---: |
| Height: | $72^{\prime \prime}$ | $72^{\prime \prime}$ |
| Width: | $39^{\prime \prime}$ | $47^{\prime \prime}$ |
| Depth: | $32^{\prime \prime}$ | $32^{\prime \prime}$ |
| Weight: | 545 lbs | 764 lbs. |
| Electrical: | 115 VAC | 120 VAC |
| Selection: | 35 | 45 |
| Total Capacity: | 280 | 360 |
|  | $60 \mathrm{~Hz}, 10.2 \mathrm{~A}$ | $60 \mathrm{~Hz}, 10.2 \mathrm{~A}$ |
| Certifications: | $\mathrm{UL}, \mathrm{cUL}, \mathrm{CE}$, FCC, NAMA |  |
| Refrigeration: | 134 A CFC -Free Refrigerant |  |
|  | Gas $1 / 3 \mathrm{HP}$ Compressor |  |

## Key Features \& Options

- Surround \& Integrated Payment LED Option
- Simplified Maintenance: Low profile modular refrigeration platform removes from the front or back of the machine
- Standard Cabinet LED Lighting
- NAMA Health and Safety Control


## CRANE MERCHANDISING SYSTEMS

3330 Dixie-Narco Boulevard I Williston, SC 29853-0719 Tel: 1-800-688-9090 I www.cranems.com I MADE IN USA

## Payment Options

- Integrated CURRENZA Credit Card

Swipe

- Integrated CURRENZA Bill Validator
- Standard Payment Opening 1
- Standard Payment Opening 2

Built-In Telemetry Options

- For Remote Monitoring or Credit

Card Payments:

- GSM (AT\&T)
- CDMA (Sprint or Verizon)
- Local Mesh Network
- Heated Door Option
- Healthy Graphics Package
- Custom Graphics
- Internal Tactile Keypad \& Speaker Option (for visually impaired operators)

Key Features

Color Displays
Color 7" touchscreen clearly displays digital content


Out-Of-The-Box Cashless Option
Built-in and intuitive cashless solution helps capture every sale.

Largest Variety
Increase sales and consumer satisfaction with the largest number of selections in the industry.


Nutritional Information
Provides easy-to-read nutritional facts for making the healthy choice.


## ADA Compliant

Meets new height access requirements of the Americans with Disabilities Act.

Delivery Speed
Delivers product in only 8 seconds, increasing sales, speed of service and customer satisfaction.


## Efficient Loading

Shimless vend mechanism addresses costly labor and service concerns by eliminating loading errors.


Kiosk Option

## Micromarket Solutions

If you want an on-site marketplace for guests to grab snacks and maybe a meal without having to go off-site, Avenue C has solutions for you. Our self-checkout markets offer hundreds of products in customized retail spaces. To date, we have more than 20,000 markets across the country.

Our market collection of Avenue $C$ fixtures will bring new life to your retail space. We combined sleek steel frames, warm wood elements and open design to enable customization for every market, and a clean, inviting shopping experience for every guest. Multiple setups and checkout options can accommodate a variety of space requirements.

## KIOSK

Our full build-out market solution is equipped with a payment kiosk that accepts credit cards, mobile wallets, thumbprints or cash to account. Our kiosks can also be programmed to accept employee cards. Kiosks are perfect for locations with a population of 200 or more.

The full build-out market solution:

- Offers more than 350 items:
- Single-serve packaged snacks and beverages
- Fresh food made in our USDA-certified commissaries
> Fresh food drop zone
- Frozen meals
- Includes touchless self-checkout kiosks and $J$-hooks for limited-touch door opening
- Accepts mobile payment via our Connect \& Pay ${ }^{\circledR}$ app, allowing users to accrue reward points toward in-market discounts with every purchase. We can even align with your wellness program to incentivize healthier items with bonus rewards.
- Requires a dedicated internet connection


Pico Option


Mobile Option

## PICO

This intuitive design offers a diverse product selection in a space-friendly package suitable for smaller offices, schools, distribution centers and more. For populations of 100-200, our Pico solution is the perfect fit.

This space-friendly market solution:

- Offers more than 250 items, including fresh food
- Accepts credit cards, plus mobile payment via our Connect \& Pay ${ }^{\circledR}$ app
- Fast and easy shopping
- Loyalty platform
- Works on cellular or wireless internet


## MOBILE

This compact market solution is perfect for populations of 25-100 and can be installed against a wall or on a countertop.

Just because it's small doesn't mean it lacks variety - it is stocked with up to 100 items.

