



## REQUEST FOR PROPOSAL (RFP)

### FOOD SERVICES

**Bid Submission Deadline:  
December 23, 2014 at 4:00 PM (EST)**

**Submit Bids to:**

Canadian Space Agency  
TENDERS RECEPTION OFFICE  
Monday to Friday  
Receiving/Shipping (8:00 to 16:30)  
Closed between 12:00 and 13:00  
6767 route de l'Aéroport  
Saint-Hubert (Quebec) J3Y 8Y9, Canada

**Attention to: Yves Guindon - Director, Security and Facilities**

**Reference:** CSA File No. 9F030-20140708

*Note:* Please read this Request for Proposal carefully for further details on the requirements and bid submission instructions.



November 28, 2014



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## APPENDICES

- Appendix A List and Plan of Rooms Provided by CSA
- Appendix B List of Items and Equipment Provided by CSA
- Appendix C Housekeeping – Scope of Required Work
- Appendix D Draft of the Proposed Operating Contract

## FORMS

- 1 Bid Signature
- 2 Signing Authority



## 1. INTRODUCTION

### 1.1 Description of the Canadian Space Agency (CSA)

CSA is a federal government agency. Its mission is to promote the peaceful use and development of space, to advance the knowledge of space through science and to ensure that space science and technology provide social and economic benefits for Canadians.

### 1.2 Description of the John H Chapman Space Centre

The John H Chapman Space Centre in St Hubert houses CSA headquarters, the Astronaut Training Centre, the Mobile Servicing System Operation Complex (the MSS is the second generation of the *Canadarm*, Canada's contribution to the International Space Station), a Canadian satellite control centre, space science and technology research centres, the offices of staff assigned to those programs and the required support facilities.

### 1.3 Contract documents:

The supplier is responsible, at all times, for reporting upon discovery any ambiguities, discrepancies or contradictions in the contract documents. The supplier shall obtain any directions or decisions required to properly carry out the contract. The request for proposal documents were written in French and subsequently translated into English; in the event of discrepancy between the two versions, the French document shall prevail.

### 1.4 Definitions of the main terms used

**Director, Security and Facilities:** CSA representative responsible for managing the supplier's contract.

**Contract employee:** Any of the supplier's employees.

**Supplier:** The firm whose proposal is accepted further to this request for proposals and who will sign a contract with CSA.

**Chef Manager:** The supplier's employee who acts as a link between CSA officials and the supplier.



## 2. GENERAL CONDITIONS

### 2.1 Rent

The supplier shall lease the rooms; items and equipment provided by CSA (see appendices A and B). In the proposal it submits to CSA further to this request for proposals (RFP), the supplier shall identify the amount of the rent to be paid to CSA. The proposed rent will be taken into account in the evaluation of the various proposals, as indicated in the definition of the rating scale (section 5.3) included in this request for proposals. A draft of the proposed operating contract can be found in Appendix D.

Taxes will be added to the proposed rent.

### 2.2 Insurance

The supplier shall, prior to the awarding of the contract, show that it has the insurance coverage required under the contract, as set forth in Appendix D.

### 2.3 Performance bond

The selected supplier shall, at the time the contract is signed, post a \$50,000 performance bond valid for the full term of the contract.

### 2.4 Price of menu items

In the proposal, the supplier shall specify a price for the three (3) proposed fixed-price menus. Price increases are subject to written approval by the Director, Security and Facilities.

The prices of the principal à la carte items shall be included in the supplier's proposal for informational purposes.

### 2.5 Start of service and transition period

Before beginning operations, the supplier shall carry out a full and detailed inspection of all the kitchen spaces and the equipment therein. These spaces and equipment are described in appendices A and B. The supplier must confirm in writing that the spaces and equipment at its disposal comply with the lists in appendices A and B, are in good working order, and are appropriate for the purposes of the contract. If any discrepancies are noted in relation to this list, or if any of the equipment is not in good condition, the supplier shall immediately notify the Director, Security and Facilities, in writing.

CSA would like the supplier to begin offering the service no later than one month following the signing of the contract. The selected supplier shall submit a transition plan upon signature of the contract to ensure continuity of service when the change of supplier occurs.



## 2.6 Contract term and renewal option

The initial term of the contract will be two years. The contract may be renewed by CSA for three consecutive one-year periods. Please refer to sections 7 and 8 of the proposed contract (Appendix D).

## 2.7 Termination of the contract

See section 16 of the proposed contract (Appendix D).

## 2.8 List of documents to be submitted with the service proposal

Proposals shall include the following documents:

1. Bid signature (Form 1)
2. Signing authority (Form 2)

Document signing authority must be presented in one of the following forms:

- in the case of a corporation, a resolution indicating the name of the authorized individual or individuals;
- in the case of a partnership, a proxy indicating the name of the authorized individual or individuals.

These sections are an integral part of the proposal and must be completed for the proposal to be deemed responsive.

Documents submitted by the bidder must be presented in the order stipulated in the technical criteria (section 5.2) and the financial criteria (5.3).



### 3. SCOPE OF SERVICES

#### 3.1 Description of required services

##### 3.1.1 Objectives

The main objective of this section is to define the required services as concerns the organization and operation of food services at the St Hubert Space Centre.

##### 3.1.2 Clientele

The supplier's services at the Space Centre are intended for CSA employees and guests only. For information purposes, a daily average of 140 hot meals is currently served in the cafeteria.

The supplier's services are required for the following Space Centre consumers:

Space Centre staff	approximately 655 people
all Space Centre visitors (daily average)	approximately 30 <u>people</u>
<b>TOTAL</b>	approximately 685 people

Breakdown of public service employees at the Space Centre, by age and sex:

Age group	Men	Women
30 years or less	12	8
31 to 40 years	76	56
41 to 50 years	116	79
Over 50 years	104	79
<b>Sub-total:</b>	<b>308</b>	<b>222</b>
<b>TOTAL:</b>		<b>530</b>

The average salary of Space Centre employees is \$92,265.

Suppliers are not authorized to invite other people to make use of the services they offer inside the Space Centre, nor are suppliers authorized to use the Space Centre's equipment and premises to prepare or store food for clients other than CSA employees and guests.

##### 3.1.3 Services required in the production kitchen

The Space Centre has a well-equipped kitchen, to be used to produce all of the services offered, and a cafeteria-style counter which the supplier shall operate in the main dining room. The services offered include, but are not limited to:

- ordering and paying for the required food products





- receiving goods (the kitchen has its own receiving area, temporary storage and food waste collection facilities)
- food storage (refrigerated and dry goods)
- food preparation (including cooking)
- salad bar and cafeteria counter service
- washing dishes, pots and trays
- cleaning the salad bar, the cafeteria counter, production equipment, the kitchen (including storage, cooking and preparation areas) and the food receiving, storage and waste collection areas, including the outside portion of the receiving/shipping dock
- operating the cash registers in the main dining room
- maintaining the microwave ovens available to CSA staff near the dining room
- any other activity deemed necessary for the adequate provision of food services

### 3.1.4 Supply

Suppliers are responsible for procuring all food, supplies and equipment required to provide the food services.

