

**CANADIAN SPACE AGENCY**  
**JOHN H. CHAPMAN SPACE CENTRE**

**REQUEST FOR PROPOSAL**  
**FOOD SERVICE**

January 7<sup>th</sup> 2020

Amendment # 1

**Page 32 is amended as follow:**

To enable the verification of the facilities and equipment provided, and to facilitate the understanding of the requirements of this RFP, a **mandatory visit** by the bidders will take place on **January 9<sup>th</sup> 2020 at 3:00 p.m.** You are required to provide to the Contracting Authority the names of the representatives of your firm who will attend the visit at least 24 hours ahead of time. It is important to understand that attending this **mandatory visit** will be a condition for the acceptance of your Proposal. It will be mandatory to present a piece of photo identification when registering at the Space Centre for this visit.

**Paul Bélair**  
**Director, Security and Facilities**

**November 15, 2019**



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**APPENDED DOCUMENTS**

- Appendix “A” List and map of facilities provided by the CSA
- Appendix “B” List of items and equipment provided by the CSA
- Appendix “C” Sanitary maintenance - Scope of work required
- Appendix “D” Draft of proposed operation contract
- Appendix “E” Guide and definitions for environmental requirements

**FORMS**

- 1 Signature of the offer
- 2 Signature authorization



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## 1. INTRODUCTION

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

The 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 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 Saint-Hubert, houses the CSA headquarters, astronaut training facilities, the MSS Operation Centre (second generation of the Canadian Arm, Canadian contribution to the International Space Station), a Canadian satellite control centre, science and space technology research laboratories, the offices of the staff assigned to these programs and the necessary support facilities.

### 1.3 Contract documents:

At all times, the Provider has the responsibility of informing the CSA, upon discovery, of any ambiguity, discrepancy or contradiction that the contract documents may contain. The Provider shall request any instruction or decision it may require to properly fulfill the contract. The Request for Proposal documents were drafted in French and then translated into English. The information in the French version shall take precedence over the translated information should there be a discrepancy between the two (2) documents.

### 1.4 Definition of the key terms used:

**Director, Security and Facilities:** CSA representative responsible for managing the contract with the Provider.

**Contract employee:** The Provider's employee(s).

**Provider:** The firm whose proposal will be selected as a result of this service request and that will sign the contract with the CSA.

**Chef Manager:** The Provider's employee who will act as liaison between CSA officials and the Provider.



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**2. GENERAL CONDITIONS**

**2.1 Rent:**

The Provider shall rent the space, items and equipment provided by the CSA. See appendixes "A" and "B". In the Proposal that the Provider will address to the CSA as a result of this Request for Proposal, the Provider shall indicate the amount it proposes to the CSA for rent. The amount of the proposed rent will be taken into consideration during the evaluation of the various proposals, as indicated in the definition of the assessment scale (Article 5.3) of this Request for Proposals. A draft of the proposed operation contract is annexed (Appendix "D") to this document.

The taxes will have to be added to the proposed amount for rent.

**2.2 Insurance:**

Before the contract is awarded, the Provider shall demonstrate that he has the insurance required by the contract, as indicated in Appendix "D".

**2.3 Performance bond:**

The Provider shall deposit, upon signing the contract, a performance bond of \$50,000 valid for the duration of the contract.

**2.4 Sale price of the items on the menu:**

The Provider shall specify in its Proposal a price for the three (3) table d'hôte menus it proposes. It cannot be increased without written consent from the Director, Security and Facilities.

The prices of the main à la carte items shall be indicated in the Provider's Proposal for information purposes.

**2.5 Start of service and transition period:**

Before beginning its operations, the Provider shall perform a thorough and comprehensive verification of all the kitchen spaces and equipment. These spaces and equipment are defined in appendixes "A" and "B". The Provider shall certify in writing that the spaces and equipment it is provided are in compliance with the lists set out in appendixes "A" and "B", in good working order and suitable for the purposes of the contract. If any discrepancies with the list are observed or if any equipment is not in good working order, it shall immediately inform the Director, Security and Facilities in writing.



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The CSA would like the Provider to begin its service provision no later than one month after the signing of the contract. The selected Provider shall submit a transition plan upon signing the contract to ensure service continuity when it takes over from the previous provider.

**2.6 Contract duration and renewal option:**

The initial duration of the contract will be five (5) years. This contract could be renewed by the CSA for three (3) consecutive periods of one (1) year each. See articles 7 and 8 of the proposed contract (Appendix "D").

**2.7 Contract termination:**

See Article 16 of the proposed contract (Appendix "D").

**2.8 List of documents to provide with the service offer:**

The Bidder must include the following documents with its service offer:

1. Signature of the offer (form 1)
2. Signature authorization (form 2)

The authorization for the signing of the documents must be submitted in one of the following forms:

- a resolution in the case of a corporation designating the name of the authorized person(s);
- a power of attorney for the members in the case of a company designating the name of the authorized person(s).

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

The documents provided by the Bidder must be submitted in the order specified in Article 5.2 (Technical criteria) and Article 5.3 (Financial criteria).



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**3. SCOPE OF SERVICES**

**3.1 Description of the required services:**

**3.1.1 Objectives:**

The main objective of this section is to define the required services with regard to the organization and operation of the food service at the Space Centre in Saint-Hubert.

**3.1.2 Clientele:**

The services of the Provider, inside the Space Centre, are elusively intended for the employee(s) and guest(s) of the CSA. For information purposes only, an average of 185 hot meals are currently served per day in the cafeteria.

The services required from the Provider are for the following consumers inside the Space Centre:

- the staff of the Space Centre approximately: 1,090 people
- all the visitors at the Space Centre (average per day) approximately: 30 people
- TOTAL** approximately: 1,120 people

Distribution of staff, Public Service employee(s) and contract employee(s) at the Space Centre by age group and gender:

<b>Age group</b>	<b>Man</b>	<b>Woman</b>
30 years or less	63	48
Between 31 and 40 years	142	83
Between 41 and 50 years	197	105
More than 50 years	294	116
Unknown	15	27
<b>Total</b>	<b>711</b>	<b>379</b>



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

A survey was carried out among staff and contract employees at the CSA in 2019 to know their level of appreciation of the food service and aspects that would lead them to use this service more often. This document incorporates the results of this survey, which deals with the service quality, the prices, the type and variety of food and the food service's green practices.

The Provider is not authorized to invite other people to benefit from its services inside the Space Centre. Furthermore, the Provider is not authorized to use the equipment or facilities of the Space Centre for the preparation or storage of food intended for a clientele other than the one at the CSA.

**3.1.3 Services required at the production kitchen:**

The Space Centre has a kitchen that is properly equipped for achieving the production required for all the services offered and a cafeteria-style counter that the Provider shall operate to serve the main dining room. These services include but are not limited to the following activities:

- purchase of and payment for food required;
- receipt of merchandise (the kitchen has its own receiving area, temporary storage facilities and refuse, recycling and compost collection (see also section 3.1.19));
- food storage (refrigerated and dry);
- preparation and cooking of food;
- service at the salad buffet and cafeteria-style counter;
- washing of dishes, pots and trays;
- sanitary maintenance of the salad buffet, cafeteria counter, production equipment, kitchen (including: storage, preparation and cooking areas), merchandise receiving areas, storage areas and refuse collection areas, including the outside portion of the merchandise shipping/receiving dock;
- operation of the main dining room cash registers;
- maintenance of the microwave near the dining room available for use by the CSA staff;
- vending machine supply and operation;
- catering service for on-site events;
- any other activity deemed necessary for a good provision of food service.

**3.1.4 Supplies:**

The Provider shall supply the food, supplies and environmentally friendly and sustainable material (See Appendix E for definitions) required for the food service operation.

All purchases are made by the Provider and in its name, and invoices are paid by the Provider.

The Provider shall store on site merchandise including that which is intended for the vending machines in sufficient quantities to enable it to meet the demand while ensuring that the food remains fresh.





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**3.1.5 Main dining room:**

The staff, contract employees and visitors (Article 3.1.2) constitute the potential clientele for the main dining room at the Space Centre. This dining room has seating for 270 people.

The Provider is requested to keep in mind that the potential main dining room customers are authorized to bring to and consume in the main dining room food or beverages that are not offered by the Provider.

**3.1.6 Vending machines and rest areas:**

To meet the needs of the users outside the cafeteria's hours of operation and to provide a nearby food option, the Provider shall provide and supply food items in compliance with this Request for Proposal for a certain number and type of vending machines. For information purposes only, here are the possible locations for vending machines on site. The Provider shall provide no less than the vending machines\* specified below.

\*The vending machines should offer the possibility of paying by acquisition or credit card in addition to cash. The machines must be the most neutral as possible and must not be used for the purposes of advertising a particular product (soda company, etc.).

