



Request for Proposals for Canteen Services at Richmond Arena

ISSUE DATE: September 5, 2019
CLOSING DATE: September 20, 2019
CLOSING TIME: 2:00 pm

1. SUMMARY AND BACKGROUND

Richmond Arena is a municipally owned facility located in Louisdale, Nova Scotia. It contains a regulation sized ice surface, a hospitality suite and a large boardroom.

The Municipality of the County of Richmond is seeking to entertain Requests for Proposals for the operations of the canteen in Richmond Arena. The kitchen is 280 ½ square feet and is equipped with a deep fryer, gas range, vent hood system, toaster, freezers and a refrigerator. All other desired equipment will be the responsibility of the successful bidder.

2. GENERAL TERMS AND CONDITIONS

i) Submission of Proposals

Proposals are to be submitted on or before Friday, September 20, 2019 at 2:00 pm local time to:

Laurier Samson, Manager of Recreation
Municipality of the County of Richmond
P.O. Box 120, 2357 Highway 206,
Arichat, NS
B0E 1A0

ii) Process Schedule

The Municipality of the County of Richmond intends to utilize the following schedule in completion of this process. The Municipality reserves the right to amend the schedule should it be deemed necessary.

1. Issuance of RFP -September 5, 2019
2. Deadline for inquiries/clarifications - September 16, 2019
3. Deadline for submissions - September 20, 2019

iii) Proposal Form

All proposals must be submitted to the Municipality of the County of Richmond using the Richmond County Canteen Bid Submission Form, Appendix A hereto, and shall be signed by the bidder, with their business address clearly indicated. The Municipality will not be responsible for any lost documents.

iv) Cost of Submission

Bidders assume responsibility for all costs, expenses, loss, damage and liabilities incurred as a result of or arising from the invitation to bid.

v) Rejection of Proposals

The following proposals will be rejected:

- 1) Late proposal
- 2) Proposal not completed in ink or by non-erasable medium
- 3) Incomplete proposal
- 4) Canteen Bid Submission Form not signed
- 5) Canteen Bid Submission Form not used.

vi) Errors and Omissions

It is understood, acknowledged and agreed that while this Request for Proposals includes specific requirements and specifications, and while the Municipality of the County of Richmond has used considerable efforts to ensure an accurate representation of information in this proposal, the information is not guaranteed by the Municipality to be comprehensive or exhaustive. Nothing in the proposal is intended to relieve the bidders from forming their own opinions and conclusions with respect to the matters addressed in the Request for Proposals. There will be no consideration of any claim, after submission of Request for Proposals, that there is a misunderstanding with respect to the conditions imposed by the contract.

vii) Insurance

The successful candidate shall maintain comprehensive liability, and fire insurance in the minimum amount of Five Million Dollars (\$2,000,000.00), including tenant's package, and all coverage necessary for the operation of a food and beverage service so that full indemnity is provided to the Municipality for the operation of the demised premises as a canteen. The tenant shall provide evidence on the Certificate of Insurance of this coverage including confirmation that the Municipality is an additional insured. The Tenant agrees that all coverage obtained will be maintained during the term of the Lease and shall be on terms and to the extent required and acceptable to the Municipality's Insurers.

viii) Indemnification and Hold Harmless

The successful bidder shall indemnify and save harmless the Municipality of the County of Richmond, their officers and employees from and against any liability, loss, claims, demands, costs and expenses, including reasonable legal fees, occasioned wholly or in part by any negligence acts or omissions whether willful or otherwise by the contractor, their agents, officers, employees or other persons for whom the contractor is legally responsible.

ix) Restriction of Use

The demised premises shall be used as a canteen only. The canteen cannot be used for any purpose which may render the insurance on the Richmond Arena as void or voidable.

x) Inspection

The lessee must permit the Municipality and its agents, at reasonable times, and upon written notice of at least 24 hours, to enter and view the state of repair of the demised premises and promptly repair and maintain them.

xi) Historical Performance

The Recreation Manager or designate reserves the right to disqualify and remove from the proposal process those whose historical performance has been unsatisfactory in terms of failure to meet contract specifications, terms and conditions or for Health and Safety violations, of which the Director of Community Services shall be the sole judge.

xii) Accessibility and Municipal Freedom of Information and Protection of Privacy Act

The Richmond Arena is committed to providing quality goods and services that are accessible to all persons that we serve. Documents are available in various accessible formats upon request.

