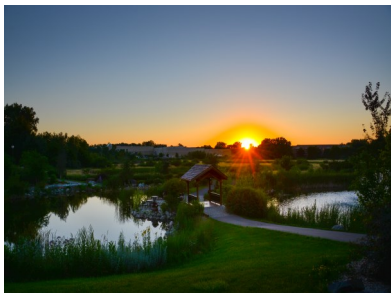


Request for Proposal



Food & Beverage Catering Services September 2017



Table of Contents

	<u>Page</u>
1. Purpose of Proposal.....	2
2. Plymouth Creek Center Room Information.....	2
3. Event Expectations.....	3
4. About the Plymouth Creek Center’s Customers.....	3
5. Kitchen & Storage.....	3
6. Beverages.....	3
7. Financial.....	3
8. Plymouth Creek Center Commission.....	4
9. Accounting Procedures.....	4
10. Caterer Responsibilities.....	5
11. Caterer Fees/Expenses.....	5
12. Plymouth Creek Center Responsibilities.....	6
13. References.....	6
14. Violations.....	6
15. Terms of Agreement.....	7
16. Insurance.....	7
17. Responses.....	8
18. Contacting Elected Officials.....	9
19. Acceptance/Rejection of Proposals.....	9
20. Interview Process.....	9

1. Purpose of Proposal

The City of Plymouth is accepting proposals to enter into a five (5) year agreement with one (1) to four (4) exclusive food and beverage (including alcoholic beverage) providers at Plymouth Creek Center (PCC). The exclusive Caterer(s) will be expected to provide food and beverage service for a variety of events including weddings, banquets, meetings, and other special event functions beginning January 1st, 2020.

The Caterer(s) will be the only food and beverage providers available to clients, unless exempted, such as Parks & Recreation events, groups of thirty or less, or those instances when ethnic, cultural, or religious needs cannot be met by the provider(s). The Caterer(s) may subcontract food and beverage service with the approval of PCC management to accommodate those needs. The selected Caterer(s) will be responsible to hold a current on-sale liquor license valid in the City of Plymouth and hold a certificate of insurance with the City named as additional insured as detailed here within.

If the City chooses multiple Caterers, the City will not make any recommendations on which Caterer to utilize with the clients. Staff will only provide contact information to ensure fairness to all potential caterers.

The City will continue to charge base room rental fees as applicable. The Caterer(s) will be required to reimburse the City a percentage of the revenues generated at PCC as described here within.

The City has had excellent relationships with Medina Entertainment, Mintahoe Hospitality Group, Lancer Catering, and Roasted Pear since 2014. The Plymouth Creek Center and these four exclusive caterers have worked well together to provide great food and excellent service for PCC events. Existing food and beverage contracts are set to expire December 31, 2019. If an existing caterer is not selected to enter into a new contract, they will be allowed to finish any events that occur on or before December 31st, 2019.

2. Plymouth Creek Center Room Information

Plymouth Creek Center has been in operation for seventeen years. In that time it has become one of the Twin Cities' premier banquet facilities. The main dining hall "The Plymouth Room" seats up to 350 and can be divided into two halves or one half and two quarters. This room, which has large windows and decking on two sides, overlooks the Millennium Garden and park reserve. Annually, the Plymouth Creek Center hosts over 70 wedding receptions, anniversaries, Bar/Bat mitzvahs, corporate functions, and other large ballroom events plus numerous smaller events (breakfast, lunch, etc.). The facility also includes 3 meeting rooms, 2 conference rooms, the Fireside Room, and the Black Box Theater, all of which, accommodate many community members on weekdays, nights and weekends. All of these venues may require food service on occasion. Weekday events include business functions, workshops, recitals, school sports banquets, etc. Residents are able to book these facilities up to 18 months in advance (twelve months for non-residents). The PCC is primarily responsible for marketing these facilities but will expect assistance from its exclusive Caterer(s).

3. Event Expectations

Weekend events in the full Plymouth Room require linens, china, glassware and silverware. These fees should be included in all customer pricing. Larger weekday events may be exempt from this policy with PCC staff approval.

4. About the Plymouth Creek Center's Customers

PCC customers are diverse in age and culture. Our customers have varying expectations in their food and beverage needs. Caterer(s) must be able to offer a wide range of quality food options and pricing that is appropriate and appealing to our diverse clientele. Caterer(s) will not impose a food and beverage minimum to PCC customers.