All purchases shall be made by the supplier, in the supplier's name, and the supplier shall pay all invoices.

All required food products, including products for the vending machines, shall be stored on site in sufficient quantity to enable the supplier to meet demand and ensure freshness.

### 3.1.5 Main dining room

The Space Centre's main dining room is used to serve staff and visitors (section 3.1.2). The dining room can seat 270 people.

Suppliers should note that potential clients of the main dining room are permitted to bring in and eat their own food.

### 3.1.6 Vending machines

CSA has the following vending machines:

- one (1) snack machine
- one (1) change machine (\$2, \$5, \$10, \$20)

The locations of the on-site vending machines are indicated below, for information purposes. Suppliers shall inform CSA about any vending machines it intends to install.

#### Entrance to the cafeteria

- Coke
- Non-refrigerated vending machine (supplier owned)
- Refrigerated vending machine (supplier owned)
  - \*To give
- Change machine (owned by CSA)



### **Level 3, East spine corridor**

- Coke
- Coffee (supplier owned)
- Non-refrigerated vending machine (owned by CSA)

### **Level 3, West spine corridor**

- Coke
- Coffee (supplier owned)
- Non-refrigerated vending machine (supplier owned)

### **Missions Operations Centre (MOC)**

- Coffee (supplier owned)
- Non-refrigerated vending machine (owned by CSA)

The supplier shall fill the machines with fresh products and change, at least once every weekday morning and afternoon, and keep them clean. The CSA machines shall be maintained and repaired at the supplier's expense. The supplier shall supply the necessary cups, covers and straws. Any profits from these machines will go to the supplier.

CSA places a great deal of emphasis on environmental protection. Consequently, the supplier shall set up a recycling program for used products, and use biodegradable products, including biodegradable cups in the vending machines.

## **3.1.7 Catering services**

### *3.1.7.1 Conference Centre*

The Space Centre has a conference centre that can accommodate up to 300 people. It is used for meetings, which are sometimes international in scope. On those occasions, meal, buffet or hot or cold snack or beverage services may be required. In situations where meals or receptions are planned, the supplier may be asked to submit a service proposal. These proposals may be requested by CSA on 48 hours' notice and shall be submitted in writing within 24 hours. They shall include the proposed menu, the projected quantities, the staff assigned to the service and the price. Supplier personnel must be available to clean up after a predetermined period of time. CSA reserves the right, however, to reject any or all such proposals and deal with another supplier if it believes better service and/or a better price can be obtained. In the event that the services of another supplier are used, that supplier will not have access to the kitchen equipment, but will be permitted to use the receiving areas adjacent to the kitchen.

Every time catering service is provided at the Conference Centre, the supplier shall, at least 48 hours prior to the service, inform the Head of Operations, Architecture and Grounds by sending an e-mail indicating the location, date and number of people to be served so as to ensure that the garbage cans will be emptied.

The supplier shall submit a monthly report to the Director, Security and Facilities, specifying the month, number of participants and type of service (lunch, coffee break, meal, and cocktails).



Space Centre employees are authorized to bring food/beverages to social activities, BBQs, fundraising events, etc.

### 3.1.7.2 Meeting rooms

The Space Centre has a number of meeting rooms. When meetings are held in those rooms, meal, buffet or hot or cold snack or beverage services may be required. In situations where meals are planned, the supplier may be asked to submit a service proposal. These proposals may be requested by CSA on 48 hours' notice and shall be submitted in writing within 24 hours. They shall include the proposed menu, the projected quantities, the staff assigned to the service and the price. Supplier personnel must be available to clean up after a predetermined period of time. CSA reserves the right, however, to reject any or all such proposals and deal with another supplier if it believes better service and/or a better price can be obtained. In the event that the services of another supplier are used, that supplier will not have access to the kitchen equipment, but will be permitted to use the receiving areas adjacent to the kitchen.

Every time catering service is provided, the supplier shall systematically inform housekeeping staff by sending an e-mail indicating the location, date and number of people to be served so as to ensure that the garbage cans are emptied.

The supplier shall submit a monthly report to the Director, Security and Facilities, specifying the month, number of participants and type of service (lunch, coffee break, meal, cocktails).

### 3.1.8 CSA gift shop

The supplier shall provide service at the CSA gift shop and ensure the availability of CSA promotional items (bearing the Agency's logo) so that CSA staff and visitors can purchase souvenirs.

To this end, the supplier shall ensure that

- promotional materials are obtained from the Aviation and Space Museum, in accordance with the following conditions:

  - the price paid by the CSA gift shop supplier shall be the price paid by the Aviation and Space Museum, plus 10%; and

  - the sale price listed by the CSA gift shop supplier shall be the same as that proposed by the Aviation and Space Museum.

- adequate stock is kept in the storage area and replenished as needed and/or based on an evaluation of sales;

- opening hours are Monday to Friday from 7:00 am to 3:15 pm;

- a display window is provided and installed in the cafeteria;

- the following methods of payment are accepted: cash, debit card and credit card (including the Government of Canada MasterCard and the conditions related to it);

- an annual report on revenues is submitted to the Director, Security and Facilities;

- orders and material are followed up with the Communications and Public Affairs Directorate;



- security requirements are met; and
- service quality and bilingualism are maintained

All purchases are made by and on behalf of the supplier and invoices are paid by the supplier

All agreements may be terminated upon three months' notice from CSA.

A meeting will be held with the chosen supplier when the contract comes into force. The meeting will be an opportunity to explain the workings of the gift shop in greater detail and review certain points relating to the management of requests, orders and quantities.

The agreement shall not prevent the CSA from distributing promotional products or making them available to the public and employees as part of separate projects or causes (e.g., space missions, Centraide, etc.)

The supplier may make a profit from these sales.

### 3.1.9 Fixed-price menus

The supplier shall propose a menu based on a five-week cycle that includes a minimum of three full meal choices for lunch on weekdays. Each meal shall include soup or salad, a main dish, dessert, a choice of hot or cold beverages, and a roll and butter (or margarine).

Each of the three (3) menu choices shall be offered at a fixed price that includes all applicable taxes.

The main dishes (including roll and butter) included in these menu options shall also be offered separately at a fixed price that includes all applicable taxes.

**Based on previous sales, the price of the main dish shall not be lower than \$4.60.**

The fixed prices of the three (3) full meals and three (3) main dishes (including roll and butter) are one of the selection criteria that will be used to determine the best proposal. These prices shall remain in effect for one year, after which they may be adjusted on a yearly basis, 60 days prior to the anniversary date of the operating contract, in accordance with market changes, subject to approval by the Director, Security and Facilities.

In the event of a major rise in the food prices during the course of the contract, and in order to adjust its prices, the supplier must provide proof of the high inflation rate for the food items in question. In such cases, the supplier may submit a written request with supporting documentation to the Director, Security and Facilities. The Director, Security and Facilities, shall inform the supplier of his or her position within 30 days of receiving the request. Please note that this option is only available for fixed-price menus. The prices submitted in the list of unit prices shall remain firm for a period of one year.