Individuals are advised to contact the Municipality of the County of Richmond and the Municipality will work with the individuals to provide a format that meets their needs.

Information for this tender is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and is subject to this act.

xiii) Code of Conduct

The Municipality of the County of Richmond strives to provide a safe and healthy environment, free of conflict. The Municipality of the County of Richmond expects the canteen operator to conduct themselves in a manner consistent with the direction and shall not conduct themselves in a manner which may bring discredit to the Municipality of the County of Richmond or in a manner unbecoming of the Municipality of the County of Richmond.

Generally, the canteen operator, in day-to-day business activities, will have contact with: customers, the general public, suppliers, etc. When interacting with others, the canteen operator is expected to be helpful, courteous and pleasant and act with the utmost integrity and professionalism.

The canteen operator shall not insult any customer, member of the public, supplier, or municipal employee and will use tact at all times.

If the canteen operator fails to adhere to the above Code of Conduct, it may result in the immediate termination of the lease.

3. SCOPE

i) The Municipality of the County of Richmond will lease the canteen space to the successful bidder for a maximum of three (3) upcoming ice seasons (2019-2020, 2020-2021, 2021-2022). The initial term will be for one year and may be renewed yearly for subsequent term(s) subject to agreement by both parties;

ii) The lessee is responsible for providing canteen services, at a minimum, during municipally organized public skates, high school hockey games, and any tournaments or special events that occur at

Richmond Arena. It is also encouraged that the canteen operator be open at other times when the building is open to the public. The Municipality of the County of Richmond should be provided with a weekly canteen schedule and updates on any changes.

iii) The lessee will be responsible for purchasing, payment and inventory management of all products and supplies required to the preparation and delivery of food and non-alcoholic beverage service.

iv) The lessee will sell food and drink (excluding alcoholic drinks and energy drinks) only. The Municipality promotes active and healthy living and the canteen menu will reflect this vision. The canteen operator will provide a menu that will include traditional and healthy options as per the suggested outline:

- i) Traditional snacks such as chips, cookies, chocolate bars
- ii) Healthy snacks such as granola bars, yogurt (tubes or other), cheese, fruit
- iii) Traditional meal items such as hotdogs, french fries, onion rings, etc.
- iv) Healthy meal items such as bagels & cream cheese, breakfast sandwiches, wraps, chili, salad, soup
- v) Traditional drinks (respecting distribution agreements that are in place) such as soft drinks, coffee, tea
- vi) Healthy drinks (respecting distribution agreements that are in place) such as yogurt drinks, water, juice
- vii) Added value healthy food options - as proposed by the canteen operator

No other merchandise other than food or drink items will be available for sale through the canteen.

v) The lessee will supply copies of all Food Handler Certificates and other related certification to the Municipality of the County of Richmond;

vi) The Municipality of the County of Richmond will provide:

- 1) the propane used for cooking equipment; namely the deep fryer and gas range;
- 2) heat for the demised premises from the current oil fired boiler circulating in-floor heated water;
- 3) hot and cold water and electricity to the demised premises
- 4) janitorial services to the dining area only (not the kitchen area);
- 5) maintenance for the following canteen equipment; namely, the deep fryer, gas range, vent hood system, emergency fire protection system, freezers, refrigerator and a lockable storage cabinet.
- 6) all building maintenance, grounds care, mowing and snow removal;

vii) The term of the canteen operation will be for 6 months and may vary according to ice time;

viii) The Municipality of the County of Richmond will provide the following canteen equipment (deep fryer, gas range, toaster, vent hood system, freezers, a refrigerator and a lockable storage cabinet) in a turnkey operation. The bidder will be responsible for ancillary equipment at their discretion (i.e. popcorn maker, pots and pans);

ix) If the facility is under a contract for a particular supplier, the canteen operator will abide to the purchasing requirements accordingly (i.e. Coke, Pepsi or other similar);

x) Additional to the monthly rent, the lessee shall pay, on the first day of September in each year, the sum of Five Hundred Dollars (\$500.00) plus HST to the Municipality of the County of Richmond as a contribution or surcharge for the propane provided by the Municipality. This payment occurs only once per year.

xi) When there are events taking place at Richmond Arena (i.e. hockey tournaments), although it is

possible for organizing groups to approach the canteen operator to cater these events, the organizing groups are permitted to bring their own food into the Richmond Arena Hospitality Suite.

