



Request for Proposals (RFP)  
Exclusive Foodservice Provider  
Reference #: NGC15-002  
Buy and Sell Reference #: PW-15-00712329  
January 22, 2016

## ADDENDA # 2

**Addenda:** NGC strongly suggests that you *immediately* enter this information in Appendix B – Addenda in the document you plan to use for your response to this RFP. Please use the date shown above as the date of the Addenda. Failure to identify addenda issued by the NGC **will (M)** result in the immediate disqualification of your proposal.

The French version of Addenda #2 to follow at a later date

1. Please note, the banquet captain must be bilingual. Please incorporate this into the Section entitled “Management and Operation Plan” on page 35.
2. Please confirm exactly how much cutlery, glassware, plates, etc. is the foodservice provided expected to stock (i.e. 400 settings was mentioned, please clarify). Additionally, if this needs to be augmented for larger events, can rentals be charged to the client?
  - The Exclusive Foodservice Provider should maintain an inventory of 400 place settings as well as linen and glassware for functions of up to 400 people. The caterer is able charge rental to rental clients for these items if desired. The caterer may charge rental for NGC and NGC Partnered events with more than 400 people. This requirement is for catering and should be considered separate from the retail foodservice operation(s).
3. In relation to Question #1, confirming that these small wares would be retained solely as the property of the Foodservice provider.
  - Yes all smallwares would be the property of the Exclusive Foodservice Provider.
4. How many 2016 Gallery events are currently on the books?
  - There are 37 confirmed events and 48 provisional bookings.
5. How many 2016 weddings (rentals) are currently on the books?
  - Less than five weddings have been booked for 2016. The Gallery looks forward to working with the Exclusive Foodservice Provider to book a number of special functions and events over the summer, fall and winter seasons. It should be noted that the Gallery has only recently resumed booking these types of events.



6. Catering/rentals for Gallery events - what is the average budget (pp) for daytime functions and evening functions and how many on average per month?
  - The Gallery does not guarantee catering events or revenue. Typical daytime events can include media previews, Board meetings and workshops. Such events typically have limited budgets and public sector events must meet the requirements of the Treasury Board Hospitality Policy, which is reviewed twice annually and may be found here: <http://www.njc-cnm.gc.ca/directive/index.php?sid=98&lang=eng>. When calculating budgets per person, all costs related to the event must be included. As such, budgets for food and beverages may vary.
7. What are the Gallery's fees for space rentals for private events? Are there extra fees on top of the space rental (i.e. cleaning fees, etc.)? Is there a minimum expenditure for F&B?
  - The room rental fees are being reviewed. Currently, the rental rates include setup, cleaning and security fees (see attached).
8. Parking options for Foodservice staff?
  - Please refer to Question #19
9. Set up times for weekend events - clarification/confirmation that still no set-up can happen until after 5pm?
  - Setup for functions may begin at 3:30 pm providing the setup is not intrusive to the visitor experience. Start times for setups must be coordinated with the Partnerships and Community Engagement Department (earlier setup times may be considered). Private functions may begin one hour after the closing of the Gallery.
10. What is the average lead time for Gallery events? (In terms of notice for the Foodservice Provider).
  - Most NGC/Partnered events will be planned (confirmed or tentatively booked) several weeks/months in advance. Moreover, the Partnerships and Community Engagement Department coordinates a global public event calendar, with input from all other functional areas. The purpose of the Calendar is to ensure that all/most NGC/Partnered events identified several months/weeks in advance to facilitate work planning, whilst ensuring that we clearly identify dates where our public spaces would be available private rental functions. NOTE: we must plan for last minute requests for smaller functions (e.g., visiting dignitaries, media event, etc.).
11. Are the number of pages specified in addendum "A" allowed to be considered 45 pages printed front and back for a total of 90 printed pages on 45 pieces of paper?
  - The maximum number of pages for Proposals, excluding appendices, is 45 printed pages.
12. What is the approval process for renaming the Café?
  - Proposed name changes will be considered as part of the proposal evaluation process. Final approval will be made by the Gallery's Senior Management Committee



13. Is there an architectural review process for new signage in the food service internal and wayfinding areas?
  - The Marketing Department's Design Section oversees and approves any new signage at the Gallery.
  
