



Request for Proposal

Food Services

Faculty Student Association of CCC, Inc.

For information, contact:

Liz Gallo
Executive Director, Faculty Student Association
197 Franklin Street
Auburn, NY 13021
egallo@cayuga-cc.edu

General Information

The Faculty Student Association of CCC, Inc., (herein referred to as “the FSA”) in partnership with Cayuga Community College (herein referred to as “the College”), solicits proposals from qualified vendors to operate food services on either or both of the College’s Auburn and Fulton Campuses.

This Request for Proposal (herein referred to as “RFP”) seeks to identify a Contractor(s) to provide to the college community, students, and staff, food service(s) to sell food and beverages. The FSA will award the Contract(s) to the Bidder(s) offering the best value to and partnership with the FSA in accordance with the conditions and terms set forth in this RFP.

Definitions

Addendum (Addenda): Change(s) or additional information to be issued to all Bidders in support of the RFP.

FSA: A not-for-profit corporation that provides services to the College, including, but not limited to: childcare center, campus bookstore, vending, and management of food services contract(s).

Bidder: An entity bidding on the provision of food services at the College.

College: Cayuga Community College, a two-year public higher education institution that is part of the State University of New York.

Contract: An agreement between the FSA and the Bidder(s) selected as the Vendor which will incorporate the RFP and any Addenda

Fiscal Year: July 1 to June 30

Proposal: The Bidder’s written response to the RFP, indicating willingness to commit to enter into a Contract with the FSA if such proposal is accepted.

RFP: A call for bids on food services issued by the FSA to prospective Bidders.

Vendor: The successful bidder that enters into a Contract with the FSA.

Background Information

Cayuga Community College

Cayuga Community College was established in 1953 as a unit of the State University of New York (SUNY), under the sponsorship of Cayuga County and governed by a Board of Trustees. The College serves as the community college for both Cayuga and Oswego Counties. The College offers open access and an affordable gateway to higher education, with courses and degree programs offered in Auburn and Fulton, NY and online. The College provides a strong liberal arts foundation for further study and career preparation. The College also addresses community needs through targeting training and enrichment

programs. By sustaining academic excellence within a supportive learning environment, the College serves as a valuable asset to the development of the local, regional, and global communities.

Faculty Student Association

The Faculty Student Association is a not-for-profit organization that provides services to students which may not be otherwise provided by the college. The organization is overseen by a Board of Directors comprised of faculty, students, and staff of Cayuga Community College.

Food Service Operation – Past & Present

From 2012-2020, a Subway franchise was operated on the Auburn Campus. Prior to this, the FSA/College operated it's own food service.

From 2012-2020, a café was operated by Barnes & Noble College in the bookstore on the Fulton Campus. Prior to this, there was not a food service operation on the Fulton Campus.

Neither campus currently has a food service operation.

Fall 2025 and Spring 2026 Enrollment

Location Combination	Fall 2025			Spring 2026		
	Full-time	Part-time	Overall	Full-time	Part-time	Overall
Auburn	96	93	189	41	96	137
Fulton	44	94	138	21	69	90
Online	197	705	902	229	852	1,081
Auburn & Online	219	36	255	210	31	241
Fulton & Online	100	26	126	74	16	90
Auburn & Fulton	0	1	1	3	2	5
Auburn, Fulton, & Online	8	1	9	7	0	7
Total	664	956	1,620	585	1,066	1,651

Additional traffic on campus includes: faculty/staff, community agencies, and community members utilizing the College facilities.

Service Locations

Auburn Campus

197 Franklin Street
Auburn, NY 13021

Fulton Campus

11 River Glen Drive
Fulton, NY 13069

Contract Term & Renewal

The term of the Contract will be for three (3) years. The Contract will commence on July 1, 2027, and conclude on June 30, 2030. Upon mutual agreement by both parties, the contract may be extended under the same terms and conditions.

Modifications of the Contract

No modifications or changes of any provision in the contract shall be made, or construed to have been made, unless such modification is mutually agreed to in writing by the FSA and the Vendor and incorporated as a written amendment to the contract.

Compliance with Laws, Regulations, Labor and Employment Provisions

The Vendor agrees to comply with all applicable laws, statutes, administrative rules and regulations, ordinances, rulings, codes and enactments of the State of New York or any governmental authority.

