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**EXHIBT B**

**YSU SCOPE OF SERVICES**

**DINING SERVICES RFP**

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# **Operational Services Expectations & Overview**

Youngstown State University (YSU) is seeking a nutritional-dense, high quality, cost effective and innovative food service and catering program that meets the needs of our students, faculty, staff and guests. These services must be provided in a manner that will enhance academic and student life programs, and meet the needs and concerns of the students, faculty, staff and guests. The full achievement of the goals of this program should result in an innovative, creative, and sustainable strategy that will reflect the lifestyle of today’s students. In addition, a reasonable financial return for all parties is necessary to promote cooperation and planning, to maintain and improve the facilities, and to support an equipment replacement and maintenance program. The selected **Service Provider (“SP”)** must work cooperatively with YSU to enhance campus life.

Exceptional proposals will make very clear the SP’s position on at least three major issues:

* How the SP will provide exceptional quality food and service, in all our facilities and through catering operations.
* Strategies the SP will deploy to advance the way food and our food service operation is leveraged as a vehicle for learning the residential experience.
* How the SP envisions partnering with the institution to improve the spaces in which students eat.

The provision of dining/food services at YSU is to include the following programs and services and the SP will be responsible to provide all aspects of these programs and services, including but not limited to: all the management, personnel, food products, supplies, equipment, materials, technical support, training, systems, and effort necessary for the management of **Dining Services Program** **(“DSP”)** functions, at a level of quality acceptable to YSU. The SP shall be responsible for food purchase and production, quality control, human resources management (hiring, training, development, dismissal, etc., of its own employees), financial and technical management of the Dining Services Program. YSU shall have the right to designate its own appropriate staff to work proactively and in liaison with the SP to ensure full compliance with all terms and provisions of the Dining Services Program.

# **YSU Dining Services Program & Management Defined**

A comprehensive DSP is defined by YSU to include the following operational areas: Residential Dining, Retail Dining, and Catering. This program also includes Summer Sessions, Camps, and Conferences. Each operational area is clearly detailed in subsequent sections.

A comprehensive Dining Services Management Program is defined by YSU as an exceptional integration of food, people, facilities, and equipment. Exceptional management programs include highly professional and engaged general, district, and on-site management and staff who want to work in a diverse and community-centric liberal arts and professional studies institution; superior facility management and risk mitigation plans; strategic and transparent financial management and communication; flexible and innovative technology integration; creative and personalized marketing and promotions; and superb execution of program aspects.

# **Leadership Expectation & Overview**

Effective and ethical leadership is essential to YSU and is directly correlated to the success of all organizations involved in the DSP and within the administrative structure to accomplish stated missions. YSU will select the SP & DSP on-site management based on a uniform list of criteria outlined in **Section 1.10, RFP Guidelines & Process** control document. YSU will determine expectations of accountability for SP & DSP leaders and fairly assess their performance based on pre-determined and agreed upon criteria.

Evidence of effective leadership and management must include use of comprehensive and accurate information for decisions, clear sources and channels of authority, effective communication practices, decision-making and conflict resolution procedures, responsiveness to changing conditions, accountability and evaluation systems, and recognition and reward processes. DSP must provide channels within the organization for regular review of administrative policies and procedures.

SP must adequately staff DSP by individuals qualified to accomplish its mission and goals. Within established guidelines from YSU, SP & DSP must establish procedures for staff selection, training, and evaluation; set expectations for supervision, and provide appropriate professional development opportunities. DSP must strive to improve the professional competence and skills of all personnel it employs.

SP & DSP must promote professionalism, integrity, and ethical behavior in dealing with colleagues, students, administration, faculty, vendors, and the public.

SP & DSP should recognize that the provider has a reasonable expectation of profit and should work with YSU to achieve mutual benefit.

SP & DSP leaders must:

* Articulate a vision for their organization.
* Set goals and objectives based on the needs and capabilities of the population served.
* Promote student learning and development.
* Recruit, select, supervise, and develop others in the organization.
* Manage financial resources.
* Coordinate human resources.
* Plan, budget for, and evaluate personnel and programs.
* Apply effective practices to educational and administrative processes.
* Communicate effectively.
* Initiate collaborative interaction between individuals and agencies that possess legitimate concerns and interest in the functional area.
* Prescribe and practice ethical behavior.
* Identify and find means to address individual, organizational, or environmental conditions that inhibit goal achievement.
* Comply with laws, regulations, and policies, with attention to health and safety requirements.
* Promote campus environments that result in multiple opportunities for student learning and development.
* Continuously improve programs and services in response to changing needs of students and other constituents and evolving institutional priorities.
* Promote a positive relationship with all internal and external customers, especially students, and openly solicit comments from all customers.
* Have internal service control systems in place throughout the department to protect the customer and the department without sacrificing the underlying commitment to customer service.
* Have written up-to-date internal policies and procedures covering each aspect of the operation.

# **Human Resources**

Effective staffing, training, and support are essential to YSU and are directly correlated to the success of the DSP and strategic missions. YSU will select the SP & DSP on-site management team based on the needs of the institution and the best fit for the campus community.

* DSP professional staff members shall hold an earned undergraduate degree in a field relevant to the position they hold or must possess an appropriate combination of educational credentials and related work experience.
* DSP must have technical and support staff members adequate to accomplish its mission. Staff members must be technologically proficient and qualified to perform their job functions, be knowledgeable of ethical and legal uses of technology, and have access to training. The level of staffing and workloads must be adequate and appropriate for programs and service demands.
* DSP must provide emergency response training opportunities for staff to learn to respond to emergencies, which could include CPR training, Heimlich maneuver, and basic first aid.
* DSP should provide all new staff members, including students, with a formal orientation, including policies, procedures, rules, and benefits that apply to them.
* DSP should use a formal system for providing standardized and consistent job-specific training for staff members, including students.
* DSP must institute hiring and promotion practices that are fair, inclusive, and non-discriminatory. DSP must employ a diverse staff to provide readily identifiable role models for students and to enrich the campus community.
* SP & DSP must read, sign, and agree to YSU policies regarding appropriate conduct, including but not limited to harassment, sexual misconduct, and working with minors.
* DSP must create and maintain position descriptions for all staff members and provide regular performance planning and appraisals; DSP needs to take into consideration feedback from YSU, especially regarding customer service and professionalism.
* DSP management should practice positive approaches to staff management designed to increase productivity, minimize turnover, and contribute to a high level of morale.
* DSP must have a system for administering discipline on an objective and fair basis with a clear focus on human resource development; this system should be shared with YSU.
* DSP must comply with federal, state/provincial, and local laws and regulations and institutional and department policies regarding posting of information for staff members, including students, about their rights and responsibilities.
* DSP should have orderly separation procedures that follow institutional policies for processing resignations and involuntary termination of employment.
* DSP must have a system for regular staff evaluation and must provide access to continuing education and professional development opportunities, including in-service training programs and participation in professional conferences and workshops.

