Appendix F
Key Performance Indicators

Vandal Dining Services

RFP #21-08M
1. The intention of the Performance Metrics program is for the University and Contractor to align annually on Key Performance Indicators (KPI) that will improve the dining program.

2. University and Contractor shall meet and agree upon the performance metrics program prior to the start of the contract, and annually thereafter. The program should, at a minimum, meet the performance levels outlined below. Each year, the Contractor will risk up to 20% of the Reasonable compensation amount. beginning in the first year of the Contract (starting July 1, 2021). The KPIs will be mutually agreed upon by the University and Contractor by April 30 of each year for the contract year beginning July 1. There will be a minimum of four (4) KPIs and the percentage of the Variable Compensation will be associated with each.

   a) **Student Survey Experience Scores** - Overall Experience Score in the annual “Student Dining Survey” conducted by the Contractor. Contractor must achieve a minimum student satisfaction score of TBD, to retain that portion of the Variable Compensation.

   b) **Facilities Quality Assurance Scores** - Quality Assurance assessments will be conducted by a third-party Food Service Consultant two (2) times a year at Residential Dining Halls and two (2) times a year at the retail operations. Contractor must achieve a minimum aggregate quality assurance to be determined over the course of an Academic year.

   c) **Sustainability** - A method of evaluating the diversion rate should be established that is accurate for the entire Vandal Dining system, including the dining hall, convenient stores, catering services, and Retail locations. This method should include waste audits of some form and be conducted internally with oversight from the University or an agreed upon third party at least quarterly if not more often. The data gathered from these audits should be made public, updated regularly, and stored for analysis over time. Data should be reviewed regularly to improve areas that are not meeting their targets. Contractor must achieve a minimum aggregate quality assurance to be determined over the course of an Academic year.

   d) **One or two or more KPIs will added from the Offeror’s bid submittals.** See the Technical Submittal Response Template Part 11 Quality Assurance for more details.
3. The Contractor will accrue the Variable Compensation annually on the Operating Statement. The Contractor will retain the full amount if the agreed upon KPI objectives are achieved. The Contractor shall provide a check for the unattained portion of the KPIs as determined by the University and Food Service Consultant. The payment for the unattained KPIs will be paid to the University within thirty (30) days of the final determination of the amount owed to the University.

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