

**Name of Contact:** Louise M. Burnette  
General Manager  
Community Support Association Frankfurt  
Joachim-Becher-Strasse 19  
Frankfurt am Main, 60320  
Telephone: (069) 1562 6210  
Email: [gm@csafrankfurt.com](mailto:gm@csafrankfurt.com)

**Deadline:** Proposals due **Friday, 16 July 2021 by 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 US Consulate General Frankfurt (Consulate) is located in Frankfurt am Main, and has over 500 individuals employed, along with hosting over 12,000 visitors annually.

## **BACKGROUND**

In a December 2020 community survey, USDHs and LES made it clear that they were looking for fresh, healthy, delicious and filling meal options for lunch. They also expressed a strong interest in meal items being readily-available for quick lunch breaks, but sit-down options are also appreciated once COVID-19 regulations are relaxed. CSA Frankfurt has the ability to lease kitchen space in the CASA Building on the Consulate compound 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 lunchtime meal service to individuals located on the Consulate compound. 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 10:00 to 16:00 on Consulate working days. The Consulate is closed on American and German holidays.
2. The space available for lease is the CASA Kitchen, located on the Consulate compound.
3. All individuals who will access the premises must be cleared by the 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 CASA Kitchen space must only be for the support of the Consulate community. Any work conducted onsite that is found to be for non-Consulate individuals will be in violation of the contract.
5. Types of industrial/professional-grade equipment available in the facility are: oven, dishwasher, deep fryer, pasta cooking/holding station, induction burners, refrigerators and freezers.
6. The space also provides seating for up to 24 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 Consulate's security team before they can access the facility.
3. Due to the ongoing health and safety requirements associated with the COVID-19 pandemic, additional operational opportunities may be presented in the future.
4. The selected vendor should be familiar with lunchtime meal service and be comfortable with interacting with individuals at multiple levels of seniority.
5. 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 and officials.

### ***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 Louise Burnette at [gm@csafrankfurt.com](mailto:gm@csafrankfurt.com)
2. Prior to the submission deadline, respondents may contact Mrs. Burnette via email to request clarification on submission requirements.
3. All submissions are due by **Friday, 16 July 2021**.

## **CRITERIA FOR SELECTION**

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

- Experience in the food service industry
- Satisfaction of current and past clients
- 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.*