# **Financial Resources**

The SP & DSP must have adequate funding to accomplish its mission and goals. Funding priorities must be determined within the context of the stated mission, goals, objectives, and comprehensive analysis of the needs of the DSP and the availability of internal and external resources.

SP & DSP must demonstrate fiscal responsibility and cost effectiveness consistent with institutional protocols and must have in place an effective system of financial accountability controls to ensure responsible fiscal management. YSU recognizes that the food service provider has a reasonable expectation of making profit.

SP & DSP should prepare annual operating budgets to project income and expenses for the year for each component of the operation and break down the budget to accurately forecast financial performance by accounting periods. DSP should strive to balance revenue and institutional expectations to provide necessary and desirable services. YSU will review budget/expense, minimally, monthly.

SP & DSP must use an accounting system that accurately accounts for all income and expenses, as approved by the institution, the department’s controller, and auditors, as applicable.

SP must provide copies of all vendor and subcontractor contracts to YSU as needed.

# **Procurement**

The SP shall procure and pay for all food, beverage, and non-consumable supplies. During such procurement, SP shall take advantage of all trade discounts and credits against the purchase price of the food, beverages, and supplies.

Consideration should be given to local suppliers (within 150 miles) and minority and woman-owned suppliers wherever practical. On an annual basis, the SP must provide to YSU a list of all minority and woman-owned suppliers and dollar amounts spent with those suppliers.

YSU currently has a beverage pouring rights agreement with Pepsi. YSU requires SP to honor all terms and conditions of this agreement.

# **Health & Wellness Program**

YSU requires the SP to implement a health and wellness program at all dining locations.

Nutritional information must be made available to patrons for all standard menu items and all items meeting the approved health and wellness program guidelines must be clearly marked on menu, station signage and/or labels. YSU encourages the SP & DSP to provide a nutritional analysis system compatible with MyPlate, MyFitnessPal, and like system to work in tandem with individual health and wellness goals.

SP shall provide health and wellness resources, including a licensed nutritionist or registered dietitian to work in tandem with YSU to assist YSU in addressing the needs of the student population regarding nutritionally balanced menu, healthy eating education programs and preparation of special diets for students requesting assistance.

A licensed nutritionist or registered dietitian should be on-site weekly for the duration of a lunch or dinner meal period, to assist students with their questions and promote healthy food facts and information. This resource shall be onsite and available during the first week of each semester to support student education and for addressing special meal requirements.

# **Minimum Food Specifications**

All food and supplies purchased shall be in conformance with the specified minimum United States Standards for Grades. In the absence of grade labeling, the SP shall, upon request, provide YSU with packers’ labeling codes or industry accepted grade equivalent standard to verify the following minimum grades specified are being provided:

* Beef and Veal, USDA Choice
* Pure ground beef – USDA choice or better, not to exceed 15%-22% fat.
* Ground beef patties may contain a maximum fat content of the finished raw patty of 18% to 22%. All menu items prefabricated, produced by others, or processed by the contractor containing soy protein derivatives or poultry analogues shall be approved by the college prior to service. All patties for cash ala carte areas shall be 100% beef.
* Pork and Lamb, USDA #1
* Poultry, USDA Grade “A”
* Halal Chicken, in accordance with Halal Food Authority specifications
* Meat cuts, in accordance with USDA I.M.P. specifications
* Eggs and Dairy Products, USDA Grade “A”
* Seafood, US Grade A, certified
* Frozen Foods, USDA Grade “A” Fancy
* Fresh Produce, USDA #1 Quality
* Canned Goods, USDA Grade “A” Fancy
* Cheeses, natural, low-fat products
* Dairy, USDA Grade “A”
* Butter must be available at all serving line locations. Margarine may be offered as an alternative selection to butter provided it is clearly marked. For all catering/conference services the use of non-dairy substitutes for dairy products, in whole or part, is prohibited except as approved by the institution on an event-by-event basis.
* Tropical oils may not be used by the contractor for cooking purposes.

These grades are intended as minimum standards only and the SP is encouraged to exceed these minimums whenever possible. All other food products not included in the above categories shall be comparable quality.

YSU shall regularly, or as deemed necessary, inspect the SP’s inventory of food and supplies to determine that purchase standards are maintained and may request documentation of the process for meeting purchase standards.

SP, at their own expense, shall require their purchasing agent(s) to review all vendor, purveyor and supplier operations to ensure compliance with all local, state and federal regulations; as well as accepted industry safety and sanitation standards including [Hazard Analysis & Critical Control Points (HACCP)](http://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=5&cad=rja&uact=8&ved=0CDkQFjAE&url=http%3A%2F%2Fwww.fda.gov%2FFood%2FGuidanceRegulation%2FHACCP%2F&ei=CdubVaX5Lcq1-AHe3pGoBw&usg=AFQjCNF_YYUMsa1nGMU7E8inTQEjquArrA&bvm=bv.96952980,d.cWw) and ServSafe®.

# **Product Recalls and Alerts**

Within twenty-four (24) hours of a product recall or alert issued by the USDA, FDA, local health department or other government agency, SP must inform YSU if the food services operations may be impacted. Furthermore, SP must provide in writing the specifics relevant to this recall/alert for distribution to YSU. SP will be required to contact their suppliers and verify that no product included in the recall/alert was and/or could be distributed to YSU. If the possibility exists that some of the products involved in the recall/alert could be in the on-premises inventory, then the SP will conduct a product audit at all YSU food service operations. If any product is found on premise the SP will: 1) inform YSU of this finding in writing, 2) provide a detailed listing of all affected products with associated costs and quantities, and 3) comply with the directives issued for removal, return and/or destruction of the product detailed in the recall/alert.

# **Card Access System, Cashless, and Contactless Payment Options**

The SP provides YSU customers with specified card access and point of sale (POS) system for all food service locations. YSU shall maintain ownership of the system and all related licenses.

* SP shall pay the actual costs for annual maintenance and upgrades to the card access and POS system as a direct operating expense.
* SP shall pay for all system hardware, software, and installation related expenses for system implementation at new food service locations operated by the SP. Such expenses shall be defined as Investments and be subject to language mutually agreed in the contract.
* SP shall provide online capabilities of adding funds for students, parents, and employees.
* Cash, credit/debit card, contactless payment, and other funds (if offered) must be accepted as payment options at all POS or transactional terminals including resident dining halls and retail outlets.

