



# Request for Proposal

MANUELS RIVER COMMUNITY INC. 7 CONCEPTION  
BAY HWY, CONCEPTION BAY SOUTH, NL A1W 3A2



## Contents

1. Introduction	2
2. Background	2
3. Confidentiality	3
4. Negotiation	3
5. Acceptance of Rejection	4
6. No Collusion	4
7. Detailed Requirements	5
8. Proposal Submission Requirements	6
9. Questions/Clarification	6
10. Submission Deadline	7
11. Selection Criteria	7
12. Assessment Process	7
12. Contact Information	7

## 1. Introduction

Manuels River Community Inc. (MRCI) is a registered Canadian charity dedicated to the conservation and protection of the Manuels River trail system. It was established in 1989 and incorporated in 1992, and is governed by a volunteer board of directors elected at an annual general meeting. For well over 30 years, MRCI has passionately followed its mandate to protect, enhance and conserve the entire Manuels River system through habitat improvement and education programming. In 2013, a major leap in the operations occurred with the opening of the 13,000 square foot Manuels River Hibernia Interpretation Centre (MRHIC) operating year-round, which replaced a 500 square foot visitor chalet which opened in 1995 and operated seasonally.

The MRHIC not only houses the educational center and exhibits, but also serves as the Visitor Information Centre for those who visit the area of Conception Bay South. The MRHIC also serves an income generator through its rental space, bar, cafe and catering operations. Income derived from these areas allows the organization to be semi-self sufficient by contributing significantly to the ongoing operations of the educational programming, facility maintenance, trail development and maintenance.

We are seeking proposals from vendors to operate a café at the MRHIC. The café is an important part of our visitor experience and *Trailkeeper Members* benefit. The café is often used to cater smaller internal or external day-time events. We aim to partner with a reputable and experienced service provider to deliver high-quality food and exceptional service for our events. Our goal is to partner with an operator that will be the best fit for the MRHIC. This means embracing our vision and values and being flexible to accommodate our operational requirements. For this reason, this proposal is open to a remuneration model based on the proponents own estimation of the market value of exclusive daytime use of the MRHIC space. Proposals shall be prepared at the sole cost of the Proponent and under no circumstances will MRCI be responsible for these costs.

## 2. Background

The MRHIC has experimented with different models to deliver its cafe operations. Currently MRCI staffs and operates the onsite café internally. The café itself includes 650 square feet of space, kitchen has 48 square feet of space and a patio area that overlooks the river and trail system. In total the seating capacity inside is 30 people. Prior to 2020, the café was operated by an independent service provider. Returning to this model will allow MRCI to focus on programming specific to its mandate. Benefits for the successful proponent include:

- The popularity of the trail system and ongoing use of the MRHIC for programs and services results in a high volume of traffic in and around the café.
- Partnering with Manuels River will result in increased promotion and/visibility for our partners at no cost to them via our website, signage and social media.

- MRCI provides Café tables, highchairs, equipment, etc. required to serve guests.
- Use of existing kitchen equipment including two standard stove units, a commercial grade convection oven dishwasher, etc.
- Wifi for staff and guests
- Security and custodial services for common areas and washrooms (kitchen area not included).
- First refusal of all daytime catering for meetings and corporate events.
- Currently there are four preferred catering vendors that use the kitchen and café space to prepare for weddings and special evening events. In the past, the café has operated until the MRHIC closes for the day, typically at 4:30. The successful proponent will be required to make the kitchen and café space available to outside caterers when they are scheduled to provide event catering.

### 3. Confidentiality

- 3.1. MRCI acknowledges that a Proposal may contain information in the nature of trade secrets or commercial, financial, labour relations, scientific or technical information of or about a Proponent. MRCI acknowledges and agrees that responses to this RFP are provided in confidence and protected from disclosure to the extent permitted under law.