The selected supplier shall respect the proposed menu. During the operations, all substitutions must be approved at least 48 hours in advance by the Director, Security and Facilities. A substitution will only be approved if the required supply cannot be obtained or the cost is prohibitive because of a sharp rise in market prices. All decisions made by the Director, Security and Facilities, regarding substitutions will be final.



The fixed-priced menus for a five-week cycle shall be reviewed twice a year on a seasonal basis (winter menu and summer menu). The supplier shall send a copy of the new five-week cycle to the Director, Security and Facilities, for approval at least four weeks before the new menu takes effect. The purpose of this review is to allow the menu to be changed based on seasonal products or client preferences or to make any other changes deemed appropriate by the two parties. Each menu cycle shall meet the food quality requirements set out in section 3.1.14. The regular fixed-price menu cycle should include at least one thematic or seasonal menu per month (e.g., a Valentine's Day special) in order to provide some variety.

### 3.1.10 À la carte menus

In addition to the fixed-price menus, the supplier shall propose à la carte menus, with prices for each item. These prices shall remain in effect for one year; they may be adjusted annually, 60 days prior to the anniversary date of the operating contract.

### 3.1.11 Special menus

In response to requests from a number of cafeteria users, vegetarian dishes are now available at all meals. The supplier shall make vegetarian dishes available at every meal. The vegetarian menu constitutes one (1) of three choices on the fixed-price menu.

### 3.1.12 Variety of available selections

All fixed-price and à la carte lunch menus shall offer a variety of choice at least equivalent to the variety identified below:

**Appetizers**            Choice of two juices  
                                 Choice of two homemade soups (different every day)

#### **Hot meals**

The supplier should vary the required menu selections by including, on any given day, different types of dishes, such as:

- meat on its own
- a casserole or combined dish
- fish
- a pasta dish
- deli products
- a vegetarian dish

The same type of dish should never be served in more than one fixed-price meal on any given day. Likewise, avoid having more than one high-fat dish among the three fixed-price meals.

Roast beef and seafood should both be served at least once a month.



### **Side dishes**

- Serve potatoes, either plain or prepared and/or a substitute (rice, couscous, bulgur, pasta, etc.); french fries may be served every day, but should never be the only choice
- Serve at least one **hot fresh** vegetable (a different one every day).

### **Cold meals**

#### **Sandwiches**

Offer an assortment of four different types of sandwiches every day.

Sandwiches for take-out should be individually wrapped, identified and dated.

In addition to ready-made sandwiches, the supplier may offer another sandwich option, such as healthy sandwiches prepared upon request.

#### **Salad bar**

The salad bar supplements cold meals. Clients should be able to make a side salad or a salad that counts as a full meal. According to the Canada Food Guide, a main-dish salad must include, in addition to vegetables and/or fruit, one or more sources of protein and one or more starchy foods that are a source of complex carbohydrates. The salad bar should include:

- Vegetable salads  
A green salad, plus other fruit or vegetable salads (at least three salads).
- Salads with starchy ingredients such as rice, couscous, pasta or potatoes, etc. One or two should be served every day, according to demand.
- Protein: at least three different sources of protein, including cold meat, bean salads or beans on their own, hard-boiled eggs, cheese, meat salads (chicken salad), etc.
- Sliced raw vegetables, according to the season and market availability.
- Dressing and condiments
  - Various types of oil: olive, sunflower, etc.
  - Various types of vinegar: balsamic, regular, cider, etc.
  - Popular salad dressings: Thousand Islands, French, Caesar, etc.
  - Mayonnaise
  - Various condiments for salads: bacon bits, pickles, olives, croutons, etc.

### **Fresh fruit**

Serve three to five choices of fresh fruit daily, reflecting seasonal availability and preferences. The selection should be varied.

### **Side dishes**

**Bread:** Offer at least two choices, including whole-wheat bread, rolls (hot), and other choices, according to demand.

**Brioches and muffins:** Every morning, and throughout the day, serve muffins, croissants, brioches or breads, according to demand.



**Condiments:** Offer all the usual condiments; vary the selection according to the items on the fixed-price and à la carte menus: ketchup, various types of mustard, relish, salt and pepper, parmesan cheese, etc.

### Desserts

Serve pastries every day: at least one choice of cake, pie or specialty dessert (pudding, custard, shortbread, éclair, etc.) and other kinds of desserts, such as Jell-O, ice cream, yogurt, fruit salad or cookies.

### Beverages

Coffee, tea, decaffeinated coffee, milk, a variety of herbal teas and seasonal choices: hot chocolate, iced tea, juice, fruit drinks and a choice of at least three soft drinks.

**NB:** The supplier should be open to requests from clients regarding emerging trends or organic or fair-trade products, and should be able to adjust the service offer accordingly.

#### **3.1.13 Menu display**

The supplier shall maintain an up-to-date menu display board in both official languages. The board shall be compatible with the architectural design of the cafeteria. The menus for the current day and the next day and the prices, including all applicable taxes, shall be posted each day before 10:00 am in the cafeteria.

The supplier shall also update and post the weekly menus and prices on its internet site. A link to the supplier's internet site will be posted on the Agency's intranet site.

#### **3.1.14 Food quality**

The supplier shall serve appealing, appetizing and nutritious food in accordance with the requirements of this request for proposals and the Canada Food Guide. The food served shall be made up of fresh and wholesome ingredients, approved for consumption in Canada and/or Quebec, and which comply with standards for healthy eating.

The supplier shall select the food products used so as to minimize the possibility of health risks to clients. For example, the use of **monosodium glutamate** or any other preservative likely to cause allergies **will not be permitted**. All products containing allergens or that have been in contact with allergens at any time during processing, must be identified and posted at the point of service.

The supplier shall serve balanced meals comprising an adequate quantity of food. In the service offer, the supplier must indicate the portion sizes for main dishes, vegetables and à la carte items.

A sufficient quantity of each dish on the menu shall be prepared so that there is enough of each selection left for the last clients to arrive.

A CSA official may make unannounced quality control inspections (food quality and safety).

These quality control inspections cover all aspects of meal preparation and service, including food purchasing specifications, the cleanliness of the premises, the compliance of work techniques with sanitary standards (section 3.1.16) and administrative practices. The



inspections are at the discretion of CSA, and shall be conducted in the presence of an authorized supplier representative.

### 3.1.15 Service quality

During service hours, the supplier shall provide the staff needed to provide customers with prompt and adequate service (waiting lines must be kept to a minimum, and the wait time must not exceed five minutes). Further, the supplier must ensure that all services required during business hours are available at all times.

### 3.1.16 Food handling regulations

The supplier shall ensure that all of its contract employees are familiar with basic personal hygiene practices, kitchen practices and food handling practices. Contract employees shall comply with all applicable health and safety regulations, particularly regulations and directives that have been or may be published by Health Canada. The supplier shall provide employees with all required material or equipment not supplied by CSA (i.e., hair nets, nail brushes, etc.).

The supplier must have a Hazard Analysis and Critical Control Point (HACCP) plan, a description of which shall be included in the proposal. The plan shall include, but not be limited to, measures for controlling the risk of contamination from physical, chemical or biological hazards and for controlling the growth of bacteria by controlling the time-temperature relationship at all times. The supplier shall submit an annual internal food safety audit report to the Director, Security and Facilities.

