



# **SPRINGBANK PARK FOR ALL SEASONS**

## **Agricultural Society**

32224A Springbank Road, Calgary, Alberta T3Z 2L9 • Tel: (403) 242-2223 Fax: (403) 242-3202

### **Springbank Park For All Seasons Agricultural Society (SPFAS)**

#### **Request for Proposals (RFP)**

**For**

**Single Operation of Springbank Lounge**

**Or**

**Single Operation of Springbank Concession**

**Or**

**Joint Operation of Springbank Concession & Lounge**

**RFP Release Date:**

**May 18, 2018**

**Deadline Date for Receipt of Proposals:**

**June 7, 2018**

#### **RFP Information Package**

##### **1. Introduction**

The Springbank Park For All Seasons Agricultural Society (SPFAS) is currently receiving proposals to operate the Springbank Concession and the Springbank Lounge on a contract basis whereby each of these venues would be leased to a contracted operator(s). Both of these venues are located within the SPFAS main facility, the Concession on the main level and the Lounge on the second level. SPFAS is located at 32224A Springbank Road (approximately 2 kilometers south of Calaway Park). The SPFAS site and facilities are easily accessed from Highway #1 (west of the City of Calgary), as well as via other routes that originate in the City of Calgary and elsewhere. Along with the Concession and Lounge venues, SPFAS facilities include two indoor ice arenas, a curling rink, an outdoor rink, a dryland training area, a playschool, a sports equipment shop and a number of outdoor (soccer, baseball and football) fields.

With this RFP, SPFAS is presenting the following options to parties interested in presenting a proposal(s) to operate one or both of the main floor Concession and the upstairs Lounge venues:

- A) Submit a proposal to only exclusively operate the main floor Concession (no liquor service)
- B) Submit a proposal to only exclusively operate the upstairs Lounge (liquor service included)
- C) Submit a proposal to operate both the Concession and the Lounge.
- D) Parties may also submit separate proposals for each of A, B & C above.

SPFAS is planning to lease the Concession and the Lounge venues on a contract basis to an external party (parties) who will be responsible for all operational aspects, including:

- A) Opening and closing of the venues pursuant to mutually agreed upon schedules
- B) Hiring and retaining qualified personnel to operate the venues and service customers
- C) Inventory acquisition and management of all beverages, foods and cleaning supplies
- D) Compliance with all related Province of Alberta legislation and regulations
- E) Compliance with all related AGLC regulations (particularly for operating the Lounge)
- F) Compliance with all related SPFAS policies, procedures and operational practices
- G) Implementation of a safe work operations plan, along with related insurance coverage
- H) Security and safekeeping of SPFAS-owned equipment located in the venues
- I) Other operational components, including daily cleaning and base venue maintenance
- J) Along with being open for scheduled operating hours, supporting &/or hosting special events
- K) Providing excellent professional, friendly and timely customer service.



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SPFAS is located in the heart of Springbank and serves as the “hub” for a wide array of recreation activities that take place in the Springbank Community. The large volume of people who come to the SPFAS (particularly during each annual high activity cycle that covers the period from September 1<sup>st</sup> – June 30<sup>th</sup>) provides a substantial client base to serve. SPFAS estimates that more than 350,000 site visits are made annually to the SPFAS main facility. The Concession and the Lounge venues are utilized extensively by a wide array of people of all ages who come to SPFAS to play, to socialize and to support others participating in activities.

The Concession and the Lounge venues have most recently been operated by private operators pursuant to separate lease agreements that have been executed between them and SPFAS. Both of these lease agreements expire as of June 30, 2018. The SPFAS Board of Directors has recently directed that this RFP be issued to provide both of the above noted parties, as well as other interested parties, with the opportunity to submit proposals to enter into new arrangements with SPFAS for the future operation of these venues. SPFAS generally prefers to enter into new arrangements for both venues for a minimum 3 year term and a maximum 5 year term.

For the most recent 12 month period of each respective lease agreement, SPFAS received \$13,800 + GST of base rental revenue from the contracted Concession operator, as well as \$12,000 + GST of base rental revenues from the contracted Lounge operator. These total base rental amounts were paid in monthly installments. SPFAS did not require, nor receive, any “percentage of gross sales” payments over and above the receipt of the base rental amounts that were paid by each of the contracted operators.

