

**CITY OF NORTH AUGUSTA
PARKS, RECREATION & TOURISM DEPARTMENT
REQUEST FOR PROPOSAL (RFP)
2023 FOOD & BEVERAGE CONCESSION SERVICES
AT RIVERVIEW PARK**

1. Purpose of Request

The City of North Augusta (“City”) is committed to providing a high level of customer service, and thorough concession activities. The City is requesting proposals for the furnishing of all staffing and supplies necessary to provide food and drink services for visitors to Riverview Park. Submittals may be awarded to multiple respondents.

2. Instructions to Concessionaires

The City is soliciting proposals from businesses that have interest in operating food and drink concessions at Riverview Park. Permit(s) will be awarded during 2023 on a trial basis. The concession operation dates and hours will be during programs and events administered through the North Augusta Parks, Recreation & Tourism Department. Coordinating of activity schedules will be through the Department on a weekly basis.

3. Basic Proposal Requirements

Proposals should be prepared simply by providing a straight forward and concise description of provider capabilities to satisfy the requirements of the request. Emphasis should be on completeness and clarity of content. The submitted proposal shall include the following information:

A. Legal name of organization, business and/or individual of those submitting the RFP. Include address of principal place of business, phone numbers, email contact and primary person to contact.

B. A narrative background of proposer’s ability and experience in providing concessions, business experience; how long has this organization or individual has been in business, descriptions of business and numbers of employees.

C. Concession proposal - in your proposal, please address the following:

1. Identify the food, beverages, and services you propose to provide.
2. List the initial prices of the above items.
3. Describe your food safety procedures.
4. Employee training program.
5. What type, if any, temporary site improvements do you propose?

D. A minimum of three references indicating recent experience pertaining to concessions. References should include company/organization name, contact person and telephone number.

E. An explanation of routine cleaning and preventative maintenance schedules intended to assure an attractive appearance for concession equipment and prevents operating problems.

F. State dates, days and hours you propose to operate.

G. Propose a percentage of gross revenue or monthly fee to be paid to the City.

H. Please provide a statement outlining how contractor will document and report revenues and expenditures.

4. Terms & Conditions

Please note the following general requirements that apply to all RFP submittals.

A. The permit resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City and shall reflect the specifications in this RFP.

B. The City shall not be responsible for any costs incurred by the proposer in preparing, submitting or presenting its response to the RFP.

C. The Concessionaire will be responsible to negotiate agreements with all their supply vendors.

D. The successful Concessionaire shall comply with standards and recommendations of the state and local health departments in all matters concerning health and sanitation.

E. The successful Concessionaire shall be required to comply with all Federal, State, County and City laws, regulations and codes with regards to licenses or permits to do business, and all other matters.

F. Proposals cannot be accepted for the sale of tobacco products, alcoholic beverages, products in glass containers or novelty sales items (non-food & drink products or items).

G. The successful Concessionaire agrees that the City shall not be liable for any damage or injury of whatever nature to any person or property occurring on the premises subject to an Agreement as a result of any activities of the Concessionaire or its use of the premises during the term of the permit. Failure to provide insurance information may result in disqualification from further consideration.

5. Performance Expectations and Standards

The City will continually evaluate the performance of the vendor. The City will evaluate performance based on service quality and feedback from consumers. The City expects the vendor to meet customer expectations. Concessionaire will provide high quality and effective customer services and treat all customers with courtesy. An active training program for the development of the necessary skills and techniques must be provided for all concession operator employees. These sessions shall stress work performance and include customer service, cleanliness and public service philosophy. Performance should be indicative of proper training. Concession operator employees shall require its employees to exercise courtesy and consideration in their relations with the public and present a neat and clean appearance.

6. Maintenance

Concessionaire shall furnish all labor, services, materials, supplies and equipment necessary to maintain in a clean, orderly and inviting condition the premises used in the operation of the concession to the satisfaction of the City. This includes all premises used and occupied by the concessionaire in the operation of concessions, together with the area surrounding the buildings and facility, which are affected, by said operation and items sold by Concessionaire.

7. Insurance Requirements

A. The Concessionaire will be required to furnish proof of Commercial General Liability Insurance in the amount of \$1 million dollars per occurrence and \$2 million in aggregate for bodily injury, property damage and product liability. Acceptable proof shall include a Certificate of Insurance naming the City of North Augusta as an additional insured.

B. Workers Compensation Insurance will be required to cover all persons employed by the Concessionaire engaged in the performance of the work

E. Selection Criteria (RRP Evaluation)

The objective of this RFP is to provide dependable quality service with a reasonable percentage paid to the City. The City selection panel will score the proposals, determine the proposal deemed most advantageous to the City, and may interview the Concessionaires if necessary, and make a final recommendation regarding the award to the qualified proposer offering the best services to park users and return to the City. Accordingly, the successful Concessionaire will be selected by the City after evaluation of the following RFP criteria:

Products and Sale Price of Items - 25%

Completeness of sales items and competitiveness of pricing for food and beverages.

Quality of Products and Service - 25%

Quality of food and beverages offered and the Concessionaire's cleaning, maintenance, repair and employee training program.

Experience/References - 25%

References and documentation of past experience and performance on similar contracts with other public or private entities.

Compensation - 25%

Competitiveness of the percentage of gross revenue paid to the City as proposed

Prior to submittal, any questions related to this project shall be directed, in writing, to:

North Augusta Parks, Recreation & Tourism

Karl Waldhauer, Superintendent

100 Riverview Park Drive

North Augusta, SC 29841

kwaldhauer@northaugustasc.gov

Proposals shall be sealed and addressed via USPS, courier or hand delivered to:

Proposal for North Augusta PRT Concessions
Attn: Karl Waldhauer
100 Riverview Park Drive
North Augusta, SC 29841

The City of North Augusta will not be responsible for late deliveries, and no bids will be accepted after **10:00 AM on March 27, 2023**. Bids will be opened and read aloud in Room 100 of the North Augusta Activities Center located at:

North Augusta Activities Center
100 Riverview Park Drive
North Augusta, SC 29841

The City of North Augusta reserves the right to waive any informalities or to reject any or all bids.

The City of North Augusta will require a minimum of fifteen working days to evaluate submitted proposals.

The City reserves the right to reject any and all proposals, to waive minor irregularities in any proposal, to request clarification of information submitted, to request additional information from any proposer, and to make the final decision as to the best proposal. The City of North Augusta will select the vendor on the basis of greatest benefits to the City, not necessarily on the basis of largest percentage offered.

Rejection of Bids: The City of North Augusta reserves the right to reject any or all bids, or to take exception to these specifications. Vendors may also be eliminated from consideration for failure to comply fully with the bid specifications.