

City of Coquitlam

Request for Expressions of Interest
RFEI No. 20-09-02

Concession Services at City Venues

Issue Date: December 10, 2020

Summary of Key Information

RFEI Reference	RFEI No. 20-09-02 Concession Services at City Venues
Overview of the Opportunity	The purpose of this RFEI is to select Applicants to provide Concession Services at City Venues at various locations within Coquitlam.
RFEI Closing Date	2:00 PM local time Wednesday, January 20, 2021
Obtaining RFEI Documents	The RFEI Document is available for downloading from the City of Coquitlam's website: www.coquitlam.ca/Bid-Opportunities
Instructions for Submission	<p>Applications 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 604-927-3037 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	Applicants should check the City's website for any updated information and addenda issued at the following website: www.coquitlam.ca/Bid-Opportunities
Instructions to Applicants	The guidelines for participation that will apply to this RFEI are posted on the City's website: Instructions to Proponents

1. REQUEST FOR CONCESSION SERVICES AT CITY VENUES

The City of Coquitlam (“City”) requests applications from interested parties to provide:
Concession Services at City Venues

- There are two venues within **Town Centre Park (TC Park)**, located at 1299 Pinetree Way, Coquitlam
 - **Site A: Town Centre Park Stadium Concession**
 - **Site B: Town Centre Park Event Lawn Concession (new)**
- One venue at **City Centre Aquatic Complex (CCAC)**, located at 1210 Pinetree Way, Coquitlam.
 - **Site C: CCAC Concession**

City concession locations not identified in this RFEI currently have operator agreements in place.

See **Appendix A - Location Map** for the location details.

The goal of **Concession Services at City Venues** is to provide quality food services that reflect the needs and desires of the diverse community. The service will provide an attractive amenity for the diverse users of the respective parks and facilities at a reasonable cost.

The City requires one application for each site of interest. At the City’s discretion the concessions could either be operated by the same Applicant or different Applicants.

a) Location Details:

Town Centre Park

Town Centre Park is Coquitlam’s premier park asset in the City Centre neighbourhood area. The park is home to a number of active sport venues including the City’s field sport tournament site (five artificial turf fields), one grass field, three ball diamonds, Percy Perry Stadium, track and field amenities, and eight tennis courts. The park also includes the TD Performance Plaza, event lawn, Inspiration Garden, Lafarge Lake, Evergreen Cultural Centre, and kilometers of walking trails. Town Centre Park sees a significant number of visits for active and passive uses each year. These include hosting minor field sport games and practices, track and field events, the City’s Winter Lights display, as well 37 cultural festivals and events which draw over 130,000 attendees each year.

During festivals and events hosted at Town Centre Park, the City or its licensed event organizers may engage additional vendors to meet the food and beverage needs of event participants.

Site A: Town Centre Park Stadium Concession

This concession venue is located adjacent to the Percy Perry Stadium and the playground/spray park.

Site B: Town Centre Park Event Lawn Concession

This concession venue is located adjacent to Parking Lot D where the City’s TCP Eats Program (Food Trucks) takes place each summer.

City Centre Aquatic Complex (CCAC)

CCAC is one of two indoor aquatic facilities in Coquitlam. Home to a wave pool, 50-meter lap pool, and soon to be expanded fitness centre, this facility is one of Coquitlam's busiest. CCAC sees ~800,000 visits, and 20 aquatic events per year.

