

City of Coquitlam

Request for Expressions of Interest
RFEI No. 19-04-03

Food and Beverage Service at Poirier Sport and Leisure Complex

Issue Date: May 28, 2019

Summary of Key Information

RFEI Reference	RFEI No. 19-04-03 Food and Beverage Service at Poirier Sport and Leisure Complex
Overview of the Opportunity	The purpose of this RFEI is to obtain submissions from interested parties to provide Food and Beverage Service at Poirier Sport and Leisure Complex located at 633 Poirier Street, Coquitlam, BC.
RFEI Closing Date and Time	2:00 pm local time Friday, June 21, 2019
Obtaining RFEI Documents	The RFEI Document is available for downloading from the City of Coquitlam's website: www.coquitlam.ca/BidOpportunities
Instructions for Submission	<p>Responses are to be consolidated into one PDF file and uploaded electronically through QFile, the City's file transfer service accessed at qfile.coquitlam.ca/bid</p> <ol style="list-style-type: none"> 1. In the "Subject Field" enter: RFEI Number and Name 2. Add file in PDF format and Send (Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete and was sent to the correct email: bid@coquitlam.ca) <p>Or sent by email to: bid@coquitlam.ca referencing the RFEI number and name.</p> <p>Phone 604-927-3060 should assistance be required.</p>
Questions	Questions are to be submitted in writing quoting the RFEI number and name sent to email: bid@coquitlam.ca
Addenda	Respondents should check the City's website for any updated information and addenda issued at the following website: www.coquitlam.ca/BidOpportunities

1. REQUEST FOR EXPRESSIONS OF INTEREST

1.1 Introduction

The City of Coquitlam (“City”) is seeking submissions from interested operators to provide **Food and Beverage Service at Poirier Sport and Leisure Complex (PSLC)** located at 633 Poirier Street, Coquitlam, BC.

1.2 Background

The Poirier Sport and Leisure Complex is a multi-use facility with three (3) skating rinks including a 2,000 seat spectator arena, a pool, fitness centre, and is home to the Coquitlam Adanacs Senior and Junior lacrosse clubs, Coquitlam Express BCHL hockey Team and the Coquitlam Sports Hall of Fame.

PSLC experiences almost 2.4 million visits per year, including significant attendance at over a dozen high profile events each year (Tri-cities Home Show, minor sports tournaments, Coquitlam Farmers Market Christmas Craft Fair, as well as provincial and national sporting events) as well as 28 home games for the Coquitlam Express, and nine home games each for the Coquitlam Senior and Junior Adanacs.

PSLC is also in close proximity to a high school with a population of approximately 1,200 students who use the current food service operation for lunches and snacks during the week.

PSLC houses a main food service operation out of approximately 700 sq. ft. as well as an accompanying smaller concession located in the spectator arena, which is used primarily for ticketed events in that venue. The chosen operator may also be responsible for vending machine services at the site.

The City expects that the term of any agreement developed will be for five years, with an option to extend at the City’s discretion.

1.3 Operational Objectives

PSLC Food and Beverage operational objectives are to:

- Provide a reliable and consistent level of service to patrons
- Provide a variety of quality food & beverage offerings at reasonable prices
- Provide an appropriate & sustainable commercial return to the City without the need for operational and/or capital contributions by the City
- Provide the service in a manner which minimizes the administrative time and cost to the City
- Recognize and embrace the recreational and social values of the community
- Ensure that the community's right of choice, access and equity is recognized and preserved
- Ensure that all activities undertaken as part of providing food services are in the public interest

The food service operation includes the management, operation, staffing and promotion of the following **6 key function areas**:

1. Cafeteria/concession style, with healthy menu options

2. Mobile food cart available to roam the building and provide food options to augment special events at the site
3. Non-Exclusive Catering services at the location
4. Ability to operate a licensed establishment with respect to alcohol sales
5. Support (financial and/or in-kind) to sports, culture and community groups hosting events at the site
6. Vending machine services at the site

1.4 Vending Machine Services

As an additional service and means of revenue, the City currently encourages the food service operator to provide vending machines services throughout the facility. This has worked well for both the food service operator and the City. The City encourages the continuation of this model.