Moving forward in conjunction with planning for the future operation of the Concession and the Lounge venues, SPFAS is looking to work cooperatively with the selected contracted operator(s) to:

- A) Ensure each venue is open to the general public for scheduled hours on a consistent basis
- B) Ensure each venue provides excellent products and services to those who come to SPFAS
- C) Ensure each venue is operating in compliance with safety, health and cleanliness standards
- D) Ensure a wide variety of items are available for sale, including healthy foods and drinks
- E) Ensure efforts are made to implement energy efficiency and water conservation practices
- F) Consider ideas to incorporate new food &/or drink preparation equipment into operations.

## 2. Description of Concession & Adjacent Open Space

- Concession is located close to the Shane Homes Curling Rink (on 1<sup>st</sup> level of Main Facility)
- Concession is self-contained and secured by locks on two entry doors and a service window
- Concession includes a “roll top” service window where clients place and pick up orders
- Concession includes storage capacity for inventory, cleaning supplies and other items
- Concession includes a natural gas sourced full size grill used for food preparation
- Concession includes refrigeration equipment to preserve foods and cool beverages
- Concession includes a dishwasher along with sinks used to clean equipment
- Concession has fully accessible potable water, electricity, heat and air exchange amenities
- Concession includes receipt of electronic payment capabilities
- Concession includes access to land-based phone lines
- Concession floor plan includes approximately 600 square feet
- Chairs and tables to serve clients are located in an open space area adjacent to Concession
- Washrooms are located adjacent to the open space area that is used to serve clients
- Televisions are located in the open space area that is adjacent to Concession.



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### **3. Description of Available Space in Lounge & Related Liquor License**

- Lounge is located adjacent to Shane Homes Curling Rink (on 2<sup>nd</sup> level of Main Facility)
- Lounge is self-contained and secured with locks on doors; Also protected by security system
- Lounge has been renovated and upgraded within the past 5 years
- Lounge features a series of mounted televisions and a sound system
- Lounge includes storage capacity for inventory and other items
- Lounge includes refrigeration and cleaning equipment, as well as tables and chairs
- Lounge has fully accessible potable water, electricity, heat and air exchange amenities
- Lounge includes two washrooms
- Lounge features an extensive bar service area (including taps for beer kegs)
- Lounge includes equipment for dispensing carbonated soda pop beverages
- Lounge includes some food preparation equipment (does not include a full size grill)
- Lounge includes glasses that can be utilized for beverage services
- Lounge includes receipt of electronic payment capabilities
- Lounge includes surveillance camera
- Lounge includes access to land-based phone lines
- Lounge floor plan includes about 3,500 square feet
- Lounge has an approved seating capacity of 180 individuals
- Slot machines or other gambling devices are not permitted to operate in the Lounge
- Liquor License: Issued to SPFAS – Class C Club License (renewed annually)
- Liquor License: Allows for minors (under 18 years of age) to access the Lounge
- Liquor License: Maximum operating hours from 10:00 A.M. to 2:00 A.M.
- Liquor License: Lounge can operate all seven days of the week

*Note: If you are interested in coming to SPFAS to view the Concession &/or the Lounge venues, you can do so by contacting SPFAS General Manager John Rop. A site visit can then be scheduled during the period from May 22 - 31, 2018.*