5. Kitchen & Storage

The PCC will allow the Caterer(s) full use of the kitchen with existing equipment including ice machine, a portable bar, refrigerator, ovens, convection ovens, and walk-in cooler on the day of the event. If a kitchen appliance or amenity fails, the caterer will be responsible for providing the needed equipment to fulfill their contracted services to the client. Food preparation equipment and serving utensils such as plates, glasses, silverware, pots, pans and linens will be supplied by the Caterer and delivered per event. The Caterer(s) must meet health department and city/state codes. It is recommended that the Caterer(s) secure all property, as the PCC will not be responsible for lost or stolen items.

6. Beverages

The PCC will supply a portable bar to accommodate the beverage service. All consumables related to the beverage operation are the responsibility of the Caterer(s). Beverage delivery and pick-up should be made in a timely manner. Limited ice is available, free of charge, via the PCC ice machine. The Caterer(s) is expected to supply a cash register to record bar sales. Clients may request no "tip jars" when paying lump sum gratuity. The Caterer(s) will be expected to participate in the Plymouth Police Department's "Best Practices" training or other similar programs for liquor distributors.

7. Financial

The selected Caterer(s) will be required to pay the PCC a percentage of the revenues generated through the food and beverage service and other services provided, including rental items and decorations. The commission percentage paid will be based on the final gross bill, excluding tax and gratuity. The Caterer(s) should include in their proposal the percentage payable to the PCC to be the exclusive caterer.

8. Plymouth Creek Center Commission

The PCC will consider only those proposals that offer the minimum percentages listed below.

For all food & beverage service provided by the Caterer (excluding tax and gratuity)

- Monday – Friday.....6:00 a.m. to 5:00 p.m.....8% of all gross sales*
- Monday – Friday.....5:00 p.m. to midnight.....15% of all gross sales*
- Saturday / Sunday.....6:00 a.m. to midnight.....15% of all gross sales*
- Holidays.....6:00 a.m. to midnight.....15% of all gross sales*

- Alcoholic beverages including all bar sales.....25% of all gross sales

- Upgrades & Corkage Fee3%

* = Non-alcoholic beverages only

9. Accounting Procedures

The collection of deposits and fees for all catering charges are the sole responsibility of the authorized Catering company(s). Non-payment by a client to the Catering company(s) for services rendered will not negate payment of the commission revenue to the PCC.

On-sale beverage fees will be collected when the sale is made at the bar. All on-sale purchases must be tracked through a cash register at the bar. The Caterer(s) will run a register tape in the presence of a PCC supervisor to close out and balance each register used. This is done to get the total sales per event to the customer and will be recorded by the PCC supervisor. Each drink must be processed in the register to track host bar beverages. The Caterer(s) must provide their start up cash and cash register.

The Caterer agrees to pay the PCC the commission revenue based on the final billing for each event. The Caterer(s) must provide a copy of each of the final invoices and a report summarizing the sales for each month to PCC management. The summarized report and payment to the PCC must be made by the fifteenth (15th) of each following month. Delinquent payments are charged \$50 every 30 days, starting with the first day the payment is late.

The PCC reserves the right to inspect all financial records for an event. The Caterer(s) must provide documentation within two (2) business days upon request.

The PCC will collect all fees for room rental, room deposits, security officer(s) and rental equipment.

10. Caterer Responsibilities

1. Provide excellent customer service in a timely and professional manner from pre-event to post-event (includes returning all customer inquiries within one working day). Work with customer directly to accommodate all food and beverage needs.
2. Coordinate and collaborate with PCC staff to maximize communication with customers including returning all inquiries from PCC staff within one working day.
3. Provide professional staff that will maintain a consistently high level of service and appearance. Provide staff for daytime, evening, weekend and holiday events.
4. Allow food tasting for current and potential customers at PCC or own catering facility.
5. Provide all food and beverages for each event contracted.
6. Provide a full range of excellent food and beverage choices.
7. Provide broad multi-level price list to accommodate customer needs with wait staff, bartenders, tableware and linens included. Provide fee options for sit down meals.
8. Provide varied menus with ethnic diversity.
9. Responsible for keeping the kitchen, food preparation area, and bar areas clean; including mopping of floors, emptying trash.
10. Assist in cleaning and maintenance of banquet rooms.
11. Provide proof of bonding with the State of Minnesota, annually.
12. Provide a copy of current Health Department License and Certified Food Mgrs. License, annually.
13. Provide a copy of current Liquor license, annually.
14. Meet the insurance need set forth by the City of Plymouth as listed here within.
15. Provide marketing/menu information to assist PCC with potential customers.
16. Designate an on-site coordinator to work throughout each event with PCC staff.
17. Coordinate room set-up with PCC Rental Coordinator.
18. Follow all policies and procedures set by the PCC for food and beverage operation.
19. Meet all deadlines and payment requirements as set forth here within.
20. Conduct surveys and evaluations of food/beverage service to maximize customer service. Share these results with PCC staff.
21. Provide 6-8 at-cost city events per year. Food should be at caterer(s) cost but staffing and equipment can still be charged regular rate. Examples include City Recognition Events, Staff training, etc. These events will be identified by PCC staff and not individuals calling to request them.
22. Participate in up to 2-3 Bridal Expos per year to promote the facility and catering services.

