



REPORT

Report Date: August 27, 2021

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Meeting Date: October 5, 2021

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TO: Vancouver City Council
FROM: General Manager of Arts, Culture and Community Services and Chief Procurement Officer
SUBJECT: Contract Award for the Provision of Food Services for Evelyne Saller Centre

RECOMMENDATION

- A. THAT Council authorize City staff to negotiate to the satisfaction of the City's General Manager of Arts, Culture and Community Services, City's Director of Legal Services, and the City's Chief Procurement Officer and enter into a contract with Aramark Canada Ltd., for the provision of food services for Evelyne Saller Centre, for a term of three (3) years, with the option to extend for six (6) additional one (1) year terms, with an estimated contract value of \$5,252,538, plus applicable taxes over the initial three-year term, to be funded through BC Housing as per the Emergency Shelter Program Support Services Agreement (BC Housing File # 91251-02/4453, dated September 2, 2020).
- B. THAT the Director of Legal Services, Chief Procurement Officer and General Manager of Arts, Culture and Community Services be authorized to execute on behalf of the City the contract contemplated by Recommendation.
- C. THAT no legal rights or obligations will be created by Council's adoption of Recommendations A and B above unless and until such contract is executed by the authorized signatories of the City as set out in these Recommendations.

REPORT SUMMARY

The City issued an RFP PS20210158 on March 3, 2021, for Provision of Food Services for Evelyne Saller Centre. The RFP was advertised on the City of Vancouver website and BC Bid and the work was called in accordance with the terms and condition of the City's Procurement Policy ADMIN-008. City staff on the RFP evaluation committee and, subsequently, Bid

Committee have considered the responses received, and on that basis recommend that the City negotiate and if such negotiations are successful enter into a contract as described above with Aramark Canada Ltd.

COUNCIL AUTHORITY/PREVIOUS DECISIONS

The City's Procurement Policy ADMIN-008 requires that contracts with values over \$2 million must be approved by Council following review and recommendations by the Bid Committee. The Bid Committee has considered and recommended Aramark Canada Ltd. as the successful proponent.

There is no applicable Council Authority or previous decisions relevant to this report.

CITY MANAGER'S/GENERAL MANAGER'S COMMENTS

The City Manager recommends approval of the foregoing.

REPORT

Background/Context

The City's Department of Arts, Culture and Community Services (ACCS) requires the provision of food services for Evelyne Saller Centre.

Evelyne Saller Centre is one of the City's social service centres, and is one of the largest low-cost food providers in the City's Downtown Eastside neighbourhood, providing nutritious and affordable meals to members of the local community. Evelyne Saller Centre is designated as an essential service, open 12-14 hours per day, 365 days per year, averaging approximately 600-850 meals per day, or approximately 220,000-308,000 meals per year. A new Evelyne Saller Centre facility is currently under construction and is expected to be ready for operation by Fall of 2021.

As the previous contract term was coming to an end, the purpose of the RFP was to identify suppliers with demonstrated capability to meet the City's estimated demand over the term of the contract at competitive pricing and satisfactory service requirements.

Strategic Analysis

Evelyne Saller Centre provides an inclusive, welcoming and accessible environment to its vibrant and diverse community members. Therefore, it was essential that the Social Procurement framework be utilized to ensure the successful Proponent would be, and/or would work with Indigenous-led, Indigenous-serving and social organizations: the successful Proponent would endeavour to hire staff from, and/or who represent the community, prioritizing IBPOC employment, LGBTQ2S+ employment, and employment of those with lived-experience who face barriers to employment, and preferably those from the local community. With this, even before the public posting, this procurement process engaged Indigenous-led organizations and Social Enterprises (non-profit businesses) by contacting and inviting them directly, as well as through community partners including BuySocial and Exchange Inner City.

Staff have received feedback about this procurement process from social enterprise proponents and will consider this feedback in design of future procurements.

The RFP was issued in the accordance with City's Procurement Policy ADMIN-008. The City received responses from Aramark Canada Ltd., Mark Brand Inc. (dba Save On Meats), A Plus Projekt Ltd., Truffles Fine Foods, and Why Not Food Group Ltd. The responses were evaluated through the work of an evaluation team comprised of representatives from ACCS under the stewardship of Supply Chain Management to ascertain if the responses offered good overall value to the City. Both quantitative and qualitative factors were evaluated.

Some of the Criteria considered in the overall evaluation process included:

- Operating budget;
- Menu planning, including special holiday meals;
- Approach to providing a welcoming environment, meeting accessibility needs, and addressing customer concerns and feedback;
- Service model;
- Staffing plan; and
- Sustainable sourcing of food from diverse suppliers.

Based on the overall evaluation, the team concluded that the proposal submitted by Aramark Canada Ltd., best met the City's requirements. As well, the proposal was the only one to fit within the approved budget provided by BC Housing, while best meeting the City's requirements.

Implications/Related Issues/Risk

Financial

Funding for the Evelyne Saller Meal program is provided by BC Housing as per the Emergency Shelter Program Support Services Agreement (BC Housing File # 91251-02/4453, dated September 2, 2020). BC Housing provides funding to the City on a cost recovery basis up to a maximum annual amount. The 2021 approved budget from BC Housing is \$1,800,000.

As a result of the RFP, the City is able to achieve cost certainty for the proposed initial three-year term that fits within the BC Housing approved budget.

Human Resources/Labour Relations

Aramark Canada Ltd. currently has a new Collective Agreement with UNITE HERE, Local 40, effective July 1, 2020 to July 1, 2023. In addition, Aramark will work with the City to increase its engagement with volunteers and endeavour to increase the hiring of staff who represent the local community.

Sustainable/Ethical/Environmental

As one of Canada's Greenest Employers, Aramark is a recognized leader in ethical and environmental sustainability both within their operations and extending into their product offerings and suppliers. Aramark is also recognized as a Top Company for Diversity and holds

Gold Level recognition for Progressive Aboriginal Relations from Canadian Council for Aboriginal Business (CCAB).

Aramark strives for continuous improvement and is committed to furthering their initiatives for supporting equity-seeking demographics both within their workforce as well as within their supply chain. They intend to expand their local sourcing, and to eliminate waste and their GHG/carbon footprint. Annually, they will report these environmental & social initiatives, including sustainable/ethical/local food, suppliers and employment equity.

Legal

The City's Procurement Policy requires that all contracts that have been awarded by Bid Committee and Council will be signed by the Director of Legal Services.

CONCLUSION

In summary, City staff recommends that the City of Vancouver negotiate and enter into a three (3) year contract, with the option to extend the contract for an additional six (6) one (1) year terms, with Aramark Canada Ltd., for the Provision of Food Services for Evelyne Saller Centre.

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