
City of New Haven, CT



REQUEST FOR PROPOSAL

2025-RFP-181

CAFETERIA MANAGEMENT APPLICATION 2025-2026

RELEASE DATE: May 16, 2025

RESPONSE DEADLINE: June 17, 2025, 11:00 am

Please refer to the project timeline in this document for all important deadlines.

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A - 9a-Exhibit _RFP Standard Form of Agreement - City of New Haven

B - 9b-Exhibit_ RFP Standard Terms Part II - City of New Haven

1. Project Summary

1.1. Summary

Contract Name: **Cafeteria Management Application 2025-2026**

Solicitation #: **2025-RFP-181**

Department: **NHPS-Food Service**

New Haven Public Schools (NHPS) is accepting proposals from interested, qualified and certified software vendors to provide a **Web Based** School Cafeteria Management, Point of Sale Program, for the NHPS Food Service Department.

New Haven Public Schools are constantly growing and developing! The New Haven Public School District is comprised of;

- 32 elementary and middle schools
- 10 high schools
- 5 transitional schools
- 1 Adult & Continuing Education Center

1.2. Timeline

Solicitation/Advertise Date:	May 16, 2025
Pre-Proposal Meeting (Mandatory):	June 4, 2025, 12:00pm Microsoft Teams Meeting ID: 262 518 631 73 Passcode: 44E82pv6
Question & Clarification Deadline:	June 13, 2025, 11:00am
Solicitation Due Date:	June 17, 2025, 11:00am

1.3. Procurement Contact

Michael Trnik

Procurement Coordinator

54 Meadow Street, 4th Floor

Request For Proposal #2025-RFP-181
Title: Cafeteria Management Application 2025-2026

New Haven, CT 06519

2. Instructions to Respondents

2.1. Internet Access

- A. The City cannot guarantee that equipment involved in Solicitation Submission and/or solicitation technology will be available to provide information or receive transmittals. It is your responsibility to ensure that you have current information and that your Submission is received at the designated location complete and on time. The City is not responsible for the confidentiality of information transmitted over the Internet.
- B. Downloading solicitations of any type does not obligate the City to send you future notifications of solicitations or addendum updates.
- C. It is the Respondent's responsibility to review your status on our website and update your contact information accordingly.
- D. The City does not recommend waiting till the last day to start and/or submit your response.

2.2. Solicitation Downloads

- A. Every part of this document may be downloaded from the website at no cost to you. If you require a third party to print the specifications and/or drawings, that cost will be borne by you.
- B. Drawing File Format: PDF
- C. Click on the "[Downloads](#)" to download the drawings.
- D. If you don't have Adobe Acrobat and you wish to view the files in PDF format, Download the application here: <https://get.adobe.com/reader/>
- E. **Drawings** - The following three local firms are examples of companies that can reproduce drawings and/or any portion of the documents. These suggestions are not to be considered endorsements in any way. Any other firm with the AutoCAD, DWG, DXF, DWF & CSF Viewers will also be able to reproduce the drawing files.

2.3. Inquiries for Clarification

- A. The City will not respond to a Respondent's request(s) for oral interpretation and/or clarification of the Solicitation Specifications for any reason.
- B. The City will respond to a Respondent's written request(s) for interpretation and/or clarification of the Solicitation Specifications.
 - 1. Any written Inquiry for Clarification must be received seven (7) or more business days prior to the Closing Date. Any request received by the City after this deadline will not be given consideration.
 - 2. Every request for such an interpretation shall be made in writing via [City's e-Procurement Portal's Question & Answer](#) feature.

3. Please do not send questions or requests for clarification in a PDF format.
4. Every interpretation made to a Respondent will be in the form of an Addendum or Question & Answer to the Solicitation Documents.

2.4. Addendum to Bid Documents

- A. All Addenda to the Solicitation Documents shall become part of the Solicitation. Respondents are required to check the Website for Addendum. Each Respondent shall be bound by such Addenda whether or not received/viewed by the Respondent.
- B. Questions are submitted through your account and the selected solicitation Web Address: <https://procurement.opengov.com/portal/newhavenct/projects/149996>, through the “Question & Answer” section to submit your question(s).
- C. We will endeavor to post Addendums regarding Inquires for Clarification, not less than five (5) calendar days prior to the Bid Closing Date and Time.
- D. Addendums regarding extension of time will be posted on the City website, any time prior to the Solicitation Closing Date and Time.

2.5. Contract Term

The term of the contract is one (1) year with 2 - one (1) year renewal option(s). All renewals will be at the sole discretion of the City and pursuant to the same terms and conditions.

2.6. Insurance Requirements

Proof of insurance is not required to be submitted with your response unless specifically requested, but will be required prior to the City's award of the contract. Refer to the Insurance requirements in the "Insurance Requirements" section of this document.

The City requires all contractual work to be insured as identified in the following sections.

The term “Contractor” and/or “subcontractor” as used in this section, shall mean, and include Contractors and subcontractors of every tier.

Each Solicitation, Agreement and/or Award will include a specific Risk Template which will detail all the insurance requirements for the project.

Any policies maintained by the contractor and its owned and/or rented equipment and materials shall contain a provision requiring insurance companies to waive their rights of subrogation against the City of New Haven (Owner) and all other Indemnities named in the contract.

City of New Haven requires all contractors and vendors whose work or services may bring them into direct contact with youth under the age of 21 years to carry a minimum of \$1 million in Abuse and Molestation insurance coverage.

Direct contact refers to situations where vendors directly interact with, supervise, or provide services to youth under the age of 21.

Examples of vendors subject to this requirement include:

Therapists
Medical professionals
Before and after-school program providers

Vendors excluded from this requirement include:

On-call facility-related repair services and construction services (e.g., plumbers, electricians, general contractors, roofers) who do not have direct contact with youth.

This requirement applies to all vendors working on projects within:

City of New Haven facilities
New Haven Public Schools (NHPS) facilities

Certificates of Insurance

The successful bidder shall provide certificates with a minimum AM Best's rating of "A-"–"VIII" of insurance, showing coverage by an insurance carrier authorized by the State of Connecticut to write insurance in the State. The certificates shall show the City as an additional name insured. Said certificate should contain the following endorsements.

