Dirksen Ground Level/Hart Food Services Deliverables

SOW Section	Deliverable	Details	Ongoing, Annual, or Startup	Frequency
QUALITY CONTROL				
	Quality Control Plan	Contractor provided plan	Startup	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff
	Quality Assurance Survellaince Plan (QASP) reports	Quality assurance for each food service unit, sampling for menu items will be conducted with COR to ensure continuation of quality on all menu items.	Ongoing	Weekly
	QASP review meeting	Discuss any customer feedback, performance ratings, contractor responses, and remedies	Ongoing	Monthly
	Responses to Office of Attending Physician (OAP) Report & Findings	Inpection findings by the OAP representative that need to be remedied.	Ongoing	Random inspections. Response from Contractor due 10 business days after report date from OAP
	Environmental Standard Plan	Steps to follow to ensure AOC enviroement	Startup	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff
	Standard Operating Plan (SOP) Safety Plan – Storage of chemicals, HAACP plan, deep cleaning schedule, logs	Steps to follow to ensure OAP standards are followed.	Startup	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff
FINANCIAL				
	Menu, Product Mix, Price & Portion File	Sortable file detailing menu and product mix per the AOC provided format ("Price and Portion" Guide)	Startup	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff
	Menu, Product Mix, Price & Portion File Review and Updates	Sortable file detailing menu and product mix per the AOC provided format ("Price and Portion" Guide)	Ongoing	**As requested, and annually for CPI price adjustments**
	Sales Report	Reporting previous day sales numbers	Ongoing	By 10:00am each business day
	Commission Payment with Supporting Documents	Submitt a copy of the check/payment to the COR	Ongoing	By the 22nd of each month
	Profit & Loss Statement	Submitt to the COR on a monthly basis the following reports. Gross receipts, Sales, Commissions, and Profit and Losses.	Ongoing	By the 15th of each month
	Key Matrix	Ensure all service ware is appropriate, high quality and adhere to the enviromental stantards	Annual	Last Friday in August, annually
	Samples of Service ware	Ensure all service ware is following the required standards	Startup	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff
OPERATIONS				
	Transition Plan - Phase In	Ensure the smooth transition from the outgoing contractor to the incoming contractor per the contract and be fully operational on the opening date.	Startup	Initial plan due with proposal, final plan due at kickoff.
	Transition Plan - Phase Out	Ensure the smooth transition with the incoming contractor and complete the contract actions per the contract.	Startup	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff
	Quarterly Business Reviews	Provide an opportunity for the sharing of information, strategic direction, development of action items and recognition.	Ongoing	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff; one copy thereafter at QBR
	Staffing Plan	Propose a staffing plan to outline the allocation of labor resoucres to fulfill objectives.	Startup	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff
	Signage and Marketing Plan	Plan of marketing and promotional initiatives and materials (including related signage).	Ongoing	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff, then thereafter when new marketing plans proposed.
	Profit & Loss Statement	Financial statements, including a full statement of all costs, income, and rebates.	Ongoing	By the 15th of each month

	Annual Statement of Gross Receipts	Disclosing total income generated before any deductions or expenses are taken out.	Annual	By January 30th of each year.
	DC Notice of Hire Report	"DC Notice of Hire" forms for all employees upon initial employment and after any subsequent change necessitating reissuance of said form.	Ongoing	15 business days after each new hire
	Payroll Report, if applicable (for non-union staffed operations)	Complete payroll report to include employee name, hours worked, and employee benefits.	Ongoing	Monthly, By 15th of each month
	Employee Training Plan	Required training and any recommendation for training by the COR must be considered for both Front of House (FOH) and Back of House(BOH) employees.	Ongoing	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff; then thereafter as needed
	Monthly Equipment Status	Include meeting items: maintnenance issues opened/closed, new equipment proposed/implemented, equipment repair issues	Ongoing	1st Wednesday of every month as required
	Contractor-Owned Inventory	Sortable list of all additional small wares, loose equipment purchases	Ongoing	Initial plan due with proposal, draft plan 45 days after kickoff, final due 60 days from kickoff; then thereafter as needed
	Proposed Food Service Area Modifications	Initial design to make improvements to spaces to support food operations.	Ongoing	Due with initial proposal, then ongoing during course of performance