

Request for Information (RFI)

RFI No. 10-1516

NUTRITION SERVICES SCHOOL MEALS PROGRAM SOFTWARE

Due – 4:00:00 PM PST Tuesday, January 19, 2016

Spokane Public Schools

Purpose

This document provides vendor with information to decide whether they are interested in participating in a more detailed selection process for this project. It will enable the vendors to provide sufficient information for Spokane Public Schools to select a product and to which a Request for Proposal (RFP) will be issued. Please provide as much information as possible to assist in our evaluation.

District Overview

Spokane Public Schools (SPS) is the largest school district in eastern Washington and the second largest district in the state. Our 4500 team members serve 30,000 students in 34 elementary schools, 6 middle schools, 6 high schools, as well as eight options schools and programs that support different ways of learning. SPS serves a highly mobile school population and the district provides a variety of food service solutions that are focused on customer service, educational support, and high quality nutritious meals.

School Meal Program Data:

- Free and Reduced 56%
- 17,500 Lunches daily
- 7500 Breakfasts daily
- 2000 after school snack daily
- 13 schools with \$315,000 for Fresh Fruit and Vegetable Program
- Scratch cooking initiative for elementary schools
- Catering services annual revenues of \$250,000
- Summer meal program serving 40 sites
- Child and Adult Care Feeding Program for 6 pre-schools

As a district support service we strive to enhance our students educational opportunities and our school meal software system must be able to effectively automate a number of manual tasks and improve our daily business operations.

More information about our district can be found on www.spokaneschools.org

Project Overview

Project Name: Nutrition Services School Meals Program Software

Project Purpose / Description: Identify potential vendors who can provide a fully integrated set of software solutions for the district's USDA meal program management. The software needs to provide integrated Point Of Sale (POS), Free and Reduced Application Processing including integration with scanning and online meal application processing, Online payment solution, Back Of the House (BOH) solutions including nutrient analysis, production records, standardized recipes, ordering, inventory, invoicing and paperless invoice options, electronic interfacing with district vendors, and financial reports including profit/loss and site productivity.

Our current solution utilizes 53 PCs at our schools that hold local databases that are periodically replicated to our main database via our network. It also uses 102 touch screen PCs and 68 pin pads that are used in the serving lines. The software is a mixture of desktop applications and web based applications using a SQL Server 2008 R2 database. Our network is a 10GB fiber backbone with 1GB to the desktop.

It is the district's desire to identify the best software system that will meet the school meal program management needs.

Minimum Qualifications: To be a viable school meal software provider for SPS your company must provide the following minimum software services and functionality:

- Point Of Service Software
- Online parent deposit functionality. Hourly account update
- Global feeding option: Able to feed all district students at any district site
- Free and Reduced application management
- Online meal application, USDA Approved
- Scanning meal application option, USDA Approved
- USDA Approve Nutrient Analysis Software
- Standardized recipes that are scalable at each kitchen
- Production records
- Inventory, ordering, receiving, purchasing modules
- Ordering and invoice export options that integrate with vendors (paperless invoicing options)
- Operational reports including kitchen productivity, food cost, labor costs
- Integration options with digital signage

Evaluation Process and Timeline:

From the replies to the RFI document and previous research, a shortlist of possible vendors will be selected who may be asked to present demonstrations of their offerings and professional services to assist in implementation of the new solution and migration from our current solution. The intent of this RFI is to assure we have had an opportunity to review and consider other potential solutions in addition to those identified above. Information regarding other potential solutions is welcomed.

No award of contract or commitment to purchase should be inferred from this RFI as this is only to gather information on potential solutions.

From the list of vendors responding to the RFI as well as those identified in our research, we anticipate selecting a preferred solution based on the solution we feel will best meets our district's requirements.

ANTICIPATED SCHEDULE – SUBJECT TO CHANGE

12/23/2015 – RFI sent out

1/19/2016 – RFI Submissions due

2/8/2016 – Evaluation of submitted RFI's completed with potential shortlisted vendors selected.

Week of 2/29/16 – If feasible, SPS may request presentations by shortlisted vendors

Instructions for Vendors

Responses should be delivered back to Spokane Public Schools no later than Tuesday January 19, 2016 at 4:00 PM PST. Responses should provide sufficient information about your product/services to determine if it is a potential solution for our districts needs based on the information contained in the Project Overview and Product Requirements and Considerations.

Send completed RFI documentation [to the](#) attention of Pam Tatosky, Purchasing Services, 2815 E. Garland, Spokane, WA 99207. Please provide one original response in a 3 ring binder together with two PC compatible electronic format (Thumb Drive, CD, etc.) following the format listed below Please limit your submission to solely those items requested in this RFI.

Please contact Pam Tatosky by telephone at 509-354-7127 or e-mail her at Pamt@spokaneschools.org should you have any RFI procedure questions. If you have technical questions, please contact Doug Wordell at 509-354-7391 or at DougW@spokaneschools.org.

Answer the following questions to the best of your ability.

