



Request for Proposals

CS-2022-17

**Canteen Operator at the Gananoque & TLTI Recreation Centre**

Doug Wark  
Manager of Community Services  
Town of Gananoque  
30 King Street East  
Gananoque, Ontario  
K7G 1E9  
613-382-2149 ext. 1127



## RFP CS-2022-17 – Canteen Operations

### INTRODUCTION:

The Town of Gananoque is seeking proposals from qualified respondents to provide Food Service Operations for patrons of the Gananoque & TLTI Recreation Centre, seasonally October through March. Interested and qualified respondents must submit their proposals in sealed envelopes marked “Canteen Operator at the Gananoque & TLTI Recreation Centre”, to Melanie Kirkby, Treasurer, no later than October 7th, 2022 at 1:00 pm eastern standard time. Submissions shall be addressed to 30 King St. E, On, K7G 1E9.

### INFORMATION TO BIDDERS:

The Town of Gananoque, otherwise referred to as “The Town”, is seeking proposal submissions from qualified respondents to provide Food Service Operations for patrons of the Gananoque & TLTI Recreation Centre, seasonally October through March.

1. The deadline for submission is **October 7th, 2022 at 1:00 p.m. EST.**
2. Submissions will be opened on **October 7th, 2022** immediately following the closing deadline.
3. Tours of the facility are not mandatory but available upon request. Deadline for requests: **October 3rd, 2020 at 4pm EST.** The Town will allow interested individuals, groups, clubs or companies to have access to the Recreation Centre Canteen for the purpose of conducting additional investigations and information gathering prior to the closing of this RFP. Contact the Manager of Community Services to schedule an appointment (appointments required, no drop-in viewings will be permitted) to view the canteen. [recmanager@gananoque.ca](mailto:recmanager@gananoque.ca), 613-382 2149 extension 1127. **No appointments to view the Canteen will be provided after October 4th, 2022.** All questions asked at a site visit/meeting must be put in writing and submitted to the Town and the response from the Town will be sent out to all bidders as an Addendum.
4. The Town contact is Doug Wark. All questions regarding this RFP must be submitted in writing (or expressed at a site meeting) by email to Doug Wark, Manager of Community Services at [recmanager@gananoque.ca](mailto:recmanager@gananoque.ca) by **October 4th, 2022, by 4:30pm.**
5. The submission must meet all required specifications as outlined in this RFP under **Appendix A – RFP Particulars.** All submissions must include: **Appendix B – Questionnaire/Pricing Form,** and **Appendix C – Quotation Contact and Authorization Form.**
6. All Bids submitted to The Town will bind bidders to the **Terms and Conditions** section



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herein. Bids must be submitted on the forms provided by The Town. Respondents must submit their proposals in sealed envelopes marked “Canteen Operator at the Lou Jeffries Gananoque & TLTI Recreation Centre”, to Melanie Kirkby, Treasurer, no later than October 7<sup>th</sup>, 2022 at 1:00 pm eastern standard time. One (1) original hard copy of the proposal must be submitted and one (1) digital copy. Bids received after the deadline will not be accepted.

7. The Town may choose to issue addenda to provide clarification or additional information during the proposal process. Addenda will be uploaded to the Town’s website [www.gananoque.ca](http://www.gananoque.ca) at or sent via email upon request. It is the sole responsibility of the respondent to ensure any addendums have been reviewed and are included with the Bid submission. If addendums are not included with submissions, Bids may be rejected. The Town will issue an addendum and post **by end of day October 5<sup>th</sup> by 4:30pm.**
8. All Bids received will be held in strict confidence until after the closing date and time.
9. Proposals will be evaluated based on the respondent’s answers as submitted in the **Appendix B – Questionnaire Pricing Form.** The Evaluation Team will score the response answers in the questionnaire according to the Criteria set out in **Appendix A – RFP Particulars**, section C – **Evaluation Criteria.** As subject to the RFP Terms, the top-ranked respondent as established in the evaluation process may be selected to enter into a contract for the provision of the Deliverables.
10. Bidders must declare that their proposal is not made in connection with any other Bidder submitting a Proposal for the same tender and is in all respects fair and without collusion or fraud. The Bidder must declare that there is no conflict of interest. In order to ensure fairness, The Town reserves the right to disqualify, at any time and at its sole discretion, any respondent engaging in lobbying in connection with a competitive bidding process. The Town may disqualify a respondent at any time in the procurement process, including after the selection process, if The Town determines it may give unfair advantage to one respondent relative to others. Lobbying may include: verbal or written communication with or to any Town staff or Council member other than those identified as contacts in the Quotation; verbal or written communication with any expert or advisor assisting in the evaluation selection process; any communication with the Proposal evaluation or selection team other than those identified as contacts within the Proposal; direct or indirect requests by the respondent to any person, organization or group to provide written or verbal expression of support not required by the competitive bidding process.
11. The Town will not be liable to reimburse any Bidder for any costs associated in developing a proposal submission, attending meetings, demonstrations, legal services or any other service that may be required in the bid submission process.
12. A Bid submission may be withdrawn at any time prior to the deadline, by sending an email to [recmanager@gananoque.ca](mailto:recmanager@gananoque.ca) from the firm’s senior official authorizing the withdrawal. The