There's no payment kiosk here. To check out, guests simply use the Connect \& Pay ${ }^{\circledR}$ app:

- Download the Connect \& Pay ${ }^{\circledR}$ app from the app store
- Fund your account or pay as you go via credit card
- Scan the barcode to pay
- Walk away and enjoy



## CONVENIENT SOLUTIONS

Current consumer trends point to the need for a solution as convenient and flexible as Avenue C. The data tells us that consumers are looking for:

- Quality grab-and-go foods for shorter meal periods
- Late-night and weekend services
- Increased snacking occasions
- Meals outside the traditional three-meal period
- Nutritional information
- Increased awareness of food safety standards



## Consumer Trends

## ENHANCEMENTS

Depending on your business needs, these enhancements can easily be added:

- Robotics and automated solutions for 24-hour access
- Mobile ordering, pickup/drop-off
- Full-service espresso solutions
- Action station
- Community space


## MARKET PORTFOLIO HIGHLIGHTS

- Technology-enabled
- Full brand resources - graphics, smallwares, fixtures, merchandising
- Operational support: order guide, POGs, implementation guide and training
- Connect \& Pay ${ }^{\circledR}$ technology
- Scan and pay
- Frictionless technology


## CORE CATEGORIES IN ALL MARKET PORTFOLIOS

- Bottled beverages
- Packaged snacks and candy
- Sundries and retail essentials
- Self-service coffee solutions
- Fresh-brewed coffee
- Unattended espresso solutions
- Bakery items


## Our Food

## PRODUCT VARIETY

From yogurt and whole-grain oatmeal to fresh salads, deli sandwiches and soups - let's not forget salty and sweet snacks to fill those afternoon cravings. Looking for a healthy choice? Our markets offer a variety of gluten-free, non-GMO, organic, vegan and kosher options.

- Branded Favorites - Farmer's Fridge, Simply Good Jars, Panera Bread soup, Sabra hummus with pretzels and Frigo string cheese.
- Breakfast - Steak, egg and cheese wrap and turkey sausage and egg English muffin.
- Salads - Bacon, blue cheese and cranberry spinach salad and chicken penne pesto salad.
- Sandwiches - Black Forest ham on marble rye with Swiss, Buffalo chicken multigrain wrap and roasted turkey and applewood bacon.


## ON-SITE MEALS

From small facilities to large corporate environments, college campuses and anywhere in between, we offer custom dining solutions for locations of all sizes. We place an emphasis on purchasing locally sourced products, developing creative menus that highlight seasonal produce, green initiatives and quality ingredients. Our teams focus on expertly crafted dining solutions, tailoring menu offerings to your unique audience.

## HEALTHY CHOICES

With Choice Plus, we make the healthy choice the easy choice by supporting a healthier lifestyle on-the-go. Choice Plus was designed by our team of registered dietitians and culinary experts to arm our


## CHOICE PLUS

 consumers with the power of information. We curated a list of products that meet criteria supported by the latest nutrition and consumer research.
## Beverage Options

We have specific criteria for beverages based on sugar/sweetener content and nutritional value.

## Snack Options

- Fewer than 250 calories
- Zero grams of trans fat
- Fewer than 3 grams saturated fat
- Fewer than 230 milligrams of sodium
- Fewer than 20 grams of sugar


## GRAB-AND-GO HOT MEALS

As locations reopen, many are looking for integrated food solutions. We now offer a branded food pickup destination - Drop Spot.

- Grab-and-go hot meals safely integrate food experiences
- Branded or generic graphics packages available for both closed-cabinet units and open-shelf concepts
- Designed to be a standalone or used as a bolt-on to the market build-out



## Customizable Options



MERCHANDISING FIXTURES

Free-standing, wallmounted or combined

GRANITE COUNTERTOPS
for coffee and kiosk stations


## CUSTOM FINISHES

Laminate in a range of textures, colors and wood finishes

## LIGHTING

LED-lit merchandising display option

BRANDING
Your choice of branding
packages and styles

## THE COLLECTIONS



## IDX

This award-winning, architecturally driven market innovates and inspires any hybrid workplace.


SIGNAGE OPTIONS



## Marketing and Promotions

To get people excited about what's in store for them, we create robust marketing that encourages ongoing engagement.

## MONTHLY PROMOTIONS

By paying close attention to trends and consistent market favorites, we curate and promote new products. In addition, our account activation team can help you create memorable experiences for your guests that will enhance your company culture, including grand openings, pop-ups, giveaways, events and guest training.

## AVENUE C BUCKS

Avenue C Bucks are the perfect thank you for associates, or as a handout before your next meeting as a cost-effective alternative to catering. Used like cash, these vouchers allow guests to fund their accounts and purchase favorite marketplace items.


## Coffee, Anyone?

Is a great cup of joe something that's missing at your location? We live in a coffee culture, where breaks happen throughout the day, making great opportunities to connect a necessity. From freshly ground bean-to-cup coffee to single-cup brewers, our coffee programming can be tailored to your team, taste and budget.

## WHY SINGLE-CUP?

These coffee makers are perfect for locations where everyone would prefer to select their own favorite blend.

## WHY BEAN-TO-CUP?

You may not have room for your own barista, but you can still bring a coffee shop experience to your space. Bean-to-cup brewers grind and brew every cup based on each guest's preference, including latte and cappuccino options. Plus, with a minimum of three bean selections, we can offer your favorite brands and local artisan roasters.


