Request for Proposals 13/14-0008IT: Food Service Management Solution
Response to RFIs/Questions

Updated March 2, 2014

Q1. **The cover page [of the originally posted RFP] says submission deadline is Mary 14. Page 2 says submission deadline is March 7. Please clarify.**

A. The correct submission deadline is March 7 (consistent with the Calendar of Events and Advertisement). The cover page was in error. Dates have been corrected in posted documents.

Q2. **What is the district seeking here? A cap on charge limits? Or a cap on the total dollar value of an account?**

A. The purpose of this requirement is to provide the District flexibility in enforcing low or negative balance rules. For example, staff may not be allowed to maintain a negative balance. Students may be allowed to continue to purchase a meal even if their balances are negative. Or, IUSD may allow staff or students to maintain negative balances up to a threshold (e.g., -$20).

Q3. **In an effort to compare vendors as equally as possible, can IUSD please expand on their expectations for a "Turn-Key Training/Implementation?" Should vendors assume that IUSD will have no resources dedicated to the project to preform go-live support and post implementation support?**

A. IUSD requested a "Turn-Key" implementation model to ensure that the District was operating it's Nutrition Services program entirely out of the new system for the 2014-15 school year. During the setup, data integration, and configuration periods of the implementation, IUSD dedicate information technology and nutrition services staff to support a successful implementation. During the year-round schools implementation (four schools in July), IUSD would expect the vendor to provide training and go-live support for all four sites, with IUSD staff on-site to observe and support. During the traditional calendar go-live, IUSD would provide three dedicated Nutrition Services staff to fully support the go-live at three of the thirty-one sites. The vendor would need to provide staff to support the training and go-live support at the remaining twenty-eight sites. The District will also have centralized Nutrition Services and IT support available during the go-lives to provide support and escalate any concerns. All or nearly all site staff will have experience with using a point of sale system and familiarity with District processes. The District is open to a variety of training proposals. However, the expectation is that the vendor will have staff on site at least on the first day of school for the four year-round schools and twenty-eight of the thirty-one traditional calendar schools.

Q4. **Please clarify the following requirement 3.27: Describe how the system supports efficient entry of end of data processing data.**

A. There is a typographical error in this requirement. The corrected language should read: "Describe how the system supports efficient entry of **end of day** processing data." To satisfy the requirement, please provide screenshots and/or narrative to demonstrate how the system allows quick access to modify and update inventory and production usage and need by authorized users.