

**REQUEST FOR PROPOSALS  
FOR  
CONCESSIONS SERVICES IN THE RAPID CENTRAL  
STATION**



Interurban Transit Partnership  
300 Ellsworth Avenue, S.W.  
Grand Rapids, MI 49503-4018  
(616) 456-7514

**SCHEDULE OF EVENTS**

Proposal Issued:	July 13, 2018
Pre-proposal Meeting:	July 23, 2018 @ 2:00 p.m., local time
RFP due:	August 13, 2018 @ 2:00 p.m. local time.
Shortlist interviews:	Week of August 27, 2018
Contract Issued:	On or before October 1, 2018

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# **PUBLIC NOTICE**

## **REQUEST FOR PROPOSAL (RFP) FOR CONCESSIONS SERVICES IN THE RAPID CENTRAL STATION**

The Interurban Transit Partnership (ITP) is seeking sealed proposals for a concessionaire to provide a combination of freshly prepared food and beverage services and retail services, at the Rapid Central Station located at 250 Grandville Ave. SE, Grand Rapids, MI. Copies of the RFP may be obtained by contacting the ITP Purchasing Department at purchasing@ridetherapid.org.

Sealed proposals will be accepted by the ITP Purchasing Department until Monday, August, 13, 2018 at 2:00 P.M., local time. A pre-proposal meeting is scheduled for Monday, July 23, 2018 at 2:00 p.m. in the lower level concessions area of Rapid Central Station located at 250 Grandville Ave. SW, Grand Rapids, MI 49503.

The ITP reserves the right to postpone, accept or reject any and all proposals in whole or in part, on such basis as the ITP deems to be in its interest to do so, subject to the rules and regulations set forth by the Federal Transit Administration (FTA).

No proposal may be withdrawn for at least ninety (90) days after the scheduled closing time for receipt of proposals. An original, four (4) copies and one (1) digital copy of the proposal shall be submitted in the format prescribed by the Purchasing Department.

Judy DeVries-Eppinga  
Senior Procurement Specialist  
616-456-7514

Interurban Transit Partnership  
300 Ellsworth Ave S.W.  
Grand Rapids, MI 49503

# **SECTION ONE: SCOPE OF WORK**

## **INTRODUCTION**

The Interurban Transit Partnership (ITP) desires to secure the services of a concessionaire for its terminal at 250 Grandville Ave., SW, Grand Rapids, MI. This terminal, known as The Rapid Central Station, serves both the Interurban Transit Partnership – The Rapid service as well Greyhound/Indian Trails service. Every weekday, more than 5,800 passengers transfer between buses at the Rapid Central Station (more than 2,500 each Saturday & more than 1,100 each Sunday). In addition, several hundred more Greyhound customers also use the facility on a daily basis. The Rapid Central Station building hours are from 5:30 am to 12:15 a.m. Monday through Friday, Saturday from 5:30 am to 11:15 pm and Sunday from 6:30 am to 11:00 pm. On holidays the building is open from 6:30 am – 11:00 am for Greyhound and Indian Trails; there is no Rapid bus service on holidays.

Rapid Central Station is composed of two components. The first is a 56,000 Sq. Ft. platform with bays for up to 17 buses. The platform is covered by a Teflon coated material and will have benches tables and other customer amenities on it. The second component, which is located adjacent to the platform, will be a 45,000 sq. ft. intermodal building which will be home to the Rapid's customer service staff, Greyhound/Indian Trails Intercity bus operations, restroom facilities, 10,000 sq. ft. of leasable office space and a 3,000 sq. ft. community room with its own catering kitchen.

The ITP is anxious to provide the best facilities for our customers possible. To that end, we are looking for concessions operations that will enhance the level of services we provide to our customers. We also believe that providing strong services will attract strong tenants into our leasable office space, thereby creating a win-win situation for tenant and concessionaire alike.

## **LOCATION**

The Rapid Central Station is located on the south side of downtown Grand Rapids adjacent to the Heartside District. The Rapid Central Station is located at 250 Grandville Ave., SW, Grand Rapids, MI 49503. The concession area is located in the lower level of the main terminal adjacent to ticket sales and waiting area.