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Town will verify the withdrawal in writing to the firm's senior official. There shall be no withdrawals following the closing deadline.

13. The selected respondent will be expected to enter into the contract within the timeframe specified in this RFP. Failure to do so may result in the disqualification of the respondent and the selection of another respondent or the cancellation of the RFP process. The term of the contract is expected to be for a period of one (1) season (October 2022 to March 2023), with an option for the Town to extend the contract on the same terms and conditions for an additional term of up to two (2) additional seasons, on an annual basis.

### GENERAL

This is a Request for Proposal (RFP) inviting Proponents to develop and submit to the Town of Gananoque a proposal to provide Food Service Operations for patrons of the Gananoque & TLTI Recreation Centre, seasonally October through March. The Town will consider entering into a contract for the implementation of the most acceptable proposal which will be determined having regard to the evaluation factors set out in this RFP.

The RFP will adhere to the dates as identified on the **INFORMATION TO BIDDERS** section, unless the Town elects to alter the dates, in which event the proponents shall be notified of the change.

The following **Terms and Conditions** section will apply to this RFP. Submissions of a proposal in response to this RFP indicates acceptance of all the terms that follow and that are included in any addenda issued by the Town. Provisions in the proposals that contradict any of the terms of this RFP will be treated as if not written and do not exist.

### DESCRIPTION OF PROCUREMENT PROCESS

The Town reserves the right to:

1. Supplement, add to, delete from or change this solicitation document;
2. Reject any or all Proposals or information received pursuant to this RFP;
3. Cancel this RFP at any time, with or without the substitution of another RFP;
4. Request additional data or information after the submittal date, if such data or information is considered pertinent to aid the review and selection process;
5. Conduct investigations with respect to the qualifications and experience of each respondent. This includes investigating references that may not be listed in the proposal;
6. Take any action affecting the RFP or the services or facilities subject to this RFP that would be in the best interests of the Town



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### QUESTIONS CONCERNING REQUEST FOR PROPOSAL (RFP)

1. Only questions received by the Town in writing will be acknowledged. All correspondence shall be sent to the Contact for this RFP as outlined on the **INFORMATION TO BIDDERS**.
2. No interpretation or clarification of the meaning of any part of this RFP will be made orally to any respondent.
3. If any proponent has questions concerning the proposed project, finds discrepancies or omissions in the solicitation document or otherwise requires clarification, such matters should be submitted in writing to the Contact of Proposal named on the **INFORMATION TO BIDDERS** by August 5, 2022 at 1:00pm EST in order that Town staff may have sufficient time to respond. The Town cannot guarantee a response to any questions received after this deadline. The Town reserves the right to extend the deadline for questions if required.
4. Copies of all questions and answers, and any addenda to supplement the Proposal, will be available through [www.gananogue.ca](http://www.gananogue.ca) by October 5th, 2022 at 4:30pm EST. Only formal written responses to properly submitted questions will be binding on the Town. Any such clarifications or addenda shall become part of this Proposal.
5. All inquiries and other communications throughout the RFP period are to be directed **ONLY** to the municipal contact named in the **INFORMATION TO BIDDERS**. Proponents must not attempt to communicate directly or indirectly with any employee, contractor, elected official or other representative of the Town, including the Evaluation Team. Non-compliance with this condition during the RFP period may (for that reason alone) result in disqualification of a proposal.

### TERMS AND CONDITIONS

The following terms and conditions are deemed to be accepted by all persons submitting a proposal in response to this RFP, and are deemed incorporated into every contract resulting from this RFP:

1. Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent interviews and negotiations with the Town, if any. If the Town elects to reject any or all proposals, the Town will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.



