



Request for Proposal: School Food Program Management Services

Release Date: *March 25, 2024*

Proposal submittal deadline: *April 15, 2024,*

Submit to: Helen Warner, Facilities Manager

Community Academies of New Orleans

Please label as

CANO-RFP-24 and submit it in person to Esperanza at Dunbar

Proposal Timeline

Date	RFP Action
Request for Proposal Released	<i>March 25, 2024</i>
Questions Due to CANO	<i>April 8, 2024</i>
CANO response to questions	<i>April 10, 2024</i>
Final Proposals Due	<i>April 15, 2024</i>
Initial Scoring	<i>April 18, 2024</i>
Awardee Announced	<i>April 22, 2024</i>
Contract Negotiation and Execution	<i>April 29, 2024</i>

Administrative and General Information

Background:

Community Academies of New Orleans (“CANO”) is a charter school management organization that operates Esperanza Academies (Crossman and Dunbar campuses) and Foundation Preparatory Academy. The organization believes in the values of strong programming and strong leadership.

CANO’s mission is to cultivate schools that nurture students’ character and critical thinking ability in responsive learning environments, thereby equipping them to be impactful community leaders.

CANO’s vision is to build a system of exemplary schools, deeply influenced by our students, families, and communities, with graduates who are committed to being community advocates and leaders. Its mission is to first cultivate schools that nurture students’ character and critical thinking ability in responsive learning environments, thereby equipping them to be impactful community leaders.

CANO will strive for academic performance while securing partnerships and programming that use community assets to support the schools and its students.

CANO’s Values are:

- INTEGRITY. We always do the right thing.
- TEAMWORK. We work and grow together.
- PASSION. We love our students; our community; our work.
- DIGNITY. We value and respect every member of our community.
- COURAGE. We approach challenges with optimism and confidence.

Purpose:

CANO seeks proposals from qualified respondents interested in providing school food program management services as described in this RFP.

CANO will require the Proposer to provide comprehensive services, management, superior workforce and service supervision, such that CANO is not burdened with facilitating the day-to-day operations and customer service requirements.

While the Proposer’s cost is of great importance, proposing the lowest price will not assure award of the service. CANO demands comprehensive, reliable, and efficient service. Failure to address CANO requirements or concerns with any matter will disqualify the Proposer from consideration.

CANO reserves the right to award service to a single provider or multiple providers based on the quality of the proposals.

Contract Period: The RFP addresses the Contract Period from July 1, 2024, through June 30, 2025.

CANO will operate two (2) charter schools in 3 locations with roughly 1,000 students during the 2024-2025 school year. CANO also operates a central finance office. Under this request for proposals, the awarded vendor will be responsible for providing services to our schools throughout the City of New Orleans.

Purpose: CANO seeks proposals from qualified respondents interested in providing comprehensive food management services, so that (1) CANO students can receive quality education, and (2) experience high-quality customer services. CANO demands comprehensive, reliable, and efficient service. Failure to address CANO requirements or concerns with any matter will disqualify the Proposer from consideration.

Minimum Qualifications:

All food management service firms submitting a proposal must:

- Have significant experience (no less than 10 years) in providing food management services,
- Have the expertise and resources to provide food management services for CANO current and future operations,
- Consistently maintain and allocate sufficient staffing resources to provide timely service for CANO’s student’s needs, and
- Maintain staff that are qualified and available to provide specialized technical expertise in various disciplines as necessary.
- The successful Bidder shall be responsible for all damage caused by its employees, its equipment or its supplies, the School's property, equipment, buildings and building contents. The successful Bidder shall also be responsible for all injuries to persons caused by its staff, equipment or supplies. The successful Bidder must be knowledgeable of and abide by all provisions of legislative enactments, by-laws and regulations in regard to safety.
- The successful Bidder shall submit to CANO upon request, names and addresses of all individuals who will be performing the Work. CANO may request security clearance and insist that personnel not approved for clearance be replaced. The successful Bidder shall provide evidence that all the employees engaged in performing the Work are bonded.
- Confidentiality is always required from the successful Bidder and its employees.
- The successful Bidder shall plan the Work while keeping disturbances to the students, staff and visitors of the School to a minimum. CANO is responsible for providing a schedule of school activities to the successful Bidder in advance to allow for the scheduling of services.
- The successful Bidder shall not make any assignments or any subcontract for the Work without the written permission from CANO.
- If CANO supplies certain equipment to enable the successful Bidder to do the Work, then such equipment must not be removed from the premises without the consent of CANO.
- The successful Bidder is to indicate the number of employees who will be engaged in providing services and the number of hours per month that each employee will be working. The required work is to be performed during the School’s normal hours of operation. In the event the specified number of employees or not available CANO reserves the right to fill that position at the cost of the successful Bidder.

