



# REQUEST FOR PROPOSALS No. 1-2025 CONCESSION SERVICES AT TERRACE SPORTSPLEX

**ISSUED: June 18, 2025**

**CLOSING DATE AND TIME:**

Submissions must be received at the Closing Location on or before:

4:00 PM (16:00 hrs) Local Time on July 8<sup>th</sup>, 2025

**City of Terrace Contacts for Questions:**

Tyler Clarke – Programs Supervisor, [tclarke@terrace.ca](mailto:tclarke@terrace.ca)

Parks, Recreation & Culture Telephone: 250-615-3000

**Proponent's Information Meeting:**

*An optional site meeting will be held anytime between 1-3pm, June 25<sup>th</sup>, 2025, at the*

*Terrace Sportsplex Concession, where proponents can view the concession space.*

# City of Terrace

Request for Proposals: Terrace Sportsplex Concession

## Instructions to Proponents:

Proposals must be submitted no later than 4:00pm, July 8, 2025, by email to: [bids@terrace.ca](mailto:bids@terrace.ca)

### Amendment to Proposals

Proposals may be amended in writing and sent via email at [bids@terrace.ca](mailto:bids@terrace.ca) on or before the closing. Such amendments should be signed by the authorized signatory of the Proponent.

### Addenda

If the City of Terrace determines that an amendment is required to this RFP, the City of Terrace will post the Addendum on the City of Terrace website <https://www.terrace.ca/business-development/procurement-contract-awards>. Each addendum will be incorporated into and become part of the RFP. No amendment of any kind to the RFP is effective unless it is contained in a written addendum issued by the City of Terrace. It is the sole responsibility of the Proponent to check and ensure any and all amendments are included prior to submitting their final Proposal.

### Withdrawal of Proposals

The Proponent may withdraw their Proposal at any time by submitting a written withdrawal email to [bids@terrace.ca](mailto:bids@terrace.ca) on or before the closing.

### Unsuccessful Vendors

The City of Terrace will offer debriefings to unsuccessful Proponents, on request, at a mutually agreeable time.

## Introduction:

The City of Terrace is seeking proposals from qualified food and beverage service provider (Licensee) to operate and manage the concession services at the Terrace Sportsplex. The Sportsplex serves as a hub for sports events, tournaments, and community gatherings, attracting a diverse audience of athletes, spectators, and families throughout the year. We are committed to providing high-quality, healthy and accessible concession services that enhance the overall experience for our patrons.

## Scope of Services:

The Licensee will be responsible for the following:

1. Provision of a variety of food and beverage options suitable for athletes, spectators, and families. The Licensee will ensure that a majority of food and beverage sold and on display from concession is a healthy food choice as defined by *Canada's Dietary Guidelines*

([Canada.ca/FoodGuide](http://Canada.ca/FoodGuide)) and agree to display products within recommended guidelines.

Management of all aspects of the concession stand, including staffing, cleaning, inventory management, and notifying City of Terrace representatives of any infrastructure maintenance required.

2. Compliance with all fire, building, health and safety regulations, including food handling and sanitation standards. Familiarity with Northern Health regulations and expectations.
3. Coordination with Sportsplex Administration to ensure adequate hours/availability of the concession during Special Events and peak times.
4. Implementation of efficient and customer-friendly payment systems, including cash, credit/debit cards, and mobile payments.
5. Maintenance of a clean, organized, and welcoming concession area, including tables/chairs in the Main lobby area. Specifically, licensee will be responsible for wiping down tables during operational hours.

## General Conditions of Contract

**Contract length** – Will be for a one-year term with the option to renew one additional year, upon mutual agreement between the City of Terrace and the Licensee, should all terms of this agreement be met. The vendor shall be required to have necessary business licenses, insurances, as well as WCB coverage for the duration of the contract.

**Pricing** – Licensee will be charged \$875/per month for rental of the concession space and all equipment for the contract's duration; August 1, 2025 – May 31, 2026.

