



Café/Bistro Request for Proposal

July 6, 2018

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Background

Incorporated in 1951 and celebrating its 75th operational year in 2018, the Calgary Real Estate Cooperative Ltd. (“CREB®”) is ranked as one of the largest real estate boards in Canada. CREB® is a professional association of more than 5,400 licensed brokers and registered associates, representing 230-member offices in the greater Calgary area.

Further information can be found on www.creb.com.

Objective

The Operator of the Café/Bistro will provide a friendly, comfortable atmosphere where the customer can receive quality food and beverages at a reasonable price. The Café/Bistro will offer a variety of choices to the customers including breakfast, lunch and snacks. Coffee and tea of all sorts will be offered. Juice, soda, and non-alcoholic beverages also will be available.

Calgary Real Estate Board (CREB®) invites you to submit a proposal on a Café/Bistro operation. Proposals can be submitted electronically to facilities@creb.ca or in a sealed envelope, clearly marked ‘RFP Café/Bistro and addressed to:

Cindy Halbauer

Calgary Real Estate Board (CREB®)

300 Manning Road N.E.

Calgary, Alberta T2E 8K4

The deadline for receiving the proposal shall be **4:00 pm, Wednesday August 15th, 2018**. Proposals must be received by a member of the Facilities staff. You may tour the site after 3:00 P.M. and by appointment only. Please contact Facilities at facilities@creb.ca to arrange for a tour.

Respondents may contact CREB® for clarification and information pertaining to this request for proposal. Any requests for information or clarification must be submitted in writing by e-mail to facilities@creb.ca any time prior to the closing date.

CREB® reserves the right to accept or reject any proposals, to waive minor irregularities, technicalities or informalities in proposing, and to award a contract deemed to be in the best interest of CREB®. Final selection will be made by a committee of individuals made up of CREB® personnel and at least one Member of the Executive team. If no acceptable proposal is received CREB® also reserves the right to re-solicit proposals, at its sole discretion.

Due to a conflict of interest, CREB® proposals will not be accepted from CREB® employees or their family members.

Period of Performance and Options

The services to be rendered under this RFP shall be for an initial period of one year. At the end of one year, CREB® will consider renewal of the terms of the lease agreement.

Completely Independent Contractor

The relationship of the Vendor to CREB® is that of an independent contractor and in accordance therewith. Vendor covenants and agrees to conduct itself consistent with such status and that neither its employees, officers or agents will claim to be an officer, employee or agent of CREB® or make any claim, demand or application to or for any rights or privileges applicable to any officer or employee of the same, including to but not limited to workers' compensation coverage, or unemployment insurance benefits.

Mechanics of Café/Bistro Operation

The vendor and his representatives shall follow all applicable CREB® Facilities regulations while on CREB® property, including the no tobacco products, no weapons and drug-free policies. No work shall interfere with the CREB® activities or environment unless permission is given by the CREB® Facilities department.

This Café/Bistro operation is intended for the members, staff, tenants, and members of the public. The Calgary Real Estate Board (CREB®) is located at 300 Manning Road N.E. Calgary, Alberta.

CREB® anticipates an approximate patron traffic count of 26,000 each year of operation which includes hosting approximately two hundred events/classes per year. In addition, CREB® employs 74 staff members and a tenant who employs 30 staff members. The Café/Bistro space is situated in the Atrium off the entry way on the first floor. The area is designed to provide an inviting space for members, staff, tenants and members of the public who want a place to relax and enjoy a breakfast, lunch, snack and/or beverage.

The operator agrees to provide healthy breakfast, lunch, snacks and beverages, of excellent quality, variety and fresh food that is reasonably priced. Fresh and prepackaged food may be offered. As this area is not zoned for commercial kitchen use, only small appliances are permitted to be used for preparation (etc. stove/oven, slow cooker, panini/sandwich press, hot dog appliance), operator will provide a board menu with reasonable prices for healthy food and beverage items. Customers may take their purchases off site and the operator will provide a take-out option.

It is the operator's responsibility to obtain all the appropriate licenses for serving food and drink. The operator may have the opportunity to provide catering services for CREB® functions and events.

The name of the Café/Bistro will be determined by the operator subject to final approval by CREB®

The space utilized contains approximately 414 square feet with access to a janitorial closet.

CREB® will provide:

- Approximately 414 square feet of space at no cost to the operator
- Heat, electricity & water;
- Recycling and garbage removal containers & expenses;
- Outside company name signage (subject to approval);
- Dishwasher;
- Stove and fridge;
- Counter space

The Café/Bistro operator will be responsible for and provide the following product & services:

- Equipment
- Supplies, food & beverages;
- Bussing and cleaning tables;
- Recycling & garbage removal;
- Clean & sanitary environment
- Provide adequate Insurance
- Adhere to Alberta Health & Food Legislation

Operator shall insure that all employees under operator's jurisdiction are dressed in proper attire (no sheer clothing, clothing or hats with offensive language or graphic depictions, etc.). Use of offensive or foul language or gestures is strictly prohibited. Operators and their employees shall show respect for all customers and follow CREB®'s Respectful Workplace policy.

Operator is expected to properly train all employees engaged in work under this agreement regarding the safe handling and operation of the Café/Bistro equipment as well as any applicable safety issues. Compliance with OSHA standards and regulations is mandatory. Worker violations of these standards and fines are the responsibility of the operator.