PLEASE NOTE THAT ALL CERTIFICATES OF INSURANCE MUST INCLUDE:

- A. The City of New Haven shall be named as an **additional insured with subrogation**.
- B. Endorsement shall include the work description, Contract/Project name and location.
- C. Insurance agent contact information, name, email and phone number
- D. An endorsement that the insurance company will give at least thirty (30) days written notice to the City prior to any modification or cancellation of any such insurance coverage.

POLICY REVIEW AND APPROVAL

At the discretion of the City, the Contractor may be asked to submit to the City copies of insurance policies for review and approval. The City may, in writing, notify the Contractor of any disapproval of any such policies, and satisfactory policies shall be provided in place of those disapproved.

The Respondent shall submit an insurance certificate in addition to a copy of each policy if requested. The Contractor shall require its subcontractors to obtain policies of similar insurance before each commences work. All such insurance shall be carried with financially responsible insurance companies, licensed in the State and approved by the City and shall be kept in force until the Contractor's work is accepted by the City, which expire before the Contractor's work is accepted by the City shall be renewed and submitted to the City for its approval.

A. Insurance will be required for the entire term of the contract. **The insurance agent contact information(name , email, phone number) must be on the COI.** COI are to be emailed to your project contact(see award notice) and NH purchasingCOI@newhavenct.gov.

B. Renewal Certificates of insurance should email to support@certificail.com

Contractor/Vendor shall agree to always maintain in force during the contract the following minimum coverage and shall name the City of New Haven as an Additional Insured (1) on a primary and non-contributory basis to all policies except Workers Compensation and Professional Liability. All policies, except Professional Liability, should also include a Waiver of Subrogation.

2.6.1. General Liability-rider220

	Minimum Limits (dollar amount indicates required minimum)	Additional Insured (Y indicates required)	Waiver of Subrogation (Y indicatesrequired)
Each Occurrence	\$1,000,000	Y	Y
Combined Aggregate	\$2,000,000	Y	Y
Products/Completed Operations Aggregate	\$2,000,000	Y	Y

2.6.2. Excess/Umbrella Liability

	Minimum Limits (dollar amount indicates required minimum)	Additional Insured (Y indicates required)	Waiver of Subrogation (Y indicatesrequired)
Each Occurrence	--\$1,000,000	Y	Y
Combined Aggregate	--\$1,000,000	Y	Y

2.6.3. Professional Liability

	Minimum Limits (dollar amount indicates required minimum)	Additional Insured (Y indicates required)	Waiver of Subrogation (Y indicatesrequired)
	--\$1,000,000	--	--

2.6.4. *Cyber Liability*

	Minimum Limits (dollar amount indicates required minimum)	Additional Insured (Y indicates required)	Waiver of Subrogation (Y indicates required)
	-\$1,000,000	Y	Y

2.6.5. *Technology Error & Omissions*

	Minimum Limits (dollar amount indicates required minimum)	Additional Insured (Y indicates required)	Waiver of Subrogation (Y indicates required)
Each Occurrence	\$5,000,000	Y	Y

2.6.6. *Additional Information*

If any policy is written on a “Claims Made” basis, the policy must be continually renewed for a minimum of two years from the completion date of this contract. If the policy is replaced and/or the retroactive date is changed, then the expiring policy must be endorsed to extend the reporting period for claims for the policy in effect during the contract for two) years from the completion date.

Original, completed Certificates of Insurance must be presented to the City of New Haven via Certifical prior to contract issuance. Contractor/Vendor agrees to provide replacement/renewal certificates at least 30 days prior to the expiration date of the policies. Should any of the polices be cancelled, limits reduced, or coverage altered, 30 days written notice must be given to the City.

2.6.7. *Notes*

- Additional Insured & Waiver of Subrogation boxes must be checked off on the COI.
- If contractor/vendor will be providing a service in proximity or serving youth under the age of 21, Abuse and Molestation coverage must be included.
- City of New Haven is the Certificate holder and the additional insured.

City of New Haven
200 Orange Street Rm 301
New Haven, CT 06510

2.7. *Certification and Licenses*

If the service(s) that you are providing is a service for which a certification, license or other form of qualification is required, please provide documentation with your statement of qualifications.

2.8. *Unit Prices, Solicitation Quantities and Tax-Exempt Status*

- A. The Unit Prices for each of the Solicitation items include its pro rata share of overhead so that the sum of the products obtained by multiplying the quantity shown for each item by the unit price represents the total Bid. Special attention is called to this section because in the event it is necessary to revise the quantities, increase or decrease thereof may be made without limit and adjustment and compensation shall be made on the basis of the Unit Prices for such items.
- B. Unit Prices should not include federal excise or state sales taxes. State Sales Tax is exempt under Connecticut General State Statute Sec. 12-412. The City is also exempt from transportation taxes when goods are consigned to the City. Tax Exemption certificates will be furnished by the Supervisory Auditor - Accounts Payable upon satisfactory proof of delivery to the City.
- C. It is understood and agreed that the Unit Prices shall control the Contract award.
- D. The quantities noted in this Solicitation are approximate (estimated only for use in comparing Bids); and that the sums obtained by multiplying the Unit Prices by the estimated quantities, and also the Total of these sums, are inserted for the purpose of checking this Solicitation and for the convenience of the Respondent. The Unit Prices paid are for the actual ordered quantities only.
- E. Shipments should be consigned to the City in care of the Contractor.
- F. Unbalanced high or low Bid Unit Prices will be reviewed and may be grounds for rejection.
- G. Pricing and Supply of Good and Services submitted by vendor as a result of this solicitation must be maintain for at least twelve (12) months from the date of bid submission, unless an increase in length is noted in the specification section of this solicitation.

2.9. Local Preference Ordinance

- A. For this section, "City Based Business" shall mean a business with a principal place of business located within the City of New Haven. A "City Based Business" shall maintain such status throughout the term of any Contract with the City. Failure to maintain such status shall be grounds for the City to terminate said Contract.
- B. To be considered a City Based Business you must submit satisfactory proof to the Purchasing Agent of your current City of New Haven address. Some examples of proof include are, but not limited to:
 - 1. Proof of payment of City of New Haven Real Estate tax bill(s)
 - 2. A current, long term lease in the City of New Haven
 - 3. Proof of payment of City of New Haven personal Property tax bill(s)
- C. The Local Preference ordinance can be found in Section 2-483 of the City of New Haven's Code. Please review for further details.

