



REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

Title: PREQUALIFICATION OF COFFEE SHOP OPERATOR FOR
CLAYTON COMMUNITY CENTRE

Reference No.: 1220-050-2020-002

FOR PROFESSIONAL SERVICES

(General Services)

Issue Date: February 10, 2020

REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

PRE-QUALIFICATION OF COFFEE SHOP OPERATOR FOR CLAYTON COMMUNITY CENTRE

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REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

1. INTRODUCTION

1.1 Purpose

The purpose of this request for expressions of interest / statements of qualifications (the “RFEOI/SOQ”) is to:

- (a) invite submissions (the “Submission”) from respondents (the “Respondent”) that describe the desire, relevant expertise, capability, reputation and resources of the Respondent to undertake the Services as generally set out in Schedule A – Scope of Services; and
- (b) to select a Respondent or Respondents who may be invited to participate in the next stage of the competitive selection process, when called.

This RFEOI/SOQ is not a solicitation of proposals; rather it is a non-binding invitation to qualified Respondents to make themselves known to the City by providing information and by demonstrating to the City their desire, relevant expertise, capability, reputation and resources.

All interested parties should respond to this RFEOI/SOQ as the City does not guarantee that a competitive solicitation will be issued following this RFEOI/SOQ and may elect to directly negotiate with one or more interested parties, or the City may at any time and at its sole discretion decide to cancel this process for any reason.

1.2 Definitions

In this RFEOI/SOQ the following definitions shall apply:

“**BC Bid Website**” means www.bcbid.gov.bc.ca;

“**City**” means the City of Surrey;

“**City Representative**” has the meaning set out in section 2.3;

“**City Website**” means www.surrey.ca;

“**Date**” has the meaning set out in section 2.2;

“**Evaluation Team**” means the team appointed by the City;

“**Preferred Respondent(s)**” means the Respondent(s) selected by the Evaluation Team;

“**Respondent**” means an entity that submits a Submission;

“**RFEOI/SOQ**” means this Request for Expressions of Interest and Statements of Qualifications;

“**Services**” has the meaning set out in Schedule A; and

“**Submission**” means a submission submitted in response to this RFEOI/SOQ.

2. INSTRUCTIONS TO RESPONDENTS

2.1 Address for Submission Delivery

A Submission should be labelled with the Respondent’s name, RFEOI/SOQ title and number. A Submission should be submitted in the form as described in Section 3.2 – Form of Submission.

The Respondent may submit a Submission either by email or in a hard copy, as follows:

(a) E-mail

If the Respondent chooses to submit by email, the Respondent should submit the Submission electronically in a single pdf file to the City by email at: purchasing@surrey.ca

PDF emailed Submissions are preferred and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Respondents should phone to confirm receipt. A Respondent bears all risk that the City’s equipment functions properly so that the City receives the Submission.

(b) Hard Copy

If the Respondent chooses NOT to submit by email, the Respondent should submit one original unbound Submission and two (2) copies (three (3) in total) which should be delivered to the City at the office of:

Name: Richard D. Oppelt, Manager, Procurement Services
at the following location:

Address: City of Surrey, Surrey City Hall
Finance Department – Procurement Services Section
Reception Counter, 5th Floor West
13450 – 104 Avenue, Surrey, B.C., Canada V3T 1V8

2.2 Date

The City would prefer to receive Submissions on or before **February 26, 2020**. The City's office hours are 8:30 am to 4:00 pm, except holidays.

2.3 Inquiries

All inquiries related to this RFEOI/SOQ should be directed, by email, to the person named below (the “**City Representative**”). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Richard D. Oppelt, Manager, Procurement Services
Email: purchasing@surrey.ca

Reference: #1220-050-2020-002

2.4 Addenda

If the City determines that an amendment is required to this RFEOI/SOQ, the City Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca (the “BC Bid Website”) and the City Website at www.surrey.ca (the “City Website”) that will form part of this RFEOI/SOQ. It is the responsibility of Respondents to check the BC Bid Website and the City Website for addenda. The only way this RFEOI/SOQ may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any person will affect or modify the terms of this RFEOI/SOQ or may be relied upon by any Respondent. By delivery of a Submission, Respondent is deemed to have received, accepted and understood the entire RFEOI/SOQ including, any and all addenda.

2.5 Status Inquiries

All inquiries related to the status of this RFEOI/SOQ, including whether or not a Respondent has been selected, should be directed to the City Website and not to the City Representative.