4. BID SUBMISSION INSTRUCTIONS

i) Questions

Questions regarding the canteen Request for Proposals may be submitted by email to ImSamson@richmondcounty.ca until Friday, September 20, 2019 at 2:00 pm.

The Municipality of the County of Richmond reserves the right to post relevant answers and/or issue addendums to the RFP on the Municipality's website (www.richmondcounty.ca) for review by all potential bidders.

ii) Bid submission and closing date

Bids must be submitted to the undersigned prior to the closing date of Friday, September 20, 2019 at 2:00 pm:

Laurier Samson - Manager of Recreation,
Municipality of the County of Richmond,
P.O. Box 120, 2357 Highway 206,
Arichat, NS B0E 1A0.

iii) Canteen Bid Submission Form

All proposals must be submitted to the Municipality of the County of Richmond using the Richmond County Canteen Bid Submission Form, Appendix A hereto, and shall be signed by the bidder, with their business address clearly indicated. The Municipality will not be responsible for any lost documents.

iv) Lease Fees

The lease fees will be \$725.00 per month (excluding HST), payable October through March, and payable on the first day of each and every month. For the months of September and April, the canteen operator shall pay the amount of \$725.00, plus HST, provided that this rent shall be prorated so that the canteen operator is paying rent based on the full monthly rent of \$725.00, plus HST, divided by the number of weeks that the Richmond County Arena is open to the public in September and April.

v) Experience

Proposals should include examples of similar services provided by the applicant.

Proposals should also outline the experience and qualifications of the applicant and any other personnel who will be directly involved in the operations.

vi) List of References

Proposals should list businesses, organizations or individuals who might supply a reference to the level and quality of service provided by the operator. Please supply a minimum of (3) such references.

vii) Value Added Service

Respondents to this RFP may in the proposal describe any value added services that will be provided while operating the canteen. The Municipality of the County of Richmond will consider the proposed services when reviewing and evaluating the proposal.

Respondents may have some innovative ideas they wish to include in the proposal. As long as it does not intervene any of the requirements of this RFP, the Municipality is prepared to consider suggestions made. Be sure to specify whether any such innovative inclusion is an optional or required part of the proposal.

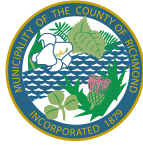
5. PROPOSAL EVALUATION

The Municipality of the County of Richmond will compare and evaluate each proposal to determine the proposal which is the best overall value to the Municipality, using the following criteria:

- i) Proponent's menu choices and pricing - **50%**
- ii) Proponent's experience and qualifications in the delivery of canteen services - **35%**
- iii) Proponent's approach and methodology in providing the services required in this RFP (including value added services, hours of operation, and staffing practices) - **15%**

The Municipality reserves the right, in its sole discretion, to consider other additional criteria in the evaluation of the proposals. The Municipality reserves the right to not complete a detailed evaluation of a proposal if the Municipality concludes, having undertaken a preliminary review of the proposal, that the proponent or proposal as compared to all the proposals is not in contention to be the selected proposal.

Appendix A



THE MUNICIPALITY OF THE COUNTY OF
LA MUNICIPALITÉ DU COMTÉ DE
RICHMOND

Richmond County Canteen Bid Submission Form

Name of Operator/Business: _____

Address: _____

Telephone: _____ Cell: _____ Fax: _____

Email: _____

Contact: _____ Title: _____

Proposed Monthly Rent to the Municipality of the County of Richmond

\$

Experience

Please list relevant experience below.

Proposed Menu Including Prices

Please attach additional page(s) if more space is needed.

References

Please list three (3) related references below.

Value Added Services

Describe any innovative ideas or value added services that will be provided while operating the canteen. The Municipality of the County of Richmond will consider the proposed services when reviewing and evaluating the proposal. Be sure to specify whether any such innovative inclusion is an optional or required part of the proposal.

I/We, the undersigned, herewith propose to supply Canteen Services, in accordance with the specifications issued by the Municipality of the County of Richmond.

Name of Operator/Business: _____

Authorized Signature: _____