### 4. Negotiation

- 4.1. By submitting a Proposal, a Proponent accepts that a contract may be concluded; however, MRCI reserves the right to negotiate the terms of any proposed contract with any Proponent. If the parties after having bargained in good faith are unable to conclude a formal agreement, MRC and the Proponent will be released without penalty or further obligations other than any surviving obligations regarding confidentiality and MRC may, in its discretion, contact other Proponents whose Proposals are considered by MRC as suitable and attempt to conclude a formal agreement with them.
- 4.2. Opening and closing hours are to be negotiated and established which coincide with the seasonal nature and operation of the Centre. All hours agreed upon shall be continued from the point of agreement.
- 4.3. While the intention would be to have a Contract term of between 3 – 5 years, the Contract will be probationary for a period of one year to allow for the operator and MRCI to review operations in all four seasons of operation.
- 4.4. Unless specified otherwise by the Proponent, MRCI will assume the Proposal to be firm

for acceptance within 90 days of proposal closing.

## 5. Acceptance of Rejection

- 5.1. A single response (for example, a Proposal from only one supplier to this RFP) may be deemed a failure of competition, and at the sole option of MRCl, the RFP may be cancelled.
- 5.2. MRCl reserves the right to cancel this RFP in its entirety after the advertised closing date, if the scope of MRCl's requirements change.
- 5.3. A Proposal may be rejected on the basis of the Proponents' past performance, financial capabilities, completion schedule or failure to comply with Federal, Provincial or Municipal legislation.
- 5.4. As it is MRCl's purpose to obtain a Proposal most suitable to its interests and what it wishes to accomplish, MRCl has the right to waive any irregularity or insufficiency or noncompliance in any Proposal submitted and to accept the Proposal which it deems most favorable to its interests or to reject all Proposals and cancel the RFP.
- 5.5. MRCl reserves the exclusive right in its sole discretion:
  - 5.5.1. To accept the Proposal which it deems to be most appropriate and to waive any deviations in the Proposal;
  - 5.5.2. To reject all Proposals and to invite new Proposals for the services required;
  - 5.5.3. to increase, decrease, delete, or vary any portion of the work;
  - 5.5.4. to reject Proposals which in its opinion are clearly non-viable from an implementation, operational, environmental, scheduling, technological, or financial point-of-view;
  - 5.5.5. to reject Proposals where there are significant omissions of required information as they relate to desirable requirements;
  - 5.5.6. to reject Proposals which have conditions attached, which are not authorized by the RFP;
  - 5.5.7. to reject Proposals where there is a failure to provide satisfactory references or to meet servicing requirements;

## 6. No Collusion

- 6.1. Except as otherwise specified or as arising by reason of a provision of the Contract documents, no person either natural, or body corporate, other than the Proponent has or will have any interest or share in its Proposal or in any award or contract arising out of this RFP. There must be no collusion or arrangement between the Proponent and any other actual or prospective Proponents in connection with Proposals submitted in response to this RFP.
- 6.2. Each Proponent must certify in writing that it has no knowledge of the contents of other Proposals and have made no comparison of figures or agreement or arrangement, expressed or implied, with any other party in connection with the making of its Proposal.

## 7. Detailed Requirements

The successful proponent will be responsible for providing cafe services. This includes but is not limited to the following:

- 7.1. The Proponent shall obtain and pay for all permits and licenses required either by the Government of Canada, the Province of NL, The Town of CBS, or any other authority to enable the Proponent to do all things necessary to perform the Contract for Food Services (“the Contract”) according to the provisions of the Contract.
- 7.2. Each Proponent warrants that the products and services it will supply to MRCI conform in all respects to the standards set forth by all applicable Federal and Provincial agencies.
- 7.3. All prices proposed shall be in Canadian Currency. If not stated otherwise, MRCI will assume that prices quoted are in Canadian funds.
- 7.4. Monthly remuneration paid to MRCI to be negotiated between MRCI and the proponent based on their proposal. This monthly fee covers electricity, A/C, Wi-Fi, telephone, public washrooms, security, snow clearing, and related maintenance.
- 7.5. Pay for the increased cost of waste removal tonnage related to café operations based on historical data.
- 7.6. Business Plan:
  - 7.6.1. Menu Planning: Collaborate with our team to create customized menus tailored to the specific requirements and preferences of each event.
  - 7.6.2. Food Preparation and Presentation: Prepare and present all food items in an appealing and professional manner, ensuring high standards of quality and hygiene are maintained at all times.
  - 7.6.3. Service Staff: Provide trained and professional service staff, including chefs, cooks, dishwashers and servers as needed. Staff should be well-groomed, courteous, and efficient in their duties.
  - 7.6.4. Setup and Cleanup: Handle setup and cleanup of the kitchen and cafe area, ensuring a clean and organized environment before, during, and after each shift.
  - 7.6.5. Special Dietary Requirements: Accommodate special dietary requirements and restrictions, including vegetarian, vegan, gluten-free, and allergen-free options, as requested by our clients.
  - 7.6.6. Environmental Impact:
    - 7.6.6.1. MRCI expects the purchase of products and services that will minimize any negative impact on the environment.
    - 7.6.6.2. MRCI discourages the use of single use and/or disposable items. MRCI recognizes that procurement decisions by its employees can make a difference in pursuit of improving environmental performance.
    - 7.6.6.3. MRCI will purchase environmentally preferred products or services whenever it is practical and can be obtained at a reasonable cost.
    - 7.6.6.4. MRCI will provide recycling/composting receptacles. It will be the responsibility of cafe staff to recycle/compost where possible.