Prohibited Sales

The FSA reserves the right to prohibit products from sale that it considers inappropriate to the educational mission of the College, or that have been previously granted to another contractor or department of the College. Sales of alcoholic beverages and tobacco products is strictly prohibited.

Assignments

No contract shall be transferred by the Vendor to any other party without the approval in writing of the FSA. Transfer of a contract without approval shall result in annulment of the contract so transferred, at the option of the FSA.

Program Specifications

Contractor Independence

The Vendor shall conduct operations in its own name and shall not bind the FSA or the College in any way. The Vendor shall not represent expressly or implied that it is an agency of the FSA or the College or acts on behalf of either. The Vendor will make all contracts in its own name, and will be responsible for any and all goods purchased and or for any other obligations or liabilities assumed or created by the Vendor. Purchase, delivery, storage and payment consideration related to the food service operation shall be at the sole risk and expense of the Vendor.

Space & Equipment

The Vendor shall be responsible, at its sole cost and expense, for all renovations, improvements, alterations, upgrades, and modifications to the food service space necessary to provide the services outlined under this RFP. Such work shall include, but not be limited to, improvements to food preparation and service areas, equipment installation, finishes, utilities, plumbing, electrical work, and other improvements required to meet applicable health, safety, building, and operational standards. All renovation plans and proposed improvements shall be subject to the FSA's prior written approval and shall comply with all applicable laws, codes, regulations, and permitting requirements.

The FSA will provide the designated food service space to the Vendor rent-free for the duration of the

Agreement. The Vendor shall not be responsible for base rent or other charges for occupancy of the designated space, except for costs expressly identified in the Agreement.

The Vendor shall also be responsible for any ongoing maintenance and repairs of equipment. The Vendor must present a schedule for preventative and routine maintenance to the FSA for approval at the onset of the Contract.

The Vendor acknowledges that the rent-free use of the space constitutes consideration for the Vendor's renovation investment and does not obligate the FSA to reimburse the Vendor for renovation, construction, equipment, or improvement costs. Unless otherwise agreed in writing, all permanent improvements and fixtures installed by the Vendor shall become the property of the FSA upon installation without additional compensation to the Vendor.

The Vendor shall bear all risks and costs associated with the design, permitting, construction, installation, and completion of the renovations and shall coordinate all work with the FSA to minimize disruption to ongoing operations.

The FSA cannot guarantee uninterrupted utility service subject to outages, interruptions, or unforeseeable natural events. The FSA will make every effort to restore service as quickly as possible but will not be responsible for the effects of any type of service interruption including, but not limited to, lost sales and related equipment failures.

Payments & Point of Sale System Responsibility

- The vendors shall be responsible for all payments. Methods of payment must include, at minimum, cash and credit card.
- The Vendor bears all responsibility, while the FSA bears none, for credit and debit processing; PCI Compliance; maintaining secure transmission lines; and protecting personally identifiable information of all its customers.
- The Vendor shall be solely responsible for providing, implementing, configuring, maintaining, and supporting the Point of Sale (POS) system required to meet the operational needs of this contract. The POS solution shall be a fully functional, commercially supported system capable of processing all required sales transactions, reporting, and payment processing.
- The Vendor shall provide all hardware, software, licenses, peripherals, and related equipment necessary for the operation of the POS system.
- The Vendor shall be responsible for:
 - Installation, configuration, testing, and deployment of the POS system.
 - Ongoing software updates, security patches, and system maintenance.
 - Technical support, troubleshooting, and repair or replacement of malfunctioning POS equipment.
 - Compliance with all applicable Payment Card Industry Data Security Standard (PCI DSS) requirements and all federal, state, and local regulations governing payment processing and customer data protection.
 - Employee training on the operation of the POS system.
 - Data backup, disaster recovery, and business continuity procedures related to the POS system.
 - Ensuring system availability and minimizing operational downtime.

- Any costs associated with the procurement, licensing, implementation, operation, maintenance, upgrades, repairs, or replacement of the POS system shall be the sole responsibility of the Vendor.
- The Vendor shall ensure that the POS system remains current, secure, and fully operational throughout the contract term and any renewal periods.
- Meal plans will not be offered.

