

## Request for Proposals for Café Vendor

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### Introduction

The MacKenzie Art Gallery is reinventing the role of the public art gallery, using art and experiences to shed new light on the world. With a permanent collection that spans 5,000 years and nearly 5,000 works of art, we encompass both the University of Regina's vast collection and one of Canada's largest collections of Indigenous art, the Kampelmacher Memorial Collection. Through art, education, and immersive programming, we bring fresh perspectives that transform how people experience history, themselves, and each other.

The MacKenzie is located in Wascana Park, Canada's largest urban park, and rests within Treaty Four territory, the traditional territory of the Cree, Saulteaux, Lakota, Dakota, and Nakota people, and the homeland of the Métis Nation. We are generously supported by the South Saskatchewan Community Foundation, Canada Council for the Arts, SaskCulture, City of Regina, University of Regina, and the Saskatchewan Arts Board.

At the heart of our vision is a multi-disciplinary creative space or "hub" for immersive and interactive experiences. Nestled amid Regina artist Bill Burns' art installation, *Bird Radio and the Eames Chair Lounge* (see Appendix E for more information), Craft Services is a place to engage the senses, to meet, exchange, discuss and build our communities over food and drink.

The MacKenzie is seeking a new vendor to operate a purpose-built café and kitchen, who can operate as a partner towards cultivating a vibrant cultural atmosphere on our premises. We look forward to seeing your creative proposals.

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### Request for Proposal

MacKenzie Art Gallery Inc. ("MacKenzie") is inviting proposals from qualified vendors for the supply of certain services ("Services") as further outlined in this Request for Proposals ("RFP").

The purpose of this RFP is to select a qualified vendor to enter into a contract with the MacKenzie for the performance of the Services. All points outlined regarding the café's operation are negotiable. Further details about the Services required by the MacKenzie are set out in Appendix A.

This RFP is not a tender and is not subject to the laws of competitive bidding. No bid contract or agreement is created by the submission of a proposal.

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### **Submission of Proposals**

1. **Proposals must be submitted by 4:30 PM CST on 9 October 2020.** The deadline for receipt of proposals may be extended by the MacKenzie by way of addendum. Vendors are solely responsible to ensure their proposals are delivered on time.
2. Proposals must be delivered to the attention of Jackie Martin, Director of Finance and Operations, at [jmartin@mackenzie.art](mailto:jmartin@mackenzie.art) with the subject line "Expression of Interest – MacKenzie Art Gallery Café".
3. Inquiries concerning this RFP are to be directed in writing via email to [jmartin@mackenzie.art](mailto:jmartin@mackenzie.art).
4. Vendors are requested to complete and submit any proposal form(s) attached as per Appendix B.
5. Any assumptions being made by the vendor should be clearly and prominently stated in the proposal.
6. Alternative or innovative proposals are encouraged. However, vendors submitting alternative or innovative proposals are asked to also provide a proposal in accordance with the base requirements of this RFP. The alternative/innovative proposal portion of the response should be clearly identified as such and separated from the proposal provided for the base requirements. The MacKenzie reserves the right to make an award based on any alternative/innovative proposal.

### **Service Contract**

7. The supply of any Services pursuant to this RFP shall be acquired under a mutually acceptable contract. The MacKenzie reserves the right to negotiate any and all purchase terms and conditions (including price) with any vendor at its sole discretion.
8. Vendors (and/or its employees and agents) may be required to sign supplemental confidentiality agreements prior to accessing any MacKenzie software or systems.

### **Proposal Contents and Cost of Proposals**

9. Proposals must be submitted in writing and should be in the form attached as per Appendix B. Vendors may provide additional information beyond that requested in the RFP for the MacKenzie's consideration. Any such additional information may be considered by the MacKenzie at its sole discretion.
10. The MacKenzie is not responsible for any costs incurred by vendors in preparing their proposals, attending any meetings or interviews with the MacKenzie, making any presentations to the MacKenzie in connection with their proposals, or otherwise incurred in connection with the RFP process.