## RISK REDUCTION

We identify and reduce product risk and the associated threat of foodborne illness and foodrelated injury through:

- Comprehensive standards and compliance with HACCP, U.S. Public Health, FDA and Restaurant and Foodservices Association recommendations
- Associate, driver and manager education and training
- Self-inspection
- Third-party audits
- Effective facilities design
- Vendor certification


## FOOD SAFETY TRAINING

We reach beyond the technical minimums by providing extensive and ongoing training to our associates, reinforcing our food safety principles and practices on a daily basis to safeguard you and your guests. Our teams focus on:

- Food supply and storage - Proper labeling, dating, placement and product temperatures.
- Proper food handling - Preparation, delivery and service.
- Standard operating procedures (SOPs) Adherence to SOPs, from farm to guest.
- Record keeping - Detailed records for optimal traceability.

We take thorough steps on a daily basis to ensure your food is protected from any potential hazards, and is a source of fuel and nutrition for your guests.

## PURCHASING

Foodbuy vets all potential suppliers, scrutinizing facilities and products to minimize the risk of contamination. All foods are purchased from the Managed Order Guide, a fully vetted group of suppliers that undergo continuous monitoring by the Quality Assurance Department for food safety, so you never have to wonder where your food came from.

## RED ALERTS

The Quality Assurance Department monitors recalls and market withdrawals on a daily basis and issues Red Alerts regarding food and products that may be purchased or used by Compass Group businesses or by Foodbuy-committed customers.

## CRISIS AND COMPLAINTS

Compass Group maintains a crisis management hotline - one call from an associate or manager will alert appropriate resources who provide a prompt and accurate response to minimize the impact on our clients and their businesses.


## SAMPLE FRESH FOOD PRODUCT LIST

| PRODUCT DESCRIPTION |
| :--- |
| Breakfast |
| Spicy Breakfast Burrito |
| Southern Breakfast Biscuit |
| Chorizo Breakfast Burrito |
| Sausage Breakfast Burrito |
| Sausage Biscuit Bites |
| Fruit |
| Cantaloupe |
| Pineapple |
| Grapes |
| Fresh Fruit |
| Strawberries |
| Parfaits |
| Strawberry and Granola |
| Blueberry and Granola |
| Strawberries, Chocolate and Vanilla Yogurt |
| Strawberry and Vanilla |
| Salad |
| Chef with Ranch |
| Chicken Caesar |
| The Delicious Spinach |
| The Greek |
| Steakhouse Salad |
| The Lil' Garden |
| The Cobb |
| Southwest Chicken |
| The Lil' Caesar |
| The Deluxe Garden |


| PRODUCT DESCRIPTION |
| :--- |
| Sandwich |
| The Club Sub |
| Classic Italian |
| Chicken Salad on 12 Grain |
| Turkey and Swiss Croissant |
| Ham and Swiss on a Honey Roll |
| Ham and Cheddar |
| Roast Beef and Swiss |
| Tuna Salad |
| Turkey and Pepperjack Sub |
| El Cubano |
| Turkey and Provolone BLT |
| Turkey and Provolone on 12 Grain |
| Pesto Chicken Salad |
| Turkey and Cheddar BLT |
| Combo Half and Half |
| Egg Salad on 12 Grain |
| Chicken Salad |
| The Kickin' Chicken |
| PB\&J Crunch (white) |
| Greek Chicken Pita |
| Hawaiian Ham and Cheese |
| Wraps |
| Roasted Turkey |
| Buffalo Chicken Salad |
| Big Italy |
| The Club |
| Veggie and Ranch |
| Southwest Chicken |
| Chicken Caesar |
| Sonoma Chicken Salad |
| Quinoa and Veggie Wrap |
| Chicken BLT |


| PRODUCT DESCRIPTION |
| :--- |
| Snacks |
| Grapes and Cheddar |
| Pepperoni and Cheese |
| Chicken Salad Snacker |
| Mediterranean Dipper |
| Chicken Salad Half and Half |
| Protein Snack Pack |
| Simply Chicken Salad |
| Simply Tuna Salad |
| Egg, Cheddar and Cracker Snacker |
| Simply Eggs |
| Roast Beef Half and Half |
| Apple Snacker |
| Fruit and Cheese Snacker |
| Pimento Cheese Snacker |
| Old World Snacker |
| Caprese Snack Pack |
| Spinach Dip Snack Pack |
| Desserts |
| Strawberry Shortcake |
| Oreo Delight |
| Vanilla Goodness |
| Italian Cannoli Dipper |
| Tropical Key Lime Pie |

*Additional gluten-free, vegetarian, vegan and nut-
free options available.

