

REPORT TO COUNCIL



Date: December 2, 2011
File: 5880-02
To: City Manager
From: Manager, Property Management
Subject: STUART PARK ICE RINK - MOBILE VENDOR CONTRACT
(SERVICE STARS F&B SERVICES DBA WAFELICIOUS)
Report Prepared by: T. Abrahamson, Property Officer

Recommendation:

THAT Council authorizes the Manager, Property Management to negotiate a mobile vendor contract with Service Stars F&B Services dba Wafelicious to provide concession services to the Stuart Park ice rink for one (1), four (4) month term from December 1, 2011 to March 31, 2012 at a rate of \$250.00 per month, with four (4), four (4) month renewal terms at the City's sole discretion;

AND THAT once the terms of the mobile vendor contract have been finalized, Council authorizes the Director, Real Estate and Building Services to execute the Concession Agreement.

Purpose:

To obtain Council endorsement to enter into an exclusive Concession Agreement for mobile concession services at the Stuart Park ice rink.

Background:

The Stuart Park ice rink was commissioned in December 2010 to operate as a public outdoor skating rink as shown on the attached map. Due to the unique nature of the rink and uncertainties related to level of use and potential revenue, staff negotiated a three (3) month concession contract (December, 2010 - February, 2011) to determine the needs of the users in order to put a longer term contract in place.

Staff prepared bid packages incorporating data collected through the short-term contract, and in November, 2011 issued the packages to all who inquired about the vending opportunity. Print ads were also placed in the local newspapers. An information session was held on November 16, 2011 and the closing date for sealed bids was November 23, 2011 at 3:00 pm. The attached bid was received from Service Stars F&B Services dba Wafelicious. The bid was evaluated on the following criteria: (1) benefit to the community (2) experience and qualifications of the bidder (3) quality of the service being offered and (4) value to the City. The bidder has met all terms of the bid which has resulted in the above-noted recommendation from staff.

The concession will be completely self-contained and located on Water Street outside of the area governed by the Community Trust. Rubber matting will be supplied by the vendor so that skaters are not required to remove their skates to access the vendor.

The concession will offer hot chocolate, tea and coffee as well as street foods, including waffles and hot dogs, and a variety of healthy food choices such as vegetarian chili and veggie dogs. The rink will be serviced at a minimum between 11am - 2pm and 5pm - 8pm, 7 days per week, weather permitting. The vendor intends to undertake a community event during the season where proceeds will go to an agreed upon charitable organization.

Internal Circulation:
Purchasing Manager

Financial/Budgetary Considerations:

Financial consideration of the initial four (4) month contract (December, 2011 - March, 2012) is \$250.00/month, pro-rated to the actual start date of service.

Considerations not applicable to this report:

Legal/Statutory Authority:

Legal/Statutory Procedural Requirements:

Existing Policy:

Personnel Implications:


External Agency/Public Comments:

Communications Comments:

Alternate Recommendation:

In light of the above, the Real Estate & Building Services department request Council's support of this Concession Agreement.

Submitted by:



Ron Forbes, Manager
Property Management

Approved for inclusion:



D. Gilchrist, Director, Real Estate & Building Services

cc: Manager, Purchasing



City of Kelowna
Stuart Park Mobile Food Vending Concession Bid

Date: November 23, 2011

Attention: Ron Forbes
City of Kelowna
Real Estate and Building Services

CC: Tammy Abrahamson

Submitted By:

PRIMARY CONTACT:

Business Name: Service Stars F&B Services ... Wafelicious
Business License #: 71096
Registered Partners: Roy Grossman* / Dave Polowy
Contact: H: 250-868-9659
C: 250-870-3863
E-mail: service.stars@yahoo.ca
Address: #202-539 Sutherland Avenue
Kelowna, BC
V1Y 5X3

SECONDARY CONTACT:

Business Name: Cinfu! Hotdogs
Business License #: 57098
Business Owner: Cindy Heemeryck
Contact: C: 250-717-3357
E-mail: cinfu!hotdogs@telus.net
Address: 1432 McInnes Avenue
Kelowna, BC
V1Y 5V9



Mr. Forbes,

Thank you for accepting our bid. We are prepared to accept all the terms and conditions outlined in the bid package named "**Stuart Park Mobile Food Vending Concession**". We have attached a certified cheque for \$1,000 as well as a sample menu(s) to this proposal.

