



**SPECIFICATIONS FOR**

**Document #0571-1817**

**Western Health is seeking:  
EXPRESSIONS OF INTEREST TO SUPPLY RETAIL FOOD  
SERVICES AT THE SIR THOMAS RODDICK HOSPITAL IN  
STEPHENVILLE, NL.**

**Interested persons can obtain more information concerning this  
business opportunity in the tendering section of the Western  
Health Web site: [www.westernhealth.nl.ca](http://www.westernhealth.nl.ca) or by contact the  
Materials Management Department of Western Health  
Ph: 709-637-5386**

**Expressions of Interest must be submitted before the closing time.**

**CLOSING DATE: October 31, 2018**

**CLOSING TIME: 2:00 PM (Newfoundland Time)**

## 1.0 **General Provisions**

### 1.1 **Intent**

Western Health is seeking Expressions of Interest (EOI) from qualified food service providers to provide **Retail Food Services** within the Sir Thomas Roddick Hospital (STRH) in Stephenville Newfoundland. The business opportunity is for a company or persons to operate cafeteria type service within the hospital. Western Health will lease the current cafeteria space to a company or individual that provides a proposal to best meet the long term requirements for the STRH. The scope will include onsite cooking and serving of food and providing ready to eat snacks and beverages to retail consumers in the hospital; also included is maintenance of existing vending machines. It excludes providing meals to patients. More detailed requirements are listed in section 2.0 below.

The term of the contract can be open for negotiation; however, Western Health is interested in five years with an option to extend for an additional two years.

### 1.2 **Client Background**

Western Health was established in 2005 by the Government of Newfoundland and is responsible for the delivery of Health and Community Services in the Western Newfoundland Region.

### 1.3 **Vendor Response**

1.3.2 All proposals will be held to be valid for ninety (90) days following the Tender closing date.

1.3.3 Proposals must be received in full on or before the exact closing time and date indicated.

1.3.4 All costs relating to the work and materials supplied by the Vendor in responding to this Invitation must be borne by the Vendor.

### 1.4 **Release of Information**

#### 1.4.1 **While RFP is Open:**

Interested persons can contact Western Health to obtain clarification on the requirements and/or the process, provided a reasonable amount of time is given to answer the inquiry. Western Health will make every effort to provide clarification and understanding of the requirements however

the onus will be on interested parties to ensure they fully understand the requirements before they submit a proposal.

**1.4.2 At the Opening:**

1. The names of the bidders will be read out but no other details will be released.
2. A review of the proposals will be done by Western Health and an agreement will be made with a person or company that provides a proposal which is judged to potentially best meet the long term requirements for the hospital.

**1.5 Communication**

- 1.5.1 All communications with Western Health with respect to this invitation must be directed in writing to the attention of:

Mr. Paul Wight  
Regional Director Materials Management  
Western Health  
1 Brookfield Avenue  
Corner Brook, Newfoundland  
A2H 6J7  
Tel: (709) 784-5386  
Fax: (709) 634-2649  
Email: paulwight@westernhealth.nl.ca

- 1.5.2 Western Health may, during the assessment period, request meetings with the Vendors to clarify points in the proposals.
- 1.5.3 Faxed Proposals responses will be accepted with the condition that the original Tender documents are received at Western Health's Materiel's Management Department no later than **Five** working days following the Tender closing date.
- 1.5.4 All proposals are to be sent in a sealed envelope clearly marked with RFP Name and Number to:  
Materiel's Management Department, Western Health,  
Western Memorial Regional Hospital, First Floor, 1  
Brookfield Ave, Corner Brook, NL A2H 6J7.
- 1.5.5 Bids submitted by electronic transmission (e-mail) **will not be accepted.**

1.5.6 Companies or individuals submitting fax EOI are doing so at their own risk and the fax Tender must be at the public opening as specified in the Tender information. This Authority will not be responsible for in-house courier services if companies submit quotations by fax machine. The time stated on the fax Tender will become null and void since it is the responsibility of the company placing the Tender to have their Tender at the public opening, therefore, this Authority will not be responsible for any damages or liabilities.

## 2.0 Proposal Requirements

### Invitation for Expression of Interest

Western Health requests Expressions of Interest from qualified/licensed food service operators to provide retail food services for the cafeteria at Sir Thomas Roddick Hospital (STRH) in Stephenville, NL. Sir Thomas Roddick Hospital is a forty-four bed acute care center with a comprehensive range of inpatient and outpatient services for the people of the Bay St. George catchment area- a population of approximately 24,000.

