



REQUEST FOR PROPOSALS

No. 1-2024

CONCESSION SERVICES AT TERRACE SPORTSPLEX

ISSUED: June 21, 2024

CLOSING DATE AND TIME:

Submissions must be received at the Closing Location on or before:

4:00 PM (16:00 hrs) Local Time on July 12th, 2024

City of Terrace Contacts for Questions:

Monty Gill – Manager of Facilities & Operations, mgill@terrace.ca

Tyler Clarke – Programs Supervisor, tclarke@terrace.ca

Parks, Recreation & Culture Telephone: 250-615-3000

Proponent's Information Meeting:

A non-mandatory site meeting will be held anytime between 1-3pm, June 27th, 2024, at the Terrace Sportsplex Concession, where proponents can view the concession space.

City of Terrace

Request for Proposals: Terrace Sportsplex Concession

Instructions to Proponents:

Proposals must be submitted no later than 4:00pm, July 12th, 2024, using one of the submission methods below:

1. By Email to: tclarke@terrace.ca. By hand/courier delivery: One (1) copy of the Proposal along with one (1) electronic copy of the Proposal on a USB stick should be enclosed and sealed in an envelope clearly marked to the following address:

*City of Terrace- Terrace Sportsplex
3220 Kalum Street
Terrace, BC
V8G 2N1
Attn: Tyler Clarke*

Should there be any differences between the hard copy and the electronic copy, the hard copy will prevail. Proposals received by facsimile are not accepted.

Amendment to Proposals - Proposals may be amended in writing and sent via email at tclarke@terrace.ca on or before the closing. Such amendments should be signed by the authorized signatory of the Proponent.

Addenda If the City of Terrace determines that an amendment is required to this RFP, the City of Terrace will post the Addendum on the City of Terrace website <https://www.terrace.ca/business-development/procurement-contract-awards>.

Each addendum will be incorporated into and become part of the RFP. No amendment of any kind to the RFP is effective unless it is contained in a written addendum issued by the City of Terrace. It is the sole responsibility of the Proponent to check and ensure any and all amendments are included prior to submitting their final Proposal.

Withdrawal of Proposals The Proponent may withdraw their Proposal at any time by submitting a written withdrawal email to tclarke@terrace.ca on or before the closing.

Unsuccessful Vendors The City of Terrace will offer debriefings to unsuccessful Proponents, on request, at a mutually agreeable time.

Introduction:

The City of Terrace is seeking proposals from qualified food and beverage service provider (Licensee) to operate and manage the concession services at the Terrace Sportsplex. The Sportsplex serves as a hub for sports events, tournaments, and community gatherings, attracting a diverse audience of athletes,

spectators, and families throughout the year. We are committed to providing high-quality, healthy and accessible concession services that enhance the overall experience for our patrons.

Scope of Services:

The Licensee will be responsible for the following:

1. Provision of a variety of food and beverage options suitable for athletes, spectators, and families. The Licensee will ensure that a majority of food and beverage sold and on display from concession is a healthy food choice as defined by *Canada's Dietary Guidelines* (Canada.ca/FoodGuide) and agree to display products within recommended guidelines. Management of all aspects of the concession stand, including staffing, cleaning, inventory management, and notifying City of Terrace representatives of any infrastructure maintenance required.
2. Compliance with all fire, building, health and safety regulations, including food handling and sanitation standards. Familiarity with Northern Health regulations and expectations.
3. Coordination with Sportsplex Administration to ensure adequate hours/availability of the concession during Special Events and peak times.
4. Implementation of efficient and customer-friendly payment systems, including cash, credit/debit cards, and mobile payments.
5. Maintenance of a clean, organized, and welcoming concession area, including tables/chairs in the Main lobby area. Specifically, licensee will be responsible for wiping down tables during operational hours.

General Conditions of Contract

Contract length – Will be for a one-year term with the option to renew one additional year, upon mutual agreement between the City of Terrace and the Licensee, should all terms of this agreement be met.

Pricing – Licensee will be charged \$850/per month for rental of the concession space and all equipment for the contract's duration; August 1, 2024 – July 31, 2025.

Qualified Personnel - All Work shall be performed by skilled persons in strict accordance with the applicable Municipal, Provincial, Federal, and other laws, regulations, standards, codes, etc. The Contractor and persons hired by it to perform the Work shall be licensed and comply with all laws applicable to the provision of the Work in the Province of British Columbia. The Contractor and persons hired by it to perform the Work shall always be properly attired and courteous to the public.

Clean Up - At the end of each day the Contractor shall ensure the site is safe and secure and shall clean out all debris and leave the site in a clean and tidy condition.