### **4. Service Delivery Models & Operating Opportunities for Concession &/Or Lounge Venues**

- Operator of each venue enters into a contract lease agreement with SPFAS; Operator is not an employee of SPFAS, but rather is an independent party; Operator leases Concession &/or Lounge exclusively from SPFAS; Operator does not sublet Concession &/or Lounge venues to other parties; Operator is not permitted to pledge a lease agreement as security/collateral
- Operator of each venue makes monthly lease payments to SPFAS for access to Concession &/or Lounge; These monthly lease payments are all-inclusive; The lease payment model will not include surcharges &/or additional payments for utilities, or solid waste/recycling collections and disposals; The payment model will not include any type of obligation on the part of the operator to remit to SPFAS a percentage of gross or net sales (only pay the base monthly rent charges included in the lease agreement)
- Operator of each venue retains the responsibility to provide own insurance coverage in a manner that is mutually agreed to by SPFAS and the operator
- Operator of each venue will provide a security deposit equivalent to the amount of the initial two months of rent to be paid, which will be held by SPFAS
- Operator of each venue provides a set number of operating hours (which may vary according to month, time of day, or day of week) as is confirmed by SPFAS pursuant to terms included in a lease agreement (see Section 5 for current operating hour parameters for each venue)



# SPRINGBANK PARK FOR ALL SEASONS

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---

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- Operator of each venue cleans and provides basic maintenance for the Concession &/or Lounge in compliance with standards and related requirements outlined in lease agreement
- SPFAS retains Liquor License; Liquor service is only permitted in Lounge (not Concession)
- SPFAS and the operator of each venue explore opportunities to share costs to market the Concession &/or Lounge, including the operator being able to access various SPFAS advertising avenues
- In conjunction with planning to offer a wide array of food and beverage items and executing a related lease agreement, the operator of the Concession will work with SPFAS to plan to include in the array of foods and beverages offered for sale a “Healthy Foods & Beverages Menu” that includes the following items:
  - a) Drink items that include bottled water, milk products, unsweetened juices and smoothies
  - b) Food items that include servings of salads, fresh fruit as well as vegetables with dips
  - c) Food items that include lean quality meat products (sandwiches, wraps and salads)
  - d) Food items that are not fried or cooked in oil (soups, pasta dishes, chili and other items)
  - e) Breakfast items that include whole grain cereals, egg-based sandwiches and muffins
  - f) Lunch or dinner specials (sub-sandwiches, rice and noodle bowls and vegetarian items)
  - g) Quick serve snacks that include energy and fruit bars, yogurt products and other items.

*Note: The food and beverage items to be available for sale from the Concession are not limited to only offering a “Healthy Food & Beverages Menu” (an example of which is outlined above). Other prepared food items (including hamburgers, hot dogs, sausages on buns and french fries), packaged snacks (including chocolate bars and chips) and beverages (including soda pops, sweet juices, gourmet coffee and tea products) can also be served. SPFAS will also encourage the operator of the Lounge venue to offer healthy food and beverage items for sale.*

- SPFAS and the operator of each venue to consider alternatives to potentially acquire and install new equipment &/or complete smaller scale venue renovations in the Concession &/or Lounge (a maximum \$5,000 contribution by the operator would be matched on a 50/50 basis by SPFAS to provide up to \$10,000 of funding for such projects); With this initiative, new equipment could be installed, or venue renovations could be completed, that create:
  - a) Energy efficiencies that reduce the consumption of water, electricity and natural gas
  - b) New preparation methods that assist the operator to provide top quality food servings
  - c) New preparation methods that assist the operator to deliver orders on a timely basis
  - d) Capability to provide a wide variety of food & beverage items, along with daily specials
  - e) Opportunities to market the operator’s services throughout SPFAS facilities
  - f) Opportunities for an operator to utilize other SPFAS venues in addition to the Concession or the Lounge to service SPFAS visitors and market food and beverage items to them; Examples include (i) the Concession operator using a mobile cart, or temporary kiosk, from which some food and beverage items could be offered within the SPFAS main facility; (ii) the use of a smaller scale quad or other motorized vehicle (i.e. a “Food & Beverage Wagon”) to sell food and beverage items when outdoor activities are scheduled within the Lions Soccer Park, on the Football Field, or at the two Baseball Diamonds); or (iii) the use of the “Canteen” venue (which is located within the Fieldhouse) to serve food and beverage items during football games &/or while activities are taking place within the Outdoor Rink.