Site C: City Centre Aquatic Complex

This concession venue will be located in the lobby of the newly renovated CCAC facility.

b) All Sites Operational Objectives:

- Provide non-exclusive food and beverage services with healthy menu options
- Provide a reliable and consistent level of service to patrons
- Provide a variety of quality food & beverages at affordable and 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 recreation and social values of the community
- Support of sports, culture and community groups hosting events at the site
- 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

2. SITE MEETING

A non-mandatory site meeting is scheduled as listed below:

MEETING	
PROCESS	Due to COVID 19 the City will be following mandatory Provincial Health Guidelines for carrying out the site meeting.
DATE:	Wednesday, January 06, 2021 Date and time and number of site meetings will be confirmed after the RSVP deadline in order to adhere to COVID-19 measures.
LOCATION:	Site Visit will start at Town Centre Park. 1299 Pinetree Way, Coquitlam BC, V3B 7S4 ** Applicants are to meet near the spray park, adjacent to the Town Centre Park Stadium Concession
TIME:	11:00 AM
ATTENDANCE:	Limit of 1(one) representative per prospective Applicant. Maximum number of in-person per site meeting is 6 people.

Due to COVID 19, the City requests that Applicants email the City to register for the site meeting. Based on registration numbers, **the City may have multiple site meetings times to ensure proper social distancing and to ensure the safety of all in attendance.** The City

of Coquitlam will adhere to proper provincial Covid-19 measures and ensure physical distancing and minimal sized gatherings are in place.

**** Applicants are asked to bring a mask to adhere to provincial COVID-19 measures while on-site****

Applicants are to confirm attendance by 5:00pm on Monday, January 04, 2021 via email to bid@coquitlam.ca.

Multiple site meetings times will be conducted if there is a large expression of interest. Interested parties should be prepared to attend one of the mandatory site meetings. No questions will be answered during the mandatory site visit(s); questions are to be submitted bid@coquitlam.ca and an addendum will be issued to answer all questions and ensure consistency between meetings.

3. CLOSING DATE AND TIME

Applications must be received on or before the following date and time ("Closing Date and Time"):

Time: 2:00 pm local time
Date: Wednesday, January 20, 2021

4. CONCESSION SERVICES DETAILS

a) Location

There are three facility locations available. See **Appendix A - Location Map** for location details.

b) Term

The term of the agreement will be five (5) years. At the end of the five years the premises should be in the same condition as it was received.

c) Operations

At a minimum, Applicants will be expected to provide food services from the location(s) during the following hours:

Town Centre Park Locations:

Monday to Friday: 11:00 a.m. to 8:30 p.m.

Saturday, Sunday and Statutory Holidays: 11:00 a.m. to 8:30 p.m.

CCAC Location:

Monday to Sunday: 8:00 a.m. to 8:00 p.m.

Statutory Holidays: 11:00 a.m. to 8:00 p.m.

Unless otherwise agreed to in writing by the parties.

The Town Centre Park Stadium Concession is under agreement through to January 31, 2021, at which time the successful Applicant for that site is anticipated to take possession.

The Town Centre Park Event Lawn Concession is newly constructed, and will be ready for occupancy by the end of 2020. The chosen Applicant will have the opportunity to outfit the concession space through tenant improvements.

The CCAC Concession will be under construction in 2021, and is anticipated to be open in November, 2021. The chosen Applicant will have the opportunity to outfit the concession space through tenant improvements.

d) Site Description: Measurements (Interior):

Town Centre Park Stadium Concession:

The venue was constructed in 1989, and has a purpose built concession space that is ~440 sq. ft. See **Appendix B – Town Centre Stadium Concession Floor Plan** and **Appendix D - TC Park Stadium Concession Exterior Site Photos** for site plans and building photos.

Town Centre Park Event Lawn Concession:

The venue is new construction, and has a purpose built concession space that is ~225 sq. ft. See **Appendix C - TC Park Event Lawn Concession Floor Plan** and **Appendix E - TC Event Lawn Concession Facilities Exterior Site Photo** for site plans and building photos.

CCAC Concession:

The concession is anticipated to be ~253 sq. ft. Final dimensions of the space are to be confirmed. See **Appendix F - CCAC Concession Floor Plan** for a draft floor plan of the renovated facility.