14. Can you provide a copy of the existing food service agreement?
  - We are unable to provide a copy of the current Foodservice Provider Contract. A new Contract will be negotiated with the preferred Proponent.
  
15. Is there any buy-out of the current contractor's investment?
  - No buy-out of the current Foodservice Provider's investment is required.
  
16. Can you provide information with respect to the employees of the current food service provider per the requirements we are required to meet under the Employment Standards Act?
  - Yes, please send request by email to Kathy Broom ([kbroom@gallery.ca](mailto:kbroom@gallery.ca))
  
17. Will you allow us to waive the insurance requirement for the medical expense coverage?
  - Yes. Medical Expense Coverage insurance may be waived.
  
18. Please provide a listing of all current contracts we would be required to assume.
  - Currently, no contracts are to be assumed. However, some events on the books may be excluded from the Exclusive Foodservice Provider contract. For example, one client holding an event in September 2016 has signed a contract with a caterer from the preferred caterers list.
  
19. When will The Great Hall be available for outside catering events?
  - Please refer to pages 12 and 13 in the RFP and the table provided in Question #35 of this addenda.
  
20. Are there any parking spaces allocated for the Foodservice provider? How many? Is parking free to the Foodservice operator? If not, what is the monthly parking cost?
  - Monthly parking charges are \$200. No spaces have been allocated to the Exclusive Foodservice Provider.
  
21. Please confirm delivery instructions for proposals send via courier.
  - Please deliver to the following address:  
National Gallery of Canada  
380 Sussex Drive  
Ottawa, Ontario  
K1N 9N4  
ATTN: Kathy Broom, Procurement Manager



22. Please provide a list with the equipment and smallwares that will be removed from the incumbent and their suppliers.
- Proponents should refer to Appendix A of the RFP for list of equipment and banquet tables and chairs that will be available to the Exclusive Foodservice Provider. Proponents should assume that all other equipment and smallwares are the property of the current Foodservice Provider and will be removed. In addition, the Gallery has patio furniture (six small tables, one large table and 28 chairs).
23. What exhibitions and special events are you planning to bring to the Gallery in the next foreseeable future (12 -24 months if you have the planning available)?
- There are a number of NGC and NGC partnered events will take place at the Gallery for 2016 and 2017. However, many of done have not yet been confirmed as we are in program development. It is important to note that many events are already planned for the first week of May, when the Exclusive Foodservice Provider will begin its operations. Moreover, a wedding planned on the last day of the current Foodservice Provider Contract.
    - APRIL 30: Wedding (event ending at 1am MAY 1)
    - MAY 4: VIP film screening and Soirée du 18e siècle in partnership with the French Embassy. Expect 350 guests
    - MAY 5: Public film screening (FILM & TAPAS offering). Expect 350 guests
    - MAY 8: Mother's Day special Programming (could include a special brunch or tea service - TBC). F&B Offering will depend on caterer capacity. In 2015, there was 1 single tea service offered for 125 guests.
    - MAY 9: European Union of Canada 40<sup>th</sup> Anniversary Gala (VIP event in Great Hall). Expect 400+ guests
    - MAY 11: Untitled Members Evening (young professional/foodie circle – themed F&B). Typically 40 guests.

The art exhibitions currently planned are as follows (subject to change):

- SPRING 2016: Picasso (Prints and Drawings)
- SPRING 2016: Governor General Visual Arts Award Exhibition
- SPRING: Chris Cran Installation (high-profile event planned May 19)
- SUMMER 2016 : Vigée Louise Lebrun (many events planned in partnership with the French Embassy and other partners – starting with the avant-premier VIP event of the film about the artist on May 4 and a public screening on May 5th)
- SUMMER 2016 : The White Dress (complimentary to the VLB show)
- FALL/WINTER 2016: Sudek and his Circle of Friends (high-profile photography show)
- FALL/WINTER: 2016: Sobey Awards Exhibition
- FALL/WINTER 2016: Alex Janvier
- SPRING 2017: Unveiling of new Canadian Galleries
- *Other 2017 shows to be announced shortly.*

As for the rental business, NGC had not actively marketed such offerings to the public, but will do so once the new Exclusive Foodservice Provider has been confirmed. We



have a considerable log of calls that we need to reconnect with once we have confirmed availability of space for rental business, especially for 2017.

