

I *the* TBay Market

We Make It, Bake It, Grow It

Request for Proposals (RFP)

For

Market Kitchen

at the Thunder Bay Country Market (TBCM)

Issued to the public on June 17, 2022

Request for Proposals – Market Kitchen at the Thunder Bay Country Market

This Request for Proposal (RFP) document consists of the following parts:

- Part 1 – Introduction to, and background of, the Market Kitchen at the Market
- Part 2 – Deliverables of the Market Kitchen
- Part 3 – Evaluation of Proposals
- Part 4 – Terms & Conditions of the RFP Process
- Appendix A – Cover Submission Form (includes checklist)

If any parts are missing, please send an email to manager@tbcm.ca

Brief Notes, explained in detail in the document:

- Interested parties are invited to submit a written proposal, indicating how they would meet the outlined deliverables.
- Please submit questions about the process, the RFP or related by email to manager@tbcm.ca
- Submissions may be delivered by hand to the Market Manager or emailed to manager@tbcm.ca. The deadline for email submission is Monday, July 11 2022, and the deadline to deliver proposals by hand is Saturday July 9, 2022 at 2pm.
- Submissions will be reviewed and scored by the Vending Committee, and then reviewed by the Board of Directors.

Part 1 – Introduction to, and background of, the Market Kitchen at the Market

Thunder Bay Country Market (TBCM) is requiring Market Kitchen service at the Market and is therefore putting out a Request for Proposals (RFP).

Interested parties should read through all the enclosed documentation and submit their proposal addressing the deliverables (see Part 2), with the Appendix A – Cover Submission Form as the cover sheet. The selected vendor will be responsible for operating the Market Kitchen at the Market, and would be expected to be in operation at all markets.

The Thunder Bay Country Market operates year-round, twice weekly out of the Dove Building on the C.L.E. Grounds in Thunder Bay. The Market began in 1996 and has grown steadily since. The Saturday Market is one of the busiest in Ontario. The Wednesday Market is showing steady growth. The Market's mandate is to support local business, with its motto of "Make it, Bake it, Grow it" helping shape policies.

The Market is managed by a professional Manager and supported by a volunteer Board of Directors elected from its membership. The Board operates under By-Laws as passed by the Membership, with the latest updates to the By-Laws passed in May 2022. The full By-Laws and list of Board members can be found on the Market website.

Membership of the Market is annual. The Thunder Bay Country Market is a registered not-for-profit corporation.

1.1. Market Booth Space Allocation

The Market Kitchen operates downstairs at the Market, out of a space defined by three counters, near the back / south end of the Dove Building.

The Market Kitchen provided a breakfast service on Saturdays and a dinner service on Wednesdays. The Board's expectation is that these defined services would continue with the selected vendor.

The Market Kitchen is not equipped with a hood vent and as such, cooking with grease cannot occur on site. These types of items must be prepped off-site and may be finished off in the Market Kitchen. The kitchen may be used otherwise for full preparation of food. For example, bacon should be cooked to 95% completion and then warmed as required in service. Pancakes, eggs, toast etc may be cooked on site.

2. Equipment:

Market Kitchen included equipment consists of one (1) electric stove top and one (1) three compartment sink connected to a fifty (50) gallon grease interceptor, and one (1) separate hand washing sink as well as three (3) counters that form the barrier of the Market Kitchen area. If the selected vendor chooses to not use those items, they must (if possible) be stored in a safe and secure location and be returned as needed by the C.L.E.

The Canadian Lakehead Exhibition (C.L.E.) rents the Dove Building and outdoor spaces to the TBCM to operate the Market. As part of the rental agreement the TBCM must vacate the premises during the summer fair. During the summer fair, the Creative Arts team uses the Market Kitchen space for their programming for the 5 days. If a vendor's equipment is left in the space, the C.L.E. may use the equipment.

The Market provides a serving station on each level for managing garbage, trays and recycling. The Market provides garbage bags for customer garbage. The Market's cleaner sweeps and mops dining space(s) each week.

The Market provides the tables and chairs for the dining space. The vendor is responsible for condiments, including those for tables, such as salt & pepper shakers. The Vendor is also responsible for bussing of tables during market hours, and removal of garbage. The Market provides garbage bins outside of the Dove building.

Any proposed changes to the Kitchen area and a breakdown of responsibility of costs must be approved by both the Market Manager and/or Market Board and the C.L.E. Board.

