



UNIVERSITY OF  
**TORONTO**  
MISSISSAUGA

**KAIZEN**



FOODSERVICE  
PLANNING &  
DESIGN INC.

## University of Toronto Dining Services

Request for Proposal (RFP) Process

November 2020

**CHANGE FOR THE BETTER | [www.kaizenfood.com](http://www.kaizenfood.com) | 866 386-4613**



# RFP Process

## Overview

Proposed Timeline:

Issue Date of RFP	Week of January 11 <sup>th</sup>
Mandatory site visit	Week of January 24 <sup>th</sup>
Deadline for Questions	Week of February 1 <sup>st</sup>
Deadline for Issuing Addenda	Week of February 8 <sup>th</sup>
Submission Date and Time	End of February / Early March
Presentations	Mid – End March
Evaluation and Award	Early – Mid April
Contract Negotiations [30 day]	By end of May

Term:

Five (5) years with a university option to extend the agreement on the same terms and conditions for an additional two (2) one (1) year terms



# RFP Process

## Scope of Services

### Contractor Responsibility

- Management of operation of the existing 12 food service venues, commissary kitchen and catering kitchen
- Employment of food service personnel
- Limited exclusivity for catering



# RFP Process

## Scope of Services

### Adherence to Key Performance Indicators

#### #1 Food Procurement:

- Local Sourcing
- Fair Trade Gold
- Sustainable Seafood
- Source from UTM Farm, Farm Wall and Bee Farm

#### #2 Sustainability

- Single use plastics, PET#1 plastics, biodegradable or composable packaging and/or reusable eco-ware
- No use of Styrofoam containers
- Only use of paper straws
- Offer reusable mug discounts across campus
- Cleaning products Green Seal and/or environmental choice



# RFP Process

## Scope of Services

### Adherence to Key Performance Indicators (continued)

#3 Pre-Consumable Waste Diversion (via 3rd party waste audits)

#4 Operational and Service Compliance (via 3rd party audits)

- Speed of service
- Menu variety and product display
- Ingredient and nutrition information display and labelling
- Allergen knowledge
- Marketing and promotions
- Health, Safety and Sanitation

#5 Financial Metrics and Reporting

#6 Customer Satisfaction

#7 Innovations and Marketing



# RFP Process

## Key Objectives

1. Quality food services that is capable of meeting student, staff and faculty needs and reflects the ethnic diversity of the current population
2. Provision of a strong management team with a diverse hospitality focus capable
3. Maintain continuity in management and mitigate management turn over
4. Innovative and creative initiatives
5. Enhance customer satisfaction and ensures effective speed of service
6. Maximizes customer service and allows for effective training and development of food service staff/personnel
7. Value for service
8. Maximize catering satisfaction and offer a high-quality catering services with high level of engagement with catering customers
9. Maximize sustainability initiatives
10. Provides fair and equitable financial return



# RFP Process

## Submittal Requirements

Experience and Qualifications

Innovation and Operational Plan

Catering Plan

Management and Staffing Plan

Environmental and Sustainability Initiatives

Transition and Implementation Plan

Financial Plan and Statement of Operations