Details of the agreement are open for negotiation but we are anticipating an initial agreement of up to five years with an option to extend for an additional two years. Any agreement will be subject to the ongoing business being mutually beneficial and deemed to be fitting the requirements of the hospital.

The scope of work includes on site cooking and serving of food and providing ready to eat snacks and beverages. The current cafeteria space and equipment are to be included in the proposal and will remain the property of Western Health. No changes to the current equipment or infrastructure of the area will be done at any time without the approval of Western Health.

The operation must be open minimally Monday to Friday, 9:30 to 1:30; additional hours and days would be at the discretion of the service provider. The menu and items offered for sale should comply with Western Health's Healthy Eating Guidelines located in Appendix A. Vending machine(s) must also meet the Healthy Eating Guidelines criteria.

STRH cafeteria is equipped with furniture and other infrastructural facilities e.g. refrigerator, freezer, 3 bay steam table, water cooler, cash register etc. A complete list is located in Appendix B

The service provider has to extend the following services for STRH cafeteria.

- i. Procuring all types of raw materials and consumables for serving of food.
- ii. Cleaning of the production and associated area.
- iii. Required manpower and supervision for same.
- iv. Selling food and managing cash sales.
- v. Any other associated functions as necessary.

The Service Provider will be accountable to the regional Director of Nutrition Services. Western Health would maintain operation of the seating area, including cleaning and garbage removal.

### **Submission of Proposal**

The following documents and information must be submitted along with the expression of interest:

- A. Brief description of the individual/company expressing the interest
- B. A brief write up on proposed cafeteria services
- C. Proof of completion of a Food Safe course or equivalent
- D. Proof of Food Service license

It is strongly recommended that applicants arrange for a site visit prior to returning the expression of interest. Appointments may be made by contacting Mr. Paul Wight; contact information provided in section 1.5.1.

See Appendices for the following information:

- B. Healthy Eating Guidelines
- C. List of Equipment currently at the site
- D. Dimensions of the operating space

### **3.0 Financial Considerations**

3.1 Proposals must include all applicable financial information.

3.2 Both parties must be prepared to provide mutual indemnification and add each other to applicable insurance policies.

3.3 Please ensure your proposal is received before the closing time indicated

## Appendix A

### Nutrition Services

#### ***Healthy Eating Guidelines for Retail Food Outlets***

##### Introduction

Nutrition Services at Western Health is committed to building healthy communities and supporting the health and well-being of its staff, physicians, volunteers, patients and visitors.

Western Health emphasizes healthy living through programs and partnerships that optimize individual and community health at all stages of life. *Healthy Eating Guidelines* are intended to be a tool to provide clear recommendations and direction to retail food operators within our facilities.

##### Implications

The Vendor shall follow and market, at the Vendor's expense, a mix of food and beverage products that meet or exceed the *Healthy Eating Guidelines*. These guidelines are subject to change at which point the Vendor will have input but agrees to make the necessary adjustments within an agreed upon time frame.

##### Guiding Principles

- Availability of a variety of healthy food choices at all times.
- Food and beverage serving sizes that follow *Eating Well with Canada's Food Guide* criteria.
- Promotion of fresh, natural and diverse ingredients that are low in artificial trans fat, saturated fat, sodium and refined sugars.
- Use of healthy cooking methods such as grilling, baking, broiling, poaching and steaming.
- Limit the availability of less healthy options e.g no visible salt shakers.
- Deep fryer use will be limited to Fridays and Sundays
- Combination meals will include healthy sides and beverages in the combo price.
- Pricing of healthy food will be competitive compared to less healthy choices.
- Compliance with safe food regulations and standards.
- Strategic placement and branding of healthy food choices to improve access to healthier foods.
- Vending machines that display water or juice images to reinforce healthy eating messages.
- Attractive, comfortable and efficient dining areas to support an enjoyable eating experience.
- Consideration of environment-friendly packaging to promote waste reduction and recycling.

## Recommended categories

Based on specific criteria, foods from different groups are placed into one of three categories: recommended choice, acceptable choice or not recommended choice.

For Retail Food Outlets we recognize that flexibility is needed to implement criteria with what's currently available in the market place and finding a balance around choice for the consumers.

### **Recommended Choices:**

These foods have good or excellent nutritional value. The products in this category are lower in unhealthy fats and added sugars and higher in vitamins, minerals and/or fibre.

### **Acceptable Choices:**

These foods have nutritional value, but are higher in sugar and/or fat. These foods should be consumed in moderation.

### **Not Allowed:**

These foods may provide some nutritional value, but are high in fat, sugar or salt and lower in vitamins and minerals. To make healthy choices the easy choice, these items should be offered rarely and/or in small portions.

