

**January 8, 2025****Addendum No. 02****File Reference Number: RFP 2024 051****Title: Passenger Rail Food and Beverage Services****RE: Clarifications/Questions**

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Please refer to the following information/clarifications:

**Item 1:** Who would manage the Cochrane warehouse/commissary going forward?**Answer:** Ontario Northland employees will continue to manage the Cochrane commissary.**Item 2:** Does the existing warehouse/commissary allow for sufficient space to service the PBX inventory needs and Northlander top-ups?**Answer:** Yes.**Item 3:** Are Economy passengers limited to PBX menu Express items, or can they also dine in the dining car?**Answer:** Our menus and offerings will be different on both services (PBX and Northlander) with the exception of light snacks, sundries, and beverages, which will be the same (i.e., sandwiches, wraps, confectionary items, and beverages).**Item 4:** Where is the pre-packaged fresh food sourced from?**Answer:** We do not offer prepackaged food items on the Polar Bear Express currently. We source these items through our large national food distributors, along with certain proteins such as beef, pork and poultry through local farmers or vendors.**Item 5:** Where does the warehousing take place at the PBX? Please indicate your current process for completion of this requirement today.**Answer:** Deliveries are dropped off at the Cochrane commissary where an employee reconciles the order and stores items in proper locations (i.e., refrigerator, dry and beverage sections of the commissary, etc.).

**Item 6:** At Union Station, do you have a holding space where we can hand-off the products? Are you planning to use the current VIA Rail Employee Service Center (ESC)?

**Answer:** We are currently exploring loading options for Toronto; however, we have been informed that Union Station may not be a viable option, as platform dwell times are expected to be reduced prior to our service implementation in 2026. While we recognize the potential synergies with our partners at VIA Rail, it is still too early in the planning process to confirm a specific location in Toronto.

**Item 7:** We believe that there is an error in the language included in Article 60 of the Draft Agreement. Please confirm that the language in your Draft Agreement is accurate.

**Answer:** Please note that Section 60 of the Draft Agreement at Part 5 of the RFP has been amended to read as follows:

*60. If this Agreement is terminated early for any reason other than those described in section 58 (a) or (d), then:*

- (a) ONTC is excused from further performance under this Agreement;*
- (b) any money payable by the Service Provider to ONTC is immediately due and payable;*
- (c) ONTC shall not be responsible for paying any amount over and above the chargeable amounts, including payment on a pro-rated basis if applicable, incurred up to the effective date of such termination, or a later date if work, already commenced by the Service Provider, cannot reasonably be discontinued until such later date;*
- (d) ONTC shall retain any rights, powers and remedies it has or may have against the Service Provider; and*
- (e) ONTC may enter an agreement with another person to provide the balance of the Services. The Service Provider shall be liable for all costs incurred by ONTC in having the Services completed by another person(s).*

In addition, ONTC determined that there was an error in Section 1 as it relates to the definition for "Third Parties". Please note that the definition of "Third Parties" located in Section 1 of the Draft Agreement at Part 5 of the RFP has been amended to read as follows:

*“**Third Parties**” means entities, other than the Service Provider, who or which are authorized by written consent of ONTC under Section 40 to access any Personal Information in connection with the provision of the Goods or Services; and”*

**Item 8:** Is crew eating the same food as the passengers? If not, how many crew meals do we need to account for per week.

**Answer:** The crew will eat the same meals as customers. All items will be accounted for in the POS to ensure accuracy with inventory. In terms of crew meals consumed per train (leaving Toronto) we would need twenty (20) meals provisioned (in Toronto) for our crews.

**Item 9:** Considering Article 3.6 (3), please confirm that for exclusive purposes of our proposal response the name and the logo of the ONTC can be used.

**Answer:** The ONTC name and logo can be used for the exclusive purpose of completing and submitting your confidential proposal to this RFP.

**Item 10:** Article 10 speaks to the Vendor Performance Policy as well as the Vendor Performance Evaluation. Please provide both documents for us to review and consider prior to submitting a response to the current RFP.

**Answer:** Please refer to the separate Vendor Performance Evaluation Policy and the Vendor Performance Evaluation Form, which forms part of this Addendum No. 02.

**Item 11:** Please provide a quarterly passenger count for 2024, as well as the food and beverage spend per quarter for the Polar Bear Express.