2.10. Equal Employment Opportunity

- A. A pre-award conference concerning equal employment opportunity compliance by the Awardee will be scheduled the week prior to the City's authorizing the award. The contractor will receive forms and other documentation that must be completed and returned to the City prior to the date of the pre-award conference. The Contractor's Affirmative Action/Equal Opportunity compliance report will represent the major focus of discussion at the pre-award conference. The contractor is responsible for satisfying the affirmative action/equal opportunity provisions as set forth in or referred to in these Solicitation Documents.
- B. Any proposed subcontract under this Contract must submit a certification regarding Equal Employment Opportunity, similar to that submitted by the Respondent. Approval of the subcontractor award cannot be given by the owner unless and until the proposed subcontractor has submitted the certification and/or other evidence that it has fully complied with any reporting requirements to which it is or was subject.
- C. Although the Respondent is not required to attach such certification by proposed subcontractors to its Response, the Respondent is herein advised of this requirement so that appropriate action can be taken to prevent subsequent delay in subcontract awards.
- D. The Equal Employment Opportunity ordinance can be found in Section 12 ½ of the City of New Haven's Code. Please review for further details

2.11. Construction Related Permits

The contractor is responsible for all fees associated with Permits.

2.12. Alternate Responses

No alternate responses will be considered unless alternate responses are specifically requested by the City.

2.13. Pricing Sheet

- A. Please provide your pricing matrix via Response Submittals. The City of New Haven must be readily able to discern your pricing Qualifications at a quick glance.
- B. A brand name, model number or other designation that identifies the product of a manufacturer may be indicated. Other brands will be considered, provided they meet the quality standards of the brands listed within. Product literature, i.e. (M.S.D.S.) must accompany any substituted product with your submission.

2.14. Solicitation Process and Submission

2.14.1. Solicitation Process

- A. **Early Submittal of Digital Responses** - Responses received prior to the advertised hour of closing are kept sealed on the City's e-Procurement Portal.

- B. **Solicitation Closing** - At the time fixed for the submission deadline of responses, the City will open the Digital Response received by the submission deadline utilizing the City's e-Procurement Portal. Pricing information will be available publicly and can be accessed at: <https://procurement.opengov.com/portal/newhavenct/projects/149996> in the "Results" tab. Respondents and other interested parties can visit the City's e-Procurement Portal for the list of respondents and their respective pricing information. To receive notifications regarding the pricing results, interested parties must click on "Follow" on the [Public Solicitation Portal](#).
- C. **Late Submittals** – with the advent of complete digital bidding, no submission will be accepted after the closing date and time.
- D. **Withdrawal of Responses** - Responses may be withdrawn by you prior to the submission deadline of responses by you retracting your digital response submission.
- E. **Response Rejections** - The City reserves the right to reject any and all responses which do not meet the requirements. Some reasons for rejection include, *but are not limited to*: altered or qualified contractual terms, non-conforming Response, incomplete or erroneous paperwork, and/or not habitually performing with the Respondent's own forces.
- F. **Solicitation Rejection Notification** - Should the City reject a response for any reason, the Submitter shall be notified. In case of such rejection, the City will return the Bid Bonds to the Respondent(s). No other part of a Respondent's Submission will be returned.

2.14.2. *Solicitation Submission*

- A. **Electronic/digital Submissions** - Follow instruction on the portal for bid submission – all required forms are indicated as such.
- B. Each solicitation response must be submitted in the prescribed format. All blank spaces must be filled in as noted. Responses must give the prices in numerical figures. No changes shall be made to the City's documents for any reason.
- C. The **Respondent** shall sign their Response in the blank space provided for this purpose. If the solicitation response is made by a partnership or corporation, the name and address of the partnership or corporation shall be indicated and the Response Submission must be acknowledged by a corporate officer as applicable. Any partner or corporate stockholder owning 25% or more of the business shall also be disclosed.
- D. The City may consider any Submission not prepared and submitted in accordance with the provisions hereof, and may, at its option, waive any informalities.
- E. No Respondent may withdraw a submission within one hundred twenty (120) days after the actual date of the opening thereof.

2.15. *Solicitation Protest*

- A. Any Solicitation protest must be submitted in writing. Respondents may file a written protest of the Solicitation results with the City's Purchasing Agent, within 48 hours of the posting of the Solicitation results on the City Website.
- B. A protest must be submitted via email, purchasing@newhavenct.gov, or Fax, 203-946-8206.
- C. The City will acknowledge receipt of written protest. If the Purchasing Agent or representative has not acknowledged receipt of the protest by the close of business on the following day, please contact the Bureau of Purchases at 203-946-8201 or by Fax at 203-946-8206.

2.16. Award of Contract

- A. No contract shall be awarded to any contractor, if the entity, or any owner, officer or director thereof is delinquent in any tax or other financial obligation to the city, including, without limitation, a current or ongoing contract dispute concerning performance under an agreement with the municipal government if, in the opinion of the Corporation Counsel, the current or ongoing contract dispute is related to the requirements of the solicitation. The fact that any other entity of which the owner or principal of any contractor is an officer or director is delinquent in the payment of any tax or other financial obligation to the city, shall be a negative factor in the selection or award of such contractor until such obligation is settled.
- B. The City will endeavor to award a contract for this Solicitation within one hundred and twenty (120) days after the date of the Solicitation opening. All Respondents acknowledge their Response submittal will be valid for the duration of the one hundred and twenty (120) days timeframe.
- C. The City reserves the right to separately Solicitation or secure pricing from additional contractors that may relate to the goods and/or services in the instant Solicitation, whether or not such goods and/or services are additional to the quantities stated in the instant Solicitation.
- D. The City of New Haven reserves the right to award one or more contracts as a result of this solicitation.
- E. The City will not award to any contractor who is ineligible under any of applicable regulations issued by the Secretary of Labor and United States Department of Labor.
- F. The City will not award to any contractor who is not qualified under applicable State and local laws and regulations.
- G. Without limiting the generalities of the foregoing, a contractor will be deemed ineligible if they are not current with any taxes or other outstanding obligations to the City of New Haven.
- H. Should a Contract be awarded, it will be awarded by the City to the lowest responsible qualified Respondent based on the lowest Base Bid.
- I. Availability of funds – The awarding of all contracts is contingent upon the availability of appropriate funds. If funding is not available at the time of award and/or execution of the contract the City reserves the right to cancel the Solicitation.