**Anticipated Schedule of Events**

11. The following is the anticipated schedule of events related to this RFP. These dates are provided as target dates only and may be changed at any time by the MacKenzie at its sole discretion:

<b>RFP Event</b>	<b>Estimated Date(s)*subject to change</b>
RFP Released	September 17, 2020
RFP Closing Date	October 9, 2020
Completion of Selection Process	October 30, 2020
Contract Signing	November 9, 2020

**Evaluation Process**

12. Proposals will be kept confidential.
13. The MacKenzie reserves the right to keep evaluation details and/or vendor rankings confidential.
14. Vendors may be requested to participate in an interview, demonstration, or other interactive process with the MacKenzie in connection with this RFP.
15. The MacKenzie reserves the right to select a short-list of vendors who may be subject to a further evaluation and/or negotiation process.
16. Competitive negotiation may be part of this RFP process.
17. The MacKenzie may conduct reference checks independent of the client references provided by the vendor.
18. The MacKenzie's objective is to select the applicant able to provide the best overall value and service solution to the MacKenzie. Vendors are advised that the evaluation process is subjective in nature and the MacKenzie's intention is to consider, at its sole discretion, each proposal on its merits, without regard to the rules or principles of competitive bidding or other legal duties, including without regard to whether a proposal is compliant with this RFP.
- Applicants will be judged based on the evaluation rubric outlined in Appendix C.

**Legal Framework**

19. **This RFP is not intended to, and shall not, create any binding obligation on the MacKenzie to purchase all or any of the Services, or to enter into any service contract related thereto. Vendors are advised that the MacKenzie is intending to conduct a flexible procurement process, not subject to the laws of competitive bidding.**
20. Without limiting the generality of the above paragraph, the MacKenzie reserves the right, at its sole discretion at any time and for any reason, to:
- Reject any or all proposals (including, for greater certainty, the lowest cost proposal)
  - Accept any proposal or any combination of proposals received
  - Accept a proposal in whole or in part
  - Clarify a proposal where, in the sole judgement of the MacKenzie, an error or mistake is apparent on its face

- Accept any non-compliant proposal where the non-compliance is, in the MacKenzie's sole judgement, not material
  - Reject any non-compliant proposal
  - Accept or reject any conditional proposal
  - Accept any alternative or innovative proposal
  - Negotiate any aspect of any proposal (including price) and/or any purchase terms and conditions
  - Cancel this RFP at any time for any reason (with or without commencing a new RFP or other similar process in its place)
21. Proposals may be withdrawn or amended by vendors at any time by written notice to the MacKenzie prior to the MacKenzie and a vendor signing a formal contract.

**Confidentiality**

22. Vendors are expected to keep confidential all documents, data, information, and other materials of the MacKenzie's which are provided to or obtained or accessed by a vendor in relation to this RFP. Proponents are expected to refrain from making any public announcements or news releases regarding the Services without the prior written approval of the MacKenzie.
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## Appendix A: Service Requirements

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### Background & Description of the Project

The MacKenzie Art Gallery's mission is to engage people in transformative experiences of the world through art, and we have developed this mission in conjunction with our four-year strategic plan. With a focus on visitors, artists, Indigenous culture and diversity, we want to participate meaningfully with the public, diversifying our partnerships with community organizations and artists, in order to strengthen our programs, experiences, and our collections.

Opened in the MacKenzie in 2018, Craft Services Café quickly became not only a place for good food and drink but for public and private conversations and events. Thanks to the work of 1080 Architecture, it was recognized with the Premier's Award for Excellence in Interior Design. Excellence in design is also a feature of our new brand identity and website which was launched this past year. Our improvements have further continued with the modernization of our new Welcome Area.

The term "craft services" refers to the catering that is at the centre of a film set's social scene. The area is the great equalizer. The quality of the spread can make or break the crew's experience. A good craft services crew is responsible for the physical and mental well-being of the entire set.