**Qualified Personnel** - All Work shall be performed by skilled persons in strict accordance with the applicable Municipal, Provincial, Federal, and other laws, regulations, standards, codes, etc. The Contractor and persons hired by it to perform the Work shall be licensed and comply with all laws applicable to the provision of the Work in the Province of British Columbia. The Contractor and persons hired by it to perform the Work shall always be properly attired and courteous to the public.

**Clean Up** - At the end of each day the Contractor shall ensure the site is safe and secure and shall clean out all debris and leave the site in a clean and tidy condition.

**Subletting** - The Contractor will not, without the written consent of the City of Terrace, assign, and sublet or transfer any subsequent Contract or any part thereof.

### Facility description/Site Diagrams

The Terrace Sportsplex Concession is on the ground floor of the Terrace Sportsplex, in the Main Arena lobby. The Concession itself has one storage area connected to the kitchen and two large ordering windows for the public. *Please view photos of concession at the bottom of this document.*

The Terrace Sportsplex is open year-round, except for STAT Holidays. The concession is expected to be open during peak times, which are afternoons, evenings, and weekends, mainly through September-March, although special events are held year-round.

**Equipment Included:** Refrigerator, Stove, Stove Ventilator, Kitchen Sink, Commercial Sink, Light Fixtures, Fire Extinguisher.

**Equipment Not Included:** Freezers, Beverage Coolers (Licensee must provide own display cooler)

### **Proposal Guidelines:**

Interested parties are invited to submit proposals that include the following:

1. Background and experience in operating concessions or food services, particularly for large events or audiences.
2. Proposed menu options, including suggested pricing, with emphasis on healthy food options. ie. Please also describe whether products are produced from scratch and whether they are produced on or off site.
3. Vision for services – a description of how the proposal will enhance this facility.
4. Staffing plan, including the number of employees, proposed hours of operation, and any relevant training programs.
5. Any additional services or amenities that the concessionaire can provide to enhance the overall experience at the Sportsplex.

## **Evaluation Criteria:**

Proposals will be evaluated based on the following criteria:

1. Experience and qualifications of the licensee and demonstrated ability to staff facility for peak times and events (45%).
2. Suitability, quality and variety of menu offerings and goods sold (30%)
3. Compliance with health and safety regulations (5%)
4. Additional services and amenities that can be provided value add/innovation (20%)

## **Selection Process:**

A review committee will evaluate all proposals based on the criteria outlined above. Shortlisted candidates may be invited for interviews or presentations to further assess their suitability for the concession contract. The final selection will be made based on the proposal's overall quality and alignment with the evaluation criteria above.

## **Contact Information:**

Information packages are available online at [terrace.ca](http://terrace.ca) under the header *Business & Development-Procurement & Contract Awards*

For inquiries or clarifications regarding this RFP, please contact:

Tyler Clarke – Programs Supervisor, [tclarke@terrace.ca](mailto:tclarke@terrace.ca)  
Parks, Recreation & Culture Telephone: 250-615-3000

We look forward to receiving your proposals and partnering with a concessionaire that shares our commitment to excellence in service delivery at the Sportsplex.

# Proposal Submission Form

## RFP No. 1-2025

### CONCESSION SERVICES AT TERRACE SPORTSPLEX

Proposals will be received on or before 4:00 pm local time on Monday, July 8<sup>th</sup>, 2025

#### INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposals must be submitted no later than 4:00pm, July 8<sup>th</sup>, 2025, using one of the submission methods below:

1. By Email to: [bids@terrace.ca](mailto:bids@terrace.ca)

1. In the "Subject Field" enter: RFP Number and Name

2. Add files in .pdf format and "Send"

Proponents are responsible for allowing ample time to complete the Proposal Submission process. If assistance is required, please call 250-615-3000.

|                          |  |
|--------------------------|--|
| Legal Name of Proponent  |  |
| Contact Person and Title |  |
| Business Address         |  |
| Telephone                |  |
| Email Address            |  |