3. Schedule

The selected vendor would be expected to operate at all regular markets throughout the year. Regular market days are Saturdays from 8:00-1:00 and Wednesdays from 3:30-6:30.

4. Fees

The Market Kitchen booth fee is based on two days of operation per week, Wednesday and Saturday markets, as well as 2 preparation days per week (Wednesday morning for Wednesday markets and Friday for Saturday markets).

The Market Kitchen booth fee \$250 + HST per week, inclusive of utilities.

If the Market Kitchen will be used as a preparation or serving space for hours outside of regular Market days, the Board will negotiate an extra fee. The fee listed is for Market days and standard set-up/ take down prior and after-market days.

5. Type of Contract for Deliverables

The selected applicant will be required to enter into a Market Kitchen Vending Agreement with the TBCM for the provision of the Deliverables. It is the TBCM's intention to enter into the Agreement with only one (1) legal entity.

6. Guarantee of Volume:

The TBCM makes no guarantee of the value or volume of work or customers for the successful applicant. The Agreement executed with the successful applicant will not be an exclusive contract for the provision of the described Deliverables.

Part 2 – Deliverables of the Market Kitchen

Applicants should prepare proposals and how they would meet the demands of the deliverables that follow:

Support Local Collaboration

- Utilize local supplies as frequently as possible
- Collaborate with other Vendors at the TBCM

Provide High Quality Products

- Provide menus of high-quality food that include:
 - Menu options for Saturday Market breakfast
 - Menu options for Wednesday Market dinner
- Healthy choices for both Saturday and Wednesday menus
- Low-cost options for both Saturday and Wednesday menus

Provide Excellent Customer Service

- Meet experience expectations by ensuring customers consistently receive the advertised experience and swiftly respond to customer complaints
- Prepare a layout plan that is both attractive and functional to ensure customer line-ups are minimized
- Ensure adequate use of technologies, staffing and supplies
- Minimize negative environmental impacts
- Ensure staff are properly trained and attired at all times

Regular and Effective Promotions

- Ensure adequate daily, weekly and seasonal frequency of promotions
- Use a variety of medias

Keep Areas Clean and Maintain Equipment (Areas including kitchen space, serving stations, and dining area(s)).

- Ensure all equipment in excellent operational condition, and maintenance is scheduled as required
- Ensure locations are kept attractive at all times
- Provide basic cleaning daily prior to opening and after closing
- Provide deep clean cleaning as required

Scoring for each deliverable is shown in Part 3 – Evaluation of Proposals.

Part 3 – Evaluation of Proposals

The Board of the TBCM has given the Vending Committee authority for this process and the Committee's decision is final.

The Vending Committee will conduct the evaluation of proposals by scoring each proposal on the basis of the rated criteria. At the conclusion of the scoring subject to the express and implied rights of the TBCM, the highest scoring applicant will be selected to enter into the Market Kitchen Vending Agreement

The TBCM, in addition to any other remedies it may have in law or in equity, shall have the right to rescind any Contract awarded to an applicant in the event that the TBCM determines that the applicant made a misrepresentation or submitted any inaccurate or incomplete information in their proposal.

Other than inserting the information requested and signing the Cover Submission Form, an applicant may not make any changes to or qualify the Cover Submission Form in its proposal. A proposal that includes conditions, options, variations or contingent statements that are contrary to or inconsistent with the terms set out in the RFP may be disqualified.

Evaluation of Rated Criteria

Rated Criteria	Allocated Points	Total points (100)
Support Local Collaboration		
Use of Local Supplies	10	15
Collaboration with other Vendors	5	
Provide High Quality Products		
Saturday Breakfast options	15	45
Wednesday Dinner options	10	
Lower cost options	10	
Healthy choice options	10	
Provide Excellent Customer Service		
Meeting experience expectations	6	20
Booth layout plan	6	
Utilization of technologies, staffing & supplies	3	
Minimizing environmental impacts	3	
Staff training and attire plans	2	
Promotions		
Promotion frequency plan	5	10
Multi-media plan	5	
Cleaning and Maintaining		
Equipment maintenance plan	3	10
Keeping attractive plan	2	
Daily cleaning plan	3	
Deep cleaning plan	2	
Grand total of points		100

