UNIVERSITY OF ALBERTA

Request for Proposal
Food Service Provider for Patio Cafe at the University of Alberta Botanic Garden

The University of Alberta Botanic Garden (UABG) solicits proposals from interested vendors with an entrepreneurial spirit to provide food service at the Garden.

Background and Facility Location:

The University of Alberta Botanic Garden (The Garden) is a stunning 97-hectare property located at 51227 Hwy 60 Parkland County, 15 minutes southwest of Edmonton, with cultivated gardens, plant collections, and indoor showhouses. The Botanic Garden hosts a variety of dynamic events, such as:

- Facility bookings requiring catering service
- Field trips
- Social gatherings and Special events
- Tour groups
- Weddings

The UABG attracts 90,000 guests annually to the Garden, with a majority (85%) visiting between May - October. Approximately 50,000 of our guests are on day visits to the Garden. the remaining 40,000 are visitors attending events.

The Food Service Provider is responsible for providing food and beverages for our guests and staff throughout the seasons. There are opportunities for collaboration with the Garden to provide food options to our pre-booked groups, such as tour lunches and catering facility bookings.

The Garden is open:
May 8 - 31:Daily
10 am - 5 pm
June 01 - September 04: Daily
10 am - 5 pm
September 05 - October 09: Daily
10 am - 5 pm

Customer feedback over the years is that long wait times for food are a concern. During our peak season, the Garden has over 1000 guests daily. We are looking for good quality offerings served in a timely manner to ensure a positive guest experience.

The Request for Proposal seeks parties passionate about food and customer service and interested in leasing the concessions premises at the University of Alberta Botanic Garden. Parties must be experienced in the safe handling of food and possess the necessary licenses to prepare and serve food in the province of Alberta.

TERMS OF AGREEMENT:

a. The Food Service Agreement commences May 01, 2023. Such agreement shall be for May 01 - October 31, 2023; the UABG reserves the right to sublet the premises during the "off" seasons.
b. The successful Operator will be responsible for obtaining a business license, paying all appropriate taxes, and providing five million dollars ($5,000,000) in liability insurance for self and his/her staff. Proof of insurance coverage and business license will be required at the time of execution of the contract.
c. The successful Operator shall conform to the Occupational Health and Safety Act regulations, Statues of Alberta, 2017, and any amendments. The successful Operator is required to maintain a safety program for all staff.
d. The successful Operator agrees to adhere to the University of Alberta safety policies.
e. The successful Operator shall indemnify the University of Alberta Botanic Garden against actions and claims because of negligence on the part of the Operator.
f. The University of Alberta Botanic Garden is seeking monthly compensation for the leased space, which may or may not include an additional amount calculated as a percentage of gross sales.
g. Utility costs are included in the lease agreement. Equipment, fixtures, and other items are available to the Operator as part of the lease agreement. Terms of the agreement will indicate conditions on the usage.

1. INSTRUCTION TO VENDORS

a. SUBMISSION OF PROPOSAL
proposals are to be emailed to:
Guest Experience Manager
University of Alberta Botanic Garden
jwalters@ualberta.ca

And will be received up to 9:00 am on March 20, 2023. the UABG will not be responsible for failure to receive email proposals. Vendors are responsible for ensuring emails are received before the stipulated closing date.
b. Target start-up date is May 08, 2023, with the space being made available May 01, 2023

The offerer can contact the Guest Experience Manager at jwalters@ualberta.ca or 780-492-3106 to request a facility tour and review the concession space.

3. REQUEST FOR PROPOSAL RESPONSE

Response packages should include:

a. Your business history and why you are interested in leasing the UABG Patio Cafe.
b. Provide a proposed menu with products and prices.
    i. This should include all pre-packaged snacks, ready-made and made-to-order food, beverages, and more.
    ii. Include details of product offerings to address the different interests of various audiences.
    iii. Provide catering menu and capacity with pricing (if applicable).
    iv. Your commitment to recycled paper products.
c. Provide details of verifiable experience in managing and operating a concession or catering business with comparable size/scope to the Garden's operations. Include the number of years in food service operations, including the roles served (owner, manager, supervisor, etc.).
d. Provide information on your customer satisfaction program, including how you collect, solicit, evaluate, and respond to customer feedback (measure, maintain, improve).
e. Proposed lease rate of the concession
f. References

4. PROPOSAL EVALUATIONS, CONTRACT NEGOTIATIONS AND AWARD

a. Upon receipt of vendor proposals, there will be a screening process to ensure the vendor's compliance with all requirements of this proposal
b. Evaluation criteria: this proposal shall be awarded based on the following criteria:
    i. Experience of the Proponent
    ii. Proponent's customer satisfaction program
    iii. Proposal theme (character and mandate, etc.)
    iv. Menu/list of products (quality, healthy choices, uniqueness, price, prep/serving time etc.)
    v. Proponent's safety program
c. All proposals shall be signed by the Offerer's authorized signing officer(s).

5. QUESTIONS

Questions should be directed to Josée Walters, Guest Experience Manager at 780-492-3106 or jwalters@ualberta.ca