The supplier shall submit all inspection reports from the Ministère de l'Agriculture, des Pêcheries et de l'Alimentation du Québec (MAPAQ) to the Director, Security and Facilities.

The supplier and its employees shall comply with all directives issued by the Director, Security and Facilities and his/her representatives with regard access control or any other security or occupational health and safety issue. No later than two weeks after confirmation of acceptance of the proposal, the supplier shall submit the occupational health and safety program or risk prevention program which it plans to establish. Changes to the program could be required, as need be.

### 3.1.17 Housekeeping

**The supplier should take note that CSA places significant importance on the imposed housekeeping program for the facilities at its disposal. Consequently, the scope of the required housekeeping tasks and, specifically, the quality control inspections set forth in Appendix C, must be carefully assessed.**

The supplier shall thoroughly clean the entire kitchen area (as identified in Appendix A), including the outside section of the receiving/shipping dock, but not the main dining room (Room 7B-118).

The supplier shall be responsible for the normal cleaning of work surfaces and equipment, on a daily basis, in accordance with the standards in effect. The supplier will also be responsible for cleaning the walls, floors and ceilings of the designated areas specified in Appendix C.





Housekeeping in the main dining room will normally be carried out by CSA maintenance staff. However, if a mess is made during meal service hours, the supplier is responsible for cleaning up the mess immediately, as well as possible.

The supplier shall be fully responsible for housekeeping in all other parts of the kitchen, including all of the work outlined in Appendix C, at the intervals and according to the schedule specified therein, and for carrying out any other work that may be required.

The supplier shall wash the dishes, trays and pots immediately after each meal.

The supplier shall clean the rooms where dishes and pots are washed, as well as any equipment after it has been used. The floors in these rooms must then be immediately mopped.

Housekeeping in the kitchen areas is the supplier's responsibility and shall be carried out in accordance with applicable legislation and regulations and, without limiting the generality of the foregoing, to the satisfaction of inspectors from Health Canada and the Quebec Department of Agriculture, Fisheries and Food.

All cleaning products shall be provided by the supplier, and should be as environment friendly as possible. For example, the supplier shall avoid using detergents that contain phosphates.

The supplier shall provide CSA with safety data sheets for all cleaning products.

### **3.1.18 Liquor licence**

CSA permits the sale of alcoholic beverages in the main dining room and/or during special CSA activities. The supplier is responsible for obtaining a liquor licence, and shall assume all related costs. The supplier shall set the prices, and must comply with all applicable legislation and regulations.

However, CSA reserves the right to revoke this permission at any time without prior notice or warning, and without compensating the supplier or having to justify its decision.

Except in the event of special permission from the Director, Security and Facilities, the supplier may only serve alcoholic beverages on weekdays between 11:30 am and 1:30 pm in the cafeteria.

### **3.1.19 Environmental and sustainable development programs**

#### *3.1.19.1 Environment and sustainable development*

The supplier must inform CSA of any proposed environmental and sustainable development programs to be set up.

#### *3.1.19.2 Recovery and recycling program*

The supplier shall participate in CSA's recovery and recycling program. The supplier shall separate all waste into three categories:

- 1) Material for recovery and recycling
  - paper and cardboard
  - metal, glass and plastic containers



## 2) Material to be thrown away (garbage)

The supplier shall sort recyclable material in the kitchen and place the items in the containers supplied by CSA for this purpose. The various materials should be kept separate at all times, and should never be mixed.

Garbage must be placed in the designated cold room each day.

As concerns recycling, cardboard boxes must be flattened before they are placed in the container. The cleaning contractor will be responsible for taking all recyclable material and cardboard to the storage facility.

One of the initiatives of the environmental program involves the complete elimination of polystyrene. The supplier shall select and supply Styrofoam-free containers and cups, including those used for take-out orders. For example, a promotion involving the use of environmentally friendly reusable cups that were not made of Styrofoam and which reduced the amount of garbage proved to be highly successful.

The CSA attaches a great deal of importance to its recovery program. It is important that the supplier and the supplier's employees be aware of this issue and co-operate fully in the program. A failure to separate perishable waste from recyclable material will lead to a considerable increase in waste disposal costs. If the supplier or the supplier's employees are deemed to have been negligent in this respect, they will be subject to a fine of \$200 per offence.

The garbage collection contract is awarded, managed and paid for by CSA.

### 3.1.19.3 Energy conservation

The supplier shall follow instructions from the Director, Security and Facilities, as regards the energy conservation procedures to be applied.

## 3.1.20 Items and equipment to be furnished by the supplier

The supplier shall provide and maintain a sufficient quantity of the following items, and ensure the quality thereof:

- paper napkins made in part from recycled material; the supplier shall provide a sufficient quantity of paper napkins at the cash registers and the utensil counters
- uniforms, aprons, hair nets and gloves for staff
- biodegradable cups and containers for tea, coffee and other hot beverages, covers for the cups, and straws (Styrofoam cups will not be allowed)
- cleaning supplies: detergent, dish cloths, dish towels; all items required for cleaning the premises including, but not limited to, vacuum cleaners, mops, pails, brooms and brushes
- soap and other products required for the dishwasher; the operator shall provide, at its own expense, all required dishwasher products, including water softener

## 3.1.21 Rooms, equipment and items supplied by CSA

A list of the rooms to be made available by CSA to the supplier can be found in Appendix A. The supplier shall keep these rooms clean at all times by maintaining them in the manner recommended by the manufacturers of the equipment they contain. At the end of



the contract, the supplier shall leave the rooms in good condition, bearing in mind that they will have sustained reasonable wear and tear. The supplier shall maintain the rooms and perform any necessary repairs.

Appendix B contains a list of items and equipment, including small equipment and dishes, provided for the supplier by CSA. CSA shall ensure the preventive maintenance of the equipment. The supplier shall operate and maintain the stationary equipment at his or her disposal, including, but not limited to, vent hoods, cold storage rooms and freezers, in the manner prescribed by the manufacturers.

At the end of the contract, the supplier shall return all of the items listed in Appendix B in good condition, bearing in mind that they will have sustained reasonable wear and tear.

The supplier will be responsible for repairing or replacing, at his or her own expense, any items or equipment that is damaged as a result of misuse, within 30 calendar days following a notice to proceed, failing which CSA will have the repairs done and will forward the invoice to the supplier.

Any lost articles shall be replaced by the supplier or CSA, at the supplier's expense, subject to the same deadlines.

For the duration of the contract, the supplier shall ensure that these items and equipment are kept clean and in good working order at all times.

CSA has two (2) gas barbecues and four (4) 30-lb propane tanks that it rents out to various internal groups. The supplier will be responsible for managing the internal rental of this equipment. For the duration of the contract, the supplier will be responsible for cleaning the barbecues within 24 hours of use and handling and refilling the propane tanks, and must keep these items and equipment clean and in good working order at all times. The fixed price for BBQ rental will be one of the selection criteria for identifying the best proposal. The price shall remain in effect for one year; it may be adjusted each year, 60 days prior to the anniversary date of the operating contract, according to changes in the market and subject to approval by the Director, Security and Facilities.