Infrastructure

TC Park Stadium Concession:

Services/Equipment available are:

- Power 100 AMP
- Gas: No
- Venting hoods: Yes
- Heat: Electric baseboard
- Lighting
- Water
- Hand wash sink
- Dishwashing sink
- Pre Rinse Unit
- Stainless Countertops
- Service window x 2
- Sewer
- Telephone connection to the building
- Floor drains

TC Park Event Lawn Concession:

Services/Equipment available are:

- Power 100 AMP
- Gas: No
- Venting hoods: No (provision for installation)
- Heat: Electric baseboard
- Lighting, Water
- Service window x 2
- Hand wash sink
- Dishwashing sink
- Pre Rinse Unit
- Stainless steel counter
- Sewer
- Fiber optic connection to the building
- Floor drains

CCAC Concession:

Services/Equipment available are:

- Power 100 AMP
- Gas: No
- Venting hoods: No
- Heat: Electric baseboard/forced air
- Lighting
- Water
- Dishwashing sink
- Stainless steel counter
- Service window
- Sewer
- Fiber optic connection to the building
- Floor drains

e) Site Conditions / Restrictions

- No gas, coal, charcoal or similar portable cooking equipment is permitted inside or outside the Premises.
- The City will provide power to the site. Check the existing electrical capacity of the concession site to make sure there is sufficient electrical capacity for your equipment. Do not use multiple extension cords or multi-plug adapters to attempt to use too much electrical equipment. If uncertain of the electrical capacity available at the site, the Applicant is advised to seek the opinion of a qualified electrician.
- No tobacco products, alcoholic beverages, or controlled substances may be sold.
- A designated parking site for your vehicle will not be provided.
- You will be responsible for picking up any trash dropped within the site location by your customers. You must keep the site neat and in tidy condition with all garbage to be removed from the site at the end of each day. Garbage disposal bins are available at TC Park, as well as at CCAC. The Applicants will be responsible for paying the City a garbage disposal fee.
- The City expects that concession operations will utilize biodegradable and environmentally friendly products where possible.
- The City takes no responsibility for the security of concession unit(s) or equipment.

f) Termination

The City reserves the right to terminate the Service Agreement of any Applicant who fails to comply with these terms, or generates public complaints.

g) Customer Service

The Applicant is expected to:

- Deliver excellent customer service and resolve any customer disputes or complaints that might arise in a timely manner.
- Provide a reliable and consistent level of service to patrons
- Provide a variety of quality and nutritious food & beverage options at affordable and reasonable prices
- Recognize and embrace the recreation and social values of the community

5. LEASE TERMS

The City expects that the chosen applicant(s) will enter into a lease agreement with the City following negotiations of terms of operation.

6. MAINTENANCE.

The City will perform all major and minor repairs to each of the concession buildings and will, in its sole discretion, make any such repairs as are necessary for the preservation of the said building(s). Applicants shall promptly notify the City of any needed repairs immediately and within 24 hours of breakdown or damage found.

Applicant is responsible for equipment maintenance.

7. EVALUATION TEAM

The evaluation of applications will be undertaken on behalf of the City by the evaluation team. The evaluation team may consult with others including City staff members, third party consultants and references, as the evaluation team may in its discretion decide is required.

The evaluation team may, at its discretion, request clarifications or additional information with respect to any application, and the evaluation team may make such requests only to a select few. The evaluation team may consider such clarifications or additional information in evaluating applications.

8. INTERVIEWS

The evaluation team may, at its discretion, may invite some or all of the Applicants to appear before the evaluation team to provide clarifications of their Applications. In such event, the evaluation team will be entitled to consider the answers received in evaluating Applications.

9. SELECTION PROCESS

Applicants will be selected based on the following:

- a) **Food and Beverage Service Offering** – Fit with the City’s vision to enhance the park user experience, celebrate the City’s cultural diversity through cuisine.
- b) **Quality of Business Plan** – Demonstration to the City that the Applicant has put reasonable effort into developing a viable business plan that responds to the needs of the Community, City and the Applicant.
- c) **Demonstrated Understanding of the Community, and Park and Facility Operations** – The Applicants application demonstrates an understanding of the Coquitlam Community, as well as the nature of the various facility operations, and ability to work with community partner organizations in a collaborative manner.
- d) **Experience Operating a Similar Enterprise** – The Applicants application will demonstrate relevant experience operating similar enterprises, and illustrate how the Applicants experience will contribute towards a successful food service at these locations.
- e) **Environmental Sustainability Plan** – The Applicant will outline how they intend to ensure their food and beverage service minimizes its environmental impact.