Financial

- The Vendor will be responsible for paying all sales tax on all food and beverages.
- The Vendor will submit monthly reports to the FSA by the twentieth (20th) day of the following month.
- The Vendor will submit proposed price changes to the FSA on a no more frequent a basis than annually, by March 1st of each year, with any approved price increases (limited to the regional CPI-Food Away from Home for the previous calendar year) to take effect on July 1st and to remain in effect for a minimum of one fiscal year.
- The FSA does not expect commissions.
- The Vendor will be responsible for all net losses.
- The Vendor will keep all records in its files and give the FSA and its agents, with reasonable notice, the right to inspect, examine, and audit its papers, bills, vouchers, records, books of accounts, and sales slips and will freely lend its assistance in making such inspections, examinations, and audits.

Labor

- The FSA reserves the right to approve or request changes to the Vendor's personnel assigned to the FSA's account.
- The Vendor is solely responsible for providing labor in furtherance of the Contract and will maintain complete oversight of its employees while on College property.
- All actions of the Vendor's employees are the responsibility of the Vendor and in no way will the Vendor's employees be construed as FSA or College employees; rather, it will be mutually understood and agreed and will be the intent of both the FSA and the Vendor that an independent contractor relationship will be established under the terms and conditions of the Contract.
- The Vendor's employees are expected to conduct themselves in a professional and courteous manner at all times while performing their duties.
- The FSA and College do not discriminate based on an individual's race, color, national origin, including shared ancestry or ethnic characteristics, religion, creed, age, disability, gender expression, predisposing genetic characteristics, military status, veteran status, domestic violence victim status, criminal conviction or any other protected class by law in any education program or activity, including employment, applicant for employment, intern (whether paid or unpaid), contractor, student, or applicant for admission. The FSA and College do not discriminate on the basis of sex and prohibits sex discrimination in any education program or activity that it operates, including in admission and employment. The Vendor shall conduct a thorough employment background check of employees assigned to the College's sites, including criminal background, sex offender registry, and driving record checks.
- The FSA reserves the right to conduct a reference and criminal background check on Vendor employees.
- The Vendor's employees will participate in any College-mandated Title IX and other requisite trainings as applicable upon request by the FSA and/or College. Failure to participate in required trainings may result in termination of employment.

- The Vendor's employees must exhibit visible credentials while on College property.
- The Vendor is responsible for obeying all parking and traffic regulations at each of the respective campuses; the FSA will not be responsible for any tickets issued to the Vendor.
- The Vendor's employees assigned to the FSA's account must be legally authorized to work in the United States.
- The Vendor's cash-handling employees must be bonded; the FSA reserves the right to request documentation.
- The Vendor will have experienced employees servicing the account and an account manager with higher education experience, continuously ensuring that the FSA's needs are met.
- The Vendor is expected to maintain appropriate staffing levels, including a manager on duty at all times.
- The Vendor must provide adequate on-site staff to operate at the agreed upon hours of operation.

Insurance

- The Vendor will provide, at its sole expense, the following insurance, which will be kept in force throughout the life of the Contract and any subsequent renewals:

<u>Type of Coverage</u>	<u>MINIMUM Limits of Coverage</u>
Workers' Compensation	Statutory
Business Automobile Liability (combined bodily injury and property damage arising out of the ownership, operation, use, loading, or unloading of all owned, leased, hired and non-owned vehicles)	\$1,000,000 combined single limit
Umbrella (Excess Liability) Coverage	\$1,000,000 each occurrence \$1,000,000 aggregate
Commercial General Liability (including broad form contractual liability, combined bodily injury, and property damage)	\$1,000,000 each occurrence \$2,000,000 general aggregate limit \$2,000,000 products completed operations \$1,000,000 advertising/personal injury \$10,000 premises medical payment
Professional Liability	\$2,000,000 aggregate \$2,000,000 each claim

- The policies will name the FSA, the College, and the Counties of Cayuga and/or Fulton as additional insureds.
- Certificates of Insurance are required at the time of Contract execution and must be delivered to the FSA's office, with new Certificates delivered to the FSA and the College on an annual basis upon policy renewal.

