

FEBRUARY 2024

NORTH EDMONTON SENIORS ASSOCIATION CAFE

AT THE NORTHGATE LIONS CENTRE



An opportunity for an independent food service operation to serve North Edmonton Seniors Association members, guests, staff and cater to special events.

NORTH EDMONTON SENIORS ASSOCIATION

(NESA)

FUN KEEPS YOU YOUNG

Over 40 years ago, NESA chose a different way to age. We began with a simple premise, fun has no expiration date. When we learn, play, build, eat, dance and travel together, we are happier and healthier. We live longer. We live more meaningfully. With the support from the City of Edmonton and the Northgate Lions, NESA has grown to be the city's largest seniors recreation centre.

Our two storey venue offers a large multi-purpose auditorium space for sports, dance and many other activities, a fully equipped fitness centre, and more than twenty multi-purpose rooms for our extensive programs. We even have a café situated inside our building where the coffee is always fresh and the most delicious treats await!

NESA is governed by a volunteer board of directors. The Board employs an Executive Director who is responsible for the day to day administration and operations. Our Centre is a wonderfully equipped building with hundreds of affordable clubs and programs serving our 1600 members.

Our Mission

To provide a friendly environment offering physically and mentally rewarding activities and services which promote wellness, independence and community involvement.



THE FACILITY



Our 48,000 square foot facility has:

- A large auditorium (capacity 400)
- Cafeteria (capacity 100)
- Boardroom
- Various multi-purpose rooms
- Fitness Centre
- Parking



DESCRIPTION OF FOOD SERVICES OPPORTUNITY

- To provide food and beverage services to our members and the public. General hours of operation are 8:15 am – 4 pm Monday through Friday, with special events outside of these hours that include book sales, craft markets and social events.
- The City of Edmonton rents facility spaces when not in use by NESAs.
- The City of Edmonton owns and maintains the large equipment in the kitchen space.
- North Edmonton Seniors Association (NESA) is looking for a contractor (Partner) to submit proposals detailing how they would provide food services at the Northgate Lions Seniors Recreation Centre (Centre). This request for proposal is to meet the needs of NESA members, staff and the general public who may use the facility. NESA is currently undergoing a mechanical upgrade. The target date for reopening is September 2024.
- For this proposal, Food Services means the provision of any and all food, beverage, and catering services at the Northgate Lions Centre to meet the consumer demand for such services. Food Services are further defined within this document.
- The Partner's proposal should provide a clear and concise description of the Partner's ability to satisfy the food service requirements of NESA and some external rentals requiring catering.
- Exclusive rights to provide food services (during NESA operational hours) will be granted to the successful Partner.

For Further Details Contact

Nancy Melnychuk
Executive Director
North Edmonton Seniors Association
Phone - 780-944-5766
Email - nancy.melnichuk@edmonton.ca
(temporary address c/o McClure United Church, 13708 74 Street,
Edmonton, AB T5C 3R1)
www.nesa1.ca

Schedule of Significant Dates (Subject to Facility Availability)

Event	Date
Release of Call for Proposals	March 15, 2024
Partner Site Visits – if required and by appointment only	April 30, 2024
Deadline for Questions Related to Proposal	April 30, 2024
Deadline for Submission of Proposals	May 15, 2024
Target Date for Evaluation of Proposals	June 15, 2024
Target Date for Interviews of Potential Partners	June 30, 2024
Target Date for Contract Negotiations	July 15, 2024
Target for Start Date of Contract	September 1, 2024

Please note:

- **Proposals received after the deadline for Submission of Proposals may not be considered.**
- **All inquiries and questions should be directed to Nancy Melnychuk at the phone number or email address provided above.**
- **Proposals should be structured to address all aspects of the Scope of Work outlined in the Call for Proposals.**
- **All proposals should be submitted in both hard copy and via email to Nancy Melnychuk at the email address provided and in keeping with the required timeline.**
- **Contract Term – The initial term of the Contract will be a one (1) year term (negotiable) with the goal being a multi-year partnership. NESAs may extend the contract for the same terms and conditions upon negotiation.**
- **The successful Partner must provide a minimum of \$2 million Public Liability Proof of Insurance and Workers Compensation Board Clearance to NESAs.**

SCHEDULE OF SERVICES

- The Partner shall begin operations to deliver Food Services at an agreed upon date once the reopening date has been confirmed.

