

# VILLAGE OF BRIDGEVIEW



## REQUEST FOR QUALIFICATIONS FOR CONCESSIONAIRE SERVICES

ISSUE DATE: AUGUST 22, 2011  
DEADLINE: SEPTEMBER 23, 2011

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## I. GENERAL INFORMATION

A. Introduction. The Village of Bridgeview, Illinois (the “Village”) is proud to issue this request for qualifications (“RFQ”) to qualified individuals and firms for our concessionaire selection process. Written qualifications submitted in response to this RFQ shall comply with the instructions and procedures set forth herein.

Parties interested in receiving a copy of this RFQ must provide a contact name, address, telephone number and email address to the Village.

B. Purpose. The purpose of this RFQ is to establish criteria for the selection of an individual or firm to act as the exclusive vendor for food and beverage sales (the “Concessionaire”) for all events at TOYOTA PARK, home of the Chicago Fire Soccer Club and a venue for concerts, festivals and other events, located at 7000 South Harlem, Bridgeview, Illinois (the “Venue”). It is the Village’s intention to establish a long term business relationship, but the Village will review the performance of the selected party (or parties) on an as need basis and at least annually. The Village reserves the right to: (1) reject all qualifications submitted in whole or in part; and (2) award the Concessionaire services to multiple vendors. The Village reserves the right, in its sole and absolute discretion, to cancel or modify this RFQ in part or in its entirety.

C. About the Village. The Village is a home rule municipality located in southwestern Cook County, Illinois, approximately thirteen (13) miles from downtown Chicago. The Village was incorporated in 1947. The Village is populated by approximately 15,000 persons.

D. About the Venue. TOYOTA PARK is a multi-purpose sports and event complex that is the home to the Chicago Fire Soccer Club and venue for headline concerts as well as numerous stadium, club/catering and parking lot events.

E. Response Format. Qualifications sent in response to this RFQ must include the name of the firm and the name of the person submitting the response. Responses should follow the format as outlined in the RFQ Questions section. All responses must be signed by a representative authorized to make a binding commitment on behalf of the party submitting the response. A repair and maintenance schedule and format should be affixed to your response.

A Mandatory Pre-Bid Meeting will be held at TOYOTA PARK on September 14, 2011 at 4:00 p.m. in the Stadium Club. All attendees are invited to stay and enjoy the Chicago Fire vs. Chivas Guadalajara. This meeting will address several key components related to an interested party’s response, including but not limited to:

- Tour of the facility
- Attendance information
- Explanation of FF&E ownership
- Operational questions

F. Instructions. The Village must receive five (5) executed copies of all responses no later than 2:00 p.m. on September 23, 2011. Late responses will not be accepted. Responses submitted by electronic mail and facsimile will not be accepted. All responses should be delivered as addressed below:

Office of the Village Clerk  
Village of Bridgeview  
7500 South Oketo Avenue  
Bridgeview, Illinois 60455  
(708) 594-2525

All questions regarding the RFQ should be sent to Mike Thiessen, Consultant to the Village, via facsimile to 609-784-1469 or by email to mst@madisongroupltd.com by 5:00 p.m. CST on September 12, 2011. All questions received prior to will be addressed at the mandatory pre-submission meeting, to be held on September 14, 2011 at 4:00 p.m.

G. Remuneration. Interested parties are to present an outline of the fee schedule to be utilized in connection with the presented services as specified in the RFQ Questions section. Proposed investments will be considered in remuneration proposals.

H. Oral Interviews. After receipt of all responses, the Village will review and evaluate submissions based on all of the criteria stated in this RFQ. The Village may request oral interviews to allow the most qualified candidates to clarify their responses or further define their offer. All oral interviews shall be at the expense of the person granted the oral interview.

I. Timeline. The Village anticipates that its review of the responses submitted to this RFQ shall take four (4) weeks.

J. Public Records. Any response received under this RFQ constitutes a public document that may be made available to the public upon request under the Illinois Freedom of Information Act ("FOIA") (5 ILCS 140/1, *et seq.*) and other applicable laws and rules.

## II. SCOPE OF SERVICES

The Village seeks a full-service Concessionaire capable of delivering high-quality, nutritious food and beverages designed to enhance the overall experience of persons attending events at the Venue while maintaining a focus on profitability. The Concessionaire shall be granted use of all the Venue's concession stands and equipment, which are complete with utilities, appliances and storage. The Concessionaire shall be allowed signage within the Venue upon the express written consent of the Village. Parties interested in offering additional services should specifically identify and define such additional services in their response. The Concessionaire must be prepared to maintain all facilities in a clean and well maintained manner and provide the highest quality level of service. The Concessionaire should outline the standard of service and care proposed to be provided including enclosing any standard service contracts or quantitative measures to determine the quality of service being provided to the Village's patrons.

This section provides the minimal requirements that may be expected from your firm pertaining to the needs of the Village. Firms not meeting the minimum requirements may be eliminated from further consideration.

A. Minimum Qualifications. (1) Five (5) years of active experience providing concessionaire services at large stadiums or similar venues.

(2) All active licenses necessary in the State of Illinois to prepare, handle and sell food and beverages, including alcoholic beverages.

(3) Firms shall submit evidence of compliance with all equal opportunity employment and affirmative action laws when and to the extent these requirements are applicable (which will be satisfied by an affirmative certification to the same).

(4) Firms shall comply with all applicable federal, state and local laws, ordinances, rules and regulations.