# **Marketing**

The marketing of board plans and all campus food service activities is the responsibility of the SP. Successful centralized marketing approach will ensure maximum revenues to both parties. The SP and DSP will be responsible for the design, development and cost of the marketing programs and all other materials describing and marketing food services, catering, concessions, retail sales and branded food items. YSU will have final approval for overall marketing materials.

The SP and DSP will develop and publish, consistent with YSU's schedule, a student information brochure for distribution to all students. In addition, the SP will develop and publish, consistent with YSU’s schedule, a faculty and staff brochure or other relevant marking materials for distribution to the campus community.

The SP and DSP must maintain an up-to-date website; and design and publish for distribution a monthly food services calendar identifying special events, premium entree nights and food specials.

The SP and DSP is expected to lead monthly meetings with the Food Service Committee including but not limited to scheduling meetings with students and campus stakeholders, setting agendas, and gathering data and promotions to share with the committee. This committee will consist of campus stakeholders to include not limited to members from SGA, Athletics, Academic, Housing and Residence Life, Commuters, Faculty, and Staff. The committee is advisory and aims to gather feedback addressing the campus community's needs. They have no authority to affect change.

The SP and DSP will utilize technology effectively and efficiently in accordance with the areas of importance to YSU listed in the Facilities, Technology, and Equipment section.

# **Facilities, Technology, and Equipment**

SP & DSP must have adequate, suitably located facilities, adequate technology, and equipment to support its mission and goals efficiently and effectively. Facilities, technology, and equipment must be evaluated regularly and follow relevant federal, state/provincial, and local requirements to provide access, health, safety, and security.

DSP should strive to maintain facilities, technology, and equipment at optimal levels and facilities managed by DSP must be in full compliance with applicable federal, state/provincial, and local building codes, as well as institutional policies.

DSP should share dining facility spaces for a limited number of pre-authorized campus programs and special events, such as study halls and social events. Regular use of the facilities outside of special, pre-authorized campus programs must be limited to paying guests only and regularly enforced to maintain compliance with a no loitering policy and to optimized both average revenue per seat and customer satisfaction.

DSP should have a YSU improvement budget that supports the long-term strategic plan for each five (5) years of the initial contract term.

DSP must comply with all applicable federal, state/provincial, and local statutes, regulations, and codes when undertaking YSU improvements, including new construction, renovations, and equipment installation.

DSP should use current sources of information in planning for YSU equipment purchases, installation, and implementation to support the mission of the department within applicable federal, state/provincial, and local codes and regulations.

DSP should use an objective process for evaluating technological needs and staying current with appropriate new information technologies. DSP should make appropriate selections of technology systems, including hardware and software, to meet clearly defined needs within budgetary limitations and should use a system for maintaining electronic and other computerized equipment and software to minimize down-time.

Areas of importance to YSU include:

* Online menu and smart app compatible with android and iOS.
* Inventory management software with asset tracking.
* Nutritional analysis system compatible with MyPlate, MyFitnessPal, and like systems.
* Online catering and event management system with ability to define sub-groups and sub-accounts for invoicing.
* Point-of-sale systems that include contactless payment and standard (cash, credit, etc.) capabilities.
* Web-based, digital menu boards and marketing screens for advertising.
* Utilization of social media (i.e., Facebook, twitter, Instagram, snapchat, etc.).
* Cloud-based accounting systems that allow for defined access and automated reporting.
* Email, office production systems and services, and other specialty software such as that used for time and attendance.

DSP-managed facilities must be accessible, clean, attractive, properly designed, well-maintained, comfortable, conducive to a positive dining experience, and must have appropriate safety and security features.

DSP must maintain a high level of facilities sanitation through effective housekeeping and utilization / accurate maintenance of daily food records. YSU reserves the right to complete unannounced inspections of campus dining facilities to ensure DSP compliance.

DSP should have on-going programs of planned and preventive maintenance to extend the life of facilities and equipment, ensure optimum working conditions, and enhance safety and appearance.

Spaces must include adequate areas for seating as well as for service, preparation, storage, and receiving of food, and for disposal of waste.

DSP should design its facilities to support the mission of the department with optimum efficiency, while enhancing customer and staff satisfaction.

DSP shall have a sustainability program for managing solid and liquid waste that complies with federal, state/provincial, and local regulations and coordinates the program with other solid and liquid waste efforts of the institution or community.

YSU supports and encourages the SP & DSP to incorporate a significant level of environmental sustainability into the DSP, including but not limited to waste reduction initiatives (i.e., recycling, composting/waste diversion, trayless dining, etc.), green “to-go” containers, limit the use of plastic utensils for eating and serving, etc.

DSP shall provide information on hazardous materials used on campus; including current MSDS sheets in both English and Spanish languages.

The focus of all YSU improvement projects should be on designing for the future, based on the best available information and projections concerning future enrollment, shifts in student housing patterns, changes in the diversity of the student body, trends in college and university dining services, and market research of the off-campus dining service trends in the surrounding community.

# **Legal Responsibilities**

SP & DSP staff members must be knowledgeable about and responsive to laws and regulations that relate to their responsibilities. DSP staff members must inform users of programs and services and officials, as appropriate, of legal obligations and limitations, including constitutional, statutory, regulatory, and case law; mandatory laws and orders emanating from federal, state/provincial, and local governments; and the institution’s policies.

SP & DSP staff members must use reasonable and informed practices to limit the liability exposure of the institution, its officers, employees, and agents. Staff members must be informed about institutional policies regarding personal liability and related insurance coverage options.

YSU will inform SP & DSP staff and students, faculty, and staff, in a timely and systematic fashion, about extraordinary or changing legal obligations and potential liabilities.

# **Equity and Access**

SP & DSP staff members must ensure that services and programs are provided on a fair and equitable basis. Facilities, programs, and services must be accessible. Hours of operation and delivery of and access to programs and services must be responsive to the needs of all students and other constituents. DSP services must adhere to the spirit and intent of equal opportunity laws.

DSP must be open and readily accessible to all students and must not discriminate except were sanctioned by law and institutional policy. Discrimination must be avoided on the bases of age, color, creed, cultural heritage, disability (visible or invisible), ethnicity, gender identity, nationality, political affiliation, religious affiliation, sex, sexual orientation, or social, economic, marital, or veteran status.