Craft Services Café serves a wide variety of clientele, from government employees in the T.C. Douglas building and adjacent government buildings, to facility renters, Gallery visitors, families, and the surrounding neighborhoods of Lakeview and Hillside—as the only coffee shop in the area, between Hill Avenue, Kramer Boulevard, and Parliament Avenue—tucked into Wascana Centre, which sees thousands of visitors to the park every year.

We are looking for a professional vendor who can operate our café on a daily basis and carry out full catering services for groups from 20-400, from small meetings to large scale Gala's and weddings.

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### Sublease Offerings

The vendor will be a true partner, meeting with the MacKenzie staff on a regular basis to evaluate and propose changes and improvements with a focus on the visitor experience and customer.

### Branding

- The Gallery is responsible for the overall branding of Craft Services Café. The successful operator will have full access to a complete Craft Services brand, designed by Regina artist Bill Burns (see Appendix D). This includes several logos, various menu templates, an Instagram account with 1,000+ followers, and illustrations for promotion.
- The Gallery will assist with and deliver a co-branded marketing strategy to be disseminated via the Gallery's channels (online, website, social media, member communication etc.).

## Hours

The café will be open at all times that the Gallery is open to the public. The MacKenzie is typically open seven days a week, however, we have adjusted our hours for the foreseeable future due to COVID-19. Our current hours of operation are as follows:

- Closed Monday & Tuesday
- 10 AM – 5:30 PM Wednesday – Saturday
- 12 – 5:30 PM Sunday
- The Gallery is currently closed on Christmas Day, New Year's Day, and Good Friday
- Preference will be given to an operator that will provide extended hours in the morning, at minimum from 8 AM onward, seven days a week (at least five to begin with). The above current hours will be the minimum operation hours, with extended hours available pending budget and negotiations.
- The Gallery hosts several events a year which extend into the evening hours and for which the café will be expected to remain open.

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## Space

Newly renovated café space, winner of the Premier's Award for Excellence in Interior Design in 2019

- Tables, chairs, and bar stools
- Two state-of-the-art meeting rooms with modular seating to accommodate various events and meetings managed by the MacKenzie.
- An outdoor patio and separate entrance are planned for a future phase of development.

Craft Services Café is provided with the following equipment:

- Upright freezer
- Ice machine
- Convection oven
- Induction range
- Walk-in cooler
- Stainless steel prep table
- Beer taps
- Line cooler
- Cold well
- Dishwasher (lease of which is included in rent)
- Various small wares
  
- Craft Services can accommodate between 60 (seated) and 350 (standing) patrons.
- Use of space will be limited according to the priorities of the MacKenzie in terms of facility rentals and program events, to be negotiated in a sublease with MacKenzie, with a guaranteed minimum seating area always reserved for café foot traffic and non-program

- customers. Some MacKenzie programs may include sound components (artist talks, performances, etc.) that will be audible throughout café spaces.
- Catering opportunities will be available to the café vendor on a non-exclusive competitive basis (receptions, weddings, meetings, etc.).
  - Utilities, HVAC, building insurance, will be provided in gross rent, as will general cleaning and maintenance, including washrooms. Cleaning of kitchen area is the responsibility of vendor. The vendor will be required to apply for and pay directly all taxes, fees, charges, rates, duties and the like charged against or in respect of the vendor's occupancy of the premises (such as building permits, food and beverage permits, cost of inspections, insurance, telephone, and internet, etc.).
  - The MacKenzie is a tenant of the Province of Saskatchewan, Ministry of Central Services, and subject to a lease with the Province. The sublease with the café operator is subject to the MacKenzie's lease and approval by the province and may be subject to conditions.

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## **Term & Rent**

To be negotiated, the MacKenzie is looking for a partnership commitment of four (4) years.

The vendor will be granted a grace period—to be negotiated—of rent-free occupancy following the Possession Date (such date is referred to as the "Commencement Date").

Basic rent is the sum of \$32,700 per year without any set-off, abatement, or deduction whatsoever, in equal monthly installments of \$2,725 payable in advance on the first day of each month of the sublease term.