24. Who is currently responsible for the staging, room set up and cleaning for all catered events?
  - Staging and room set up is currently the responsibility of the NGC. The Gallery would like the Exclusive Foodservice Provider to provide support in such activities as well as floor plan development, especially with external rental clients. The caterer is responsible for cleaning up all debris, garbage and removal of all equipment and event decorations after catered events; however, the NGC cleans the floors and windows.
25. Please provide the rental fees for the meeting and event spaces at the Gallery.
  - Please refer to Question #6.
26. Does the Gallery have a landmark fee? If yes, please provide the amount or percentage of this surcharge.
  - The Gallery charges rental rates for its spaces. Please see question 6. Caterers currently pay the Gallery a commission on catering revenues. Proponents are asked to include Financial Consideration as part of their Proposals. A landmark fee may be proposed if desired. The Gallery prefers; however, that any commissions or fees are not communicated to clients.
27. The inventory list does not show records of any patio furniture. Does the Gallery have patio furniture?
  - Yes, the Gallery has six small tables, one larger table and 28 chairs.
28. What is the condition of the banquet tables and chairs?
  - The banquet tables and chairs were purchased for the Gallery's opening in 1988 and have normal wear and tear for tables and chairs of their age.
29. When is the boutique renovation expected to commence?
  - It will commence the beginning of February 2016 and expected to be completed by the end of April 2016
30. If possible, please provide a CAD drawing for Cafeteria des Beaux-Arts server area. We are asking for the kitchen space layout plans to be shared electronically.
  - Drawings will be provided to the successful Proponent.
31. Could you please confirm that we will hear back about these inquiries by February 22<sup>nd</sup>?
  - The Gallery can post addenda until January 22, 2016.



32. We are requesting information about upcoming exhibitions in the long term (5 years), beyond what is announced on The National Gallery of Canada website. This information will give us a better picture of potential future attendance and will be an asset in the creation of a proposed remuneration model.

- We are unable to provide a list of upcoming exhibitions beyond what was shared under question 22. However, through its visitor-centric approach, the Gallery is focused on delivering programs and exhibitions that will exceed current visitation and revenues. Please refer the NGC Corporate Plan:

<http://www.gallery.ca/documents/planning%20and%20reporting/2014-15-NGC-Corporate-Plan-Summary-ENG.pdf>

33. We are asking for the base rent amount paid by previous food service providers. This information will be an asset in the creation of a proposed remuneration model.

- Proponents are encouraged to propose Financial Considerations as part of their proposals that will result in a win-win-win situation for the Exclusive Foodservice Provider, the NGC and our patrons and clientele.

34. Are security cameras located in the dry storage area (corridor), loading dock and kitchen?

- There is a security camera located at the loading dock only.

35. Please replace the table on page 13 of the RFP with the following table.

Space	Season	Event Start	Type of Event	Advanced Booking
Great Hall	High	One Hour after Gallery Closing	Simple Function	Six Months
Great Hall	High	One Hour after Gallery Closing	Special Function	One Year
Great Hall	Low	One Hour after Gallery Closing	Simple Function	Six Months
Great Hall	Low	One Hour after Gallery Closing	Special Function	Six Months
Water Court Foyer	High and Low	One Hour after Gallery Closing	All	One Year
Auditorium	High and Low	Anytime	All	One Year
Sketches	High and Low	One Hour after Gallery Closing	All	One Year
Seminar Rooms	High and Low	Preferably during Gallery Hours	Simple Function	One Year
Green Room	High and Low	Only with Another Rental Space	All	Varies
Sunken Garden and Terrace	High	Only with Another Rental Space	All	Varies
Main Entrance	High and Low	Only with Another Rental Space	All	Varies



36. Please replace the Proposal Evaluation table on page 32 of the RFP with the following table.

<b>Criteria</b>	<b>Weighting</b>
Proponent Profile	5
Experience and References	10
Service Excellence and Food Quality	15
Management and Operational Plan	15
Marketing and Promotional Strategies	5
Financial Consideration	10
Subtotal Stage 2	60