

Food Service RFP's

*Managing the Process Before &
After Selecting a Vendor*

Thursday, April 25, 2024

1:40 – 2:40 PM



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Introductions

Nick Saccaro, Speaker
- *President, Quest Food Management Services*



Cindy Dykas, Speaker
- *Asst. Supt. for Business Services, Worth SD 127*



Jillian Scholl,
- *VP Business Development, Organic Life*



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RFP (v. IFB) – Cost Structures

- **Two Formats**

- Fixed Meal Price

- Very similar to current IFB format: fixed price/contract total.
- Note: Districts **can** negotiate with vendors

- Cost Reimbursable

- Vendor charges a fee for service (management and/or admin)
- All revenues/expenses ultimately belong to District, as does program's profit/loss
 - Vendor submits monthly bill to District for direct expenses incurred
- Allows for ultimate flexibility
- Opens up options for smaller Districts and Districts wanting fluid, flexible partnership with ultimate control/say on major program decisions
- Need to watch out for purchasing rebates, overhead fees, corporate cost allocations
- Note: Districts **can** negotiate with vendors and **can** ask for a financial guarantee



Evaluation Criteria v. Bid Criteria

- Evaluation Criteria v. Bid Criteria
- Points Awarded for Each Section v. Pass/Fail
 - Financial Proposal
 - Others that Must be Included:
 - Promotion of Health & Well Being of Students
 - Local Food Products – *what does this mean?*
 - Hormone & Pest Practices
 - Animal Welfare
 - Contracting with Small and Minority Businesses, Women’s Business Enterprises, and Labor Surplus Area Firms



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Evaluation Criteria v. Bid Criteria

- **Others to Consider:**
 - **Prior Experience** – what are others saying about FSMC’s ability to grow participation?
 - **Technology** – what technology services do you want available to students / families? How well do those services function at other districts the FSMC operates?
 - **Community Engagement** – does FSMC have evidence of operating food committees, conducting surveys, etc. and responding to that feedback?
 - **Local Support** – what support is available from the FSMC to help the onsite operators?
 - **Staff Development** – how is the FSMC supporting the training and development of the team?
 - **Sustainability** – do you want composting, recycling, use of environmentally friendly disposables, etc.?



Evaluation Criteria v. Bid Criteria

- See Sample Criteria



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Site Visit v. Taste Testing

- **Site Visit v. Taste Testing**
 - What's the most “real” version of what you'll get?
 - Food Quality – scoring food in a site visit or presentation (taste, temperature, appearance, etc.)
 - Customer Service – scoring interaction with staff in a site visit
 - Safety/Sanitation/Cleanliness – scoring cleanliness of facility in site visit
 - Who is tasting the food? Customers (students) or just administrators?
 - Engaging with current students/administrators



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Site Visit v. Taste Testing



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	5 Points - Exceeds	3 Points – Meets	1 Point – Does Not Meet
Body, Texture & Consistency	<ul style="list-style-type: none"> Food has been cooked/prepared properly. Based on the food item the appropriate texture is experienced when eaten. 	<ul style="list-style-type: none"> Food is acceptable, but hot item should have been cooked a few minutes longer or should have been removed from cooking a few minutes earlier. Cold food is luke warm. 	<ul style="list-style-type: none"> Food is not acceptable as it is under or overcooked. Food’s improper preparedness is evident when chewed.
Flavor	<ul style="list-style-type: none"> Taste is unique, delectable, and savory. Use of quality products along with spices, seasonings, and/or condiment choices enhance the flavors. Fresh fruits and vegetables are ripe and evident in the meal. Both breakfast and lunch items are made from scratch. 	<ul style="list-style-type: none"> Taste is palatable, not outstanding. Appropriate use of common spices, seasonings, and/or condiments are evident in the flavor. Fresh fruits and vegetables are ripe but limited in meal. Not all items are made from scratch. 	<ul style="list-style-type: none"> Taste is not acceptable. No use of spices or seasonings. No fresh fruits or vegetables.
Presentation & Appeal	<ul style="list-style-type: none"> Presentation of the food item is unique and interesting. Served at the proper temperature. Hot foods are hot, cold foods are cold. 	<ul style="list-style-type: none"> Presentation is acceptable but lacking. Served at the proper temperature. Hot foods are hot, and cold food is cold. 	<ul style="list-style-type: none"> Presentation is unacceptable, food color and shape choices appear unbalanced. Food served close to proper temperature. Hot foods should have been hotter, cold foods should have been colder.
Site	<ul style="list-style-type: none"> Kitchen/eating area is clean. All surfaces, equipment, and food prep areas are spotless, with no visible dirt, debris, or food residue. Food staff provided exceptional customer service, offering friendly, attentive service. 	<ul style="list-style-type: none"> Kitchen/eating area has cleanliness issues. There are visible areas of dirt, debris, or food residue in some spaces, equipment, or food prep areas. Food staff provided inconsistent customer service. Some were friendly and helpful while others were not. 	<ul style="list-style-type: none"> Kitchen/eating area is unsanitary. Widespread dirt, debris, and food residue are present throughout. Food staff were rude, inattentive, or unhelpful.
Total Points			_____ / 20 Points