3. SUBMISSION FORM AND CONTENTS

3.1 Package (Hard Copy)

If the Respondent chooses NOT to submit by email, the Respondent should submit a Submission in a particular submittal format, to reduce paper, encourage our recycled product expectations, and reduce package bulk. Bulk from binders and large packages are unwanted. Vinyl plastic products are unwanted. The City also has an environmentally-preferable purchasing commitment, and seeks a package format to support the green expectations and initiatives of the City.

Please do not use any plastic or vinyl binders or folders. The City prefers simple, stapled paper copies. If a binder or folder is essential due to the size of your Submission, they should be fully 100% recycled stock.

The City seeks and prefers submittals on 100% Post Consumer Fibre (PCF) paper, consistent with the City’s policy and the City environmental practices.

Please double-side your Submission.

Submissions should be in a sealed envelope/package, marked on the outside with the Respondent's name, title of the Submission and reference number.

3.2 Form of Submission

The Submission should contain the following items:

- **Title Page**
Show the RFEOI/SOQ name, file reference number, Submission date, Respondent's name and address, telephone number, facsimile number, Email address, and the name of the contact person.
- **Letter of Introduction**
Introducing the firm, signed by the person or persons authorized to sign on behalf of, and bind the Respondent to, statements made in this Submission.
- **Table of Contents**
Show the page numbers of all major headings.
- **Executive Summary**
A short summary (preferably one or two pages) of the key features of the Submission.

TAB 1 RESPONDENT PROFILE

- (a) Provide a brief profile of the company including years in business and staffing levels including:
 - office location;
 - company history, year established, regions served;
 - management structure and total staff employed; and
 - overview of major contracts and clients.
- (b) Provide a brief summary as to why your company would be well suited for this Service, including a portfolio of comparable Service(s).
 - an overview of the store opening team, menu developers or chefs, and trainers;
 - photographs;
 - marketing strategy; and
 - pricing strategy and related sales statistics.
- (c) Provide a summary on catering and special events management experience that would be relevant pertaining to the needs of the City and Library.

TAB 2 EXPERIENCE, REPUTATION AND RESOURCES

The Respondent should demonstrate the following in its Submission:

- (a) The experience related to the operation of food and beverage services. This experience should include involvement in marketing, product development, customer service and operations. The Respondent should be able to demonstrate a strong understanding of the current and future food and beverage sales in Library, Arts and Recreation settings;
- (b) Respondents should describe the specific knowledge and experience in designing and operating similar food and beverage service operations comparable to that outlined in this RFEOI/SOQ;
- (c) Preferably provide a minimum of three (3) references for the purpose of evaluating the Respondent's experience and track record of success. Note that the City prefers references for services that are similar to the services being proposed in response to this RFEOI/SOQ. For example, services for similar operation for municipal public sector in community centres and public settings. Each reference should include:
 - (i) the identity of the reference client organization;
 - (ii) a contact name and title, address and telephone number
 - (iii) the number of years dealing with the client; and
 - (v) a description of the service(s);
- (d) Describe current quality control standards and controls for service and food preparation;
- (e) Provide an organizational chart and general overview of your company; and
- (f) Provide information on the background and experience of all key personnel, that would be considered to undertake the Services.

TAB 3 TECHNICAL SERVICES

Provide a brief description on the following:

- (a) Service Delivery:
 - i. Provide a narrative of your customer service philosophy and how this would complement the City's objective with respect to service and performance;
 - ii. Describe how you will address/respond to customer requests or complaints. How is customer feedback monitored?
 - iii. Describe how will you handle non-paying customers who utilize the seating area at the Coffee Shop premises specially during the peak hours and special events; and
 - iv. Provide a narrative and if possible a graphic presentation of uniforms that could be worn by the operator's staff.

- (b) Health and Wellness Plan:
 - i. Menu planning/food choices (Healthy Food and Beverage): demonstrate how Respondent can contribute to the management of a healthy food and beverage sales in the Community Centre with innovative marketing and sales tools that could increase customer demand and sales revenues;
 - ii. Describe how you currently handle improvements to nutrition, health and wellness programs; and
 - iii. Provide variety of food menus (example: organic, etc.) Offer creative healthy choices at reasonable prices. Provide sample menu.
- (c) Performance Standards: Provide a narrative from Respondent of their willingness to participate in regular performance review programs, and experience in similar programs.
- (d) Health and safety programs: Describe the Respondent's first aid and food handling procedures including an example of an existing Food Safety Plan.
- (e) Sustainability:
 - i. Practices for food leftovers;
 - ii. Initiative to purchase locally grown, organic foods; and
 - iii. Describe if Respondent is engaged in practices that minimize land impact, reduce energy use and eliminate the generation of pollutants, toxins, and other hazardous materials.
- (f) Value Added: Provide an outline of additional value-added services that could become part of the relationship with the City creating opportunity for innovation and unique product and services.