1.5 How to Apply

Interested businesses and entrepreneurs are invited to submit an information package (Maximum of ten [10] pages), and is to include:

- A brief summary as to why your firm would be well suited as an Operator to provide the food services to the community at the site.
- Relevant experience in similar or other successful operations, including references and contact information
- Share your vision and operating principles for the food service operation for the 5 key function areas identified above including, but not limited to:
 - Menu and product planning & quality
 - Support to community organizations and events
 - How you would connect and involve the community
 - Experience in food services
 - Appearance and presentation of the operation/staff
 - Promotion, marketing and placement of services
 - Any other relevant items

1.6 Non-mandatory Site Visit

Interested parties are invited to attend a non-mandatory site visit for a tour of the facility. Interested parties are to meet at reception in the main lobby:

Date: **Thursday, June 6, 2019**
Time: **10:00 am local time**
Location: Poirier Sports and Leisure Complex
633 Poirier Street
Coquitlam, BC

2. INSTRUCTIONS TO RESPONDENTS

2.1 Closing Date and Time

Submissions will be received on or before 2:00 pm local time:

Friday, June 21, 2019

2.2 Instructions for Participation

Respondents are advised that the rules for participation that will apply to this RFEI are posted on the City's website: [City of Coquitlam Instructions to Proponents](#)

By submission of a response, the Respondent agrees and accepts the rules by which the process will be conducted.

2.3 Site Visits and Sales Records

Site visits will be made available to short listed Respondents only at the next phase of the selection process.

Sales records are not available and Respondents are not to solicit information from current operators on-site.

The City may reject the submission of any Respondent that makes any such contact.

2.4 Freedom of Information and Protection of Privacy Act

Information received by the City will be held in confidence and will become the property of the City. The City is however, bound by the provisions of the Freedom of Information and Protection of Privacy Act, and all parties are advised that Expressions of Interest will be treated as public documents and their contents may be disclosed if required to do so, pursuant to the Act.

2.5 Acceptance

The City reserves the right to accept or reject any or all submission in response to the Expressions of Interest or cancel this RFEI at any time. The City reserves the right to accept Expressions of Interest that are received after the Closing Date and Time.

2.6 No Contract

This RFEI is not intended to create a contractual relationship between the City and the Respondent. By issue of this RFEI document, the City reserves the right to invite, consider, analyze and select Respondents as the City considers desirable. A Facility Use Licence rental agreement will be issued to the successful Respondent(s).

2.7 Applicant Expenses

The City will not be responsible for any costs incurred by the Respondents in the preparation of a submission in response to this RFEI.

3. EVALUATION CRITERIA

3.1 Evaluation Criteria

The criteria for shortlisting Respondents will consist, but not be limited to the following (not in any particular order):

- Alignment of operational vision with the priorities of the City, and its PRC Department, including but not limited to: **(30 Points)**
 - Healthy menu options
 - Support of Community Sport Organizations and their respective events
 - Presentation/appearance of the operation and staff
 - Healthy and convenient vending machine options
 - Promotion of services
 - Staffing model
 - Ability to operate a licensed establishment with respect to alcohol sales
- Demonstrated operational ability to manage the food operations in a similar successful service model, including large scale events **(20 Points)**
- Current operation of other similar sites, or ability to share staffing resources between operations/sites **(30 Points)**
- Demonstrated ability to work with community partner organizations in a collaborative manner **(20 Points)**

The City will review and evaluate all submissions with the intent of creating a shortlist of Respondents. The City will proceed with negotiations with the short-listed Respondents or may request proposals from the highest ranking Respondents.

We thank all Respondents for their interest however, only those short listed will be contacted.

The evaluation will be confidential and no totals or scores will be provided to any of the Respondents.

Submissions from short listed Respondents will remain on file for a period of 2 or more years or until a time as the City may release a new RFEI.