Expected hours of operations:

- Monday – Friday: 6 am – 5pm

SERVICES TO BE PROVIDED (The “Work”)

Services: At a minimum, the following areas will be serviced as outlined in the Service Schedule Section:

Annual Service Deliverables

- Assist with creation of a school food authority including communication with the state agency, paperwork completion and submission.
- Point of Sale software set-up and ongoing management
- Supply and maintain server to host and maintain data for POS software
- Synchronization of student data
- Comprehensive audit support
- Manage all aspects of audit preparation, document submission and serves as your representative during the on-site review and takes care of any follow-up required
- Wellness plan creation and implementation
- Maintenance of wellness assessment
- Assist in scheduling wellness advisory council meetings and maintaining documentation for state review.
- RFP process management including:
 - RFP creation
 - RFP advertisement Pre-bid meeting Tastings
 - Vendor presentations School walk-throughs Bid opening
 - Award notification
- Oversee renewal with existing food service management company
- Lunch application processing
- Assistance in verification process
- Assistance in student balance, letters and additional student status communication Set-up and/or maintenance of community eligibility status and reporting CNP documentation and support
- Assist with application and implementation of summer school food service
- This includes additional RFPs, state required documentation trainings and claim reimbursement
- Assist with application for after school and snack reimbursement programs

Monthly Service Deliverables

- Submit reimbursement claims to the state in a timely manner to ensure rapid payment
- Invoice/reimbursement statements
- Invoices and reimbursement claims will be reconciled by Bidder’s staff and discrepancies will be addressed to ensure reimbursements match food service invoices
- YTD food service budget snapshot for SFA to track budget throughout the year and address any areas of concern as they arise
- Food service paperwork audit
- Monitor meal production records, meal receipts, local spend documentation and temperature logs each month to ensure they are being completed diligently and correctly and will provide additional training where needed.
- Food service provider/SFA check-in
- Facilitate monthly check-in with food service provider and SFA to discuss food quality, student meal satisfaction and compliance and will follow-up with FSMC to ensure concerns are addressed in a timely manner

- Recipe analysis to monitor food standard compliance
- Work with student diet prescription forms and works with the Louisiana Public Health Institute to monitor elevated food standard compliance
- Newsletter with information on compliance, grant opportunities and health and wellness updates
- Completion of paid lunch equity tool
- Completion of non-program revenue tool

Quarterly Service Deliverables

- Formal assessment of FSMC to document SFA satisfaction level; strengths, and opportunities for improvement.
- Development and implementation of preventive maintenance plan
- Reminders for state compliance requirements (i.e. staff trainings, wellness advisory committee meetings)
- Including civil rights, point of sale and summer school in-person training
- Health inspection guidance and support

Ongoing Service Deliverables

- DHH permitting
- Support with FSMC HAACP plan creation and implementation
- Staff compliance trainings throughout the school year
- Assist SFA to bring food services in-house
- Review/creation of production records
- Software
- Food Procurement
- Compliance support

Note: The services and frequency of services are NON-NEGOTIABLE. Proposals that deviate from these services and frequency of services will be deemed non-responsive and will not be reviewed or considered.

Contract Period: CANO Food Service Management Contract period is July 1 to June 30. The school will start in early August 2024 and end late May of 2025. Any contract resulting from this proposal shall be effective for July 1, 2024 in preparation for the 2024 – 2025 School Year beginning July 1, 2024, with the option to continue services under the same terms and conditions as set forth herein in subsequent years.

Proposal Authorities, Restrictions & Clauses

CANO Authorities and Options:

- CANO reserves the right to reject any and all proposals for any reason.
- CANO reserves the right to correct or waive irregularities in submitted proposals should it be deemed in the best interest of CANO to do so.
- CANO reserves the right to negotiate any and all proposals for any reason.

Negative Assurances: CANO cannot assure that the services will be awarded to any Proposer at any time.

Prohibitions

- CANO shall assess, negotiate and decide on this Proposal without influence from the

Proposer's employees, the Proposer's representatives or agents, the Proposer's vendors, or any other parties with a business, financial or family relationship to the Proposer.

- The Proposer is prohibited from exploiting a conflict of interest, gratuities, kickbacks, or any other type of incentive or influence upon CANO, its Board(s) and its agents; violators will be prosecuted to the extent of the laws pertinent to CANO.
- Proposers must submit a firm bid. A Proposer shall not stipulate in its proposal any conditions not contained in the contract documents. Any qualifying statements or conditions may be declared irregular and as not being responsive to the advertisement for bids.

Equal Opportunity Statement

CANO does not discriminate in any of its programs, procedures, or practices against any person on the basis of age, citizenship, color, disability, national origin, political affiliation, race, religion, sex, sexual orientation, sexual preference, veteran status, or any other characteristic protected under the law. CANO is an equal opportunity employer.

Termination of the Contract

The contract will naturally expire at the end of the contract term.

CANO reserves the right to terminate the Contract with 48 hours advance written notice as a result of inferior quality of services, products, workmanship, and/or reductions / termination of funding. CANO reserves the right to immediately terminate the Contract if there are unresolved safety and liability concerns.