Consistent with their mission and goals, DSP must take affirmative action to remedy significant imbalances in student participation and staffing patterns, including managing the use of the facilities and limiting access to paying guests in compliance with a no loitering policy and results from customer satisfaction surveys.

As the demographic profiles of campuses change and new instructional delivery methods are introduced, DSP must recognize the needs of students, including commuter students, and services offered on campus. DSP must provide appropriate services in ways that are accessible to commuter students and assist them in identifying and gaining access to other appropriate services.

# **Campus and External Relations**

SP & DSP must establish, maintain, and promote effective relations with relevant individuals, campus offices, and external agencies and comply with these standards even when contracted for or outsourced by the institution.

DSP should make a positive contribution to the educational, social, and economic development of the campus and local community. The success of DSP is dependent on the maintenance of good relationships with students, faculty, administrators, alumni, the community at large, contractors, and support agencies. DSP members should encourage participation in campus programs by relevant groups.

When appropriate within the policies and procedures of the institution and department, DSP should sponsor campus and community nonprofit activities to promote goodwill and enhance the nonprofit mission of the community organization.

DSP departmental managers should encourage staff members to volunteer for campus causes and activities in the name of the department to promote the community image of the department and enhance the quality of life of the volunteers.

# **Diversity**

Within the context of the YSU mission, diversity enriches the community and enhances the campus experience for all; therefore, the DSP must nurture environments where commonalties and differences among people are recognized and honored. The SP & DSP structure should reflect an unbiased commitment to diversity and maximize the potential of all staff members.

DSP should acknowledge that it serves a multicultural, global community and provides products and services that recognize this ethnic and cultural diversity. DSP must promote educational experiences that are characterized by open and continuous communication that deepens understanding of one’s own identity, culture, and heritage, and that of others. DSP must educate and promote respect about commonalties and differences in their historical and cultural contexts.

DSP must address the characteristics and needs of a diverse population when establishing and implementing policies and procedures and should plan promotions that recognize religious or ethnic events, considering student body diversity, institutional support, and community diversity.

# **Ethics**

The SP and all persons involved in the delivery of the DSP must adhere to the highest principles of ethical behavior. DSP must develop or adopt and implement appropriate statements of ethical practice and must publish these statements and ensure their periodic review by YSU.

DSP staff members must ensure that privacy and confidentiality are maintained with respect to all communications and records to the extent that such records are protected under the law and appropriate statements of ethical practice. Information contained in students’ education records must not be disclosed without written consent except as allowed by relevant laws and institutional policies. Staff members must disclose to appropriate authorities information judged to be of an emergency nature, especially when the safety of the individual or others is involved, or when otherwise required by institutional policy or relevant law.

All DSP staff members must be aware of and comply with ethical practices and confidentiality of surveys and research data concerning individuals.

DSP staff members must recognize and avoid personal conflict of interest or appearance thereof in their transactions with students and others, especially if they constitute existing or potential partnerships in the execution of the responsibilities of their position.

DSP staff members must ensure the fair, objective, and impartial treatment of all persons with whom they deal. Staff members must not participate in nor condone any form of harassment that demeans persons or creates an intimidating, hostile, or offensive campus environment.

When handling institutional funds, all DSP staff members must ensure that such funds are managed in accordance with established and responsible accounting procedures and the fiscal policies or processes of the institution.

DSP staff members must perform their duties within the limits of their training, expertise, and competence. When these limits are exceeded, individuals in need of further assistance must be referred to people possessing appropriate qualifications.

DSP staff members must use suitable means to hold accountable other staff members who exhibit unethical behavior and staff members must be knowledgeable about and practice ethical behavior in the use of technology.

# **Assessment and Evaluation**

The SP & DSP must conduct regular assessment and evaluations. DSP must employ effective qualitative and quantitative methodologies as appropriate, to determine whether and to what degree the stated mission, goals, and student learning and development outcomes are being met. The process must employ sufficient and sound assessment measures to ensure comprehensiveness. Data collected must include responses from students and other affected constituencies to be shared with YSU in an unaltered, unbiased way.

DSP should conduct market research such as comparing prices, offerings, menu, hours, and service levels.

DSP should promote a positive relationship with all internal and external customers, especially students, and openly solicit comments from all customers about how to improve the dining services program.

DSP must evaluate periodically how well they complement and enhance the stated mission and educational effectiveness of the YSU program, including evaluating customer satisfaction. Results of these evaluations must be used in revising and improving programs and services and in recognizing staff performance.

YSU will provide the SP & DSP with specific criteria (Key Performance Indicators [KPIs]) to evaluate the success of the SP & DSP, including used to identify progress toward strategic goals, financial success and appropriate use of funds, consumer satisfaction, and potential areas of concern or opportunities for improvement.

# **Dining Services Program: Residential Dining**

## Residential Dining Overview:

* Dining caters to the needs of the residential students at YSU who live residence halls as their primary residence during the academic year.
* Dining provides a wide variety of healthy, fresh, and nutritionally dense options that meet the needs of the students.
* Dining that is culturally sensitive and inclusive, taking into consideration the dynamic demographics and global population.
* Dining is exciting, interactive, and feels highly personalized.
* Dining that engages and meets the needs, tastes, trending products and overall expectations of the students.
* Dining that is flexible and time sensitive/appropriate to accommodate the rigorous nature of students’ schedules and late-night/weekend performances.
* Dining is financially attractive and has a high rate of real and perceived value for non-residential/commuter students, faculty, staff, and guests.
* Dining is experiential in both physical space and food variety/presentation.
* Dining consciously integrates innovative technology in methods of payment (meal plan, cash credit/debit card, contactless, etc.), marketing, and communications.
* Dining that incorporates sustainability and quality assurance best-practices guidelines into both food (i.e., selection, storage, preparation, etc.) and operations (i.e., composting/waste diversion, recycling, energy management, facility maintenance, management/staff training, etc.).
* Dining that addresses and provides nutritional information including calorie counts, special dietary restrictions, and allergens.
* Dining that provides a dedicated area for students with special dietary needs including gluten and tree nut free products, with separate service ware and equipment (toaster) to avoid cross contamination.

## **Residential Dining Minimum Standards/Operation Requirements**

### Mission

The mission of Dining Services Programs (DSP) and SP must address:

* A dining environment that encourages both individual and community development.
* Engagement of students in learning about sound nutrition practices.
* Safe and secure facilities that are clean, attractive, well-maintained, and comfortable.
* Management services that ensure the orderly and effective administration and operation of all aspects of the program.
* Reasonably priced, quality, safe, diverse, and nutritious food offerings.

