

Best Value Vendor Executes Risk Management Plan

Arizona State University University Dining Services



In 2006, Arizona State University utilized the Best Value process on an \$800 Million procurement for campus wide food service. This not only was the largest project procured using the Best Value process, but was one of the largest food service contracts in University history. The success of the contract has far exceeded expectations.

Type: Services
Vendor: Aramark
Location: Tempe, Arizona
Contract: \$800 Million over 16 years
Start Date: July 2007
End Date: July 2023

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"The Best Value method literally took us through the process [of procuring the dining service contract] much more rapidly than we ever have done in the past. We're talking weeks to do things that took months, and a couple months to do things that sometimes would've taken up to a year... I'm very grateful for the work that we're doing with Dr. Kashiwagi and the PBSRG." - Ray Jensen, Associate Vice President of Business Services [Retired]

The true value of the PBSRG's vendor selection process and risk management planning was put on display in 2007, when [a fire broke out ASU's Memorial Union building](#), which houses the majority of the universities dining venues and student lounge and entertainment areas.

Criteria	Year 1 (From Incumbent)	Year 2 (From Year 1)	Year 3 (From Year 2)	Year 4 (From Year 3)	Year 5 (From Year 4)
Sales	14% Increase	11% Increase	24% Increase	13.5% Increase	8.3% Increase
Commission	23% Increase	6% Increase	20% Increase	22% Increase	10.8% Increase
ASU Management Requirement	Reduced 79%				
Student Satisfaction	37% Increase	1% Decrease	9% Increase	3% Increase	0.2% Increase

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