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### 5. General Current Operating Hour Parameters for the Concession and the Lounge

#### Concession:

#### REGULAR WEEKLY HOURS OF OPERATION For the Period from July 1, 2017 to June 30, 2018

##### 1. Period from September 1, 2017 – March 31, 2018

	<b>Open To General Public</b>		<b>Closed To General Public</b>
Monday	10:30 A.M.	to	9:00 P.M.
Tuesday	10:30 A.M.	to	9:00 P.M.
Wednesday	10:30 A.M.	to	9:00 P.M.
Thursday	10:30 A.M.	to	9:00 P.M.
Friday	10:30 A.M.	to	9:00 P.M.
Saturday	8:00 A.M.	to	9:00 P.M.
Sunday	8:00 A.M.	to	9:00 P.M.

##### 2. Period from April 1 – June 30, 2018

	<b>Open To General Public</b>		<b>Closed To General Public</b>
Monday	10:30 A.M.	to	1:30 P.M.
Tuesday	10:30 A.M.	to	1:30 P.M.
Wednesday	10:30 A.M.	to	1:30 P.M.
Thursday	10:30 A.M.	to	1:30 P.M.
Friday	10:30 A.M.	to	1:30 P.M.
Saturday	CLOSED		
Sunday	CLOSED		

#### Lounge:

#### REGULAR WEEKLY HOURS OF OPERATION For the Period from September 30, 2017 – June 30, 2018

	<b>Open To General Public</b>		<b>Open To General Public</b>
Monday	5:00 P.M.	to	12:30 A.M.
Tuesday	5:00 P.M.	to	12:30 A.M.
Wednesday	5:00 P.M.	to	12:30 A.M.
Thursday	5:00 P.M.	to	12:30 A.M.
Friday	5:00 P.M.	to	12:30 A.M.
Saturday	12:00 P.M.	to	12:30 A.M.
Sunday	2:00 P.M.	to	8:00 P.M.





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**6. Timing for Availability of Space & Term of Lease Agreement(s) for Concession & Lounge**

Subject to the completion of the SPFAS process for reviewing remitted Proposals and the ensuing execution of lease agreements with the selected operator(s), SPFAS currently anticipates that both the Concession and the Lounge venues can be made available to the selected operator(s) beginning on July 1, 2018. SPFAS prefers entering into a minimum 3 year lease term and a maximum 5 year lease term with the selected operator(s).

**7. SPFAS Contact to Obtain Additional Information in Advance of Submitting A Proposal**

To obtain additional information with regards to submitting a Proposal, contact SPFAS General Manager John Rop via office phone (242-2223, Extension 21), cell phone (403-618-5136), or email ([jrop@springbankpark.com](mailto:jrop@springbankpark.com)) during the period from May 18 – June 7, 2018.

**8. Deadline for Submitting Proposals & SPFAS Review of Submitted Proposals**

If you and/or your business have an interest in submitting a Proposal to SPFAS, please do so by completing the Proposal Summary document that is included in this Information Package. You and/or your business are also welcome to forward other related information that you consider to be relevant to and beneficial for your submission. This supplementary information (i.e. a business plan, business or personal references, summary of past experiences with operating a Concession &/or a Lounge, food and beverage menu and pricing framework, preferred insurance coverage parameters, etc.) can be attached to the completed Proposal Summary document. If you have any questions or require any clarifications with regards to remitting your Proposal, contact SPFAS General Manager John Rop before June 7, 2018.

SPFAS will receive and review Proposals received up to 4:00 p.m. on Thursday, June 7, 2018 based on the premise they are current and valid for the period from June 7 – July 31, 2018. Please disclose in the remitted documents the maximum date for which they are current and valid if Proposals are remitted with the intent that they are current and valid for a period that ends prior to July 31, 2018. Hard paper copies of Proposals must be forwarded in sealed envelopes to SPFAS which are addressed to the attention of John Rop, SPFAS General Manager. Only those Proposals submitted to SPFAS pursuant to the time line and other related requirements outlined above will be considered and evaluated.

SPFAS plans to start the process for reviewing Proposals submitted in compliance with the above noted requirements beginning on June 8, 2018. Subject to authorization provided by the SPFAS Board of Directors, the SPFAS General Manager may contact parties who have remitted Proposals to review them, as well as to potentially discuss related alternatives for executing lease agreements. Subject to the outcome of the SPFAS process for reviewing remitted Proposals, SPFAS reserves the right to, at the sole discretion of SPFAS, potentially proceed with executing one or more lease agreements with a selected operator(s), or also at the sole discretion of SPFAS, to not accept any of the Proposals received by the above noted deadline.