Janitorial Duties

Operator must regularly monitor and pick up litter within the Café/Bistro and the Atrium area. Operator shall supply all cleaning equipment and all cleaning supplies necessary for the job. Operator shall use appropriate cleaner for work done: approved cleaners when cleaning around food service areas and disinfectants and all-purpose cleaners when sterilizing and cleaning objects away from the food service area. Garbage must be taken out every night to the appropriate containers in the Atrium provided by CREB®. No garbage shall be left in the Café/Bistro overnight. Operator must break down all cardboard boxes. Operator must not leave any paper, boxes, etc. on the ground or outside the building. All boxes must be removed by the end of the day. Café/Bistro area must be kept clean always.

Maintenance

CREB® is responsible for repairs to the building and the operator is responsible for repairs to all equipment, furnishings and counters/storage it installs.

Organization Operator Proposal

- A. Cover letter: A cover letter shall be provided describing the respondent, including name and address of the entity submitting the proposal, the date the entity was established, and the name, address, telephone number and e-mail address of the person or persons who will serve as the entity's principal contact person and be authorized to make representations on the entity's behalf. The letter must have the signature of the person having proper authority to make the proposal for the entity.
- B. Management approach: A written explanation shall be provided as to the approach the respondent intends to:
 - a. Keep the premises clean;
 - b. Proposed selling cost for food and beverage
 - c. How will you staff the operation?
- C. Menu: Provide an example of the type of food and beverage items which will be offered in the Café/Bistro.
- D. References: Please supply at least three (2) references that have used your professional services for a similar project. Include a contact name, phone number, address, and email address, as well as a description of the services provided to the vendor.
- E. Lease agreement: CREB® is seeking an operator willing to enter into an open contract for one year. At the end of the first year both parties would re-negotiate the lease agreement.
- F. Proposal execution: The proposal must be signed with the address of the entity provided. Respondents must also include the following with the submission:

- a. A completed and signed qualification questionnaire included with this RFP;
- b. An estimate of the time needed to get the Café/Bistro open for business.

General Information Used in Response to RFP

- A. There is no standard format that the proposal must be submitted in.
- B. Service will be provided at a minimum during hours CREB® is open:

Monday-	8:15 – 3:00
Tuesday –	8:15 – 3:00
Wednesday –	8:15 – 3:00
Thursday –	8:15 – 3:00
Friday –	8:15 – 3:00
- C. Operator prepared to extend hours if CREB® requires extended hours for an event.
- D. CREB® prepared to discuss extended hours beyond CREB® opening and closing.
- E. CREB® is interested in food and beverages as is found in a Tim's or Starbucks or a Café/Bistro of similar.
- F. The Café/Bistro will primarily serve food and beverages to members, staff public, and tenants.
- G. The Café/Bistro will provide a catering service to CREB® for functions and events hosted at CREB®.
- H. CREB® will be permitted to use the space for after hour events from time to time.

Evaluation

Proposal selection will be based on proposal fit to needs and the provision of the highest value to CREB®. A rating scale will be applied to the following criteria:

- Quality of proposed statement of work including deliverables and management approach.
- Menu quality and value
- Relevant experience and qualifications.
- Availability during project period and qualifications of individuals involved.
- References.

As part of the assessment, the proposer may be asked to make a formal presentation to CREB®.

CREB® will select and negotiate contract terms with the most qualified candidate. If negotiation is unsuccessful, CREB® will negotiate with the next most qualified candidate and so forth until satisfactory contractual arrangements are achieved.

CREB® reserves the right to not award a contract should none of the proposals adequately address the requirements outlined in the RFP.

Respondent's Qualifications Questionnaire

All information in the questionnaire must be furnished by the respondent to CREB® Facilities department. All supplementary statements and attachments should be identified by appropriate caption and keyed to the items in the questionnaire to which they apply. The questionnaire must be signed for and on behalf of the proponent by the (i) owner, if a sole proprietorship; by all (ii) partners, if a partnership or joint venture; by (iii) authorized officer, if a corporation; by (iv) all members, if a limited liability company.

1. Respondent's name exactly as it would appear on the contract:

2. Provide a brief history of your organization or business experience and if you have had experience in providing catering services.

3. Please provide two names and phone number of persons who can be contacted as references regarding your business experience.

4. Has the respondent ever been a party to any legal action or proceeding relative to a food/beverage contract? Yes No (If yes give details on a separate page.)

5. Within the past ten (10) years has the respondent voluntarily or involuntarily had its assets placed within the jurisdiction of a court under any bankruptcy, insolvency or credit reorganization laws, or had its assets or management placed in a trust for the benefit of creditors?

Yes No (If yes give details on a separate page.)

6. Please indicate current insurance coverage maintained with respect to other food/beverage operations and limits of coverage.

Attach any additional information which would be helpful to CREB® in reviewing your qualifications.

Prior to the award of the agreement, CREB® may require the respondent to furnish additional information to enable CREB® to determine the capability of the undersigned

to perform the terms and conditions of the proposed lease or agreement. The respondent hereby authorizes CREB® to verify any of the information provided and to obtain credit history from appropriate credit reporting agencies.

The foregoing information and all attachments hereto are submitted to induce CREB® to select the respondent for the award of the agreement and are complete and accurate to the best knowledge and belief of the undersigned.

Date: _____

Name of business: _____(print or type)

Authorized representative: _____(print or type)

Signature: _____