Indemnification

- The FSA agrees to indemnify and hold harmless the Vendor, its officers, employees, agents, successors, and assigns from any and all claims, demands, losses, costs, damages, suits, judgments, audit findings, penalties, expenses, and liabilities of any kind or nature whatsoever, including reasonable attorneys' fees, arising directly or indirectly out of the negligence, willful misconduct, or other fault of The FSA, its agents, or its employees in connection with the performance of the Contract.
- The Contractor agrees to indemnify and hold harmless the FSA and the College, its officers, employees, agents, successors, and assigns from any and all claims, demands, losses, costs, damages, suits, judgments, audit findings, penalties, expenses, and liabilities of any kind or nature whatsoever, including reasonable attorneys' fees, arising directly or indirectly out of the negligence, willful misconduct, or other fault of The Contractor, its agents, subcontractors, suppliers, or employees in connection with the performance of the Contract.

Additional Vendor Responsibilities

- The Vendor will comply with all federal, state, and local laws, statutes, ordinances, rules, and regulations, including, but not limited to Workers' Compensation, salary and wage statutes, and licensing regulations, and furnish the FSA with satisfactory proof of compliance
- The Vendor will be responsible for filing and paying all federal, state, and local taxes assessed while located at the College in connection with the operation of its dining service.
- The Vendor will be completely responsible for reparations for any damages caused to College- or FSA-owned facilities, equipment, or contents due to negligence on the part of the Vendor's employees.
- The Vendor will be responsible for obtaining any necessary permits and licenses that may be required in performance of the Contract.
- The Vendor will comply with all federal, state, and local laws and codes in effect with regard to the sale, use, and storage of food and beverage products at no cost to the FSA or the College.
- The Vendor will be responsible for the control of any keys or access cards and the security of the kitchen area(s) that may be necessary to obtain access to kitchen equipment.
- The Vendor shall be responsible for the replacement of lost keys (access cards), the cost of rekeying, and the replacement of lock cylinders if required as a result of negligence and/or lost keys.
- The Vendor will maintain a close relationship with the FSA's Contract Administrator(s).
- On an annual basis, the Vendor will provide a comprehensive marketing plan to the FSA, outlining how it proposes to maximize retail, meal plan, and catering sales.
- The Vendor is responsible for producing brochures annually as well as all signage, including but not limited to pricing, advertising, refund policy, and meal plan options. The FSA reserves the right to approve all brochures and signage.
- The Vendor will not assign or subcontract the whole or any part of the Contract without the FSA's prior written consent; any approved Subcontractor must comply with all terms of the Contract.
- The Vendor must have the ability to complete operation start-up by the close of business on July 1, 2027.
- The Vendor acknowledges that the FSA's Bookstore, vending company, and other contractors reserve the right to sell competing beverages and food in their respective locations.
- The Vendor pledges to collaborate with the FSA and College in support of sustainability efforts, including but not limited to the reduction of single-use plastic and food/packaging waste.
- The vendor will comply with standards issued by the State University of New York (SUNY).

Menus

- Items must include a variety of options.
- The Vendor must offer gluten-free, vegetarian, vegan, lactose-free, and low-fat options at each meal, as well as meet the special dietary needs of its customers.
- The Vendor must make nutritional information available for all food and beverage items offered and work with a registered dietician.
- All beverages in sealed containers must be handled in agreement with the *New York State Returnable Container Act*.

Exclusive Catering Rights

- The Vendor shall have the exclusive right to provide food and beverage services for all events hosted by the FSA and the College during the term of the agreement. FSA will guarantee a \$50,000 minimum for catering for a vendor serving both the Auburn and Fulton campuses. A separate catering guarantee will be negotiated for a vendor serving one location. If the agreed upon minimum is not met, the FSA will pay the remainder at the end of their fiscal year (June 30).
- If the Vendor is unable to provide the specific food and/or beverage items requested or items of comparable quality, type, and service level, the FSA and the College reserve the right to obtain those items from another vendor for that event. The Vendor shall be given a reasonable opportunity to propose comparable alternatives before the FSA or the College engages an alternate vendor.

Pricing

The Vendor shall have the privilege of determining and establishing the selling price of all items for sale. However, the FSA and the College shall have input into the general price structure for all products offered. The FSA expects the pricing and markup not to exceed the national average. The price of any item offered for sale in no instance shall exceed the manufacturer's suggested retail price. In addition, The FSA expects variety and diversity of both the quality and the pricing of items.

Examination of Records

In an effort to ensure adequate oversight of actual pricing, the FSA reserves the right to examine all records maintained by the Vendor. This includes, but is not limited to, sales records, invoices, operating statements, and balance sheets.