- f) **Economies of Scale** – Additional weight may be awarded to Applicants that propose to operate more than one of the sites.

We thank all Applicants for their interest; however, only short listed Applicants will be contacted.

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

Applicants may be required to meet with City staff to present their ideas, sample food options, and discuss the details.

Sales records are not available and interested parties are not to solicit information from current operators on-site. The City may reject the submission of any Respondent that makes any such contact.

10. LIABILITY FOR ERRORS

While the City has used considerable effort to ensure an accurate representative of information in this RFEI, the information contained is supplied solely as a guideline for Applicants. The information is not guaranteed or warranted to be accurate by the City, nor is it necessarily comprehensive or exhaustive. Nothing in this RFEI is intended to relieve Applicants from forming their own opinions and conclusions with respect to the information in this RFEI.

11. LAW

The RFEI process will be conducted in accordance with the Canadian Free Trade Agreement (CFTA) and any resultant award shall be governed by and construed in accordance with the laws of the Province of British Columbia.

12. NO CONTRACT

This is a request for Applications and not a tender process. This RFEI is not intended to create a contractual relationship between the City and an Applicant. By issue of this RFEI document, the City intends to reserve itself to absolute and unfettered discretion to invite, consider and analyze Applications, select preferred Applicant(s) and negotiate with the preferred Applicant(s) or cancel this RFEI process as the City considers desirable. By submitting an Application and participating in the process as outlined in this RFEI, Applicants expressly agree that no contractual, tort, or other legal obligations are created or imposed on the City, or any other individual, officer or employee of the City with respect to this RFEI or by submission or consideration by the City of any Application, prior to the signing of a formal written Lease.

13. CONFLICT OF INTEREST

An Applicant shall disclose in its Application any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

14. SOLICITATION OF COUNCIL MEMBERS AND CITY STAFF

Applicants will not contact any member of the City Council or staff with respect to this RFEI at any time prior to the award of a contract or the termination of this RFEI other than as

permitted as an enquiry to bid@coquitlam.ca. The City may reject the Proposal of any Applicant that makes any such contact.

15. NEGOTIATION

The City reserves the right, prior to award, to negotiate changes to the scope of the services or to the lease documents with the highest ranked Applicant and then consecutively, any one or more Applicants, proposing the “best value” without having any duty to advise any other Applicant or to allow them to vary their Application as a result of changes to the scope of the services or to the lease documents; and the City may enter into a changed or different contract with the Applicant(s) proposing the “best value”, without liability to Applicants who are not awarded the Services.

16. LITIGATION

In addition to any other provision of this RFEI, the City may, in its absolute discretion, reject an Application if the Applicant or any officer or director of the Applicant submitting the Application, is or has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers or employees in relation to any matter.

In determining whether or not to reject an Application under this section, the City will consider whether the litigation is likely to affect the Applicant’s ability to work with the City, its consultants and representatives and whether the City’s experience with the Applicant indicates that there is a risk the City will incur increased staff and legal costs in the administration of the Agreement if it is awarded to the Applicant.

17. 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.

18. ACCEPTANCE

The City reserves the right to accept or reject any or all 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.

19. NO CONTRACT

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

20. APPLICANT EXPENSES

The City will not be responsible for any costs incurred by the Applicants in preparing, and submitting applications, and for any meetings, negotiations or discussions.

PROPOSAL SUBMISSION AUTHORIZATION

Site Applying for: A, B OR C: _____

1 SITES:

- Site A: Town Centre Park Stadium Concession
- Site B: Town Centre Park Event Lawn Concession (new)
- Site C: City Centre Aquatic Complex Concession

The City requires one application for each site of interest.