## PRODUCT LIST SAMPLING - BEVERAGE

| PRODUCT/SERVICE DESCRIPTION | SIZE/OUANTITY |
| :---: | :---: |
| Choice Plus |  |
| Hint Water Blackberry | 16 oz . |
| Hint Water Watermelon | 16 oz . |
| ITO EN Oi Ocha Unsweetened Green Tea | 16.9 oz. |
| ITO EN Traditional Jasmine Green Tea Unsweetened | 16.9 oz. |
| Lipton Pure Leaf Unsweetened Black Tea | 18.5 oz. |
| Ozarka Water | 16.9 oz . |
| Vitamin Water Squeezed Lemonade | 20 oz. |
| Bai Molokai Coconut | 18 oz. |
| Hint Water Pineapple | 16 oz . |
| Lipton Pure Leaf Unsweetened Lemon Tea | 18.5 oz. |
| Aquafina | 16.9 oz . |
| Dasani Water | 20 oz. |
| Glaceau Smart Water | 20 oz. |
| Honest Tea Unsweetened | 16 oz . |
| Vitamin Water Essential | 20 oz. |
| Vitamin Water Power C | 20 oz . |
| Vitamin Water XXX | 20 oz. |
| TopoChico Mineral Sparkling Water | 20.3 oz. |
| RightWater Spring Water | 16.9 oz . |
| Vitamin Water Zero XXX | 20 oz. |
| Vitamin Water Zero Squeezed Lemonade | 20 oz. |
| Gold Peak Unsweetened Iced Tea | 18.5 oz. |
| Vitamin Water Zero Rise | 20 oz. |
| Non Carb Beverage |  |
| Lipton Pure Leaf Sweet Tea | 18.5 oz. |
| Lipton Pure Leaf with Lemon | 18.5 oz. |
| Gatorade G2 Grape | 20 oz. |


| PRODUCT/SERVICE DESCRIPTION | SIZE/OUANTITY |
| :---: | :---: |
| Gatorade Cool Blue | 20 oz. |
| Gatorade Fruit Punch | 20 oz. |
| Gatorade Lemon Lime | 20 oz. |
| Gatorade Orange | 20 oz. |
| Lipton Green Tea with Citrus | 20 oz. |
| Starbucks Frappuccino Mocha | 9.5 oz. |
| Starbucks Frappuccino Vanilla | 9.5 oz. |
| Starbucks Double Shot Vanilla | 15 oz. |
| TopoChico Mineral Sparkling Water with Twist of Lime | 20.3 oz. |
| TopoChico Mineral Sparkling Water with Twist of Grapefruit | 20.3 oz. |
| Dole Lemonade | 20 oz. |
| Dole Strawberry Lemonade | 20 oz. |
| Gold Peak Sweetened Iced Tea | 18.5 oz. |
| Powerade ION4 Fruit Punch | 20 oz. |
| Bottle Beverages |  |
| Coca Cola Classic Mex Bottle | 16.9 oz. |
| Fanta Orange | 20 oz. |
| Fanta Strawberry | 20 oz. |
| A\&W Root Beer | 20 oz. |
| Cherry Coke | 20 oz. |
| Coca Cola Classic | 20 oz. |
| Dr Pepper | 20 oz. |
| Diet Coke | 20 oz. |
| Diet Dr Pepper | 20 oz. |
| Mountain Dew | 20 oz. |
| Pepsi | 20 oz. |
| Sprite | 20 oz. |
| Cherry Coke Zero | 20 oz. |
| Canada Dry Ginger Ale | 20 oz. |
| Jarritos Mandarin | 18.5 oz. |
| Big Red Soda | 20 oz. |


| PRODUCT/SERVICE DESCRIPTION | SIZE/OUANTITY |
| :---: | :---: |
| Choice Plus |  |
| BluDimndSmkhseAlmd | 1.5 oz |
| BnfieldBnPicoGallo | 1.5 oz |
| BrimsHnS PorkRds | .875oz |
| Clif BoulderChoc Br | 2.4oz |
| Clif Choc Chip Br | 2.4 oz |
| ClifOatmIRsnWIntBr | 2.4oz |
| ClifWhtChocMcdemia | 2.4 oz |
| DoritosSmplWhtChd | 1.25 oz |
| Extra SF Pmint Gum | 6stk |
| Extra SF Spearmint 6stk | 6stk |
| Kar's All EngyTrl Mx | $20 z$ |
| Kar's SwtnSlt TrIMx | 3.5 oz |
| Kar's SwtNSItTrIMx | $20 z$ |
| Kar's CBerryAlmdDlite | $30 z$ |
| KindDarkChocCherCash | 1.4 oz |
| KindDarkChocNutSS | 1.4oz |
| Kind Peanut Butter Dark Chocolate Protein | 1.4oz |
| Kellogg's NGrn SBerryBr | 1.3 oz |
| Kellogg's Nutrigrain Green Apple CinBr | 1.3 oz |
| Nabisco FatFree FigNewton | 2.1 oz |
| Nature Valley Crushed OatsandHoney | 1.5 oz |
| Nature Valley Fruit n Nut Bar | 1.2 oz |
| Nature Valley Sweet Salty Peanut Bar | 1.2 oz |
| Nature Valley Biscuit Almond Butter | 1.35 oz |
| Nature ValleyDarkChocolate CherryBar | 1.2 oz |
| Nature Valley Peanut Butter Choc Gran Cup | 1.35 oz |
| Nature Valley Protein Peanut Butter Dark Choc | 1.42 oz |


