

Company Name

Website

Physical Address	
Street	_____
City (Town)	_____ State (Province) _____
Country	_____ Postal Code _____

Billing Address (If different than physical address)	
Street	_____
City (Town)	_____ State (Province) _____
Country	_____ Postal Code _____

Primary phone line available to call and confirm catering requests	
Phone	_____
_____ Kitchen	_____ Mobile
_____ Office	_____
Main Kitchen Telephone Number(s)	_____

Contact information for Receiving Orders	
Email	_____
Email	_____
Email	_____
Email	_____

Alternate phone lines available to call and confirm catering requests (after hours / weekends / etc)	
Phone	_____
Phone	_____

Indicate any special procedures for utilizing alternate phone lines	

Primary Contact / Owner for Operational Issues	
Name	_____
Phone	_____
Email	_____

Primary Accounting/Billing Contact	
Name	_____
Phone	_____
Email	_____

Preferred Amount of Notice Required to Place & Make Changes to Catering Order	
<i>We will make every effort to follow your guidelines but will always ask in the event that the request can be accommodated.</i>	
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Hours of Availability to Receive and Confirm Catering Orders							
	SUN	MON	TUES	WED	THUR	FRI	SAT
Open	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>
Close	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>

Hours of Availability to Deliver Catering Orders							
	SUN	MON	TUES	WED	THUR	FRI	SAT
Open	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>
Close	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>

Airports Served							
Airport (ICAO)	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>
Distance	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>
Delivery Fee	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>	<hr style="border: 0; border-top: 1px solid black;"/>
Additional Notes	<hr style="border: 0; border-top: 1px solid black;"/>						

Delivery	
1) What permits, certificates or badges do you hold that allow access to the airports?	<hr style="border: 0; border-top: 1px solid black;"/>
2) Have you ever had any application for security clearance at an airport denied or revoked?	Yes <input type="checkbox"/> No <input type="checkbox"/>
3) Is any part of ground transportation or the delivery of catering orders outsourced or subcontracted?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please describe.
4) Do you make all deliveries in refrigerated vehicles?	Yes <input type="checkbox"/> No <input type="checkbox"/> If no, please note what methods used to maintain food temperature and safety
5) Do you have access to highloaders / lift truck equipment?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please note airport code and if any advance notice is required
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Large Cabin Services

6) Can you deliver to aircraft located at the commercial terminal? Please indicate by airport code.

7) Can you provide economy catering services for large private aircraft? If Yes, please describe.

Primary Source of Revenue

<input type="checkbox"/> Private Aviation	<input type="checkbox"/> Banquet & Event Facility	<input type="checkbox"/> Event Catering
<input type="checkbox"/> Commercial Aviation	<input type="checkbox"/> Hotel	<input type="checkbox"/> Other (Specify)
<input type="checkbox"/> Restaurant / Deli	<input type="checkbox"/> Market	<input type="checkbox"/>

Capabilities

<input type="checkbox"/> Laundry	<input type="checkbox"/> Warewashing	<input type="checkbox"/> Menu Printing
<input type="checkbox"/> Meet Upon Arrival Service		
<input type="checkbox"/> Manual (Manpower) Offload / Uplift Service Offered where Highloader Truck is not available		
<input type="checkbox"/> Cold storage for items for internationally arriving aircraft. May include galley carts. Please describe any specific policies or regulations		

In-House Services & Availability

**Please submit copies of related certification documents*

<input type="checkbox"/> Dry Ice	<input type="checkbox"/> Sushi/Sashimi	<input type="checkbox"/> Flowers Arrangements
<input type="checkbox"/> *Halal Certified? If not, are you able to prepare catering in Halal Style?		<input type="checkbox"/>
<input type="checkbox"/> *Kosher Certified? If not, are you able to outsource? Types/Products?		<input type="checkbox"/>
<hr/>		
<input type="checkbox"/> Alcohol - Wine, Beer, Liquor, note any restrictions		<input type="checkbox"/>
<hr/>		
<input type="checkbox"/> Non-Food Shopping Items (e.g. thermos, coolers, blankets)		<input type="checkbox"/>
<hr/>		
<input type="checkbox"/> Shopping for Specialty Food Items - Branded Items, Prepackaged Items, Items Not Stocked		
<hr/>		
<input type="checkbox"/> Any commonly requested items & products that are not available in your local market		
<hr/>		

3rd Party / Outsourced Services & Availability

8) _____ Able to do Restaurant Pick-up* and transfer to aviation packaging? _____

*Restaurant Pick-Up - Client special request for catering provided by a *specific* restaurant (e.g. Cheesecake Factory, McDonald's, Domino's Pizza, Local Specialty Cuisine Restaurant etc.)

_____ Newspaper Availability

Aviation Specific Packaging

Do you use packaging specific to Private Aviation Catering? Yes _____ No _____

If Yes, please indicate brand, material, & sizes available of the following items:

Foils/Tins - _____

Microwavable Containers - _____

Display Trays - _____

Crew and/or Boxed Meals - _____

If No, would you like to receive more information regarding our packaging program? _____

Policies

9) Are you willing to commit to achieving mutually agreed-upon service standards?

Yes _____ No _____

10) Is any part of food preparation subcontracted or outsourced?