2 AUTHORIZATION

RFEI Project Title: Concession Services at City Venues

RFEI Reference No.: 20-09-02

Applicant Legal Name: _____

Contact Person and Title: _____

Business Address: _____

Telephone: _____

E-Mail Address: _____

TO:

bid@coquitlam.ca

Dear Sir:

- a) **I/We, the undersigned duly authorized representative of the Applicant**, having received and carefully reviewed all of the Application documents, including the RFEI and any issued addenda, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions attendant to performing the Services, submit this Application in response to the RFEI.
- b) **I/We confirm** that this Application is accurate and true to best of my/our knowledge.
- c) Sub-leasing is not permitted.

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

I/We have the authority to bind the Applicant.

(Name of Applicant)

(Name of Applicant)

(Signature of Authorized Signing Officer)

(Signature of Authorized Signing Officer)

(Print Name and Position of Authorized
Signing Officer)

(Print Name and Position of Authorized
Signing Officer)

3 **STATEMENT OF DEPARTURES**

The Applicant has reviewed the City’s Contract, and the [Standard Terms and Conditions - Purchase of Goods and Services](#). I/We would be prepared to enter into that Contract, amended by the following departures (list, if any):

Section	Departure/Alternative

4 **ELIGIBILITY**

The City of Coquitlam requires that the successful Applicant have the following in place **before commencing the Services**:

- Workers’ Compensation Board** coverage in good standing and further, if an “Owner Operator” is involved, personal operator protection (P.O.P.) will be provided, **Worker’s Compensation Registration Number**;
- Insurance** coverage for the amounts required in the Lease Agreement as a minimum, naming the City as additional insured;
- City of Coquitlam Business License**;
- Fraser Health Food Permit.**

5 **APPLICANT’S EXPERIENCE, REPUTATION AND RESOURCES**

Applicant to provide information on the following (use the spaces provided and attach additional pages, if necessary):

- 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.

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- Applicant’s relevant experience and qualifications in delivering Services similar to those required by the RFEI:

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- How do you see your service enhancing the park/facility visitor experience? How would you connect and involve the community?

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- d) Appearance and presentation of the operation/staff

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- e) Applicant's financial strength (with evidence such as financial statements, bank references):

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6 **REFERENCES**

Applicant to provide **three (3) references** of recent successful performance where the requirements were similar to the City's requirements as set out in the RFEI. The City reserves the right to request site visits and demonstrations of existing Applicant operations. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review.

Description of Business	
Years in Business	
Company/Landlord	
Contact Person	
Telephone and Email	

Description of Business	
Years in Business	
Company/Landlord	
Contact Person	
Telephone and Email	

Description of Business	
Years in Business	
Company/Landlord	
Contact Person	
Telephone and Email	

7 APPLICANT'S TECHNICAL PROPOSAL (SERVICES)

Applicants should provide the following (use the spaces provided and attach additional pages, if necessary):

- a) A narrative that illustrates an understanding of the City's requirements and Services:

- b) A description of the general approach and methodology that the Applicant would take in performing the Services including specifications:

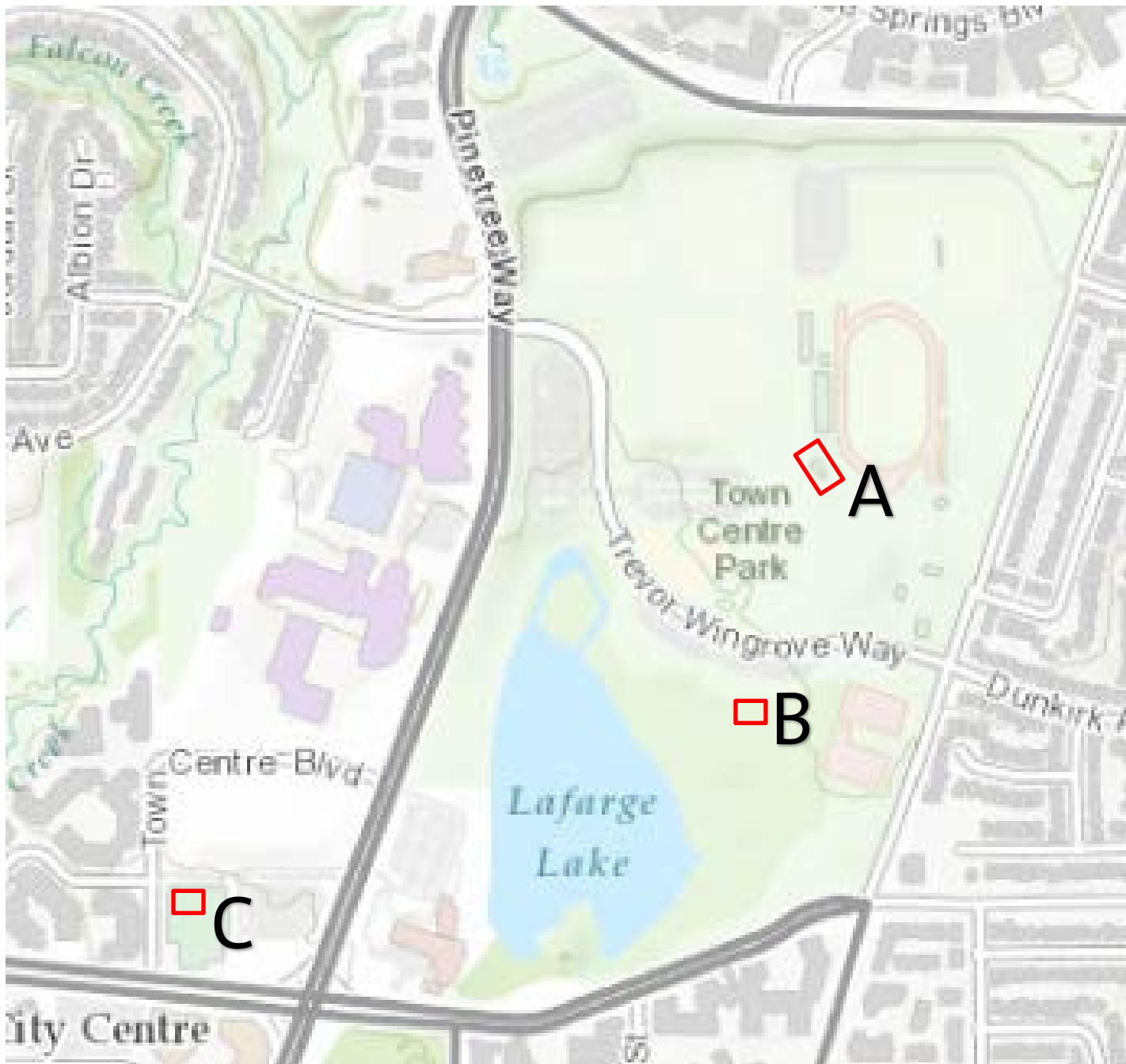
- c) A narrative that illustrates Applicant's philosophy and approach to quality assurance and quality control:

- d) Menu Sample

8 CONFLICT OF INTEREST DECLARATION

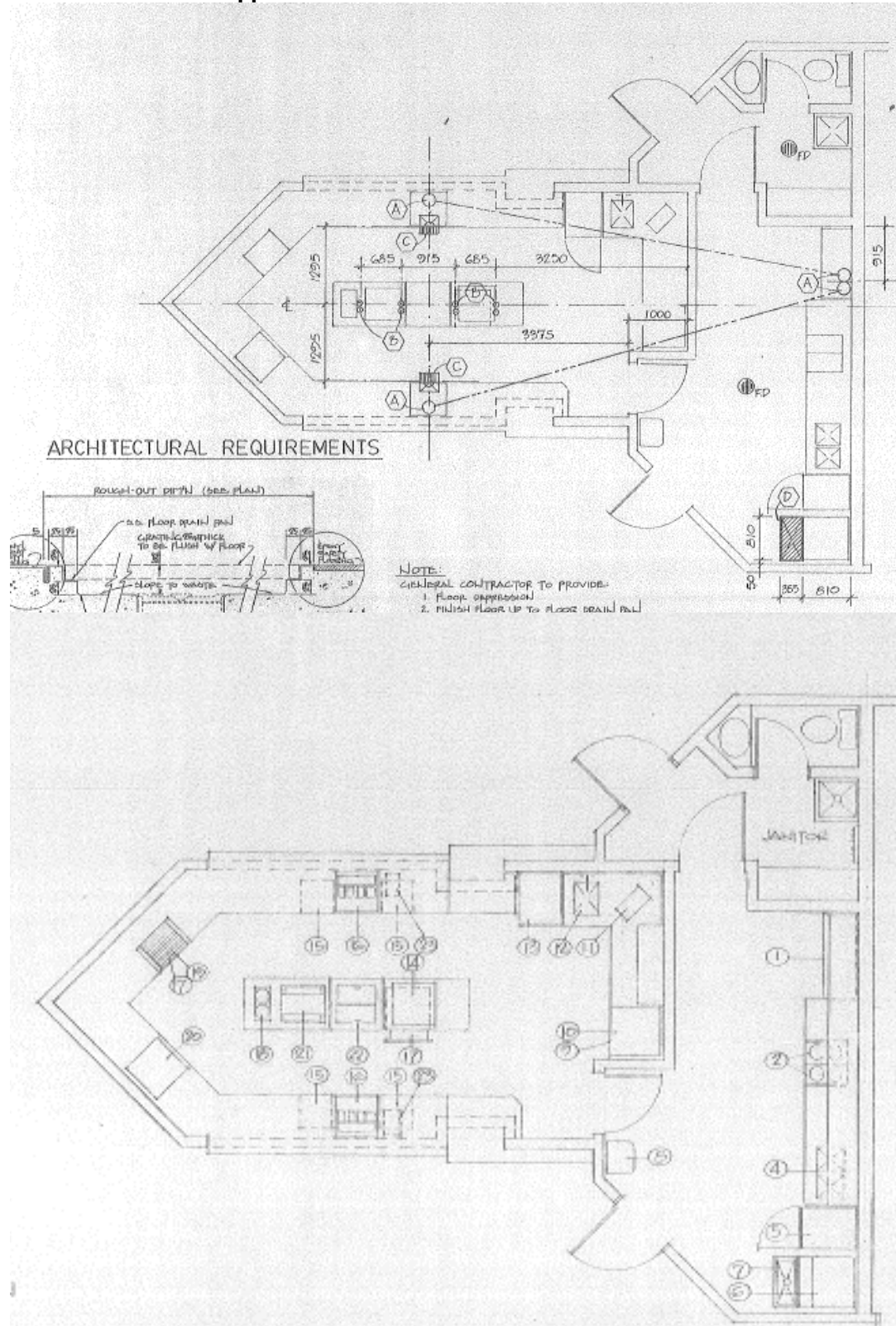
Proponents shall disclose any actual or potential conflicts of interest and existing business relationships it may have with the Cities, their elected or appointed officials or employees:

Appendix A - Location Map

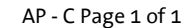


Site A – TC Park Stadium Concession
Site B – TC Park Event Lawn Concession
Site C – CCAC Concession

Appendix B – Town Centre Stadium Concession Floor Plan



Concession area highlighted in red box



Appendix D - TC Park Stadium Concession Exterior Site Photos



Appendix E - TC Event Lawn Concession Facilities Exterior Site Photo



Appendix F - CCAC Concession Floor Plan

Concession area highlighted in red box