We have taken a unique approach to offering food and beverage service to the Stuart Park Skating facility. Our bid offer includes the services of two vendors;

- Wafelicious ...crafted street-food (Fri, Sat & Sun)
- Cinfu! Hotdogs (Mon, Tues, Wed & Thur)

Having two vendors operate at the facility offers;

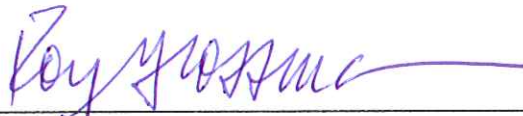
- Consistent extended hours seven day coverage of food and beverage service
- A variety of menu offerings
- Further enhances the character of the venue

Though two vendors will be operating under one contract, there will be one primary contact for communication with the City of Kelowna. The primary contact will be Roy Grossman – Wafelicious. Contact information provided on page one of document.

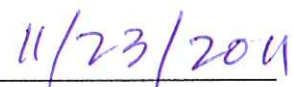
In the following pages of the document please find the following;

- Vendor Resume – Wafelicious ...Pages 3 & 4
- Vendor Resume – Cinfu! Hotdogs ...Pages 5 & 6
- Site Outline / Comments ...Page 7
- The Offer to the City of Kelowna ...Page 8

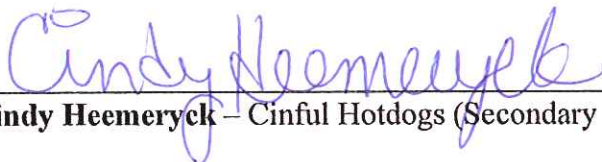
We trust the City will entertain this bid in the spirit it is offered. We look forward to a very successful "Skating Season".



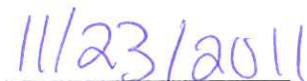
Roy Grossman - Wafelicious (Primary Contact)



Date



Cindy Heemeryck – Cinfu! Hotdogs (Secondary Contact)



Date

Vendor Resume

Wafelicious...crafted street-food

Vendor Profile:

Wafelicious has been in operation since the Spring of 2011. With a contract with the City of Kelowna highlighting the year to date, along with very successful events at the Kelowna Riding Club and McMillan Farms, we are excited to be moving into our first Winter Season. We are experiencing ongoing adjustments to menu and systems yet are holding strong to our key focus... "Quality in everything we do and offering the most excellent experience that enhances our Guests day".

Menu Overview:

The menu is the cornerstone of every great food & beverage operation. Wafels is what we do. Simple ingredients crafted together to create a fresh take on a food that can be enjoyed at all times of the day. The light, crisp Brussels Wafel is a canvas for a wide array of toppings. The Liege Wafel on the other hand is rich, dense; a great snack on its own or dipped in chocolate. Enjoy the Liege in one hand and a rich delicious Hot Cocoa topped with fresh Vanilla Whipped Cream in the other. The perfect winter snack.

Additions to the menu for the winter season include a home style Vegetarian Chili served with crispy tortilla chips and New York style Hot Dogs and Smokies with over a dozen topping choices.

Our menu is based on the philosophy of using simple ingredients to create interesting, healthier, great tasting food. Our product is fresh and inspired by the bounty of the Okanagan.

