

REQUEST FOR PROPOSALS:

Plamondon Arena Concession Operations

Bold Center
P.O. Box 1679
Lac la Biche AB
T0A 2C0

Date of issue: Sept 08 2022

1.0 – SCOPE OF WORK

The Plamondon Arena vendor will be required to provide appropriate food and beverages to the public at the Plamondon Arena concession stand. The vendor will be responsible for obtaining all of the applicable permits and appropriate licenses from the Regional Health Authority (Food Handling Permit), in accordance with the terms of the concession agreement.

The vendor must provide sufficient staff to allow for prompt, courteous and efficient service such as preventing long lines at the concession stands. The staff must always be professional in every aspect, when dealing with the public, the Lac La Biche County staff or any other user group. The vendor will be responsible for the conduct, demeanor, and appearance of its employees, agent's employees and representatives. The County expects exceptionally high service standards in every aspect of the concession services provided.

The provision of additional satellite food and beverage stands may be necessary for events which are held in the arenas. As well there are various opportunities to provide catering for meetings or events.

The vendor at the Plamondon Arena must maintain the concession area and the area immediately around the concessions stand in a neat, business like and orderly fashion at all times. The service area, seating area and kitchen areas should be kept clean and comply with all health codes.

The vendor must provide a system of accounting to keep track of net revenues on a monthly basis, and must provide these to the County in a monthly report.

The vendor is given exclusivity to food services at the Plamondon Arena Concession area with the exception of booked events.

The terms and conditions for the provision of these obligations and services shall be provided within a concession agreement that will be entered into between the County and the successful bidding vendor.

2.0 - TIMELINE

Dates:

1. RELEASE DATE FOR REQUEST FOR PROPOSAL	09/08/2022
2. DEADLINE FOR SUBMISSION OF QUESTIONS	09/15/2022
3. DEADLINE FOR PROPOSALS	09/23/2022
4. TOUR OF FACILITY AND EQUIPMENT	09/16/2022
5. OPENING AND REVIEWING OF PROPOSALS	09/23/2022
6. TENTATIVE DATE FOR AWARDDING CONTRACT	10/01/2022

*****Late proposals will not be accepted. Postmarks will not be accepted in lieu of this requirement. Proposals submitted to any other county office will be rejected. Faxed proposals will not be accepted.**

3.0 - PROPOSAL SUBMITTAL

All proposals shall be signed by an authorized agent of the company and placed in a sealed envelope clearly marked "Attn: Partnership Development Officer". Only mailed in, emailed or hand delivered proposals will be accepted. **Faxed submittals will not be accepted.**

Vendor shall submit all the following licenses and documents with their proposals:

- a. Complete and submit one copy of the Request for Proposal Cover Page (Exhibit A) included at the end of this document.
- b. Provide in your bid response a current copy of Certificate of Liability Insurance and a current copy of proof of workers compensation insurance for all employees.
- c. Provide, signature of individuals authorized to bind the company in response to Request for Proposal (RFP) and, if awarded, all agreements and related documents.

ALL BIDS MUST BE SENT TO:

Bold Center Attn: Partnership Development Officer
P.O. Box 1679
100, 8702 91st Ave
Lac La Biche, AB
T0A 2C0

Or

Dropped off in person at the Bold Center Information Desk with Attn: Partnership Development Officer on the front of the envelope.

Or

Emailed to: john.usher@laclabichedcounty.com

**ALL BIDS MUST BE RECEIVED BY THE COUNTY ON OR BEFORE: ____1600 hours Sept 23
2022_____**

Vendors submitting proposals by mail must account for delivery time. Bids received after this time will not be accepted and the vendor will be disqualified from bidding on the project.

4.0 – GENERAL REQUIREMENTS

Procedures for submitting proposals

The County shall not pay any costs incurred or associated in the preparation of this or any proposal or for participation in the procurement process.

Proposals must be clean and suitable for copying. The proposal shall be concise and to the point. A letter format in sufficient detail to allow thorough evaluation and analysis is required.

5.0 – REQUIRED INFORMATION

Proposals must contain the following information:

- A. Company profile
- B. Food concept: distinctive, tasty, healthy, affordable menu selections and price lists
- C. Operations: safe, clean, sustainable, green (environmentally friendly), including number of staff, marketing plan, etc.
- D. Ability to deliver the indicated service: start date, proposed hours of operation
- E. References
- F. Experience in Food Industry: catering, satellite food stands, permitting
- G. Compensation
- H. Cover letter (Exhibit A): Each proposal returned to Lac La Biche County must contain the attached cover document as the cover page. The vendor is responsible to complete the cover page. A missing or incomplete cover page may disqualify a bidder from being considered.

