



Betsy Sallade-Farina, President
Phone: 734-648-0632
Cell: 412-242-9763
Fax: 412-291-1215
Email: betsy@tabletopsolutions.com

Creating an Apples to Apples Service RFP

The Request for Proposal, Proposal and Contract are documents that build the foundation of the partnership your corporation is going to have with a third party vendor who will be conducting business on your site for several years. Reducing the expectations into qualitative and quantitative metrics ensures everyone is bidding on the same criteria.

Following these steps will allow you to do a comparative analysis which clearly defines the best possible bidder:

- Site analysis –review your equipment, design and layout to determine the best dining program your facility can support.
- Meet with stake holders – discuss their operational and financial objectives.
 - a. Review type of agreements for the account (management fee, P/L or hybrid).
 - b. Recommend the inclusion of financial incentives and disincentives.
 - c. Discuss insurance requirements and safety considerations.
- Establish a set of detailed metrics specific to the account and assign weight to the criteria for evaluation.
- Write a comprehensive RFP detailing objectives and requirements removing as much ambiguity as possible. Include a sample contract to allow bidders to review terms and conditions prior to bidding.
- Support process with answers to bidders questions, pre-bid session & facility tour
- Provide a weighted analysis of the technical portion of each bid.
- Perform a financial analysis including review of the Key Performance Indicators to make sure the bidders have bid in such as fashion to handle the requirements of the RFP.
- Negotiate with finalist.
- Update contract for in-house legal counsel approval.

We can support your efforts during any (or all) phases of the RFP process.