**Answer:** Please refer to the separate "FB Expense – ridership comparison" document, which forms part of this Addendum No. 02.

**Item 12:** For the Northlander route, you estimate passenger counts to vary between 39,200 and 60,110 people per year.

- a. What were passenger volumes for this route in the past; before services were discontinued?

**Answer:** The below chart illustrates ridership for the previous Northlander:

Year	Annual Passenger Trips
2012	29 751
2011	39 579
2010	33 741
2009	31 494
2008	36 731

Year	Annual Passenger Trips
2007	43 364
2006	35 373
2005	33 382
2004	35 799
2003	34 890
2002	31 673
2001	30 940

**Item 13:** You mention that for the PBX, a dining car with full service is available.

a. Please provide pictures of galley spaces.

**Answer:**















- b. Is on-board dining (in the dining car) billed to the client at the time of the ticket purchase or is the transaction paid for once on-board?

**Answer:** The food sales transaction is completed while onboard. The attendant rings through the transaction on a POS cash register. This is for the Polar Bear Express; however, we are looking to improve this process by using an electronic sales program.

- c. What is intended by “take-out” options. Does this imply the Express Menu that you shared in Addenda 1?

**Answer:** Takeout options are provided to our Polar Bear Express passengers and simply implies providing customers single use containers to hold uneaten food, or food they wish to bring to their seat. We want disposable containers to be environmentally sound.

- d. Is the total estimated revenue provided in the RFP inclusive of both the Economy Class (Express) and Premium (Car-dining)? Please provide a revenue split between Economy and Premium food services sold on-board.

**Answer:** At this time, we cannot provide this figure. The Northlander trainsets will feature 169 seats in total, comprising of 38 premium and 131 Economy seats.

**Item 14:** How is connectivity reliability along each of the routes?

**Answer:** We are using a hybrid connection which relies on cell and satellite for connection. It has proven to be quite stable and reliable.

**Item 15:** What payment processor are you currently using? (Moneris; Global; etc.)

**Answer:** Moneris.

**Item 16:** Do we need to account for Emergency Kits? If so, how many Emergency Kits were distributed in each of 2023 and YTD 2024? What is to be included in a typical emergency kit?

**Answer:** Yes, we are looking for emergency food provision kits for Northlander and PBX. Currently on the Polar Bear Express we have sufficient storage and therefore use the galley inventory for food offerings during a delay; however, going forward we would like to have Emergency Kits provisioned for both services. A typical Emergency Kit would include dry foods such a granola bars, crackers, biscuits, etc.

**Item 17:** Can you please clarify the hand-off and sign-off location and process?

**Answer:** Currently for the PBX, supplies are received in the Cochrane commissary, an employee accepts the order and reconciles the items as they enter. Any variances are reported to the Food Service Coordinator where they inform the vendor of the variance and follow up on billing adjustment.

**Item 18:** The Excel Spreadsheet that you have provided for completion includes a 3-year Proforma Forecast.

- a. We understand that ONTC is asking Bidders to account for Food supplies; Cart Preparation costs; IT Costs (POS/warehouse inventory management system); ware washing/linen handling; as well as Support and Administrative Costs. Correct?

**Answer:** Correct

- b. Please explain what is intended by “Ontario Northland Compensation” and “Total Commissions” indicated in Section F of the Proforma document.

**Answer:** We are reviewing proposals where vendors may offer volume discounts or commissions based on purchasing, we currently receive commissions through a program by purchasing through our main suppliers.

**Item 19:** For the Market Basket Sample data provided in the Excel Spreadsheet:

- a. Can product substitutions be provided in lieu of certain products listed in your Market Basket Samples?

**Answer:** Yes, however with preference given to local and Canadian made goods.

- b. Please provide YTD data for each of the items listed in the Market Basket list (current data provided is for 2023).

**Answer:** Please note that the numbers provided in the Market Basket list represent volumes for the PBX between November 1, 2023 to October 31, 2024.

- c. Can you provide the distributor product SKUs for each of the products listed in your Market Basket Sample report?

**Answer:** Please refer to the separate “Food Service UPC Numbers\_” document, which forms part of this Addendum No. 02.

This Addendum hereby forms part of the RFP.

Regards,

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