**Cafeteria entrance**

- refrigerated vending machines for beverages, fresh food, light meals
- non-refrigerated vending machines for snacks
- refrigerated or frozen food vending machines for microwaveable meals

**Level 1 East dorsal structure**

- space for 2 vending machines

**Level 2 East dorsal structure**

- space for 2 vending machines

**Level 2 West dorsal structure**

- space for 2 vending machines

**Level 3 East dorsal structure**

- refrigerated vending machines for beverages, fresh food, light meals
- coffee



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**Level 3 West dorsal structure**

- coffee
- vending machine (refrigerated or non-refrigerated)

**MOC**

- coffee
- vending machine (refrigerated or non-refrigerated)

The Provider shall supply the vending machines with fresh and healthy food (in accordance with the criteria listed in section 3.1.12 of this document) and with change at least once in the morning and once in the afternoon every weekday and keep them clean. It shall maintain and repair at its expense all of the vending machines. The profits generated by the vending machines shall go to the Provider.

**3.1.7 Catering service:**

*3.1.7.1 Conference Centre:*

The Space Centre has a Conference Centre that can accommodate up to 300 people. Meetings, sometimes international ones, are held at this centre. Such occasions may require service for meals, buffet, light snack or hot or cold beverages. When meals or receptions are scheduled at the Conference Centre, the Provider may be invited to prepare a service proposal. These proposals could be requested by the CSA with 48 hours notice and should be submitted in writing within 24 hours. They should define the proposed menu, the quantities considered, the staff assigned to the service and the requested prices. The Provider's staff shall be available to clean up after a period of time agreed upon beforehand. The CSA reserves the right, however, to refuse one or any of these proposals and to retain the services of another provider if it deems that a better service and/or price could be obtained. In the event that the services of another provider are retained, that service provider will not have access to the kitchen equipment but will be allowed to use the merchandise receiving area adjacent to the kitchen.

For each catering service at the Conference Centre, the Provider shall inform the Maintenance Chief, Architecture at least 48 hours before the service by email indicating the place, date and number of people that will be served to ensure that the refuse containers will be emptied.

The Provider shall submit a quarterly report to the Director, Security and Facilities, specifying among other things the month, number of participants, type of service (breakfast, coffee break, meal, cocktail).

The Space Centre staff is authorized to bring food/beverages during activities such as social activities, BBQs, fundraisers, etc.



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*3.1.7.2 Meeting rooms:*

The Space Centre has several meeting rooms. Meetings in these rooms may require meal, buffet, light snack or hot or cold beverage services. When meals are scheduled at the Conference Centre, the Provider may be invited to prepare a service proposal. These proposals could be requested by the CSA with 48 hours notice and should be submitted in writing within 24 hours. They should define the proposed menu, the quantities considered, the staff assigned to the service and the requested prices. The Provider's staff shall be available to clean up after a period of time agreed upon beforehand. The CSA reserves the right, however, to refuse one or any of these proposals and to retain the services of another provider if it deems that a better service and/or price could be obtained. In the event that the services of another provider are retained, that service provider will not have access to the kitchen equipment but will be allowed to use the merchandise receiving area adjacent to the kitchen.

For each catering service, the Provider shall systematically inform the staff responsible for the sanitary maintenance by email indicating the place, date and number of people that will be served to ensure that the garbage will be emptied.

When employees request catering services, the green best practices checklist provided in Appendix E shall be followed.

**3.1.8 The CSA's Shop of promotional products:**

The Provider shall ensure the services of the Shop and the availability of the CSA's promotional products (with the organization's logo) to enable its employees and visitors to purchase commemorative merchandise.

To do this, the Provider shall ensure:

- that the supply of promotional products shall come exclusively from the Canada Aviation and Space Museum, according to the following conditions:
  - that the price paid by the Provider of the CSA's Shop will be the price paid by the Canada Aviation and Space Museum, plus 10%.
  - that the sale price advertised by the service provider of the CSA's Shop will be the same as the price proposed by the Canada Aviation and Space Museum;
- that adequate inventory will be maintained, and the stock renewed according to sales' requirements and or evaluation;
- that the hours of sale will be from Monday to Friday from 7:00 a.m. to 3:15 p.m.;
- that the layout of a window display provided by the CSA and installed in the cafeteria;
- that the following payment methods will be accepted: cash, debit cards and credit cards (including the Government of Canada MasterCard and the associated conditions);
- that an annual report of revenues is submitted to the Director, Security and Facilities;
- that a follow-up of the orders and material is made with the management of Communications and Public Affairs;
- that the safety requirements are met;
- that service quality and bilingualism are maintained.



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All purchases are made by the Provider and in its name, and invoices are paid by the Provider.

Any agreement can be terminated upon three-month notice from the CSA.

A meeting with the selected Provider will take place when the contract comes into force. At this meeting, further explanation of the Shop's operation will be given and certain points related to managing the demand, orders and quantities will be reviewed.

This agreement does not prevent the CSA from distributing promotional products or making them available to the public and staff within the framework of projects or separate causes (e.g. space missions, Centraide, etc.)

The profits generated by sales shall go to the Provider.

**3.1.9 Table d'hôte menus:**

The Provider shall propose a menu based on a cycle of six (6) weeks and provide a minimum of three (3) choices of complete meals for the weekday lunch meal. Each of these meals shall meet the recommendations of Canada's new food guide and include: soup or salad, main dish, dessert, choice of hot or cold beverage, bread and butter/margarine that is low in saturated fats.

Each of these three (3) menu choices shall be offered at a fixed price including all applicable taxes.

The choice of main dishes (including a choice of bread (wholegrain, wholewheat, white and butter/margarine that is low in saturated fats) identified in the menu choices shall also be offered at a fixed price, including all applicable taxes.

The bread and butter/margarine should not be individually wrapped in non-recyclable plastic.

Within the framework of the current operation, vegetarian dishes are available at every meal. As they almost always contain dairy products, they are not suitable for diets that exclude all animal products (veganism, lactose intolerance, etc.). The Provider shall therefore offer vegan dishes (without animal products) at every meal to meet the needs of as many users as possible. At least one (1) of the three table d'hôte choices shall be a vegan menu. Like all the complete meals, the vegan meals shall follow the guidelines of Canada's food guide, providing a serving of protein comparable with the other options.

From the first year of the contract, the Provider shall display a list of the ingredients for each dish with a combination of ingredients, with the common allergens in bold.

From the second year of the contract, it shall also display the nutritional value of all the choices.



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**Based on the sales history, the sale price for the main dish should not be less than \$5.90.**

The fixed prices requested for the three (3) complete meals or for the three (3) main dishes (including bread and butter) are one of the selection criteria that will enable us to identify the best proposal we receive. These prices shall remain in effect for a year; they can be adjusted each year, 60 days prior to the operation contract anniversary date, in response to market changes and with the approval of the Director, Security and Facilities.

In the event of a significant increase in food prices during the contract period, and to adjust its prices, the Provider shall prove that the food has been affected by a major inflation rate. To this end, the Provider can send a written request to the Director, Security and Facilities, providing the supporting documentation. The Director, Security and Facilities must send his position to the Provider within 30 days of receiving the request. Please note that this option only applies to the table d'hôte menus. The prices submitted for the list of unit prices, shall remain fixed for one year.

The Provider whose proposal will be accepted shall comply with the menu it proposed. During operation, any substitution shall be approved at least 48 hours in advance by the Director, Security and Facilities. A substitution will only be approved if the supply required is impossible or is only available at a prohibitive cost due to an abrupt change in market price. The decision of the Director, Security and Facilities with regard to any substitution request will be final.

The table d'hôte menus of a six-week (6) cycle shall be revised four times per year in accordance with the seasons: winter menu, spring menu, summer menu and fall menu and shall prioritize local seasonal food. The Provider shall send a copy of the new six-week (6) cycle to the Director, Security and Facilities for approval at least four (4) weeks before putting it in place. The purpose of this revision is to enable the menu to be changed according to seasonal products, customer preferences and any other change deemed appropriate by the two parties. Each menu cycle shall meet the quality requirements defined in point 3.1.14 concerning the quality of the food. To the regular table d'hôte menu cycle, the Provider shall add at least one thematic or seasonal menu per month (e.g.: St. Valentine's Day Special) to break the monotony.

**3.1.10 À la carte menus:**

In addition to the table d'hôte menus, the Provider shall propose à la carte menus for which it will fix a price. These prices will remain in effect for a year; they can be adjusted each year, 60 days prior to the operation contract anniversary date.

These menus should enable the customers to put together a meal that meets the recommendations of Canada's new food guide and their own food restrictions (peanut-free, gluten-free, lactose-free, vegan, vegetarian...).



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**3.1.11 Special menus:**

A counter for thematic menus is also available. The Provider is expected to propose more interesting alternatives, at times customized, tailored for customers that wish to treat themselves to something different. These menus shall also meet the recommendations of Canada's new food guide and provide options to accommodate various food restrictions, as much as possible.

At this counter, the Provider can propose different menus daily, or recurrent menus over a weekly cycle or longer.