Responses should provide sufficient information about your product to determine if it is a potential solution for our districts needs based on the information contained in the Project Overview and Product Requirements and Considerations. Please include additional product information if necessary to assist in our evaluation.

Requested Information	Response
General Information	
Company Name	
Company Address	
Parent Company (if any)	
Describe ownership and/or strategic partnerships of your company	
Name of the person(s) responsible for the information contained in this RFI	
Phone Number	
Fax Number	
Email Address	
Website URL	
Company Location (corporate office; other offices)	
How long have you been providing this type of product?	

What is your total number of installations of the proposed solution?	
Have you supplied this solution to customers in a similar size/profile that would act as a reference for your product?	
How many employees are in your company that are involved with this product?	
Does your organization have any third-party relationships/alliances? Describe these.	
Technical Requirements	
Can your product work effectively in our company's described environment?	
What limitations and/or issues might be anticipated as potential problems based on our environment?	
Please describe your system architecture (options: hosted, non-hosted, centralized database, distributed database, web)	
Training & Support	
Please provide information on your implementation methodology.	
Do you provide personalized guidance during implementation?	
What level of training do you recommend to successfully deploy and support this product?	
Do you offer formal user training?	

Do you offer online and/or onsite user training?	
Do you offer ongoing user training?	
Do you provide training materials? Describe them. Are training materials available at no cost?	
Where are your support services located?	
What are the hours of operation and response times of support services?	
What levels of support are available? Define each level.	
Is there an extra charge associated with product support?	
Does support include product updates, as well as, bug fixes?	
How often are major software upgrades released?	

Desired Functionality and Features	
Requested Information	Response
What is your recommended implementation timeframe to implement Point of Sale & Accountability, Free & Reduced Application Processing, Nutrient Analysis and Standardized Recipes?	
Point of Sale	
Alternate sites and multiple eating locations	
Global feeding – any student can eat at any site	
SIF compliant	
POS operator cues: beeps, sound, color, etc.	
Student pictures on serving screen	
Touch screens	
Speed of service - line speed	
POS device warranty and replacement	
Can District provide own POS and input devices	
Flexible Configuration, i.e., multiple lines	

Wireless capabilities and speeds	
Ability for bulk entry	
3 rd Meal – Snacks entered and tracked in system	
4 th Meal - Dinner entered and tracked in system	
Multiple input devices: Barcode, Biometrics, Touchscreen etc.	
No customer in the queue – Program stops (POS system prevents operator from moving to next transaction without completion of existing transaction)	
Free and Reduced	
Ability to customize letters	
Letters to parent/households	
Ability to email parents	
Change application options (change apps to DC, etc.)	
Ability to Directly Certify manually	
Integrates with DSHS and future OSPI system	
Speed and accuracy of processing applications	

Verification process	
Online meal application options	
Paper scanning meal application options	
Ability to use third-party scanning program	
Back of House	
Food recipe costing	
Nutrient analysis – USDA Approved	
Production records	
Allows Kitchen Managers to forecast their menu production	
Online product nutrient database	
Allergy information tracking: 8 major allergens and ability to add additional allergens	
Easy to use nutrient analysis	
Scalable recipes	
Integrated HACCP process list	
Production records comply with Washington State and USDA Meal Program requirements	

Web menu system for parents with allergy information	
Digital pictures available for all food items: recipes, web menu	
Integrates with Digital Menu Boards	
Purchasing process with bid/quote options	
Integrates with electronic invoicing and paperless systems	
Financial operational reports: food cost per meal, labor cost per meal, profit/loss by site. Live data dashboard.	
Online ordering: Integrates with vendor software (FSA) and District financial system	
Payroll Time Keeping: List options and functions for time clocks, staffing and payroll processes.	
Online Deposit	
State and District approved	
Handles other school fees	
Balance information	
Parent resources – parents view meals, account, make deposits, etc.	
Divides payments between individual	

accounts/codes	
Reporting capabilities from online deposits	
Timing of deposits to school POS	
Transaction fee structure	
Parent customer support	
District customer support	
Technical	
Database platform	
Real time	
Software updates – centralized and/or distributed	
Expert support – readily available	
Robust error logging and handling	
PC Based	
Flexible terminal options	
User POS security – cashier sign in, student pictures	
Initial conversion or import of external data	

Interface with other systems	
Integrates with PowerSchool SIS	
Integrates with BusinessPlus financial system	
Integrates with InTouch receipting system	
Ability to export data to Excel or other software	
Custom programming	
Minimum hardware/software/network requirements for solution	
Reporting	
Monthly reimbursement	
Ad-hoc reports (report writers, etc.)	
Edit check (ensures you don't over claim meals by category) Global feeding edit check options.	
Statistics: compare menu production to POS transactions	
Daily deposit and participation reports	
Other	

General	
Supports multiple, individual parent information	
Ability import/export data	
How do you handle unclaimed student account funds?	

Printed Name _____

Title _____ Signature _____

Email Address _____

Date _____