



## Request For Proposal (RFP)

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### Software development support for FoodShare's food distribution social enterprises

#### 1. About FoodShare

##### a. Who we are

Since 1985, FoodShare Toronto has been working alongside communities for equitable access to good food and is now Canada's largest food security and food justice organization.

At FoodShare, we align and evaluate our programs to ensure that they contribute to dismantling sites of exploitation within the food system and our food movement. Our goal is to centre food justice in everything we do. By taking our cues from those most affected by poverty and food insecurity, we work towards inspiring long-term solutions in our food system that are rooted in principles of food justice.

Through our programs and community engagement, we reach more than 260,000 people each year. We do this through innovative programs including our:

- **Supportive Partnership Platform:** a stewardship platform where community-led food-focused organizations can leverage FoodShare's assets to realize the change they seek. We prioritize groups and organizations that are led by people experiencing marginalization in the food system (i.e. Black, Indigenous, people of colour, and/or newcomer communities) and that work on food justice issues.
- **Good Food Markets:** FoodShare supports over 45 community-led markets that sell high quality, culturally appropriate, affordable vegetables and fruit in communities across Toronto.
- **Student Nutrition Program:** in partnership with Student Nutrition Toronto, FoodShare supports 800+ breakfast, morning meal, snack and lunch programs.
- **School Grown Program:** a schoolyard farming project where vegetables and fruits are grown on school rooftops and grounds while creating paid training experience for youth facing systemic barriers to employment.



- **Field to Table Schools Program:** FoodShare's education team creates engaging lessons, workshops, and events for students from junior kindergarten to high school, parents, caregivers, and educators. These workshops raise awareness about healthy eating, sustainability, and the social and economic impacts of the food system as it relates to food access.

For a deeper look at FoodShare's programs, visit <https://foodshare.net/programs/>

*b. Our food distribution social enterprises*

As part of its operations, FoodShare runs two social enterprises that focus on the distribution of fresh produce. The goal of these social enterprises is to generate revenue to support the delivery of FoodShare's programs.

- **Bulk produce sales:** FoodShare's Bulk Produce Program offers fresh, high quality, culturally diverse and low-cost vegetables and fruits delivered to your school, daycare, community hub. The program allows small minimum orders, free deliveries and affordable rates on a weekly, bi-weekly or monthly term. Customers receive their orders on a pre-set day of the week based on their location in Toronto. Current ordering process is done via phone, email and/or fax.
- **Good Food Box:** This fresh produce box delivery initiative has been part of FoodShare for over 30 years. In 2018, FoodShare revamped it and moved the ordering process to an online platform (via Shopify), in addition to offering door-to-door delivery to customers. Deliveries are made Wednesday through Saturday across Toronto. This shift has been the result of a thorough evaluation process that took into consideration the needs of our customers, the needs to ensure long-term financial sustainability of the initiative and the current market environment. FoodShare is now looking at expanding its offering so it includes items such as bread and other goods to better respond to the needs and demands of our customers.

## 2. Project Goals and Scope of Services

At this stage, FoodShare is looking for support with its backend operations and more specifically around its ordering/data management systems and flow. The Project scope will be as follows:

- **Implementation of a cloudbase database for our ordering/inventory management system:** Our database is used to record and consolidate orders of all food distribution related activities (social enterprises and programs) and



generate orders list for suppliers, as well as orders list for some of our delivery routes. FoodShare is in the process of moving its Access database to a cloudbase database (Zoho). Some of the foundation of the cloudbase database has been established but further work is required to roll it out, integrate it with our Good Food Box online store and ensure that reports generation/dashboard functions are created.

- **Design/Enhance user-friendly customer interfaces**
  - **Bulk initiative:** Develop an online ordering process that respond to the needs of our bulk produce sales customers and that feeds into our cloudbase database.
  - **Good Food Box:** We currently uses 2 systems in Shopify that separately manage our one-time customers and our recurring customers. Work on the Shopify frontstore is required to improve the customer ordering experience. With the addition of new products to our store we have found the existing system we use to consolidate weekly orders, create orders list for delivery routes and packing requirements for our warehouse team has become more challenging and less efficient/accurate. Our current process does not feed into our database and do require a fair bit of manual data processing. As part of the scope of this project we are looking at the order consolidation workflow so it works for the various teams involved in this process and directly feeds into our cloudbase database.

### 3. Deadlines

#### *a. Investment Readiness Program Application*

FoodShare is looking to get funding secured to complete the scope of the work through the [Investment Readiness Program](#) (IRP). The IRP is designed to help social purpose organizations explore, grow and flourish across Canada, contributing to solving pressing social, cultural and environmental challenges. Organizations can apply for between \$10,000-\$100,000 in non-repayable capital to help launch, design, measure and scale their social enterprise and prepare to access investment in Canada's growing social finance marketplace. Our application to this program is due by February 10, 2020. FoodShare should know by April 2020 if its proposal has been accepted by the IRP review committee.



*b. Submission and review of proposal*

FoodShare will accept proposal from parties interested in completing this work until **Sunday February 2, 2020 at 11:59pm**. Proposals should be sent by email at [laetitia@foodshare.net](mailto:laetitia@foodshare.net).

Proposals will be reviewed on Monday February 3, 2020. If the review committee has questions these will be sent by 1pm on February 3, 2020 and applicant(s) will be given 24 hours to provide further clarifications. The final decision will be made by Wednesday, February 5, 2020.

*c. Completion of the work*

Note that execution of the work described in Section 2 is dependent on securing the IRP funding. This means that at this stage there is no guarantee that the applicant selected through this RFP process will be able to complete the work. The work shall start as soon as funding through the IRP has been confirmed and no earlier than April 2020.

#### **4. Proposal and evaluation criteria**

In your proposal please include the following information/details:

- A short bio of your organization and the key members of your team that will work on this project
- Details of relevant experience with:
  - Software development and support as it relates to database management systems and e-commerce
  - Shopify/Shopify+ platform
  - Liquid or PHP templating
  - Data management software/workflow
  - Zoho Creator
  - Food distribution businesses and operations
- Proposed execution and implementation timeline
- Proposed budget
- Any other additional information you feel would strengthen your proposal (i.e. sample of previous work aligned with the scope of this project)



## 5. Contact

If you require further information or details about the scope of the projects or our current backend workflow/operations, please submit all questions **by Friday January 31 at noon** to [laetitia@foodshare.net](mailto:laetitia@foodshare.net). Phone calls can be arranged during the following times:

- Monday January 27 between 1:00pm and 4:00pm
- Tuesday January 28 between: 9:00am and 11:00am
- Wednesday January 29 between 12:00pm and 3:00pm

Thank you for your interest!