- J. All Bid Bonds will be returned to all Respondents upon the execution of the contract documents to the awarded Respondent.
- K. Certificate of Insurance must be email to **project manager (see award notice)** and to NHpurchasingCOI@newhavenct.gov

2.17. Execution of Contract

- A. In executing the Agreement, the Awardee will be required to reaffirm and restate all representations made in its Response Submission.
- B. After the notice of award and within ten (10) days after the prescribed forms are presented for signature, the Awardee shall execute and deliver to the City the Agreement in the form included in the Contract Documents, in such number of copies as the City shall require.
- C. The failure of the Awardee to execute such Agreement, pay any taxes due, to supply the required bonds or submit the Certificate of Insurance, all within ten (10) days after the prescribed forms are presented for signature, or within such extended period as the City grants based upon reasons determined sufficient by the City, shall constitute a default and the City reserves the right to any remedies available at law or in equity including pursuit of Bid Bond. The City may either award the Contract to the next lowest responsible Respondent or re-advertise the Solicitation.
- D. Performance Labor and Material Bonds - (see Project Summary for applicability) Having satisfied all conditions of award as set forth elsewhere in these documents, the successful Respondent shall, within the period specified in paragraph "A" above, furnish a bond in a penal sum not less than the amount of the Contract as awarded, as security for the faithful performance of the Contract, and a labor and material bond for payment of all persons, firms or corporations to whom the Contractor may become legally indebted for labor, materials, tools, equipment, or services of any nature including utility and transportation services, employed or used by him in performing the work. Such bonds shall be in the same form as those included in the Solicitation Documents and shall bear the same date, or a date after that of the Agreement. These bonds shall be signed and issued by a guaranty or surety company satisfactory to the City, authorized and qualified to do business in the State of Connecticut, and listed in the latest issue of the U.S. Treasury Circular 570, and the penal sum of any such bond shall be within the maximum specified for such company in said Circular 570. The current power of attorney for the person who signs for any surety company shall be attached to such bonds.
- E. Commencement of Work – The City will not be responsible for payment of any work performed or materials supplied by the successful respondent before the Contractor receives a fully executed agreement unless an emergency situation has been declared by a City employee duly empowered to do so, and the vendor receives written authorization from this individual to proceed. Note: Responsibility for payment shall be limited to only that work deemed necessary by the City to alleviate the immediate emergency

2.18. Notice to Proceed

Once a contract is executed the City department responsible for requesting the work will issue a Notice to Proceed.

2.19. No Purchase Order – No Payment Policy

<https://www.newhavenct.gov/government/departments-divisions/purchasing-division/no-po-no-pay-policy>

The City of New Haven has implemented a 'No Purchase Order, No Payment Policy' effective July 1, 2019 to reduce cost overruns, unauthorized work, while automating the steps for payment of invoices. This means that without an official Purchase Order number and/or enough unencumbered funds available, payment of supplier invoices will be rejected or significantly delayed until the change order or adjustments can be processed and approved.

This policy aims to ensure that:

- A. All spend shall be supported by an authorized PO prior to requesting the provision of goods/services.
- B. Efficient processes are implemented so that goods are delivered when required.
- C. The recipient of the goods shall receipt in Munis as soon as the goods are delivered/services performed (i.e. not upon receipt of the invoice);
- D. Cost control is effective and therefore:
- E. all expenditure incurred by the City of New Haven is valid and appropriately authorized; and
- F. minimizing transactional costs associated with payment for goods and services.

2.20. Electronic Invoice Policy

<https://www.newhavenct.gov/government/departments-divisions/purchasing-division/e-invoicing-policy>

2.21. Payment Policy

<https://www.newhavenct.gov/government/departments-divisions/purchasing-division/payment-policy>

3. Project Details

3.1. Proposal Specifications

3.1.1. Cafeteria Management Application

New Haven Public Schools (NHPS) is accepting proposals from interested, qualified and certified software vendors to provide a **Web Based** School Cafeteria Management, Point of Sale Program, for the NHPS Food Service Department.

New Haven Public Schools Food and Nutrition Program is soliciting proposals from interested, qualified and certified software vendors to provide a School Cafeteria Point of Sale and Management System.

New Haven Public Schools are constantly growing and developing! The NHPS is comprised of;

- 32 elementary and middle schools
- 10 high schools
- 5 transitional schools
- 1 Adult & Continuing Education Center

The New Haven Public School serves roughly 19,000 students.

The mission of the Food and Nutrition Department is to support the New Haven Board of Education goals by ensuring that delicious, healthy meals are available to all New Haven students. We strive to serve good quality meals utilizing ingredients from many local producers that promotes the health and wellness of students so they can be more productive in the classroom. We are an active participant in the Connecticut Farm to School & Farm to Chef Programs and active members of the District Wellness Team and Citywide School Food Policy Counsel

The NHPS Food Service program serves an estimated 10,000 meals per day.

Category	School Year 2021-22	School Year 2022-23	School Year 2023-24
BREAKFAST	1,408,138	1,616,007	1,617,943
LUNCH	2,156,919	2,540,687	2,372,523
SNACK	64,838	76,315	62,635
SUMMER	151,323	161,731	147,312

Proposed Program

The proposed program shall include but not be limited to the following:

- All software

- Pin pads (including the ability to use 2 pin pads on one POS station)
- Training
- Implementation services
- Technical support
- Any combination of the above.

