



# Kosher Food Services Provider

REQUEST FOR PROPOSALS

June 2025

## INTRODUCTION

The purpose of this document is to outline a Request for Proposals (RFP) from those with a demonstrated ability to deliver efficient, high-quality Kosher food and catering services. This opportunity is focused on servicing the Soloway Jewish Community Centre—a dynamic recreational, educational, and cultural facility located in Ottawa.

We are seeking to work in partnership with a food service provider who can meet the diverse needs of our community through creative, appealing, and well-managed food service operations. We welcome qualified and interested parties to submit proposals based on the conditions and criteria included herein.

## PROPOSAL CONSIDERATIONS

With an entrepreneurial attitude and approach, the successful food service provider will:

1. Enhance the sense of community and connection for the Soloway JCC's members, its employees and many visitors.
2. Contribute to the overall image of the Soloway JCC and promote the Soloway JCC's vision of being an attractive and welcoming gathering place for the community.
3. Respond to the needs of the membership and community by providing accessibility in hours of service and pricing, and delicious, healthful and creative options.
4. Comply with the stringent municipal, provincial and federal legal requirements for food service providers including WHMIS, health and safety audits, etc.
5. Train its staff in Kosher requirements, and be licensed by the *Ottawa Va'ad Hakashrut* (OVH).

## DEADLINE

**The deadline to submit proposals is Sunday July 13, 2025.**

### **1.0 ABOUT THE SOLOWAY JCC (SJCC)**

The Soloway Jewish Community Centre is the central gathering place for the Jewish community and offers health and wellness, cultural, social and educational programs for all ages and stages of life. Located at 21 Nadolny Sachs Private on the Jewish Community Campus in Ottawa, the SJCC is a vibrant hub of Jewish life and culture, serving over 3,200 members—both Jewish and non-Jewish alike.

The SJCC operates in the Joseph & Rose Ages Family Building, which has a total workforce of 50-60 people. The average traffic flow is between 300 - 400 people per day.

The SJCC is more than just a facility; it's a place of discovery and connection. Whether attending a holiday celebration, participating in a workshop, or simply gathering with friends, members and visitors alike experience a strong sense of belonging. Committed to inclusivity, the SJCC welcomes everyone, regardless of background or affiliation.

Among the SJCC's offerings are a Preschool, Summer Day Camp, Library, Aquatics program in our salt water indoor and outdoor pools, Athletics programs and leagues, Fitness classes and personal training and a variety of cultural, recreational and educational events and activities for all ages.

The Campus is home to many organizations including OJCS Day School, Early Beginnings Multicultural Daycare, Hillel Lodge Long-Term Care Centre, The Jewish Federation of Ottawa, the Ottawa Jewish Community Foundation and Tamir Foundation supporting individuals with developmental disabilities and autism.

## **OPPORTUNITIES**

The food service provider at the SJCC will benefit from a number of unique opportunities including:

**Direct Access to a Built-in Customer Base:** Exposure to a steady flow of SJCC members, program participants, staff, and guests who regularly use the facility. With over 3,200 members and a wide range of programs and community events, the SJCC offers a vibrant and engaged community that presents significant opportunities for customer engagement and business growth.

**Ottawa's Kosher community** presents a meaningful opportunity for a dedicated kosher restaurant and take-out service. With a base of observant families, community institutions, and visitors seeking kosher options, there is a demand for high-quality, reliable, and accessible kosher food.

**Food for Preschool:** The Ganon Preschool is part of the Canada-Wide Early Learning and Child Care (CWELCC) program, requiring the provision of lunch and snacks 12 months a year; the food service operator at the JCC will be the sole supplier of Ganon's food needs.

**Exclusive Use:** The SJCC is prepared to provide exclusive first right of refusal to the successful licensee for all tenant’s catering, for programs and events up to fifty (50) people. (Not including rental contracts)

**Signage:** The opportunity to install signage and promotional materials in the interior and \*exterior of the building (\*subject to approval of the Community Campus and the SJCC regarding size and location).

**Special Events and Offerings:** The SJCC welcomes creative, community-building ideas that generate excitement and engagement—from grab-and-go smoothies, Shabbat specials and themed pop-up events, to collaborative community programs with the SJCC and other OVH-approved organizations or food service providers, and more.

### **HOURS OF OPERATION**

The SJCC’s hours of operation are Sundays from 8:00 am – 6:00 pm; Monday -Thursdays from 7:00 am – 9:00 pm; Fridays from 7:00 am – 7:00 pm; Saturdays from 8:00 am – 4:00 pm (Saturdays in July/August from 8:00 am – 1:00 pm).

