



## REQUEST FOR EXPRESSION OF INTEREST

**RFEOI # CBD-2017-001**

**In-Flight Catering Licence**

**Issued By:** Vancouver Airport Authority

**Issue Date:** August 3, 2017

**Closing:** August 28, 2017  
2:00 p.m. Pacific Daylight Time (PDT)

**Closing Location :** Link Building Level 5 Office,  
Vancouver International Airport  
3211 Grant McConachie Way  
Richmond, BC V7B 1Y2

**Authorized Contact:** Geoffrey Eccott  
Manager, Land Development/Leasing

**ALL INQUIRIES MUST BE SUBMITTED IN WRITING  
TO THE AUTHORIZED CONTACT PERSON**

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## 1. INTRODUCTION TO VANCOUVER AIRPORT AUTHORITY

Vancouver Airport Authority (the "Airport Authority") is the not-for-profit organization that manages Vancouver International Airport (YVR) on Sea Island located in Richmond, British Columbia. The Airport Authority is responsible for operating a safe and efficient 24/7 airport that drives economic contribution to the province. The Airport Authority manages YVR like a private organization – receiving no government funding – through a Board of Directors appointed from the local community. YVR is internationally recognized for its strong financial position with the second highest credit rating of all global airports. All profit generated by the Airport Authority is reinvested back into operations, maintenance and future projects. The Airport Authority is committed to creating an airport British Columbia can be proud of: a premier global gateway and local economic generator and contributor.

As Canada's second largest airport, YVR welcomed 22.3 million people in 2016, facilitated more than 319,000 aircraft take-offs and landings and handled 283,000 tonnes of cargo. Today, 55 airlines serve YVR, connecting people and businesses to 125 destinations in Canada, the U.S. and around the world. Uniquely positioned on the West Coast of Canada, YVR serves six mainland Chinese carriers – the most in North America and Europe – and boasts a balanced blend of domestic and international destinations. Vancouver International Airport is experiencing a sustained period of unprecedented growth with over 15.1% growth over the past three years while maintaining its world-class reputation for exceptional customer care.

YVR was awarded Best Airport in North America for the 8th straight year by the Skytrax World Airport Awards and in 2016 YVR was recognized by CAPA Centre of Aviation as Airport of the Year for its role as a global leader in governance, sustainability, innovation and overall contribution. In July 2017, Vancouver International Airport was recognized by the Air Transport Research Society as the most efficient airport in North America in the size category 10 - 25 million including the highest score for productivity.

For more information about the Airport Authority and the airport, please go to: [www.yvr.ca](http://www.yvr.ca)

## 2. RFEOI PROCESS

- 2.1 The Airport Authority is inviting interested in-flight catering companies to provide their expression of interest for the establishment and operation of one additional or possibly more in-flight catering service through YVR as described in further detail in Appendix B.
- 2.2 The Request for Expression of Interest (RFEOI) responses (the "Submissions") will be used to help the Airport Authority identify operators with the interest, resources, experience and capability to provide the services as set out herein. For the purposes of this RFEOI, interested in-flight catering operators shall be referred to as Respondents.

### 3. TIMELINE AND RESPONSE SUBMISSION

#### 3.1 Key Dates

The following are key dates and deadlines associated with this RFEOI.

(a) **August 21, 2017 – 2:00 p.m. PDT**

Response Notification Form (RNF - Appendix A) submitted via Email. Respondents who do not submit the RNF by the requested date may not receive any subsequent information and the Airport Authority assumes no responsibility for ensuring that Respondents receive all subsequent information.

(b) **August 24, 2017 – 2:00 p.m. PDT**

Deadline for questions arising from this RFEOI.

(c) **August 28, 2017 - 2:00 p.m. PDT**

RFEOI Submissions are due (the "Closing").

#### 3.2 How to Respond

Respondents are requested to provide their Submission on or before Closing in electronic format via e-mail (preferably in Word or PDF format) to the Airport Authority's Authorized Contact person. Questions regarding this RFEOI and Submissions should be directed to the following Authorized Contact:

Vancouver Airport Authority  
Link Building, Level 5  
Vancouver International Airport  
3211 Grant McConachie Way  
Richmond, BC V7B 1Y2

Attention: Geoffrey Eccott, Manager, Land Development/Leasing  
e-mail: geoff\_eccott@yvr.ca  
Telephone: (604) 276-6312

It is a Respondent's responsibility to confirm that the Authorized Contact has received a Respondent's Submission, and the Airport Authority shall not be liable for any late submissions.