Part 4 – Terms and Conditions of the Request for Proposal (RFP) Process

4.1. General Information and Instructions

4.1.1. Timetable – the schedule below for this RFP:

Key Step	Date & Time	Notes
RFP released	Friday, June 17, 2012	
RFP Submission Deadline for hand delivery	Saturday, July 9, 2022 at 2pm	Must be delivered to market office. 425 Northern Ave, Thunder Bay ON P7C 2V7
RFP Submission Deadline for email delivery	Monday, July 11, 2022	
Anticipated Award Announcement	Friday, July 22, 2022	
Anticipated First Market	Wednesday, August 17, 2022	TBCM will be operating from the Moose Hall August 3-13. First market back in the Dove Building is Wednesday, August 17

The RFP timetable is tentative only and may be changed by the TBCM in its sole discretion at any time prior to the Proposal Submission Deadline.

4.1.2. Applicant to follow instructions

Applicants should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers where that request was made. All proposals must be submitted in English.

4.1.3. TBCM's Information in RFP Only an Estimate

The TBCM and its Board make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda.

It is the applicant's responsibility to avail itself of all the necessary information to prepare a proposal in response to this RFP.

4.1.4. Applicants Shall Bear their own Costs

The applicant shall bear all costs associated with or incurred in the preparation and presentation of its proposal.

4.2. Communication after Issuance of RFP

4.2.1. Applicants to Review RFP

Applicants shall promptly examine all of the documents comprising this RFP and:

- shall report any errors, omissions or ambiguities; and
- may direct questions or seek additional information both by email on or before the submission deadline.

All questions submitted by applicants by email shall be deemed to be received once it has entered the inbox for manager@tbcm.ca

No questions or communications are to be directed to anyone other than the TBCM contact. The TBCM is under no obligation to provide additional information but may do so at its sole discretion.

It is the responsibility of the applicant to seek clarification from the TBCM Contact on any matter it considers to be unclear. The TBCM shall not be responsible for any misunderstanding on the part of the applicant concerning this RFP or its process.

- 4.2.2. Post-deadline Addenda and Extension of the RFP Submission Deadline
If any addendum is issued after the Deadline for Issuing Addenda, the TBCM may at its discretion extend the RFP Submission Deadline for a reasonable amount of time.

4.3. Submission of Proposals

- 4.3.1. Proposals may be submitted in person, or by email to manager@tbcm.ca.
- 4.3.2. The deadline to submit proposals is July 11, 2022.
 - 4.3.2.1. If delivering in person, proposals must be submitted at the Thunder Bay Country Market Manager's office at 425 Northern Ave, Thunder Bay ON P7C 2V7 (upstairs Dove Building) by 2 pm on Saturday, July 9.
 - 4.3.2.2. Email submissions will remain open until July 11, 2022
- 4.3.3. Amending or Withdrawing Proposals Prior to Submission Deadline
At any time prior to the Submission Deadline, an applicant may amend or withdraw a submitted proposal. The right of applicants to amend or withdraw includes amendments or withdrawals wholly initiated by applicants and amendments or withdrawals in response to subsequent information provided by addenda.

Amended proposals still must be submitted prior to or on the Submission Deadline.
- 4.3.4. TBCM May seek Clarification and Incorporate Response into Proposal
The TBCM reserves the right to seek clarification and supplementary information relating to the clarification from applicants after the Submission Deadline. The response received by the TBCM from an applicant shall, if accepted by the TBCM, form an integral part of that applicant's proposal. The TBCM reserves the right to interview any or all applicants to obtain information about or clarification of their proposals. In the event that the TBCM receives information at any stage of the evaluation process which results in earlier information provided by the applicant being deemed by the TBCM to be inaccurate, incomplete or misleading, the TBCM reserves the right to revisit the applicant's compliance with the mandatory requirements and/or adjust the scoring of rated criteria.
- 4.3.5. RFP Incorporated into Proposal
All provisions of this RFP are deemed to be accepted by each applicant and incorporated into each applicant's proposal.
- 4.3.6. Proposal to be retained by the TBCM
The TBCM will not return the proposal or any accompanying documentation submitted.

4.4. Execution of Agreement

- 4.4.1. Selection of Vendor
The TBCM anticipates selecting a vendor by July 22, 2022. Notice of selection will be in writing. Once selected, the vendor will complete any other required contractual obligations.