| PRODUCT/SERVICE DESCRIPTION | SIZE/OUANTITY |
| :---: | :---: |
| Nature Valley Oats 'n Dark Chocolate | 1.49oz |
| Oven-baked Cheetos | 1.5 oz |
| Oven-baked Lays BBQ | 1.125 oz |
| Oven Baked Cheetos Flaming | 1.5 oz |
| OvenBakedLaysSour Cream and Onion | 1.125 oz |
| Planters Light Salted Peanuts | $20 z$ |
| Popchips Crazy Hot | .7oz |
| Popchips SS | . $80 z$ |
| Popchips SSnV | . 80 z |
| PopchipsRdgTngyBBQ | $80 z$ |
| Ritz TastyChip Sour Cream and Onion | 1.5 oz |
| RugerSugrFreeVanillaWafer | 1.5 oz |
| Sahale California Almond | 1.5 oz |
| Sahale <br> CashewPomegranateVanilla | 1.5 oz |
| Smartfood White Cheddar Popcorn | $10 z$ |
| Snydesr FatFreeMini Pretz | 1.5 oz |
| SunChip GardenSalsa | 1.5 oz |
| Welch Mx Fruit Snack | 2.25 oz |
| Wheat Thin TastVegetables | 1.75 oz |
| WheatThinPopped Sour Cream <br> * Onion | . $80 z$ |
| Zoo Animal Cracker | 2 zz |
| Better for You Snacks |  |
| KellogSpecK SCnOCrkr | .87oz |
| KellogSpecKChedCrkr | .87oz |
| KellogSpecKSBeryProt | 1.59 oz |
| Other Snacks |  |
| 3 Mskt V | 1.92 oz |
| Butterfinger | 1.9 oz |
| CHB TX Cin Roll | $40 z$ |
| CheetoFlaminHotLimon | $20 z$ |


| PRODUCT/SERVICE DESCRIPTION | SIZE/OUANTITY |
| :---: | :---: |
| Cheetos Ched Jpno | $20 z$ |
| Cheetos Crunchy | $20 z$ |
| Cheetos Flamin Hot | $20 z$ |
| Cheezits | $20 z$ |
| ChexMix Trad | 1.75 oz |
| Chesters Flamin Hot | 1.750 z |
| Chesters Bacon Cheddar Fries | 1.750 z |
| Corn Nuts Orig | $40 z$ |
| Doritos CoolRnch | 1.750 z |
| Doritos NChs | 1.75 oz |
| DoritosSalsaVerde | 1.75 oz |
| Dentyne Ice Pmint | 16 piec |
| Dentyne IceArcChill | 16 piec |
| Famos Choc Chp | $30 z$ |
| Fiber 1 OatsandChoc | $1.40 z$ |
| Fiber 1 PB Oats | 1.4 oz |
| Fritos Chili Cheese | 2 zz |
| Funyuns | 1.25 oz |
| FunyunsFlaminHot | $1.250 z$ |
| GBtch SF RFVanWfr | 2.1 oz |
| GBtch SF Van Wfr | 2.2 oz |
| Gdtos OrigSnk Mx | 1.750 z |
| Gmas Mini VanCrm | 3.71 oz |
| Host Ho Ho's Cake | $30 z$ |
| Hrshy Choc Almd Large | $1.850 z$ |
| Jack Links Teriy Beef Jrky | . 9 oz |
| Jack Links TeriyBfStekBit | $10 z$ |
| Kit Kat Large | 2.04oz |
| Kellog PtrtBsugrCin | 3.52 oz |
| Kellog RKrisp Treat | 2.13 oz |
| KellogPtrtFrstSberry | 3.67 oz |
| Lays Chips | 1.5 oz |
| Lays Cheese PeanutButter Cracker | 1.38 oz |


| PRODUCT/SERVICE |
| :--- | :---: |
| DESCRIPTION | SIZE/QANTITY

## Refund Program

If anyone experiences losses due to a machine malfunction or damaged product, a refund will be made immediately by a designated person. Canteen will work closely with your facility to develop the best and quickest procedure for refunding monies. For example:

1. A petty cash fund can be given to a designated person who makes refunds to those who lose money on the spot.
2. Anyone who loses money can fill out an envelope. Canteen's service personnel will fill the envelope and leave it in a designated place.

Canteen can also provide a direct "e-check" to the end user by alerting us through our Canteen Connect app or by calling our office.

## OneTicket

OneTicket interfaces with iVend to log every step of the repair process. From where the problem started to the exact date and time the first service call was requested, OneTicket doesn't close the ticket until each problem is fixed. OneTicket allows us to track and report the service and repair history of any machine by day, week or month. This powerful tool performs on two levels where we can respond quickly and efficiently to service calls and you can monitor our quality of service. OneTicket allows us to track and report the service and repair history of any machine. OneTicket generates a comprehensive suite of reports detailing call frequencies, response times and service completion, so each location can be properly monitored and repaired. Here's how it works:

- A customer logs a service or repair into our Connect web interface or calls our support line.
- The service request is logged into OneTicket, noting date, time, machine, location and problem.
- Your technician is notified via text message. Date and time are entered into OneTicket.
- Repair is completed. Date and time are entered into OneTicket.
- Our staff will call to notify you of repair completion.


