

Attachment I

Scoring Tool: Caterer Name: _____

**Did the proposal arrive in time? Y or N

**Does the proposal contain a cover letter/summary? Y or N

****No answers to either of the above questions are automatic disqualifiers**

Number of years Caterer has been licensed, providing nutrition services of this nature:

- 0-2 years : 1
- 2-5 years : 2
- 5-7 years : 3
- 7-10 years : 4
- 10+ years : 5

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 that caterer viewed this category/area as not important
- 2 – Minimal evidence, questions about the caterer ability to address the category sufficiently.
- 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: 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.

- | | |
|---|-------------|
| 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 |

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|---|-------------|
| 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 |
| 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 sensitive menu planning | 0 1 2 3 4 5 |
| 15. Ability to adapt to changing needs | 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 |