TAB 4 FINANCIAL ABILITY

Respondents should provide information on financial strength (with evidence such as financial statements, bank references)

Upon submitting a response to this RFEOI/SOQ, Respondents consent to the City and their representatives checking and verifying the information provided. References may also be contacted.

3.3 Signature

The Submission should be signed by a person authorized to sign on behalf of the Respondent and include the following:

- (a) If the Respondent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Submission should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Submission on behalf of the corporation is submitted;

- (b) If the Respondent is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Respondent is an individual, including a sole proprietorship, the name of the individual should be included.

4. EVALUATION AND SELECTION

4.1 Evaluation Team

The evaluation of Submissions will be undertaken on behalf of the City by an 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 will give a written recommendation for the selection of a Preferred Respondent or Preferred Respondents to the City.

4.2 Evaluation Criteria

The Evaluation Team will compare and evaluate all Submissions to determine the Respondent's strength and ability to provide the Services to the City, generally using the following criteria:

- (a) **Management (Experience, Reputation and Resources)**
The Evaluation Team will consider the Respondent's responses to items in TAB 1 and TAB 2 in Section 3.2 – Form of Submission.
- (b) **Technical (Services)**
The Evaluation Team will consider the Respondent's responses items in TAB 3 in Section 3.2 – Form of Submission.
- (c) **Financial**
The Evaluation Team will consider the Respondent's responses item in TAB 4 in Section 3.2 – Form of Submission.

The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a comparative basis, evaluating the Submissions by comparing one Respondent's Submission to another Respondent's Submission. All criteria considered will be applied evenly and fairly to all Submissions.

4.3 Litigation

In addition to any other provision of this RFEOI/SOQ, the City may, in its absolute discretion, reject a Submission if the Respondent, or any officer or director of the Respondent submitting the Submission, is or has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Respondent.

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

4.4 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from a Respondent with respect to any RFEOI/SOQ, and the Evaluation Team may make such requests to only selected Respondents. The Evaluation Team may consider such clarifications or additional information in evaluating a Submission.

4.5 Interviews

The Evaluation Team may, at its discretion, invite some or all of the Respondents to appear before the Evaluation Team to provide clarifications of their Submissions. In such event, the Evaluation Team will be entitled to consider the answers received in evaluating Submissions.

5. GENERAL CONDITIONS

5.1 No City Obligation

This RFEOI/SOQ is not a tender and does not commit the City in any way to select a Preferred Respondent(s), or to proceed to negotiations for an agreement, or to award any agreement, and the City reserves the complete right to at any time reject all Submissions, and to terminate this RFEOI/SOQ process.

5.2 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing, and submitting a Submission, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from this RFEOI/SOQ. The City and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent in

preparing and submitting a Submission, or participating in subsequent proposal requests, negotiations for an agreement, or other activity related to or arising out of this RFEOI/SOQ.

5.3 No Contract

By submitting a Submission and participating in the process as outlined in this RFEOI/SOQ, Respondents expressly agree that no contract of any kind is formed under, or arises from, this RFEOI/SOQ, prior to the signing of a formal written Contract. The Respondent may cancel or revoke its Submission at any time, until acceptance by the City.

5.4 Conflict of Interest

A Respondent shall disclose in its Submission 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.

5.5 Solicitation of Council Members and City Staff

Respondents and their agents will not contact any member of the City Council or City staff with respect to this RFEOI/SOQ, other than the City Representative named in section 2.3, at any time prior to the award of an agreement or the cancellation of this RFEOI/SOQ.

5.6 Confidentiality

All Submissions become the property of the City and will not be returned to the Respondent. All Submissions will be held in confidence by the City unless otherwise required by law. Respondents should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

SCHEDULE A SCOPE OF SERVICES

1. PURPOSE

The City of Surrey (the “City”) invites qualified and experienced Respondents to submit request for expressions of interest and statement of qualifications (RFEOI/SOQ) to prequalify for the management and operation of coffee shop at the Clayton Community Centre, located at 7155 – 187A Street, Surrey, BC.

The successful Respondent will act as tenant and vendor to manage the daily services of the Coffee Shop. There will be an opportunity for the operator to provide catering for special events, meetings, performances and other similar functions, although it is not mandatory for the City to use the Coffee Shop for catering.

2. BACKGROUND

In consideration of the growth in East Clayton and the development expected over the next few years in West Clayton, the Clayton Community Centre is designed as a futuristic community hub that integrates arts, library, recreation, and parks in a seamlessly integrated facility. The facility is under construction with anticipated opening to the public early summer 2020.