**3.1.12 Diversity of the available choices:**

All of the table d'hôte menus, à la carte menus and special menus served at lunchtime shall offer a range of choices that are at least equal to the one defined below:

- at least 75% of the hot meals shall comply with Canada's food guide;
- when the hot dishes are being served onto plates, the Provider shall comply with Canada's food guide's suggested servings: 50% vegetables, 25% protein and 25% grains. If the dishes are made with several ingredients, adjust the serving sizes on the plate accordingly;
- the Provider shall identify the meals that follow Canada's food guide, that are vegan and that are gluten-free using symbols, words or stickers;
- the food and recipes used shall reflect the cultural diversity of the Canadian and global population;
- provide a healthy option and one that is derived from sustainable sources at least once per week (see Appendix E for accepted certifications of fish derived from sustainable sources).

**Aperitifs:**

- choice of 2 juices;
- choice of 2 homemade soups, different each day, one of which is entirely vegan;
- as often as possible, use sustainable ingredients with the smallest impact on the environment;
- offer three bowl sizes (small, medium and large);
- visibly display the soup's list of ingredients.

**Hot dishes:**

Among the number of choices required on the menus, the Provider shall ensure a variety by including in the same day types of dishes such as:

- a simple meat, low in fat, processed as little as possible;
- a casserole or a dish consisting of a combination of ingredients;
- healthy and sustainable fish or seafood;



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- a wholegrain pasta dish;
- a dish without meat or animal products offering vegetable proteins proportionally comparable to the meat options.

Never offer the same type of dish twice in the table d'hôte choices within the same meal. Avoid as much as possible dishes with high fat, sugar or sodium content.

Offer roast and seafood at least once per month.

Offer healthy fish derived from sustainable sources cooked with little fat and salt once per week or at least every two weeks.

**Accompaniments:**

- offer healthy grains such as brown rice, quinoa, wholewheat couscous, bulgar, wholewheat pasta, a plain or seasoned potato, sweet potato or a small slice of wholegrain bread, such as rye, wholewheat, sourdough, etc. French fired potatoes can be offered on occasion but must never be the only choice;
- Offer at least two hot and tasty vegetables, either roasted or steamed. If fried, use oils that remain stable when heated instead of butter (canola, safflower, sunflower, etc.). To make the vegetables more pleasant to the taste, add fresh herbs or seasoning if needed. Choose vegetables that are in season and that are grown locally as much as possible.

**Cold dishes:**

**Sandwiches:**

- offer daily an assortment of four (4) varieties of sandwiches containing healthy ingredients, such as wholewheat bread, vegetables and proteins;
- sandwiches to take away wrapped individually in a compostable container such as compostable bioplastic or a cardboard box, identifies and dates;
- the Provider can offer a sandwich concept in addition to the takeaway sandwiches. For example, a healthy, prepared-on-request sandwich concept:
  - choose the least processed ingredients;
  - avoid using highly processed deli meats;
  - provide at least one gluten-free option; and
  - use sauces and spread with little fat, salt and added sugar.

**Salad buffet:**

The salad buffet completed the cold dish offering. At the salad buffet, the customer must be able to put together an entrée salad or a meal salad in line with Canada's new food guide. To this end, the salad buffet shall offer:



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- a regular rotation of locally grown fruit and vegetables as often as possible to provide greater variety;
- a variety of greens, such as, among other things, curly kale, spinach, arugula, romaine lettuce, red or green leaf lettuce, etc.;
- vegetable salads;
- a green salad and other vegetable- or fruit-based salads (at least three prepared salad options that follow Canada's food guide, including: salads made with couscous, quinoa, rice, wholewheat pasta, sweet potato or other grains with vegetables, proteins and little added sugar, fat or salt);
- sources of protein: at least four (4) different sources of protein, including two vegetable proteins (edamame, chickpeas, black beans, kidney beans, lentils, tofu, tempeh, etc.) including lean cold cuts, bean salads or just legumes, hard-boiled eggs, low-sodium cheeses such as Swiss cheese, mozzarella, goat cheese, etc., meat-based salads (chicken salad) or others;
- fresh-cut vegetables that are in season and available at the market;
- salad dressings and condiments:
  - various monounsaturated and polyunsaturated oils: olive, flax seed, sunflower, etc.;
  - various vinegars: wine, balsamic, regular, cider, etc.;
  - popular salad dressings: French, Italian, Caesar, etc. with reduced levels of salt, added sugar and saturated fats;
  - mayonnaise;
  - varied salad condiments: bacon bits, pickles, olives, croûtons, kimchi or sauerkraut, pumpkin seeds, sunflower seeds, walnuts, etc.

**Fresh fruit:**

Offer whole fresh fruit that reflect the season and preferences; three (3) to five (5) choices daily and vary the choices.

**Accompaniments:**

**Bread:** a variety of at least three (3) fresh breads including a wholegrain bread, rye bread or sourdough bread, buns (hot), and others according to the demand. The bread will be served loose in a container, not individually wrapped in plastic.

**Brioches and muffins:** offer each morning and maintain the offering throughout the day: muffins, croissants, brioches or sweet buns according to the demand. At least 50% of the offering must be considered and labeled as a healthy choice.

**Condiments:** all of the popular condiments; adjust the offering according to the dishes on the menu and à la carte; ketchup, various mustards, relish, salt and pepper, Parmesan cheese, powdered turmeric, etc. all of these condiments should be offered in bulk, to limit the use of single-use packaging. This includes sugar, milk, butter, salad dressings, etc.





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**Desserts:**

Include pastries daily: at least one choice daily of cake, pie or specialty item and healthier desserts (low in added sugar, trans-fat-free).

Offer desserts made with fresh ingredients. Limit the use of processed, packaged and canned ingredients.

Healthier desserts can include, but are not limited to:

Fresh-cut seasonal fruit, low-fat wholewheat banana bread, yogurt parfait, fruit sorbet, pies, cakes, cookies, etc. that are low in sugar, reduced in sugar or sugar-free. Sugar-free oatmeal or banana cookies stuffed baked apples, mini fruit pies with Greek yogurt.

**Beverages:**

Offer a variety of hot fair-trade beverages (teas, tisanes and coffees) freshly prepared with a decaffeinated option and a seasonal option (hot chocolate, iced tea, lemonade, fresh juice, smoothies, sparkling water, carbonated drinks.)

Provide a condiment bar with sugar, sugar substitutes, milk, non-dairy milk (for example, certified organic soy milk).

**Breakfast:**

Offer an à la carte breakfast menu that proposes an increasingly greater number of options aligned with the recommendations of Canada's food guide (a choice of seasonal fresh fruit, high-fibre breakfast dishes, protein foods (vegetable or animal source) that are low in saturated fats, etc.) and continuously fewer unhealthy options (fried meats and potatoes, deli meats high in saturated fats and sodium, meals that are low in fibre and processed foods).

**Non-refrigerated vending machines:**

At least 50% of the products are in compliance with Canada's food guide, while maintaining a low cost. Items aligned with Canada's food guide can bear a sticker to be more visible to employees. The food sold in vending machines in compliance with Canada's food guide could contain, among other things:

- one or several protein bars that are high in protein and low in fat and/or sugar. Example: Daily value of  $\geq 10\%$  of total fat, 0g of trans fat,  $\geq 5\text{g}$  of sugar,  $\leq 15\text{g}$  of protein per serving;
- one or several packages of snacks, low in salt or no added salt; containing a variety of mixed nuts with or without dried fruit and excluding chocolate and candy;
- a variety of unsweetened dried fruit;
- packages of hummus and wholegrain crackers;
- wholegrain or wholewheat crackers;
- dark chocolate, containing 70% or more cocoa;
- granola bars with little or no added sugar with a variety of ingredients such as seeds, nuts, dried fruit and grains;
- fair trade products with environmentally friendly and sustainable packaging are preferred and will



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be better rated upon evaluation.

**Refrigerated vending machines (refrigerated beverages):**

At least 50% of the beverages offered shall be healthier, such as, but not limited to:

- carbonated and/or flavoured water in returnable containers;
- skim milk;
- dairy-free milk substitute (soy milk, oat milk...) with little or no added sugar and little saturated fats per serving;
- protein shakes that are low in sugar and in saturated fats (contain 2g or less of saturated fatty acids and trans fatty acids combined per reference amount and per serving size);
- tea with little or no added sugars;
  
- coffee with little or no added sugars (black, café au lait, etc.);
- a variety of juices with no added sugars;
- smoothies with no added sugars;
- products containing safe and approved sugar substitutes can be used. Products with environmentally friendly and sustainable packaging (such as returnable cans) are preferred and will be better rated upon evaluation.

**Vending machines (refrigerated or frozen):**

The products in this vending machine will enable employees to consume a nourishing meal outside the cafeteria's normal hours of operation. Employees can use these products in the microwaves, if needed. The products in this vending machine can include meals such as, but not limited to:

- protein- and vegetable-based wholewheat sandwiches, wraps or burritos;
- low-sodium soups;
- meals made of ingredients containing protein, grains and vegetables, that are low in total fats and saturated fats.

To reduce food waste, some of the foods listed above could be prepared using uneaten food or used during the normal mealtimes in the cafeteria. They will be sold in reusable packaging that will be washed and reused by the service Provider.

