

REQUEST FOR PROPOSAL:

Date of Issue: July 7, 2025
Submission Due Date: August 5, 2025
Expected Date of Award: August 25, 2025

This Request for Proposals (“RFP”) is being issued by Indus Community Services (Indus) to obtain competitive proposals from external food vendors to provide daily catered South Asian vegetarian meals.

We are inviting the submission of a proposal to be submitted to us by August 5, 2025, for our consideration.

Background:

Indus Community Services is an accredited, not-for-profit community benefit organization that has served local communities for 40 years. We are a registered charity, supported by our donors and by all three levels of government. Through our professional staff, we are a leader in the provision of culturally responsive services to newcomers, families, women & seniors.

Vision: To be leaders in building strong and inclusive communities.

Mission: We are a community benefit organization focussed on building resilient and healthy communities by offering person-centered, anti-oppressive programs and services.

Scope & Deliverables:

Delivery Location, Days & Times:

- 1660 Tech Avenue Unit 4., Mississauga, L4W5S7 – **(Monday-Saturday)**
- Firm delivery time 11:30 am

*Advance notice of days on which service is not required; and 24 hours’ notice to confirm quantities required.

Program Requirements:

Adult Day Services are provided for frail adults, primarily seniors, who attend at the above locations for daytime respite. The meals that are served to the clients are intended to be nutritious, flavourful, and appetizing in appearance. Clients rely on

this meal as a significant portion of their daily nutritional intake, and as such this contract is considered to be an essential service for the Agency.

Indus expected deliverables include the following at a minimum:

1. A rotating menu with a variety of South Asian items is provided to the vendor and shall be produced and supplied as ordered.
2. Vendors are expected to supply all meals at the location for which they have been awarded the contracted work
3. Typical meal quantities:
 - 1660 Tech Avenue Unit 4., Mississauga – Minimum 25 meal portions
 - Saturday's only – Orders will be limited to a minimum of 10 portions
 - Occasionally there may be short notice for an increase or decrease in the number of meals to be provided.
4. Standard daily food items for lunch and dinner meals:
 - A. Fresh Salad (may also include fruits and/or pasta)
 - B. Rice – basmati (occasionally may include additional vegetables)
 - C. Yogurt – plain 1%
 - D. Chapati / Roti (no butter/ghee)
 - E. Daily entrée items as per menu (See Appendix 1) MANDATORY
5. Food preparation requirements:

Vendors must demonstrate that all food handlers have received training, and each has a valid Food Handlers Certificate from Region of Peel Health Department or other accepted training agency. Vendor must submit a current green pass rating for Public Health inspection within the past 4 months.

- Food is to be prepared in a manner acceptable for frail elderly clients; small bite sized pieces, well-cooked to a soft texture (not mushy). Food should appear appealing and be flavourful.
- All spices must be ground – no whole seeds to be used. Reduced oils in the cooking process.
- All recipes are to be egg free, and animal fat/by- products free for both the main and dessert food items. Low salt
- Cooking and other diet restriction portions are required and will be identified in the daily quantity ordered
- All food items must be provided in separate containers.
- If requested, the vendor must provide a recipe for review and adjustment.
- Diabetic dessert to match regular dessert in specified quantities.
- Portions and quantity shall be verified; in general, 4 litres of volume is sufficient for serving 20 clients.

- Food should be delivered in microwave safe containers with lids (PET certified), with dimensions of no greater than 235 x 225 x 65 mm. All food containers should be crack and/or blemish free.
- Containers will be washed and sanitized for return on the following day.
- Meals to be at the following temperatures upon arrival in separate coolers for cold and hot foods:
 - Hot items – 140 degrees Fahrenheit or higher
 - Cold items – 40 degrees Fahrenheit or lower
 - Frozen items – 25 degrees Fahrenheit or lower
- Indus will provide a menu monthly, including notice of days on which service is not required; and 24 hours' notice to confirm quantities required.
- On a regular basis there will be special requests such as small substitutions or adjusted spices. Occasionally, the agency may request special catering for celebrations or meetings.
- Cancellation of service is not permitted. Late deliveries require notification with at least 30 minutes notice to the site staff by telephone, with an approximate arrival time. Late fees may apply.
- Business closure for special holidays requires two weeks advance notice.

Your Response to this Request for Proposal:

In responding to this request, we request the following information:

We request the following information:

- Detail your experience in providing catering services to Health Services organizations in the not-for-profit sector or related groups, as well as associations of a comparable size to Indus.
- Demonstrate your knowledge of South Asian cooking and recipes.
- Provide a brief description of your company's history.
- Provide information about the credentials of cooks and chefs who will oversee this contract.
- Describe how you will approach the food and menu preparation process, including recipe and quantity controls.
- Vendors must demonstrate that all food handlers have received training, and each has a valid Food Handlers Certificate from the Region of Peel Health Department or other accepted training agencies.
- Vendors must submit a current green pass rating for PH inspection within the past 4 months.
- Provide proof of insurance certificate

- Demonstrate business independence from Indus Community Services (e.g. family members not employed, or Board members of Indus Community Services).
- Provide your contingency plan to ensure services will be provided each day e.g. weather, traffic, and reliable transport.
- Outline your proposed costs and fees

Evaluations of submissions will include:

- Demonstrated agreement to program requirements in this document,
- South Asian expertise
- General: Experience, approach, recipe and special diets knowledge, and contingency plans
- Food tasting

Submissions that do not meet the mandatory criteria will be disqualified.

This RFP is open for a period of **30 days**. Evaluation of the submissions will take place, and the award will be made within 3 weeks of the closing date of the RFP (**August 25, 2025**). All components of the vendor's submission for this RFP will form part of the contract.

The successful company will be notified in writing. The contract shall be signed within 2 weeks of the decision. Unsuccessful companies will be notified by telephone.

Your proposal amount should cover all services, deliverables, and associated costs as outlined in the RFP scope of work. Bidders are required to propose a detailed cost breakdown, including any applicable fees, taxes, or additional charges, as part of their submission.

The final contract award will be contingent upon the terms negotiated and successful proposal evaluation.

Inquiries and Proposals should be directed to:

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