### **3.1.21.1 Computer equipment**

The supplier shall provide, install and maintain its own informatics equipment such as computers, printers and internet links. The supplier will not have access to the CSA's computer network.

### **3.1.21.2 Telecommunications**

The supplier shall provide, install and maintain its own telecommunications equipment, such as telephones, faxes, etc.

All costs related to telecommunications equipment and services shall be covered in full by the supplier.

The supplier shall deal with the Security and Facilities division to obtain access to the Space Centre for telecommunications technicians. Forty-eight (48) hours notice is required for escort services. Custodial costs may be invoiced.



### 3.1.22 Other business opportunities for the supplier

This request for proposals outlines the services required by the Agency. No other business proposals that may be included with a bid submitted by a supplier in response to this request will be considered when the bids received are evaluated.

However, and notwithstanding section 3.1.22 above, once a supplier has been selected, CSA will be prepared to consider other business opportunities put forward by the supplier. Such opportunities may involve the use of areas of the Space Centre leased by the supplier and/or equipment loaned to the supplier by CSA, and may involve the preparation and storage of food products for clients other than the Agency. However, CSA will not consider any such opportunities unless the supplier agrees to an increase in the rent paid to the Agency. Further to an analysis of business opportunities proposed by the supplier, the Agency may accept, in whole, in part, or with changes, or reject the proposals, without compensation for the supplier, with no other prejudice and without having to justify its position.

## 3.2 Staff

### 3.2.1 Staff experience and qualifications

The supplier needs the following staff:

#### A) Chef Manager

A **Chef Manager** who is qualified, experienced, bilingual (English and French, written and spoken), and able to prepare and serve quality meals. The chef manager shall have a diploma from the Institut d'Hôtellerie du Québec or an equivalent diploma. He or she shall have the experience needed to manage all of the services covered by the contract.

The chef manager shall:

- act as the supplier's representative when dealing with CSA on all matters relating to the operating contract and obtain all the required delegated authority from the supplier for this purpose;

be present at the Space Centre, or be replaced by a clearly identified representative, whenever meals are being served by the supplier, early enough to direct meal preparation so that meals are ready and properly prepared at the right time, and until the kitchen and related areas are fully cleaned following meal service.

The chef manager's résumé should be included in the supplier's proposal. The résumé must describe the chef manager's qualifications and skills and must include at least three references that CSA can contact to verify these qualifications and skills.

#### B) Kitchen staff

The supplier shall provide and ensure an on-site presence at the Space Centre of a sufficient number of qualified employees to carry out the tasks identified in this request for proposals, at any time, in a competent, diligent and efficient manner.

The supplier shall co-ordinate deliveries by its own suppliers and its employees' work schedules so that when a delivery is received at the Space Centre, there is sufficient



staff on duty to receive and take care of the goods. Any deliveries made to the Space Centre for the supplier when the supplier does not have the staff needed to receive or take care of the goods will be returned by CSA at the supplier's expense and with no other possible recourse for the supplier.

### 3.2.2 Staff replacements

For the purposes of the contract, CSA will consider the chef manager to be the supplier's representative. The chef manager must designate a substitute to replace him or her when he or she is not present at the Space Centre.

The supplier shall provide the staff, supervision and expertise required to ensure high-quality service to the satisfaction of the Director, Security and Facilities. If the number of employees is not sufficient to provide the service required in accordance with the established standards, as reasonably determined by the Director, Security and Facilities, CSA may require the supplier to hire, at its expense, the additional staff needed to carry out the contract. The supplier shall only hire staff who are qualified and who are experienced in providing food services.

The supplier shall provide replacement staff when any of its employees is away on annual leave or sick leave or for any other reason. The replacement staff shall have qualifications comparable to those of the staff normally assigned to the Space Centre.

If the Director, Security and Facilities, notifies the contractor in writing that one of the supplier's employees is deemed unacceptable, unsatisfactory or undesirable, the supplier shall replace the employee in question within five working days following the written request. If the Director, Security and Facilities, determines that the employee is creating a security problem, the employee shall be replaced immediately.

### 3.2.3 Appearance

The supplier shall supply its employees with uniforms in sufficient quantity to ensure that the employees are always impeccable. Employees shall wear their uniforms for their entire shift. Locker rooms will be furnished by CSA so that employees can change before and after work, or as needed. The uniforms shall be washable, of good quality, in good taste and always clean and in good condition. The supplier's name or logo and the employee's name shall be prominently displayed on uniform shirts and blouses. The uniforms shall be approved by the Director, Security and Facilities, before the contract takes effect. Since it receives international visitors, CSA will be particularly stringent regarding the appearance of the supplier's staff who serve clients. Employees shall be well groomed and polite at all times. The chef manager in particular shall set an example with his or her dress and appearance.

### 3.2.4 Security and confidentiality

All of the supplier's employees must have formal Government of Canada security clearance, and must authorize the CSA security service to take the necessary steps to obtain such clearance before they can work at the Space Centre. Any of the supplier's employees who are unable to obtain security clearance will not be authorized to work at the Space Centre.

All of the supplier's employees must use the main Space Centre entrance.

The identification card issued by CSA must be worn at all times in the workplace.



If an employee fails to comply with the regulations and policies governing CSA operations, the Director, Security and Facilities, shall notify the supplier in writing. The supplier shall then immediately replace the employee in question.

### 3.2.5 Language requirements

The supplier shall provide its services in both of Canada's official languages. To ensure that the quality of service is adequate, the following minimum requirements must be met:

#### **For the chef manager and any other employee temporarily occupying that position:**

- Reading: He or she shall be capable of understanding notices and correspondence that may be sent from time to time, and be able to respond appropriately.
- Writing: For the purposes of the contract, he or she shall be capable of communicating in writing with the Director, Security and Facilities, and responding appropriately to all correspondence received.
- Oral Interaction: He or she shall be capable of communicating verbally with the Director, Security and Facilities regarding all matters relating to the contract. He or she shall also be able to respond to routine inquiries from clients, either in person or by phone, relating to such matters as the supplier's services or publications.

#### **For all the supplier's employees**

- Oral Interaction: All of the supplier's staff shall be capable of responding in both official languages to routine questions from customers about the services provided, and giving explanations about how services are provided and the possible options.

### Tests

CSA reserves the right to test any or all of the supplier's employees in order to confirm their level of bilingualism. Such tests shall not take longer than half a day per employee. The supplier's employees will not be compensated by CSA for time spent on such tests.

### 3.2.6 Smoking

The supplier must ensure compliance with legislation on smoking in federal buildings. The supplier shall inform its employees that smoking is strictly prohibited on all CSA premises, including the outside section of the receiving/shipping dock (CSA will inform the supplier about designated smoking areas). The supplier shall immediately replace any employee caught smoking on CSA property or anywhere else where it is forbidden by law.

