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# Food Services Management and Operation

## Request for Proposal

## **Summary**

The St Mary's University Food Service model is based on community, empowerment, growth, service and education. These principles are keys in what STMU works and strives for in our students, staff, faculty and the community.

As we look to reengage with our future and existing students, providing a food service area that is new and fresh can become a key piece in community communications, student engagement and public relations.

STMU Food Services looks to create a social enterprise business platform that engages local food providers, creates meaningful employment opportunities for community residents and students. STMU Food Services desire is to meet the goals of sustainability at the University within a work environment that reflects a high level of training for the diverse group of employees. From developing a platform to sell meal plans to students, to creating food packages for athletes, to engaging the broader community through advertising and catering, we anticipate success.

## **SECTION 1 – PROJECT SUMMARY**

### **1.1 PROJECT OVERVIEW**

St Mary's University is soliciting proposals for the management and operation of food services. The University's primary goals of this RFP are to increase financial return to the University and to increase satisfaction to the University and the students. The scope of work and the expectations for the food service provider are detailed throughout the document.

Each Offeror must furnish the required documents in the required format as outlined in this RFP in order to be considered responsive. The University expects to award the contract to the best-valued Offeror based on the requirements in this solicitation. The Offeror selected for award will be the Offeror whose proposal is responsive, responsible, and is the most advantageous to the University, as determined by the University in its sole discretion.

### **1.2 PROJECT DETAILS AND DESIRED OUTCOMES**

The University is looking to secure services to allow for growth and sustainability through the level of service currently provided. The University's primary goals of this RFP are to increase financial return to the University and to increase satisfaction to the University and the students. The scope of work and the expectations for the food service provider will be outlined in the document.

### **1.3 CURRENT CONDITIONS**

Best efforts have been made to obtain accurate, detailed information on the current conditions at the University, however, Offerors should not assume this information is 100% complete or accurate.

## **Section 2 – INSTRUCTIONS TO OFFERORS**

### **2.1 UNIVERSITY REPRESENTATIVES**

The University has designated representatives (listed below) whom are responsible for the conduct of this procurement. All inquiries, concerns, or clarifications regarding this procurement must be submitted to these individuals only via email (no phone calls). Offerors shall not contact any other University employees. Please copy both individuals on all correspondence

Therese Takacs, Vice President Advancement and Campus Services

[therese.takacs@stmu.ca](mailto:therese.takacs@stmu.ca)

Mike Clark, Director Campus Services

[mike.clark@stmu.ca](mailto:mike.clark@stmu.ca)

### **2.2 PROCUREMENT SCHEDULE**

The University will make every effort to adhere to the schedule below. However, the University reserves the right to modify these activities and dates at any time.

No	Activity	Date
1	Project Announcement	April 26th
2	Site Walk	May 11th
3	Deadline to Submit Question/Inquiries	May 18th
4	Proposal Due Date	May 21st
5	Interviews	May 25-26
6	Clarification Period	May 28
7	Anticipated Date of Award	June 4th
8	Transition Period	June 7-25
9	Start of Service	August 30

Dates are subject to change with current AHS Protocols and communication will be sent.

### **2.3 PRE-PROPOSAL SITE VISIT**

A pre-proposal site visit will be conducted to provide an overview of the project and the procurement process. Potential Offerors may attend the site visit to obtain the greatest educational benefit. Because of current AHS protocols all Potential Offerors must register to attend. To obtain additional information about this meeting (such as the address/location/time), please send an RSVP email to both individuals listed in Section 2.0 under **University Representatives**.

## **Section 3 SUBMISSION OF PROPOSAL**

### **3.1 DATE, TIME, AND LOCATION**

All proposal packages MUST be received no later than the date/time indicated in the Procurement Schedule in Section 2.2 (“Proposal Due Date”). Proposals received after this deadline will NOT be accepted. The proposal package must be emailed to:

Therese Takacs, Vice President Advancement and Campus Services

[therese.takacs@stmu.ca](mailto:therese.takacs@stmu.ca)

Mike Clark, Director Campus Services

[mike.clark@stmu.ca](mailto:mike.clark@stmu.ca)

### **3.2 NUMBER OF RESPONSES**

Each Offeror shall submit only one (1) electronic version of their proposal via email (in MS Word). Proposals submitted by facsimile, delivery or any other method will not be accepted.