#### 3.3 Form of Response Submission

The Airport Authority requests that Respondents note the following when preparing their Submission:

- (a) Respondents are requested to be succinct in providing the requested information about their experience and the benefits they would bring to YVR; and
- (b) Any promotional material provided should be labelled and included as an appendix.

#### 4. SUBMISSION REVIEW

The Airport Authority will, in its sole discretion, determine the procedures that will be in place in reviewing submissions that it may receive. As part of its review process, the Airport Authority hopes to gain a better understanding of the qualifications and experience of the operator, the operator's comprehensiveness of approach and the demonstrated match with the Airport Authority's objectives.

#### 5. TERMS AND CONDITIONS

5.1 This RFEOI document is not a Request for Proposal (RFP) and is a non-binding document. It does not constitute an offer. This RFEOI is not intended to constitute or be interpreted as a pre-qualification process. No agreement will result upon submission of the RFEOI Submission. The Airport Authority reserves the right at its sole discretion to take any or all of the following actions:

- (a) request for clarification or additional information on any submission;
- (b) reject any or all submissions;
- (c) cancel this solicitation for RFEOI submissions;
- (d) determine a pre-qualified firm;
- (e) proceed by way of competitive bid;
- (f) negotiate with any or all qualified firm to this RFEOI;
- (g) waive any irregularities and formalities.

5.2 No Respondent will acquire any legal rights or privileges whatever in relation to this RFEOI. All Respondents are responsible for their own expenses in preparing a Submission to this RFEOI or any subsequent discussions with the Airport Authority.

5.3 Participation in this RFEOI and the submission of a response to this RFEOI is not a pre-condition to participation in any subsequent competitive process, if any. If the Airport Authority decides, at its sole and absolute discretion, to issue a competitive process for in-flight catering services, the Airport Authority may invite operators who did not participate in this RFEOI to participate in such subsequent process.

5.4 Questions are to be submitted in writing to the authorized contact person noted on the cover page. Information obtained from any other source is not official and may be inaccurate. Inquiries and responses will be recorded and may be distributed to all firms at the sole option of the Airport Authority.

5.5 All information, including any documents submitted to the Airport Authority by a Respondent in connection with this RFEOI, becomes the property of the Airport Authority and will not be returned to a Respondent. Submissions will be received and held by the Airport Authority in confidence and the Airport Authority shall be entitled to use the information contained in any submission for its own internal processes and review.

[End of RFEOI]

**Appendix A**  
**Response Notification Form (RNF)**

**RFEOI #CBD-2017-001**  
**In-Flight Catering Licence**

The purpose of this form is to acknowledge receipt of the above noted RFEOI document and confirmation of whether or not a Respondent will participate in the RFEOI process.

To receive any further information about this RFEOI, please return this form by **August 21, 2017** at 2:00pm PDT via e-mail to: [geoff\\_ecott@yvr.ca](mailto:geoff_ecott@yvr.ca)

- Yes, we will be submitting a response for the above-noted RFEOI**  
*(Unless otherwise noted, all future communication about this RFEOI will be sent to the authorized contact of a Respondent)*

Authorized Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Authorized Contact: \_\_\_\_\_  
Title/Position: \_\_\_\_\_  
Company Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

- No, we will NOT be submitting a response for the above-noted RFEOI**

[End of Appendix A]

## Appendix B

### In-Flight Catering Operations at YVR

#### 1. Background

During the past three years, YVR has experienced significant and sustained growth in its passenger traffic from both its existing carriers and new airlines. Growth has come through new routes – both domestic and international – as well as up-gauging of existing routes. Since January 2017, YVR has added nine new routes and expects additional new services through the remainder of 2017. YVR has recorded 8.4% year-over-year growth for the first six months of 2017 with Asia Pacific and Latin America leading the way with 16.5% and 25.2%, respectively.