5.1 Company profile

This part of the proposal is designed to establish the vendor as an entity with the ability and experience to operate the program as specified in the RFP. The following information must be provided:

Company overview of services or activities performed.

- Name of the proposed enterprise.
- Name of vendor exactly as it will appear in the agreement.
- Address and telephone number of vendor
- Type of ownership the vendor intends to operate the business as e.g. a sole proprietor; Partners, officers, etc.
- The name and title of the person who has the authority to sign the lease agreement.

- Profile of vendor principle officers (Managers, Assistant Managers, etc.)
- Articles of incorporation, by-laws, partnership agreements and Lac La Biche County agreements as applicable.
- Description of the proposed business activity and use of facilities.

5.2 Food concept

Lac La Biche County seeks distinctive, high-quality food/beverage options that are consistent with the County's goals of promoting health, community, and sustainability. Food/beverage offerings must include affordable options. Proposals are strongly encouraged with menus that are distinctive, interesting, and locally sourced. Preference will be given to menus containing healthy options. As well as menus should also reflect options targeted at key markets of students during the lunch hour and families and adults during evenings and weekends. In no more than 1000 words, the submission should describe the food concept and how it fits with the description above. The proposal should specify why the County Plamondon Area are of interest and describe how the offering is relevant to its potential customers. Vendor is expected to provide detailed responses within their description for the following items:

- PROVIDE intended menu including prices for
 - Foods and beverages etc.
 - Plans to accommodate various types of satellite stand locations for events at the Plamondon Area
 - Plans to include locally grown ingredients and what local producers will be used
- Description of customer service philosophy;
- Provide a specific plan to maintain and monitor customer satisfaction.
- Concept of design. Please include any drawings/photos/mock-ups or detailed written descriptions of the intended "look and feel" of the customer eating area including a list of proposed items (i.e. pool table, tv screens, lighting, plants etc.) to create this environment

5.3 Operations

Lac La Biche county is seeking a food vendor that recognize that they are a critical contributor to the image of the facility. Lac La Biche County will enforce high standards for appearance and service level, but more importantly, the Cuntly is seeking a food vendor who will be partners in maintaining these high standards of operation. In no more than 1000 words, RFP responses should describe the operational plan, including:

- On-site operations – The County Plamondon Area operates a clean, green, safe facility and expects food vendors to do the same.
 - Cleanliness: Describe what measures will be taken to reduce spills, litter, etc., and how the location will be kept clean. (cleaning and maintenance schedules)

- II. Green: Describe how operations will incorporate elements of environmental sustainability. On-site waste reduction and environmentally friendly products are strongly encouraged.
- III. Describe the number and uniform/dress of staff the vendor intends to use to meet facility demands.
- IV. Describe plans to market the Plamondon Arena; promotions would you like to undertake, any event specific advertising

b. Partnership - The County seeks partners in its efforts to bring vibrancy, beauty and innovation to the facility. Please describe possible areas of collaboration including events, marketing and messaging you plan to incorporate to bring value to the Plamondon Arena and its customers.

5.4 Ability to deliver the indicated service

Please indicate:

- The soonest possible start date
- Expected timeline of events until fully operational
- Purposed hours of service

5.5 - References

Vendor shall submit a minimum of three references who can share information with the County about the vendors' ability to run a food service operation. Each reference shall include a current point of contact, email address and phone number.

5.5 – Experience

Please describe any and all experience the vendor has:

- catering
- operating a satellite food concession
- permitting
- any and all related training/education
- If inexperienced in this area please provide a detailed plan as to how the vendor plans on accommodating these needs along with the equipment needed to provide this service

5.6 – Compensation

Lac LA Biche County is open to compensation offers. Vendors shall provide compensation proposal indicating monthly payments, percentage of revenue, hybrid of the two or other options may also be considered.

6.1 Information Verification

Any reasonable inquiry to determine the responsibility of a vendor may be conducted by the County. The submission of proposal shall constitute permission by the vendor for the County to verify all information contained therein. If the County deems it necessary, additional information may be requested from the vendor. Failure to comply with any such request may disqualify a vendor from further consideration. Such additional information may include evidence of financial ability to perform, for example, tax returns, banks statements, etc.