The café will operate during the following hours to serve members and the community:

Monday through Thursday:	8:00 AM - 7:00 PM
Friday	8:00 AM – 4:00 PM (or earlier, depending on Shabbat)
Sunday	8:00 AM - 6:00 PM
Saturdays	Café Closed but can potentially open after Shabbat

**Holiday Hours:** The Soloway JCC will be closed on most statutory holidays.

The SJCC is closed on these Jewish Holidays:

Erev Rosh Hashana (SJCC closes earlier)

1st day Rosh Hashana

2nd day Rosh Hashana

Erev Yom Kippur (SJCC closes earlier)

Yom Kippur

Erev Pesach (SJCC closes earlier)

1st day Pesach

## 2nd day Pesach

The operator may choose to close over Jewish holidays including Passover.

### **KITCHEN AND CAFE AREAS**

The JCC features a compact **kitchen** located in an area separate from the cafe that supports kosher food preparation with dedicated meat and dairy sections. The space is enclosed and lockable, ensuring secure access and ease of supervision. Though modest in size, the kitchen is well-suited for catering needs and food preparation, making it a practical and efficient resource for events, programs, and community gatherings.

The **café** is ideally situated on the second floor in a bright, open-concept space that offers views into the lobby, pool, and gym, creating a vibrant and welcoming atmosphere. Its prime location includes direct access to the large social hall, making it a natural gathering spot for events and daily traffic alike. The space features a dedicated counter and ample floor space for café tables, providing a comfortable and inviting area for patrons to relax and enjoy. Equipped with a sink, food prep counter, storage, a stove, oven, and a recently upgraded walk-in fridge, the café is ready to support a wide range of food service operations. The large counter is perfect for showcasing menu offerings and grab-and-go items.

The SJCC is planning to invest in updates to several areas of the facility in the coming years, to enhance the overall experience for our members and guests. This may include changes and improvements to the food service spaces, with a focus on making the SJCC more welcoming and attractive.

### **2.0 SUMMARY OF REPOSIBILITIES – EQUIPMENT, UTILITIES, ETC.**

The licensee shall have full use of any equipment presently on the premises owned by the SJCC. SJCC will warrant that all heating, air conditioning, and plumbing equipment shall be in good operating condition. The licensee is responsible for maintaining and repairing all other restaurant equipment used on the Premises.

Here is a summary of the responsibilities:

<b>SUBJECT</b>	<b>LICENSEE</b>	<b>SJCC</b>
Supply of Kitchen and Café equipment over and above what is currently available	X	
Purchase and ownership of food and supplies	X	
Food service employee wages, payroll, taxes, benefits, etc.	X	

<b>SUBJECT</b>	<b>LICENSEE</b>	<b>SJCC</b>
Training of operator and employees in Kashrut and Kosher techniques	X	
Office supplies/equipment	X	
Telephone installation		X
Telephone charges	X	
Cleaning of food service areas including kitchens, cafe, seating area	X	
Moving of refuse to central disposal	X	
Removing of refuse from central disposal		X
Pest control in food service areas		X
Maintenance of small wares	X	
Laundry, linen and uniforms	X	
Licenses and permits (non-liquor related)	X	
Maintaining fire extinguishers		X
Supply of water, hydro, heating		X
Maintaining utilities ductwork		X
Hydro, plumbing and gas connections		X
Supply of china, cutlery, glasses, small wares for catering	X	
Point of sale cash management system	X	
Provide for the services of Mashgiach	X	
Parking (2 spots) where designated by the Soloway JCC		X

### **3.0 PROPOSAL INSTRUCTIONS**

#### GENERAL CONDITIONS

- Proposals are required to conform to the conditions below. Those failing to do so may be disqualified.
- The proposal must be submitted electronically.
- Proposals must be signed by an authorized signing officer of the organization.
- The Soloway JCC reserves the right to reject proposals and to accept any proposal. The Soloway JCC reserves the right to reject proposals received from parties who cannot show a reasonable acquaintance with the proper performance of the class of work herein specified. Evidence of such competency in performance and knowledge must be furnished by the proposers when requested to do so.
- Soloway JCC is not responsible for any costs incurred during the preparation and/or presentation of this proposal.
- All statistics and figures submitted by Soloway JCC are estimates only.

## **DEADLINE**

### **The deadline to submit a proposal is Sunday July 13, 2025.**

Any queries with reference to the RFP should be addressed to Sarah Beutel, President of the SJCC.

Proposals must be submitted to Sarah Beutel, President of the SJCC via email to:

[Sbeutel@jccottawa.com](mailto:Sbeutel@jccottawa.com)

Phone: 613-798-9818 Ext. 269

Interested parties are able to schedule a site visit by contacting Sarah Beutel.