The Airport Authority's comprehensive forecasting and modeling activities indicate that passenger traffic will continue to grow in a significant way at YVR. In order to meet this demand, the Airport Authority has embarked on a substantial capital investment program investing \$5.6 billion over the next 20 years. Along with capital investments the Airport Authority will continue to analyze current and future services it and its business partners undertakes in order to accommodate the increase in passenger, cargo and airport visitor traffic.

The Airport Authority currently has two licensed full-service in-flight catering operators that service both domestic and international airlines at YVR. Both of these operators have facilities located at YVR on Sea Island and provide both flight kitchen and logistic services depending on the airline partner requirements.

In this context, the Airport Authority has reviewed in-flight catering operations that service its airline partners and has identified based on current and future flight schedules and passenger activity that it is in a position to grant at least one additional licence to permit in-flight catering at YVR.

The purpose of the RFEOI is to canvass in-flight catering operators who would be interested in establishing and operating an in-flight catering service out of YVR.

#### 2. Core Values of the Vancouver Airport Authority

As a community-based organization, the Airport Authority strives to be a leader in sustainability, delivering economic and social benefits to the region. We uphold our core values of safety, innovation, teamwork and accountability in everything we do and we are committed to offering the traveling public a world-class airport experience. The Airport Authority's Social Policy outlines its commitments to sound corporate practices, respect for human beings, consideration of the supply chain, positive employee relations, protection of the natural environment, support for community and consumer and a commitment to open and honest communication. We look forward to engaging with organizations that share these values.

**Appendix C**  
**Response Submission Form**

**(1) BUSINESS PROFILE**

**(A) Organization Profile**

Legal Name:	<hr/>		
Operating name or DBA:	<hr/>		
Website URL:	<hr/>		
Form of Business:	<input type="checkbox"/>	Corporation	
	<input type="checkbox"/>	Partnership	
	<input type="checkbox"/>	Sole Proprietorship	
	<input type="checkbox"/>	Other, specify	<hr/>
If a Corporation, please state place of Incorporation	<input type="checkbox"/>	British Columbia	Province of Incorporation:
	<input type="checkbox"/>	Provincial	
	<input type="checkbox"/>	Federal	Country : <hr/>
	<input type="checkbox"/>	Outside Canada	
Names of Officers or Owners of Business:			
Owner:	<hr/>		
President / CEO:	<hr/>		
Secretary:	<hr/>		
Treasurer / CFO:	<hr/>		
Is this a publicly held company?	<input type="checkbox"/>	Yes	
	<input type="checkbox"/>	No	
If this company is a subsidiary of another, provide the name and address of the parent			
<p>Are any of the above related to an employee of the Airport Authority or its affiliated company?</p> <p>If so, who and how? <hr/></p>			



**(B) Contact Information**

Street Address:	_____
City:	_____
Province/State:	_____
Postal Code/Zip Code:	_____
Country:	_____
Primary Contact Name:	_____
Phone Number:	_____
Email Address:	_____
Fax Number:	_____
Cell Number (if applicable):	_____
Secondary Contact Name:	_____
Phone Number:	_____
Email Address:	_____
Fax Number:	_____
Cell Number (if applicable):	_____

**(C) Business Information**

Years In Business: \_\_\_\_\_ Years

Has there been a change of ownership of the business during the last 3 years? If yes, please specify

Indicate the numbers of personnel currently employed by your organization:

Attach a copy of your most current organizational chart.

The Airport Authority may request Respondents to provide consolidated financial statements for the Respondent's last fiscal year.

**(2) EXPERIENCE**

- A. Provide a description of your services offered to both domestic and international airlines in relation to in-flight catering. In your response, provide details about the markets served, number of flights, services offered.
- B. Provide a list of strategic partnerships and/or subsidiaries that directly or indirectly support your in-flight catering business.
- C. Provide at least 3 examples of past or current airport or airline contracts that may be similar in nature, size and scope to YVR operations in Table 2.0.

**Table 2.0 – Details of Experience**

Organization and/or Airline	Length of contract	Brief Overview Services Offered	Estimated Value

**(3) STRATEGY & IMPLEMENTATION OF AN IN-FLIGHT CATERING OPERATION**

- A. Provide details about the key issues associated with the establishment and operation of a new in-flight catering service and how your organization envisions that such implementation could take place at YVR.
- B. Indicate any additional information that you would require from the Airport Authority if your organization were invited to proceed with further discussions.