## iVend

iVend provides instant access to product-specific sales and reports, enabling us to make sure the right product is where it needs to be, when it needs to be there. iVend allows us to aggregate data across the enterprise to generate insights based on location, client, regional or national parameters. Each product we offer has a unique barcode or SKU assigned to it, allowing our route drivers to identify how each SKU is performing by using a handheld scanner. This vital insight lets our teams build the right product mix for every machine, plus these extras:

- Replace slow sellers with popular products
- Keep machines fully stocked
- Customize the product mix based on machine-specific data
- Regularly introduce new items and rotate selections for more variety
- Provide machine inventory tracking
- Simplify cash auditing and credit collections via cash room automation and card processor integration
- Ensure reliable delivery processes through online route scheduling
- Verify sales by using electronic data from vending machines
- Provide direct link to OneTicket for service calls



## C. Proposal Affidavit

CERTIFICATION: The undersigned certifies that the RFP and the Respondent's Proposal have been carefully reviewed and are submitted as correct and final. Respondent further certifies and agrees to furnish any and/or all goods and/ or services upon which prices are extended at the price Proposal, and upon the conditions contained in the RFP.

Yes

NON-COLLUSION: I hereby certify that the foregoing Proposal has not been prepared in collusion with any other Respondent or other person(s) engaged in the same line of business prior to the official opening of this Proposal and that the Respondent is not now, nor has been for the past six (6) months, directly or indirectly concerned in any pool or agreement or combination, to control the price of services/commodities Proposal on, or to influence any person(s) to submit a Proposal.

COOPERATIVE PURCHASING: PROGRAM Please select Yes or No. By selecting Yes the Respondent is agreeing to offer the quoted prices to all authorized entities during the term of the County's contract. By selecting No the Respondent is stating they will not offer the quoted prices to all authorized entities. A non-affirmative Proposal will in no way have a negative impact on the County's evaluation of the Proposal.



## Attachment D - Past Projects with Corresponding References

Contractor Name: Compass Group USA, Inc. by and through its Canteen Division
Contractor shall use this exhibit to provide a minimum of three (3) past projects with corresponding references for projects completed within the past five (5) years that illustrate experience in successfully completing work of a similar nature and scope as the work described in this solicitation. Project scope description. Relevant projects should include similar services to those included in this Program.

Include all requested information. Failure to return this exhibit (or reasonable facsimile) may result in proposal being considered non-responsive.

## Project 1:

Brief Project Description:
Canteen provides more than 100 vending machines (Snack and Beverage) across Apple's Austin campuses. Canteen provides an assortment of beverages and snacks with an emphasis on non-carbonated beverages and at least a $25 \%$ mix of healthier for you (Choice Plus) products. We utilize glassfront beverage machines to allow us to offer a greater variety and thus increase customer satisfaction.

| Project Name/Location: | Snack and Beverage Vending Machines/Austin, TX |
| :--- | :--- |
| Company Name: | Apple |
| Company Address: | 3121 Palm Way |
| Company State: | Austin, TX 78758 |


| Owner's Representative | Vu Tran |
| :---: | :--- |
| Phone Number: | $408-464-4375$ |
| Email Address: | vutran@apple.com |
| Service Period: | $10+$ Years |


| Original Contract Amount | $\$ 500,000+$ |
| :--- | :--- |
| Final Contract Amount | $\$ 750,000+$ |


| Contractor's key personnel, <br> including but not limited to: <br>  <br> Subcontractors: | Austin Piske, Regional Director of Operations <br> Chris Khoury, Customer Service Manager <br> Patrick O'Brien, Customer Service Manager |
| :--- | :--- |
| Address: | 8801 Wall St, \#840, Austin, TX 78754 |
| Phone Number: | $512-651-8282$ |
| Email Address: | austin.piske@compass-usa.com |

## CONFIDENTIAL

## Project 2:

## Brief Project Description:

Canteen provides more than 100 vending machines (Snack and Beverage), 8 Avenue C micro-markets and various coffee service to thirteen campuses and administrative buildings throughout Austin. Canteen provides an assortment of beverages and snacks with an emphasis on non-carbonated beverages and at least a 20\% mix of healthier for you (Choice Plus) products. Working closely with our client contact, Canteen has been able to flex our program as $40 \%$ of all classes are still online.

| Project Name/Location: | Snack and Beverage Vending Machines/Austin, TX |
| :--- | :--- |
| Company Name: | Austin Community College District |
| Company Address: | 6101 Highland Campus Drive |
| Company State: | Austin, TX 78752 |


| Owner's Representative | Anthony A. Owens |
| :---: | :--- |
| Phone Number: | $512-223-1127$ |
| Email Address: | aowens@austincc.edu |
| Service Period: | $3+$ Years |


| Original Contract Amount | $\$ 1,000,000+$ |
| :--- | :--- |
| Final Contract Amount | $\$ 1,500,000+$ |


| Contractor's key personnel, <br> including but not limited to: <br>  <br> Subcontractors: | Austin Piske, Regional Director of Operations <br> Chris Khoury, Customer Service Manager <br> Patrick O'Brien, Customer Service Manager |
| :--- | :--- |
| Address: | 8801 Wall St, \#840, Austin, TX 78754 |
| Phone Number: | $512-651-8282$ |
| Email Address: | austin.piske@compass-usa.com |

## CONFIDENTIAL

## Project 3:

## Brief Project Description:

Canteen provides more than 125 Snack vending machines covering 75 building on UT Austin's campuses. Working with our client contact, Canteen finds the correct product mix based on price and commissions with an emphasis on Choice Plus healthier for you items. Canteen has been able to flex our program in various ways during the COVID interruptions.