11. Caterer Fees/Expenses

1. Clearly identify specific menu, cost per plate per person, beverage fees, and any other extraneous fees potential customers would be responsible for including tax, service/house fee and gratuity.
2. Identify any service beyond that stated above that will benefit the PCC or PCC customers (i.e. advertising, marketing, sponsorship of special events, unique offerings, etc.).
3. Caterer(s) will not impose a food and beverage minimum to PCC customers.
4. Caterer(s) may not list the PCC Commission rate as a separate line item or charge on a customer's bill.

12. Plymouth Creek Center Responsibilities

1. Promote quality customer service by scheduling the banquet room in a timely manner.
2. Charge and collect rental fees from customers for scheduled events.
3. Conduct pre-event walk through with clients for all catered ballroom events and share information with the Caterer(s) to ensure great customer service.
4. Provide a building supervisor for all evening, weekend and holiday events.
5. Provide Catering kitchen with existing equipment (ovens, freezer, walk-in cooler, ice machine, dishwasher), prep and work areas on the day of the event.
6. Provide rooms, tables and chairs and timely accurate setups for all events.
7. Provide pre and post event custodial service including room tear down and scrubbing/vacuuuming of floors.
8. Provide cleaning supplies.
9. Provide maintenance to kitchen equipment unless service is warranted due to improper usage by Caterer(s).
10. Provide utilities and overhead costs.
11. Provide a minimum of one portable bar.
12. Provide payment for licensing the kitchen facility with Hennepin County Health Dept.
13. Provide access to copier and fax machine.
14. Provide a kitchen phone for local calls.

13. References

1. Caterer shall identify at least five (5) event references that demonstrate a full range of Caterer's experience. References must include wedding receptions and /or banquets for over 200 people and contain at least three within the last six months, one between 6 and 12 months, and one 2-3 years ago. At least 3 of the events should include liquor sales.
2. Caterer shall identify members of their staff that will provide catering and liquor service at events, their background, experience and number of years associated with that company.
3. Caterer shall identify member(s) of their staff that will be responsible for supervising events, their background, experience and number of years associated with that company.
4. Caterer shall identify three (3) dates between January 23, 2017 and January 26, 2017 when they can prepare a luncheon food tasting for City of Plymouth representatives to sample. The PCC manager will contact Caterers to schedule interview times and provide more details regarding the menu selection once finalists have been selected for tastings.

14. Violations

1. List all alcohol violations your company has experienced in the past six (6) years.
2. List what follow up was completed with employees after violations were issued.

15. Terms of Agreement

Non-performance: It is the caterer's responsibility to familiarize himself/herself, his/her supervisors and his/her crews as to the requirements of the contract and to perform all tasks in an acceptable and timely manner. It is not the City's responsibility to remind the Caterer of the contract requirements. This includes knowing facility rules pertaining to the room, lobby, deck, patio and garden areas.

New catering contracts will cover events that occur January 1, 2020 to December 31, 2024. Current exclusive caterers will remain responsible for providing services to events that fall upon or before December 31, 2019.

The PCC Manager and the catering company owner (or owner's representative) shall work to positively resolve any service/performance issues that may arise. If the issue is not able to be resolved within 30 days, either party may terminate this agreement with a thirty (30) day written notification. The PCC reserves the right to terminate the contract with the Caterer with a 30 day written notification if there are service, performance, health or safety issues that are impeding the success of reserved events. At the discretion of the PCC Manager, the Caterer will remain responsible for providing service to the rentals booked at the PCC for which they had committed at the time of the written notification.

