



Canada's Tournament Capital

City of Kamloops

REQUEST FOR PROPOSAL – Restaurant & Concession Services

Reference No. P2-10

Issue Date: 2010-01-04

Closing Date: 2010-02-19

**CITY OF KAMLOOPS
REQUEST FOR PROPOSAL NO. P2-10
Restaurant & Concession Services**

1.0 SUMMARY OF REQUIREMENT

The City of Kamloops McArthur Island Sport and Event Centre is a premier multi-use public recreation facility serving patrons enjoying curling, ice hockey, speed skating, figure skating, public skating programs, health & wellness outdoor programming as well as special events. With daily visitation as high as 1,500 patrons during events the Sport & Event Centre become a major gathering point for hockey tournaments and events in the winter season. The McArthur Island Sport & Event Centre has a hot food service concession kiosk centrally located in the Sports Centre lobby (-see photo attached).

Also located at the McArthur Island Complex (1500 Island Parkway North) is the former Press Box Restaurant which is a full service, fully licensed 230-seat restaurant operation that serves breakfast, lunch and dinner during busy golf season. Situated directly beside the McArthur Island Golf Course the Press Box Restaurant has a proven sales history that has enjoyed regular business for many years at McArthur Island. The City of Kamloops recently invested \$650,000 in building upgrades that includes the addition of a large soccer clubhouse/meeting room and viewing deck which may provide more business to the Restaurant operation beginning in 2010.

McArthur Island is a 100-acre year round public recreation facility that boasts (9) full-size soccer fields, (12) baseball diamonds, a nine-hole executive golf course, BMX race track, recreation walking/jogging trails, public boat launch, large skateboard park, lawn bowling and a Seniors Exercise playground area. Combined with the Sport & Event Centre which has (2) ice rinks and a Curling Club there is nothing else like it in Western Canada that can provide an array of indoor and outdoor activities, park, playfields and facilities.

The City of Kamloops is seeking proposals from fully qualified, licensed firms interested in providing exclusive restaurant and concession operations services at the former Press Box Restaurant and McArthur Island Sport & Event Centre concession.

1.1 Time Frame

To be eligible, completed proposals must be submitted to:

City of Kamloops
Public Works Centre
Attention: Purchasing Division
955 Concordia Way
Kamloops BC V2C 6V3

and received by 2:00 p.m. Pacific Standard Time on 2010-02-19.

2.0 GENERAL INFORMATION AND INSTRUCTIONS TO BIDDERS

Proposals, rather than tenders, have been requested in order to afford the proponents a more flexible opportunity to employ their expertise and innovation and thereby satisfy the

City's needs in a more cost-effective manner. Proposals should be based on these instructions and the attached project requirements.

2.1 Errors, Omissions, Clarifications

All questions and requests for clarification relating to the Request for Proposal process and/or identification of any errors or omissions in the Request for Proposal documents shall be directed to Mr. Joe Dickenson, Buyer, 250- 828-3504, or in writing via fax 250- 828-3390, or via email to jdickenson@kamloops.ca.

All requests for technical information or to clarify specifications shall be addressed to Mr Jeff Putnam, Sport Development and Business Operations Manager, 250-828-3700 or via email jputnam@kamloops.ca

2.2 Good Business Clause

Contractors, consultants, and suppliers wishing to do business with the City of Kamloops agree to resolve any differences through the City of Kamloops dispute resolution procedure. Contractors, consultants, and suppliers who choose to use a public forum to air any differences run the risk of being removed from the preferred vendor list and may be prevented from doing future business with the City of Kamloops.

2.3 Proposal Submissions

Two signed and sealed copies of each proposal shall be submitted. Each copy shall be complete and unabridged and shall not refer to any of the other copies for additional information, clarification, or details. Sealed proposals clearly marked with the proposal number and project title shall be delivered to the reception counter, at the Public Works Centre, Attention: Purchasing Division, 955 Concordia Way, Kamloops, BC, V2C 6V3 until 2:00 p.m. Pacific Standard Time on the closing date.

The City of Kamloops will not be held liable for any costs incurred in the preparation of this proposal.

2.4 Proposal Contents

All proposals shall provide all detailed information as requested in the RFP document. Failure to be fully responsive in accordance with the RFP request for all detailed information may result in rejection of a proposal without further consideration by the City of Kamloops.