## **PRE-PROPOSAL MEETING**

A pre-proposal meeting is scheduled for Monday, July 23, 2018 at 2:00 p.m., local time at the Rapid Central Station concessions area, 250 Grandville Ave., SW, Grand Rapids, MI 49503. At this meeting ITP representatives will show the space and answer questions regarding their expectations for its operation. This is a time for prospective operators to ask questions of ITP personnel. Attendance at this meeting is highly encouraged.

## **PHYSICAL LAYOUT**

Attachment A represents a drawing of the current layout of the concessions space.

The concession area was designed to accommodate the potential of up to two (2) distinct concepts/operations. One concept is a 'fast food' type food concession. The second use is a mini convenience store (grab and go operation) that would sell a selection of products like candy, gum, drinks, medicinal items (aspirin, Tylenol tissues, etc.), magazines, coffee, pastries, etc. In addition, it is assumed that the convenience store could also serve pre-made sandwiches and salads or a light menu (hot dogs, brats) which would be sold during hours that the food operation is closed.

The proposer has considerable latitude to determine what type of food or retail operation will be used. The ITP welcomes receiving any unique proposal recommendations for how the concessions space should operate. While these operations might be run by different operators, ITP would require they be under the direction of one vendor. Operating hours should minimally be approximately 7:00 a.m. to 6:00 p.m. M-F but are negotiable. Weekend hours of operation should also be offered.

### **1. Concessions area:**

This space includes all utilities and hookup, electrical/lighting, HVAC and basic plumbing/sinks to health department specifications. This is an open kitchen concept with a front counter and lockable gate.

Attachment B contains a representative list of equipment that is included in the space for use in the venue. Upkeep, repair and necessary replacement is the responsibility of the concessionaire. Upon termination of the lease, all original equipment remains with the building. (At such time that existing equipment becomes unusable it will be disposed of by the ITP.) At that point, the item, if required, would

be replaced by the concessionaire and become the property of the concessionaire.

## **2. Vending machines**

A series of vending machines are installed in the waiting area of the station. The ITP will be soliciting proposals for a separate vending services contractor after the concessions contract is awarded. The ITP will require that the vending contractor coordinate with the concessionaire so that vending offerings do not conflict with the concession menu.

### **ANCILLARY SERVICES**

#### **1. Concessions area - Common area:**

##### 1.1 Equipment:

- Tables and chairs, as they exist, in the common area.
- Waste receptacles

The concessionaire will be responsible for any installation and/or upkeep of all equipment, fixtures and furniture required for its operation(s).

##### 1.2 Cleaning:

- ITP will provide the basic cleaning (daily sweeping and periodic mopping) of floors in common area).
- Tables - it will be the responsibility of the operator to ensure that tables and chairs are cleaned frequently throughout the day.
- The vendor will be responsible for cleaning spills in the common area promptly upon being reported.

##### 1.3 Garbage:

- Common area waste removal will be the responsibility of the operator.
- Operator is responsible for dumping garbage generated in operation of the venue. ITP will establish garbage disposal fee at time of lease negotiations.

#### **2. Platform Area:**

- ITP to handle trash disposal and floor maintenance.

### **3. Storage area:**

- The vendor must stipulate what additional requirements it needs for the storage area.

### **4. Utilities:**

- Electric, gas and water will be billed per square foot based on a local utility average for the proposed type of venue. This will be negotiated at contract award.

## **FUNDING**

The concessionaire will be responsible for any costs to alter the buildout of the space and eating area. All amendments must be approved by the ITP Facilities Manager prior to any work beginning.

## **SPECIAL CONCERNS**

The Rapid Central Station does not have a service elevator. It does have a regular customer elevator. The ITP has concerns about how grease from frying units would be disposed of without staining carpets and floors throughout the Station as grease is disposed of in the dumpster. Historically, the ITP has not allowed the operation of a grill or deep fryer in the concessions area. This is however, a topic that the ITP is willing to discuss as part of a proposed concept for the space. Such proposed items shall include a detailed discussion on how disposal of byproducts will be handled as well as mitigation of any strong food preparation odors.

ITP prohibits the sale of alcoholic and tobacco related products and lottery tickets.