### 3.3 Business hours

- Minimum opening hours shall be from 7:00 am to 3:15 pm.
- . The supplier shall serve lunch Monday to Friday from 11:30 am to 1:30 pm.



Space centre staff have a minimum of half an hour for lunch, which can be taken between 11:30 am and 1:30 pm. The Space Centre cafeteria can seat 270 people. All of the clients can be served in the cafeteria in rotation.

- . The supplier shall serve breakfast and shall determine the prices thereof. Breakfast service shall be available at least from 7:00 am to 9:00 am, Monday to Friday. The Space Centre's workday is 7.5 hours not including the lunch period. Employees normally begin their workday between 7:00 am and 9:00 am.
- . Coffee breaks: Space Centre employees are allowed two 15-minute breaks a day, one in the morning and one in the afternoon. The breaks can be taken at any time during the workday. The supplier is requested to propose an idea for a light snack that would be available during these breaks. In its proposal, the supplier shall identify the items that would be available for these snacks and the times they would be available.
- . Some CSA employees and partners frequently work outside regular hours or on weekends. The supplier is therefore asked to propose a lunch option for these employees. The lunch could be offered on a self-serve basis. The supplier shall determine the menu and pricing. It is suggested, however, that a choice of soups and sandwiches be available.

### 3.4 Occupational health and safety

The Director, Security and Facilities, and his or her representative(s) shall have free access at all times to all parts of the building occupied by the supplier, in order to carry out the required inspections and ensure that the terms and conditions of the contract are being met, or for any other reason.

The supplier and its employees shall comply with any directives that may be issued by the Director, Security and Facilities, and his or her representative(s) regarding access control or any other security or occupational health and safety issues. The supplier shall submit, no later than two weeks after confirmation of acceptance of its proposal, the occupational safety and health program or risk prevention program that it plans to put in place. Changes to the program may be required, as necessary.

The supplier shall designate two employees to be given training by the Agency as concerns the emergency measures plan that applies to the Space Centre. These employees will be responsible for evacuating the leased areas in the event of an emergency. The training session will run a maximum of half a day. No compensation will be paid for the time the employees spend in the training session, which will be repeated at least once a year, or following the departure of an employee who has received training.

The supplier and its staff shall be responsible for the security of the leased areas and shall not have access to other controlled-access areas of the Space Centre unless they are guests of a CSA representative.

The supplier shall comply with the instructions given by the Director, Security and Facilities, regarding fire prevention procedures.



## 4. OTHER INSTRUCTIONS

### 4.1 Contracting authority

The contracting authority for this request for proposals is:

Director, Security and Facilities  
Canadian Space Agency  
6767 Route de l'Aéroport  
Longueuil, Québec  
Canada  
J3Y 8Y9

Telephone: 450-926-4871  
Fax: 450-926-4894

The written approval of the contracting authority is required for all amendments to the requirements. Amendments authorized by a federal employee other than the contracting authority shall be deemed null and void.

### 4.2 Inquiries and requests for an extension of the deadline for receiving proposals

During the bid period, and until the deadline for the preparation of submission, all inquiries and other communications relating to this RFP MUST be addressed SOLELY to the CSA contracting authority named in paragraph 4.1 above, in writing. Failure to comply with this requirement could result in the bidder's proposal being deemed non-responsive. To ensure equal access to information for all bidders, answers to questions relating to the quality of proposals will be sent to all bidders simultaneously. These inquiries must be received at least five business days prior to the closing date of the bidding period.

All requests for an extension of the deadline for receiving proposals will be studied, upon the condition that they be submitted in writing and received by the contracting authority at least five business days prior to the deadline for submitting proposals indicated in paragraph 4.4 below. If the request is accepted, the new bid closing date will be announced at least three business days prior to the established closing date. If the request is rejected, the CSA contracting authority will send the response to the requesting party at least three business days prior to the established closing date.

### 4.3 Instructions for bidders

It is very important that all components of the bid be presented in a clear and concise manner. Failure to provide the required information could have a negative impact on the bidder. Bids must be submitted in the requested format. Bidders who consider that the conditions of the request for proposals impose unnecessary restrictions are urged to mention this fact in their proposals. All deviations from the stipulated conditions must be explained in detail and justified. The contracting authority reserves the right to accept all bids submitted without prior negotiations. Bidders are responsible for obtaining all necessary clarifications of the provisions of this RFP prior to submitting their proposals.

In order to allow the examination of the facilities and the equipment, and to facilitate the comprehension of the requirements of this RFP, a **mandatory visit** of the bidders will take place on **December 10, 2014 at 3:00 p.m.** You are requested to provide to the contracting





authority at least 24 hours before the visit the names of the representatives of your firm who will attend the visit. It is important to understand that the presence to this **mandatory visit** will be a condition of acceptance of your proposal. An identification document will be required to register at the Space Centre for the visit.

#### 4.4 Bid submission

Bids must be submitted to:

Canadian Space Agency  
6767 Route de l'Aéroport  
Suite 2D-101F (Mail Room)  
Longueuil, Québec  
Canada  
J3Y 8Y9

Attention: Director, Security and Facilities

Bids submitted by e-mail or fax will not be accepted.

**THE DEADLINE FOR SUBMITTING BIDS IS 4:00 PM (EST) ON DECEMBER 23, 2014.** It is CSA policy to return, unopened, all bids received after the indicated date and time.

Bids received after the closing date and time but before the contract award date may be considered provided the delay can be proven to have been due solely to a delay in delivery that can be attributed to the Canada Post Corporation (CPC) (or national equivalent of a foreign country) or to an error by CSA. The only pieces of evidence relating to a delay in the CPC system that are acceptable to CSA are:

- (a) a CPC cancellation date stamp
- (b) a CPC Priority Courier Bill of Lading
- (c) a CPC Xpresspost sticker that clearly indicates that the bid was mailed prior to the bid closing date

*For example:* If the bid closing date was May 15, 2012, then the CPC cancellation date stamp should read no later than May 14, 2012 for the bid to be accepted.

Please ask the postal employee to date-stamp your envelope.

Postage meter imprints, whether imprinted by the supplier, Canada Post Corporation or the postal authority outside Canada, are not acceptable as proof of timely mailing. It should be noted that CPC does not normally apply a cancellation date stamp to metered mail; this is usually done only when postage stamps are used.

The supplier shall submit four (4) copies of the proposal (1 original and 3 copy).

#### 4.5 Supplier's performance

CSA may reject a bid where any of the following circumstances is present:

- The bidder or one of the bidder's employees or subcontractors has been convicted under sections 121 ("Frauds on the government" and "Contractor subscribing to election fund"), 124 ("Selling or purchasing office") or 418 ("Selling defective stores to Her Majesty") of the Criminal Code.