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2. The Proponent, by submitting a proposal, agrees that it will not claim damages, for whatever reason, relating to the contract or in respect of the competitive process, and the Proponent, by submitting a proposal, waives any claim for loss of profits if no contract is made with the Proponent.
3. Each Proponent is deemed to expressly declare and warrant in the proposal that:
  - a. The prices in this proposal have been arrived at independently from those of any other Proponent.
  - b. The prices in this Proposal have not been knowingly disclosed by the Proponent and will not knowingly be disclosed by the Proponent prior to award, directly or indirectly, to any other proponent or competitor.
  - c. No attempt has been made, nor will be made, to induce any other person to submit or not to submit a proposal for the purpose of restricting competition.
  - d. This proposal is in all respects fair and without collusion or fraud
  - e. The Proponent is competent to perform the work as described in this RFP, and has the necessary qualifications, knowledge, skill and experience to perform the work.
4. This RFP shall not be construed as an agreement to purchase goods or services. The Town is not bound to enter into a contract with the Proponent who submits the highest rate of return proposal, or with any Proponent. Proposals will be assessed in light of the evaluation criteria. The Town will be under no obligation to receive further information, whether written or oral, from any Proponent.
5. Neither acceptance of a proposal nor execution of a contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal or provincial law, or municipal bylaw.
6. Notice in writing to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written contract will constitute a contract for the services, and no Proponent will acquire any legal or equitable rights or privileges relative to the services until the occurrence of both events.
7. Upon selection of the finalist, the Town may, if necessary, begin scope clarifications, draft contract revisions, and final price negotiations in order to comply with the budget set out for this activity (if any). Should the negotiations fail to result in an executed contract with the preferred respondent, the Town of Gananoque may, in its sole discretion, elect to terminate negotiations with the preferred respondent and begin negotiations with the second most preferred respondent (and so on) or cancel the procurement process entirely.



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8. By submission of a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a contract with the Town that includes, at a minimum and without limitation; the clauses set out in the **TERMS AND CONDITIONS** of this RFP.
9. Any proposal must remain open for acceptance for a period of not less than 90 days after the closing date of the RFP. After the RFP closing date, no amendments to the proposal will be accepted. However, during the evaluation, the Town may require clarification from or conduct interviews with proponents.
10. While the Town has used considerable efforts to ensure information in this RFP is accurate, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Town, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.
11. Proponents are solely responsible for familiarizing themselves, and insuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning volunteers and employees. If this RFP requires Proponents to provide the Town with personal information of volunteers and or employees, Proponents will ensure that they have obtained consent from the volunteers and or employees before forwarding such information to the Town. The Proponent, by submitting a proposal, consents to the use and collection of all personal information contained in the proposal and specifically acknowledges and agrees that such information may be made public by the Town without additional consent from the Proponent.
12. Any selected Proponent shall be required to provide Commercial General Liability Insurance, in an amount no less than \$2,000,000. The Town shall be named as an additional insured on all policies of insurance and the successful Proponent shall provide proof of insurance as required.
13. WSIB coverage shall be provided as required. A WSIB Clearance Certificate will be required, prior to the opening of the canteen, from any operator who employs workers to staff the canteen. If, the operator will only be staffing volunteers, a Clearance Certificate will not be required. If, the operator is considered an Independent Operator (will not employ any workers), documentation from WSIB, to that effect, should be provided to the Town. WSIB can be contacted at 1-800-387-0750 for an Independent Operator Determination.





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### APPENDIX A – RFP PARTICULARS

#### A. BACKGROUND

The Lou Jeffries Gananoque & TLTI Recreation Centre is located at 600 King Street East in Gananoque, Ontario. The Recreation Centre is comprised of one arena, one upper floor banquet/meeting room, as well as public washroom facilities. Many individuals and families actively use the facility regularly. There are several main user groups that participate in various regular leagues and programming at the facility. The main user groups include the following.

- Gananoque Senior C Islanders
- Gananoque Minor Hockey Association (OMHA member)
- Gananoque Royals Minor Hockey (OWHA member)
- Gananoque Skating Club (Skate Ontario Member)
- Variety of adult leagues
- Variety of Public Open Skating scheduled programming.
- Various additional ice uses (ie. Power skating, hockey camps, etc.)
- Various additional hall rental groups (i.e. Senior Fitness, Yoga, Cadets, Probus)

The Town of Gananoque is seeking qualified proponents to submit proposals for the Operation of Canteen Services in the canteen space at Lou Jeffries Gananoque & TLTI Recreation Center for a maximum of three (3) seasons (2022-2023, 2023-2024, 2024-2025).