## **PROPOSAL CONTENT**

Proposals should include the following information and documentation:

1. Business Plan: Including creative and innovative ideas for making the business successful, plans to market and promote the café to the community beyond JCC members.
2. History and Background information on the company (including size of operation, financial statements and/or annual reports prepared in the last two (2) years).
3. Proof of insurability.
4. Proposed daily menu, special offers and/or events, catered events and preschool meals including pricing.
5. List of suggested number of staff positions, titles.
6. Outline of training program for employees in environmental, health and safety, sanitation, food labeling.
7. Letter of good standing with WSIB.
8. The successful candidate will be required to obtain OVH certification, and remain in good standing.

## **4.0 EVALUATION and TIMELINE**

- A final decision will be reached by the end of August 2025.
- Notification of final decision will be sent via email to all bidders.
- The space will be available starting September 1, 2025.

## EVALUATION FACTORS

Proposals will be evaluated on the following criteria, using a point scale system. Please note, the factors listed are not in order of importance, and other factors may be considered as well.

- ✓ General Quality of Proposal
- ✓ Food Quality, Food Menu, diversity and variety
- ✓ Café and catering food prices
- ✓ Creative ideas and innovation including proactive ideas to build a customer base
- ✓ Catering Services
- ✓ Management philosophy and values, with consideration for demonstrating a commitment to inclusion and accessibility for individuals of all abilities
- ✓ Hands-on, owner-supervision and on-site personnel
- ✓ Experience in the philosophy and goals of the Soloway JCC
- ✓ Experience in providing food services and catering
- ✓ Hours of Operation
- ✓ Conformance and understanding of Kashrut and Kosher requirements
- ✓ Training Programs for food service staff
- ✓ Health and safety commitment

### **5.0 TECHNICAL SPECIFICATIONS**

The proposal will be made only after carrying out an examination of the site and equipment and of the specifications herein.

The final terms and details of an agreement between the SJCC and the Licensee shall be negotiated between the successful proposal and the Soloway JCC. The duration of the contract is negotiable.

The licensee shall at its own expense, procure all licenses and permits necessary to lawfully operate food services outlets at the Soloway JCC.

#### A. Food services and operations:

- Catering services within the JCC are required throughout the year for occasional meetings and events. The Soloway JCC will provide right of first refusal to the successful licensee for all catered functions for up to 50 people, which any entity

housed in the Joseph & Rose Ages Family Building requires. This does not include any rental groups (i.e. Bar Mitzvah's etc.)

- This will in no way obligate the Soloway JCC to accept the licensee as the sole caterer in the facility.

B. Food quality

- The café can be either a dairy-only facility or a pareve and meat facility.
- Quality ratings of raw food shall be no less than Canada Grade A Standard or equivalent as the case may be for meat, fish, poultry, eggs, dairy products and produce.
- All foods prepared, stored and served shall be Kosher in accordance with the guidelines of Kashrut as per the OVH, at proper temperatures, in proper locations, attractive in appearance and in compliance with all health regulations.
- All displays and serving and eating areas will be attractive, clean and orderly at all times. Specifically, the appearance and quality of food shall be observed by the licensee's representative(s) prior to the start of each peak traffic period and necessary actions taken to ensure that spillage, soil spots and blemished food be removed promptly.
- Food serving areas are to be well stocked throughout the posted hours of operation.
- Bidders will submit proposed catering menus with prices. These prices will not be changed without the express consent of the Soloway JCC.
- The ingredients/allergens of food served must be available to consumers upon request.

C. Staffing and employment practices

- Those employees not well versed in Kosher practices and food will require training.
- The licensee shall maintain on duty, adequate staff for the effective and efficient management and operation of the proposed services.
- All employees of the licensee shall be bondable.
- The Soloway JCC reserves the right to review the qualifications of the food services personnel that the licensee proposes to place at the Soloway JCC.
- With respect to management, the licensee shall assign a site supervisor. The licensee agrees that the site supervisor will represent the licensee and maintain close liaison with selected JCC representatives.

- The licensee at its own expense, will be required to outfit all its employees in proper uniforms, mutually acceptable to the Soloway JCC and the licensee. Staff are expected to dress in an appropriately professional and apolitical manner.
- All of the employees will be required to partake in emergency drills and attend trainings on these subjects as deemed necessary by the Soloway JCC.
- It shall be understood that the licensee and its employees are not employees of the Soloway JCC but shall adhere to appropriate Soloway JCC rules and regulations including safety and occupational health audits of the areas.
- The licensee will be responsible for observation and enforcement of the Soloway JCC rules and regulations as are applicable to his/her employees.
- The licensee shall comply with all reasonable security and access provisions to the building including for after-hours activities. This means staff and customers of the food service shall comply with all security protocols relative to building access.