The new 7,000 sq. M two storeys facility will include visual and performing arts components, a library and associated circulation management spaces, a gymnasium, indoor cycling, fitness & weight rooms, preschool/daycare facilities, child minding space, youth gathering space, community consultation rooms, silent study, library, staff spaces and supporting infrastructure and spaces.

The landscaping will include both the facility outdoor spaces and innovative storm water management. Offsite servicing will include the construction of a new road and a sanitary sewer main line through the park to the south. The facility will compliment the civic facility roster to meet the City’s goals under our Sustainability Charter, Wood First Policy, and accessibility initiatives. The new facility will be the community hub that integrates various activities and services in one single facility that people can easily access and enjoy.

The area available for lease is approximately 242 sq. ft including approximately 24 sq. ft. storage room located in the main lobby (social shared space). The new Clayton Community Centre is designed as a Passive House certified building to recognize the goals of City of Surrey Sustainability Charter. As well as the goals of East and West Clayton community plan to create a more sustainable neighbourhood. The new facility is fully accessible offering registered and drop-in programs for everyone in the community with free parking and electrical charging stations. Clayton Community Centre will be open to the community seven days a week.

3. OVERVIEW OF OBJECTIVES AND GENERAL SERVICES REQUIREMENTS

The Services shall be of the highest standard prevailing in the industry as to quality of service, with the intent that the Services should meet or exceed all reasonable requirements of users and City facilities on an efficient, courteous and competitive basis.

The City anticipates that the operator is able to:

- offer excellent food service and customer satisfaction;
- offer specialty coffee along with baked goods and light meal options;
- offer quality, affordable and nutritious food with attention to healthy eating as set in the Canadian Food Guide;
- offer a variety of in-season fresh fruits and vegetables;
- provide meal content (ingredients and preparation methods) information to address needs such as diabetes, allergies, or food intolerances upon request and if information is available;
- customer service must be excellent and meet all standards set by the City. Employees should be competent, courteous and professional in appearance;
- provide certified organic food products;
- use locally BC grown organic food products;
- provide dietary menu requests (i.e. vegetarian, gluten free, etc.);
- provide POS equipment to allow payment options of cash, debit and credit card transactions;
- provide all janitorial services as required within the coffee shop;
- must be fully licensed to operate a coffee shop;
- are required to meet all laws, regulations, and requirements related to food service operations;
- food packaging/utensils/straws must be eco friendly/biodegradable products;
- sustainable practices that contributes to the City's Sustainability Charter to help in protecting the environment and our planet and reducing green house emissions.

Note: choose less often products are not something we want to see as an offering; pop, sports and energy drinks, candy, chocolate, ice cream, potato chips, salty snacks, French fires or alcohol.

The lease awarded to the operator would also include non-exclusive access to the lobby seating areas where customers can sit and consume their beverages or food purchase. Chairs and tables will be provided by the City if available.

The City may allow the operator to install internal or external signage. The City and the operator will discuss signage locations within the facility and surrounding grounds. All signage, including menu boards, must be approved by the City.

The operator is to supply all tenant improvement plans, if required, signed and sealed by professional engineers or architects to be approved by the City. Any required structural changes must be reviewed and approved by the City prior to the execution of such changes.

4. PREFERRED QUALIFICATIONS

The Respondent should possess:

- (a) more than five (5) years of successful operations experience in food service management, multi-outlet management, or related hospitality industry experience;
- (b) be currently operating a successful multi-outlet franchise
- (c) have formal training in hospitality management such as a certification or diploma
- (d) experience with merchandising and marketing;
- (c) competent management services with proven capability to operate and respond effectively in the City's operational needs and can provide a dedicated and stable work force with the necessary characteristics, knowledge, skills and ability for the service required and experience in the duties assigned to them, including Food Safe certification as issued by the Provincial Health Authority and registered with the British Columbia Centre for Disease Control;
- (d) a proven ability in the provision of food and beverage services, including full service catering, concession services, vending services and non-alcoholic beverage services;
- (e) qualified food service employees with proper and sufficient training in the area of food and beverages services and meet appropriate certifications; and,
- (f) will be a financially viable company and be able to provide evidence of adequate financial resources and investment to provide the services when requested.

5. HOURS OF OPERATION

Hours of operation will be agreed upon by the selected operator and the City. It is preferred that the coffee shop be operated during the majority of the community centre operating hours. The coffee shop may stay open earlier or later as negotiated.

Community Centre:

Mon - Fri. 5:30 a.m. to 10:00 p.m.
Sun, Sat, Holidays 7:00 a.m. to 7:00 p.m.

Library Hours:

Mon - Fri. 9:00 a.m. to 9:00 p.m.
Sun & Sat. 10:00 a.m. to 5:00 p.m.