Partnership with Culinary Arts Program

- The Vendor may be asked to work with the College's Culinary Arts Program to provide occasional programming at the Auburn Campus to meet the needs of the Culinary Arts program.

Hours of Operation

- Hours during the fall and spring semesters will be no less than 11:00am-2:00pm, Monday through Thursday. Operating hours will be reviewed annually to meet any changing needs of the College and/or Vendor.
- Hours during the summer will be dependent on operational and programmatic needs of the FSA and the College.
- Closure during outlined school breaks is required unless agreed upon for a specific event.

Vendor and Client Responsibilities

Responsibility	Provided by	Paid by
Food service facilities, major equipment, furnishings and finishes	FSA	FSA
Utilities: heating, ventilation, air conditioning, water, sewer, gas, and electric services	FSA	FSA
Equipment replacement and depreciation	FSA	FSA
Exterior building maintenance	FSA	FSA
Equipment repair, maintenance and service contracts	Contractor	Contractor
Initial inventory of smallwares, as jointly approved (FSA will hold title)	FSA	FSA
Replacements to smallwares inventory (FSA will hold title)	Contractor	Contractor
Office furniture	FSA	FSA
Office equipment (computer, copy machine, etc.)	Contractor	Contractor
Major repair of ceilings, light fixtures, and carpeting	FSA	FSA
Extermination	FSA	FSA
Trash and recycling removal services	Contractor	FSA
Grease and exhaust duct cleaning	FSA	FSA
Regular daily cleaning (floors, walls, and all equipment, grease traps, hoods/ventilation in kitchens and serveries, dining room tables and chairs, offices, entrances)	Contractor	Contractor
Point-of-Sale	Contractor	Contractor
Inventory and production management hardware/software	Contractor	Contractor
All food, beverages, labor costs, operating supplies	Contractor	Contractor
Telephone line access, computer/data lines	FSA	Contractor
Signage (including a minimum of six LED screens to serve as menu boards) and decorations for food service facilities	Contractor	Contractor
Parking	FSA	N/A
Daily spot cleaning of floor areas	Contractor	Contractor
Periodic major cleaning of floors (stripping and waxing)	FSA	Contractor
Insurance coverage as specified by the FSA	Contractor	Contractor
Banking services	Contractor	Contractor
Transportation	Contractor	Contractor
Credit card and all bank service fees	Contractor	Contractor
Marketing collateral	Contractor	Contractor

Capital Investment

- The Vendor is expected to contribute \$300.00 per month to the FSA over the life of the contract, which will be placed in an equipment fund to be used for future replacement of the kitchen equipment.
- The Vendor should also include any costs associated with necessary modifications to deliver the promised food service program, amortized over the three-year term of the Contract.

Response Logistics

Instructions for Assembling the Proposal

1. Prepare a clearly readable document with all the required information attached.
2. Sign the proposal, with a signature by an authorized person indicating full knowledge and acceptance of the RFP.
3. The deadline for submission of proposals is **December 4, 2026 at 4:00pm EST**. Proposals received after this time will not be considered. Proposals must be mailed to the following address. Please only mail one copy of the proposal.
Food Services RFP Committee
Attn: Liz Gallo, Faculty Student Association
Cayuga Community College
197 Franklin Street
Auburn, NY 13021
4. An electronic copy must also be emailed to Liz Gallo at egallo@cayuga-cc.edu after December 4, 2026 at 4:00pm and before December 11, 2026 at 4:00pm.

Timeline

RFP Issuance	October 26, 2026
Proposal Submission Deadline	December 4, 2026
Presentation of Proposals	January 8, 2026
Anticipated Contract Award	March 1, 2027
Contract Effective Date	August 1, 2027 (with possible start date sooner)

Proposal Disclosure

- All documents developed in response to this RFP shall be opened in private and will become the property of the FSA. All proprietary information disclosed to the FSA shall be held in confidence during the bid process, up to and including formulation of the Contract. However, as an ancillary organization to a public entity, the Contract may be subject to the Freedom of Information Law. The FSA will contact the Vendor in the event that it receives a FOIL notice but cannot guarantee the confidentiality of the Contract. The proposal shall be effective for two hundred (200) days from the date of receipt at the FSA unless an extension is agreed upon by both the FSA and the Vendor.
- Should the Vendor and the FSA fail to reach a mutually acceptable Contract within ninety (90) days of the FSA initiating negotiations, the FSA shall maintain the right to reject the originally selected Vendor's proposal and enter negotiations with another Vendor, without penalty to the FSA.