The independent operations would include all food and beverage services including but not limited to purchasing, receiving, materials handling, distribution, sales, personnel, sanitation, and financial accountability.

Seasons are expected to run from September to March (subject to change). The initial term will be for one year and may be renewed yearly for up to an additional two (2) years, pending successful performance review.

The Operator will manage and retain revenue from sales in exchange for the lease payment to The Town.

#### B. DELIVERABLES

##### **Town Responsibilities**

The Town will absorb the utility costs for the canteen space. The Town will provide the following canteen equipment as a turnkey operation, this equipment is subject to change:

- 1x Deep Fryer (2x baskets)
- 30 Amp Electric Range Stove





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Exhaust hood and fire safety system.  
Refrigerator  
Double sink  
Chest Freezer  
Microwave

Vending Machines in the lobby are owned and operated by separate company and are excluded from this RFP.

### **Successful Proponent Responsibilities:**

#### **Hours of Operation and Staffing**

The successful Operator agrees to operate the Lou Jeffries Gananoque & TLTI Recreation Centre Canteen as per the respondent's proposal schedule hours of operation as provided in this RFP and should include evenings and weekends. Hours of operation must fall within the building hours of operations and be adhered to and visibly posted for patrons to see. The Operator will regularly check with the Marina and Recreation Coordinator at [marinarecreation@gananoque.ca](mailto:marinarecreation@gananoque.ca) to be aware of the most up to date activities and programming schedules. The Operator should post regular and tournament operational hours at the recreation center canteen site. It is the responsibility of the Operator to determine with the Town the schedule of canteen service required for tournaments, playoffs, special events, etc. It is anticipated (but not guaranteed) that the arena will operate weekly Monday through Friday 4:00pm to 10:00pm and 7:00am to 10:00pm weekends excluding holidays. It is expected that the successful proponent providing the canteen services is willing to have staff available to cover both regular scheduled activities and special events throughout the season.

#### **Facility Access**

Access to the building will not be provided outside of Town hours of operation and keys to the building will not be distributed to the successful proponent under any circumstance.

#### **Lease Payments**

The successful Operator will be responsible to pay Lease payments. Lease payments are to be made monthly, the first monthly payment is to be made at the signing of the lease with following payments received by post-dated cheques before the commencement of operations. For months in which the Recreation Center is not fully open, or the operator signs on past the first day of the month for the initial month the lease payments will be prorated. Lease monthly amounts other than the prorated months based on the potential first or last month's being partially open due to the start and end date of the arena ice season, will not be reduced based on any disruption of service i.e. weather-related rink closings.



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### **Healthy Food Choices / Menu**

The Operator will sell food and drink (excluding alcoholic drinks) at reasonable prices. The Operator should be promoting active and healthy living and the canteen menu should reflect this vision. Operators are encouraged to promote healthy food choices by displaying healthy food and beverage products as the most visible food choice in the concession area and offering healthy food and beverage choices at lower prices. It is intended that items be available for sale that match the nature of the facility and programs offered and comply with the requirements of this RFP. Items must be affordable and appropriate for clients of all ages and demographics. No other merchandise other than food/beverage items will be available for sale through the canteen. All food and beverages prepared at the facility are for sale only to patrons at the facilities indicated herein. No bottled water will be sold at the Lou Jeffries TLTI & Gananoque Recreational Center premises. The Operator will not charge for public tap water.

### **Health and Safety**

The successful Operator will comply with all health and safety and environmental legislation and any Town of Gananoque policy, strategy or procedure applied to or applicable to this contract is a condition of this contract. A safe and healthy work environment must be maintained during the performance of the contract. All Town buildings are secured outside hours of operation, but additional security required by the successful proponent would be the responsibility of the successful proponent, at the proponents cost.

### **Sustainable Operations**

The Town is committed to promoting a healthy, supportive environment through the adoption of the Town's Recycling and Environmental Strategy, including the reduction of single use plastics (SUP). SUPs are plastic items that are typically used only once before being discarded. SUP products include such items as straws, cutlery, cups, bags, product packaging and containers that are often used by grocery and food and beverage retailers. Suitable substitutes for SUPs are items made from materials that are either durable or intended for re-use, highly recyclable (i.e. aluminum, steel, glass), or easily compostable.