- The bidder or one of the bidder's employees or subcontractors is subject to a Vendor Performance Corrective Measure under the Government of Canada's Vendor Performance Policy, or is ineligible to bid on a Government of Canada contract for whatever reason.
- With respect to current or prior transactions with the Government of Canada:
  - (i) the bidder is bankrupt or where, for whatever reason, its activities are rendered inoperable for an extended period;
  - (ii) evidence, satisfactory to Canada, of fraud, bribery, fraudulent misrepresentation or failure to comply with any law protecting individuals against any manner of discrimination, has been received with respect to the bidder, any of its employees or any subcontractor included as part of its bid;
  - (iii) the Government of Canada has exercised its contractual remedies of suspension or termination for default with respect to a contract with the bidder, any of its employees or any subcontractor included as part of its bid;
  - (iv) the Government of Canada determines that the bidder's performance on other contracts, including the efficiency and workmanship as well as the extent to which the bidder executed the requirement in accordance with contractual terms and conditions, is sufficiently poor to jeopardize the successful completion of the requirement being bid on.

Where Canada intends to reject a bid pursuant to a provision of paragraph 1, other than 1(b), the contracting authority will so inform the bidder and provide the bidder ten (10) days within which to make representations, prior to making a final decision on the bid rejection.

#### 4.6 CSA's rights

CSA reserves the right to:

- reject any or all bids received in response to this RFP;
- enter into negotiations with bidders on any or all aspects of their bids;
- accept any bid in whole or in part;
- cancel and reissue this RFP at any time;
- enter into one or several agreements further to this RFP;
- verify all or part of the information submitted under this RFP;
- award exclusive contracts for future work, if applicable, to selected bidders.

#### 4.7 Bid costs

Bidders are responsible for all costs associated with their bids or incurred, for whatever reason, prior to the signature of the contract. Bidders will not be reimbursed for the cost of preparing and submitting a bid in response to this RFP.



#### 4.8 Restrictions on the disclosure of information in bids

Should it be necessary to restrict the circulation of information submitted in response to this RFP, the following disclaimer can be inserted at the beginning of the bid, and the parts of the bid that are to remain confidential can be indicated as such. Any bids received that require protection other than that provided for below will be deemed non-responsive and may be returned to the sender.

“The following information, provided in response to the CSA’s request for proposals for food services, must not be disclosed outside the Government, or reproduced, used or disclosed, in whole or in part, for any purpose other than the evaluation of the bid. If a contract is entered into with the bidder further to the submission of such information, the Government may reproduce, use or disclose the information within the limits established in the resulting contract. This restriction does not in any way restrict the Government’s right to use, from among this information, information from another source.”

#### 4.9 Evaluation of capabilities

The CSA may contact a bidder who has submitted a promising bid in order to verify whether the bidder has the technical and financial capability to carry out the work. In such cases, the CSA should have access to the most recent financial statements and other relevant information.

#### 4.10 Proof of legal entity

In order to establish their legal capacity to enter into a contract, bidders who carry on business in other than their own personal names may be required to provide proof of the legal entity under which they carry on business to the contracting authority prior to contract award. Such proof may be in the form of copies of articles of incorporation, registration of a name as a sole proprietor, or of a trade name, or of a partnership, etc.

### 5. RATING SCALE

#### 5.1 General

Proposals will be evaluated in terms of the best value for CSA, which will be determined based on the results of the evaluation of the technical proposal combined with the price proposal.

Proposals received will be evaluated according to rated criteria.

The rated criteria are divided into two categories:

Category 1: Technical criteria

Category 2: Financial criteria

The rated criteria will be evaluated on a 100-point scale.



Of those 100 points, a maximum of 55 will be awarded for financial criteria and a maximum of 45 will be awarded for technical criteria. The winner will be the bidder who, in addition to meeting the requirements of the evaluation of the technical criteria, obtains the highest total score.

**5.2 Technical criteria**

The following table identifies the technical criteria that will be evaluated and the maximum score allotted to each:

<u>Criterion</u>	<u>Maximum Score</u>
T1. Supplier's experience	10
T2. Experience of the chef manager and proposed staff	7.5
T3. Variety of the fixed-price menu; balance, health aspect	5
T4. Variety of proposed à la carte menu items	2.5
T5. Range and quality of services provided	7.5
T6. Quality control and food safety program	5
T7. Sustainable development strategy	5
T8. Quality of other corporate programs	<u>2.5</u>
Maximum subtotal:	45 points

**Any proposal that receives less than 50% of the maximum score allotted for each criteria (45 x 50% = 31.5 points) will be rejected.**

**Any proposal that receives less than 70% of the maximum score allotted for technical criteria (45 x 70% = 31.5 points) will be rejected.**

Bidders must include all the necessary information with their proposals to allow the proposals to be evaluated against the established criteria. A score of zero will be given for any element for which a supplier being evaluated failed to submit with its proposal information that would make an evaluation possible.

Criterion T1 – Supplier's experience 10 points

This criterion will be evaluated on the basis of the following elements:

- . supplier's experience in the past five years operating cafeterias similar to the one at the St Hubert Space Centre (number of meals per day, type of customers, quality of housekeeping); the supplier must submit at least five references from similar Canadian operations with names and contact information
- . supplier's experience dealing with international or major events (number of guests, menu, number of service staff); the supplier must submit at least three references relating to Canadian major or international events with names and contact information
- . qualifications of support staff (operations, administration, marketing) employed by the supplier
- . supplier's annual sales for the past five years

Provide the names of three clients lost over the past five years, with the names and contact information of contacts and the reasons for the loss of the clients.

Criterion T2 – Experience of the chef manager and proposed staff (see section 3.2.1 A.) 7.5 points



- chef manager's academic credentials
- . chef manager's years of experience operating cafeterias similar to the one at the St Hubert Space Centre over the past five years
- . chef manager's experience dealing with international or major events
- . chef manager's years of experience as an employee of the supplier
- . roles and responsibilities to be assumed by the chef manager
- . proposed staff plan

Criterion T3 – Fixed-price menu

5 points

- variety and diversity of the proposed food; variety of colour, flavour
- . meat and meat substitutes: portion sizes
- . vegetables: portion sizes
- . selection of meat
- . compliance with the CFG
- . overall menu: variety and balance
- . frequency of high-fat meals

Criterion T4 – Variety of proposed à la carte menu items: \*

2.5 points

- . list of proposed items
- . normal nutritional value of the proposed items
- . variety of proposed items

Criterion T5 – Range of services offered

7.5 points

- . proposed special menus
- . proposed vegetarian menus
- . proposed breakfasts
- . proposed coffee-break service
- . proposed service for evenings and weekends
- . catering service for events (as an example, provide a menu for 25 people for a cold lunch, with details such as quantity in gr/person, details about each item and proposed costs)
- . other services offered

Criterion T6 – Quality control and food safety program

5 points

- . understanding of HACCP standards and their adaptation to the restaurant business
- . how realistic are the proposed control measures?

Criterion T7 – Sustainable development strategy

5 points

- . Propose a sustainable development strategy (SDS) for cafeteria operations and related services. The SDS should take into account both:
  - energy efficiency and pollution prevention
  - the sustainable and equitable management of human resources and goods and services.
- . The SDS should have environmental, economic and social components.