## **Vegetables & Fruit**

### **Recommended Choices:**

- Fruit and vegetables that are 100% fruit or vegetable with no added sugar or fat
- Fresh fruit or vegetables served with dip that has less than or equal to 5g of fat per serving
- Fresh vegetables with less than 5 g of fat per serving (e.g. stir fry)
- Juice that contains no added sugars and less than 650mg of sodium per 250ml

Examples: 100% fruit bars, fruit canned in juice, fresh fruit pieces with yogurt, green salad with light dressing, stir-fry

### **Acceptable choice:**

- Products with some added sugar, fruit and vegetables served with a dip that has less than or equal to 10g fat per serving,

Examples: fruit canned in light syrup, apples with caramel dip, carrots with low fat ranch dressing

### **No Allowed:**

- Battered and fried vegetables and fruit and vegetables with sauces that have 8g of fat or more per serving

## **Milk and Alternatives**

### **Recommended Choices:**

- Milk and yogurt less than or equal to 2% M.F.

- Hard cheese, less than 20% milk fat
- Frozen dairy dessert and puddings less than or equal to 5g of fat per serving

Examples: skim, 1% or 2% milk, plain or flavoured, 250 ml yogurt beverage, 60ml fudge bar, ½ cup pudding

**Acceptable choices:**

- Yogurt with more than 2% M.F.
- Hard cheese with more than 20% M.F. but less than 40%,
- Cream cheese, sour cream
- Ice cream, frozen yogurt and creamers

Examples: 30g cheese portion, 1 Tbsp of cream cheese, 2 Tbsp of sour cream

**Not Allowed:**

Cereal cream with more than 10% MF

Frozen Dairy Dessert with more than 10g fat per serving

**Grain Products**

**Recommended choice:**

- Bread and Bread Products with more than 2 g fiber per serving
- Whole grain cereals and grain based bars containing more than 2 g fiber per serving and less than or equal to 5g fat per serving; trans fat less than or equal to 5% of total fat.
- Crackers with less than or equal to 5g fat per serving or less than 100 calories per serving
- Waffles, pancakes with more than or equal to 3 g of fiber and less than or equal to 5 g fat
- Pasta, noodles and rice more than 4 g of fat per serving and less than 5 g of fat per serving

Examples: whole wheat bread, bagel, pita, oatmeal, whole wheat pancakes, waffles, spaghetti.

**Acceptable choice:**

- Breads and Cereals less than 2g of fiber per serving and less than 10g of fat per serving
- Grain-based bars with less than 10g of fat per serving and less than 3g of fiber
- Crackers with less than or equal to 10g of fat per serving
- Waffles, pancakes with less than or equal to 10 g of fat and less than 3 g of fibre
- Pasta, noodles and rice with less than 4g of fiber and 10g fat per serving

Examples: white bread, enriched white pancakes or waffles



## **Sweet Baked Goods & Pastries**

### **Recommended choice:**

- Muffins with more than 3g of fibre per serving and less than or equal to 5g of fat per serving
- Cookies with at least 1 g of fibre per serving and less than or equal to 6g of fat per cookie

Examples: 50-100g max (approximate size of a tennis ball) low fat bran muffin, 40 g oatmeal raisin cookie

### **Acceptable choice:**

- Cookies with less than 7.5 g of fat per cookie
- Squares with at least 1g of fibre per serving and less than 10g of fat per serving
- Muffins, scones, snack breads, cakes and pies with more than 2g of fibre preferred. Less than 10g of fat per serving

Examples: 40g cookie, rice krispie square, 50-100g bran muffin or fruit loaf

### **Not Allowed:**

- Any items with 0g fibre or more than 10g of fat

Examples: jumbo donuts, cookies, cupcakes, large pastries etc.

## **Meats & Alternatives**

### **Recommended choice:**

- Meats and poultry lean or extra lean less than 5g of fat per serving
- Meats and poultry with sauce less than 10g of fat per serving and less than 400mg of sodium
- Lean ground meats with less than 200mg of sodium per serving
- Patties or meatballs with less than 10% fat and less than or equal to 200 mg of sodium per serving
- Sausages less than 10 g of fat close to 400mg of sodium preferred
- Fish or seafood less than or equal to 5 g of saturated fat per serving and less than or equal to 200 mg of sodium
- Fish and seafood with sauce less than 10g of fat per serving
- Canned fish and seafood less than 5 g of saturated fat per serving
- Processed fish less than or equal to 10g of fat per serving
- Frozen or canned legumes less than 400 mg of sodium per serving
- Tofu less than 10g of fat per serving and less than 2 g of saturated fat per serving
- Vegetarian burgers and meatballs less than or equal to 10g of fat per serving
- Eggs no added fats
- Egg substitute less than or equal to 10 g of fat per serving
- Nuts, seeds or ready to eat dried beans with no added salt or fat
- Nut and seed butters with nuts or seeds listed as the first ingredient