In consideration of being allowed to use the PCC, the Caterer(s) hereby voluntarily assumes all risks of accident or damage to its property and to the persons and property of its employees. The Caterer(s) hereby agrees to defend, indemnify and hold harmless the City of Plymouth and the PCC, respective officers, employees, agents and insurers from damages solely caused by the intentional action of the Caterer(s) representatives and employees.

16. Insurance

Selected Caterer(s) shall purchase and maintain insurance that will protect the Caterer from claims which may rise out of, or result from, the Caterers operations under this agreement, whether such operations are by the Caterer or anyone directly employed by them, or by anyone for whose acts or omissions any one of them may be liable. Insurance amounts shall be:

- Comprehensive General Liability Insurance – including completed operations and liability coverage written on an occurrence basis for \$2,000,000 combined single limit bodily injury/property damage that will apply exclusively to the catered event occurring at PCC. Also name the City of Plymouth as additional insured on a primary and noncontributory basis with respect to activities involving the PCC.
- Automobile Liability Insurance – on any automobile coverage for owned, hired and leased vehicles for \$2,000,000 combined single limits bodily injury/property damage.
- Workers Compensation and Employer's Liability Insurance – Statutory limits \$100,000 per accident or disease per employee with \$500,000 policy limit.
- Liquor Liability Insurance – Minimum of \$2,000,000 in liquor liability insurance with City of Plymouth named as additional insured and thirty day notice of cancellation. PCC must be shown specifically as a covered location.
- Copies of all Caterer(s) insurance must be on file with the City of Plymouth. This must be updated annually. Certificates should be replaced at least 2 weeks before expiration.

17. Responses

The respondent shall supply three (3) copies of the Request for Proposal suitable for reproduction and distribution to appropriate City officials. **Responses are to be delivered to the Plymouth Creek Center no later than 4:00 p.m. on Wednesday, November 22, 2017.** The Plymouth Creek Center is located at; 14800 34th Avenue North, Plymouth, Minnesota, 55447. Note: Faxes and e-mailed responses will not be accepted. Responses are to be directed to the Plymouth Creek Center Manager.

Responses are to include the following:

1. Name, address, phone, fax, e-mail and website address of the responding company.
2. Name, address, phone, fax, e-mail of representative of responding company.
3. History of company
4. General description of catering services.
5. Sample menus including current prices. Please include all costs.
6. Provide a price list for all alcoholic beverages and services
7. Identify any additional fees for services.
8. Provide a booklet or handout used to promote menus with current prices.
9. Provide details for items listed under the section "References".
10. List any alcohol related violations as per the section "Violations".
11. Statement of a marketing plan with goals and objectives.
12. Statement of intent to provide requested catering services for the PCC.
13. Statement of intent to stay current with license and insurance, and adhere to city/county/state codes applicable to serving food and alcohol.
14. Statement of capability for licensing, bonding, and insurance.
15. Statement of why your company is the best business to fit the needs of PCC.
16. Revenue percentages as described in the section titled "Financial".

Send responses and any requests for information to:

Christopher Fleck, Manager
Plymouth Creek Center
14800 34th Avenue North
Plymouth, MN 55447

Direct: 763-509-5281

Fax: 763-509-5290

Email: cfleck@plymouthmn.gov

Responses must be received by 4:00 pm, Wednesday, November 22, 2017

A pre-proposal question and answer meeting will be held on Monday, October 23rd at 11 a.m. at the Plymouth Creek Center. A tour of the banquet and kitchen facilities will start at 11 a.m. with the meeting starting at 11:15 a.m. Staff will not be scheduling individual tours outside of this date.

18. No Contact

Proposing Caterers and their representatives are prohibited from contacting any elected official for purposes of lobbying to secure this contract.

19. Acceptance/Rejection of Proposals

The City of Plymouth intends to enter into a contract with a Caterer(s) that best satisfies the needs of the City. The City of Plymouth reserves the right to reject any and all proposals and to act in the best interest of the City and its residents. This RFP does not commit the City to award contract or share in any expenses of preparing these proposals, or travel expenses related to the proposal or interview process.

20. Interview Process

1. Request for Proposals will be evaluated on content, presentation and the Caterer's ability to provide services for a diverse clientele and/or fills a niche in the catering services to meet client's needs.
2. Selected Caterers to be interviewed will be contacted by December 15th, 2017. The interview will be scheduled during the week of January 6th, 2018. The Catering finalists must provide a taste testing for up to 12 City of Plymouth staff and community representatives. Tastings will occur between January 23-26, 2018 between 9:00 a.m. and 4:00 p.m.