

### Appendix A - Response Contents for Request to Pre-Qualify

#### **RESPONSE CONTENTS FOR REQUEST TO PRE-QUALIFY FOR FOOD SERVICE OPPORTUNITY AT TORONTO CITY HALL**

##### **Background:**

The purpose of the Response Contents for Request to Pre-qualify for Food Service Opportunity at Toronto City Hall ("RTP") is to establish a short-list of pre-qualified potential tenants with the experience, expertise and resources required to successfully operate a food service operation. The intent of this process is to select successful tenant(s) to occupy and operate the food space in Toronto City Hall. The qualification criteria stated below has been established by the City's Real Estate Services staff, in conjunction with a food advisory committee composed of professionals within the food industry.

An iterative process with input from qualified potential tenants will then be undertaken to ensure lease terms and conditions satisfactory to the Chief Corporate Officer. Selection will be made based on the Respondent's score based on a scoring table, which will be a part of the RTP package to be issued in May 2016. Subsequently, the recommendations of the Selection Committee, comprised of Real Estate Services staff and the food advisory committee, must be approved by City Council in 2016, as well as the terms of the lease agreement.

##### **Subsection 1 – Executive Summary**

Provide a summary of the key features of the Response.

##### **Subsection 2 – Respondent Profile**

1. Respondents should include the following information, and if the submission is a joint Response, provide this information for each consortium member.
  - (a) A profile and summary of the Respondent, including the business objective, brief history, and why the Respondent intends on pursuing the food service opportunity.
  - (b) City Council has directed staff to explore social enterprise food service options for this opportunity. If the Respondent has any social enterprise-related elements to their business, please provide a brief description.
  - (b) A profile and summary of corporate history of any parent or subsidiary companies and affiliates and the nature of the Respondent's relationship to them, if applicable.

(c) Proof of financial viability (Balance Sheet, Income Statement, Cash Flow Statement, accompanying notes) by providing the following information as required for Publicly Held companies and Privately Held companies:

(i) For Publicly held companies:

- audited financial statements for the two (2) most recent years available (or annual report);

(ii) For Privately held companies:

- Letter from their financial institution or from their auditor providing assurance to the City that the Respondent has been and is financially viable and solvent as a going concern; confirmation that the Respondent has the financial capacity to undertake this food service opportunity; and that the undertaking of this food service opportunity will not put any undue financial burden on the Respondent.

Respondents should detail how the pursuing the food service opportunity would impact their current business operations, including the level of capital investment relative to their current balance sheet and the increase in gross revenues relative to their current gross revenues

2. If the Respondent is a member of a consortium, provide a description of the relationship(s) between consortium members and what each member of the consortium will do, if applicable.

### **Subsection 3 – Experience and Qualifications of the Respondent**

1. It is important that the food service opportunity at Toronto City Hall be undertaken by a Respondent or Respondents who can demonstrate specific knowledge of, and experience with projects of comparable nature, size and scope. In particular, the Respondent should demonstrate the following in its Response:

(a) Experience of the Respondent with other similar projects, including the scale and nature of any current food service operations, number of employees, annual gross revenues, years in business and any other information the Respondent may wish to include to demonstrate its capacity to undertake the food service opportunity.

(b) Provide a minimum of two (2) references for the purpose of evaluating the Respondent's operational capabilities either as a stand-alone food service operation or within a food court setting. Note that the City prefers references for projects that are similar to that being proposed in response to this RTP. Each reference should include:

- the identity of the reference organization;
- a contact name and title, address and telephone number;
- the size and nature of the business;
- a description of the project;
- the timing and duration of the Respondent's involvement in the project;
- the services that were provided by the Respondent
- date of the project;

Please note that where the skills/expertise/experience are being provided by a subcontractor or other legal entity apart from the Respondent, (for example, a designer or heritage professional) a Response that does not include sufficient information **to assess** the experience and expertise of such subcontractors may not be awarded full marks during the evaluation process.

In providing references, Respondents agree that the City can contact the individuals provided as part of the evaluation process. The City will make its own arrangements in contacting the references. Substitution of references will not be permitted after the close of the RTP.

#### **Subsection 4 – Proposed Staff Team and Resources**

1. It is important that the food service opportunity be undertaken by a team who can demonstrate specific knowledge of, and experience in performing similar work for projects of comparable nature, size and scope. In particular, the Respondent should provide the following in its Response:
  - a) A list of key staff that the Respondent will use for the food service opportunity together with their professional qualifications, related project experience and an indication of their anticipated duties and responsibilities on the food service operation.
  - b) Resumes for proposed individuals should be included as an Appendix to the Response.
  - c) Provide a statement of any conflict of interest, if applicable.

Note: The Respondent should submit signed consent forms authorizing the disclosure of personal information to the City, or its designated agent(s), for any resumes that are submitted; however, the Respondent will accept all liability if signed consent forms and resumes are not provided to the City.

#### **Subsection 5 – Preliminary Operating Concept and Marketing Plan**

Provide a description of how the Respondent intends to achieve the goals and objectives of the Project including:

- A brief written description of the proposed food service operation, the objective(s) for the proposed food service operation, and approach for achieving the objective(s).
- If there are social enterprise-related elements associated with the proposed food service operation, please provide a brief description.
- A brief written description outlining the business operations and market position. Where possible, illustrate or reference actual examples.
- Any other information the Respondent wishes to include conveying the nature and scale of the proposed food service operation.
- Respondents must agree to provide a Heritage Impact Statement prepared by the Respondent's heritage professional that describes how the Preliminary Design Concept will comply with the heritage guidelines.
- Respondents are asked to provide a preliminary marketing plan, including:
  - A brief written description of the target clientele.
  - A brief written description of the types of marketing mediums that will be used and how they will be used.
  - Any other information the Respondent wishes to include to demonstrate how they will attract target clientele and market the business.

#### **Subsection 6 – Preliminary Business Model Terms**

The City's intent is that any Agreement and all other related documentation be structured as absolutely Net and Carefree to the City. For further clarity, the City expects that the Successful Proponent(s) shall pay all rent to the City, as well as their proportionate share of expenses associated with rebuilding the shared space and shared resources or expenses associated with rebuilding the food space should one tenant be selected, including, without limitation, utilities, maintenance, repairs, , insurance and all taxes. The City reserves the right to make an investment into the food space at a later date, subject to the appropriate authorization.

Respondents are asked to confirm their understanding of the City's intent with respect to an absolutely Net and Carefree Lease and other related documentation until written further notice.

Respondents are asked to provide, on a non-binding basis, an indication:

- Any terms and conditions not consistent with an absolutely Net and Carefree Lease and other Project-related documentation.
- Any other material terms and conditions they would be seeking if selected as one of the tenants or as the single tenant to undertake the food service opportunity.

#### **Subsection 9 – Appendices**

Resumes, financial statements and related documents, corporate information and other relevant material should be included as Appendices.