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## Springbank Park For All Seasons Agricultural Society (SPFAS)

### CONCESSION: Proposal to Only Operate the Springbank Concession

(Note: You are welcome to disclose information in attachments to this Proposal document.)

Name of Individual/Business Submitting Proposal: \_\_\_\_\_

Name of Key Contact: \_\_\_\_\_

Phone & Email for Key Contact: \_\_\_\_\_

Do you currently or have you in the past operated a Concession business? If so, please describe the business by including location(s), number of years of operation, number of clients, types of services offered and any other information you consider to be relevant: \_\_\_\_\_

\_\_\_\_\_

Describe Your Experience Base/Professional Training Certifications/Customer Service Orientation:

\_\_\_\_\_

Describe how you &/or your business:

(i) Will provide a wide variety of quality beverage and food options (including Healthy Foods & Beverages and Food Specials): \_\_\_\_\_

\_\_\_\_\_

(ii) Are interested in potentially working with SPFAS to share in the costs to enhance the equipment presently available in the Concession, or to complete small scale renovations to the Concession: \_\_\_\_\_

\_\_\_\_\_

(iii) Are interested in working with SPFAS to share in the costs to market the Concession:

\_\_\_\_\_



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Proposed Number of Years for Term for Lease Agreement Beginning July 1, 2018: \_\_\_\_\_  
(Note: SPFAS prefers to enter into a Concession Lease Agreement with a term in the 3 – 5 year range.)

Monthly Lease Payments: Outline your proposed monthly base rental rate(s) (excluding GST) over the term of your proposed lease (alternatives include a fixed payment amount per month for every month of the proposed lease term, escalating monthly payment rates through the course of the proposed lease term, as well as escalating annual payment increases for each year of the proposed lease term); To assist you with outlining the payment rates for your Proposal, SPFAS suggests you provide your proposed monthly lease rate(s) in \$'s/month (excluding GST) during each year of your proposed lease term:

Year 1: \_\_\_\_\_

Year 2: \_\_\_\_\_

Year 3: \_\_\_\_\_

Year 4: \_\_\_\_\_

Year 5: \_\_\_\_\_

(Note: Only provide lease payment information for the proposed number of years of the Agreement.)

Describe how you &/or your business:

(i) Will proactively on an ongoing basis implement safe operational practices that include protecting food and beverage supplies, ensuring equipment and the related venue are clean and confirming that all aspects of operations comply with legislated and regulatory standards, as well as SPFAS requirements:

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(ii) Will retain professional liability, property and other insurance coverage: \_\_\_\_\_

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Outline below additional information relevant to your Proposal that you wish to disclose to SPFAS: \_\_\_\_

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## Springbank Park For All Seasons Agricultural Society (SPFAS)

### LOUNGE: Proposal to Only Operate the Springbank Lounge

**(Note: You are welcome to disclose information in attachments to this Proposal document.)**

Name of Individual/Business Submitting Proposal: \_\_\_\_\_

Name of Key Contact: \_\_\_\_\_

Phone & Email for Key Contact: \_\_\_\_\_

Do you currently or have you in the past operated a Lounge business? If so, please describe the business by including location(s), number of years of operation, number of clients, types of services offered and any other information you consider to be relevant: \_\_\_\_\_

\_\_\_\_\_

Describe Your Experience Base/Professional Training Certifications/Customer Service Orientation:

\_\_\_\_\_

\_\_\_\_\_

Describe how you &/or your business:

(i) Will provide a wide variety of quality beverage and food options (including Healthy Foods & Beverages and Food Specials): \_\_\_\_\_

\_\_\_\_\_

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(ii) Are interested in potentially working with SPFAS to share in the costs to enhance the equipment presently available in the Lounge, or to complete small scale renovations to the Lounge: \_\_\_\_\_

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(iii) Are interested in working with SPFAS to share in the costs to market the Lounge:

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Proposed Number of Years for Term for Lease Agreement Beginning July 1, 2018: \_\_\_\_\_  
(Note: SPFAS prefers to enter into a Lounge Lease Agreement with a term in the 3 – 5 year range.)