The SP & DSP must incorporate student learning and student development in its mission. The SP & DSP must enhance overall educational experiences and must develop, record, disseminate, implement, and regularly review its mission and goals. Mission statements must be consistent with the mission and goals of YSU and with the standards in this document. The SP & DSP must operate as an integral part of the institution’s overall mission.

SP & DSP should clearly define and communicate its vision and mission to staff members and students; to provide the focus for departmental practices.

In addition to dining services, the SP’s mission must include, either directly or through collaboration, a provision for educational programs and services and management services.

### Program

The formal education of students consists of the curriculum and the co-curriculum and must promote student learning and development that is purposeful and holistic. DSP and the SP must identify relevant and desirable student learning and development outcomes and provide programs and services that encourage the achievement of those outcomes.

Relevant and desirable outcomes include intellectual growth, effective communication, realistic self-appraisal, enhanced self-esteem, clarified values, career choices, leadership development, healthy behaviors, meaningful interpersonal relationships, independence, collaboration, social responsibility, satisfying and productive lifestyles, appreciation of diversity, spiritual awareness, and achievement of personal and educational goals.

The SP & DPS must provide evidence of its impact on the achievement of student learning and development outcomes.

DSP must be (a) intentional, (b) coherent, (c) based on theories and knowledge of learning and human development, (d) reflective of development and demographic profiles of the student population, and (e) responsive to needs of individuals, special populations, and communities.

To fulfill its mission and goals effectively, the SP must provide students with access to experiences, services, and programs that facilitate:

* Interaction with faculty and staff members.
* Respect for self, others, and property.
* Appreciation of new ideas.
* Appreciation of cultural differences and other forms of diversity.
* Development of a balanced lifestyle embracing wellness.
* Orientation to community expectations, facilities, services, and staff.
* Understanding of institutional and dining policies, procedures, and expectations.
* Involvement in programming and policy development.
* Responsibility for their community through confrontation of inappropriate or disruptive behavior.

The SP and DSP should support and respond to student dietary and medical requirements, such as vegan diets and food allergies.

The SP and DSP should consult with and incorporate recommendations made by YSU administrators to assist students in meeting their dietary and medical needs, including recovery stations.

The SP must establish appropriate policies and procedures for responding to emergency situations, especially where DSP facilities, personnel, and resources could assist the institution.

The SP should be involved in institution emergency planning.

The SP must work with YSU to provide an organizational avenue (i.e., staff and student food services committee) and should have a relationship with appropriate student governance organizations.

### Organization and Management

Guided by an overarching intent to ensure student learning and development, the SP and DSP must be structured purposefully and managed effectively to achieve stated goals. Evidence of appropriate structure must include current and accessible policies and procedures, written performance expectations for all employees, functional workflow graphics or organizational charts, and clearly stated service delivery expectations.

The SP should have clear lines of authority and responsibility, assignment of span of control, and delineation of individual job responsibilities to achieve the mission of the department while maximizing efficient and effective use of human resources. The SP must plan and conduct all activities around a fundamental commitment to providing quality service.

Resident dining should provide a variety of features, offerings, and themes that deliver a quality food service experience, meet the expectations of customers, and contribute positively to the department and institution, including but not limited to the following:

#### Hours of Operation

Maintain optimal hours of manual food service operation that accommodate student schedules during the academic year (mid-August through early-May).

Hours will be at a minimum:

**Monday – Thursday:**

Breakfast: 7:30 AM – 11:00 AM

Lunch: 11:00 AM – 2:00 PM

Continental Lunch: 2:00 PM – 4:00 PM

Dinner: 4:00 PM – 8:00 PM

Late Night Grill\* – 8:00 PM – 11:00 PM

 \*Boost Mobile Pick Up Only

**Friday:**

Breakfast: 7:30 AM – 11:00 AM

Lunch: 11:00 AM – 2:00 PM

Continental Lunch: 2:00 PM – 4:00 PM

Dinner: 4:00 PM – 7:30 PM

**Saturday and Sunday:**

Brunch: 11:00 AM – 2:00 PM

Dinner: 4:00 PM – 6:30 PM

Additional hours may be needed to accommodate special events and programs when deemed necessary by the institution, including but not limited to New Student Orientation, Commencement, etc.

SP may propose and describe different hours of operation from what is listed above. This will be reviewed each semester and adjusted as needed.

#### Meal Cycles:

* SP must provide a full menu for each service platform, and for service platforms that feature a cycle menu, indicate the number of weeks in the cycle, and provide the proposed cycle menu.
* A minimum of six (6) week menu cycles that are constantly revised via student input is desired by YSU.
* Menus must change between breakfast, lunch, and dinner on the same day and from day to day.
* SP must provide proposed serving size (ounces, etc.).
* SP must alter cycles to feature local, seasonally available foods to accustom cooks and eaters to cooking/eating with the seasons.

#### Menus & Menu Requirements:

* Maintain weekly up-to-day menus that are readily available via electronic means (i.e., website, DSP app, institutional electronic communication, Facebook, Instagram, etc.) and non-electronic means (i.e., table tents, posters, bulletin boards, etc.)
* Maintain menus that offer a wide selection of nutritious meals with a healthy balance of whole grains, lean protein, fruits and vegetables. All meals/menu items must be well-labeled to indicate calories, fat, protein, carbohydrates, sodium, all major allergens specified by the FDA, and how each dish was prepared (i.e., steamed, fried with olive oil, etc.)
* SP must provide at least one (1) of each entrée menu items during each meal period: (1) vegetarian, (1) vegan, (1) gluten-free, and (1) traditional animal protein that changes daily.
* Vegetarian and Vegan menu items must have a minimum of 20 grams of protein per serving coming from seitan, tofu, edamame, etc., with the use of cheese in vegetarian menu items infrequent.
* SP will provide a variety of culturally appropriate foods including those catering to religious needs (i.e., kosher, halal) as well as those that respect the ethnic food traditions of enrolled students (i.e., Chinese, Korean, East Asian, Hispanic, etc.).

#### Programming/Events:

* The SP will develop, promote, and deliver at least two (2) “Special Event Programs” or “Themed Dining Experiences” each month in the residential dining location, including but not limited to themed and holiday events, build your own Sundae on Sunday, student or parent submitted recipe from home meals, steak/lobster night, Chili Challenge, Breakfast for Dinner, etc.
* The SP will provide at least one of each per semester:
* Cooking Workshop: Confirmation by RSVP; Led by SP Chef
* Cooking Demo and Tasting
* Finals/Study Break/Moonlight Breakfast
* The SP will also work with YSU to identify national food holidays to program creatively and educationally by offering fun active “food experiences” (i.e., National Coffee Day – Sept. 29; National World Food Day – Oct. 16; National Pi Day – March 14; etc.).
* The SP & DSP should explore and implement programs, events, or education geared toward faculty and staff.