Percentage rent: 12 months following the Commencement Date of the sublease, the MacKenzie Art Gallery will collect 2.00% of monthly sales in addition to basic rent. Reporting and payment of percentage rent is due on or before the 12<sup>th</sup> day of each month. A monthly profit and loss statement detailing sales by category for the reporting period is required.

The Subtenant acknowledges the Sublandlord is currently exempted from paying property taxes, levies or similar assessments or grants in lieu thereof in respect of the Leased Premises and is not required to pay or contribute to the cost of utilities used in the Leased premises. The Subtenant agrees that if, during the Sublease term, the Sublandlord becomes liable for the payment of utilities, property taxes, levies or similar assessments or grants in lieu thereof, or other fees, costs or charges in respect of its occupancy of the leased Premises (collectively, "Occupancy Costs"), then the Subtenant will pay its proportionate share of all such Occupancy Costs to the Sublandlord following 90 days' notice from the Sublandlord to the Subtenant.

## Appendix B: Form of Proposal

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### Background & Description of the Project

Vendors should, at a minimum, address the following in their proposals:

- **Vendor Detail**  
A brief description of your business including any qualifications you consider relevant.
- **Relevant Experience**  
A description of your business's experience in performing similar work, including two (2) references of work performed for other agencies (or other relevant experience) in the previous five (5) years, and appropriate contact information for references.
- **Lead Personnel**  
Identify the lead personnel responsible for the delivery of the services the proponent is prepared to offer and their expected involvement. The MacKenzie expects that each of the identified lead personnel will be licensed and in good standing to perform the services in Saskatchewan, and that a lead café manager will be onsite daily, with preference given to the owner/operator.

Describe the relevant experience of the lead personnel and include their resumes and professional designations.

- **Capacity**  
The MacKenzie expects that the vendor will have sufficient resources available to meet the service requirements of the MacKenzie in a timely and efficient manner. Provide a brief description of your firm's staffing resources that will be utilized to meet the service requirements of the MacKenzie.
- **Subconsultants**  
Provide the same information as listed above for any subconsultant that you propose to engage in providing the Services. Partnerships and joint ventures will be considered, especially as they add value and expertise to the standards of service. For example, food, bar, or coffee services may be sub-divided with partners or consulting operators under the direction of the lead vendor.
- **Liability Insurance**  
The MacKenzie expects that the vendor carries professional liability insurance in an amount of not less than \$5,000,000 per occurrence. Provide certificates of insurance outlining the amounts of professional liability insurance that you carry.
- **Fee Proposal**  
Vendors will be responsible for monthly rent of \$2,725 and 2.00% of monthly gross sales.

- **Schedule**  
Proposals should include a confirmation of whether your company can meet the MacKenzie's schedule for completion of the Services, as set out in this RFP.
  
- **Conflict of Interest Disclosure**  
Disclose any actual or potential conflicts of interest that may exist between your firm and its management, and the MacKenzie and management, and the nature of such conflict of interest. If a proponent has no such conflict of interest, a statement to that effect should be included in its proposal.
  
- **Proposals must include:**
  - A. General description of café concept;
  - B. Proposed rent and percentage rent structure if different than the terms outlined above;
  - C. Sample menu with price points;
  - D. Proposed structure of staff and level of service (serving, bussing, counter service, etc.);
  - E. Any relevant support materials;
  - F. Proposed hours of operation;
  - G. Proposed staffing structure and key personnel (resumes of principals if possible);
  - H. Any proposed modifications to equipment or space provided;
  - I. Proposed timeline for occupancy of space and opening operation, including necessary permits;
  - J. Brief business plan highlighting key customer targets; expected gross income, revenue projections, and start-up costs and initial investment requirements;
  - K. If an additional site to an existing operation, how the MacKenzie site relates to the overall business operation;
  - L. Any additional relevant information.