6.2 Signing of Proposal

If the proposal is made by an individual, it shall be signed with the full name of the vendor, and his/her address shall be given. If it is made by a partnership, it shall be signed with the partnership name and by an authorized partner. If it is made by a joint venture, it shall be signed by the authorized representative of the joint venture. If it is made by a corporation, it shall be signed by the authorized agent for the corporation.

6.3 Inaccuracies or Misrepresentation

If in the course of the RFP process or in the administration of a resulting contract, the County determines that the vendor has made material misstatement or misrepresentation or that vendor has provided the County with materially inaccurate information, the County may terminate the vendor from the RFP process or in the event of termination under this provision, the County is entitled to pursue any available legal remedies.

7.0 INSURANCE

Without limiting or diminishing the vendors' obligation to indemnify or hold the County harmless, vendor shall procure and maintain or cause to be maintained, at its sole cost and expense, insurance coverages as to be defined in the concession agreement entered into between the County and the successful bidding vendor.

7.1 Workers compensation:

If the vendor has employees as defined by the province of Alberta, the vendor shall maintain workers compensation insurance as prescribed by the laws of the province of Alberta.

8.0 EVALUATION CRITERIA

Proposals will be evaluated based on relevant factors, including but not limited to the following:

1. Overall responsiveness and general understanding of the RFP requirements
2. Quality and description and services to be provided, including proposed menu prices
3. Vendor's experience in performing the work
4. References with demonstrated success with similar work
5. Strength of compensation package proposal

The County reserves the right to withdraw the request for proposal (RFP), to reject a specific proposal for non-compliance within the RFP provisions, or to not award a contract at any time because of unforeseen circumstances or if it is determined to be in the best interest of the County.

9.0 EVALUATION PROCESS

All proposals will be given thorough review. All evaluation material will be considered confidential and not released by the County to the extent allowed by the law. All proposals become the property of the County. The County reserves the right to make the award that is most advantages to the County.

Each proposal will be reviewed and scored by County Management in the following areas:

1. Overall responsiveness and general understanding of the RFP requirements. 15% of overall score.
2. Quality and description of services to be provided, including design concept and proposed menu prices. 25% of overall score.
3. Vendors' demonstrated experience in performing similar work. 20% of overall score
4. References with demonstrated success with similar work. 20% of overall score.
5. Strength of compensation package. 20% of overall score.

10.0 CONTRACTUAL DEVELOPMENT

If the proposal is accepted, the County intends to enter into binding concession agreement with the selected vendor.

11.0 CANCELLATION OF PROCUREMENT PROCESS

The procurement process may be cancelled after opening, but prior to award if the County determines that cancellation is in the best interest of the County.

12.0 EQUIPMENT

The County shall retain ownership of all equipment currently owned by the County (Exhibit B) and used in concessions. The County shall make and be responsible for service calls to repair equipment when

needed. Any upgrades or improvements made to the equipment outlined in Exhibit B or upgrades to the facility will remain the property of the County.

The vendor shall be responsible for all regular care and upkeep of the equipment. Vendor shall be responsible for any damage occurred from negligent or improper use of the equipment.

Equipment brought in by the vendor shall remain property of the vendor. Vendor shall be responsible for all care, servicing and upkeep of their equipment.

Exhibit A

Proposal Cover Page

VENDOR TO COMPLETE ALL APPLICABLE AREAS

<p>The Plamondon Arena in Lac la Biche County Is soliciting proposals from qualified vendors to provide concessionaire services. BID CLOSING DATE: 1600 hours - 09/23/2022 ONLY MAILED, EMAILED OR HAND DELIVERED PROPOSALS WILL BE ACCPETED</p>	
Company Name:	
Street Address:	
Mailing Address : City:	
Phone # ()	
Email:	
Name	Title
Signature	

Exhibit B**The Plamondon Arena Concession Equipment**

Item #	Quantity	Equipment	Manufacturer	Description
1	1	Gas Stove	Garland	Model: GFE60-4G36RR, natural gas
2	1	Food Prep Cooler	Quest	Model: ST-60, Serial #: 1980, 120 volt
3	1	Microwave	Kenmore	Serial #: 504TA 00146, 800 watt
6	1	Deep fryer	Quest	Model: MV40/130, Serial #: 11637
8	1	Fridge	White Westinghouse	Model: MRT16GSF2-1, Serial #: 4A843141
9	1	Freezer #1	Kenmore Elite	Model: 970-C162522, Serial #: WB94060668
10	1	Freezer #2	Kenmore Elite	Model: 970-C162522, Serial #: WB93574150
11	1	Cooler	True	County Owned purchased in 2016
13	1	Cash register	Casio	County Owned purchased in 2016