### Concepts and Service Delivery

The resident dining program must include the following concepts to meet the minimum requirements listed above:

Breakfast:

* Daily, Made-to-Order: eggs, omelet bar, self-serve waffle station, pancakes/crepes/fresh toast (to be prepared in a variety of rotating styles, including wholegrain, buckwheat, quinoa/oatmeal pancakes, etc.)
* Breakfast pastries (muffins, Danish, croissant, etc.)
* Daily: Yogurt bar with freshly cut fruit and optional toppings including: nuts, flaxseeds, hempseeds, muesli, etc.

Lunch/Dinner:

* Made to order stations, at least one (1) entrée stations and at least one (1) rice, noodle, quinoa, Pho, Udon etc. bowl area (noodle, rice, etc. can be pre-made and warmed with broth or sauce – like a Pho or Udon style.
* Made to order stations, at least one (1) of each quick-service stations: deli, salad, grill (hamburger, turkey burger, chicken sandwich, grilled cheese, French fries, etc.).
* Made to order stone fire / brick oven concept pizza or flatbread with gluten-free crust option (brick oven may also be used to cook casseroles and other baked goods).
* Daily availability of a carving station with at least one meal.

All Meal Periods:

* Batch cooking for all hot menu items (except soup/sauces) must be implemented to ensure quality and freshness.
* Fresh, hard-boiled eggs.

Holiday Break Service:

* Service levels are defined annually by SP and YSU and included in the SP contract.

Student Leader Staff Trainings:

* Service levels are defined annually by SP and YSU and included in SP contract (usually scheduled for early August).

###

### Meal Plans: Residential

YSU will administer the meal plan program for its students and calculate the number of students who participate in each meal plan. YSU will be permitted to sell these plans directly to students, faculty and staff at a price determined by YSU at its sole discretion and will retain any cost difference between that price and SP’s meal plan charges (“Override”) if any.

* Meal plans are to be mandatory for all first-year resident students as well as upper-class students residing in meal-plan required buildings (not including students who have medical or religious waivers).
* A minimum of three (3) traditional meal plans must be offered, at least one of which will offer a student enough meals to participate in every meal period during the academic year.
* Medical and other exceptions to mandatory meal plan participation will be decided by YSU.
* All enrolled students and YSU faculty and staff members must have the option to purchase a meal plan.

### Meal Plans: Non-Residential/Voluntary

Non-residential or voluntary meal plan options will be marketed and made available for all other students. YSU faculty, staff, or guests of either institution may also purchase meal plans or pay at the door for each meal. Prices are to be provided for breakfast, brunch, lunch, and dinner and are to remain fixed for the first year of the contract. The SP will assist YSU in the marketing and promotion of voluntary meal plans and will provide an online option to view and purchase these meal plans.

### Board Days

* The minimum number of Board plan feeding days during the academic year of 2025/2026:

**225** (may fluctuate slightly)

There was a total of 225 service days for 2023/2024 and service days will change, although not significantly, year-to-year based on the academic calendar. Additionally, the SP is requested to provide Board Plan services during the Fall Mid-Semester, Thanksgiving, Spring, and Easter Breaks when a limited number of students remain on campus. The Board Plan swipes during these breaks will be part of the annual cost and will not be extra for the students staying on campus. Such additional days would be beyond the 225 service days in 2023/2024.

### Annual Meal Plan Charges & Cost per Student per Day

YSU shall pay SP reimbursements for each meal plan per participant per semester as detailed in the financial submittals. The daily rate shall be calculated by dividing the annual meal plan charge (÷) minimum number of board plan days.

### Price Increases

Any price increase must have justification and will need YSU approval. Proposals should indicate economic benchmarks and indicators (if referencing a CPI index, include exact index and web-link), which may be used to determine a need for a price increase. SP should be prepared to describe how such price increases would be proposed to YSU and indicate under what conditions a price decrease might be proposed.

### Additional Service Days

If service for additional unplanned board days is required, SP shall charge 75% of the current daily rate for the number of students that either participated or a minimum of 40% of those expected in the added meal service. YSU will provide the expected number to the contractor 24 hours in advance for preparation.

### Partial Service Days

If partial service periods are added, the daily rate shall be prorated as follows:

Meal Period Pro-rated charge (based on 75% of normal daily rate):

Breakfast 20%

Lunch 40%

Dinner 40%

### Summer Session, Camps & Conferences

### SP must develop and provide a food and beverage program to accommodate scheduled programs and conferences, including during the summer session. The program shall be approved by YSU on an annual basis. Preferred pricing for this program shall be as detailed.

# **Dining Services Program: Retail Dining, Convenience/Micro-Markets**

## Retail Dining Overview:

The SP and DSP shall provide meals, snacks, beverages and other services for cash, credit/debit, meal plan, or contactless payment to students, faculty, staff, and guests as required in designated locations at YSU. Such retail operations shall include, but not be limited to snack bars, delis, food carts, beverage and coffee bars located in both the cafeteria and at designated locations, including Convenience Markets/Micro-Market locations, as appropriate.

* Retail options should provide dining that caters to the needs of all students (both residential and commuter), staff, faculty, and guests of the schools in a way that provides full-flavor, fresh meals with quick service.
* Dining that is sustainable, environmentally friendly, and conveniently packaged for grab-and-go eating or quickly made (i.e., TurboChef).
* Dining is financially attractive and has a high rate of real and perceived value.
* Dining consciously integrates innovative technology in methods of payment (meal plan, cash credit/debit card, contactless, etc.), marketing, and communications.
* Dining is financially sustainable and profitable.

## Marketing:

The SP & DSP shall continually initiate ideas for varied methods of service, merchandising, public relations, promotion, and menu presentation in all operations to increase usage, improve service and products, and maximize potential revenues. Such endeavors shall be implemented in a manner typical of successful commercial operations.

In addition, the SP & DSP shall have promotions and special events of its own, no less than twice a month, where appropriate. YSU shall work with the SP & DSP on a regular basis to plan and implement the “specials” for events sponsored both by the SP & YSU.

## Menu, Pricing, and Portions:

Prior to commencement of the contract, the proposed menu, including item, portion and price, and the serving schedules shall be approved in writing by YSU. These prices and schedules shall serve as a guide for other items not specifically included in the initial proposal. Retail prices shall be competitive with comparable menu items served by local commercial food operators and by other educational institutions. The SP shall comply with the approved guide for menu, prices, portions and serving schedule. Any subsequent request for change shall be submitted in writing to YSU prior to implementation.

