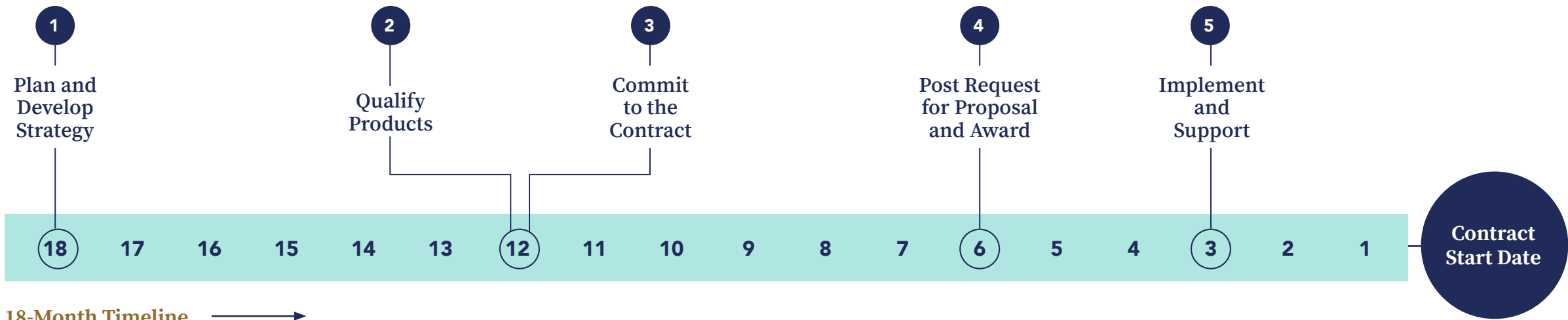


# 5-Step Nutrition & Food Services Award Approach

Our Nutrition and Food Services (NFS) team works collaboratively with members throughout the entire process to ensure our contracts deliver the highest level of quality at the best price. Typically, HealthPRO's Nutrition and Food Services contracts follow an **18-month** timeline across the following steps:



18-Month Timeline →

The Nutrition & Food Services Advisory Committee (NFSAC) is engaged from the onset of the process.

1	2	3	4	5
18 months in advance	8–12 months in advance	12 months in advance	5–6 months in advance	3 months in advance
<p>We engage registered dietitians, food service and materials management professionals, as well as subject matter experts (as required), drawn from our member committees, to develop the contract strategy.</p> <p>Many factors are considered, including but not limited to:</p> <ul style="list-style-type: none"><li>• Nutrition</li><li>• Packaging</li><li>• Meal delivery systems</li><li>• Service requirements</li><li>• Product evaluation methods</li></ul>	<p>We conduct a qualification process, which usually begins with a publicly posted Request for Qualification (RFQ).</p> <p>Only suppliers that qualify are invited to submit a Request for Proposal (RFP).</p>	<p>We have developed a number of commitment models for various contracts to meet the complex needs of our members:</p> <ul style="list-style-type: none"><li>• Commitment in advance</li><li>• Commitment in advance with supplier selection post-award</li><li>• Commitment within the first six months post-award</li></ul>	<p>Our NFS team invites qualified suppliers to respond to the RFP with a proposal that addresses:</p> <ul style="list-style-type: none"><li>• Price</li><li>• Service</li><li>• Breadth</li><li>• Safety</li></ul> <p>The scores from the RFP are then combined with the clinical scores. The supplier with the highest score is awarded the contract.</p>	<p>We are committed to supporting members throughout the entire lifecycle of the contract. Through our local Member Support teams, we assist members with:</p> <ul style="list-style-type: none"><li>• Contract implementation</li><li>• Product quality assurance</li><li>• Communicating any changes to the contract, including product additions, shortages, backorders and/or discontinuations.</li></ul> <p>Once the contract award is announced, HealthPRO members focus on implementing the new contract details into their procurement processes and software systems.</p>

## How We Ensure Our Members' Vital Input

Our advisory committee is comprised of registered dietitians, nutrition managers, subject matter experts and business professionals who provide direct input into our service operations, strategies and product evaluations.

**Nutrition and Food Services Advisory Committee (NFSAC):** The Nutrition and Food Services Committee (NFSAC) brings together healthcare food service and procurement experts from across Canada. These individuals represent HealthPRO's diverse membership of acute and long-term care facilities in urban and rural settings, and their various meal delivery systems.

NFSAC members actively contribute to contract strategy development for Nutrition and Food Service contracts, which includes helping to determine whether an award will be single or multi-supplier, the length and scope of contracts, and compliance levels. An integral component of the Committee's responsibilities, members also help to define RFP specifications and participate in product evaluation and qualification processes.