FACILITY CONSIDERATIONS

- **No Smoking:** All facilities are NON SMOKING. Smoking (Including vaping) is not allowed in the building.
- **Exclusive Suppliers**
The City may from time to time designate exclusive suppliers for Products sold at the Facility and the Partner agrees to comply with such exclusive supply agreements. If an exclusive supplier has been designated by the City for the Facility, the Partner must use such suppliers exclusively for such Products and agrees not to purchase such Products from any other supplier. Failure to comply with this Section 9.3.1 shall be considered a material breach of the Agreement.

The Partner acknowledges that at the time of execution of this Agreement the City currently has an exclusive supply agreement with Coca Cola Refreshments Canada Company which provides that Coca Cola Refreshments Canada Company has the exclusive right to supply all Beverages for sale in the Facility, including vended Beverages. The Business Partner agrees that if it is selling Beverages from the Premises such Beverages must be products of Coca Cola Refreshments Canada Company and the Business Partner must purchase all beverages exclusively from Coca Cola Refreshments Canada Company and no other supplier. For the purposes of this Section "Beverages" means all non-alcoholic beverage products in all categories, formats and packages, but does not include kombucha, smoothies, freshly pressed juices or any hot or cold house-made unpackaged beverages, hot beverages (including hot coffee, hot chocolate, hot tea), or regular milk, soy milk and nut milk beverages that are not sports milk beverages."

- **Facility Hours:** NESA facility hours of operation are 8:15am – 4:00pm Monday to Friday with occasional special events outside of these regular hours.

SCOPE OF WORK

FOOD SERVICES

The Partner shall provide the Food Services in a way deemed appropriate by the Partner. The Partner shall provide a detailed Food Services proposal which includes the following:

- Menu, including pricing (see 1.0 below);
- Food Services delivery plan (see 2.0 below), which may include what, when, and how the Food Services will be provided to customers;
- Events, rentals and bookings servicing plan, which may include a dedicated event manager, customizable menu, staffing plan to accommodate larger groups, and a description of how event requests with less than 7 days' notice will be organized;
- Staffing plan, which may include the number of staff and managers scheduled, hours worked, and training plan (with a focus on customer service);
- Details of the Partner's experience, including number of years in the food industry, resumes of the owner(s) and key staff, and details on other food service operations including locations; and,
- References
- May include a description or plan for any value added services such as promotions, activities, unique services (aside from the proposed menu).
- The percentage of gross sales to be provided to NESAs.

1.0 MENU

- a. The Partner will create, and periodically update the following options of food items, and prepared food options (the Menu). The ideal menu will contain an appropriate mix of the following elements:
 - i. Quick food options - i.e. pre-packaged food or beverage items that can be consumed 'on-the-go';
 - ii. Prepared take-out food options (hot and cold) - i.e. prepared sandwiches, soups, drinks, or other related items;
 - iii. Made to order food options at the counter (hot and cold) - i.e. burgers, salads, and other related items that are prepared when ordered; and,
 - iv. Catering menu - to service events of various sizes that are scheduled ahead of time.
 - v. Items above should cater to allergy requirements and other food sensitivities.
- b. The Menu must include prices for each menu item. Any changes to the prices will be communicated to NESAs well in advance, at minimum 2 weeks prior to change taking effect.

- c. The Menu should contain, and identify, healthy food options (the "Healthy Choices") and should always be available for purchase:
 - i. Vegetables and fruit (raw or prepared with little to no added fat, sugar or salt);
 - ii. Whole grain foods;
 - iii. Water, milk and 100% vegetable or fruit juice; and,
 - iv. Lean meat and poultry products or other proteins.

2.0 FOOD SERVICES DELIVERY PLAN

- a) The Food Services will be delivered in a way which meets the consumer demand and limitations of the facility. Demand is as follows:
 - i. NESAs operational hours
 - ii. Rentals and Bookings time
 - iii. Liquor license may be required for special events.
- b) An outline indicating how provision of Food Services will be managed and operated, including number of staff, supervision of staff, contingency planning and staff rotation. The Partner will detail their staffing plan, including job role descriptions, customer service training, and food handling training.
- c) The Food Services may be provided using the existing inventory of equipment located at the facility. Should the Partner require additional equipment to provide Food Services it will be procured, installed, and maintained at the cost of the Partner. Any additional equipment to be used in the facilities must be approved in writing by NESAs before it is procured or installed.