With the exception of hot beverages, all other beverages sold must be in a sealable container. A walk through at the pre-proposal meeting will clearly address these as well as any additional special concerns.

Concession tables and chairs located directly outside the concession space are currently open to all passengers. Sitting and eating in this area may be limited to customers of the concessions while enjoying their purchases. A detailed plan for how to dedicate this area to concessions patrons only should be considered and if desired, included along with your submission.



**PERMITS/FEES**

The vendor will be responsible for all permits and fees including fees for inspections associated with the concession contract. The vendor shall be responsible for all Grand Rapids Health Department approvals.

**REPAIRS**

The vendor will be responsible to maintain and repair all equipment purchased by the ITP at vendor’s expense.

**INSPECTION**

The concession space will be accessible for inspection with reasonable notice by the ITP’s Facility Manager.

**DISCOUNTS**

The ITP would like to see a discount available to ITP employees (upon presentation of a company ID) for food items.

**COST PROPOSAL**

Concessionaire will pay the ITP the greater of a percentage of Gross Revenues or the Minimum Annual Guarantee (MAG).

The cost proposal shall include the following for each year of the proposed contract term:

- Estimated gross sales.
- Percent of gross sales.
- Minimum Annual Guarantee (MAG)

**TERM OF CONTRACT**

The proposer shall suggest the length of an agreement in the proposal.

**SCHEDULE**

Proposal Issued:	July 13, 2018
Pre-proposal Meeting:	July 23, 2018 @ 2:00 p.m., ET
RFP due:	August 13, 2018 @ 2:00 p.m. local time.
Shortlist interviews:	Week of August 27, 2018
Contract Issued:	On or before October 1, 2018

## SECTION TWO: CONTENTS OF PROPOSAL

A successful RFP will include the following information and be formatted in binder format and tabbed as follows:

### 1. CONCEPT DEFINITION

Give a general overview of the concepts you propose to develop in the space available.

1.1. Concession area - This narrative shall include:

- Name of the venue/s
- Proposed menu offerings
- Proposed retail offerings
- Proposed pricing
- What makes this venue unique?
- Proposed logo, brand identity, graphics, etc.
- Proposed hours of operation
- A draft floor plan of the proposed food service/retail concepts. Please include any concept drawings and additional equipment to be utilized, with descriptions.

### 2. COST PROPOSAL

- Concessionaire will pay the ITP the greater of a percentage of Gross Revenues or the Minimum Annual Guarantee (MAG).
- The cost proposal shall include the following for each year of the proposed contract term:
  - Estimated gross sales.
  - Percent of gross sales.
  - Minimum Annual Guarantee (MAG)

### 3. COMPANY INFORMATION

- Company Bio: Submit an outline of your company's experience and history in food service. What elements do you bring to this operation that will make it successful?

- Principal Bios: Include resumes and or bios of the principal owners of the company. Identify who will be responsible for the day-to-day operations. Include education and or experience in food service operations. Proof of understanding of Health Department rules and regulations and food safety procedures should also be provided.
- Financial: Provide information on financial viability and show resources that will be used for renovations, startup and initial operating capital. Identify the financial and inventory record keeping systems your firm will use to allow for the ITP to plan and properly audit revenue. Include an estimate of capital expenditures that the concessionaire proposes contributing to the project.
- Business Plan and/or Executive Summary: Explain how you will bring these concepts to market and what attributes your management team possesses to be successful. Explain your understanding of the primary market (those who use the Rapid Transit and Greyhound) and secondary market (surrounding neighborhood and business areas. General ridership figures have been provided in this document to help develop sales projections.  
Proposers shall include information about their operational staffing standards, safety policy, training program, uniform standards, and customer service standards with their proposal.

#### **4. MARKETING PLAN**

Outline how you propose to promote the concession venue - both within the immediate terminal and the surrounding neighborhood to maximize revenues. Demonstrate an understanding of the potential market, including people who use the transit system and cycle through the terminal as well as potential businesses in the surrounding neighborhood.

All proposals must provide a clear and detailed vision for food service and retail opportunities at Rapid Central Station. Please include drawings, photos and any information that can best allow your proposal to be evaluated.

