

## FAQ: Concordia's food service contract and RFP Process

1. Why do we have a food contract on campus?
2. What is an RFP and why go through the process for food services?
3. How is the university community represented in the process?
4. What is the goal of the group?
5. What services are referred to in the Concordia University Food Services RFP process?
6. Once selected, how is the food service contract managed on campus?
7. How can university members share their feedback?
8. What is the overall timeline for choosing the next food provider?
9. Are there any existing (student run or otherwise) food service areas on campus which do not form part of the Food Services RFP process and contract?

### 1. Why do we have a food service contract on campus?

The university has a food service contract in order to meet the diverse needs and tastes of the Concordia community. As you can imagine, with over 46,000 students 7,000 faculty and staff, servicing the preferences of such a large community is no easy task. This is precisely why we have a food service contract to manage the provision of the following:

- Daily meals for students living in residence (as part of their daily Meal Plan program)
- The delivery of meals, snacks and beverages through Concordia's dining halls, retail outlets, and snack machines
- Catering services.

The current food services contract expires in May 2015.

### 2. What is an RFP and why go through the process for food services?

The Request for Proposals (RFP) is a document describing the university's Food Services criteria in a public request process for vendor proposals, based on an open competition. Responses are evaluated and scored according to the criteria which best meets the objectives of the university.

The university, in accordance with provincial legislation, strives to ensure transparency to the community. As such, the process is open to all potential qualifying vendors or providers.

### **3. How is the university community represented in the process?**

The Office of the Vice-President, Services has formed a Food Advisory Working Group which represents key areas of the university. The group consists of representatives from the following areas:

- The Office of the Vice-President, Services
- Dean of Students Office
- Concordia Student Union
- Graduate Student Association
- Faculty
- Staff
- Concordia Food Coalition
- Hospitality Concordia
- Residence Life
- Health Services

### **4. What is the goal of the group?**

The mandate of the group is to provide the Vice-President, Services with recommendations on the criteria to be included in the food services RFP document. The group will be meeting regularly from June to December 2013 in order to share research, data, and results on food-related issues, including nutrition and sustainable practices. Particular attention will be paid to best practices and Food Services standards.

A list of criteria reflecting Concordia's values will be developed based on the group's discussions, as well as community feedback.

In collaboration with Purchasing Services and the Office of the General Counsel, an RFP document will be prepared with the list of criteria and presented to the Vice-President, Services for final approval.

The final RFP document will then be formally posted on the *Système Électronique d'Appels d'Offre (SEAO)*, for public tender.

The received proposals will be analyzed and scored according to the established criteria – respecting the provincial RFP regulatory process – and a contract will be awarded to the winning bidder(s) .

## **5. What services are referred to in the Concordia University Food Services RFP process?**

Food Services refers to all spaces currently managed by Hospitality Concordia, in collaboration with the current food provider, Chartwells. They are:

Dining halls: Zest (Hall), and Buzz (SC)

Food retail outlets: LB Café (LB); Café 4 (Hall); AD Café (AD); SP Café (SP); CJ Café (CJ); and Rez Corner (HB)

Services include the following:

- Daily meals for students living in residence (as part of their daily Meal Plan program)
- The delivery of meals, snacks and beverages through Concordia's dining halls, retail outlets, and snack machines
- Catering services .

## **6. Once selected, how is the food service contract managed on campus?**

Hospitality Concordia manages the food provider and contract, and oversees daily operations as per the agreed terms.

For the duration of the contract term, the group will meet semi-annually to discuss food services on campus, as well as to provide the university community with feedback opportunities similar to those mentioned in Question #7.

## **7. How can university members share their feedback?**

There are various opportunities for the community to be heard during the process:

- A university-wide survey will be conducted in the Fall 2013 regarding food services at Concordia;
- Open discussion sessions will be held at both the Sir George Williams and Loyola campuses in September 2013;
- Individuals are encouraged to send feedback to [Food.Services@concordia.ca](mailto:Food.Services@concordia.ca).

## **8. What is the overall timeline for choosing the next food provider?**

Summer – Fall 2013

Food Advisory Working Group discussions  
List of Recommended Criteria

Winter – Spring 2014	RFP document developed
Summer 2014 - Winter 2015	Proposals received Evaluation Process and Vendor selection
Summer – Fall 2015	New food service program begins

**9. Are there any existing (student run or otherwise) food service areas on campus which do not form part of the Food Services RFP process and contract?**

Yes, the Food Services RFP process and contract applies only to the spaces listed in Question #5, managed through Hospitality Concordia.

The food services areas on campus which do not form part of this process are as follows:

People's Potato (Hall), Java U (Hall), Café X (VA), Café X (EV), HIVE (SC), Guadagni Lounge (AD).