3.0 EVENTS, RENTALS AND BOOKING SERVICING

- a) Various NESAs produced events occur throughout the year which requires the Partner to respond with appropriate service levels within a short time period. Ticket sales typically stop one week prior. The Partner will detail how they will respond to the following:
 - i. Events where demand for Food Services may double.
 - ii. Events requiring catering services.
- b) As owners of the facility, the City of Edmonton has the right to rent out facility spaces and will suggest the successful partner as the preferred caterer to clients. If a City of Edmonton rental client wishes to provide their own food in the rented space, the rental client will not have access to the kitchen space nor kitchen equipment.
- c) Responses will include methodology (what, when, how, where, etc.) and the lead time required for notice of such events.

4.0 STAFFING

- a) Staffing plan, which may include the number of staff and managers scheduled, hours worked, and training plan for all staff (with a focus on customer service)

5.0 EXPERIENCE

- Number of years in the food industry and locations of previous experiences;
- resumes of the owner(s) and key staff, and
- details of other current food service operations including locations.

6.0 REFERENCES

References related to previous and/or present food services operations.

7.0 REVENUE SHARING

To offset the cost of equipment maintenance a percentage of gross sales (is to be provided monthly to NESAs, who then provides a percentage to the City of Edmonton.

8.0 HOUSEKEEPING REQUIREMENTS

- a) Employees working in the Facility shall be employees of the Partner. The employees shall be dressed appropriately, identifying them as employees of the Partner.
- b) Food preparation areas, dining areas and any equipment contained therein are cleaned in accordance with all applicable laws, regulations and standards of any federal, provincial or municipal government or authority. Such cleaning is to include:
 - a) ongoing cleaning of chairs, tables, floors and windows;
 - b) semi-annual major cleaning of kitchen areas; and,
 - c) cleaning and routine housekeeping as required.

9.0 OTHER REQUIREMENTS

- a) Supply and install all signage required for the operation of the Cafe. Such signage to include but not be limited to, the advertising of menu items and prices, patron direction, and concession hours of operation.
- b) Supply to NESAs any reports detailed in Section 10.0.
- c) Provide china, cutlery and glassware, single service paper goods, or any other small wares necessary for the proper operation of the Food Services by maintaining an adequate inventory of dishes, cutlery, etc., to ensure a smooth and efficient operation.
- d) The Partner will meet with NESAs representatives once at the end of each year, or at the request of either party, to discuss reported results, review the menu, and other aspects of the Food Services delivery.
- e) NESAs is committed to a safe and healthy workplace for our members, staff, and volunteers. Contractors are required to comply with all Occupational Health & Safety legislation, City of Edmonton OH&S policies and procedures, as well as NESAs's Safety, Health & Environment policies and procedures.

- f) NESAs expects that the service provider will consistently meet all applicable laws including Alberta Food Handling Permit standards and will have all required courses and certifications, including but not limited to FOODSAFE and ProServe.

10.0 REPORTING AND MEASURABLE RESULTS

- a) Monthly gross sales reports provided by mid-month following
- b) Year end financial statements provided within two months of the end of each calendar year
- c) NESAs has the right to examine all expenses, revenues and inventory records as they pertain to the contract.