**Tours of café space may be scheduled through the above contact.**

**A MacKenzie café feasibility study is available upon request.**

**Appendix C: Evaluation Rubric**

<b>WEIGHT</b>	<b>SCORING</b>	<b>DESCRIPTION</b>
20%	<b>Business Operations</b>	<p>Demonstrates strong knowledge of financial management.</p> <p>Demonstrates strong knowledge of cost controls</p> <p>Demonstrates knowledge of occupational health &amp; safety, HR.</p> <p>Willingness to maximize hours of operation</p>
20%	<b>Culinary Experience</b>	<p>Education/ Practical Experience</p> <p>Proven record of industry success</p> <p>Expertise in menu development</p> <p>High levels of cleanliness standards</p> <p>Creativity in food offerings</p> <p>Plating and presentation design</p> <p>Exhibits a high level of food quality</p>
20%	<b>Catering Experience</b>	<p>Has experience catering large scale events up to 300+ people</p> <p>Demonstrates plan for staffing of large catering events</p> <p>Ability to respond to short notice catering requests</p>
20%	<b>Management</b>	<p>Personal Interview</p> <p>Willingness to be a true partner to the Gallery</p>
20%	<b>Visitor Experience (Hospitality)</b>	<p>Demonstrates outstanding hospitality in accordance with the MacKenzie Art Gallery's mission.</p> <p>Emphasis on hospitality training with staff</p> <p>Customer service expertise in all areas</p>

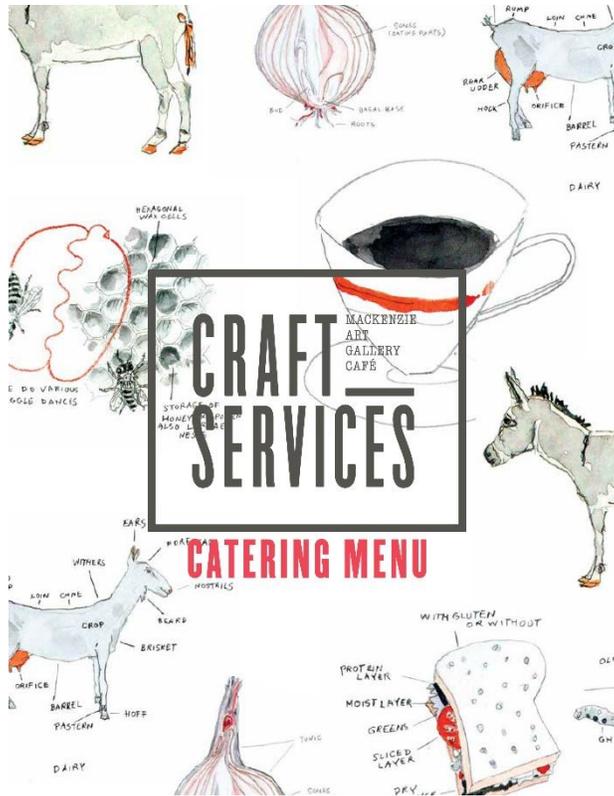
Appendix D: Photos/Branding



MACKENZIE ART GALLERY CAFÉ



MACKENZIE ART GALLERY CAFÉ





## Appendix E

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*Bird Radio and the Eames Chair Lounge* consists of a set of jerry-rigged bird calls, a radio transmitter, a microphone, a series of drawings, blueprints, photographs, as well as *Barcode of Life* wallpaper, which depicts the DNA barcode of a cardinal.

Bill Burns was born into a book-selling family in Regina, Saskatchewan. He received an MA from Goldsmiths College in London where he worked with Gerard Hemsworth and John Latham. Since that time his work about nature and civil society has been shown at the Institute of Contemporary Arts, London; the KW Institute for Contemporary Art, Berlin; the Museum of Modern Art, New York; and the Seoul Museum of Art, Seoul.

He has published more than a dozen artist books and audio recordings with publishers such as Walther König in Cologne and Space Poetry in Copenhagen. He has been Artistic Director of the Dogs and Boats and Airplanes choir since 2010. His most recent book, *Hans Ulrich Obrist Hear Us* (2015), is published by YYZ BOOKS, Toronto, and Black Dog Publishing, London. He lives in Toronto, Canada.