<p>the Liege Wafel... this ones great on its own... or add a Dinges* 3.5</p> <p>the Brussels Wafel... a delicious canvas for your Dinges* vision 3.5</p> <p>Wafel Bites... four small tastes of classic Liege dusted with cinnamon sugar 4</p> <p>Bacon Wafel... crispy smoked bacon baked in a Brussels Wafel ...drizzled with Pure Maple Syrup 5</p>	<p>add Premium Dinges* ...</p> <p>Farm Gate Fruit Compote... 1.75 <i>Just darn "Jammy" goodness</i></p> <p>Valley Apple Pie... "just the filling" 1.75 <i>... top it with Vanilla Ice Cream "al a mode"</i> 3</p> <p>Caramel & Banana Spltt... 2.25 <i>bananas drizzled with dulce de leche</i></p> <p>Strawberries & Cream ... a classic food match 2.25</p> <p>Market Inspired... fresh seasonal fruit 1.75 <i>sourced from the Market... check out the Fresh Sheet</i></p>	
<p>Wafel 101</p> <p>the Liege ...sweet, rich, dense, chewy & a weird shape "Scratch" ...simple ingredients crafted in the Okanagan</p> <p>the Brussels ...light, crisp, airy inside & yes... square like</p> <p>Wafel [waa-fal]... ...difficulty making up one's mind</p> <p>*Dinges [ding-gus]... ...excellent toppings</p>	<p>add Classic Drizzles... your choice \$1 each...</p> <p>Belgian Chocolate Nutella</p> <p>Speculoos Vanilla Whipped Cream</p> <p>Pure Maple Syrup Dulche de Leche</p>	
<p>Hot Beverages...</p> <p>Coffee... Organic Dark Roast 12oz 2 20oz 2.5</p> <p>Tea... Earl Grey, Chamomile, Green Tea 1.75</p> <p>Hot Drinking Chocolate... topped with freshly whipped cream 2</p>	<p>Cool Stuff...</p> <p>Yogurt & Fruit Parfait 2.5</p> <p>Vanilla Waffle Cone 3</p> <p>Liege Ice Cream Sandwich 4.75</p> <p><i>Prices do not include HST</i></p>	<p>Cold Beverages...</p> <p>Soft Drinks... Ice cold, assorted choices 2</p> <p>Iced Tea... Lemon or Green Tea Citrus 2</p> <p>Juice... Apple, Orange or our Daily Feature 2</p> <p>Bottled Water... Small 1.5 Large 2.5</p>

Wafelicious (continued)

The Community and the Environment:

We will continue to work with our community to make this the best place to live and play. We are very conscience of keeping the Planet clean and more specifically the City and our surroundings. All our packaging is Green, made from recycled material or natural plant fibers. We will encourage our Guests to respect their surroundings and dispose appropriately.

Physical Operation:

Wafelicious is operated from a fully enclosed Concession Trailer. Manufactured by: Apollo Manufacturing here in British Columbia. It has been assembled to meet Interior Health standards and is BC Safety Authority certified. It is fully equipped to drive the start up menu and has opportunity to expand offerings potentially in the future. All equipment is powered by propane and generator power (60dB). The Trailer's "footprint" is 14 feet long and 8 feet deep.

Financial:

As a business operation Wafelicious has a strong financial foundation. The trailer and all equipment are fully paid. There is no debt in the Company and resources are available for expansion or future needs.

Business Documentation:

- Fully insured to liabilities to \$5,000,000 per occurrence. (Wawanesa #M1194364)
- Operator has Food Safe Level 1
- WorkSafe BC compliant (#866228)
- Interior Health Permit is in place. (#5083)
- City of Kelowna Business License in place. (#71096)

Our Suppliers:

Speedpro Signs – Kelowna, BC

Brian Bonsma – Owner

brian@speedprosignskelowna.com

Phone: 250-861-1897

Canadian Restaurant Supply Ltd. – Kelowna, BC

Howard Sisson – Inside Sales Consultant

howard@crs-online.ca

Phone: 250-979-1442

Reference:

Kelly Watt - General Manager – Sandman Hotel & Suites Kelowna

Phone: 250-980-3150

kwatt@sandman.ca

Vendor Resume

Cinful Hotdogs

Vendor Profile:

Cinful Hotdogs was established in 2001 and just celebrated its tenth anniversary. Cinful Hotdogs has been the best late night bite for years and in the summer of 2011 those great bites were brought to the streets of Kelowna. This winter, Cinful Hotdogs "Steamed & Char-grilled Dogs" will be a great addition to the Stuart Park Skating facility.