Other than indicated in sections "In-House Services & Capabilities" and "3rd Party / Outsourced Services"

Yes _____ No _____ If yes, please explain.

11) Are you willing to accept a 4-hour cancellation policy for standard items and a 24-hour cancellation policy for specialty and procured items?

Yes _____ No _____ If not, please explain.

12) Do you have a minimum order requirement?

Yes _____ No _____ If yes, please describe.

Facility and Licensing

*Please submit copies of related documents

13) Years in Business _____ 14) Number of Employees _____

15) *Do you operate your own licensed facility/business?
 Yes _____ No _____ If not, please explain.

16) *Do you possess a license to operate a food service operation?
 Yes _____ No _____

17) *Do you have a Certified Executive Chef on staff?
 Yes _____ No _____

18) *Are your staff members required to obtain any food handling and/or preparation certifications?
 Yes _____ No _____ If yes, please list.

19) *What other licenses are required to provide food service in your location?

20) *Have you been inspected by the local or national public health organization in the last 12 months?
 Yes _____ No _____

21) *Please list any food operational guidelines under which you operate or are certified.

22) *Do you carry General Liability Insurance?
 Yes _____ No _____

If yes, is it a minimum of \$1,000,000 USD?

Yes _____ No _____

If not a minimum of \$1,000,000 USD general liability, what amount do you carry?

23) Are you required to carry Employer Liability Insurance?
 Yes _____ No _____ If yes, please describe and list minimum in USD.

Quality Control

24) Do you have any written references available?
 Yes _____ No _____

25) Air Culinaire reserves the right to make site visits to our approved Air Culinaire providers. Do you agree to allow a representative of Air Culinaire to visit your location with a minimum of 48 hours notice?
 Yes _____ No _____ If not, please explain.

Invoicing and Payment

**Please submit copies of related documents*

Air Culinaire, who will request catering on behalf of private aviation clients, is a separate entity from the aircraft operator or any member of the flight crew and will not be present when catering is delivered to the aircraft.

*Invoices for catering are to be sent directly to Air Culinaire and no catering charges should be incurred by the aircraft operator or flight crew. Monetary invoices should be sent to Air Culinaire only. Email to: acwnbilling@airculinaire.com
Crew should NOT receive a copy of the monetary invoice. They should receive a copy of the packing slip only.

Please include a detailed and complete schedule of ALL fees on a separate sheet.

Any undisclosed fees charged will be subject to dispute.

26) ACW is a tax exempt organization. No invoices should include sales tax. ACW will provide required documentation upon request for your records. Is ACW's tax exemption approved by your company?

Yes No

27) Are you able to bill Air Culinaire directly for catering charges?

Yes No

28) If not, can payment arrangements be made via the FBO/handling agent?

Yes No

29) Do you have an existing relationship with any FBO/handler that would not allow Air Culinaire to be billed directly?

Yes No If yes, please note airport code & name of FBO / Handling Agent

30) What is your preferred method of payment?

Credit Card ACH Check

If Credit Card Payment Preferred

31) Are you able to process a Credit Card without the physical card present? The Credit Card will NOT be in possession of the crew. A scanned copy is available via email ONLY.

Yes No

32) Which credit cards do you accept?

Amex MasterCard Visa Other

Air Culinaire requires legible and monetarily itemized documentation for all invoices within 24-48 hours of delivery.

If ACH or Check Payment Preferred

33) Is Air Culinaire permitted to remit ACH and Check payments within 21 days of receipt of invoice?

Yes No

34) If remittance within 21 days of receipt of invoice is not acceptable, what terms are preferred?

35) *ACH payments require the W-9 form and Direct Deposit form to be completed and returned to ACW.

Failure to complete and return forms may delay payment.

36) *Check payments require the W-9 form to be completed and returned to ACW.

Failure to complete and return form may delay payment.

Air Culinaire requires legible and monetarily itemized documentation for all invoices within 24-48 hours of delivery.

Seasonal Availability

What is typically your busiest season / time of year? _____

What local scheduled events do you support that will affect standard service? _____

Please indicate if any ordering policies or service availabilities change during this time? _____

Please note any local holiday closures or restrictions _____

Documentation

Please provide the following documentation along with the completed request for information:

- *Business License
- *License to Operate
- *Local / National Health Inspection Report
- *General Liability Insurance
- *Complete schedule of fees for all applicable services including taxes
- *Applicable Certification Documents
- *Airport and FBO/Handler Fee Documentation (if applicable)
- *Menu with no pricing. Please include regional selections
- *Sample photos of aviation packaging and commonly ordered items
- *W-9 form for ACH and Check payments
- *Direct Deposit form for ACH payments

Licensing and Operations Agreement

Vendor acknowledges that answers provided within this RFI are required for the sole purpose of information gathering and that ACW is not contractually obligated to do business with Vendor. Any answers intentionally omitted may result in temporary cessation of orders sent to your company.

However, notwithstanding the foregoing, Vendor hereby agrees that by signing this RFI, in the event ACW decides to do business with Vendor, Vendor agrees to the terms and conditions in the ACW agreement.

Please use the following spaces for additional information you feel ACW should have about your company. This space may also be used to express concerns regarding any information contained within the RFI.

Signature

Date

Print Name

Company