**Note:**

The Provider shall remain attentive to any new need expressed by the customers, such as the emergence of new trends, organic products or fair-trade products. It shall adjust the offering accordingly wherever possible. Furthermore, the Provider shall promote the purchase of beverages in aluminum cans rather than in plastic packaging and work with the CSA to progressively eliminate beverages in plastic bottles.



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**3.1.13 Menu display:**

The Provider shall keep the menu board up to date in both official languages. This board shall blend with the cafeteria's architectural design. The menus for the same day and the menus for the following day, as well as the prices, including all applicable taxes, shall be displayed daily before 10:00 a.m. in the cafeteria.

Furthermore, the Provider shall post and update its weekly menus and prices on its website. A link to the Provider's website will be posted on the Agency's website.

**3.1.14 Food quality:**

The Provider shall serve appealing, tasty and nutritious food in accordance with the requirements of the Request for Proposal and Canada's new food guide. The Provider is required to use fresh and healthy food, Canada and/or Quebec approved, that meets the standards for healthy eating. Using sustainable ingredients with a minimal impact on the environment, as indicate in Appendix E, will be prioritized.

As much as possible, the Provider shall select food that will not cause any risk affecting the health of its customers. For example, the use of **monosodium glutamate** or any other preservative likely to cause allergies **shall not be authorized**. Any products containing allergenic substances or having come into contact with allergenic substances at any moment during the processing process shall be identified and displayed at the point of service.

The Provider shall serve well-balanced platefuls, containing an adequate amount of food. The presentation will emphasize the reduction of food wastage. Three serving sizes - small, medium and large - shall be offered.

The Provider shall identify in its service offering the serving sizes of the main dish, vegetables and items sold à la carte.

The Provider shall use a variety of tasty vegetables, herbs, spices and tasty accompaniments and use healthier cooking techniques, such as grilling, cooking in the oven, roasting, steaming, and sautéing rather than less healthy techniques, such as frying.

The Provider shall use a variety of grains in the meals, such as, but not limited to, bulgar, barley, wholewheat couscous, quinoa, brown rice, white rice, parboiled rice, and wholewheat, regular and gluten-free pasta.

A sufficient quantity of each dish on the menu shall be prepared so that all the choices are available for the last customers that arrive.

a CSA representative may conduct unannounced quality control visits (quality and safety of the food).

This quality control checks encompass all the areas the meal preparation and service, including food purchase specifications, cleanliness of the work area, working techniques in compliance with hygiene standards (point 3.1.16) and administrative practices. Such visits will be at the



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CSA's discretion and will be conducted in the presence of an authorized representative of the Provider.

**3.1.15 Service quality:**

During service hours, the Provider shall provide the necessary staff to ensure bilingual, prompt and adequate service to the clientele (lineups must be reduced to a minimum and the waiting time must not exceed five (5) minutes). Furthermore, the Provider shall ensure that all the services required during business hours are constantly available.

**3.1.16 Compliance with food handling standards:**

The Provider shall ensure that all of its contract employees know basic personal hygiene practices, the practices in the kitchen and those related to food handling. Contract employees shall comply with all applicable hygiene and food safety regulations and, in particular, with the regulations and directives already published by or that could be published by Health Canada. The Provider shall supply its employees with any necessary material and equipment that will not be provided by the CSA (example: hairnets, hand brushes, etc.).

The Provider shall have a food safety control and verification program based on the HACCP (Hazard Analysis and Critical Control Point) standards and include a description of this program in its Proposal. For example, it shall control the risks of physical, chemical and biological contamination and the risks of the spread of bacteria by using the time and temperature critical control point at all times. The Provider shall submit an internal verification and food safety report to the Director, Security and Facilities annually.

The Provider shall submit all of the Ministère Agriculture, Pêcherie et Alimentation du Québec (MAPAQ) inspection reports to the Director, Security and Facilities.

The Provider and its employees shall comply with all the directives that the Director, Security and Facilities and his representatives may issue on matters concerning access control or any other security or workplace health and safety issue. The Provider shall submit, no later than two weeks following the confirmation of the retention of its Proposal, the workplace health and safety program or hazard prevention program it intends to put in place. Changes to the program may be required, where appropriate.

**3.1.17 Sanitary maintenance:**

The Provider shall note that the CSA assigns great importance to the imposed sanitary maintenance program for the facilities provided. It shall carefully assess the scope of the sanitary maintenance work required and, more specifically, the quality control inspections stipulated in Appendix "C."



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The Provider shall ensure the complete sanitary maintenance of the kitchen facilities (these facilities are identified in Appendix "A"), including the outdoor portion of the merchandise shipping/receiving dock and main dining room (item: 7B-118).

The Provider is responsible for the daily and usual maintenance of the work surfaces and equipment in accordance with the current standards. It is also responsible for the maintenance of the walls, floors and ceilings in the designated facilities, as indicated in Appendix "C."

The sanitary maintenance of the main dining room shall normally be ensured by the Space Centre's maintenance team. However, in the event of a mess during meal service times, the Provider shall immediately clean up the mess as much as possible.

The Provider shall be entirely responsible for the sanitary maintenance of all the kitchen facilities, including the work set out in Appendix "C," in accordance with the frequency and calendar that indicated in Appendix "C" and any other work that may be required.

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

The Provider shall perform the maintenance as set out in Appendix "C" - Maintenance procedure for the dishwasher, dish- and pot-washing areas and their equipment, after each of these operations. After this cleaning is completed, the Provider shall immediately mop the floors in these areas.

The sanitary maintenance of the kitchen facilities is the responsibility of the Provider and shall be performed, in compliance with the applicable laws and regulations, without limiting the extent of the foregoing, to the satisfaction of Health Canada inspectors and those of the Ministère de l'Agriculture, des Pêcheries et de l'Alimentation du Québec.

All cleaning products shall be supplied by the Provider. The products chosen shall be the least harmful to the environment and shall be certified by a recognized standard. For example, the Provider shall avoid using detergents that contain phosphates. It shall send to the CSA the cleaning products' data sheets.

**3.1.18 Liquor permit:**

The Agency authorizes the service of alcoholic beverages in the main dining room and/or during specific activities at the Space Centre. The Provider is responsible for obtaining the liquor permit and it shall assume its cost. It shall fix the prices and comply with all the applicable laws and regulations.

However, the CSA reserves the right to withdraw this permission at any time without notice or delay, without compensation for the Provider and without having to justify its decision.

Except if the Director, Security and Facilities grants a special permission, the Provider will only be able to serve alcoholic beverages between 11:30 a.m. and 1:30 p.m. on weekdays in the cafeteria.



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**3.1.19 Environmental program and sustainable development strategy:**

*3.1.19.1 Environment and sustainable development:*

The Provider shall inform the CSA of any program concerning the environment and sustainable development that it proposes to put in place, to ensure that any action taken in the cafeteria meets the government's environmental objectives to ensure effective collaboration. These objectives combine responsible sourcing measures, sound waste management, the reduction of plastic and single-use items, and sound water and energy management.

*3.1.19.2 Responsible sourcing:*

The Provider shall make an effort to reduce the environmental impacts of its supply chain. To this end: 1) it favours the purchase of food that is grown locally (see definitions in Appendix E) and in season as much as possible, sourced from local sustainable and fair trade farms; 2) it proposes proteins with the least amount of impact on the environment; 3) it chooses food with recognized environmental certification as much as possible (organic, sustainable fisheries, fair trade); 4) it favours the purchase of products and material manufactures in Quebec or in Canada; 5) it works with its own suppliers to choose greener material and products; 6) it works with its own suppliers to reduce the amount of packaging used and ensure that it is entirely recyclable and; 7) it avoids food wastage.

*3.1.19.3 Sound waste management: recovery and recycling program:*

The Provider shall participate in the CSA's waste management program (see Appendix C). To this end, the Provider shall continually sort the waste according to the three following categories.

- 1) Recyclable materials: items to be recovered and recycled
  - paper and cardboard;
  - metal, glass and plastic containers.

Please note that these two subcategories shall be kept separate in two different containers.

Please note as well that the CSA aims to progressively eliminate plastic from its operations.

- 2) Ultimate waste (garbage): items that will be disposed of, refuse that will be sent to a landfill site.

- 3) Compostable materials: any organic material, paper towel, and other compostable materials. A list can be provided.

The Provider shall sort the recoverable materials in the kitchen and dispose of them in the respective containers provided by the CSA and reserved for that purpose. Keep the materials separate at all times. Never mix the materials together.

The Provider shall comply with the requirements of waste characterization when the CSA will perform this study in its building.



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The refuse and compostable materials shall be disposed of daily in the cold room reserved for this purpose.

The material provided by the Provider shall also meet CSA's environmental regulations, in other words, follow the concept of the 3R-R (reduce, reuse, recycle, reclaim (compost)).

*For recycling, cardboard boxes must be taken apart before being placed in the container. Any recyclable material and cardboard is transported by the cleaning contractor to the storage area.*

The CSA attaches great importance to its recovery program. It is important that the Provider and its employees are sensitive to this issue and cooperate fully with this program. If the Provider neglects to separate the perishable waste from the recovered materials, there will be a considerable increase in the cost of the waste disposal. If it is determined that the Provider or its employees were negligent in ensuring this separation, a penalty of \$200.00 will be applied for each offence.