Attention shall be given to the offering of menu selections as they relate to a diverse campus clientele and the diet and nutritional concerns of students.

## Hours & Level of Service:

The hours of service will be agreed to during the negotiation process, which will meet the changing needs of the students, will be agreed to in writing and shall be the approved hours for the first academic term. Changes in service hours shall be considered based on volume of business, customer feedback, and business strategy.

# The SP will be responsible for submitting a conceptual proposal for each retail operation that is being proposed to operate, which will include any brands, style of service, menu stations, décor packages/themes, and anything else that will help YSU understand assurance of a quality food service program marked by value, flexibility, and creativity.

# **Dining Services Program: Catering**

## Catering Overview:

SP will provide catering services on defined Premises as requested. SP will be expected to execute catered functions at all YSU venues including, but not limited to, administrative buildings, academic buildings, and defined outside areas. SP is responsible for providing trucks, vans, golf carts, etc. required to provide catering services. SP will cooperate with YSU to allow YSU access to SP vehicles for meeting and event services.

## Service Levels:

SP must provide a tiered catering program, which includes menus and pricing for at least three (3) levels of catering from basic pick-up service, traditional conference catering and special event catering.

* Casual Catering: Addresses the demand for pick-up and/or minimal service catering and accommodates limited student group budgets and other modest organizational budgets. This service is available during normal business hours, five (5) days a week upon request or at other times based upon programming needs. Offerings for Casual Catering range from beverages, hot/cold main meal items to snacks. Minimum 8 guests.
* Standard Event: Provided upon customer request. This service, including buffet service, is available during normal hours, five (5) days a week upon request or at other times based upon programming needs. Complete and diverse menus are available for review and ordering online for daily Standard Catering customers, along with the ability for YSU representatives to customize an event to meet specific requirements and budget guidelines. SP delivers and sets up events and is responsible for timely pick-up and clean-up of all catering items from all locations. Minimum 12 guests.
* Special Event Catering: Provided upon customer requests through the Catering office. This service is available upon request. Complete and diverse customizable offerings must be available for Special Event Catering. SP delivers, sets up and serves these events and is responsible for the clean-up of all catering items from the special event location. No minimum number of guests.
* The standard for all the above events and or buffets will include linen table cloths and skirting as part of service delivery/set-up.

## Order Placement:

SP must provide an online catering system, such as CaterTrax, to expedite basic and conference catering orders.

## Menus:

SP must provide online and printed catering menus for each level of catering service provided. SP must offer seasonal menus for catering services in the form of supplemental offerings or limited time offerings to keep the catering program fresh and interesting for patrons. SP will be required to provide a tasting of seasonal menu to SP Administrator or his/her designated representative.

## Quality Assurance:

An electronic survey or evaluation should follow all catering orders to continually assess the quality of service and that customer needs are met. The results should be shared with the Contract Administrator on a weekly basis.

## Price Points:

Financial arrangements shall be negotiated by the Parties on an event-by-event basis with pricing. YSU will approve catering menus, portions, and prices for all such services offered on an annual basis. YSU and SP will also negotiate annually pricing for camps, athletic teams, resident assistant training, and other student and non-student dining needs outside of the Board Plan period.

# **YSU Meal Plan 2025/2026**

YSU Dining Traditional Residential Meal Plans for Year 1:

|  |  |  |  |
| --- | --- | --- | --- |
| **Meal Plan** | **Meals Per Week**  | **Flex Dollars** | **Pete’s Points** |
| 12 Gold | 12 | $550 | $150 |
| 12 Silver | 12 | $450 | $150 |
| 12 Bronze | 12 | $350 | $150 |
| 8 Gold | 8 | $600 | $300 |
| 8 Silver | 8 | $500 | $300 |
| 8 Bronze | 8 | $400 | $300 |
| 5 Gold | 5 | $700 | $450 |
| 5 Silver | 5 | $600 | $450 |
| 5 Bronze | 5 | $500 | $450 |

YSU Dining Commuter Declining Meal Plans for Year 1:

|  |  |  |  |
| --- | --- | --- | --- |
| **Meal Plan** | **Flex Dollars**  | **Pete’s Points** | **Bonus** |
| $300 Declining Balance | $250 | $50 | $15 Free Flex Dollars |
| $450 Declining Balance | $400 | $50 | $25 Free Flex Dollars |
| $650 Declining Balance | $600 | $50 | 5 Free Meal Swipes at Christman Commons |

YSU Dining Commuter Block Meal Plans for Year 1:

|  |  |
| --- | --- |
| **Meal Plan** | **Flex Dollars**  |
| 75 Blocks | $100 |
| 50 Blocks | $125 |
| 30 Blocks | $150 |
| 20 Blocks | $175 |

\*Block meal plans expire at the end of every semester. Pete’s Points and Flex Dollars roll over from Fall to Spring Semester but not from Spring to Fall.

# **SAMPLE MENU/REQUIREMENTS**

|  |
| --- |
| **Breakfast** |
| **Item** | **Minimum # of Choices** | **Details** |
| Chilled Juice |  2 | Fresh or frozen apple, orange or other juice must always be available and must be 100% juice.  |
| Whole Fruits | 4 | Fresh, cleaned, and ready to eat including but not limited to apples, oranges, and non-damaged bananas.  |
| Freshly Cut Fruit | 4 | Fresh seasonal melons, berries, mango, pineapple, etc. |
| Dry Cereals  | 5 | Individual or bulk cereal. One must be gluten-free; Two must be fortified with at least 25% RDA iron per serving. Two must have no sugar content. Homemade or natural Granola or muesli must be served daily.  |
| Hot Cereal | 2 | To be varied daily, options including oatmeal, cream of wheat, rice porridge or congee, and always one whole wheat. |
| Eggs/ Meatless Entrees | 2 | Hard boiled eggs available daily; made to order eggs/omelet. Choice of at least one meatless entrée (Vegetarian and Vegan option)  |
| Meat | 3 | Varied from such choices as ham, bacon, sausage, etc., one of which must be non-pork. |
| Potatoes  | 1 | To be varied daily. |
| Pancakes, Crepes, French Toast & Self-Serve Waffles | 1 ea. | Served daily. |
| Continental Breakfast Items | 5 | Varied in accordance with student preferences, from such choices as: doughnuts, Danish, muffins (varied size), coffee cake. The variety and quality of breads: white, whole wheat, artisan, raisin bread and bagels is important to daily availability.  |
| Yogurt/Yogurt Bar | 2 | One plain, one flavored low fat – brand specific may be requested based on student/customer needs/requests; High protein content with low sugar content; One Greek and one plain yogurt is preferred. Yogurt bar with fresh fruit and optional toppings including: nuts, flaxseeds, hempseeds, muesli, etc. maybe a shared space with hot cereals.  |
| Condiments | 10+ | Include but not limited to: jams, jellies, margarine, butter, cream cheese, syrup, sugar, honey, salt, pepper, natural peanut butter/ almond butter/other nut butters, catsup, hot sauce, sesame seeds, spices, etc. |
| Beverages | 10+ | Milk (whole, skim, 2%, chocolate, soy, lactose friendly, and nut milks as requested), variety of fountain sodas (Pepsi or Coke products), hot chocolate, coffee (regular and decaffeinated), hot flavored teas (regular and decaffeinated), cream (including soy and almond), sugar and sugar substitute should be served at every meal. Water station / infused waters.  |

