



**SEN 005 18/19  
CATERING AND CAFETERIA SERVICES**

**QUESTIONS AND ANSWERS #3**

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**Question 1:**

Re: Part 3, Item 1, Section II: Financial Bid, Item II: Could you please clarify what “category of dish” refers to? Is “Continental Style Breakfast” considered a category or is “Assorted Breads” a category?

**Answer 1:**

Each table (A to H) contained in the Excel spreadsheet under Annex B – Basis of Payment refers to a category of dish, i.e. Continental Style Breakfast, Hot Breakfast, Morning Break Service, etc.

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**Question 2:**

Re: Part 3, Item 1, Section II: Financial Bid, Item II: It appears that bidders will be providing pricing per item (i.e. in the Continental Style Breakfast there will be separate prices for Assorted breads, bagels, croissants, etc.) and that these will be multiplied out by the quantities of each piece (per person) and then totaled up for a total evaluated cost for the meal type.

When a registered account holder places an order, will they be placing an order for a meal service type at the total evaluated cost for that meal service type, or will they be ordering specific items at specific quantities?

For example, say an account holder orders a continental style breakfast. Will they be ordering at the total per person price that was evaluated in the bid (using the same types of items and quantities), or will they be ordering specific items at specific quantities (e.g. no Assorted Breads, 1.0 bagel per person, 2 Croissants per person, etc.)

**Answer 2:**

Registered Account holders may order a category of dish from the sample menus **or** order specific items from a category of dish. Orders will be placed based on individual event requirements as described in Annex A, Section 4.1.3 – Catering Services – Task Authorization. Prices will be determined based on pricing submitted by the bidder in the financial proposal template in Annex B – Basis of Payment, Tables A to H.

**Question 3:**

Re: Part 3, Item 1, Section II: Financial Bid, Item II: Are bidders permitted to provide a different price for the same meal types in Table H – Special Events. I.e. could the price for a Continent Style Breakfast in Table H be different than the price in Table A?

**Answer 3:**

Yes, prices in each table can differ.

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**Question 4:**

Re: M4: The availability of cafeteria workers and wait staff frequently changes. As the contract will not start until January 1<sup>st</sup>, it is difficult for a bidder to commit to providing any specific individuals in these roles. As Annex A specifies the qualifications of these workers and by submitting a bid bidders are committing to meet these requirements, we request that these two roles be removed from M4.

If these roles will not be removed from M4, do you require one designated individual for each role for the purposes of the RFP response, or do bidders need to present three individuals for each role as required by Annex A?

**Answer 4:**

Bidders are required to meet the mandatory requirement stated in M4 and identify personnel assigned to this contract. You can also refer to Part 6, Section 22. – Replacement of Specific Individuals.

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**Question 5:**

RE: R2 and Annex A, Item 4: The provision of kosher meals is a highly specialized service and cannot be prepared by the food services provider. As such, the provider will need to obtain these meals from a kitchen dedicated to Kosher catering, and the costs for such meals is significantly higher than any other type of meal service accommodation. We respectfully request that providers be able to charge for kosher meals at cost, with no mark-up, for the delivery of kosher meals.

**Answer 5:**

Kosher meals will be charged at cost with no mark-up, as requested.

Annex A - Statement of Work, Section 4.1 is amended as follows:

**Delete:**

In all cases the selection of the menu for any meeting will be made by the registered account holder from the various menus submitted by the Contractor(s) and confirmed in writing. Special dietary requirements (e.g., kosher meals, halal, diabetic meals, vegetarian meals and meals for participants with food allergies to items such as peanuts, shellfish or gluten) must be accommodated by the Contractor at no extra cost upon request. Such requirements are on an ad hoc basis and will be identified by the registered account holder in the order when required. All ingredients must be identified by the Contractor and should highlight Canadian ingredients. All food products must follow all Canadian Food Inspection Agency legislation and regulations.