Appendix

Inventory and Maintenance Schedule of Kitchen Equipment

Kitchen Photos

NESA Food Policy F-05

Safety Health and the Environment Policy S-00

City of Edmonton Facility Rental Brochure

Evaluation of Proposals

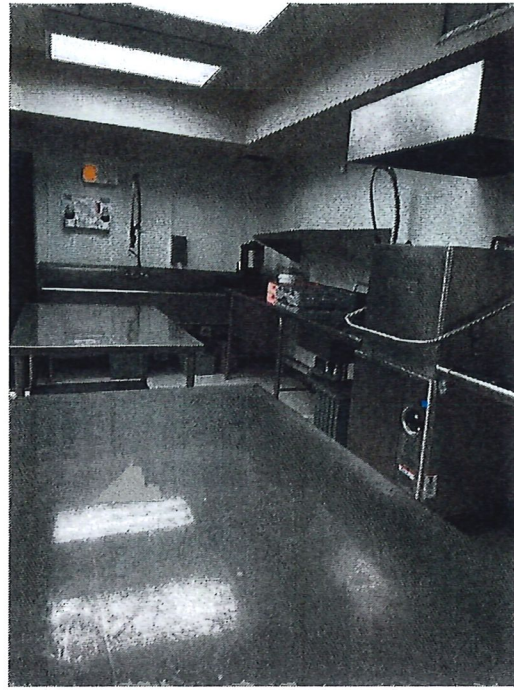
- Proposals will be evaluated according to the above criteria.
- Evaluations will be conducted by the NESAs Food Services Task Team
- Interviews for potential partners will be conducted following the evaluations and based on the evaluation scheme.
- Only proposals that are successful according to the criteria below will be invited for an interview.

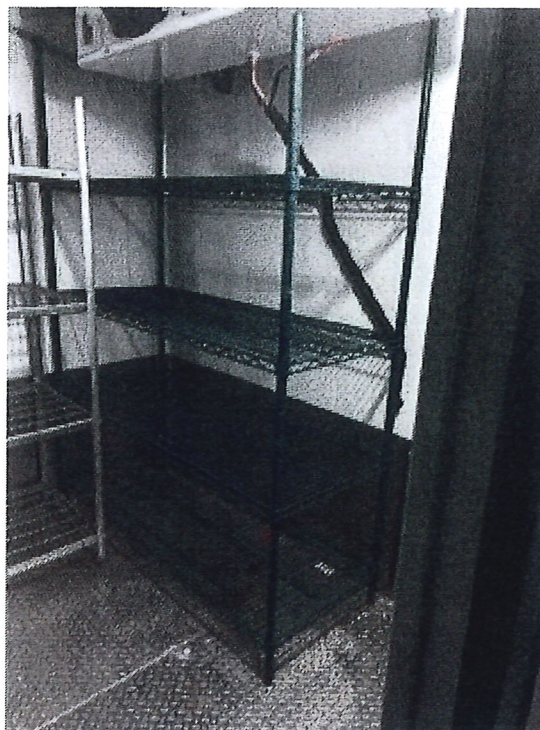
Category	Exceptional	Adequate	Weak
Menu			
Food Service Delivery Plan			
Events, Rentals and Booking Servicing Plan			
Staffing			
Previous Experience			
References			
Revenue Sharing			
Overall Evaluation of Proposal			

Northgate Lions Seniors Centre - Kitchen Inventory

#	Item	Description	Model/ Serial #	Purchased	Value	Owner	Supplier	Maintenance Schedule
4	Dish Racks for dishwasher	CAM 36 Comp. gray	\$22 ea	2013	\$88.00	NESA	Amalgamated	
1	Heated Plate Dispenser	Antonee MDD-H	2MDD-H-1734	2012	\$2,341.00	NESA	Amalgamated	
1	Plate Warmer	Antonee Heated Plate Dispenser	2MDD-H-1734	2012	\$2,341.00	NESA	Amalgamated	
2	Fire Extinguisher		Original	2012		COE	COE	Regular City inspections
1	Exhaust System/hood			2000	\$5,850.00	COE	Congdon Barr	
1	Cash Register	Uniwell	NX5400F	2012	\$1,113.00	COE	Edmonton Cash Register	1 TIME PER YEAR
1	Percolator	100 cup	133600	2011	\$193.00	COE	Hendrix	Not required
1	Coffeemaker, 6 urns	Bunn/Titan Dual TF DBC		2012	\$6,142.00	COE	Hendrix	Descal every 6 months
1	Hot water dispenser	Bunn HW2		2012		COE	Hendrix	
1	Cooler - Single (Pie)	Beverage-Air	1810404358	2012	\$2,568.00	COE	Hendrix	
1	Ovens - Convection	Duke, Double stack	IE102-E1V 208V-3	2008	\$7,295.00	COE	Hendrix	
1	Steamer, 6 pan	Cleveland Steam Chef 6,	22CET6.1	2012	\$8,030.00	NESA	Hendrix	
1	Steamerstand	Cleveland, 34		2012	\$1,734.00	NESA	Hendrix	
1	Soup Server	Heat N Serve 11 quart		2022	\$435.20	NESA	Hendrix	Not required/not mechanical
1	Cooks Table,	Stainless Steel with maple top		2001		COE	Russell	Not required/not mechanical
2	Prep Tables SS			2000	\$1,210.00	COE	Russell	Not required/not mechanical
14	Wire Shelving 6' Sections	7 in pantry, 7 in walk-in fridge/freezer	Original \$230 ea/nw 150	2001	\$2,100.00	COE	Russell	
2	Hanging wire shelves					COE	Russell	Not required/not mechanical
1	Counter - SS+sink			1990		COE	Russell	Not required/not mechanical
1	Deep Fryer			2001	\$2,700.00	COE	Russell	
1	Dish washer	Hobart AM 15		2012		COE	Russell	When required
1	Sandwich Prep Table	True, TRU TSSU-48-12		2000	\$2,750.00	COE	Russell	Not required/not mechanical
1	Stove/Oven SS/High Back	Garland - Range 60" 6 Burner, 24" Griddle	G60-6G24RR	2018	\$6,500.00	COE	Russell-Hendrix	When required
1	Desk Chair				\$50.00	NESA	Staples	Not required/not mechanical
1	Freezer/Cooler walk-in	Master Built	307/01053924	2012	\$19,769.00	COE	Temprite	When required
1	Desk				\$235.00	NESA		Not required/not mechanical
1	File Cabinet					NESA		Not required/not mechanical
301	Stemmed Wine Glasses				\$500	NESA		Not required/not mechanical
	Hood Cleaning					COE		Every four months
	Hood inspection					COE		Every six months
	Food Traps					COE		Every two months