The contract for the collection of refuse, recyclable materials and compostable materials is awarded, managed and paid by the CSA. (See Appendix C. "Refuse management program for the cafeteria" for detailed information)

*3.1.19.4 The reduction of plastic and single-use items:*

The CSA attaches great importance to the protection of the environment. The Provider shall avoid using single-use items in its sales and operations. The Provider shall work with the Canadian Space Agency to eliminate these items so that it can meet and follow its government obligations related to the environment: (example: leaning toward the paperless invoice option - email, for example).

Furthermore, 100% of the products offered in the vending machines shall be packaged in recyclable or compostable materials. The CSA also wishes to offer meals in the vending machines that will be in reusable containers. The Provider shall comply with these requirements from the second year so that the Canadian Space Agency can meet its government obligations related to the environment.

Also, one of the initiatives of the environmental program is the elimination of single-use items. This includes: 1) the elimination of single-use plastic; 2) complete elimination of all No. 6 plastic (polystyrene), which includes Styrofoam 3) the elimination of disposable coffee cups 4) the elimination of disposable or recyclable plastic containers

For each catering service, the Provider shall also follow a verification list to reduce the use of plastic and single-use items. For example, it shall:

- avoid prepackaged condiments and prioritize food sold in bulk or in large sizes and trays to share rather than individually packaged meals;
- avoid single-use utensils and plates and make sure to use reusable and washable products;
- for coffee, it shall use jugs for the milk and containers for the sugar to avoid coffee pods, creamers and individual sugar packets.



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Finally, the choice of compostable containers shall meet the regulations of our organic materials collection service provider. In other words, the containers must be aligned with its list of accepted materials, which may change during the total duration of the food service contract.

*3.1.19.5 Sound water management:*

The CSA has to monitor its potable water consumption. For this reason, the Provider shall ensure a sound management of water aimed at reducing water wastage.

*3.1.19.6 Energy conservation:*

The Provider shall comply with the directives of the Director, Security and Facilities, with regard to the energy conservation procedures to apply.

Finally, for these initiatives, the Provider shall work in collaboration with the CSA's sustainable development team. The Provider accepts to make adjustments according to the evolution of the policy and environmental requirements throughout the duration of the contract.

**3.1.20 Items and equipment to be supplied by the Provider:**

The Provider shall supply and maintain in sufficient quantities the following items and ensure their quality:

- paper napkins composed of recycled material and manufactures in Quebec; The Provider shall supply in sufficient quantities paper napkins at the cash registers and at the utensil counter;
- uniforms, aprons, hairnets and gloves for the staff;
- during the period of transition to the complete elimination of single-use items, compostable cups and containers for tea, coffee and other hot beverages, lids for these cups and takeaway containers (items made of Styrofoam will not be accepted);
- reusable and washable dishes, including: plates, utensils, coffee cups, soup bowls, takeaway containers, glasses and containers for packaged food;
- no straws accessible to all, but the Provider shall keep some for accessibility, health, safety and security purposes;
- trays and protective covers for transport;
- certified green cleaning supplies: detergent, dishcloths, all items necessary for the maintenance of the facilities, including but not limited to: vacuum cleaners, floor cloths, buckets, brooms and brushes;
- detergent and other products required for the dishwasher. The operator shall supply, at its cost, all products necessary for the proper functioning of the dishwasher, including water softening salt.

**3.1.21 Facilities, equipment and items by the CSA:**

Appendix "A" provides the list of the facilities made available to the Provider by the CSA. The Provider shall keep them clean at all times by maintaining them in the manner recommended





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by the manufacturers of the material in these facilities. When the contract expires, the Provider shall return these facilities in good condition taking into consideration that they will have undergone reasonable wear. It shall maintain them and repair them as needed.

Appendix "B" presents the list of items and equipment, including the small equipment and dishes, supplied to the Provider by the CSA. The CSA will ensure the preventative maintenance of the equipment. The Provider shall operate and maintain the fixed equipment provided, including hoods, refrigerated storage rooms and freezers, in the manner prescribed by their manufacturers.

At the end of the contract, the Provider shall return all the items in Appendix "B" in good condition, taking into consideration that they will have undergone reasonable wear.

If any item or equipment is damaged due to improper use, the Provider shall repair or replace it at its cost, within thirty (30) calendar days of notice to proceed. If the Provider fails to do so, the CSA shall proceed with the repair and send the invoice to the Provider.

If any item is lost, the Provider of the CSA shall replace it at the Provider's cost within the same time period.

For the entire duration of the lease, the Provider shall at all times keep these items and equipment clean and in good working order.

The CSA supplies the basic inventory for the kitchen material, such as pots, baking sheets, whisks, spatulas, dishes and utensils. The Provider shall maintain this inventory and replace it at its cost.

*3.1.21.1 Computer equipment:*

The Provider shall supply, install and maintain its computer equipment, such as computers, a printer and Internet connections. The Provider will not have access to the CSA's computer network.

*3.1.21.2 Telecommunications:*

The Provider shall supply, install and maintain its telecommunication equipment, such as telephones, fax, etc.

All costs related to the telecommunications equipment and services shall be fully paid by the Provider.

The Provider shall make arrangements with the Security and Facilities division for the telecom technicians' access to the Space Centre. Forty-eight (48) hours notice is required for the escort service. Security guard costs could be charged.



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**3.1.22 Other business opportunities for the Provider:**

This Request for Proposal identifies the services required by the Agency. Any other business proposal that may accompany the Provider's Proposal submitted in response to this request shall not be considered during the evaluation of the various proposals received.

However, and notwithstanding the above in 3.1.22, when the Provider will have been chosen, the Agency will be ready to consider other business opportunities that the Provider could propose. These other opportunities could concern the use of spaces in the Space Centre rented by this Provider and/or equipment lent by the Agency. This use may concern the preparation or storage of food for a clientele other than the Agency's. However, the Agency will not consider this type of opportunity unless the Provider consents to paying the Agency higher rent. In conclusion of the analysis that the Agency will perform on these other business opportunities proposed by the Provider, the Agency could accept, partially accept, accept with modification(s) or reject these proposals, without compensation for the Provider, without other prejudice and without having to justify its position.

**3.2 Labour:**

**3.2.1 Experience and skills of the labour:**

The staff required by the Provider is defined as follows:

A) Chef Manager:

A qualified and experienced **chef manager**, bilingual (English-French, written and spoken), capable of preparing and serving quality meals. He or she shall have a diploma from the Institut d'Hôtellerie du Québec or an equivalent degree He or she shall have the experience required to manage all the services set out in the contract.

The chef manager shall:

- represent the Provider with the CSA for any issue related to the purposes of the operation contract and have the full delegation of authority of the Provider necessary for that purpose;
- be present at the Space Centre, or be represented by his or her clearly identified representative, at every meal served by the Provider sufficiently early to ensure that the meal is ready and properly prepared at the moment required and until the kitchen and associated spaces are completely cleaned following the meal service.

The Provider shall supply, with its Proposal, the chef manager's CV. It shall describe his or her qualifications and skills and identify at least three references that the CSA could contact to verify these qualifications and skills.



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B) Kitchen staff:

The Provider shall supply and maintain on site, at the Space Centre, a sufficient number of qualified employees to competently, diligently and efficiently carry out the duties defined in this Request for Proposal at all times.

The Provider shall coordinate the deliveries of its own suppliers and the working hours of its staff so that when it will receive a delivery at the Space Centre, it will have the necessary staff on site to receive and handle it. Any delivery made at the Space Centre for the Provider when it does not have the required staff on site to receive it, its delivery will be returned by the CSA at the Provider's cost and without other possible recourse by the Provider.

**3.2.2 Replacement of the labour:**

For the purposes of the contract, the CSA shall consider that the chef manager is the Provider's representative. Outside the chef manager's hours at the Space Centre, he or she shall designate a replacement. The successful Provider shall submit to the Director, Security and Facilities the CV of any permanent replacement of the chef manager or his or her representative during the mandate in the event of his or her departure.

The Provider shall supply all the labour, supervision and expertise required to ensure a high-quality service to the satisfaction of the Director, Security and Facilities. If there isn't enough staff to ensure the service required in accordance with the set standards and according to the reasonable decision of the Director, Security and Facilities, the CSA could require that the Provider hire at its cost the additional staff required to carry out the duties set out in this operation contract. The Provider shall only supply qualified and experienced staff in the provision of the food services.

The Provider shall supply replacement labour when one or more employee(s) are absent due to annual leave, sick leave or any other reason. The replacement labour shall have qualifications comparable with the regular labour at the Space Centre.

In the event that the Director, Security and Facilities were to inform the contractor in writing that one of the Provider's employees is deemed unacceptable, unsatisfactory or undesirable, the Provider shall replace this employee within five (5) working days of the written request. If the Director, Security and Facilities identifies that this employee is created a security problem, this employee shall immediately be replaced.