#### D. Customer Service

The licensee must be sensitive, responsible and accommodating to comments, suggestions and recommendations made by the SJCC and to the Soloway JCC management, staff, food service advisory committees and the visitors to the Soloway JCC.

The licensee will be business and growth oriented, responsible for actively promoting and advertising their offerings to attract customers and drive business growth.

All staff must consistently demonstrate a welcoming, approachable and professional attitude in their interactions.

#### E. Equipment and Facilities

The Soloway JCC shall provide the use of the kitchen, specified storage areas, café including the seating area, toilet-facilities, and rooms when required for catered events (which will be booked separately through the SJCC room booking process).

The Soloway JCC will provide an inventory of all large equipment available for use by the licensee. The licensee shall provide and maintain all other equipment considered necessary to the licensee to provide the services which are the subject of this Request for Proposal.

The licensee will be expected to maintain on a daily basis, a clean, attractive, and welcoming space that enhances the overall experience for all who visit the Centre.

## F. Sanitation, Health and Safety

The licensee will be responsible for all cleaning including:

- Daily removal of garbage from the kitchens and café areas to the designated refuse area located outdoors behind the SJCC.
- Daily cleaning of food preparation areas, kitchen and the café.

Utmost importance is placed on proper sanitation standards. The licensee must comply with all municipal, provincial and federal health and sanitation standards, laws, regulations, orders, and warnings as they apply to food service operations.

In addition to the above noted health and sanitation requirements, the licensee is to assure that all employees under his/her supervision are competent and knowledgeable in Kashrut practices and Kosher food to the level deemed acceptable by the OVH (Ottawa Va'ad Hakashrut).

The Soloway JCC reserves the right to inspect and examine at any time and without notice all dining areas, kitchen preparation, storage spaces or any space under the licensee's control.

The licensee shall be responsible for the cleaning of the dining area and the tables and chairs, condiment tables, all server and preparation areas. The licensee shall also be responsible for the cleaning of the kitchen and storage areas.

## **6.0 FINANCIAL CONSIDERATIONS**

The licensee will be responsible for all the financial transactions for catering and the café including the collection, counting and deposit of any cash. The Soloway JCC will not be responsible for any loss, disappearance, or misappropriation of cash in control of the licensee.

The prices charged in the cafeteria and the prices established for catering services will be determined by agreement between the licensee and the Soloway JCC.

The licensee shall use an appropriate point of sale system suitable for the monitoring of sales. The system will be capable of showing all provincial and federal taxes as separate items.

## APPENDIX A

### INSURANCE REQUIREMENTS

The licensee shall, at its own expense, provide and maintain during the full term of the contract the following insurance as applicable:

A. Comprehensive General Liability

The limit of liability shall be for Bodily Injury and Property Damage and NOT LESS than \$5,000,000.00 per accident or occurrence.

The insurance will include provisions for holding the Soloway JCC, including the Board of Directors, harmless and indemnify the Community Centre against claims from injury to persons or damage and/or loss of property as a result of the licensee's acts for which it is legally liable.

It shall be the sole responsibility of the licensee to determine what additional insurance coverage, if any, is necessary and advisable for its own protection and/or to fulfill its obligations under the contract. Any such additional insurance shall be provided and maintained by the licensee at its own expense. The foregoing insurance provisions shall not limit the insurance required by municipal, provincial or federal law.

B. Immediately upon notification of award of contract, the licensee shall provide the Soloway JCC with a certificate of insurance from the insurer stating that:

- the required insurance is in effect
- the contractual of assumed liability under the contract is covered
- Soloway JCC will be given at least fifteen (15) days prior written notice of any policy cancellation or of any change in the limit or type of insurance specified.

C. The Soloway JCC will not be responsible for any theft, disappearance, or other misappropriation of equipment or product supplied by the licensee, through riot, theft, disappearance, or misappropriation of any money or supplies in the care of the licensee. The licensee will maintain adequate insurance to protect itself against the above noted occurrences and will also carry sufficient coverage to protect against damage, injury, or loss caused by fire, explosion, water, electrical failure, and smoke to any item in the care of the licensee.

E. The licensee shall supply the Soloway JCC with a certified copy of insurance policies on an annual basis and such policies will include a statement that the coverage shall not be terminated without ninety (90) days prior written notice to the Soloway JCC.