### **3.3 NO CONTRACT UNTIL EXECUTION OF WRITTEN AGREEMENT**

The RFP process is intended to identify prospective offerors for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service shall be created between the proponent and the University by the RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

### **3.4 NON-BINDING PRICE ESTIMATES**

While the pricing information provided in responses will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the responses and the ranking of the offerors. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation, ranking or contract award.

### **3.5 DISQUALIFICATION FOR MISREPRESENTATION**

The University may disqualify the offeror or rescind a contract subsequently entered if the offerors response contains misrepresentations or any other inaccurate, misleading or incomplete information.

### **3.6 REFERENCES AND PAST PERFORMANCE**

The University's evaluation may include information provided by the offerors references and may also consider the offerors past performance on previous contracts with the University or other institutions.

## **PART 4– THE DELIVERABLES**

### **4.1. DESCRIPTION OF DELIVERABLES**

St Mary's University envisions a food service operation that adheres to the following principles

- Meets the needs of a diverse group of customers by offering a variety of quality food options
- Promotes healthy and nutritious eating
- Provides real value to our students, faculty and staff
- Operates in a fiscally responsible manner that ensures continued service throughout the contract period

### **4.2. DESIGNATED AREAS AND SERVICES**

- The Bistro • Non-exclusive Catering

### **4.3. EXCLUSIONS FROM CONTRACT**

- Vending (negotiate)

### **4.4. OPERATIONAL DETAILS – BISTRO**

The Bistro is intended to meet the needs of the entire campus community. Retail sales have been approximately \$70,000 for the period September through April, and \$5,000 for the period May through July for the past two years. We believe that these sales have not met potential as the menu has not been as diverse and attractive as required.

Catering Sales is an area of opportunity and growth.

### **4.5 BISTRO DATES AND HOURS OF OPERATION**

During the fall and winter terms (early-September - mid-April) the campus population is approximately 900 students, faculty and staff. During the summer term (mid-May – early August) the campus population is approximately 150 people. During the summer term classes are held only Monday through

Thursday. The bistro will operate year-round with the exception of the week between December 25th and January 1st each year.

- Minimum Operating Hours September to April: 8:00 a.m. to 5:00 p.m. Monday to Thursday and 8:00 a.m. to 4:00 p.m. Fridays
- Minimum Operating Hours May – August are Negotiable based on timetable and a Food Trial for the first summer and make adjustments as required

#### **4.6 BISTRO MENU**

Menu items will meet the following expectations:

- Beverages to include fair trade coffee and at least three brands of tea and two major cold beverage brands.
- As per St Mary's University policy, still/plain bottled water in single purchase units will not be allowed. Please note that the facility is currently not outfitted with the infrastructure necessary to support items such as deep fryers, pizza ovens or other equipment that require fire suppression systems, grease traps or gas connections.
- Provide a proposed menu that addresses the items identified above, and that demonstrates the diversity and flexibility that will be offered, complete with proposed retail prices.
- Offerors are invited, in their proposal, to discuss how they will feature locally sourced and sustainable foods as well as operate in an environmentally friendly manner
- Menu should include international dishes

#### **4.7 FACILITY AREA**

St Mary's University recognizes the limitations of the current setup of and equipment offerings in the bistro. We are looking to offerors to propose modest changes to the equipment and service areas to enhance the customer experience and increase sales. All equipment that requires a utility connection (electrical, water, drain) must be installed by a qualified tradesperson, approved by the University. Any changes to equipment, layout, and design must be coordinated with the Director of Facilities and the Vice President of Advancement and Campus Services.

#### **4.8 POINT OF SALES**

The successful offeror will be required to provide their own point of sales system. The offeror will be required to accept cash, debit, and credit for payment. Any IT infrastructure work required must be coordinated with the Director of Information and Technology. In your proposal please include the name of the POS system, required gateways by the University and the merchant which collects all debit and credit transactions.

