



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

**QUESTIONS AND ANSWERS #6**

---

**Question 1:**

**RE: Q&A #3, Answer 2:**

The effect of this answer is that the menus are entirely “A La Carte” based, and there ultimately is no standard package (e.g. a “Continental Breakfast” package), other than those in Tables H1 and H2. Given that users can order whatever individual items they wish to build their own packages (e.g. they could potentially order just 1 coffee and 1 bagel per person), we are required to provide pricing that reflects such a format with no allowance for package pricing discounts. Based on this, please confirm that once the contract is in place, all pricing for all orders (for tables A through G) will be based on the individual pricing of each item ordered and not based on an overall category/package price.

**Answer 1:**

Refer to question 2, Q&A 5.

---

**Question 2:**

**RE: Q&A #3, Answer 4, and M4, and Annex A, Item 5:**

With regards to M4, Cafeteria Worker(s) and Wait Staff, are bidders required to present three resources (primary plus back-ups) for each role, or a single primary resource?

**Answer 2:**

A minimum of three (3) Cafeteria Workers and three (3) wait staff are required for M4 as stated in Annex A, Item 5.

---

**Question 3:**

Without the benefit of a site visit, and a less than complete equipment list, it is hard for bidders to gain a full appreciation of the operational considerations to deliver efficient and effective services the cafeteria. Particularly, we have asked specific questions about the envisioned operating model for providing grab and go hot meals. Given the answers to these questions and others (e.g. confirmation that only one cafeteria worker is required at any given time), we are still unsure of the potential nature of the grab and go hot meals that can be provided and how these could be “self-serve”. A microwave would imply that we sell hot food chilled and it would be reheated by the customer (identified as a separate category of offerings in Annex A, Item 4.2), while other items

such as a panini press, and combi-oven would typically not be used by a customer (due to safety and other considerations). Could you please provide more details specific to the hot meals anticipated to be served from the cafeteria including:

- a) Given the equipment available, how could hot meals/food be available for purchase (i.e. what packaging could be used, what displays are available, how it would be dispensed, what temperature would food be held at)?
- b) Given the equipment available, what actions, at the time of service, would be taken (e.g. methods of final prep, reheating, serving/packaging, etc.), and who (self-service vs. cafeteria worker) would take those actions?
- c) If the model is a cold display/retherm model of service, is the senate prepared for the potential delays in service that could arise, particularly during busy periods?

**Answer 3:**

A more comprehensive operational plan for the cafeteria will be determined with the successful bidder after contract award. The cafeteria is located on the 1<sup>st</sup> floor of the Government Conference Centre (GCC) and the pantry is on the ground floor accessible by freight elevator. Please refer to pages 1-6 of the GCC Annex E diagram – *FinPro\_Sen051819\_GCC\_Annex E\_20180706*.

- a) The contractor will be required to determine the packaging, what displays to use (based on the GCC Annex E), how it will be dispensed and what temperature the food will be held at.
- b) The contractor will be responsible for providing high quality cafeteria services for Senators, their staff and their guests. Services include determining methods of final prep, reheating, serving/packaging and who prepares the final product (self-service vs cafeteria worker).
- c) The contractor will be required to adjust its service delivery in peak periods to ensure that Senators, staff and guests have a professional and efficient cafeteria experience.

---

**Question 4:**

**RE: Q&A #3, Answer 16**

In Part 3, Item 1 there is a section for Certifications (Section III). “Part 5 – Certifications” would typically be included in Section III, while the insurance certificate would ordinarily be included in Section I: Technical Bid. Could you please clarify what goes into Section III of the bid?

**Answer 4:**

As per answer to question 16 in Q&A 3, please provide all certifications in Part 5 in your bid preparation.

---

### **Part 3 – Bid Preparation Instructions (Page 10)**

The Senate requires 6 hard copies and 1 soft copy of the Technical Bid and 1 hard copy and 1 soft copy of the Financial bid.

#### **Delete:**

#### **1. Bid Preparation Instructions**

The Senate requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (4 hard copies and 1 soft copy on USB)

Section II: Financial Bid (1 hard copies)

#### **Insert:**

#### **2. Bid Preparation Instructions**

The Senate requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (6 hard copies and 1 soft copy on USB)

Section II: Financial Bid (1 hard copy and 1 soft copy on USB)