**Expression of Interest (EOI)**

**Food/Beverage Service Concession**

***Okanagan College, Ancillary and Business Services***

###### EOI # 12052022

**DATE OF ISSUE: May 12, 2022**

**SUBMISSION DEADLINE: June 10, 2022**

This Expressions of Interest (“EOI”) is an invitation to prospective Food/Beverage Contractors to submit proposals to provide Food and Beverage Service to students, staff and the public at our Okanagan College, Kelowna Campus. The opportunity is located within our Centre for Learning building located at Okanagan College, 1000 KLO Road, Kelowna.

The expectations of the successful Food/Beverage Contractor will be to open a full-service retail outlet with non-exclusive rights to provide catering at the Kelowna campus.

***General Experience and Expectations***

Parties interested in providing service as an independent business, should apply in writing explaining their qualifications, experience, and competence in this field.

Preferred Food Contractor shall have:

* experience in the food/beverage industry and experience dealing with and or catering for large environments or similar types of organizations, preferably in the Kelowna area,
* ability to maintain and supervise adequate staff to ensure the efficient delivery of food/barista service,
* show an ability to support campus life through exemplary service.

***Responsive and Responsible***

The College will only consider and shortlist from responsive and responsible Contractors and reserves the right to cancel and or modify this request as needs arise.

To be considered responsible, at a minimum, Food/Beverage Contractors must be presently engaged in providing food/beverage services like those required in this EOI, must have appropriate licenses, and must be capable of performing the services required and outlined in this EOI.

To receive information regarding this EOI you are required to contact the undersigned and submit the following form via email to:

Okanagan College – Brad Piontek, Procurement Manager

Department of Finance – E Building - #E121 1000 KLO Road

Kelowna, BC V1Y 4X8

Phone: 250-862-5614 Email: [purchasing@okanagan.bc.ca](mailto:djanson@okanagan.bc.ca)

###### EXPRESSION OF INTEREST (EOI)

**Food Service Concession**

***Okanagan College, Ancillary and Business Services***

###### EOI # 12052022

To be considered for this EOI we ask that you please complete this form and email it at your earliest opportunity to:

**Brad Piontek**, **Procurement Manager, Department of Financial Services**

Email: [purchasing@okanagan.bc.ca](mailto:purchasing@okanagan.bc.ca)

Failure to complete and return this form could result in no further communications or missed communications with you regarding this EOI.

|  |  |
| --- | --- |
| COMPANY OR FIRM NAME: |  |
| ADDRESS: |  |
| CONTACT PERSON: |  |
| EMAIL ADDRESS: |  |
| CONTACT TELEPHONE NO.: |  |
| CONTACT FAX NO.: |  |

**TO: Okanagan College -** We have received a copy of the above noted EOI:

* Yes, we intend to respond to this EOI. Our preference is that the College send communicationsby the following methods, at the addresses stated above:
* Email

Please tell us how you heard about this opportunity \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME & TITLE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**REDEFINING OC FOOD SERVICES – REQUIREMENTS OF THE FOOD SERVICE PROVIDER**

At Okanagan College, our Mission Statement says we transform lives and communities. That simple statement reflects our support of students and connects us to the communities we serve.   
  
Each year more than 20,000 individuals come through the doors of Okanagan College. That number translates into one out of every five people who reside within our vast region. With every new student the Okanagan College community grows just a little larger and more diverse.    
  
More important than the number of students at Okanagan College is the impact they have in our communities. You need only look at the list of distinguished alumni and people served by Okanagan College who have helped shape this valley, province, and country to fully appreciate the contributions of Okanagan College and its graduates.

Campus food Service is led by the Department of Ancillary and Business Services. OC is seeking a Food Service provider willing to partner to realize OC’s vision of *“Transforming Lives and Communities”,* supported by a welcoming, hospitable, and engaging campus life.

The expectations of the Food Service provider shall be to demonstrate and provide a wide variety of food and beverage options supplemented with exemplary customer service.

**Overview of the Current Operating Structure of Okanagan College, Food Services (including the space available with this opportunity)**

1. *Okanagan College Culinary Program, Infusions Restaurant, Kelowna Campus, F Building*

Okanagan College is a destination learning and teaching institution for Culinary Arts. Infusions Restaurant is primarily used as a learning model to deliver industry-relevant real-world education to our prospective students. Infusions is open to students, staff, and the public for dining.

1. *External Food Service Contractor, Kelowna Campus, T Building*

Located in the Trades Training Complex at our Okanagan College, Kelowna Campus, T Bldg. (1st floor), this third-party food concession is open to students, staff, and the public.

1. *External Food Service Contractor, Kelowna Campus, E Building*

Centrally located in the Centre for Learning at our Okanagan College, Kelowna Campus, E Bldg. (1st floor), this third-party food concession is open to students, staff, and the public.

1. *External Food Service Contractor, Kelowna Campus, S Building*

Centrally located in the Student Services Building at our Okanagan College, Kelowna Campus, S Bldg. (1st floor), this third-party food concession is open to students, staff, and the public.

1. *Okanagan College, Kelowna Campus Food Services*

This centrally located service is run by Okanagan College, Kelowna Campus and although the main cafeteria is currently closed, additional internal food services options may be available as of Fall 2022 and will be open to students, staff, and the public.

**Term of Contract**

The initial term of the contract will be negotiated with the successful Food Service provider and OC may, at its sole discretion, extend the term for a further period as agreed upon with Okanagan College and the successful provider. It is anticipated that the parties will execute a contract shortly after award and work towards implementation of the Food Service plan and start up beginning September 2022.

**No Guarantee of Volume of Work**

OC makes no guarantee of the value or volume of work to be assigned to the successful provider.

**Scope of Services**

In conjunction with Schedule “A” and, without limiting the services to be provided or available to OC, the College has the following objectives for its Food Service provider:

1. provide nutritious, affordable food choices and meal options for the campus,
2. offer coffee service designed to enhance the customers experience,
3. maintain and supervise adequate staff to ensure the efficient delivery of food service,
4. provide a high level of administrative, dietary food preparation (if required), customer service and health and safety expertise in all matters related to the delivery of food services,
5. post weekly menus and specials in the cafe facilities,
6. support campus life through exemplary service and contribute to campus events such as conferences, festivals, gatherings, and other special events,
7. ensure the applicable workspace is maintained to health licensing standards and tables and chairs are in clean, sanitary condition.

**Submission Requirements**

**IT SHOULD BE NOTED THAT COOKING CAUSING GREASE-LADEN VAPOURS IS NOT ALLOWED.**

**Requirements**

The College is seeking responses from providers that can provide and or offer:

1. certified organic products,
2. biodegradable take out containers,
3. provide a variety of Café and Catering menu options,
4. a broad understanding of various types of menu requests such as dietary sensitivity (e.g., vegetarian, gluten free, kosher, allergy concerns and culturally diverse menus).

**Proposal**

Please address the following in your written proposal:

1. a comprehensive projected financial profit and loss program

a) company history, stability, partner details, and any other relevant information,

b) details of food services that you have provided in the past three years, with a description of the scope of work,

c) proposed staffing and scheduling and provide a resume of the service representative who will be assigned to be the main contact,

d) proposed operating hours,

e) sample menu and pricing,

f) sample catering menu and pricing,

g) fee or profit-sharing arrangements (if applicable),

h) service methodology and approach,

i) call out procedures for emergencies,

j) provide three (3) references that illustrate your applicable experience and commitment to service.

**During the term of the agreement the Operator will be responsible to:**

1. clean and tidy up the facility during the day, including tables and both OC and operator owned equipment,
2. delivery, pick-up, and clean-up of catered events, including bagging of refuse at OC events,
3. provide timely payments to OC,
4. install and maintain a POS or cash register capable of debit and credit card transactions,
5. provide and maintain a commercial grade coffee machine to satisfy customer demands,
6. ensure staff are adequately trained, professionally attired and on the premises at all times the facility is open to the public,
7. conform to the Food Safety Act of the Province of British Columbia,
8. adhere to Foodsafe programs, Serving It Right and all WorksafeBC and applicable health and safety regulation, permits, licensing and legal requirements,
9. be legally entitled to operate a business in Canada with the owner and staff legally entitled to work in Canada.

**Alternative or Value-Added Solutions**

All submissions are required to expand to detail additional services, features or performance characteristics or value-added options available, together with pricing information, provided that the product or service offered meets the minimum requirements and criteria listed above.

Any alternative or value-added solutions being offered should be in the same format (e.g.: composting program, meal plan program offering/solution, scholarships, support of College events), clearly identified and separated within the main submission with the heading “Alternative or Value Added Solutions”.

**EOI Process Overview / Next Steps**

Based on submitted EOI’s, OC may clarify and or seek additional information and shortlist submissions with the best overall value to the College, which, in the sole judgment of the College, best meets its requirements. Only shortlisted submissions will be contacted for further discussion and or a site visit of the College facility.

**Presentation and Demonstrations**

If throughout the process interviews are required, each Respondent should be prepared to demonstrate or otherwise substantiate any areas of their Response, its own qualifications or services, and any other areas of interest relative to its Response.

Short listed Respondents may be required to provide samples as well as serve menu items (including organic and healthy options) which may include the following:

a) baked goods and pastries (including dessert squares, muffins, snack bars, and cookies);

b) assorted sandwiches and salads;

c) hot meals;

d) reception items;

e) cheese and fruit plates;

f) hot and cold coffee and beverages.

**Key Dates & Times**

The following timetable outlines the anticipated schedule for the EOI and subsequent process. The schedule provided is for information only. Timing and sequence of events may vary, and OC will, at its own discretion, determine the timing and sequence of events and extend dates in the event a successful Provider has not yet been selected for award.

PROPOSED TIMELINES, IEOI

|  |  |
| --- | --- |
| EVENT | ANTICIPATED DATE |
|  |  |
| EOI ISSUED | May 12, 2022 |
| EOI SUBMISSION DEADLINE | June 10, 2022 |
| IDENTIFY SHORT LIST OF PROPONENTS | Week of June 13, 2022 |
| SHORT LIST INTERVIEW (IF REQUIRED) | Week of June 13, 2022 (OR AS SOON AS POSSIBLE) |
| NEGOTIATION AND AWARD DATE | Week of June 20, 2022 (OR AS SOON AS POSSIBLE) |
| IMPLEMENTATION, START DATE | September 1, 2022 (OR SOONER) |

**Submission Instructions, EOI**

One, (1) electronic “PDF” copy is requested and must be received no later than June 10, 2022, 2:00:00 PM (PST) local time to the following email:

[purchasing@okanagan.bc.ca](mailto:purchasing@okanagan.bc.ca)

|  |  |
| --- | --- |
| Evaluation Category | Points |
| *Experience, Qualification, Service Philosophy*   * Provider’s ability to demonstrate their expertise in the operation of food services and catering services in a post-secondary institution * Demonstrated commitment to meeting and exceeding customer’s needs and engaging with campus stakeholders * References indicating the competence and track record of the Provider in the marketplace regarding the services required by the College | 20 |
| *Total Financial Contribution – Capital, Commissions* | 25 |
| *Operation Plan*   * Menu diversity including vegetarian/vegan, ethnic, indigenous, fair trade, and organic options * Coffee service plan that best meets the customer needs * Retail prices * Scheduled operating hours * Enhancements to existing services * Catering program | 30 |
| *Human Resources Management Plan*   * Ability to execute a quality human resources plan that emphasizes training, quality people and superior leadership practices * Providers proposed management team for the College * Allowance for student employment | 15 |
| *Sustainability Plan*   * Use of locally prepared and sourced foods * Demonstration of sustainability practices that align with the environmental considerations e.g.: recycling, composting etc. | 5 |
| |  | | --- | | *Added Value* (composting program, Bursaries, Sponsorships, support of college events) | | 5 |
| **Total Points** | **100** |

**Responsive and Responsible**

The College shall only consider submissions from responsive and responsible providers.

To be considered responsible, at a minimum, providers must be presently engaged in offering Food Services like those required in this EOI, must have appropriate licenses, and must be capable of performing the services required in this EOI.

**Sustainability**

Okanagan College acknowledges the importance and value of Social, Environment, and Economic Sustainability.

* 1. Describe practices for leftover food and drinks.
  2. Do you have an initiative in place to purchase and use locally grown and/or produced food products? Provide details.
  3. Respondents to provide any additional documentation and/or information regarding Sustainability policies and initiatives indicated in Schedule A and how they can be applied to this EOI specifically.

**SCHEDULE A: (Complete Schedule A – Sustainability Checklist)**

**Sustainability Checklist** The following checklist will assist the College in evaluating the Sustainability practices of your company.

Please indicate if you currently provide or can provide any of the below Sustainable choices and if required provide additional details with your submission.

**Food**

* Provide organic, shade-grown, certified fair-trade coffee and tea
* Provide fair trade products. Fair trade products include coffee, tea, sugar, cocoa products, and bananas
* Provide locally produced and organic fruit and vegetables whenever available
* Purchase sustainably harvested seafood (Oceanwise or Sea Choice are two reputable certifications) and/or a selection of free range, organic meats, and free-range eggs
* Provide condiments in bulk (sugar, salt, pepper, ketchup, mustard, mayonnaise, jam, cream cheese and butter) rather than individually packaged portions
* Provide pitchers of tap water and rather than individual plastic or bottled water

***State your strategy for dealing with leftover food.***

**Waste**

* Provide composting and recycling receptacles at catered events
* Specify non-disposable cutlery, mugs, glasses, and dishes
* Avoid styrofoam or plastic if disposable plates and utensils must be used. Ask for paper or compostable dishes, containers, and utensils. Use 100% biodegradable compostable containers
* Request linen napkins and tablecloths; if none are available, choose paper napkins that have the highest post-consumer waste content as possible and make sure that attendees at your event are aware these can be put into the compost and not the garbage bins
* Ensure that food is served in a way that minimizes waste (e.g., sandwiches and desserts on trays rather than individually packaged)
* Provide food on reusable trays rather than disposable plastic trays

**Miscellaneous**

* Use environmentally friendly and low or non-toxic cleaning supplies.
* Have any strategic partnerships including social, economic and community partnerships.

ADDENDUM 1 – OKANAGAN COLLEGE SITE PLAN (CENTRE FOR LEARNING SPACE AS INDICATED)

Diagram

Description automatically generated



ADDENDUM 2 - OKANAGAN COLLEGE KELOWNA CAMPUS – Centre for Learning E Bldg. 1st Floor

Diagram, engineering drawing

Description automatically generated

ADDENDUM 3 - OKANAGAN COLLEGE KELOWNA CAMPUS - SKETCH OF CONCESSION AREA E Bldg. – 1st Floor



**SERVICE AREA**