| Project Name/Location: | Snack and Beverage Vending Machines/Austin, TX |
| :--- | :--- |
| Company Name: | University of Texas at Austin |
| Company Address: | 1710 Red River St. |
| Company State: | Austin, TX 78712 |


| Owner's Representative | Jeff Woodruff |
| :---: | :--- |
| Phone Number: | $512-471-7563$ |
| Email Address: | george.woodruff@austin.utexas.edu |
| Service Period: | $10+$ Years |


| Original Contract Amount | $\$ 500,000+$ |
| :--- | :--- |
| Final Contract Amount | $\$ 750,000+$ |


| Contractor's key personnel, <br> including but not limited to: <br>  <br> Subcontractors: | Austin Piske, Regional Director of Operations <br> Chris Khoury, Customer Service Manager <br> Patrick O'Brien, Customer Service Manager |
| :---: | :--- |
| Address: | 8801 Wall St, \#840, Austin, TX 78754 |
| Phone Number: | $512-651-8282$ |
| Email Address: | austin.piske@compass-usa.com |

# CANCELED OR TERMINATED CONTRACTS: If Applicable, Respondents shall include a list of any contracts that have been canceled or terminated within the last five (5) years, along with an explanation of the cancellation and the names, email address and phone number of a reference person with that institution 

## SHOP LLC

Chris Meiske, Facilities Manager: chris.meiske@shoplc.com: 512-852-7089
Summary: Cancellation: Due to the massive growth of our organization coming out of the COVID-19 slowdown, Canteen was hampered by a disruptive supply chain for new equipment and a lack of parts for our existing equipment.

## RESTORE HYPER WELLNESS

Mercado Savannah, Office Coordinator: smercado@restore.com
Summary: Cancellation: Due to the massive growth of our organization coming out of the COVID-19 slowdown, Canteen was hampered by a disruptive supply chain for new equipment and a lack of parts for our existing equipment.



# E. Conflict of Interest Questionnaire 

## CONFLICT OF INTEREST QUESTIONNAIRE

## For vendor doing business with local governmental entity

> | This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session. |
| :--- |
| This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who |
| has a business relationship as defined by Section $176.001(1-a)$ with a local governmental entity and the vendor |
| meets requirements under Section $176.006(\mathrm{a})$. |
| By law this questionnaire must be filed with the records administrator of the local governmental entity not later |
| than the 7th business day after the date the vendor becomes aware of facts that require the statement to be |
| filed. See Section $176.006(a-1)$, Local Government Code. |
| A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An |
| offense under this section is a misdemeanor. |
| 1 Name of vendor who has a business relationship with local governmental entity. |
| Compass Group USA, Inc. by and through its Canteen division |



Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.) N/A

3 Name of local government officer about whom the information is being disclosed.
N/A
Name of Officer
4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts $A$ and $B$ for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.
N/A
A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?


5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

N/A

6


Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

$\qquad$
Form provided by Texas Ethics Commission www.ethics.state.tx.us

## CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at http://www.statutes.legis.state.tx.us/ Docs/LG/htm/LG.176.htm. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:
(A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
(B) a transaction conducted at a price and subject to terms available to the public; or
(C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

## Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:
***
(2) the vendor:
(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds $\$ 2,500$ during the 12-month period preceding the date that the officer becomes aware that
(i) a contract between the local governmental entity and vendor has been executed; or
(ii) the local governmental entity is considering entering into a contract with the vendor;
(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than $\$ 100$ in the 12-month period preceding the date the officer becomes aware that:
(i) a contract between the local governmental entity and vendor has been executed; or
(ii) the local governmental entity is considering entering into a contract with the vendor.

## Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:
(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
(3) has a family relationship with a local government officer of that local governmental entity.
(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:
(1) the date that the vendor:
(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or
(2) the date the vendor becomes aware:
(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
(B) that the vendor has given one or more gifts described by Subsection (a); or
(C) of a family relationship with a local government officer.

# Williamson County Sheriff's Office 



## AUTHORIZATION FOR RELEASE OF PERSONAL INFORMATION

I, $\qquad$ , do herby authorize a review and full disclosure of all records concerning myself to any authorized agent of the Williamson County Sheriff's Office whether the said records are public, private or confidential in nature.

The intent of this authorization is to give my consent to a full and complete disclosure of any records to include, but not limited 0 , full criminal history and driving records.

I also certify that any person(s) who may furnish such information concerning me shall not be held accountable for giving this information: and I do hereby release said person(s) who may furnish such information.

FULL NAME
DATE OF BIRTH
SIGNATURE
DATE \& TIME

## ADDRESS

## CITY

## STATE

ZIP
WITNESS SIGNATURE
Driver License Number / State of Issue
Social Security Number
AREA CODE/PHONE NUMBER

Company working for: $\qquad$ Project: $\qquad$
Please email the completed form with a copy of the named person's drivers license to:
Chris.Watts@wilco.org. Also Please call (512) 943-1407 and leave a message advising the form has been sent.




## F. Proposal

Since 1929, Canteen has provided unattended retail and foodservice with a commitment to service, leadership, people, innovation, quality and wellness. Just as we do at more than 60,000 U.S. locations, from small shops to Fortune 500 companies, we provide food, service and experience backed by industry-leading technology to give your team and guests what they are craving.