### **Accessibility**

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, Accessibility Standard for Customer Service (ASCS) and the Integrated Accessibility Standards Regulation (IASR) requires all contractors and their employees who provide goods, services or facilities on behalf of the Town of Gananoque receive training on these standards and on the Human Rights Code as they pertain to persons with disabilities. Contractors must keep records of all training, including dates when training was provided, the number of employees who received training and individual training records for their business. Contractors are required to make this information available to the Town and/or the Province upon request.



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### **Customer Service**

The successful proponent must provide and insist on a high level of customer service. The successful proponent must be equipped to handle heavily attended events such as tournaments and special events.

### **Permits, Licenses and Certificates**

The successful Operator agrees to obtain all required permits, licenses and certificates to provide a food service canteen on the Premises. Proof of permits, licenses and certificates must be provided prior to the signing of the lease agreement. The Operator will supply copies of all Food Establishment Inspection Reports, Food Handler Certificates and Compliance Inspection Certificate to the Town

### **Employees of the Operator**

The operator is responsible for hiring its own employees however, the Town is to be aware of anyone who has access to the facility. The selected Operator agrees to obtain a CPIC Vulnerable Sector Check for employees, as required. The selected Operator agrees to provide all employees with the appropriate Health and Safety training. Documentation is available upon request to the Town. The successful proponent's staff will be attired in appropriate uniforms. Staff shall conduct themselves in a manner that is respectful and appropriate in a public setting. The successful proponent's staff shall not be considered Town staff and do not qualify for Town benefits or coverage in case of an accident during the performance of the contract.

### **Supervision of Employees**

All food preparation will be supervised by an individual who has completed a Safe Food Handling course.

### **Groups**

Operators will indicate whether they are part of a group and whether the group is a profit or not-for-profit group. In the case of a not-for-profit group, indicate how the money raised will be returned into the community. In each case the name of the group or association must be identified.

### **Sublet**

The successful Operator will not sublet canteen operations without the written approval from the Manager of Community Services.

### **Exclusive Pouring Rights**

The facility may, in the future, be under a contract for a particular supplier and the canteen operator will abide to the purchasing requirements accordingly (i.e. Coke, Pepsi or other similar).

### **Cleaning**

The successful proponent must ensure that the inside and customer service areas of



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the concession service area are kept to a level of sanitation exceeding those standard legislated and inspected by LGLDHU (Leeds, Greenville and Lanark District Health Unit). Upon request the proponents will provide housekeeping procedures detailing daily, weekly, and monthly duties. The successful Operator will be responsible for the cleanliness of the food concession area including counters, floors and related areas. The successful Operator agrees to keep the premises free from garbage and will dispose of said garbage in the designated area on a daily basis. The premises must always be neat and tidy. The Operator will be responsible for the cleaning of the leased premises prior to vacating at the end of season. Cleanliness and janitorial aspects of the leased area does not include maintenance or upkeep of fixtures, interior walls or equipment which is the property of the Town.

### **Concession Stand Equipment/Space**

The Town's equipment will be used and maintained by the operator. The operator will be responsible for any ancillary equipment at their discretion (i.e. popcorn maker, pots and pans). All additional equipment provided must be preapproved by the Town and complementary to the existing operation and the design/aesthetics of the building. Design and modifications to the layout of the concession area and equipment must be approved by the Superintendent of Parks and Facilities.

The successful Operator should undertake a survey of existing equipment and service facilities to determine the condition of the equipment and facilities, and if required make a recommendation for equipment related issues. The Operator will obtain permission from the Superintendent of Parks and Facilities prior to the installation of any equipment requiring "high voltage consumption" or an alteration to the existing electrical system or, that may require the use of the ventilation system. Storage space outside of the concession area, for product, is not available and is not the responsibility of the Town. The Town will require access to the concession area to service fire extinguishing safety equipment, ductwork cleaning, if necessary, pest control and maintenance areas required.

### **Debit/Credit Transactions**

The successful proponent will be responsible for the installation and maintenance of any debit/credit machines and required connections.

### **Complaint Process**

Vendors will be advised of complaints and issues with performance, in writing. A response is required from the Operator, for all communications, within 24 hours. The Operator will be required to correct any issues or deficiencies within 48 hours unless discussions between the Town and the Operator result in a different timeframe. Consistent Patron and staff complaints, regarding performance, may result in the termination of the contract and may prevent the vendor from bidding on future procurement opportunities, at the discretion of the Town.



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### Termination

Either party reserves the right to cancel all or any part of this agreement for any reason by providing notice to the other, in writing, no less than sixty (60) days prior to the proposed cancellation. Such notice shall not result in any penalty or other charges to the either party. The Town reserves the right to cancel all or any part of this agreement, without notice, if the work is not being performed to the satisfaction of the Town.