Menu Overview:

Start with fresh baked white or whole wheat roll. Next, choose the meat... Hot Dog (\$5), prime Smokie (\$6) or Veggie Dog (\$5). This is where the process gets hard, choosing your toppings, all of which are included in the price. Caramelized Onions, grated Cheddar, warmed Sauerkraut, homemade Chili are just some of the outstanding selections available to you to "*top your dog*".

Also available are Cold Beverages (\$2), healthy "Kid Friendly" Snack choices (\$1-\$1.50), Kid size plain Hot Dogs (\$4) and *for the Winter season premium brewed Coffee & Tea will be available along with a rich Hot Chocolate.* (\$2)

The Community and the Environment:

As a small business owner, I am an active member of the Kelowna Community. Cinful Hotdogs is kept busy throughout the year a various events, festivals and charity functions. On a personal level I am active at a volunteer level, particularly with the SPCA.

Cinful Hotdogs is very environmentally conscience. Strategy is simple, minimize use of disposable food service products and recycle at all times. Keeping a clean visual in the work environment is of prime importance.

Physical Operation:

Cinful Hotdogs operates from a custom cart which meets all Interior Health standards. The cart is totally self contained and includes a modified char-broiler and full hand washing facilities. The key to the cart is its portability. From ease of set-up and tear down, to its ability to be moved mid service to allow access to City of Kelowna service vehicles if required.

Cinful Hotdogs (Continued)



Cinful Hotdogs	
Hotdogs	\$5.00
Smokies	\$6.00
Veggie Dogs	\$5.00
All Toppings Included:	
Fried Onions	
Sauerkraut	
Homemade Chili	
Cheddar Cheese Mix	
Whole Wheat Buns	
Pop / Water	\$2.00

Business Documentation:

- Fully insured to liabilities to \$5,000,000 per occurrence. (Capri Ins: #5XL618396)
- Operator has Food Safe Level 1
- WorkSafe BC compliant
- Interior Health Permit is in place.
- City of Kelowna Business License in place. (#57098)

Our Suppliers:

Natures Oven Bakery

Arnie Kouwnhoven – General Manager

Phone: 250-769-5515

Illichmann's Meats, Sausages & Gourmet Foods Ltd.

Judith Illichmann

Phone: 250-860-6604

Reference(s):

Cole Haddad

Flashbacks Nite Club

Phone: 250-861-3039

Dan Darragh - Owner

Pizzaway Pizza Ltd.

Phone: 250-763-3663

Site Outline / Comments:

Vendor Cart Placement:



A

Photo A – As discussed at Bid Meeting (November 16, 2011) Parking for Vendor is located on Water Street, directly north of park entry ramp. This space will signed “Vendor Parking Only 9am to 9pm Daily (Dec 1 to March 31)



B

Photo B – Demonstrates Cindy Heemeryck’s safety concern with traffic. Cart operator stands on the traffic side of vehicle during service.

Photos B, C1, C2 & D – Demonstrates potential solutions to concern.



C1



C2



D

Power: For the Cinful Hotdog Cart minimal power will be required. Option to use power outlet located on trees bordering Water Street.

Matting: Based on location Vendors will provide appropriate “skate protective” matting.

The Offer

Our offer to the City of Kelowna is as follows:

- A rent to be paid to the City of Kelowna of \$250 per Month*
– December 1st, 2011 to March 31st, 2012. Next four years to be negotiated.
- * Rent to be prorated based on the opening and closing date of operations of the Stuart Park Skating Rink.
- Both Vendors (Wafelicious & Cinful Hotdogs) will work together to do a community event, during the season, where proceeds will go to a agreed upon charitable organization.
- Primary contact for communications with the City of Kelowna will be Roy Grossman – Service Stars F&B Services (Wafelicious)