Purpose

The purpose of the School Cafeteria Point of Sale and Management System is to support the Food and Nutrition Department Program. Functions to be included at the start include but are not limited to:

- Free, Reduced or Community Eligibility Meal Application Processing
- Rollover
 - Yearly Rollover of students
- POS system Tracking
 - Power School Upload import/Export capability
- Meals Served
 - Free Reduced %
- Students
 - Location
 - Allergen Alerts
 - Account tracking
 - Teacher Account Tracking
- No ID buttons
 - Student
 - Adult
- Ala Carte
 - Add-ons
 - Price Changes
 - Free form for one offs
- Adult Meals

- Employee Meals
 - Full Time
 - Part Time
- Reporting
 - Daily Deposit by Site
- Direct Certification
 - Able to upload from State site
- Register Reporting
- Meal Count by Site
- Edit Check
- Meals Served [by site]
 - Breakfast
 - Lunch
 - After School Snack
 - Fresh Fruit and Vegetable
 - Summer Meals
 - School Catering
 - Field Trips
 - Supper Program
 - Saturday Academy Program
- Enrollment
 - Highest (we want the highest enrollment for the time frame) By Site
 - Attendance Factor Sales Report
- Back of the House
 - Inventory
 - Reset Inventory at any point
 - Inventory By site and Central office
 - Ability to add delete and modify items Cost

- Per unit
 - Per case
- Division by Site type
 - Cooking School
 - Central Office
 - Automatic update of changes at site
- Delivery
 - Pick Tickets
 - By Site
 - By Item
- Inventory Adjustment
 - Items subtracted from inventory as pick ticket produced
 - Creation of inventory report for the entire district at the end of the school year
 - Purge inventory at end of school year.
- Ordering
 - Cooking School Order Direct
 - Inventory Adjustment when delivery accepted
- Menu Planning
 - Itemized Cost
 - Full Cost
 - Nutritional's
 - USDA Compliant
 - Announcements

Proposals/Criteria/Vendor Responsibility

New Haven Public Schools reserves the right to reject, in full or in part, any or all proposals. Selection criteria's are not limited to proposed costs. Additional factors, including, but not limited to, vendor responsibility, reputation, quality of service, quality of product, reports provided and quality of interface with users and with existing or imminent systems, processes and organization may be included as determining factors. The school system may enter into discussions with any responsible proposer for clarification or better understanding of proposal requirements or submissions.

Vendor responsibility is determined by our assessment of the following characteristics:

- An understanding of the school system's needs, preferences and proposed approach regarding this proposal.
- Proposer's capacities- skill, needed license, ability, and financial resources to provide the products and services indicated for the duration of the contract and beyond.
- Proposer's capacity to manage the RFP, supply responses, and work with the school system to provide requested or contracted information, products, or services in a timely manner.
- Integrity, reputation, efficiency and experience of the proposer.
- Quality of proposer's products and services provided to similar institutions. Reasonableness of system features, initial and continuing costs, and expectations.

Any proposal that does not meet the requirements outlined in this RFP may be disqualified. The school system reserves the right to waive variances in technical proposals provided such actions are in the best interests of the school district. Such a waiver does not release the proposer from otherwise meeting the requirements of the RFP. The New Haven Public School District reserves the right to accept or reject any or all bids and to terminate the contract at any time if the bidder fails, neglects, or refuses to comply with the terms of the bid.

Evaluation

New Haven Public Schools Child Nutrition Program will select individuals to evaluate and assess each proposal. Persons selected to evaluate proposals may include both New Haven employees and other individuals whose knowledge, experience and perspective contribute to the evaluation of the RFP's. The factors to be considered in the evaluation of proposals are listed below. The proposals will be evaluated based on the content and solutions offered using the following criteria:

Points	Criteria
10	Proposer's Qualification
10	Client References & Similar Projects
10	Company's overall experience
30	Adherence of the proposal in meeting the technology, functional, and implementation services requirements outlined in the document
40	Proposed Cost to NHPS

Software Demonstrations & Oral Presentations

The school system will open all proposal submissions on the bid opening date as stated. Each proposal will be evaluated by a team of NHPS Staff members. All proposals will be graded on a qualitative and quantitative basis. The evaluation team will grade each vendor's proposal according to how it best responds to the questions, completes the bid document submission, number of years it has been in business, number of similar clients and how it responds to the needs of the NHPS Food Service program. After the NHPS Evaluation Team is complete with all the evaluations, they may decide to request the top (2) high scoring Bidders come to the NHPS Central Office for visual live demonstrations or presentations of the products and services they have recommended for NHPS to purchase. Only those chosen by the initial NHPS evaluation team will be in the running for the final award of the project at this time. NHPS reserves the right, if the district feel it is necessary, to see a presentation, to schedule such visits at our discretion and convenience. NHPS will not cover any expenses the vendor may have related to this demonstration, including but not limited to: airfare, lodging, rental cars, food or other travel expenses. To reiterate this demonstration may or may not be required.

Projected Timetable

The point of sale system and online payment system must be fully implemented and operational on or before July 1, 2025, with training of the NHPS staff to take place during the week of June 24, 2025. NHPS reserves the right to adjust this timetable as required during the course of the RFP process.

Errors and Ambiguities

It is the responsibility of proposers to identify and inform the school system of any unintentional discrepancies, errors, omissions, or ambiguities that hinder the clear understanding of specifications and the effective communication of the proposal. Any such issues discovered should be immediately made known via the Questions and Section of this specification. Significant corrections, if necessary, will be made and notice of such will be provided to all parties in an addendum

Training Requirements

Contractor shall provide both system training and end-user training for the system, at New Haven Public Schools 'offices. Contractor shall include all Contractor's costs (e.g., travel, per-diem, and training materials expense) to provide such training in the proposed system cost. The scope of the system training is to include any and all functions for setup, system administration, installation and on-going operation of the Integrated Food Service Technology System. System training shall be provided as soon as possible after contract award consistent with Contractor's and New Haven Schools' personnel schedules, as well as facility and personnel scheduling and availability. Training is to be done by a qualified instructor(s) and shall provide for a predominantly "hands-on" type of instruction. Copies of comprehensive reference materials shall be provided by the Contractor to cover the contents of the training session(s) that will become part of New Haven Public Schools' documentation for the system. Awarded Contractor shall provide, at no additional charge, printed copies and electronic operating manuals, which describe in detail the software capabilities, its operation, installation procedures, error messages with identification of probable causes, software modification procedures and techniques, and program interfaces. Contractor agrees the District may make such additional copies of

documentation supplied pursuant to this section as needed for use by District employees. Contractor also agrees that the District may use such documentation to create process-based user manuals for use by District employees.