## SECTION THREE: EVALUATION OF PROPOSALS

Proposals will be evaluated according to the following criteria. All criteria will be weighted in the evaluation of proposals.

The qualifications of each responding firm will be evaluated in these specific areas in the following order of importance:

1. Concept Definition
2. Cost Proposal
3. Company Information
4. Marketing Plan

### **PROCESS**

**Step 1:** The evaluation procedure will be a two-step process. All initial proposals received will be scored by an evaluation committee. Those proposals which are judged to be the strongest will be short-listed. Short listing will not be arbitrary. Those firms that have a reasonable expectation of winning the competition will be advanced to the second step of the process. Those proposers who lack sufficient points will be rejected at the end of Step 1.

**Step 2:** Those short listed firms will be invited to make oral presentations to the evaluation committee. Interviewees are encouraged to have a sample of their product for up to five (5) committee members. Each presentation will be scored separately by the committee. The firm which receives the highest combined score from both the proposal and the presentation will be judged to be the most qualified.

ITP will negotiate with the most qualified firm to establish an appropriate lease for the concessions operation. All aspects of the lease will be considered at that time. If a satisfactory negotiation cannot take place with the firm judged most qualified, that firm will be eliminated from consideration for contract award. ITP will then negotiate with the next most qualified firm to arrive at a fair and reasonable lease rate. This process will continue until ITP is able to negotiate a fair and reasonable lease rate with a qualified firm.

### **EVALUATION TEAM**

An evaluation team, not exceeding five (5) ITP members, will be involved in the selection process.



## **SECTION 5: INSTRUCTION TO PROPOSERS**

### **5.1 PRE-PROPOSAL CONFERENCE**

A pre-proposal meeting is scheduled for Monday, July 23, 2018 at 2:00 p.m. in the lower level concessions area of Rapid Central Station located at 250 Grandville Ave. SW, Grand Rapids, MI 49503.

ITP reserves the right to postpone answers to any questions raised at this meeting until a later date. Any oral explanations provided by ITP during this meeting will not be binding upon ITP until they are reduced to a written form by ITP and given to all interested bidders. Bidders seeking a written response by ITP to their questions at the Pre-Proposal Conference are requested to submit their questions in writing to ITP in advance. ITP will make every effort available to respond at the Pre-Proposal Conference. Attendance at the Conference is not mandatory however, it is highly encouraged.

### **5.2 TYPE OF CONTRACT**

The Contract for this Project shall be determined and negotiated prior to contract award.

### **5.3 PROTEST PROCEDURES**

The following terms, conditions and appeal procedures will apply:

- (a) ITP reserves the right to postpone the bid opening or receipt of proposals for its own convenience.
- (b) Changes to the specifications will be made by addendum only.
- (c) Prime Contractors and subcontractors may make appointments to discuss the Project specifications. This, however, does not relieve them from the written documented requests required by paragraphs (d) and (f), following.
- (d) Requests for approved equals, clarification of specifications, and protest of specifications must be received by ITP in writing not less than six (6) working days before the date of the scheduled bid opening or closing date for receipt of proposals. Any request for an approved equal or protest of the specifications must be fully supported with technical data, test results or other pertinent

information as evidence that the substitute offered is equal to or better than the specification requirement.