- 7.6.7. The operator will be willing to work with MRCI to brand the Café to represent both brands.
- 7.6.8. The operator shall provide high quality coffee, assorted hot beverages such as espresso, lattes, cappuccino, hot chocolate as well as quality homemade breakfast, lunch and daytime dessert/treat options.
- 7.6.9. The operator shall provide “child-friendly” meal options.
- 7.6.10. Acceptance of participating in Centre event/revenue planning process meetings yearly.
- 7.6.11. Minimum number of patrons required for the café to be open outside regular hours to be agreed upon. This will be to allow both the operator and Centre to be profitable when planning and servicing events.
- 7.6.12. The operator will assist with, and action feedback from an annual survey to be conducted by the Centre.
- 7.6.13. Marketing responsibilities will be clearly defined between the Centre and the operator. The operator will be required to be active in marketing their operations.
- 7.6.14. The acceptance of 10% discount pricing for the employees of MRCI on their meals/snacks when working.
- 7.6.15. The acceptance of 10% discount pricing for individuals who present a valid “Trailkeeper Membership.”

## 8. Proposal Submission Requirements

Proponents are requested to submit a comprehensive proposal addressing the following:

- 8.1.1. Company Background: Provide an overview of your company, including its history, experience in catering for weddings and luncheons, and any relevant certifications or accreditations.
- 8.1.2. Menu/Pricing: Present sample menus including pricing including any additional service charges, staff fees, and any additional costs or fees.
- 8.1.3. Insurance: Confirmation of insurance protecting MRCI from any and all liability in the event of loss or damages associated with the provision of services.
- 8.1.4. References: Furnish references from past clients who have utilized your catering services for similar events, along with testimonials or reviews highlighting the quality of your food and service.

## 9. Questions/Clarification

- 9.1.1. Proponents may schedule a walk through of the café/kitchen space prior to the submission deadline by contacting [andrew.coady@manuelriver.ca](mailto:andrew.coady@manuelriver.ca).
- 9.1.2. Questions related to the proposal may be submitted in writing to [andrew.coady@manuelriver.ca](mailto:andrew.coady@manuelriver.ca) until September 30, 2024 at 5:00pm. All questions and responses will be circulated to proponents at their request. This will ensure that all proponents have access to the same information. Contact [andrew.coady@manuelriver.ca](mailto:andrew.coady@manuelriver.ca) if



you would like to receive a copy of the questions/responses.

## 10. Submission Deadline

Proposals must be submitted no later than September 30 at 5:00pm via email to [andrew.coady@manuelriver](mailto:andrew.coady@manuelriver). Late submissions will not be considered.

## 11. Selection Criteria

Proposals will be evaluated based on the following criteria:

1. Financial value to MRCI (30%)
2. Experience and Reputation (15%)
3. Business Plan (40%)
4. References and Client Feedback (15%)

## 12. Assessment Process

All proposals will be evaluated equally according to the selection criteria. Proponents that score within the top three may be invited to meet the MRCI team. The successful proponent will be contacted by October 4th, 2024.

## 13. Contact Information

For inquiries or clarification regarding this RFP, please contact Andrew Coady at [andrew.coady@manuelriver](mailto:andrew.coady@manuelriver) or 709-834-2099, ext.202.