## **5.0 HUMAN RESOURCES**

### **5.1 GENERAL**

All staff engaged in the Bistro will be employed by the Offeror and they will be solely responsible for its employee actions. The Offeror will be solely responsible to withhold and/or pay all applicable federal and provincial employment taxes and payroll insurance with respect to employees, insurance premiums, and contributions to benefit and deferred compensation plans, licensing fees and workers compensation costs, and shall file all required documents and forms. The Offeror will provide an appropriate uniform and identification system for all its employees (name tags) and will ensure all employees, including management staff, wear the uniform and name tags while on duty.

### **5.2 TRAINING**

The Offeror will be responsible for providing, at its own expense, all necessary training, including WHMIS, Serve Safe, use of equipment and safety. Any labour disruptions including, but not limited to, strikes, lockouts, suspensions, cessations, or slowdowns of work by either the Offeror or St Mary's University employees, sub-contractors or suppliers, will not relieve the Offeror of its obligations to furnish all labour and materials necessary to carry out the requirements of the contract resulting from this RFP.

### **5.3 HEALTH AND SAFETY**

The Offeror and any sub-contractor shall comply with all St Mary's University Health and Safety requirements and shall comply with any federal, provincial and municipal legislation and regulations pertaining to workplace health and safety and food safety.

### **5.4 OTHER UNIVERSITY POLICIES AND REGULATIONS**

The Offerors will ensure that its employees adhere to St Mary's University policies and regulations related to their activities while on campus. These policies include, but are not limited to

- Alcohol Policy
- Emergency management
- Parking
- Privacy
- Sexual harassment
- Smoking
- Purchasing

## **6.0 OPERATING RIGHTS & RESPONSIBILITIES OF THE UNIVERSITY**

- Supply foodservices space that can be locked and secured
- All current equipment is owned by the University. The offeror acknowledges that the present equipment is sufficient for them to perform the services under this agreement.
- Supply heat, light, power, hot and cold water, with sufficient outlets and connections to meet the requirements of operating the foodservice equipment including sanitary standards
- Maintain, decorate, paint and repair the walls, floors and ceilings of the foodservice space
- Cleaning, maintenance and repair of all walls, floors, ceilings and windows in the dining area and public access areas of the foodservice space, grease interceptors and exhaust hood ducts and fans, if applicable
- Adequate telephones and access to high speed internet, with the cost for such services reimbursed by the Offerors
- Appropriate security for the personnel and assets of the Offeror
- Appoint a suitable qualified and authorized contact to act as the liaison with the Offeror
- Replace light bulbs, except for those used for merchandising, heating, signage and within equipment
- Provide access to bulletin boards across campus to advertise specials and Bistro offerings.
- Provide seating for students, staff, faculty and members of the general public.
- The University will provide storage space.

## **7.0 OPERATOR RESPONSIBILITIES**

- Provide all small equipment required for the Bistro and Bistro Catering including but not limited to small appliances, coffee urns, panini presses, toasters, trays dishes, glassware, utensils, preparation bowls, storage items, etc and maintain them in good working order.
- Be responsible to clean and maintain all of the affixed large equipment belonging to the University. If the offeror believes that the equipment has become obsolete or reached the end of its useful life and requires replacement (meaning cost to repair would exceed the cost of replacement), they shall make recommendations for preplacement to the Director of Facilities for the University to review in the annual budget process.
- Provide insurance coverage in connection with the services provided under this agreement, including general liability coverage of at the least the sum of Five Million (\$5,000,000) Dollars and property insurance coverage sufficient to cover all of the property and equipment utilized by the offerors on a preplacement-cost basis with the following to apply:
  - 1) The University shall be added as a named insured on the insurance obtained by the offeror
  - 2) The offeror is responsible to secure liquor liability coverage for the service of alcohol
  - 3) The offeror is required to carry 5 million dollar liability coverage for all automobiles used in the course of business
  - 4) Proof of insurance is required by the offeror to present to St Mary's University
- Manage and operate the Bistro in an efficient and professional manner that meets the high standards established by the University
- Work with a committee made up of University, student, staff and faculty representatives to ensure the needs of the campus community are being met



- Develop appropriate agreements with food service personnel, suppliers or other agents to enable it to comply with terms and condition of the final agreement between St Mary's University and the Offeror.
- Develop and implement a quality assurance program with measurable results for tracking student satisfaction, quality of services, and market competitiveness.
- Submit a comprehensive Annual report to the University by the end of February of each year, including but not limited to:
  1. all financial information for the current fiscal year
  2. analysis of past results
  3. detailed budget projections versus actuals for each month
  4. projected budget for the next fiscal year
  5. justification for any proposed price increases
  6. detailed schedule of proposed operational days and hours of operation of the Bistro
  7. justification for operational plan changes
  8. marketing initiatives
  9. proposed improvements or capital projects

### **7.1 MANAGEMENT AND EMPLOYEES**

- Provide qualified and experienced on-site food service management and supervisory personnel who shall be fully responsible for the supervision of the Bistro.
- Select and hire employees that are proficient, productive and courteous and follow a code of conduct that is compatible with that of the University
- It shall be the offeror expense, all personnel (management and line staff) required for the effective operation of the Bistro
- Assume full administrative responsibility for the wages and benefits for all Bistro personnel
- Assume full responsibility for all persons employed by the Offeror and all agents and/or sub-contractors
- Provide all Bistro personnel with appropriate items necessary for the proper operation of the Bistro such as uniforms, name tags, safety equipment, disposable gloves, aprons, hairnets, etc.
- Ensure that all Offeror personnel are familiar with and comply with University evacuation procedures

### **7.2 FOOD & MENU**

- Ensure quality ratings of raw food shall be of high standards, Eg Grade A or close equivalent as the case may be for meat, fish, poultry, eggs, dairy products and produce. Ground Beef shall not exceed 20% fat content and canned goods shall be free of defects.
- No dented or rusted cans or products beyond the expiry date are permitted. All other products and condiments must be of comparable quality.
- Ensure that all foods served are wholesome and free from spoilage and decay. Uncooked items, such as fresh fruit and vegetables, shall be clean and free from blemish.
- Ensure that all bakery items shall be prepared on site or received from outside vendor's fresh daily.
- Receive all food and supplies at the designated loading areas and promptly porter all food and supplies to the kitchen or designated food service areas. Ensure areas are kept clean and clear of debris.
- Ensure that all foods prepared, stored and served shall be at proper temperatures, in proper locations, attractive in appearance and in compliance with all health regulations.

- Provide nutritional information and product labeling as per any legislative requirements and endeavor to go beyond such requirements in order to provide consumers with sufficient information to make informed choices when making food purchases, including a production date or best before date.
- Foods that contain nuts, monosodium glutamate, or other substances that are potentially allergy-triggering and life-threatening to sensitive individuals will be clearly identified for the consumer.
- Plan menu patterns and develop all recipes combining high standards of nutrition and appetizing goodness.
- Actively and aggressively market the café to the campus and community.

### **7.3 OPERATION**

- Place orders and maintain an inventory of food products, goods and supplies necessary and appropriate for an efficient operation and supply necessary working capital for the effective operation of all services.
- Negotiate purchasing contracts with all suppliers for food and services related to the operation of the Bistro.
- Identify and obtain all necessary permits and licenses as required by law for the operation of food services. The Offerors will be responsible for ensuring, at the Offeror expense, all Bistro personnel hold all applicable certifications to operate the Bistro effectively on campus.
- With the approval of St Mary's University, purchase and install any/all decorative lighting, signage, menus

Responsible for payment of own telephone and facsimile charges (including any requests for additional data and voice drops).

- Demonstrate environmental and energy awareness and the responsible for minimizing waste in any form and to participate in University environmental projects. All cutlery, plates, to go containers, cups containing cold fluids, need to be compostable. The Offeror will adhere to all municipal, provincial, federal, and University guidelines for recycling and composting, and partner with the University to meet these goals.
- Be responsible for locking all doors and rooms in its assigned area as well as assuring the security of all food related inventories. The Offerors must turn off lights, water, fans, etc. when not in use so as to conserve energy costs.

### **7.4 HEALTH, SAFETY, MAINTENANCE**

- Adequately protect the premises under their care, facilities and equipment provided to the Offeror by St Mary's University.
- Inform St Mary's University immediately of any equipment malfunctions that will affect operations and potential repair requirements. St Mary's University will not be liable for any loss or damage arising from food spoilage resulting from any cause including breakdown or interruption of electrical or mechanical equipment or the supply of utility or building services.
- Ensure the safety of all Bistro personnel and customers.
- Comply with all statutory requirements regarding safety practices and follow directions from representatives of St Mary's University for additional precautions that conform to St Mary's University practices and procedures as well as all precautions to prevent fire from occurring in or about the premises, and shall observe and comply with all laws and regulations in force respecting fire prevents systems, and with all instructions given by St Mary's University.
- Comply with recognized Safe Food Handling procedures.

- No employee with open wounds or communicable disease will be allowed to prepare or package food for consumption at any time.
- Employees handling food shall utilize food service approved latex gloves, or equivalent, for the handling and serving of food.
- Employees handling cash shall NOT prepare, touch, or handle food without properly washing hands and wrists thoroughly, as mandated by the local Health Department.
- Provide St Mary's University copies of health certificates, food permits, inspections and safety reports concerning the Bistro premises made by authorized parties upon receipt, within 5 working days of the review, including an action plan to remedy any deficiencies.
- Ensure all requirements of the current Workplace Hazardous Materials Information System (WHMIS) legislation are followed, and provide WHMIS training to all Bistro employees.
- Maintain excellent sanitation of all food services areas that meet or exceed all applicable federal and provincial health agency standards and requirements.
- Provide all chemicals required for the effective sanitation of the food service areas and equipment.
- Clean all visible surfaces and filters on exhaust hoods, cooking equipment, walls below eight feet in the kitchen area and behind all food service equipment.
- Establish all proper sanitation procedures indicative of competent food service management and be responsible for the sanitation methods pertaining to washing of all service wares including dishes, pots, and utensils as well as cleaning of all food service equipment.
- Prudent management and maintenance of the food service equipment that will provide for a longer useful life and reduce capital replacement costs in the future.

## **7.5 FINANCIAL**

- Provide the required operating and financial reporting.
- Maintain proper monthly revenues and expenses information about the food services operations based on the University's fiscal year April 1 to March 31.
- The Offeror will allow St Mary's University or its representative access to all accounting records, including but not limited to cash register tapes, sales reports, sales journals, payroll journals, other books of original entry and the general ledger in order to verify the accuracy of sales reports if so requested by St Mary's University.
- Payment of all applicable taxes required in connection with food services operations. Hold St Mary's University harmless from any and all claims arising from unpaid taxes.
- Be responsible for the collection, counting and deposit of cash transactions. St Mary's University will not be responsible for any loss, disappearance, or misappropriation of cash in control of the Offeror.

## **8.0 MANAGEMENT MODEL & FINANCIAL RETURN TO THE UNIVERSITY**

The University is interested in a contractor managed Profit and Loss management model, with a financial return to the University based on a combination of some or all of:

- Guaranteed minimum annual return
- A commission or similar return as a percentage of sales
- In kind donations or support of events on campus

## **9.0 TERMS OF AGREEMENT**

The terms of this agreement will commence upon an agreed upon date and an agreed upon completion date between St Mary's University and the Offeror. The agreement will be renewed for a successive term unless either party gives written notice of at least 150 days prior to the expiry of the then applicable term if its decision not to renew the term of agreement.

In the event that any provision of this agreement is deemed void, invalid or unenforceable, the remaining provisions shall be in full force and effect. No amendment to this agreement shall be valid unless it is in writing and signed by parties. This agreement shall be governed by the laws of Alberta and any proceedings in respect to this shall be brought in Alberta.

Request for Proposal  
Food Service Management and Operation  
Bistro and Catering  
St Mary's University, Calgary, Alberta, Canada  
March 26, 2021

Completion by  
Therese Takacs, Vice President Advancement and Campus Services  
Mike Clark, Director, Campus Services