- (e) ITP's replies to requests under paragraph (d) above will be postmarked at least four (4) calendar days before the date scheduled for the bid opening or receipt of proposal.
- (f) A protest by any adversely affected person regarding restrictive specifications or alleged improprieties in the solicitation must be made in writing and received by the ITP Purchasing Manager two (2) working days before the date scheduled for bid opening or receipt of proposal. The formal written protest shall state the name of the protester, a description of the Project, and the facts and law upon which the protest is based, and a statement as to what relief is requested.
- (g) Upon receipt of a protest, ITP shall immediately determine if the date for the bid opening or closing date for receipt of proposals should be postponed. If the bid opening or closing date is postponed, ITP will contact all Contractors and subcontractors who were furnished a copy of the specifications by ITP that an appeal has been filed and that the bid opening or receipt of proposals is postponed until a decision has been issued. Notice of the postponement will be made in writing by addendum.
- (h) Representatives of ITP and the protester shall meet within twenty-four (24) hours after receipt of the protest or at such a time as mutually agreed, to discuss all substantive issues raised in the protest. Upon completion of discussion between ITP and the protester, the ITP Executive Director will transmit a final decision in writing to the protester within five (5) working days. The final decision will respond to each substantive issue raised in the protest. If the written decision cannot be issued within this time period, the protester will be notified in writing of the time extension. Upon issuance of the written decision, ITP will then issue appropriate addendum to reschedule the date for the bid opening or closing date for the receipt of proposal.
- (i) Protests by any adversely affected person for reasons other than for restrictive specifications or alleged improprieties in the solicitation must be made in writing and received by the ITP Purchasing Manager not more than three (3) working days after the posting of the Notice of Award is made to the participating bidders. Upon receipt of a protest after Contract award, ITP shall immediately

determine if work on the protested Project should be suspended until such time as the protest is resolved.

- (j) Representatives of ITP and the protester shall meet within twenty-four (24) hours after receipt of the protest or at such time as mutually agreed to by both parties to discuss the protest. Upon completion of discussions between ITP representatives and the protester, ITP will issue a written decision to the protester within five (5) working days. If the written decision cannot be issued within this time period, the protester will be notified in writing of the time extension.
- (k) Except as noted in paragraph (l), ITP will not open bids, receive proposals or award a contract if a formal written protest has been received and no final decision has been issued by the ITP Executive Director. After the issuance of a final decision, ITP will wait a minimum of five (5) working days before opening bids or proposals or before awarding a Contract for a Project.
- (l) ITP may open bids, receive proposals and award a Contract for a Project while a protest is pending final disposition when the ITP Executive Director determines that:
  - The items to be procured are urgently required;
  - Delivery or performance will be unduly delayed by failure to make an award promptly; or,
  - Failure to make prompt award will otherwise cause undue harm to ITP or the Federal Government.
- (m) Protester may request a reconsideration after a final decision has been issued by the ITP CEO within five (5) working days after the issuance of a final decision if new data or information becomes available that was not previously known, or there has been an error of law or regulation.
- (n) The provisions of Chapter V of FTA Circular 4220.1B (5/5/88), are hereby incorporated and made part of the rules of ITP. Protests to the FTA by a protester must be made in accordance with FTA Circular 4220.1B. FTA will only consider a protest that alleges failure of ITP to have a written protest procedure or failure to follow such procedure. Alleged violations of a specific Federal requirement that provides an applicable complaint procedure shall be submitted and processed in accordance with that Federal regulation.



(o) Any appeal or protest may be withdrawn at any time.

#### **5.4 SUBMISSION OF PROPOSALS**

Sealed proposals will be accepted until Monday, August 13, 2018 at 2:00 p.m., local time. They shall be submitted to:

Judy DeVries-Eppinga, SPS  
Interurban Transit Partnership  
300 Ellsworth Avenue SW  
Grand Rapids, MI 49503

Proposals submitted to ITP shall include one (1) original and four (4) printed copies and one (1) digital copy.

#### **5.5 SEALED PROPOSAL LABEL**

The bidder should complete the enclosed "Sealed Proposal" label and attached it to the envelope containing the bid or proposal. ITP assumes no responsibility for the premature opening of sealed bids or proposals which do not have this label attached to the outside of the envelope. Template for label Attachment C.

#### **5.6 MAILING BIDS/PROPOSALS**

Bids or proposals submitted by mail shall be mailed a minimum of three (3) days prior to the bid opening date or date scheduled for receipt of proposals. Postmarks by the U.S. Postal Service or other mail delivery service is required. Postage meter dates are not acceptable. Bids or proposals which are not mailed in a timely manner and received after the scheduled bid opening or proposal submittal date will not be accepted.

#### **5.7 DURATION OF OFFER**

All bids or proposals shall remain in effect for a minimum of sixty (60) days from the bid opening date or scheduled date for receipt of proposals. Offers that allow less than sixty (60) days for acceptance by ITP will be considered non-responsive and will be rejected.