An applicant selected who then submits conditions, options, variations or contingent statement to the Terms set out in the Market Kitchen Vending Agreement, either as part of its proposal or after receiving notice of selection, may be disqualified.

Applicants are reminded that the opportunity for questions or amendments is best done prior to the Submission Deadline.
- 4.4.2. Failure to Enter into Agreement
In addition to all of the TBCM's other remedies, if a selected applicant fails to execute the Agreement or satisfy any other applicable conditions within 30 days of notice of selection, the

TBCM may, in its sole and absolute discretion and without incurring any liability, rescind the selection of that applicant and proceed with the selection of another applicant.

4.5. Prohibited Communications and Confidential Information

4.5.1. Applicant Not to Communicate with Media

An applicant may not at any time directly or indirectly communicate with media or on social media in relation to this RFP without first obtaining the written permission of the TBCM Contact.

4.5.2. Confidential Information of TBCM

All information provided by or obtained from the TBCM in any form in connection with this RFP either before or after the issuance of this RFP:

- a) is the sole property of the TBCM and must be treated as confidential
- b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent Vending Agreement
- c) must not be disclosed without prior written authorization from the TBCM; and
- d) shall be returned by the applicants to the TBCM immediately upon request of the TBCM.

4.6. Reserved Rights and Governing Law

4.6.1. Reserved Rights of the TBCM

The TBCM reserves the right to:

- a) make known to its members the names of any or all the applicants
- b) request written clarification or the submission of supplementary written information in relation to the clarification request from any applicant and incorporate an applicant's response to that request for clarification into the applicant's proposal.
- c) assess an applicant's proposal on the basis of a financial analysis determining the actual cost of the proposal when considering factors including transition costs arising from the replacement of existing goods, services, practices, methodologies and infrastructure (howsoever originally established);
- d) the information provided by an applicant pursuant to the TBCM exercising its clarification rights under this RFP process; or
- e) other relevant information that arises during this RFP process;
- f) waive formalities and accept proposals which substantially comply with the requirements of this RFP;
- g) verify with any applicant or with a third party any information set out in a proposal;
- h) disqualify any applicant whose proposal contains misrepresentations or any other inaccurate or misleading information;
- i) disqualify any applicant or the proposal of any applicant who has engaged in conduct prohibited by this RFP;
- j) make changes, including substantial changes, to this RFP provided that those changes are issued by way of addenda;
- k) select any applicant other than the applicant whose proposal reflects the lowest cost to the TBCM or the highest score;
- l) cancel this RFP process at any stage;
- m) cancel this RFP process at any stage and issue a new RFP for the same or similar deliverables;
- n) accept any proposal in whole or in part; or
- o) reject any or all proposals;

and these reserved rights are in addition to any other express rights or any other rights which may be implied in the circumstances and the TBCM shall not be liable for any expenses, costs, losses or any direct or indirect damages incurred or suffered by any applicant or any third party resulting from the TBCM exercising any of its express or implied rights under this RFP.

By submitting its proposal, the applicant authorizes the collection by the TBCM of the information provided by the applicant.

Appendix A – Cover Submission Form



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Business Details			
Business Name:			
Business Address:			
City:		Postal Code:	
Owner(s) Name:			
Phone Numbers:	Business Phone:		
	Cell Phone:		
Email(s):		<input type="checkbox"/> Check if preferred	

Request for Proposal (RFP) Components	Initial here
The applicant has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under the RFP. By submitting the proposal, the applicant agrees and consents to the terms, conditions and provisions of the RFP, and offers to provide the Deliverables.	
The applicant acknowledges that the information provided in this RFP is accurate to the best of their knowledge.	
The applicant understands that submission of this RFP in no way commits the Thunder Bay Country Market to offering the Market Kitchen Vending Agreement to their business.	
The applicant understands that in the event their proposal is selected by the TCBM they will be required to submit a copy of business liability insurance worth at least \$2,000,000, a copy of a safe food handling certification for at least one employee on staff, a copy of their latest kitchen health inspection report from the Thunder Bay District Health Unit if preparing any items off site, and obtain a kitchen health inspection once set up in the market kitchen space.	
The applicant understands that in the event their proposal is selected by the TCBM, the applicant intends to enter into and execute the Market Kitchen Vending Agreement in accordance with the terms of this RFP.	

Signed by: _____

Printed name: _____