2.5 Late Proposals

Late proposals will not be accepted and will be returned to the proponent.

2.6 Signed Proposals

The proposal must be signed by a person authorized to sign on behalf of the contractor binding the contractor to statements made in response to this Request for Proposal.

2.7 Proposal Validity

Proposals will be open for acceptance for at least 90 days after closing date.

2.8 Firm Pricing

Prices will be firm for the entire contract unless the Request for Proposal specifically states otherwise.

2.9 Irrevocability of Proposals

By submission of a clear and detailed written notice, the contractor may amend or withdraw its proposal prior to closing date and time. Upon closing time, all proposals become irrevocable. By submission of a proposal, the contractor agrees that should the proposal be successful, the contractor will enter into a contract with the City.

2.10 *Freedom of Information and Protection of Privacy Act*

The City is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. As a result, while the Act offers some protection for third party business interests, the City cannot guarantee that any information provided to the City can be held in confidence.

2.11 Term of Contract

(5) years plus a City option for another (5) years.

2.12 Proponent Site Visit

The City will be conducting a site evaluation tour for all interested proponents on the following date: Friday, January 22, 2010 at McArthur Island Sport & Event Centre beginning at 10:00AM and ending no later than 12:00PM.

3.0 **PROPOSAL EVALUATION AND SELECTION PROCESS**

3.1 Proposal Opening

All proposals will be opened in public at 2:01 p.m. Pacific Standard Time by the Purchasing Division, 955 Concordia Way, Kamloops, BC, on the same day as the deadline for RFP responses.

3.2 Proposal Evaluation

All proposals will be initially evaluated by a staff Evaluation Committee to assess the qualifications and capabilities of bidders to meet the minimum standards specified in the RFP.

Throughout the evaluation process, the City, at its sole discretion, may request additional written clarifications and/or supplemental information from selected bidders as part of the initial evaluation process.

3.3 Non-compliance with RFP Requirements

Unless explicitly stated in the proposal, all proposals shall be assumed by the City to be in full compliance with the RFP requirements without exception.

All items in the proposal that are not in full compliance, or that vary from the specific RFP requirements, shall be clearly identified in the proposal as non-compliant and/or variances, and shall include specific reference to the precise nature of the variances of non-compliance. Non-compliance or variation from the specific RFP requirements will not necessarily result in rejection of a proposal. The acceptance or rejection of all non-compliant items and/or variances to the RFP requirements shall be at the sole discretion of the City without any obligation by the City to either request clarification or enter into detailed discussions or negotiations with the bidder(s).

- 3.4 The lowest or any proposal not necessarily accepted. The City of Kamloops reserves the right to accept any proposal in whole or in part unless otherwise stipulated.

4.0 **CONTRACT AWARD/RIGHT TO TERMINATE**

- 4.1 The acceptance of the Owner of proposals submitted by the proponents under the Request for Proposals is an invitation by the Owner to proponents to enter into negotiations for a contract and evinces the Owner's intention to consider proposals and, if it wishes in its sole discretion, to enter into negotiations with one or more of the proponents.
- 4.2 The Owner reserves the right to negotiate with the respective proponents any portion of any proposal received by the Owner.
- 4.3 The Owner, in its absolute and sole discretion, and according to its own judgment of its best interest, having regard for the greatest value that can be obtained on overall quality, service, and price, reserves the full right to reject any or all proposals or alternative proposals for any reason whatsoever and continue negotiations with one or more of the other proponents.
- 4.4 The Owner shall not be liable under any circumstances for a proponent's cost in preparing a proposal.
- 4.5 The Owner retains a separate right to waive irregularities of a minor or technical nature. This right does not in any way waive the requirement of the proponents to submit a proposal in proper form as required by the proposal documents.
- 4.6 If the Owner at its absolute and sole discretion determines that it wishes to enter into a written contract or agreement with a proponent, the Owner will notify the successful proponent, in writing, by way of a notice of acceptance.

- 4.7 In the event that a single proposal is received, the Owner may open the proposal without further notice to any party.
- 4.8 The owner reserves the right to reject any proposals from a proponent that is, or whose principals or partners are, at the time of closing of proposals, engaged in litigation against the Owner.
- 4.9 Notice of award will be posted on the City's website, www.kamloops.ca/purchasing.
- 4.10 The City of Kamloops reserves the right to terminate this contract at its sole and absolute discretion upon 90 days written notice, and the service provider will have no rights or claims against the City.
- 4.11 By submission of a proposal, the proponent agrees that should it be identified as a successful proponent, it is willing to enter into a contract with the City of Kamloops commencing on approximately 2010-03-15 until approximately 2015-03-15.