Vendor Qualifications

Provide information pertaining to your company's abilities and capabilities to successfully provide the software and hardware products and implementation services required by New Haven Public Schools. Responses should specifically address:

- When the company was founded?
- How long has your company been involved in the sale and support of school food service software and implementation services to school systems?
- Is your company the developer of the software?
- Is your company the owner of the software or a dealer for the software?
- That is the full nature of your business, and approximately what percentages of your revenues are derived from school food service software sales and support?
- How many school districts in CT currently use your software? Please provide a list. How many school districts (nationwide) are currently using the proposed version of your Integrated Food Service Technology System?
- Please list cities and states where your company maintains offices that would service our school system.
- Has your company or product ever changed ownership? If so, please provide dates and company names related to such changes.
- How many employees does your company have in the following areas?
 - Program Development
 - Technical Support and Training Administration
 - Customer Service

Client References for Similar Work Performed

Each responsible proposer must provide at least three references, indicating sites, comparable to NHPS and in as close proximity as possible, at which the proposed system (list modules) has recently been implemented. Include the following information about each reference:

- District Name and Location District

- Modules implemented
- Name of individual we may contact for information/references
- Contact information for individual
- (I.e., phone, e-mail, etc.)

At the discretion and convenience of NHPS, representatives of the school system may contact and or visit sites of vendor's implementations in order to evaluate the experiences of others utilizing the proposed system while being serviced by the proposing vendor. The school system may also contact other school systems, not given as official references, where the proposers' software, etc. has been implemented.

Reference information must be provided. Failure to provide complete and accurate client information, as specified here, may result in the disqualification of your proposal.

Implementation Plan and Project Staffing

Describe in detail how the School Cafeteria Point of Sale and Management System will be implemented. Include:

- Projected timetable for full rollout of the proposed POS System.
- Ability to work with current New Haven Public School server and client hardware.
- The proposed approach to developing interfaces between the Integrated Food Service Point of Sale System and Skyward Student Management System.
- A project plan identifying all implementation tasks to be performed, timetables/time lines, and project milestones.
- A project organization chart and documentation clearly defining all roles and responsibilities of all vendor staff as well as roles, responsibilities, and expectations of New Haven Public School staff.

Include at a minimum:

- Provide a diagram of the proposed project team with associated experience resume.
- Detailing how the link between the district's servers and computers will be connected to the virtual cloud where the software will be stored.
- Population of database for the new system including all data import and export procedures. Expectations would be to work closely with the New Haven School district's IT Department Database Administrator to insure proper functionality and compliance.
- Training for District employees.
- Assisting in live roll-out with the new system.

Data Protection Compliance

Systems provided by vendor must be in compliance with both FERPA and PCI-DSS regulations. Information regarding these requirements is listed below:

FERPA Requirements: <https://studentprivacy.ed.gov/ferpa>

PCI-DSS: <https://www.pcisecuritystandards.org/standards/pci-dss/>

Payment Compatibility

POS Systems provided by vendor must be able to integrate and be compatible with Paymentus should a need for that may arise in the future.

IT Specifications

Provide a description and diagram of the general and technical information about the proposed integrated food service technology system. Include references to:

- type of network connection
- required file transfer specifications
- hardware required and suggested
- software required and suggested
- operation system software
- required
- database software licenses required in order to use the vendor's application
- software web-based elements
- intranet-based elements (if applicable) server requirements
- annual USDA and vendor software update protocols location and function of computer equipment for each aspect of the system. Bandwidth Requirements

Provide a diagram that is labeled to show the hardware, software, and forms of data transfer that would characterize your system's implementation at our schools. Between points indicate wire, fiber, or wireless and indicate type of data transfer. Indicate bandwidth required between all points. Indicate any internet-based relationships. Indicate hardware requirements/specifications at each location, including processing/memory capacity required.

Provide information specified in the following sections for the proposed software. If different modules of the proposed software have different requirements, provide specifications for each module or group of modules separately.

(a) Technical Architecture.

Describe the technical architecture of the proposed system, including the recommended hardware and software environment for the application. Include such information as server type, manufacturer/model number, size, recommended processor speed, disk size, etc. for each type of server recommended (e.g., application server, database server, web server), operating system(s) and database management system(s), client software, network protocol(s), network bandwidth recommendations, etc. A high level illustration of the data flow schema for the proposed system should also be provided.

(b) Security.

Describe security features of the proposed system, including the ability to control access to data at the application/function/screen/field levels, audit trail capabilities, logging of attempted security violations, and tools for managing user security profiles and system security features.

(c) Application Customization.

Describe options and tools for tailoring the applications to meet the district's needs including configuration, custom reports, screen development or modification, and adding custom tables. Describe how your software will address State of Tennessee Claim reporting requirements. Will this require custom report development, and if so what is the estimated effort for the custom development? Describe your policy on software releases including frequency, year-end updates, requirements for system software upgrades, and process for determining what enhancements are included in which release. Provide any costs required to obtain the updates.

(d) Interface Capabilities.

Describe the proposed software's methods for interfacing with other information systems such as the District's student information system, SQL databases and Microsoft Active Directory. Specifically address:

- Whether the software supports the Schools Interoperability Framework (SIF) interface standards.
- Whether the software requires other specialized software or "middleware" to interface with other systems.
- Whether the software supports LDAP and/or Active Directory integration and exact method of integration

(e) Server Hardware Specifications

Provide the recommended configuration for each on premise server. Specify the number of servers required to operate the proposed software. Specifications should include CPU, memory, disk size and configuration (e.g., RAID), network requirements, and any other recommended components.

(f) Server Software Specifications

Provide the recommended system software configuration for each server required to operate the proposed software. Specifications should include product name and version/service pack requirements for:

- Operating system
- Database management system
- Reporting tools
- Networking Software
- Any other required or recommended server software or applications Describe your software's backup capabilities and address its ability to work with common backup management software.
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(g) Point-of-Sale (POS) Workstation Hardware Specifications.

Provide both the recommended configuration and the minimum supported configuration for POS hardware to be used with the software proposed under this RFP. Specifications should include hardware type (if PC-based, list CPU, memory, disk size and configuration, network interface cards, drives for removable media), and any other recommended components.

The New Haven Public School district will be using current hardware contracts for the PC-based POS systems. However, in order to ensure it is compatible this information is necessary.

(h) Point-of-Sale (POS) Workstation Software Specifications.

Provide the recommended software configuration and identify any other software products or versions supported. Specifications should include product name(s) and version(s)/service(s) packs supported for the following as applicable:

- Operating system, Web Browser
- Database management system or ODBC driver
- Reporting tools (if not all users require reporting tools, or if more than one type of reporting tool is supported, describe which types of users will need which reporting tools)
- Email system

- Productivity Software (word processor, spreadsheet, etc.) Networking Software, support for remote control, any other required or recommended software
- Support for remote control Any other required or recommended software (client licenses required, etc.)