#### DEPARTURES AND AWARD

|  |                          |
|--|--------------------------|
| The City intends to negotiate a License Agreement between the City and Contractor prior to award.  |                          |
| <b>AWARD-</b> For eligibility of award, the City requires the successful Proponent to complete and have the following in place before providing the Services. Not required with Proposal |                          |
| <b>WCB-</b> WorkSafe BC coverage in good standing and further, if an "Owner Operator" is involved, personal operator protection (P.O.P.) will be provided:                               | WCB Registration Number: |
| <b>Insurance-</b> Provide Insurance coverage as per the City's Standard Insurance Form   |                          |
| <b>Vendor Info-</b> Complete and return the City's Vendor Profile and Electronic Funds Transfer Application  |                          |

|  |  |
|--|--|
| <b>Business License-</b> A City of Terrace Business License  |  |
| <b>Northern Health Food Permit-</b> Attain and provide before commencing operations from the site.                                 |  |
| <b>As of the date of this Proposal, we advise that we can meet all of the above requirements except as follows (list, if any):</b> |  |
|  |  |

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| <b>SERVICES-</b> I/We have reviewed the Scope of Services as described in this RFP and are prepared to meet those requirements, amended by the following departures and additions (list, if any): |
| <b>Requirements – Requested Departure(s) / Alternate(s) / Addition(s)</b>   |
|   |

## CORPORATE

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| <b>EXPERIENCE, CAPACITY AND RESOURCES</b> - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):  |
| Description of business reputation/capabilities, and capacity to successfully deliver this new operation:   |
|   |
| Structure of the Proponent (I.E. Corporation, LLP, Proprietorship), background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.): |
|   |
| Proponent is to state relevant experience and qualifications as to the Services requested in the RFP:   |
|   |
| Description of current operations along with background and operational stability:  |
|   |

Proponent is to state any value-added benefits and activities they can provide in delivering the Services. Provide details:

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**REFERENCES**– Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):

| Reference No. 1                |                |
|--------------------------------|----------------|
| Description of Relationship    |                |
| Work Performed                 |                |
| Start Date                     |                |
| End Date                       |                |
| Contract Value (if applicable) |                |
| Reference Information          | Company:       |
|                                | Name:          |
|                                | Phone Number:  |
|                                | Email Address: |

#### HEALTH AND SAFETY

Confirm the Proponent has a written safety program in place that meets the requirements of WorkSafeBC?

|   |           |
|---|-----------|
| <b>YES</b>  | <b>NO</b> |
| All personal information collected will be held in confidence by the City. All information collected is under section. 26(c) of the Freedom of Information and Protection of Privacy Act. Understood: |           |
| <b>YES</b>  | <b>NO</b> |



## TECHNICAL

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|---|
| <b>APPROACH and METHODOLOGY-</b> Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description of the various components required for successful completion of the Work.   |
| <b>Vision for services</b> – Describe how your proposal will enhance the Terrace Sportsplex operations and your vision for exciting food service operations   |
|   |
| <b>Set-Up and Operation</b> - Proposals should address the plan for the set up and operation of the Work. (How will you furnish and prepare the site/operation for food and beverage services   |
|   |
| <b>Operation</b> - A description of approach and methodology for operating at this location including proposed approach for reaching out to the community and local sport and community groups as a good corporate citizen; how staff will be presented, hours, identified and will interact with customers; proposed business hours and operating season; and how the Food Service Space will be displayed   |
|   |
| <b>Menu</b> - A sample menu plan showing the food and beverage items proposed for sale including the item description, size, and retail price. Please also describe whether products are produced from scratch and whether they are produced on or off site. Describe how long products are held before being deemed unsaleable and describe how these products are disposed of at that time. Provide any information with respect to any "healthy choices" items being available for purchase. If applicable, please describe any other products proposed to be sold other than food and beverage items. |

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| <b>Quality Control</b> - Provide the measures the Proponent will use to maintain quality control for the Services being performed. |
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**This Proposal** is submitted this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

**I/We have the authority to sign on behalf of the Proponent and have duly read all documents.**

|   |           |
|---|-----------|
| <b>Name of Proponent</b>  |           |
| <b>Signature(s) of Authorized Signatory(ies)</b>                  | <b>1.</b> |
|   | <b>2.</b> |
| <b>Print Name(s) and Position(s) of Authorized Signatory(ies)</b> | <b>1.</b> |
|   | <b>2.</b> |

## Photos of Sportsplex Concession

370 Square feet