Criterion T8 – Quality of other corporate programs

2.5 points

- . occupational health and safety
- . marketing plan
- . loyalty program

**5.3 Financial criteria**

The following table identifies the financial criteria that will be evaluated and the maximum score allotted for each:

<u>Criterion</u>	<u>Maximum Score</u>
F1. Sum of prices for the three (3) full meals	20
F2. Sum of prices for three (3) main dishes	20
F3. Fixed price for BBQ rental	5
F4. Rent proposed by supplier	10
Maximum subtotal:	55 points

Criterion F1: Sum of prices for the three (3) full meals

20 points

Sum of prices charged by supplier for the three (3) full meals as described in section 3.1.9 above.

The supplier charging the lowest sum of prices for the three (3) meals will receive the maximum score allotted for this criterion: 20 points.

The score given to the other suppliers will be determined by dividing the lowest sum of prices for the three (3) meals by the sum of the prices charged for these same three (3) meals by each of the other bidders and multiplying the result by the maximum score allotted for this criterion: 20 points.

Example

. Sum of prices charged by supplier A:	\$22.00
. Sum of prices charged by supplier B	\$21.00
. Sum of prices charged by supplier C:	\$20.00
. Score for supplier C:	20
. Score for supplier B:	$\frac{\$20.00 \times 20}{\$21.00} = 19.05$
. Score for supplier A:	$\frac{\$20.00 \times 20}{\$22.00} = 18.18$

- Criterion F2: Sum of prices for the three (3) main dishes: 20 points

Sum of prices charged by supplier for the three (3) main dishes as described in section 3.1.9 above.



The supplier charging the lowest sum of prices for the three (3) main dishes will receive the maximum score allotted for this criterion: 20 points.

The score given to the other suppliers will be determined by dividing the lowest sum of prices for the three (3) main dishes by the sum of the prices charged for these same three (3) dishes by each of the other bidders and multiplying the result by the maximum score allotted for this criterion: 20 points.

Example

. Sum of prices charged by supplier A:		\$17.00
. Sum of prices charged by supplier B:		\$16.00
. Sum of prices charged by supplier C:		\$15.00
. Score for supplier C:		20.0
. Score for supplier B:	$\frac{\$15.00 \times 20}{\$16.00} =$	18.8
. Score for supplier A:	$\frac{\$15.00 \times 20}{\$17.00} =$	17.7

- Criterion F3: Fixed price for BBQ rental: 5 points

Fixed price requested by supplier for BBQ rental, as defined in section 3.1.21, above.

The supplier offering the lowest fixed price will be given the maximum score allotted for this criterion: 5 points.

The score given to each of the other suppliers will be determined by dividing the lowest fixed price by the fixed price requested by each of the other suppliers and multiplying the result by the maximum score allotted for this criterion: 5 points.

Example

. Fixed price requested by supplier A:		\$35.00
. Fixed price requested by supplier B:		\$30.00
. Fixed price requested by supplier C:		\$25.00
. Score for supplier C:		5.0
. Score for supplier B:	$\frac{\$25.00 \times 5}{\$30.00} =$	4.2
. Score for supplier A:	$\frac{\$25.00 \times 5}{\$35.00} =$	3.6

- Criterion F4: Rent proposed by supplier: 10 points

Amount proposed by supplier for annual rent, as defined in section 2.1, above.



The supplier charging the highest rental will receive the maximum score allotted for this criterion: 10 points. The score given to each of the other suppliers will be determined by dividing the rent offered by each of the other suppliers by the highest rental and multiplying the result by the maximum score allotted for this criterion: 10 points.

Example:

. Rent proposed by supplier A		\$11,000/year
. Rent proposed by supplier B		\$15,000/year
. Rent proposed by supplier C		\$20,000/year
. Score for supplier C		10.0
. Score for supplier B	$\frac{\$15,000 \times 10}{\$20,000} =$	7.5
. Score for supplier A	$\frac{\$11,000 \times 10}{\$20,000} =$	5.5

**5.4 Summary of criteria and maximum score**

<u>Criteria</u>	<u>Maximum score</u>
<b>- Technical criteria</b>	
T1. Supplier's experience	10
T2. Experience of the chef manager and proposed staff	7.5
T3. Variety of the fixed-price menu; balanced, health aspect	5
T4. Variety of proposed à la carte menu items	2.5
T5. Range and quality of services provided	7.5
T6. Quality control and food safety program	5
T7. Sustainable development strategy	5
T8. Quality of other corporate programs	2.5
Subtotal:	<u>45 points</u>
<b>- Financial criteria</b>	
F1 Sum of prices for the three (3) full meals	20
F2 Sum of prices for the three (3) main dishes	20
F3 Price of BBQ rental	<u>5</u>
F4 Rent proposed by supplier	10
Subtotal:	<u>55 points</u>
<b>TOTAL:</b>	<b>100 points</b>





## **Appendix A**

### **List and Plan of Rooms Provided by CSA**



## Appendix A List and Plan of Rooms Provided by CSA

<u>Sign Number</u>	<u>Room name</u>	<u>Area (m<sup>2</sup>)</u>
<u>Kitchen area</u>		
7B-100	Vending machines	14.0
7B-101	Staff	34.0
7B-102	Lockers	8.0
7B-103	Washroom	2.1
7B-104	Washroom	2.1
7B-105	Lockers	8.0
	Corridors	12.0
7B-106	Office	10.4
7B-107	Office	11.4
7B-108	Cold room (garbage)	14.3
7B-109	Dry storage	32.0
7B-109-A	Compressors	9.6
7B-109-B	Water inlet	11.0
7B-110	Cold room	8.0
7B-110-A	Freezer	8.0
7B-111	Cold room	8.0
7B-112	Cold room	8.0
7B-113	Cold room	8.0
7B-114	Dish washing room (includes conveyor)	67.0
7B-114-A	Waste disposal	5.0
7B-115	Snacks, hot foods and desserts	53.0
7B-116	Trays	6.4
7B-117	Custodian	1.5
7B-119	. serving area, salad bar, cash	240.0
	. cooking	143.0
	. corridors	12.0
	. service entrance (corridor)	<u>19.0</u>
	Subtotal (kitchen)	745.8
<u>Dining room area</u>		
7B-118	Main dining room	<u>384.0</u>



## **Appendix B**

### **List of Items and Equipment Provided by CSA**

**Will be given during the mandatory visit of the bidders**



## **Appendix C**

### **Housekeeping**

#### **Scope of Required Work**



## **Appendix D**

### **Draft of the Proposed Operating Contract**



## FORMS



FORM 1

Bid Signature

We, \_\_\_\_\_ declare that we have read and understood the terms and conditions set forth in the documents relating to the request for proposals for the provision of food services in the building located at \_\_\_\_\_, Quebec.

We have read and understood the following addenda:

- Number \_\_\_\_\_ dated \_\_\_\_\_
- Number \_\_\_\_\_ dated \_\_\_\_\_
- Number \_\_\_\_\_ dated \_\_\_\_\_

Upon acceptance of this bid, we undertake to sign the contract included herein for the provision of food services, the whole, including all the appendices, duly completed to comply with the requirements of the contract and to post the required security.

Submitted by: \_\_\_\_\_  
(Bidder's Name)

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Authorized Signature



**FORM 2**

**Signing Authority**

Provide the required document granting bid signing authority, as specified in the bid specifications.