(I) Site Manager/Central Office Workstation Hardware Specifications.

Provide both the recommended configuration and the minimum supported configuration for workstations used in manager/central office locations. Specifications should include CPU, memory, disk size and configuration, network interface cards, drives for removable media, recommended backup method and any other recommended components.

(j) Site Manager/Central Office Workstation Software Specifications.

Provide the recommended software configuration for workstations used in manager/central office locations to support the proposed solution, and identify any other software products or versions supported. Specifications should include product name(s) and version(s)/service packs supported for:

- Operating system Web browser
- Database management system or ODBC driver
- Reporting tools (if not all users require reporting tools, or if more than one type of reporting tool is supported, describe which types of users will need which reporting tools)
- Email system
- Productivity Software (word processor, spreadsheet, etc.) Networking software
- Support for remote control
- Any other required or recommended software (client licenses required, etc.) Proposer should also specify whether client software for the proposed applications will need to be installed on end user workstations, or whether a web browser and/or other tools are all that is required.

(k) Warranty I Support

Provide detailed information regarding warranty and support for all hardware and software proposed. Include cost, length of warranty/support, and hours of operation, upgrade protection and any other applicable details.

3.2. Evaluation Criteria

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	<p>1. Scope of Requirements for Evaluations</p> <p>The following requirements, in addition to the requirements, terms and conditions identified throughout this document, will be considered as part of the selection process, and are not listed in order of relative importance.</p> <p>Important Note: All substitutions must be of equal or better quality than the product originally ordered. Should there be a price difference between the ordered product and the substituted product, the City of NH/NHPS will be charged either the price of the normally ordered product or the price of the substitute, whichever is lower.</p>	0-5 Points	5 (4.8% of Total)
2.	<p>2. Cost/Value</p> <p>All pricing for items shall be Firm Fixed Pricing for the duration of the contract time period. The City reserves the right to visit the vendor to audit the awarded vendor's accounting books with a reasonable notice. Vendor must respond to the audit request within requested deadline.</p> <p>The successful bidder will be expected to supply all items as specified on the attached market basket.</p> <p>A. Excellent level of Firm Fixed Pricing (25 points)</p> <p>B. Reasonable level of Firm Fixed Pricing (15 points)</p> <p>C. Fair level of Firm Fixed Pricing (15 points)</p>	0-100 Points	25 (23.8% of Total)

3.	<p>3. Service and Compatibility</p> <p>1. Contractor must Quality Assurance Programs and ability to provide breadth and depth of contract list items (i.e., licenses, IPM, HACCP, audits, controls, recalls, product availability, fill rates, requested brands, etc.)</p> <p>2. Contractor must provide day-to-day Delivery to all New Haven Public Schools (NHPS). Contractor to provide written proof that they provided day-to-day delivery services to school districts that are similar in size and scope to NHPS.</p> <p>3. Contractor must have ability to partner with and provide data with MWBE. The NHPS Food Service is actively involved in a program of diverse purchasing. A portion of this program is dedicated to enlisting the participation of City contractors to partner with "Minority and Women Owned Businesses" (MWBE's), to provide a growing percentage of the value of the contract without additional cost to the City. The Program works to create an environment which supports this effort and actively acknowledges and values diversity. An MWBE is a business which is at least fifty-one percent (51%) owned and operated by a woman or a minority. We invite you to be creative in your plan. Your MWBE plan may provide detail, including naming the MWBE's with which you intend to partner, a description of how you will partner with these organizations, the work or product which the MWBE's will supply, and the dollar value of participation (if available) which you anticipate reporting to the City.</p> <p>A. Excellent written proof of day-to-day delivery services and ability to partner with and provide data with MWBE (30 points)</p> <p>B. Good written proof of day-to-day delivery services and ability to partner with and provide data with MWBE (20 points)</p> <p>C. Fair written proof of day-to-day delivery services and ability to partner with and provide data with MWBE (10 points)</p>	0-100 Points	30 (28.6% of Total)
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4.	<p>4. Buying Group Participation</p> <p>Contractors affiliated with a GPO (Group Purchasing Organization) must supply information as to how a GPO will benefit the City of New Haven (City of NH) and NHPS. Information provided should identify the merits and what would be required by the City of NH. This information must include, but not be limited to information such as: 1) identify if contract with suppliers decision process is staff driven or member driven; 2) demonstrate if there is the opportunity to procure from a larger portfolio of vendors; 3) how the GPO delivers value (through rebates, off-invoice or both); 4) what are the value added programs provided; 5) define how compensation is established for the GPO (through supplier rebate or negotiated member discount, collect marketing fees from manufacturers, etc.)</p> <p>A.</p> <ol style="list-style-type: none"> 1. Contractor must be able to provide Implementation/transition/training programs. 2. On-line Capabilities: The successful bidder must be able to set up an electronic interface between the City's HORIZON system (When available from HORIZON) and the vendor's system to enable electronic transfer of orders and product pricing updates. <p>A. Excellent ability to supply information as to how a GPO will benefit the City of NH and NHPS, ability to provide Implementation/transition/training programs and ability to set up an electronic interface between the City's HORIZON system (20 points)</p> <p>B. Reasonable ability to supply information as to how a GPO will benefit the City of NH and NHPS, ability to provide Implementation/transition/training programs and ability to set up an electronic interface between the City's HORIZON system (15 points)</p> <p>C. Fair ability to supply information as to how a GPO will benefit the City of NH and NHPS, ability to provide Implementation/transition/training programs and</p>	0-100 Points	20 <i>(19% of Total)</i>
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	ability to set up an electronic interface between the City's HORIZON system (10 points)		
5.	<p>5. Business Information</p> <p>1. Contractor must provide written proof of Business/Financial Stability.</p> <p>2. Contractor must provide a list Account staff team qualifications, training and customer service experience with large scale entities.</p> <p>3. Contractor must provide information on Environmentally Preferable Product (EPP) Efforts.</p> <p>A. Excellent written proof of Business/Financial Stability, excellent list Account staff team qualifications, training & customer service experience and ability to provide information on EPP efforts. (10 points)</p> <p>B. Reasonable written proof of Business/Financial Stability, excellent list Account staff team qualifications, training & customer service experience and ability to provide information on EPP efforts. (5 points)</p> <p>C. Fair written proof of Business/Financial Stability, excellent list Account staff team qualifications, training & customer service experience and ability to provide information on EPP efforts. (0 points)</p>	0-100 Points	10 (9.5% of Total)
6.	<p>6. Complete and Detailed List of Items</p> <p>Contractor must be able to provide a list containing a complete detailed description of each item including but not limited to: pack size and case size, reference sheet name and number. List of items must be attached on a separate document and included with RFP submission.</p> <p>A. Excellent description of items on list. (15 points)</p> <p>B. Good description of items on list. (10 points)</p> <p>C. Fair description of items on list. (5 points)</p>	0-100 Points	15 (14.3% of Total)

3.3. Calculation Sheet

- A. The City reserves the right to award separate items to separate bidders. Bidders may indicate exceptions to this.

