

ATTACHMENT G

Scoring Tool:

Did proposal address all elements of the RFP? Y or N

Did the proposed address quality as a key component in the proposal? Y or N

In rating the overall proposal, how well do you think the caterer addressed the following issue with the following scale?

- 0 – caterer does not provide information pertaining to this category
- 1 – Poor evidence of category/caterer viewed this category a not important
- 2 – Minimal evidence, questions about the caterer ability to address the category
- 3 – Average evidence of the caterer’s awareness with a basic understanding of service provision under this category
- 4 – Above average evidence indicating that the caterer is actively aware of the dynamics of the category
- 5 – Excellent and advanced awareness and processes necessary to meet the needs of our clients according to our vision for serving our meal clients.

Please make comments to support your rating.

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|--|-------------|
| 1. Customer services/responsiveness | 0 1 2 3 4 5 |
| 2. Food shortages/errors | 0 1 2 3 4 5 |
| 3. Food quality | 0 1 2 3 4 5 |
| 4. Equipment provided and maintained by caterer | 0 1 2 3 4 5 |
| 5. Dietician services provided by caterer | 0 1 2 3 4 5 |
| 6. System in place for emergency delivery problems | 0 1 2 3 4 5 |
| 7. Efficient billing/tracking system | 0 1 2 3 4 5 |
| 8. Results and follow up to customer surveys | 0 1 2 3 4 5 |

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| 9. Fund raising support from center | 0 1 2 3 4 5 |
| 10. Technical support/capacity to generate required reports | 0 1 2 3 4 5 |
| 11. Involvement with program participants and staff | 0 1 2 3 4 5 |
| 12. Meal Preparation meets client capability through product design | 0 1 2 3 4 5 |
| 13. Client sensitive menu planning | 0 1 2 3 4 5 |
| 14. Agency name sensitive menu planning | 0 1 2 3 4 5 |
| 15. Agency to adapt to changing | 0 1 2 3 4 5 |
| 16. Quality product design compare | 0 1 2 3 4 5 |
| 17. Cost comparison | 0 1 2 3 4 5 |
| 18. Awareness of impact of service delivery on current staff | 0 1 2 3 4 5 |