**3.2.3 Appearance:**

The Provider shall supply its employees with uniforms in sufficient number so that they may be impeccable at all times. The employees shall wear the uniform for the durations of their shift. The CSA will provide locker room facilities so that the employees may change when they arrive and leave or as needed. The uniforms must be easy to wash, of good quality and good taste and must always be clean and in good condition. The name of the Provider or its logo and the



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name of the employee shall be prominently displayed on the uniform shirts or blouses. The uniforms shall be approved by the Director, Security and Facilities prior to the start of the lease. Considering that the CSA receives international visitors, the CSA will be particularly strict with regard to the quality of the presentation of the Provider's customer service staff. This staff shall at all times be well dressed and courteous. The chef manager in particular shall set the example by his or her attire and presentation.

**3.2.4 Security and confidentiality:**

Each of the Provider's employees will have to obtain a valid Government of Canada security screening and authorize the CSA's security service to begin the process of obtaining this screening before being able to work at the Space Centre. Any of the Provider's employees that is unable to obtain the said screening will not be authorized to work at the Space Centre.

Each of the Provider's employees shall use the main entrance to access the Space Centre facilities.

It is mandatory to wear the ID card issued by the CSA at all times at the workplace.

In the event of a failure by an employee to meet the regulations and policies governing the operations of the CSA, the Director, Security and Facilities will inform the Provider in writing. The Provider shall immediately replace the employee in question.

**3.2.5 Language requirements:**

The Provider shall offer its services in Canada's both official languages (French and English) with equal capacity. The employee shall make an "active" offer of bilingual service. In other words, welcome customers in French and in English (for example: "Bonjour/Hi") so that they may know that they can interact in the official language of their choice. All the displays must also be bilingual, in French first and of the same size/importance as in English.

In order to ensure that this service will be of sufficient quality, the following minimum requirements shall be met:

**With regard to the chef manager and any other employee temporarily filling this position:**

- Reading comprehension: He or she shall be able to read notices and correspondence that may occasionally be sent to him or her and be able to adequately respond to them.
- Writing skills: He or she shall be able to communicate in writing with the Director, Security and Facilities for the purposes of the operation contract, including to respond adequately to any correspondence received.



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- Oral interaction: He or she shall be able to verbally communicate with the Director, Security and Facilities for any of the operation contract purposes. He or she shall also be able to respond to common information requests made by customers, both in person or by phone, on matters such as the Provider's services or its publications.

**With regard to all of the Provider's employees:**

- Oral interaction: All of the Provider's staff shall be able to respond, in both official languages, to common information requests made by customers concerning the services offers and provide explanation on how the services are offered and on the available options.

**Tests:**

The CSA reserves the right to test all or some of the Provider's employees to verify their level of bilingualism. These tests will take no longer than half a day per employee. The CSA will not pay any compensation for the time the Provider's employees spend undergoing the test.

**3.2.6 Tobacco use:**

The Provider shall ensure that its employees follow the law on smoking tobacco inside federal buildings. The Provider is requested to inform its employees that it is strictly forbidden to smoke tobacco in any of the CSA's facilities, including in the area outside the merchandise shipping/receiving dock. The CSA will inform the Provider of the designated areas where smoking is permitted. The Provider shall immediately replace any employee caught smoking in one of these facilities or any other area where the law forbids it.

**3.3 Business hours:**

- The minimum hours of operation shall be from 7:00 a.m. to 3:15 p.m.
  - . The Provider shall offer the lunch meal from 11:30 a.m. to 1:30 p.m. Monday to Friday.

At the Space Centre, employees have at least a half hour for lunch. Lunch is taken between 11:30 a.m. and 1:30 p.m. The Space Centre cafeteria can seat 270 people. All of the customers can be served in turn.
  - . The Provider shall offer the breakfast service for which it will fix the prices. The breakfast service shall be available at least from 7:00 a.m. to 9:00 a.m. Monday to Friday. The workday at the Space Centre is 7.5 hours long, excluding the lunch break. The employees usually begin their workday between 7:00 a.m. and 9:00 a.m.
  - . Coffee break: The employees at the Space Centre can take two fifteen-minute coffee breaks per day; one before noon and the other in the afternoon. These breaks can be taken at any moment of the workday. The Provider is invited to propose a light snack for



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during these coffee breaks. In its Proposal, the Provider shall identify the items that will constitute the snack selection, and the times when they will be available

Often, several CSA employees and their collaborators continue their activities outside the normal workday hours and on weekends. The Provider is therefore invited to propose a lunch for these people. This lunch could follow a "self-service" model. The Provider shall determine the menu and prices. We suggest, however, a choice of sandwiches and soups.

**3.4 Security, workplace health and safety:**

The Director, Security and Facilities and his representatives will have free access, at any time, and anywhere in the building where the Provider operates, to perform the necessary inspections and ensure that the terms and conditions of the contract are met or for any other reason.

The Provider and its employees shall comply with all the directives that the Director, Security and Facilities and his representatives may issue on matters concerning access control or any other security or workplace health and safety issue. The selected Provider shall have, no later than two weeks after the confirmation that its Proposal has been retained, a workplace health and safety program or hazard prevention program that it intends to put in place. Changes to the program may be required, where appropriate.

The Provider shall identify two of its employees that the Agency will train on the emergency measures plan applicable at the Space Centre. These employees shall be responsible for the evacuation of the rented areas during an emergency situation. The training session will take no longer than half a day. The CSA will not pay any compensation to the Provider for the time its staff will spend at this training session, which will be repeated no less than once a year and when and when one of the trained employees leaves.

The Provider and its staff will be responsible for the security of the rented areas and will not have access to other controlled access areas at the Space Centre unless they have been invited by an Agency representative. The Provider shall comply with the directives of the Director, Security and Facilities regarding the fire protection procedures applied.



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**4. OTHER INSTRUCTIONS**

**4.1 Contracting authority:**

The Contracting Authority for the Request for Proposal is:

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

Phone: (450) 926-4871

Fax: (450) 926-4894

Any modifications to the requirements shall be authorized in writing by the Contracting Authority. Any modification authorized by any government employee other than the Contracting Authority is null and void.

**4.2 Request for information and request for extension on the closing date of the Request for Proposal:**

During the bidding period and until the deadline for submitting the proposals, any request for information and other communications regarding this RFP, SHALL be addressed in writing to the CSA's Contracting Authority named in Paragraph 4.1, and ONLY to him. The proposal of the bidder that fails to abide by this condition may be rejected. To ensure equal access to information for all bidders, the answers to questions regarding the quality of the proposals will be sent to the simultaneously. These requests must be received at least five working days before the closing date of the bidding period.

A request for extension on the closing date for the receipt of proposals will be considered under the condition that the Contracting Authority receives it in writing at least five (5) working days before the closing date indicated in Paragraph 4.4. If the request is accepted, the new closing date will be given at least three (3) working days before the scheduled closing date. If it is denied, the CSA's Contracting Authority will send the answer to the requester at least three (3) working days before the scheduled closing date.

**4.3 Instructions to the bidders:**

It is crucial that the components of the Proposal be presented in a clear and concise manner. Any failure to provide the information requested will hinder the bidder's success. The proposals shall be submitted in the requested format. The bidders that believe that the terms of the Request for Proposal impose unnecessary restrictions can mention it in its Proposal. Any deviations from the stated conditions shall be explained in detail and justified. The Contracting



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Authority reserves the right to accept any submitted proposal with no prior negotiation. It is the bidders' responsibility to obtain the necessary details about the requirements contained in this request before sending its Proposal.

To enable the verification of the facilities and equipment provided, and to facilitate the understanding of the requirements of this RFP, a **mandatory visit** by the bidders will take place on **January 9<sup>th</sup> 2020 at 3:00 p.m.** You are required to provide to the Contracting Authority the names of the representatives of your firm who will attend the visit at least 24 hours ahead of time. It is important to understand that attending this **mandatory visit** will be a condition for the acceptance of your Proposal. It will be mandatory to present a piece of photo identification when registering at the Space Centre for this visit.

#### **4.4 Submitting the Proposals:**

The proposals shall be submitted to:

Canadian Space Agency  
6767 Route de l'Aéroport  
Suite 2D-101.F (Mailroom)  
Longueuil (Quebec)  
Canada  
J3Y 8Y9

To the attention of: Director, Security and Facilities

The proposals sent by fax or email will not be accepted.

**THE DEADLINE FOR SUBMITTING THE PROPOSALS IS JANUARY 22ND AT 4:00 PM (EDT).** It is the CSA's policy to return unopened any proposal received after the stipulated closing date and time.

The proposals received after the closing date and time, but before the contract is awarded, may be taken into consideration, under the condition that the Bidder can prove that the delay is due solely to late delivery that the Canada Post Corporation (CPC) (or national equivalent in a foreign country) would be responsible for or to an error on the part of the CSA. The only documents accepted by the CSA to justify the delay cause by the CPC's service are:

- (a) a CPC cancellation date stamp,
- (b) a CPC Priority Courier Bill of Lading,
- (c) a CPC Xpresspost label that clearly indicates that the Proposal was mailed prior to the proposal closing date.