### C. EVALUATION CRITERIA

Proposals will be evaluated and scored based on the criteria set out below. Subject to the deliverables as outlined in **Appendix A – RFP Particulars**. The top-ranked respondent will be the respondent that achieves the highest total score. The top ranked respondent may be selected and offered the opportunity to engage with the Town in the negotiation of a Lease Agreement. The highest scoring respondent is not automatically determined to be the selected respondent. The following criteria may be used to select the proposal offering the Town the best value:

Evaluation Criteria	Weighting (Points)
<b>Overall Impression</b>	<b>10</b>
<b>Pricing</b>	<b>30</b>
<b>Reputation and experience of the Operator</b> (minimum of 3 references for similar work in the past 5 years to be included in proposal)	<b>20</b>
<b>Service concepts, staffing, menu</b>	<b>20</b>
<b>Ability to meet the requirements of the Town according to this RFP</b> including but not limited to Operating Hours, Sustainable Operations, customer service	<b>20</b>
<b>Total Points</b>	<b>100</b>

### Rated Criteria Scoring Scale

Proponents are instructed to address each question in sufficient depth to permit a complete assessment by the evaluation team. Proposals should address, but not necessarily be limited to, the requirements and evaluation criteria. It is essential that the elements be stated in a clear and concise manner. Only proposals found to meet the mandatory requirements will be further evaluated in accordance with the evaluation criteria subject to point rating as detailed herein.

### APPENDIX B – QUESTIONNAIRE/PRICING FORM

(Attach additional pages, if required)



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**Include a brief company profile: number of years in business, existing company location, and primary experience in work of this nature. Provide a high-level overview of how you plan to provide this service.**

**The respondent will provide the Deliverables for the following pricing:**

Payments will be made monthly on the first of the month for each month of the lease.

The minimum monthly lease price will be \$250.00. Respondents are to indicate their proposed monthly lease price, no less than \$250.00, in the pricing sheet.

The successful Operator agrees that all costs associated with the operation of the canteen shall be at the sole cost of the Operator. These costs will include equipment, signage, merchandise and any other materials reasonably required to operate a canteen facility including all approved Operator retrofits.

All pricing submitted must be in Canadian funds.



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**List any key personnel, their experience, and qualifications.**

**Provide a narrative of your operating concept. Clearly describe your ability to fully and successfully perform your concept, within the facility provided.**

**Describe your menu concept. Describe also your approach to healthy food options.**





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**Describe any involvement you've had in the community. i.e. volunteering or working with community groups.**

**Sustainable Operations:**  
Information relating to sustainability including but not limited to the source of the food products, the material types and recycled material content of food and drink containers, etc. should be submitted and will be part of proposal evaluations.

**Provide details of any other information or innovative ideas you feel will be of importance and/or advantageous to the Town.**



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**The Town recommends the following operating hours, subject to change.**

**Monday to Friday, 4:00pm-9:00pm, Saturdays and Sundays 7:00am-9:00pm excluding holidays.**

**Special events including tournaments and games. Describe other times you would be interested in operating.**

### **Similar Work**

**Submissions will include examples of no less than three (3) similar projects  
Proposals shall describe each similar project, outlining information pertaining to their scope of work and similarities to the proposed work.**

**Contact information for a representative of the company/individual of each reference project should be included and will include the representative's name, phone number and email address.**

**Note: If the Town is unable to obtain timely reference information from an identified company/individual, the reference will be considered unresponsive.**



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### APPENDIX C - QUOTATION CONTACT & AUTHORIZATION FORM

#### 1. Respondent Proposal Submission Information and Authorization Signature

<b>Please fill out the following form, naming one person to be the contact for this RFP response and for any clarifications or communication that might be necessary.</b>	
<b>Full Legal Name of Respondent and Title:</b>	
<b>Any Other Relevant Name under which the Respondent Carries on Business:</b>	
<b>Street Address:</b>	
<b>City, Province:</b>	
<b>Postal Code:</b>	
<b>Phone:</b>	
<b>Company Website (if any):</b>	
<b>Respondent Contact Email:</b>	

I/We \_\_\_\_\_ the undersigned, have carefully examined this entire RFP document and am fully informed as to The Town's Terms and Conditions, requirements and obligations. I/We hereby submit our proposal as completed in Appendix B (Questionnaire Pricing Form) and Appendix C (Quotation Contact & Authorization Form)

Dated at \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_, 2022.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_