**Insert:**

In all cases the selection of the menu for any meeting will be made by the registered account holder from the various menus submitted by the Contractor(s) and confirmed in writing. Special dietary requirements (e.g., halal, diabetic meals, vegetarian meals and meals for participants with food allergies to items such as peanuts, shellfish or gluten) must be accommodated by the Contractor at no extra cost upon request. Kosher meals can be charged at cost with no mark-up. Such requirements are on an ad hoc basis and will be identified by the registered account holder in the order when required. All ingredients must be identified by the Contractor and should highlight Canadian ingredients. All food products must follow all Canadian Food Inspection Agency legislation and regulations.

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**Question 6:**

RE: Part 4, Item 5.IV: The proposed method for qualifying financial bids if four or more bids are technical responsive is overly restrictive and could very easily eliminate the Senate's best overall proposal. The small band (-10%/+20%) takes evaluation out of the hands of the Senate evaluation team and arbitrarily cuts off bidders in an industry where factors such as volume pricing, corporate efficiency/investments, financial models, and desired profit margins can easily sway pricing for the same quality of service by up to 50%. We request that this method be reconsidered and dropped altogether, or a wider range (+/- 25%) be used as the cut-offs.

**Answer 6:**

The Senate is agreeable to change the cut-off range to +/- 25%.

In the RFP, Part 4, Item 5.IV:

**Delete:**

(a) **Method 1:** The following financial evaluation method will be used if 4 or more bids are determined to be technically responsive:

- (i) Establishing the lower and upper median bands: The Contracting authority will establish the median band limits based on the firm prices proposed by the technically responsive bids. The medium will be calculated using the median function in Microsoft Excel and will represent a range that encompasses the lower median rate to a value of minus (-) 10% of the median, and an upper median rate to a value of plus (+) 20% of the median.

**Insert:**

(a) **Method 1:** The following financial evaluation method will be used if 4 or more bids are determined to be technically responsive:

(i) Establishing the lower and upper median bands: The Contracting authority will establish the median band limits based on the firm prices proposed by the technically responsive bids. The median will be calculated using the median function in Microsoft Excel and will represent a range that encompasses the lower median rate to a value of minus (-) 25% of the median, and an upper median rate to a value of plus (+) 25% of the median.

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**Question 7:**

RE: Annex A, Item 4.1.2, Dinner Service and Annex B (Excel Sheet), Table G: The RFP indicates that Dinner Service could be required as either a sit-down meal or a buffet style service. These two options differ in a number of areas:

1. Sit-down meals do not typically have the same range of choices served (e.g. one selection of soup or salad or appetizer, one dessert choice)
2. The labour required to deliver a sit-down meal vs. a buffet meal is significantly different

Given the differences in the two types of meal service, we propose that the specifications for the menus, and that the pricing for dinners be separated out according to the two separate options. This includes the Dinner service under Special Events.

**Answer 7:**

Annex B (Excel spreadsheet), Tables G and H have been amended to separate costing for sit-down meals and buffet style meals. Bidders are required to provide prices for Table G1 – Dinner – Buffet Style Service and G2 – Dinner – Sit-down Meal and Table H1 – Special Events – Buffet Style and H2 – Special Events – Sit-down Meal.

See the Excel spreadsheet – FinPro\_SEN051819\_Catering and Cafeteria\_Annex B\_Amend1

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**Question 8:**

RE: Annex A, Item 4.2, Cafeteria Services: Could you please clarify the anticipated operational model for the cafeteria? We understand that all food prep is offsite and that all items served are “Grab and Go”. As such, is it accurate to assume:

- a. Only one cafeteria worker will need to be onsite at any given time, where they will primarily perform the role of a cashier as well as upkeep of the beverage stations, stocking of the grab and go items and any other tasks needed for upkeep of the cafeteria during the hours of operation.
- b. Customers of the cafeteria will be paying for their own meals (in lieu of meals being charged back to the Senate).
- c. Customers will “self-serve” themselves to the grab-and-go meals.