5.0 SCOPE OF WORK

5.1 Background:

Kamloops is renowned as Canada's Tournament Capital. The City of Kamloops has long been a leader within Canada in sport tourism and recreation facility management and has proven success in delivering high-quality sport tourism and recreation programs.

McArthur Island Park and Sport & Event Centre is one of Canada's most comprehensive year-round multi-use sport and recreation facilities. In 2007 the City of Kamloops purchased the building which the Press Box Restaurant is a tenant. In 2009 the City of Kamloops acquired the liquor license and intends to contract out the operations of a full-service restaurant at this location with a qualified service provider. In 2010 the adult soccer leagues will be utilizing the restaurant facility that serves the soccer clubhouse in a separate room and a large seating & viewing deck with capacity of 105 patrons in addition to 125 seats in Press Box Restaurant (including both outdoor decks).

The McArthur Island Sport & Event Centre concession was recently renovated with a \$120,000 investment from the City of Kamloops. Kamloops Minor Hockey Association managed this concession operation for many years previous to 2010. The nature of the business is seasonally skewed to the winter months and the facility experiences the majority of its visitation in week day evenings and all day weekends for curling and ice rink events.

5.2 Purpose:

The purpose is to find a qualified, licensed and high-quality restaurant and concession services provider for the former Press Box Restaurant and McArthur Island Sport & Event Centre and **McArthur Island Park excluding Norbrock Stadium** effective March 2010. The exact dates will be determined with successful candidate.

5.3 Process:

The city is seeking Requests for Proposals (RFP'S) to identify qualified restaurant and concession operator that has a demonstrated, successful track record of delivering food services in a high-volume public environment that will achieve our purpose.

The City of Kamloops will provide the following:

1. Prime retail space at (2) locations to operate a food service concession and restaurant operation.
2. Water, sewer, electrical and waste collection and removal services.
3. Provide and maintain existing equipment including ovens, fryers, warmers, ventilation system, sinks, counter tops and millwork. (See Appendix detailing list of equipment for Press Box Restaurant).
4. Facility schedule and calendar of events.
5. Cooperative consultation with contractor on hours of operation. The City reserves the right to close for Statutory Holidays and occasional private events as necessary.

The successful proponent will minimally include the following steps:

1. Possess a City of Kamloops business license or indicate in writing their willingness to obtain a business license within 14 days of being awarded the contract.
2. List a minimum of three references.
3. Provide copies of necessary Health Permits.
4. Provide a brief company history and description of ownership structure.
5. Provide names and brief biographies of managers and/or proprietors.
6. Provide sample menus and that incorporate the City's new Healthy Food Policy (-see Appendix).
7. **Identify the percentage of gross sales paid to the City OR a combination of lower percentage of gross sales and a capital improvement plan if investment is required to support a business improvement strategy.**
8. Provide a basic design concept plan for renovating the provided space at the either the McArthur Island Sport & Event Centre lobby concession or former Press Box Restaurant space.
9. Written verification all exclusive product supply agreements will be honoured. For example the City is an exclusive Pepsi Bottling Group facility until 2012.
10. To provide a detailed schedule for hours of business operation.
11. To provide evidence of capacity to cater large group events and meals at the former Press Box Restaurant location.
12. To provide an advertising and promotional plan with proposal.

5.4 Photos:

McArthur Island Sport & Event Centre (lobby concession & main entrance)



- Former Press Box Restaurant operation (exterior & new deck)



6.0 VENDOR SELECTION

6.1 Selection Criteria

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|-----------------------------------|-----------|
| • Responsiveness to proposal call | 40 points |
| • Financial proposal | 30 points |
| • Previous Experience | 20 points |
| • Quality of References | 10 points |

7.0 CLOSING DATE

Proposals clearly marked, "P2-10 McArthur Island Restaurant & Concession Services", will be accepted up to and including 2:00 p.m. local time on 2010-02-19 at the Public Works Centre, Attention: Purchasing Division, 955 Concordia Way, Kamloops, BC, V2C 6V3. Proposals received after the closing time and date will be returned unopened.