Monthly Lease Payments: Outline your proposed monthly base rental rate(s) (excluding GST) over the term of your proposed lease (alternatives include a fixed payment amount per month for every month of the proposed lease term, escalating monthly payment rates through the course of the proposed lease term, as well as escalating annual payment increases for each year of the proposed lease term); To assist you with outlining the payment rates for your Proposal, SPFAS suggests you provide your proposed monthly lease rate(s) in \$'s/month (excluding GST) during each year of your proposed lease term:

Year 1: \_\_\_\_\_  
Year 2: \_\_\_\_\_  
Year 3: \_\_\_\_\_  
Year 4: \_\_\_\_\_  
Year 5: \_\_\_\_\_

(Note: Only provide lease payment information for the proposed number of years of the Agreement.)

Describe how you &/or your business:

(i) Will proactively on an ongoing basis implement safe operational practices that include protecting food and beverage supplies, ensuring equipment and the related venue are clean and confirming that all aspects of operations comply with legislated and regulatory standards, as well as SPFAS requirements:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(ii) Will retain professional liability, property and other insurance coverage: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Outline below additional information relevant to your Proposal that you wish to disclose to SPFAS:\_\_\_\_\_

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\_\_\_\_\_



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## Springbank Park For All Seasons Agricultural Society (SPFAS)

### CONCESSION & LOUNGE: Proposal to Jointly Operate the Springbank Concession & Lounge (Note: You are welcome to disclose information in attachments to this Proposal document.)

Name of Individual/Business Submitting Proposal: \_\_\_\_\_

Name of Key Contact: \_\_\_\_\_

Phone & Email for Key Contact: \_\_\_\_\_

Do you currently or have you in the past operated a Concession and a Lounge business? If so, please describe the business by including location(s), number of years of operation, number of clients, types of services offered and any other information you consider to be relevant: \_\_\_\_\_

\_\_\_\_\_

Describe Your Experience Base/Professional Training Certifications/Customer Service Orientation:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Describe how you &/or your business:

(i) Will provide a wide variety of quality beverage and food options (including Healthy Foods & Beverages and Food Specials): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(ii) Are interested in potentially working with SPFAS to share in the costs to enhance the equipment presently available in either venue, or to complete small scale renovations to either venue: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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(iii) Are interested in working with SPFAS to share in the costs to market the venues:

\_\_\_\_\_

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Proposed Number of Years for Term for Lease Agreement Beginning July 1, 2018: \_\_\_\_\_  
(Note: SPFAS prefers entering into an Agreement for both venues with a term in the 3 – 5 year range.)

Monthly Lease Payments: Outline your proposed monthly base rental rate(s) (excluding GST) over the term of your proposed lease (alternatives include a fixed payment amount per month for every month of the proposed lease term, escalating monthly payment rates through the course of the proposed lease term, as well as escalating annual payment increases for each year of the proposed lease term); To assist you with outlining the payment rates for your Proposal, SPFAS suggests you provide your proposed monthly lease rate(s) in \$'s/month (excluding GST) during each year of your proposed lease term:

Year 1: \_\_\_\_\_  
Year 2: \_\_\_\_\_  
Year 3: \_\_\_\_\_  
Year 4: \_\_\_\_\_  
Year 5: \_\_\_\_\_

(Note: Only provide lease payment information for the proposed number of years of the Agreement.)

Describe how you &/or your business:

(i) Will proactively on an ongoing basis implement safe operational practices that include protecting food and beverage supplies, ensuring equipment and the related venue are clean and confirming that all aspects of operations comply with legislated and regulatory standards, as well as SPFAS requirements:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(ii) Will retain professional liability, property and other insurance coverage: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Outline below additional information relevant to your Proposal that you wish to disclose to SPFAS, including your vision of how operating both venues jointly creates advantages/efficiencies/benefits:\_\_\_\_\_

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