Oral Presentations

After reviewing all proposals, the RFP Committee will invite qualified bidders to make a presentation to the FSA and the College.

Proposal Evaluation and Award

The RFP Committee will review and award a contract to the Vendor whose proposal most closely matches the FSA's objectives. The FSA reserves the right to request in writing a Best and Final Offer if it deems it's in the best interest of the organization and/or to request an oral presentation of the proposal; a contract may be awarded without these additional steps.

Evaluation Consideration

The proposals received will be evaluated by a committee comprised of selected members of the Faculty Student Association, faculty/staff of the College, and College Leadership. The committee will review each proposal, attend presentations, and provide input to the FSA's Board of Directors and College's Board of Trustees. The following criteria will be considered in the evaluation of proposals.

1. Overall alignment with campus needs
2. Completeness of the proposal
3. Experience as a vendor
4. Services and menu offered
5. References

The FSA will select a Contractor based on the assessment of the proposals and input from various stakeholders. The contract will be awarded to the entity offering the most advantageous proposal as determined by the FSA. If a formal agreement cannot be reached with the selected Contractor, the FSA and the College reserve the right to offer the contract to another Bidder.

Inquiries

All inquiries must be made via e-mail *only* to the Executive Director, Faculty Student Association of CCC, Inc. at egallo@cayuga-cc.edu. Information extended to the inquiring Vendor will be shared with all vendors via e-mail.

Site Visit

A site visit to the College's Auburn and Fulton campus locations can be arranged by appointment through the Executive Director.

Proposal Response Requirements

The Vendor is invited to submit a:

1. Food Service response only per the RFP specifications
2. Alternative bid of the Vendor's choice outside of the RFP specifications

The Vendor is invited to submit a proposal for:

1. Both the Auburn and Fulton Campuses.
2. The Auburn Campus only.
3. The Fulton Campus only.

The following information, at minimum, must be submitted with the proposal's response. If any of the requested information is missing, the proposal may not be given full consideration and may result in disqualification. The FSA reserves the right to waive inconsequential details in its review.

1. Bidder Identification

The Bidder must select one option from both A & B below.

- A. 1 – Food Services bid only per the RFP specifications
OR
2 – Alternative bid of Vendor's choice outside of the RFP Specifications
- B. 1 – Auburn & Fulton Campuses
OR
2 -- Auburn Campus only
OR
3 -- Fulton Campus Only

2 Bidder's Company Statement

The Bidder will provide its background and experience in food services, along with illustrations of its commitment to service and why it should be chosen as the FSA's Vendor. The Bidder will provide a narrative on its ability to meet the outlined Program Specifications. The Bidder must demonstrate its ability to carry out a multi-campus operation, including equipment availability, food and beverage vendor relationships, and service and account management personnel.

3 Bidder's Information & Certification

The Bidder must provide:

- Company Name
- Contact Name & Title
- Physical Street Address
- Telephone Number
- Email address
- Federal Tax Identification Number
- Number of Years in Business
- Type of Operation (Individual, Partnership, or Corporation)
- Number of Employees
- 2025 Sales Volume
- 2025 Annual Net Income
- 2025 Audited Financial Statements
- Financial Rating
- Organizational Chart
- Answers to the following (If the answer is yes, please explain.)
 - Are you currently involved in litigation?
 - Are you currently involved in the sale of or purchasing by another company?
 - Are you currently in default of any agreement (financial or otherwise)?

4 Pro Formas

On an excel spreadsheet, project annual profit and loss statements for the duration of the agreement. Only revenues and expenses directly related to the FSA's Food Service operation should be included.

5 Proposed Products/Menus & Pricing

6 Current & Previous Accounts

The Bidder shall include a listing of all higher education and/or other related accounts, top ten accounts by overall gross sales volume, and a listing of accounts lost over the previous five years is required.

7 References

The Bidder must provide a minimum of three (3) references from accounts. If the Bidder has accounts in higher education, those references should be listed. The FSA reserves the right to contact each reference listed below and shall be free from liability to the Respondent for conducting such inquiry. References shall include: Company name, Contact Name, Street Address, Telephone Number, and Email Address.