## **5.8 LATE PROPOSALS OR WITHDRAWAL OF PROPOSALS**

- a) Any proposal received at the ITP offices designated in the solicitation after the time specified for receipt of proposals will not be considered and will be returned to the bidder unopened.
- b) A proposal may be withdrawn in person by the bidder or their authorized representative, provided their identity is made known and a receipt is signed for the proposal, and only if the withdrawal is made prior to the time specified for receipt of proposals.

## **5.9 DETERMINATION OF SUCCESSFUL PROPOSER**

In determining the successful proposer, consideration is given to the proposer's qualification, content of proposal, and financial proposal as described in the evaluation criteria. The Contract award for this Project will be made to the proposer making the best and most advantageous offer to ITP, price considered.

## **5.10 BIDDER QUALIFICATIONS**

In order to be eligible for award, bidders must be responsive and responsible.

- (a) Responsive offers are those complying in all material aspects of the solicitation, both as to the method and timeliness of submission and as to the substance of the resulting Contract. Bids or proposals which do not comply with all the terms and conditions of the solicitation may be rejected as non-responsive.
- (b) Responsible bidders are those prospective Contractors who, at a minimum, must:
  - 1) Have adequate financial resources, as required during performance of the Contract.
  - 2) Are able to comply with the required or proposed delivery or performance schedule, taking into consideration all existing business commitments.
  - 3) Have a satisfactory record of past performance.
  - 4) Have necessary technical capability to perform.

- 5) Provide evidence satisfactory to ITP that the bidder will comply with the DBE requirements.
  - 6) Certify that they are not on the U.S. Comptroller General's list of ineligible Contractors.
  - 7) Are qualified as a manufacturer or regular dealer of the items being offered.
  - 8) Are otherwise qualified and eligible to receive an award under applicable laws and regulations.
- (c) All prospective bidders may be requested to submit written evidence verifying that they meet the minimum criteria necessary to be determined a responsible Contractor. Refusal to provide requested information may cause rejection of the bid or proposal.

#### **5.11 ACCEPTANCE OF PROPOSAL**

Each proposal shall be submitted with the understanding that the acceptance in writing by ITP of the offer to furnish any or all goods or services described therein shall bind the bidder on his part to furnish and deliver at the proposal price, in accordance with the conditions of said accepted proposal and specifications.

#### **5.12 WITHHOLDING AWARD**

This solicitation for bids or proposals does not commit ITP to award a contract, pay any costs incurred in preparation of bid or proposals in response to this solicitation, or to procure or contract for good or services. Bidder shall be responsible for all costs incurred as part of their participation in the pre-award process.

#### **5.13 PROPOSAL ACCEPTANCE, REJECTION, AND POSTPONEMENT**

ITP reserves the right to postpone, accept, or reject any and all proposals in whole or in part, on such basis as the ITP Board deems to be in its best interest to do so, subject to the rules and regulations set forth by the U.S. Department of Transportation. Also, ITP reserves the right to accept an original offer or proposal without negotiation or without calling for a "best and final" offer.

## **SECTION FOUR: CONTRACT PROVISIONS**

The Contract between the Interurban Transit Partnership, referred to as "ITP", and the successful proposer, referred to as the "Contractor", shall be negotiated with the winning proposer prior to contract award.

## ATTACHMENT B

### LIST OF EXISTING EQUIPMENT IN CONCESSIONS SPACE

1. 12" slicer
2. 8' x 2' – work table
3. 2' x 2' – work table
4. Holding/proofer cabinet
5. Tall dry holding cabinet
6. Convection oven
7. Conveyor pizza oven
8. Soup store
9. Twin rethermatizer
10. Sandwich grill
11. Reach-in refrigerator - 2 total
12. Sandwich cooler
13. Salad cooler
14. Pan rack
15. Dunnage racks – 2 total
16. 24" x 36' chrome racks – 11 total
17. Poles for above racks
18. 3-compartment sink
19. Sink for dish area
20. Disposal
21. Hand sink
22. 36' long dish table
23. ?
24. ?
25. ?
26. Store racking
27. Ice cream freezer
28. ?
29. Double door cooler
30. Triple door freezer
31. Hot box
32. ?