

**THE CORPORATION
OF THE
TOWN OF SMOOTH ROCK FALLS**



**REQUEST FOR PROPOSAL
“EVAC CATERING SERVICES”**

March 4, 2019

Request for Proposal
Catering Services RFP 2019-01

1. Submissions for the request for proposal will be received up to and including **Friday, March 22nd, 2019, at 3:00 p.m., local time**. Submissions received after the deadline will not be opened and will be returned to the sender.

Proposals will be received by the Chief Administrative Officer of the Corporation of the Town of Smooth Rock Falls, 142 First Avenue, P.O. Box 249, Smooth Rock Falls, Ontario, P0L 2B0. Interested parties submitting a proposal must include two (2) copies of their proposals in a sealed envelope clearly marked **“Town of Smooth Rock Falls – Evac Catering Services RFP”** and addressed to:

Luc Denault, CAO
The Corporation of the Town of Smooth Rock Falls
142 First Avenue
P.O. Box 249
Smooth Rock Falls, Ontario
P0L 2B0

Telephone: 705-338-2717
Fax: 705-338-2584
Email: luc.denault@townsrf.ca

2. Request for Proposal opening will be done in public at 10:00 a.m., local time, Monday, March 25th, 2019.
3. Any questions or concerns arising out of this RFP should be addressed to the Chief Administrative Officer.
4. All proposal documents shall be fully filled out and signed by the appropriate responsible officer of the interested parties.
5. The Town of Smooth Rock Falls is not responsible for any expenses incurred by any of the interested parties in preparing and submitting a response to this RFP.
6. Following the opening, all proposals are irrevocable by any bidder and all documents submitted become the sole property of the Corporation of the Town of Smooth Rock Falls.
8. The Corporation reserves the right to require any interested party to provide additional follow-up information for the purposes of reviewing any proposal and to have any proposal reviewed by consultants or professionals for the purpose of advising the Corporation.
9. No oral or telephone proposals, or electronically transmitted proposal (ie: Fax or computer E-Mail transfer) nor adjustment to the proposal submitted will be considered.

10. The Town of Smooth Rock Falls reserves the right to accept or reject any response to this RFP. The Town also reserves the right to waive any minor informality in any response. Additionally, the Town may, for any reason, decide not to award an Agreement as a result of this RFP.
11. For the purposes of preparing your proposal the Town is requesting that you review the information below with a view to providing, in your proposal, a detailed statement of what the work will contain.

GENERAL INFORMATION FOR RFP

1. Scope of Work:

The Town of Smooth Rock Falls is inviting qualified contractors to submit a proposal regarding this potential business opportunity. The Town of Smooth Rock Falls is seeking a company to provide catering services at a location to be determined within the Town of Smooth Rock Falls, in support of evacuation events which will take place at the chosen facility.

2. Primary Goals of the Partnership

To guarantee provision of catering support services to evacuations hosted at the chosen facility with the following characteristics:

- a) Ability to cater appropriately to a wide range of sizes, durations and customer requirements;
- b) Distinctive style and menus appropriate to First Nations;
- c) Consistently high quality of food and service, and flexibility and responsiveness to changing customer requirements.

3. Responsibilities

A breakdown of the responsibilities of the Town of Smooth Rock Falls and the catering contractor are attached as Appendix 'A'.

4. Points to include in Your Submission

- 1) A brief overview of your current business including:
 - a) Scale of your existing operation
 - b) Your current staffing levels
 - c) List of events catered over the last 5 years
 - d) A brief history of your business
 - e) Current certificates relating to food preparation services
 - f) Three professional references

- 2) A 10-day sample meal plan in the formal attached as Appendix 'B'
- 3) Capacity: given the kitchen facilities at your disposal, staffing, transportation capabilities and how many people could you serve at one sitting.
- 4) Customer Care: how would you ensure your clients wishes are identified and met
- 5) Staffing: current and additional staffing needed to provide catering at the chosen facility
- 6) Policies and Procedures that will need to be put in place
- 7) Government regulations and their planning implications
- 8) Operations: coordination between the Town Staff and your staff
- 9) List of Suppliers
- 10) Small ware, flatware, etc., requirements and replacement
- 11) Inventory and inventory control (list of equipment)
- 12) Details on where and how food will be stored, and where refrigerators and freezers will be sourced from.
- 13) Risks and risk management
- 14) Contingency planning
- 15) Provide an outline action plan for setting up the operation (mobilization), with associated time lines, equipment lists and sources (additional refrigerators, freezers, etc.)
- 16) How will you deal with the expectation that you may be asked to serve traditional First Nation foods, such as wild meats and fish
- 17) Provide details on how you plan to address special dietary needs (diabetes, etc.)
- 18) Written acknowledgement that you have read and understood the responsibilities of the Town of Smooth Rock Falls and of the catering contractor as provided in Appendix 'A' of this Request for Proposals.
- 19) Price per person per day as specified in section 5 of this RFP.

Failure to address all of the above points in a submission may result in the submission being rejected if in the opinion of the Town of Smooth Rock Falls the submission does not substantiate that the proponent understands the scope of work and is fully capable of performing the work as outlined in this RFP and its appendixes.