*For example:* If the proposal closing date was May 15, 2020, the CPC cancellation date stamp should read no later than May 14, 2020 for the Proposal to be accepted. Please request the postal employee to date stamp your envelope.

Postage meter impression, whether printed by the Provider, the CPC or the postal authority outside Canada, are not acceptable as proof of timely mailing. It should be noted that CPC





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does not normally apply a cancellation date stamp to metered mail; this is usually done only when postage stamps are used.

The Provider shall submit two (2) copies of its completed and signed Proposal (1 original and 1 copy).

**4.5 Provider's performance:**

The CSA can reject a proposal in any of the following cases:

- the Bidder or one of its employees or subcontractors was found guilty under Section 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 its employees or subcontractors is subject to a Vendor Performance Corrective Measure, under the Government of Canada's Vendor Performance Corrective Measure Policy or is ineligible to bid within the framework of the Government of Canada's Contracting Policy, for whatever reason;
- within the framework of current and previous transactions with the Government of Canada:
  - i. The Bidder declares bankruptcy or cannot, for whatever reason, perform its activities for an extended period of time;
  - ii. evidence satisfactory to Canada of fraud, bribery, or misrepresentation or failure to comply with any law protecting individuals against any manner of discrimination, has been received with respect to any bidder, any of its employees or any contractor identified in its Proposal, to the satisfaction Canada;
  - 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 the Proposal;
  - 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 performed the work in accordance with contractual clauses 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 subparagraph 1b), the Contracting Authority will so inform the Bidder and provide the Bidder ten (10) days within which to make representations, before making a final decision on the bid rejection.



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**4.6 The rights of the CSA:**

The CSA reserves the right:

- to reject in whole or in part offers received in response to this RFP;
- to negotiate with one or several bidders their proposal in whole or in part;
- to accept an offer in whole or in part;
- to cancel this request and launch it again at any moment;
- to conclude one or several agreements as a result of this RFP;
- to verify the information provided with regard to this RFP in whole or in part;
- to award contracts exclusively for future work, if applicable, to bidders that have been selected.

**4.7 Expenses incurred:**

The bidders shall be responsible for any costs related to their proposals or incurred before the signing of the operation contract for whatever reason. The CSA will not reimburse the bidders for the cost of preparing and submitting their proposals in response to this RFP.

**4.8 Restrictions on the disclosure of data in the proposals:**

If it seems necessary to restrict the distribution of the data submitted in response to this RFP, the warning below can be placed at the beginning of the Proposal and indicate in the body of the Proposal the sections that must remain confidential. The received proposals requiring protection other than the one set out below shall be deemed unacceptable and may be returned to their originator.

“This data provided in response to the CSA’s RFP for food services shall not be distributed outside the government, or reproduced, used or disclosed in whole or in part for any purpose other than the evaluation of the Proposal. If a contract is concluded with the Bidder as a result of the submission of such data, the government could reproduce, use or disclose the data within the limits set by the resulting contract. This restriction does not limit in any way the government’s right to use, of all this data, any information derived from another source.”

**4.9 Evaluation of capacities:**

The CSA could communicate with the contractor that submitted an interesting Proposal to verify its technical and financial capacity to accomplish the work. The CSA shall be allowed to consult at that time the last financial statements and other relevant data.

**4.10 Evidence of the existence of a body corporate:**

To establish their legal capacity of concluding an operation contract, the bidders that engage in commercial activities under a name other than their personal name may, before the operation



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contract is concluded, be required to submit to the Contracting Authority evidence of the existence of a body corporate under which they engage in commercial activities. It can be the copy of the incorporating instrument of the company, of the registration of the company name or of the company's incorporation.

**5. EVALUATION SCALE**

**5.1 General:**

The proposals will be evaluated according to the best value for the CSA. The best value will be determined by the evaluation of a combination of the technical and price proposals.

The proposals received will be evaluated according to rated criteria.

The rated criteria are divided into two categories:

Category No. 1: Technical criteria

Category No. 2: Financial criteria

The rated criteria will be evaluated according to a scale of a total of 100 points.

Of the 100 points, a maximum of 45 points will be allocated to financial criteria and a maximum of 55 points will be allocated to technical criteria. The selected Bidder will be the one that, in addition to having satisfied the requirements of the evaluation of the technical criteria, will have obtained the best overall score.

**5.2 Technical criteria:**

The table below identifies the technical criteria that will be evaluated and the maximum scores that will be allocated to them:

<u>Criteria:</u>	<u>Maximum score:</u>
T1 Provider's experience	10
T2 Experience of the chef manager and proposed staff	7,5
T3 Variety of the table d'hôte menu, balance, health aspect	10
T4 Variety of the proposed à la carte items	5
T5 Range and quality of services offered	10
T6 Quality control, hygiene and food safety program	5
T7 Environmental program and sustainable development strategy	5
T8 Quality of the company's other programs	<u>2,5</u>
Maximum subtotal:	55 points



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**Any proposal that obtains less than 50% of the maximum score allocated for each technical criterion will be rejected.**

**Any proposal that obtains less than 70% of the total score allocated to the technical criteria as a whole will be rejected.**

Each of the bidders shall provide with its proposal the information required to enable an evaluation of its proposal according to the identified criteria. A score of zero (0) will be given for the evaluation components for which the evaluated Provider did not submit with its Proposal the information that would enable the evaluation.

Criterion No. T1 Provider's experience: See section 3.2: 10 points

This criterion will be evaluated according to the following components:

- the Provider's experience during the past 5 years in the operation of cafeterias similar to the one at the Space Centre, in St. Hubert (number of meals/day, type of clientele, quality of sanitary maintenance). Submit at least five (5) references from similar Canadian operations with the names and contact information of the people to contact;
- the Provider's experience with regard to international or major events (number of guests, menu, quantity of service staff). Submit at least three (3) references for international or major Canadian events with the names and contact information of the people to contact;
- qualifications of the support staff (operation, administration, marketing) employed by the Provider;
- provide the updated CVs of the proposed support staff;
- the Provider's annual turnover for the past 5 years;
- provide the names of three (3) clients lost in the past five (5) years with the names and contact information of the people to contact and the reasons for the loss of these clients.

Criterion No. T2 Experience of the chef manager and proposed staff  
(see Section 3.2.1): 7.5 points

This criterion will be evaluated according to the following components;

- the chef manager's academic qualifications;
- the chef manager's years of experience in the operation of cafeterias that are similar to the one at the Space Centre, in St. Hubert, during the past five (5) years;
- the chef manager's experience with regard to international or major events;
- number of years of experience of the chef manager employed by the Provider;
- role and responsibility of the chef manager;
- plan of the proposed staff.
- provide the CVs of the chef manager and the proposed staff with a plan of the staff for each of the functions.



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Criterion No. T3 Variety of the table d'hôte menu, balance, health aspect  
(see sections 3.1.9, 3.1.12 and 3.1.14):

10 points

Provide a sufficiently detailed description of the table d'hôte menu to evaluate the following criteria:

- variety and diversity of the dishes (no repetition, numerous recipes and combinations to meet the needs of the greatest number of customers, ingredients and dishes that reflect the cultural diversity of Canada and the world, variety of sustainable and healthy animal and vegetable proteins, variety of vegetables and whole grains, choice of healthier desserts);
- follow the recommendations of Canada's new food guide (CFG);
- the food used is in season, locally sourced and sustainable;
- healthy cooking methods are favoured.

Criterion No. T4 Variety, balance and the health aspect of the proposed  
à la carte items in the vending machines. (See 3.1.10, 3.1.12, 3.1.14):

5 points

Provide a sufficiently detailed list of the à la carte menu and the offering in the vending machines to evaluate the following criteria:

- criteria met for all categories: hot dishes, cold dishes, aperitifs, salad bar, accompaniments, desserts, fresh fruit, breakfast, vending machines  
Vegan option in every category;
- Variety and diversity of the dishes (numerous recipes and combinations to meet the needs of the greatest number of customers, ingredients and dishes that reflect the cultural diversity of Canada and the world, variety of sustainable and healthy animal and vegetable proteins, variety of vegetables and whole grains, choice of healthier desserts);
- Follow the recommendations of Canada's new food guide (CFG);
- The food used is in season, locally sourced and sustainable;
- Healthy cooking methods are favoured.

Criterion No. T5 Range and quality of services offered  
(see sections 3.1.3, 3.1.6, 3.1.7, 3.1.8, 3.1.11, 3.1.14 and 3.1.15):

10 points

Provide a sufficiently detailed description to evaluate the following criteria:

- the list of proposed services is complete and adequately reflects the expressed requirements;
- the Proposal specifies how the administrative (purchases, staff, WHS), logistical (maintenance, receiving, storage) and commercial (sales, promotions) obligations will be fulfilled;
- the type of vending machine is specified and meets the requirements;
- all the menus and services meet the recommendations of CFG and include vegan options;
- the special menus proposed are adjusted monthly;
- a coffee break service is proposed;



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- a service is proposed for evenings and weekends;
- a catering service for events is proposed (for example, identify a menu for 25 people, for a cold lunch, with details such as quantities per gr/pers., the detail of each item and the proposed cost);
- other services are offered.