Examples: sliced roast beef, roasted, skinless chicken, chicken breast in mushroom sauce, grilled patty, lean beef sausage , broiled salmon steak, imitation crab, baked beans, firm tofu, vegetarian burgers and bacon, 2 egg omelet, unsalted almonds

**Acceptable Choice:**

- Deli meats, ham, bacon and hotdogs that are lean, low fat with reduced sodium. Less than 10g of fat per serving and less than or equal to 400 mg of sodium
- Meat and fish coated and breaded less than 10 g of fat per serving. Baked not fried.

Examples: Back bacon

**Not recommended:** Deep fried, coated and breaded meat and/or fish

**Combination Foods**

**Recommended choice:**

- Salad Plates (including fresh vegetables, lean meat and/or low fat cheese or other protein-rich food such as egg.) Less than or equal to 20 g of fat per serving (dressing excluded)
- Potato, pasta or specialty salads with less than 10g of fat per serving
- Soup and Side dishes- rice, grains or potatoes less than of equal to 3 g of fat per serving
- Meal entrees, mixed dishes, vegetarian or meat pies with less than 15 g of fat and more than 10g of protein per serving
- Pizza with less than or equal to 17 g of fat per serving, preferably on a whole wheat crust
- Sauces with less than 10g of fat per serving

Examples: pesto and marinara sauce, 1/8<sup>th</sup> of a 16inch pizza

*All recommended choices of combination food have less than or equal to 700 mg of sodium per serving.*

**Acceptable choice:**

Above items with less than or equal to 1000mg of sodium

**Sandwiches, Submarines & Wraps**

**Recommended choice-** Must meet all of the following criteria:

- less than or equal to 10g of fat,
- more than or equal to 4g of fibre,
- less than or equal to 700mg of sodium

Examples: low fat cheese, lean meat, vegetable or salad sandwiches made with low fat mayonnaise on whole grain bread, pita or tortilla.

**Acceptable choice:** Must meet all of the following criteria:

- less than or equal to 20g of fat,
- more than 2g of fibre,
- less than or equal to 10000mg of sodium

Example: Regular cheese or meat on whole grain bread or pita. Low fat /lean meat on white bread, pita or tortilla

**Not recommended:** Any of the following (per serving):

- More than 20g of fat
- More than 1000 mg of sodium.

Examples: Highly processed or high fat meat (bologna, salami, pepperoni) tuna, salmon or egg made with regular mayonnaise or white bread, pita or tortilla

### **Condiments**

**Recommended choice:** Non-hydrogenated margarine, mayonnaise with less than 2 g of saturated fat, salad dressings (vinaigrettes and light dressing recommended) less than 3g of fat per serving

**Acceptable Choice:** Butter

### **Beverages**

**Recommended choice:**

- Water,
- 100% fruit or vegetable juice
- Vegetable juices that contain less than 650mg of sodium per 250ml
- Milk less than 2% milk fat
- Fortified soy and rice beverages with less than 3 g of fat per serving
- Caffeine- free tea, herbal tea and decaffeinated coffee

**Acceptable Choice:**

- Flavoured water (sweetened or artificially sweetened)
- Fruit juice beverage made with at least 50% real fruit juice
- Diet pop and diet beverages
- Caffeinated, unsweetened teas
- Coffee and coffee beverages
- Regular pop (maximum of 355ml serving)

**Not Allowed:**

- Sports drinks
- Energy drinks

Nutrition Services staff are able to assist with implementation of these standards. We allow 'treats or exceptions' to help celebrate special events/occasions 4-6 times a year.

## **Appendix B**

### **Equipment Available List for Food Services Sir Thomas Roddick Hospital**

Stand up freezer  
Stand up fridge  
Small chest freezer  
Small commercial dishwasher  
Small showcase  
4 well steam table  
Microwave  
Turbo Chef oven  
Commercial belt toaster  
Induction burner (one)  
Flat top grill  
Small one basket deep fryer  
Cash register  
Steam table capable of holding 2 bain maries

#### Seating:

14- 4X4 tables at STR  
2 tables of 4X12  
3 of 4X8  
34 chairs