B. Additional Service Requirements.

(1) All items offered for sale and related pricing will be subject to approval by the Village.

(2) Qualifications should include a proposed menu, including sizes and proposed prices for each item.

(3) The Concessionaire will be responsible for hiring and supervising its own staff to conduct the daily operations of the concessionaire services at the Venue. The Village retains the rights to approve any on site management, subject to appropriate employment laws.

(4) The Concessionaire will provide satisfactory evidence to the Village of its commercially reasonable policies of insurance, including, but not limited to: general liability, automobile liability, property and workers' compensation insurance and dram shop insurance, if applicable, which policies shall remain in full force and effect during the Concessionaire's performance of the concession services described herein and, to the extent possible, shall name the Village, its Mayor, Board of Trustees, officials, officers, employees, consultants, insurers, attorneys and independent contractors as Additional Insureds.

(5) The Concessionaire shall preserve for a period no less than seven (7) years from creation of the same, all original books and records disclosing information pertaining to gross sales at the Venue and such other information regarding the Concessionaire's business operations on the Venue as directed by the Village.

### III. RFQ QUESTIONS

#### A. Company Background.

A. Please describe your firm's history, ownership, financial condition and client base including, but not limited to: 1) years in business; 2) total number of employees in the firm as well as the primary office; 3) management and organizational structure; 4) company culture, business philosophy and service model; and 5) latest annual report/financial statements.

B. Please indicate the total number of your municipal and stadium clients and a provide summary of services provided to the same.

#### C. Service Team.

(1) Describe your firm's expertise in the delivery of concessionaire services at large venues and, in particular, with municipal clients.

(2) Describe the exact individuals that would be assigned by you to work at the Venue. Briefly describe the duties and responsibilities that each individual will have regarding the Village and the requested services.

D. Supplemental Information. Additionally, please be prepared to address, at a minimum, the following and your management style related to:

(1) Menu and pricing input by the Venue, to include the option for regional and local fare. This will include any special menu items associated with luxury seating.

(2) The option for local firms and restaurant participation.

(3) Provisions in dealing with major sponsors and team supporters. This will include concessionaire related relationships and the pricing opportunities that may exist between the selected firm and the Venue.

(4) Care provided to the facilities being used at/in the Venue.

(5) Level of customer service to be provided to customers at/in the Venue.

#### E. Fee Schedule.

(1) Interested parties are to present an outline of the fee schedule to be utilized in connection with the concession services described herein, including the following:

- Gross concession split, less appropriate taxes and normal industry fees.

- Incentive clauses, if proposed, to the Venue, related to attendance and/or revenue goals associated with concession operations. For example, if the overall attendance exceeds X, the Venue is entitled to an additional percentage(s) of gross concession revenue or flat bonus payment.
- Management fee with profit participation.

(2) Parties proposing a different gross concession split or fee structure for catering or luxury seating, should note the same in their response.

- Please include any proposed incentives/commissions that would apply if your company were to secure events to provide catering to the suites at the Venue and/or for events held in the Stadium Club outside of the normal event scheduled at the Venue.

Additionally, firm should outline any initial investment and the terms associated with said investment, that they would be willing to make to enhance the Venues concession operations for all parties involved. The Village, as a factor in determining the final candidates, will consider initial equipment investments.

F. Client References.

(1) Provide a listing of representative public sector clients.

(2) Provide at least five (5) references of current clients, include their company name, address, contact person, phone number, email address and length of service.

(3) Please provide a list of former or current clients operating soccer-specific venues or venues to which soccer is the primary tenant.

(4) Provide a list of clients that have terminated your services in the last three (3) years. Include company name, address, contact person, phone number, email address and length of service.

(5) Include a list of all lawsuits filed against your firm regarding services rendered.

#### IV. EVALUATION CRITERIA

Please be prepared to discuss your firm's advantages over others in the industry, particular as it relates to maximizing the Venue's profitability, your firm's commitment to customer service, the ability to coordinate a successful transition and the firm's ability to enhance the overall fan experience.

Finances will not be the only factors upon which the Village will make its selection. The following factors will be used to determine a firm's qualifications to service the Village. The order of the following factors does not determine any relative ranking:

- (1) The firm meets all of the Village's requirements;
- (2) Demonstrated knowledge and experience;
- (3) Conformance with specifications of the RFQ and completeness of the questionnaire responses;
- (4) The firm's ability to provide the products and services that are in the best interests of the Venue;
- (5) References; and
- (6) Other matters not herein specifically enumerated.

**Selection does not guarantee the award of a contract.** This RFQ shall not create any legal obligation of the Village to evaluate any response that is submitted or to enter into any contract or any other agreement with an individual or firm who submits a response except on terms and conditions that the Village deems, in its sole and absolute discretion, to be satisfactory and desirable. The Village reserves the right to award the concessionaire services to multiple vendors. All proposals should contain an affirmative statement that there is no "conflict of interest" with the Village and the firm.

The Village reserves the right to reject all qualifications received and the right to waive non-material formalities and technicalities according to the best interests of the Village. Any qualifications submitted shall be binding for sixty (60) days following the Village's opening and review of the same. The Village reserves the right to select a firm or multiple firms to satisfy the services sought. The Village reserves the right to terminate the services provided by the Concessionaire. In person interviews may be scheduled to finalize the selection.

By submitting a response the firm providing the qualifications acknowledges its understanding of the requirements of this submission and agrees to be bound to the same.