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**Deadline:** Proposals deadline has been – **extended to Friday, 26 July 17:00**

## **INTRODUCTION**

The Community Support Association (CSA) is one of the service arms of the American Consulate Frankfurt. CSA is dedicated to providing support and services to the Consulate community to enhance the quality of life for all community members. CSA Frankfurt's key constituent groups include US Direct Hires (USDHs), Eligible Family Members (EFMs), locally-employed staff (LES), and visitors who work for the US government.

The Carl Schurz Siedlung is located in Frankfurt am Main and has over 600 community members living here.

## **BACKGROUND**

We serve a community of US Direct Hires (USDH) Eligible Family Members (EFMs) and are looking for a concessionaire who can provide meal service five to six days a week at our dining hall, the Field House and lunch service three to five days per week for the Carl Schurz School. Our community has expressed an interest in food that is fresh, delicious and that has an American style. CSA Frankfurt has the ability to lease kitchen space in the Field House on the Carl Schurz Siedlung and is seeking to fill this community need by contracting with a community partner specializing in food service.

## **SCOPE OF WORK**

CSA Frankfurt seeks a partner to provide lunch for our pre-school and dinnertime meal service to individuals located on the Siedlung. The meal options provided should be fresh, delicious, healthy and filling.

### ***Scope of Work Highlights***

1. The range of hours for operation provided to the vendor include 11:00 to 21:00 daily.
2. The space available for lease is the Field House Kitchen, located on the Carl Schurz Siedlung
3. All individuals who will access the premises must be cleared by the US Consulate's security team. This process can take 60 or more days, depending on a person's history.
4. All work and sales conducted in the Field House space must only be for the support of the Carl Schurz Siedlung community. Any work conducted onsite that is found to be for other individuals or organizations will be in violation of the contract.
5. Types of industrial/professional-grade equipment available in the facility are: pizza oven, oven, dishwasher, deep fryer, pasta cooking/holding station, induction burners, three refrigerators, one cooling station and freezers.
6. The space also provides seating for up to 60 individuals. Dining tables and chairs are provided in the facility already.

## **VENDOR REQUIREMENTS**

1. The selected vendor must provide a key contact who will work directly with the CSA Frankfurt general manager to ensure service items are handled in a timely manner.
2. The vendor must have the staff and/or resource capacity to provide consistent service to the community. All staff who will provide service must be cleared by the US Consulate's security team before they can access the facility.
3. The selected vendor should be familiar with lunch and dinner meal service and comfortable with interacting with individuals at multiple levels of seniority and with children and families.
4. All information shared because of this proposal process must be maintained in strict confidence. This upholds our value of maintaining confidential and proprietary information for our community members.

## **SUBMISSION REQUIREMENTS**

CSA Frankfurt seeks proposals from vendors with the expertise to meet the needs of our community as outlined in the scope of work. Vendors should demonstrate the ability to professionally engage with government employees, officials, children, and families.

### ***Submissions must include:***

1. A description of the vendor's areas of expertise and relevant experience. This should include the philosophy or story of the business, and a statement of the value brought to the community through your business.
2. A description of the vendor's client/customer base.
3. A brief biography for each team member who would be in contact with CSA Frankfurt regarding operations and marketing.
4. Two to three client/customer references.
5. A proposed menu with customer pricing.

## **SUBMISSION DEADLINE**

1. All proposals must be submitted electronically (via email) to General Manager Trena Bolden Fields at [gm@csafrankfurt.com](mailto:gm@csafrankfurt.com)
2. Prior to the submission deadline, respondents may contact Trena Bolden Fields via email to request clarification on submission requirements.
3. All submissions are due by **Friday, 5 July 2024**.

## **CRITERIA FOR SELECTION**

We will be choosing our food service partner based upon these following criteria:

- Experience in the food service industry
- Satisfied current and past clients
- Current food safety certification
- Great customer service
- Ability to pass a security clearance
- Upon selection and notification of finalists, a session for sampling menu items and meeting team individuals from the finalists

*This RFP represents the desired deliverables, specifies required qualifications, and defines the services required. Changes to the scope of work, deliverables or schedules may occur during final negotiations with the selected vendor. All changes will be reflected in the final agreement executed by both parties.*