SECTION: ADMINISTRATIVE POLICIES

POLICY: F-05 Food Services

1.0 INTRODUCTION

- The provision of food services at the Northgate Lions Seniors Centre (Centre) is a valued component of the services provided to the community and members of the North Edmonton Seniors Association (NESA).
- On behalf of the Board of Directors, the Executive Director negotiates a contract for food services with the cafeteria operator.

2.0 SCOPE

This policy applies to all staff, NESA-sponsored activities, groups, or events, as well as community members who visit the Centre.

3.0 POLICY

- To ensure the on-going provision of cafeteria services to serve NESA members, NESA mandates first right of refusal for all NESA-related food and beverage services to its contracted cafeteria operator.
- NESA members, clubs and groups are expected to make use of the cafeteria for all food and beverage needs unless they cannot be accommodated by the contractor.
- Consumption of food and beverages in NESA program spaces is limited to coffee and snack service, supplied by the cafeteria, except for NESA-sponsored special events.

		SECTION F: Administrative Policies
		Policy: F-05
Approved: April 8, 2013	Page 1 of 2	Amended: October 17, 2022



SECTION: ADMINISTRATIVE POLICIES

POLICY: F-05 Food Services

- Except for special events, program participants are responsible for any clean-up occasioned by food and beverage consumption in program spaces.
- Foods and beverages purchased or prepared outside of the facility may not be consumed in the cafeteria nor in NESA program spaces with the exception of personal water bottles.
- Condiments, flatware, and utensils in the cafeteria are provided for use in the cafeteria, by cafeteria users only.
- Second Floor Lounge:
 - Members wishing to bring bag lunches from home or to purchase food and beverages not supplied by the cafeteria, may consume these products in the second-floor lounge area.
 - Condiments, flatware, and utensils from the cafeteria may not be borrowed for this purpose.
 - Food storage in this area is not permitted.
 - Members using this area are expected to leave the area clean and tidy.

4.0 RESPONSIBILITY

- The Executive Director, in collaboration with the cafeteria provider, is responsible for the day-to-day administration of this policy.
- The Executive Director is responsible for developing, implementing, and maintaining guidelines to accommodate the special lunch space at the Centre.

		SECTION F: Administrative Policies
		Policy: F-05
Approved: April 8, 2013	Page 2 of 2	Amended: October 17, 2022



SECTION S: SAFETY

POLICY: S - 00 Safety, Health and the Environment (SHE)

PURPOSE AND SCOPE

The purpose of this policy is to clarify the commitment and accountability of the Board of the North Edmonton Seniors Association (NESAs) to ensuring a safe and healthy environment for staff, NESAs members, volunteers, instructors, program participants, and contractors and applies to all these individuals and groups.

This commitment is demonstrated by the integration of this policy in all NESAs activities.