Post Award

- **Maximizing Value Post Award**

- Student Satisfaction/Participation – increasing participation is entire point of RFP!
 - Student Focus Groups
 - Feedback from students at different grade levels, different socioeconomic statuses, students who do/don't eat
 - What's working/what's not working?
 - Current Menu
 - Taste Testing New Menu Items
 - Service (wait times, friendliness of staff, etc.)
 - *PS – are you eating the food??*



Student Focus Groups



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Post Award

- **Maximizing Value Post Award**
 - Student & Family Satisfaction/Participation
 - Surveys
 - Capabilities
 - District / FSMC
 - Topics to Evaluate
 - Food Quality
 - Variety
 - Customer Service
 - Value
 - Ordering Process

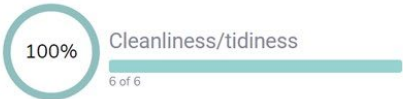
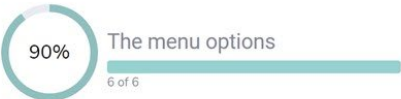
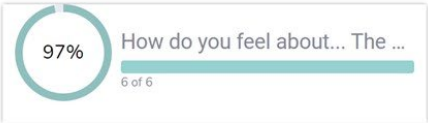


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Post Award



AND HELP US CREATE THE BEST FOOD SERVICE PROGRAM FOR YOUR SCHOOL COMMUNITY!

YOUR RESPONSE IS ANONYMOUS UNLESS YOU ASK TO BE CONTACTED BY A MEMBER OF THE QUEST FOOD SERVICE TEAM.



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Post Award

- **Maximizing Value Post Award**

- Labor, Labor, Labor

- Chronically unfilled positions are hidden source of profit for FSMC
- Are you counting heads to check actual v. proposed staffing levels?



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Benefits offered to Full-Time Employees

30 hours or more:

E, Ex1, Family, Dental & Vision

Benefits offered to Part-Time Employees less than

30 hours:

None

*Type of Health Insurance: E=Employee; E+1; E, Ex1, Family, Dental & Vision

School Name	Position	Daily Hours Worked	Hourly Wages	Annual Work Days	Annual Open/Close Days	Annual Paid Sick Days	Annual Paid Vacation	Annual Paid Holidays	Type of Health Insurance*	Employer-Paid % Benefit Match	Salary Total
											\$0.00
	LEAD	7.5	\$ 18.54	174	2	6		6	F	70%	\$26,142.53
	FSW	7.5	\$ 15.14	174	2	6		6	E,D,V	70%	\$21,350.78
	FSW	7	\$ 15.45	174	2	6		6	E,D,V	70%	\$20,328.78
	FSW	7	\$ 14.56	174	2	6		6			\$19,160.96
	FSW	5	\$ 18.00	174	2	6		6			\$16,920.00
											\$0.00
	Lead	7.5	\$ 17.00	174	2	6		6	D,V	70%	\$23,975.78
	FSW	7	\$ 16.00	174	2	6		6			\$21,056.00
	FSW	7	\$ 15.00	174	2	6		6			\$19,740.00
	FSW	5	\$ 14.42	174	2	6		6			\$13,554.80
											\$0.00
	Lead	7	\$ 16.00	174	2	6		6	E,V	70%	\$21,061.79
	FSW	6	\$ 14.25	174	2	6		6			\$16,076.26
											\$0.00
	Lead	7	\$ 14.42	174	2	6		6			\$18,976.72
	FSW	6	\$ 15.00	174	2	6		6	Ex1,D,V	70%	\$16,920.00
											\$0.00
	Lead	7.5	\$ 16.00	205	2	6		6			\$26,280.00
	FSW	6	\$ 15.00	174	2	6		6			\$16,920.00
											\$0.00
											\$0.00

Minimum Initial Contract Term Estimated Labor Cost	Total Daily Hours	Total Hourly Wages	Total Work Days	Total Open/Close Days	Total Sick Days	Total Vacation Days	Total Holiday Days	Total Anticipated Benefit Costs	Total Salary Cost
\$298,464.40	100	\$234.79	2641	30	90	0	90	0.00	\$298,464.398

(insert total anticipated employer-paid benefit costs in the cell above)

Create additional pages as necessary. Ensure all data and formulas are duplicated as necessary.



Post Award

- **Maximizing Value Post Award**

- Example:

- 3 unfilled positions from labor chart:

- FSW – 7 hrs x \$15.45 x 188 days = \$20,332 + tax/benefits
- FSW – 7 hrs x \$16.00 x 188 days = \$21,056 + tax/benefits
- FSW – 6 hrs x \$15.00 x 188 days = \$16,920 + tax/benefits

- Total = ~\$70,000



Closing

- **Pre Award**
 - Goal Setting from District Stakeholders
 - What does the District WANT?
 - District-specific v. generic RFP criteria
 - Tasting v. Site Tour
- **Post Award**
 - Paying more = more meals!
 - Quality, quality, quality
 - Focus Groups
 - Surveys
 - Eat the food!
 - Labor = service levels



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Questions and Answers

We thank you for your time!



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Presenters:

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