- B. All Quantities are estimated. Award of contract will depend upon availability of funds.
- C. Prices shall not include sales tax, excise taxes, or any other taxes for which the City is not liable. The City will execute any necessary exemption certificates.
- D. Total Price is calculated by multiplying the (unit price * estimated quantity), the calculated amount will be the amount of your bid.
- E. You must enter a currency value in the Unit Pricing column, unless you are not bidding on a commodity item, please enter "0". For construction bidding a currency value of "0" is not valid in the unit pricing column.
- F. Do not alter or amend this calculation sheet in any way, (including but not limited to footnotes, asterisks, or any other commentary). Complete the form as it is presented, if alter your bid will be rejected. If you need to make a change you must contact the Bureau of Purchases prior to submittal and we will evaluate the need and if warranted will issue an addendum.

POINT-OF-SALE BID

Line Item	Description	Unit of Measure	Unit Cost	Custom2
1	Site	POS Lines Needed		True
2	All Saints Catholic Academy	1		
3	Augusta Lewis Troup School	2		
4	Barack H. Obama Magnet University School	1		
5	Barnard Environmental Magnet School	2		
6	Beecher School	1		
7	Benjamin Jepson Magnet School	2		
8	Betsy Ross Arts Magnet School	2		
9	Bishop Woods Architecture & Design Magnet School	2		
10	Booker T. Washington Elementary School	1		
11	Booker T. Washington Middle School	1		

Line Item	Description	Unit of Measure	Unit Cost	Custom2
12	Brennan Rogers School of Communication & Media	1		
13	Celentano Biotech Health & Medicine Magnet School	2		
14	Clinton Avenue School	2		
15	Conte/West Hills Magnet School	2		
16	Cooperative Arts & Humanities High School	2		
17	Davis Academy for Arts & Design Innovation Magnet School	2		
18	Dr. Reginald Mayo Early Learning Center	1		
19	East Rock Community Magnet School	2		
20	Edgewood Creative Thinking STEAM Magnet School	1		
21	Elm City Montessori	1		
22	Engineering Science University Magnet School	1		
23	Fair Haven School	2		
24	Family Academy of Multilingual Exploration	2		
25	High School in the Community	1		
26	Hill Central Music Academy	2		
27	Hill Regional Career High School	2		
28	James Hillhouse High School	2		
29	John C. Daniels School of International Communication	2		

Line Item	Description	Unit of Measure	Unit Cost	Custom2
30	John S. Martinez Sea & Sky STEM School	2		
31	King/Robinson Magnet School	2		
32	Lincoln Bassett School	1		
33	Mauro-Sheridan Science Tech & Comm School	2		
34	Metropolitan Business Academy	2		
35	Nathan Hale School	2		
36	New Haven Academy	1		
37	Riverside Academy	1		
38	Roberto Clemente Leadership Academy for Global Awareness	2		
39	Ross/Woodward School	2		
40	Sound School	1		
41	St. Martin DePorres Academy	1		
42	Truman School	2		
43	Wexler-Grant School	2		
44	Wilbur Cross High School	2		
45	Worthington Hooker Elementary School	2		

3.4. Response Submittals

1. *Technical Proposal (without cost)**

*Response required

2. *City Forms Signature Sheet**

You are required to complete the following DocuSign form. Please download the below document, complete and have notarized. An online notarization option will be provided for you when responding.

[Click here to go to the form](#)

*Response required

3. *DISCLOSURE & CERTIFICATION AFFIDAVIT**

You are required to complete the following DocuSign form. Please download the below document, complete and have notarized. An online notarization option will be provided for you when responding.

[Click here to go to the form](#)

*Response required

4. *Current Workforce Certificate**

Please download the below documents, complete, and upload.

- [Current Workforce Certifica...](#)

*Response required

5. *Statement of Qualifications for City*

Statement of Qualifications:

Each solicitation response shall include a Statement of Qualifications in the format provided in this Solicitation upon stationery of the responding entity.

All questions must be answered, and the data given must be clear and comprehensive. The respondent may submit any additional information he/she desires.

5.1. *Permanent Main Office Address**

*Response required

5.2. *When Organized**

*Response required

5.3. *Legal form of ownership. If a corporation, where incorporated.**

*Response required

5.4. *How many years have you been engaged in services, under your present name?**

*Response required

5.5. *Have you ever failed to complete any work awarded to you? If so, where and why?**

*Response required

5.6. *Have you ever defaulted on a contract? If so, where, and why?**

*Response required

5.7. *Describe any pending litigation or other factors, which could affect your organization's ability to perform this agreement.**

*Response required

5.8. *Names, titles, reporting relationships, and background and experience of the principal members of your organization, including the officers. Indicate which individuals are authorized to bind the organization in negotiations with the City of New Haven.**

*Response required

5.9. *Name, title, address, and telephone number of the individual to whom all inquiries about this Proposal should be addressed.**

*Response required

5.10. *Will you, upon request, fill out a detailed financial statement and furnish any other information or sign a release that may be required by the City of New Haven?**

☐ Yes

☐ No

*Response required

5.11. *Tax Identification number(s)**

*Response required

5.12. *Are you able to receive Credit Card Payments for your services rendered?**

☐ Yes

☐ No

*Response required

5.13. *Attached to this solicitation are contract exhibits for your review. Please be advised that the City of New Haven maintains a standardized set of contractual terms and conditions that are not subject to negotiation. If your proposal is selected for award, you will be required to adhere strictly to the terms and conditions outlined in this document.**

By submitting a response to this solicitation, you acknowledge and accept this requirement as a condition of award."

☐ Please confirm

*Response required