## Product Pricing

Based on our discussions, the information you provided us and our analysis of your needs, we have developed the following pricing plan. Canteen will operate vended refreshment services at your facility under a profit-andloss scenario. We will vend all products at mutually agreed upon price levels.

| COMMISSIONS (NET) | 10\% OPTION 1 | $\begin{aligned} & \hline 17.50 \% \\ & \text { OPTION } 2 \end{aligned}$ | $\begin{gathered} 23.5 \% \\ \text { OPTION } 3 \end{gathered}$ |
| :---: | :---: | :---: | :---: |
| Candy |  |  |  |
| Candy - Chocolate | \$2.00 | \$2.25 | \$2.50 |
| Candy - Not Chocolate | \$2.00 | \$2.25 | \$2.50 |
| Snacks |  |  |  |
| Chips | \$1.35 | \$1.50 | \$1.75 |
| Crackers | \$1.00 | \$1.25 | \$1.50 |
| Meat Snacks | \$2.00 | \$2.25 | \$2.50 |
| Small/Sleeve Cookies | \$1.25-\$1.50 | \$1.50-\$1.75 | \$2.00-\$2.25 |
| Energy/Nutrition/Protein | \$2.25 | \$2.50 | \$2.75 |
| Gum and Mints | \$1.25 | \$1.50 | \$1.75 |
| Beverages |  |  |  |
| Carbonated 20 oz | \$2.25 | \$2.50 | \$2.75 |
| Coffee - RTD | \$3.50 | \$3.75 | \$4.00 |
| Energy Drinks | \$3.50 | \$3.75 | \$4.00 |
| Isotonic/Hydration Drinks | \$2.25 | \$2.50 | \$2.75 |
| Juice - Fruit | \$2.25 | \$2.50 | \$2.75 |
| Tea - RTD | \$2.25 | \$2.50 | \$2.75 |
| Water | \$2.00 | \$2.25 | \$2.50 |
| Other Sales |  |  |  |
| Pastry/Large Cookies | \$1.50-\$1.75 | \$1.75-\$2.00 | \$2.00-\$2.25 |

*Prices are discounted $\$ .10$ for paying cash

Machine ID


4
Sample


SNACK PLANOGRAM PRICING OPTION \#1



SNACK PLANOGRAM PRICING OPTION \#2



## SNACK PLANOGRAM PRICING OPTION \#3



## Commission Statement

In most instances, sales increase because of several factors: the introduction of new product lines, a variety of beverages, large-size snack options and greater convenience and dependability. You can expect your return will also increase proportionately. At the close of each accounting period, Canteen will submit to you a computerized report indicating the sales generated from the service operation. Included with the report will be a commission check calculated on a percentage of those sales.
-v708 fcomm-552 5 --vam52~-
PERIOL COMNISSION STATEMENT EY VEND ACCOUNI ZCLSSDZ7080


0 - 5369

Sun Code: 00

| Machino | Product | Avg soll Pr | Tota. Qty | Gross Sales | Sales Tax | Not Salez | Commission Arount |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Location: 001 Entrance |  |  |  |  |  |  |  |
| 69928 | CAN 3EV | 1.00 | 63 | 63.00 | 0.00 | 63.00 | 12.60 |
|  | candy | 1.25 | 16 | 20.00 | 0.00 | 20.00 | 4.00 |
|  | CREDTT CARD FEE | 0.05 | 20 | 1.00 | 0.09 | 0.91 | 0.18 |
|  | LG SNACKS | 2.09 | 39 | 41.75 | 0.00 | 41.75 | e. 35 |
|  | NON CARB SEV | 1.25 | 13 | 16.25 | 1.30 | 14.95 | 2.99 |
|  | PASTRY | 1.25 | 5 | 6.25 | 0.00 | 6.25 | 1.25 |
|  | Machine Totals: |  | 156 | 148.25 | 1.39 | 146.86 | 29.37 |
|  | Location Totals: |  | 156 | 148.25 | 1.39 | 146.86 | 29.37 |
|  | Account Totals: |  | 156 | 148.25 | 1.39 | 146.36 | 29.37 |

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## Licenses, Permits and Insurance

All licenses and permits required for your services will be provided by Canteen. All necessary insurance coverage is carried by Canteen.


ACORD 25 (2016/03)




## Letter of Intent

Date: $\qquad$

Randy Stetson
Regional Sales Director
Canteen
8801 Wall Street, Suite 840
Austin, TX 78754

Dear Randy,
Please accept this letter as our official notification to you of our acceptance of Canteen's proposal for micromarkets and vending services for Williamson County.

We will expect your firm to be fully operational in our facilities beginning on $\qquad$ .

Company

Name

Title

Signature

# Let Us Know How We Can Serve You 




canteen

canteen





## -




[^0]:    Provide list of equipment to be used to produce the goods/services described herein. Attach page if needed. (Equipment inspection, changes, approval \& rejection will be at Williamson County's sole discretion.)

[^1]:    *Canteen does not provide dining foodservices within any correctional facilities, nor does any other Compass Group operating company in the United States.