The Board is also committed to ensuring that activities do not have a negative environmental impact and to work towards ZERO Waste Living by following the applicable City of Edmonton environmental strategies.

This policy is in alignment with applicable legislation and the City of Edmonton Pillars of Safety. The implementation of the SHE policies and related guidelines, practices and procedures are the responsibility of the Executive Director.

A Joint Health and Safety Operational Committee will provide assistance, where appropriate, with the implementation of this Policy and related Administrative Guidelines, Directives and Procedures.

DEFINITIONS

SHE - Acronym for Safety, Health & Environment

Zero Waste Living – a city of Edmonton strategy intended to meet the goal of 90% diversion of waste from landfill.

		Section S: Safety
		Policy: Safety, Health and the Environment S - 00
	Page 1 of 4	Approved: August 23, 2021



SECTION S: SAFETY

POLICY: S - 00 Safety, Health and the Environment (SHE)

Near Hit – an unplanned event that has the potential to cause, but does not actually result in human injury, environmental or equipment damage, or an interruption to normal operation

POLICY

1.0 Risk Assessment and Controls

- Risk assessments identify potential hazards in the facility that may cause harm to the staff and/or our members.
- Formal Risk Assessments will be conducted on all activities including staff tasks and program and club activities
- These Risk Assessments will be reviewed annually as a minimum or more frequently when new activities, new equipment, or other events arise that may impact the activity.
- All Risk Assessments will be documented and provided, as requested, to the Governance Committee.

2.0 Planned SHE inspections

- Planned regular SHE inspections are an early warning system to identify potential hazards and can eliminate the potential hazard thus eliminating potential injury or illness.
- The inspections will be conducted with staff and program leads with the intent to identify hazards and to correct these hazards in a timely manner.
- Identified hazards are to be corrected immediately whenever possible.
- If it is not possible to eliminate the hazard immediately, the hazard will be identified with warning signs to ensure no one is at risk of injury until such time as the hazard condition can be corrected.
- All inspections will be documented and reviewed by the Executive Director.

		Section S: Safety
		Policy: Safety, Health and the Environment S - 00
	Page 2 of 4	Approved: August 23, 2021



SECTION S: SAFETY

POLICY: S - 00 Safety, Health and the Environment (SHE)

3.0 Orientation and Training

- NESA has a legal responsibility to advise new employees, volunteers, instructors and contractors of the potential hazards, emergency procedures, and organizational SHE policies as it relates to their work.
- Those who supervise others and those who coordinate groups will require additional orientation as they have added legislative responsibilities.
- Appropriate training will be provided as required.
- Orientations will be documented and reviewed by the Executive Director.

4.0 Emergency Response Planning (ERP)

- In the event of a facility emergency, NESA must be prepared to respond effectively.
- This will be accomplished through planning, training and practice drills.
- Annual drills will be conducted, documented and reviewed by the Executive Director.

5.0 Incident Reporting and Investigation

- All incidents, including Near Hits will be investigated to determine underlying causes and corrective actions will be taken to prevent future occurrences.
- The severity of the incident including potential severity will determine the depth of the investigation.
- Investigations will be documented and reviewed by the Executive Director.

		Section S: Safety
		Policy: Safety, Health and the Environment S - 00
	Page 3 of 4	Approved: August 23, 2021



SECTION S: SAFETY

POLICY: S - 00 Safety, Health and the Environment (SHE)

6.0 Communication and Engagement Plan

- Communication with all levels of the organization is essential to ensure the effectiveness of the policy.
- Communication will include regular SHE meetings with the Joint Health and Safety Committee and with staff and volunteers.
- The Executive Director will determine appropriate communication with instructors and with club coordinators to ensure all those involved in program and club activities are aware of relevant SHE policies.
- Meetings will be documented to ensure due diligence and reviewed by the Executive Director.
- The Executive Director will advise the Board on communication activities.
- Other communication activities will include periodic SHE information in the organization's newsletter and appropriate messaging on bulletin boards.

7.0 Program Administration

- All SHE processes are documented to monitor program effectiveness.
- The Board will receive regular updates on all components of the SHE Policy from the Executive Director as part of the Board's due diligence regarding SHE responsibilities.

		Section S: Safety
		Policy: Safety, Health and the Environment S - 00
	Page 4 of 4	Approved: August 23, 2021