Subletting - The Contractor will not, without the written consent of the City of Terrace, assign, and sublet or transfer any subsequent Contract or any part thereof.

Facility description/Site Diagrams

The Terrace Sportsplex Concession is on the ground floor of the Terrace Sportsplex, in the Main Arena lobby. The Concession itself has one storage area connected to the kitchen and two large ordering windows for the public. *Please view photos of concession at the bottom of this document.*

The Terrace Sportsplex is open year-round, except STAT Holidays. The concession is to be open during peak times, which are afternoons, evenings, and weekends, mainly through September-March, although special events are held year-round.

Equipment Included: Refrigerator, Stove, Stove Ventilator, Kitchen Sink, Commercial Sink, Light Fixtures, Fire Extinguisher.

Equipment Not Included: Freezers, Beverage Coolers (Licensee must provide own display cooler)

Proposal Guidelines:

Interested parties are invited to submit proposals that include the following:

1. Background and experience in operating concessions or food services, particularly for large events or audiences.
2. Proposed menu options, including suggested pricing, with emphasis on healthy food options. ie. Please also describe whether products are produced from scratch and whether they are produced on or off site.
3. Vision for services – a description of how the proposal will enhance this facility.
4. Staffing plan, including the number of employees, proposed hours of operation, and any relevant training programs.
5. Any additional services or amenities that the concessionaire can provide to enhance the overall experience at the Sportsplex.

Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

1. Experience and qualifications of the licensee and demonstrated ability to staff facility for peak times and events (35%).
2. Quality and variety of menu offerings and goods sold (25%)
3. Compliance with health and safety regulations (20%)
4. Additional services and amenities that can be provided value add/innovation (20%)

Selection Process:

A review committee will evaluate all proposals based on the criteria outlined above. Shortlisted candidates may be invited for interviews or presentations to further assess their suitability for the concession contract. The final selection will be made based on the proposal's overall quality and alignment with the evaluation criteria above.

Contact Information:

Information packages are available online at terrace.ca under the header *Business & Development-Procurement & Contract Awards*

For inquiries or clarifications regarding this RFP, please contact:

Monty Gill – Manager of Facilities & Operations, mgill@terrace.ca

Tyler Clarke – Programs Supervisor, tclarke@terrace.ca

Parks, Recreation & Culture Telephone: 250-615-3000

We look forward to receiving your proposals and partnering with a concessionaire that shares our commitment to excellence in service delivery at the Sportsplex.

Proposal Submission Form

RFP No. 1-2024

CONCESSION SERVICES AT TERRACE SPORTSPLEX

Proposals will be received on or before 4:00 pm local time on July 12th, 2024

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposals must be submitted no later than 4:00pm, July 12th, 2024, using one of the submission methods below:

1. By Email to: tclarke@terrace.ca
2. By hand/courier delivery: One (1) copy of the Proposal along with one (1) electronic copy of the Proposal on a USB stick should be enclosed and sealed in an envelope clearly marked to the following address:

*City of Terrace- Terrace Sportsplex
3220 Kalum Street
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V8G 2N1
Attn: Tyler Clarke*

1. In the "Subject Field" enter: RFP Number and Name
2. Add files in .pdf format and "Send"

Proponents are responsible for allowing ample time to complete the Proposal Submission process. If assistance is required phone 250-615-3000.

Legal Name of Proponent	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

DEPARTURES AND AWARD

The City intends to negotiate a License Agreement between the City and Contractor prior to award.	
AWARD- For eligibility of award, the City requires the successful Proponent to complete and have the following in place before providing the Services. Not required with Proposal	
WCB- WorkSafe BC coverage in good standing and further, if an “Owner Operator” is involved, personal operator protection (P.O.P.) will be provided:	WCB Registration Number:
Insurance- Provide Insurance coverage as per the City’s Standard Insurance Form	
Vendor Info- Complete and return the City’s Vendor Profile and Electronic Funds Transfer Application	
Business License- A City of Terrace Business License	
Northern Health Food Permit- Attain and provide before commencing operations from the site.	
As of the date of this Proposal, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):	

REFERENCES – Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):	
Reference No. 1	
Description of Relationship	
Work Performed	
Start Date	
End Date	
Contract Value (if applicable)	
Reference Information	Company:
	Name:
	Phone Number:
	Email Address:

This Proposal is submitted this _____ day of _____, 20_____.

I/We have the authority to sign on behalf of the Proponent and have duly read all documents.

Name of Proponent	
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Signature(s) of Authorized Signatory(ies)	1.
	2.
Print Name(s) and Position(s) of Authorized Signatory(ies)	1.
	2.

Photos of Sportsplex Concession