**Answer 8:**

- a. A minimum of one cafeteria worker will be required to be onsite at any given time. Additional worker(s) may be required and will be determined once the cafeteria is operational.
- b. Yes, customers will be paying for their own meals.
- c. Yes, customers will “self-serve” to the grab-and-go meals.

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**Question 9:**

RE: Annex A, Item 4.2, Cafeteria Services: Based on the plans provided for the cafeteria, it is difficult to understand how the Senate envisions the provision of Grab and Go hot meals. Could you please clarify the vision for serving hot meals in a Grab and Go format?

**Answer 9:**

The grab-and-go model is to ensure a timely delivery of meals with little or no preparation time. Example: We are requesting grab-and-go sandwiches; the purpose of this is to have prepared sandwiches available as opposed to preparing sandwiches on-site. A panini press, toaster, microwave, roller grills and a combi oven on stand with ultraviolet hood will be available to reheat grab and go hot meals.

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**Question 10:**

RE: Annex A, Item 4.2 Cafeteria Services, Hours of Operation: Will the cafeteria be open on weekdays only or is it required/requested to operate the cafeteria seven days per week?

**Answer 10:**

The cafeteria will be open on weekdays only during the hours indicated on Annex A, Section 4.2.

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**Question 11:**

RE: Annex A, Item 5. Resource Requirements: Could you please confirm our understanding, based on the description of the services, that the Cafeteria Worker(s) and Wait Staff (during catered events) would be the only personnel required on-site on a regular basis for the delivery of services, and that the Chef and Account Manager would be located at the providers site and attend any meetings as necessary to plan events and/or discuss any other aspects of the services?

**Answer 11:**

Your understanding is correct.

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**Question 12:**

RE: Annex B, Basis of Payment, Menus: Are bidders required to include their sample menus in both the Technical Bid (without pricing) and in the Financial Bid (as an attachment or appendix to the pricing tables)?

**Answer 12:**

Bidders are required to include sample menus (without pricing) under the Mandatory Criteria M5 on their technical bid, and complete the Excell spreadsheet, Tables A to H under Annex B - Basis of Payment on their financial bid.

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**Question 13:**

RE: Annex B, Basis of Payment, Excel Spreadsheet: The RFP mentions that an Excel Spreadsheet is to be completed by bidders, however, the sheet posted to BuyAndSell is a PDF. Could you please post the Excel Spreadsheet that is to be completed?

**Answer 13:**

The amended version of the Excel spreadsheet in Annex B, Basis of Payment has been posted on BuyAndSell. Refer to Question 7.

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**Question 14:**

RE: Annex B, Basis of Payment (Spreadsheet), Table H: Could you please clarify the significance of the "5" included in the description for the line items for wine and beer?

**Answer 14:**

The "5" refers to the number of types of wine and beer that is available to attendees.

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**Question 15:**

RE: Annex E, GCC, Cafeteria Foodservice Equipment Plan: The equipment list provided seems to be incomplete and not in full alignment with the layout diagram. Could you please provide the full list of equipment according to the diagram?

**Answer 15:**

The full equipment list is not available at this time. It will be provided to the successful bidder at contract award.

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**Question 16:**

Where would you like us to include the Insurance certificate, can we add it to the technical proposal section as an additional attachment?

**Answer 16:**

The insurance certificate and all other certifications can be added to the technical proposal entitled: Part 5 – Certifications.

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**Question 17:**

Could you clarify that the requirement of the operations is that the food required for the new grab and go café is produced on site and all catering is produced off site or if "all" food will be prepared off site and delivered to the location.

**Answer 17:**

The grab-and-go model is to ensure a timely delivery of meals with little or no preparation time on location. Example: We are requesting grab-and-go sandwiches; the purpose of this is to have prepared sandwiches available as opposed to preparing sandwiches on-site. A panini press, toaster, microwave, roller grills and a combi oven on stand with ultraviolet hood will be available to reheat grab and go hot meals.

Food for catering services is to be prepared off-site and delivered to the location.

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