5. Unit Price Schedule

Price per person per day	
Breakfast	\$
Lunch	\$
Diner	\$
Snacks	\$
Total price per day	\$

All prices are subject to approval by Indigenous Services Canada

5. General Liability Insurance

The proponent shall maintain General Liability Insurance of not less than \$2,000,000 inclusive per occurrence for bodily injury, death and damage to property including loss of use thereof, with a deductible of not more than \$5,000, with the Town of Smooth Rock Falls named as additional insurance. A copy of the certificate of insurance shall be provided to the Town prior to the commencement of services.

7. Workers Compensation

WSIB coverage must be provided by the contractor. A valid clearance certificate must be provided to the Town before any work is to commence.

8. Selection Process and Criteria :

The selection process and criteria will follow the requirements of the Purchasing By-law of the municipality.

The Town of Smooth Rock Falls reserves the right to reject any or all proposals submitted. The lowest price may not be the successful bid. The proposals will be reviewed in accordance with the following evaluation criteria outline:

1.	Understanding of Project Scope	Pass/Fail
2.	Ability to Fully Perform the Services Required	Pass/Fail
3.	Experience and Qualifications	20 points
4.	References	20 points
5.	Suitability of Proposed Menu	30 points
6.	Mobilization Plan and Equipment Sourcing	15 points
7.	Fee Schedule	15 points
TOTAL:		100 points Maximum

Following the review of the proposal documentation, the point rating system will be used to determine the ranking of the proposals.

In considering references, the Town will take into account past experiences with the proponent and any sub-contractors.

The Town reserves the right to have proposals presented to Council if desired.

Appendix 'A' – Responsibilities

Town of Smooth Rock Falls

- a) Provide a suitable location for meal service to be performed (typically the Smooth Rock Falls Legion or the Curling Club at the Reg Lamy Cultural Centre). To include all liaison with the property owner.
- b) Provide and setup the tables and chairs for the dining area.
- c) Transportation of the patrons to and from the dining area.
- d) Clean washrooms at the meal service location, provide washroom supplies (toilet paper, soap, etc.)
- e) Provide supervision of the meal service area during meals (supervision of the patrons, not the catering staff).
- f) Clean the floors of the meal service area (dinning area only, does not include food preparation areas).
- g) Review and provide final approval of all menus and snacks within 24 hours of receiving a proposed menu for that meal period. (Note the caterer should not order food or other materials until approval is obtained as the Town reserves the right to require changes to the proposed menu or snack choices).
- h) Advise the catering contractor of: changes to the number of patrons requiring meals and snacks, schedule changes, special dietary restrictions, etc.
- i) Designate a small area at the lodging facility where the caterer can provide drinks and snacks for self-serve.
- j) Provide a schedule of meal periods.
- k) Provide feedback from patrons to the catering contractor.
- l) Provide the Community Emergency Management Coordinator (CEMC) as the catering contractor's 24/7 contact.

Catering Contractor

- a) To mobilize and be capable of serving breakfast, lunch, dinner and snacks to a group of up to 120 people within 24 hours of receiving notice from the Town of Smooth Rock Falls
- b) To prepare a detailed daily menu (breakfast, lunch, dinner, and snacks) at least 72 hours in advance for approval by the town; and to make revisions to the daily menu as requested by the Town of Smooth Rock Falls. Menu to be in the format

prescribed in Appendix 'B'. Alterations from the approved menu shall require approval of the Town of Smooth Rock Falls.

- c) Prepare, cook and serve high-quality food items. Comply with all laws and regulations regarding the preparation, storage and serving of foods.
- d) Clean all dishes, tableware, utensils, etc.
- e) Provide adequate staffing to ensure the prompt preparation and service of meals, noting that each meal period is 60-90 minutes long as scheduled by the Town of Smooth Rock Falls.
- f) Maintain sufficient quantities of food to ensure that all patrons will receive adequate portions of their desired meal choices.
- g) Providing the following items at each meal serving:
 - a. Milk, chocolate milk, tea, coffee, water, and a selection of juices.
 - b. Sugar, cream, milk and stir sticks for coffee and tea.
 - c. A selection of fruits (apples, oranges, bananas, etc).
 - d. Non-disposable tableware (plates, bowls, mugs, drink glasses, cutlery) in adequate quantities for the number of patrons to be served.
 - e. Disposable containers, carrying bags, cutlery and condiments (ketchup, salt, pepper, syrup, crackers, etc.) for patrons wishing to take food away from the dining area.
 - f. Napkins.
 - g. Microwave for patron use.
- h) At least one meal service daily shall include a traditional aboriginal food item, such as: bannock, fresh strawberries or blueberries, etc.
- i) Scrambled eggs shall not be served more than 2 days in a row, other styles of preparation such as poached, over-easy or sunny side up must be provided over the course of the week.
- j) When requested by the Town of Smooth Rock Falls, prepare bagged lunches or other meals and snacks for patrons who will be unable to attend the meal service (disabled patrons, patrons attending activities or appointments out of town, etc). The distribution of bagged lunches is to be conducted using appropriate food storage equipment such as coolers.
- k) Shall set the tables in the dinning area with quality linen table-cloths, and shall clean the tables and replace the tablecloths with clean tablecloths after each meal period. The contractor shall not be compensated for any damage by the patrons to the table cloths.
- l) Provide all equipment, materials and ingredients required to store, prepare, cook, and serve the meals and snacks, including but not limited to:

- a. Cooking equipment such as: knives, tongs, clothes, pots, pans, trays, etc.
 - b. Meal service equipment: steam-tables, trays, pans, serving utensils, tables, coffee urns, toasters, milk dispensers, juice dispensers, fridges, etc.
 - c. Cleaning supplies: cleaning fluids, clothes, dishwasher supplies, etc.
 - d. Food storage equipment: fridges, freezers, trailers, etc.
- m) Set up, clean and maintain all food service areas, the layout of these areas is subject to approval from the Town of Smooth Rock Falls.
- n) All dishes shall be served at the appropriate temperature for the dish, and must be 'fresh'. Caterer contractor shall supply all necessary condiments and seasonings for the meal being served.
- o) The re-serving of leftover foods from a previous meal period is not permitted unless approved in advanced by the Town of Smooth Rock Falls, except that the catering contractor may incorporate leftover ingredients in preparing a soup or stew for the next meal period (in accordance with food safety regulations).
- p) No on-site storage facility, refrigerators or freezers are provided for use by the caterer. The caterer must supply suitable equipment for the storage of all food products, including fridges, freezers, and trailers. The caterer is responsible for ensuring that the proper electrical hookups are available for their use at their own expense.
- q) Shall ensure that food is prepared in a manner that is suitable to the taste and needs of the patrons, and shall adjust the seasonings and other preparation techniques according to the feedback received by the Town of Smooth Rock Falls from the patrons.
- r) Shall clean the kitchen and any other facilities used by the catering contractor after each meal period.
- s) Shall dispose of all food waste and all other waste generated by the catering contractor in a clean and sanitary manner.
- t) Shall conduct a detailed cleaning of the kitchen and any other facilities used for the catering contractor during the period of the agreement at the time of demobilization to the satisfaction of the Town of Smooth Rock Falls.
- u) Is responsible for the safety and security of their supplies, equipment and materials, the Town of Smooth Rock Falls will not provide compensation for any lost, stolen or damaged supplies, equipment or materials.
- v) Shall maintain a supply of bottled drinks and snacks at the area of the lodging facility specified by the Town of Smooth Rock Falls in sufficient quantities to allow all patrons a reasonable supply. The catering contractor shall supply a fridge and garbage can for this area.

The catering supplier shall inspect this area each morning and afternoon for the purposes of: emptying the garbage can, removing any spoiled food, ensuring the area is sanitary and replenishing the snacks and drinks. The catering contractor shall maintain a log (which is available upon request by the Town of Smooth Rock Falls) of the date and time of the inspections, and the actions taken. Snacks shall also be available during meal services at the dining facility.

- w) At a minimum the drinks supplied daily shall include bottled water and two choices of juice.
- x) Junk foods shall not regularly be incorporated into meals or snacks. Examples include: potato chips, chocolate bars, and candy.
- y) The catering contractor's primary contact with the Town of Smooth Rock Falls is the Community Emergency Management Coordinator (CEMC), all questions and concerns shall be directed at the CEMC.
- z) The catering contractor shall provide the Town of Smooth Rock Falls Treasurer with detailed invoices on a weekly basis.
- aa) Provide the Town of Smooth Rock Falls with a minimum of two 24/7 contacts.
- bb) Shall prepare individual meals for those with special dietary restrictions upon request by the Town of Smooth Rock Falls.
- cc) Others as directed by the Town of Smooth Rock Falls and agreed upon by the catering contractor.
- dd) Shall maintain contingency plans to ensure meal service will be uninterrupted during the evacuation period by unexpected events (staff shortages, supplier disruptions, etc.)
- ee) Shall permit access to kitchens and any other food preparation or storage area to Town of Smooth Rock Falls staff.

Appendix 'B' – Menu Template

Date:		
<p style="text-align: center;">Breakfast</p> <p>Eggs (style):</p> <p>Meat(s):</p> <p>Side(s):</p> <p>Served at every breakfast:</p> <ul style="list-style-type: none"> • Pancakes • French Toast • Toast (white & wholegrain) (with sides: peanut butter, jams, butter) • Cereal (1 adult & 2 child choices) 	<p style="text-align: center;">Lunch</p> <p>Hot Entrée(s):</p> <p>Side(s):</p> <p>Sandwiches and/or Wraps: <small>(on white & whole wheat)</small></p> <p>Salad or Veggies:</p> <p>Soup or Stew:</p> <p>Other:</p>	<p style="text-align: center;">Dinner</p> <p>Hot Entrée(s):</p> <p>Kid-Friendly Hot Entrée:</p> <p>Side 1:</p> <p>Side 2:</p> <p>Salad or Veggies:</p> <p>Soup or Stew:</p> <p>Dessert(s):</p> <p>Other:</p>
Snacks (all day):		
Daily Traditional Food Item:		to be served at: