

## **COMMITTEE OF THE WHOLE – JULY 6, 2010**

### **AWARD OF RFP10-100 PROVISION OF FOOD SERVICES AT THE NEW CIVIC CENTRE FACILITY**

#### **Recommendation**

The Commissioner of Community Services, in consultation with the Civic Centre Food Services Evaluation Committee and the Director of Purchasing Services Department recommends:

- 1) That RFP10-100 for Provision of Food Service Operation at the New Civic Centre Facility be awarded to Fontana Gardens Express for a term of three (3) years, commencing October 1, 2010 with one (1) one year optional extension, and;
- 2) That all revenues received from Fontana Gardens Express through the operation of the food services operation be allocated in such a way as to offset against the operating costs of the New Civic Centre cafeteria, and;
- 3) That the Mayor and City Clerk be authorized to sign necessary agreement documents.

#### **Contribution to Sustainability**

This report is consistent with the priorities previously set by Council in the Green Directions Vaughan, Community Sustainability Environmental Master Plan, Goal 4, and Objective 4.3:

- To encourage the establishment of green businesses and sustainable business practices.

#### **Economic Impact**

There is no financial impact to the City of Vaughan capital budget. All revenues received from the proponent will be deposited in the Building and Facilities Civic Centre operating account to offset the operational expenditures.

#### **Communications Plan**

The RFP10-100 was issued on April 8, 2010 with closing date on Monday May 3, 2010. The RFP was advertised on Biddingo, OPBA web site and the City Web Page in accordance with the purchasing procedures related to requests for proposal.

Council's decision on this matter will be communicated to the relevant stakeholders.

#### **Purpose**

The purpose of this report is to seek Council's approval to award RFP10-100 – Provision of Food Service Operation at the new Civic Centre Facility to Fontana Gardens Express within the terms outlined in RFP10-100.

#### **Background – Analysis and Options**

The construction of the new Civic Centre continues with an anticipated occupancy in the fall of 2010. Staff issued a Request for Proposal for the Provision of Food Service Operation at the new facility.

The RFP10-100 was advertised on Biddingo, OPBA web site and the City Web Page in accordance with the purchasing procedures related to requests for proposal. It was issued on April 8, 2010 and closed on Monday, May 3, 2010.

Six (6) proponents picked up the RFP packages, and five (5) proposals were received as follows:

- Canada Catering, Toronto Ontario
- Fontana Gardens Express, Concord Ontario
- Nellas Canada, Aurora Ontario
- Unique Caterers and Party Services, Markham Ontario
- Bon Appetite Food Services, Richmond Hill Ontario

The Civic Centre Food Services Evaluation Committee is comprised of staff representation from Building and Facilities, Recreation and Culture, Clerks, Engineering and Public Works Departments. The request for proposals would be evaluated utilizing the following three stage evaluation criteria rated at 200% maximum scoring in order to fully evaluate the five (5) proposal submissions received.

Stage 1 of the evaluations was based on the following criteria and scoring:

Understanding of Project & Methodology for Implementation; Management & Operation Plan; Submitted Menu; Value added; Marketing and Promotional Strategies, Experience and reference and Financial Considerations.

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|--|-----|
| • Understanding of Project & Methodology for Implementation: | 20% |
| • Management & Operation Plan:                               | 20% |
| • Submitted Menu:  | 15% |
| • Value added  | 10% |
| • Marketing and Promotional Strategies                       | 5%  |
| • Experience and reference:                                  | 10% |
| • Financial Considerations:                                  | 20% |

Total Score Stage 1:	100%
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Stage 2 - This involved a power point presentation by the proponents. Following the presentations, each proponent would be allotted 25 minutes to answer 10 questions presented by the members of the Committee and then the Committee evaluated their presentations. The proponents were scored out of 60%.

Stage 3 - This consisted of the Food Tasting Evaluation. At stage three of the evaluation process the Committee was expanded with staff representation from all commissions that included Finance, The Office of the Mayor and Member's of Council, Planning and the City Managers Office. The members visited the site locations and the proponents were scored on the criteria for food tasting with a score out of 40%.

The proponents would be evaluated utilizing the following three (3) stages evaluation criteria rated at 200% maximum scoring.

At Stage 1, The Civic Centre Food Services Evaluation Committee carefully evaluated the proposals and scored them based on the evaluation criteria contained in the RFP with a score out of 100%. Based on the results, the Committee short listed the proponents to three (3) proponents scoring the highest to move onto the stage 2 of the RFP evaluation process. The following proponents scored the highest.

- Fontana Gardens Express
- Canada Catering and Unique Caterers
- Party Services

At Stage 2, the three (3) proponents were shortlisted from stage one (1) were invited to an interview and to do a presentation for the committee. This involved a power point presentation by the three (3) proponents Fontana Gardens Express, Unique Caters and Party Services and Canada Catering. After the presentation, each proponent was allotted 25 minutes to answer 10 questions presented by the members of the Committee. The Committee evaluated their presentations and scored them based on a total score of 60%.

At Stage 3 - The Civic Centre Food Services Evaluation Committee was expanded with staff representation from all commissions that included Finance, The Office of the Mayor and Member's of Council, Planning and the City Managers Office.

The Committee visited Fontana Gardens Express, Canada Catering and Unique Caterers and Party Services at a location that they presently operate to evaluate their food. The food served was scored on the following criteria: Overall Appeal, Appearance and Presentation, Taste, Portion Size and Price, Cafeteria Environment and Customer Service with a score out of 40%.

Following the completion of the Stage 3 evaluation process, the Civic Centre Food Services Evaluation Committee met and compiled the scores. The proponents would be evaluated utilizing the 3 Stages evaluation criteria rated at 200% maximum scoring. The Committee agreed that Fontana Gardens Express having received the highest score be recommended as the preferred food services provider for the new Civic Centre facility.

### **Relationship to Vaughan Vision 2020 / Strategic Plan**

In consideration of the strategic priorities related to Vaughan Vision 2020, the project will provide:

- **STRATEGIC GOAL:**  
Service Excellence - Providing service excellence to citizens.
- **STRATEGIC OBJECTIVES:**  
Pursue Excellence in Service Delivery; and Enhance and Ensure Community Safety, Health and Wellness – To deliver high quality services and to promote health and wellness through design and program.

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated.

### **Regional Implications**

Not applicable.

### **Conclusion**

That RFP10-100 for Provision of Food Service Operation at the new Civic Centre facility be awarded to Fontana Garden Express for a term of three (3) years, commencing October 1, 2010. The (1) one year optional extension is subject to review of the selected Proponent's performance and mutual agreement between the selected Proponent and the Director of Building and Facilities) and the Cafeteria Working Group.

### **Attachments**

Not applicable.

### **Report prepared by:**

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Respectfully submitted,

Marlon Kallideen  
Commissioner of Community Services