| **Lunch and Dinner** |
| --- |
| **Item** | **Minimum # of Choices** | **Details** |
| Soup | 3 | All soups must be homemade and served with whole grain crackers. At least one soup must differ from the previous dinner offerings. At least one soup must be meatless, and one should contain a high source of protein; One cream based, one broth based, one Asian specific. |
| Entrée | 3 | One of the entrees must have less than 30% of the calories from fat. At least one whole muscle protein. None shall be leftovers. Hard boiled eggs shall be available daily. |
| Vegetables | 4 | Choices of at least four, as required by the entrees, with a minimum serving of ½ cup. At least one steamed oil friendly option. At least two non-starch vegetable options. |
| Whole Fruits | 4 | Fresh, cleaned, and ready to eat including but not limited to apples, oranges, and non-damaged bananas. |
| Freshly Cut Fruit | 4 | Fresh seasonal melons, berries, mango, pineapple, etc. |
| Gluten-Free/Allergy Friendly | 2 | There must be Gluten-free, Allergy Friendly zone offerings. |
| Starches  | 3 | Choice of one rice, one whole grain (quinoa, millet, bulgar, buckwheat, groats, farro, etc.) and one potato or pasta. |
| Made-to-Order | 4 | At least one (1) entrée stations and at least one (1) rice, noodle, quinoa, Pho, Udon etc. bowl area (noodle, rice, etc. can be pre-made and warmed with broth or sauce – similar to a Pho or Udon style; At least one (1) of each quick-service stations: deli, salad, grill (hamburger, turkey burger, chicken sandwich, grilled cheese, french fries etc.); Made to order stone fire / brick oven concept pizza or flatbread with gluten-free crust option (brick oven may also be used to cook casseroles and other baked goods); Daily availability of sushi to be made either in-house or by partnering with mutually agreed upon Sushi vendor to offer a complete sushi offering of rolls, sushi, sashimi, and edamame; Daily availability of a carving station with at least one meal. |
| Salad Bar | 10+ | At least three salad greens, one of which must be romaine lettuce. Fifteen toppings daily from a cyclic rotation of twenty. One shredded cheese and low-fat or fat-free cottage cheese are presented daily. Avocado. One meat topping. Six salad dressings, one of which must be low-fat, one of which must be fat-friendly, full-fat olive oil, balsamic vinegar, etc.  |
| Breads | 5 | Hot breads, rolls or specialty bread; plus, white, whole wheat, raisin, rye, and a gluten-free bread. |
| Desserts | 3 | One must be a fresh or unsweetened fruit. If canned or stewed, such fruit must be packed in water or natural juices. Other acceptable desserts include fruits or cream pies, fruit cobblers, cream puffs, turnovers, puddings, gelatin, cakes, cookies and hand dipped ice cream / low fat frozen yogurt.; one gluten-free.  |
| Condiments | 10+ | Include but not limited to: jams, jellies, margarine, butter, cream cheese, syrup, sugar, honey, salt, pepper, natural peanut/almond or other nut butter, catsup, hot sauce, spices, etc. |
| Beverages | 10+ | Milk (whole, skim, 2%, chocolate, soy, lactose friendly, and nut milks as requested), variety of fountain sodas (Pepsi or Coke products), hot chocolate, coffee (regular and decaffeinated), hot flavored teas (regular and decaffeinated), cream (including soy and almond), sugar and sugar substitute should be served at every meal. Water station / infused waters. |

# **CLEANING RESPONSIBILITY MATRIX**

|  |  |  |  |
| --- | --- | --- | --- |
| **Kitchen** | **SP** | **Frequency** | **YSU** |
| Floors | X | Daily |  |
| Walls up to six (6) feet | X | Weekly & As needed |  |
| Walls over six (6) feet |  | Quarterly | X |
| Equipment (grills, ovens, steamers, etc.) | X | Daily |  |
| Refrigerators and Freezers | X | Daily |  |
| Worktops/counter/cabinets | X | Daily |  |
| Waste removal  | X | Daily |  |
| Vents |  | Quarterly | X |
| Ceiling |  | Quarterly | X |
| Duct work |  | Biannually | X |
| Lights replacement |  | As needed | X |
| Receiving docks and garbage compactor/dumpster areas | X | Daily |  |
| **Storage Areas for Department** |  |  |  |
| Floors | X | Daily |  |
| Walls up to six (6) feet | X | Weekly & As Needed |  |
| Walls over six (6) feet |  | Quarterly | X |
| Shelving/worktops/cabinets | X | Weekly & As Needed |  |
| Ceiling |  | Quarterly | X |
| **Dining Servery** |  |  |  |
| Serving line/equipment | X | Daily |  |
| Serving line walls up to six (6) feet | X | Daily |  |
| Serving line walls over six (6) feet |  | Quarterly | X |
| Serving line floors (customer side) |  | Daily | X |
| Serving line floors (kitchen side) | X | Daily & As Needed |  |
| Serving line counters | X | Daily |  |
| Waste removal  | X | Daily |  |
| Ceiling |  | Quarterly | X |

|  |  |  |  |
| --- | --- | --- | --- |
| **Dining Area** | **SP** | **Frequency** | **YSU** |
| Tabletops, bussing and spill clean ups during and at the end of service hours | X | Daily |  |
| All other furniture | X | Daily |  |
| Table bases |  | As Needed | X |
| Equipment | X | Daily |  |
| Worktops/counters/cabinets | X | Daily & As Needed |  |
| Floors & carpets |  | Daily | X |