Criterion No. T6 Quality control, hygiene and food safety program  
for all of the operations (see sections 3.1.16 and 3.1.17):

5 points

Provide a copy of the quality control, hygiene and food safety program.

- program that incorporates the HACCP standards adapted for restaurants and vending machines;
- Feasibility of the proposed monitoring measures.

Criterion No. T7 Sustainable development strategy (SDS):

5 points

- propose a sustainable development strategy (SDS) for the cafeteria operations and related services. This SDS includes:
  - solutions in place to reduce the environmental impact of the Provider's supply chain:
    - the sustainable supply of food (purchase of local and certified sustainable food);
    - purchase of products that are manufactured in Quebec (napkins, kitchen equipment);
    - use of reusable, recyclable and compostable supplies, utensils and containers.
  - action plan for the reduction of single-use items, including packaging;
  - gestures to counter food wastage;
  - alternatives for the proper management of harmful products in the kitchen, such as cleaning products, aerosols, etc.;
  - sustainable and fair management of human resources, goods and services;
  - a lasting collaboration with the CSA.

Criterion No. T8 Quality of the other corporate programs:

2.5 points

- workplace health and safety;
- marketing plan;
- loyalty program.



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**5.3 Financial criteria:**

The table below identifies the financial criteria that will be evaluated and the maximum scores that will be allocated to them:

**Criteria: Maximum score:**

F1.	Sum of the prices of the three (3) complete meals:	15
F2.	Sum of the prices of the three (3) main dishes:	10
F3.	Price per Kg for the salad bar:	10
F4.	Rent proposed by the Provider:	10
Maximum subtotal:		45 points

- Criterion No. F1: Sum of the prices of the three (3) complete meals: 15 points

Sum of prices requested by the Provider for the three (3) complete meals as set out in Article No. 3.1.9.

The provider that requests the lowest price sum for these three (3) meals will obtain the maximum score allocated for this criterion, which is: 15 points.

The scores to be allocated to each of the other providers will be established by dividing the lowest price sums for these three (3) meals by the price sums requested for these same three (3) meals by each of the other bidders and by multiplying the result by the maximum score allocation for this criterion, which is: 15 points.

Example:

.	Sum of the prices requested by provider "A":	\$22.00
.	Sum of the prices requested by provider "B":	\$21.00
.	Sum of the prices requested by provider "C":	\$20.00
.	Score of provider "C":	15:00
.	Score of provider "B":	$\frac{\$20.00 \times 15}{\$21.00} = 14.29$
.	Score of provider "A":	$\frac{\$20.00 \times 15}{\$22.00} = 13.64$

- Criterion No. F2: Sum of the prices of the three (3) main dishes: 10 points

Sum of the prices requested by the Provider for the three (3) main dishes as set out in Article No. 3.1.9.



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The provider that requests the lowest price sum for these three (3) meals will obtain the maximum score allocated for this criterion, which is: 10 points.

The scores to be allocated to each of the other providers will be established by dividing the lowest price sums for these three (3) dishes by the price sums requested for these same three (3) dishes by each of the other bidders and by multiplying the result by the maximum score allocation for this criterion, which is: 10 points.

Example:

- . Sum of the prices requested by provider "A": \$17.00
- . Sum of the prices requested by provider "B": \$16.00
- . Sum of the prices requested by provider "C": \$15.00
  
- . Score of provider "C": 10.0
- . Score of provider "B":  $\frac{\$15.00 \times 10}{\$16.00} = 9.38$
- . Score of provider "A":  $\frac{\$15.00 \times 10}{\$17.00} = 8.82$
- Criterion No. F3: Price per kilo for the food at the salad bar: 10 points

Fixed price requested by the Provider for the price per kilo for the food at the salad bar as set out in 3.1.12.

The provider offering the lowest price will obtain the maximum score allocated for this criterion, which is: 10 points.

The score to be allocated to each of the other providers will be established by dividing the lowest fixed price requested by each of the other providers and by multiplying the result by the maximum score allocation for this criterion, which is: 10 points.

Example:

- . Fixed price requested by provider "A": \$17.00
- . Fixed price requested by provider "B": \$16.00
- . Fixed price requested by provider "C": \$15.00
  
- . Score of provider "C": 10.00
- . Score of provider "B":  $\frac{\$15.00 \times 10}{\$16.00} = 9.38$
- . Score of provider "A":  $\frac{\$15.00 \times 10}{\$17.00} = 8.82$





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- Criterion No. F4: Rent proposed by the Provider: 10 points

Amount proposed by the Provider for the annual rent as set out in Article No. 2.1.

The provider offering the highest rent will obtain the maximum score allocated for this criterion, which is: 10 points. The score to be allocated to each of the other providers will be established by dividing the rent amount offered by each of the other providers and by the highest rent amount and by multiplying the result by the maximum score allocation for this criterion, which is: 10 /points.

Example:

. Rent offered by provider "A":		\$11,000/year
. Rent offered by provider "B":		\$15,000/year
. Rent offered by provider "C":		\$20,000/year
. Score of provider "C":		10
. Score of provider "B":	$\frac{\$15,000 \times 10}{\$20,000} =$	7.5
. Score of provider "A":	$\frac{\$11,000 \times 10}{\$20,000} =$	5.5

**5.4 Summary of the criteria and maximum score:**

<u>Criteria:</u>	<u>Maximum score:</u>
<b>Technical criteria:</b>	
T1 Provider's experience:	10
T2 Experience of the chef manager and proposed staff:	7.5
T3 Variety of the table d'hôte menu, balance, health aspect:	10
T4 Variety, balance and health aspect of the proposed à la carte items:	5
T5 Range and quality of the services offered:	10
T6 Quality control, hygiene and food safety program:	5
T7 Sustainable development strategy:	5
T8 Quality of the other corporate programs:	<u>2.5</u>
Subtotal:	<u>55 points</u>
<b>Financial Criteria:</b>	
F1 Sum of the prices of the three (3) complete meals:	15
F2 Sum of the prices of the three (3) main dishes:	10
F3 Price per Kg for the salad bar:	10
F4 Rent proposed by the Provider:	<u>10</u>
Subtotal:	<u>45 points</u>
<b>Total:</b>	<b>100 points</b>



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**Appendix "A"**

**List and map of facilities provided by the CSA**



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**Appendix "A"**  
**List and map of facilities provided by the CSA**

<u>Door No.:</u>	<u>Room name:</u>	<u>Area (M<sup>2</sup>)</u>
<u>"Kitchen" area</u>		
7B-100	Vending machines and microwaves	14.0
7B-101	Staff	34.0
7B-102	Locker rooms	8.0
7B-103	Washrooms	2.1
7B-104	Washrooms	2.1
7B-105	Locker rooms	8.0
	Hallways	12.0
7B-106	Office	10.4
7B-107	Office	11.4
7B-108	Refrigerated storage room (refuse)	14.3
7B-109	Dry storage	32.0
7B-109-A	Compressors	9.6
7B-109-B	Water main	11.0
7B-110	Refrigerated storage room	8.0
7B-110-A	Freezer	8.0
7B-111	Refrigerated storage room	8.0
7B-112	Refrigerated storage room	8.0
7B-113	Refrigerated storage room	8.0
7B-114	Laundry (including conveyer)	67.0
7B-114-A	Grinder	5.0
7B-115	Snack bar, hot dishes and desserts	53.0
7B-116	Trays	6.4
7B-117	Janitorial services	1.5
7B-119	. Service area, salad bar and cash registers	240.0
	. Cooking	143.0
	. Hallways	12.0
	. Service entrance (corridor)	<u>19.0</u>
	Subtotal (kitchen)	745.8
<u>Area "Dining room"</u>		
7B-118	Main dining room	<u>384.0</u>



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**Appendix "B"**

**List of items and equipment  
provided by the CSA**

Note: The pages of this appendix

**Appendix "C"**

**Sanitary maintenance**

**Scope of work required**

**Appendix "D"**

**Draft of proposed contract**

## **Appendix “E”**

### **Guide and definitions for environmental requirements**

## FORMS



**FORM 1**

**Signature of the offer**

We declare that we have read the conditions contained in the tender documents for the concession of the food service in the building situated at \_\_\_\_\_, Québec.

We have received and read the following addenda:

- Number \_\_\_\_\_ on
- Number \_\_\_\_\_ on
- Number \_\_\_\_\_ on

Upon receipt of the acceptance of this offer, we shall sign the contract for the concession of the food service included in this tender document, which shall be completed, as well as all the appendices, comply with the requirements of this contract and provide the necessary collateral.

Submitted by: \_\_\_\_\_  
(Name of proposer)

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

\_\_\_\_\_  
Authorized signature

\_\_\_\_\_  
Authorized signature

## **FORM 2**

### **Signature authorization**

Provide the document required for the signature authorization for the Proposal, as set out in the tender specifications.