Evaluation and Review Process

An internal evaluation team will review all proposals that are received to determine the finalist group. Selection criteria will include the experience and qualifications of the firm and team members assigned to CANO, strategic focus and resources, client and industry references, and overall clarity and responsiveness. Finalists may be invited to make an onsite presentation to CANO. A variety of weighted criteria, given below, will be considered in evaluating proposals.

The successful Bidder shall provide the following:

- Show 3 years of audited financials
- Show solvency
- Coordinate all food management services activities
- Ensure the safety of all students, staff and visitors while performing food management services duties
- Ensure environmentally friendly products to be used where possible
- Provide information for all services and person(s) that will participate (with credentials and experience) in food management services
- Include how long the business has been in operation in this field. Include all information pertaining to your past services
- Copy of background check for owner/operator, including receive a local, state and FBI background screening
- Ensure that all employees are drug- screened by a CANO-approved vendor prior to employment
- Ensure that all employees receive a local, state and FBI background screening by a CANO-approved vendor prior to employment
- Provide proof of company's registration with the Louisiana Secretary of State

- Provide proof that company is in “good standing” with the Louisiana Secretary of State
- Provide proof of licensure with the appropriate federal, state and local licensing agencies
- Comply with all applicable Federal, State and Local laws, statutes and ordinances including, but not limited to the rules, regulations and standards of the Occupational Safety and Health Act of 1970, the Federal Contract Work Hours and Safety Standards Act, the Fair Labor Standards Act, the Uniformed Services Employment and Reemployment Rights Act, Louisiana Statutes, and all rules and regulations promulgated thereunder
- Agree not to discriminate against any employee or applicant for employment because of race, sex, religion, color, age, disability or national origin
- Provide a minimum of three (3) customer references for similar work. CANO reserves the right to review Better Business Bureau ratings and request credit reference checks for each Bidder
- Be responsible for all injuries to persons caused by its staff, equipment or supplies
- Wear adequate safety equipment for the tasks involved (e.g. safety shoes), and train their employees on the safe use of hazardous materials in the workplace
- Ensure all containers of hazardous materials are clearly identified, labeled and stored at all times
- Be responsible for all damage caused by its employees, its equipment or its supplies, the School's property, equipment, buildings and building contents

The successful Bidder shall also be responsible for all injuries to persons caused by its staff, equipment or supplies

- Appoint an experienced Supervisor to be responsible for all the work required under the contract. The Supervisor shall be readily accessible to CANO personnel at all times and have communication equipment (cell phone or pager)
- With regards to health and safety issues, report immediately to the security guards if outside of normal working hours. During normal hours, they are to be reported to the Chief Operation Officer or Executive Director
- Ensure that all employees are drug-screened by a CANO-approved vendor prior to employment; and a copy of the results provided to CANO prior to start date
- Ensure that all employees receive a local, state and FBI background screening by a CANO-approved vendor prior to employment; and a copy of the results provided to CANO prior to start date
- Provide proof of company’s registration with the Louisiana Secretary of State;
- Provide proof that company is in “good standing” with the Louisiana Secretary of State;
- Provide proof of licensure with the appropriate federal, state and local licensing agencies;
- Comply with all applicable Federal, State and Local laws, statutes and ordinances including, but not limited to the rules, regulations and standards of the Occupational Safety and Health Act of 1970, the Federal Contract Work Hours and Safety Standards Act, the Fair Labor Standards Act, the Uniformed Services Employment and Reemployment Rights Act, Louisiana Statutes, and all rules and regulations promulgated thereunder.
- Name CANO, Inc. as an additional insured in commercial insurance policy;
- Provide sufficient coverage that will minimize CANO risk exposure including:
 1. Workers’ Compensation Employer’s Liability insurance to cover bodily accidents in the amount of \$500,000 per accident.
 2. Comprehensive General Liability Insurance in the form of comprehensive, contractual insurance, personal injury, broad form property damage, premise operations and completed operations in an amount of not less than \$1,000,000 combined unit.
 3. Automobile Liability and Physical Damage insurance for an amount of not less than \$1,000,000 for each bodily injury and property damage combined, single limits, and extensions of comprehensive

coverage for all leased, owned and hired vehicles.

Nothing herein requires CANO to negotiate or proceed with any proposal or agreement in connection with this scope of work request. All information contained within is to be treated as confidential. CANO Schools may, without giving reason, terminate discussions or reject any and all proposals or negotiate with other persons or entities.

Submission: The Proposer will submit the following by **Monday, April 15, 2024 at 2:00PM:**

- Original copy of all proposal documents, including a checklist and all attachments, bound, marked **ORIGINAL** and sealed in an envelope
- Two additional hard copies of all documents
- One electronic copy of all documents (via email or USB device)

Submission should be delivered by hand to:

Community Academies of New Orleans

Att Helen Warner

9330 Forshey St

New Orleans, LA 70119