



CITY OF KENT | DEPARTMENT OF PARKS, RECREATION AND COMMUNITY SERVICES RIVERBEND GOLF COMPLEX, PREFERRED CATERERS

REQUEST FOR PROPOSALS



The Riverbend Golf Complex (RGC) is owned and operated by the City of Kent. The golf complex is a public facility and consists of a Championship 18 Hole Golf Course, 9 Hole Par 3 Golf Course, Driving Range, Miniature Golf and Golf Merchandise Retail Store. The Championship 18 Hole Golf Course opened in 1989 and has consistently been ranked as one of the busiest golf courses in the state for the past 16 years. The Golf Division, as part of the Parks, Recreation and Community Services Department has operated the facility since 2000. (www.riverbendgolfcomplex.com)

The Riverbend Golf Complex is situated on 160 acres of former agricultural land adjacent to the Green River in the Kent Valley. The golf complex is bisected north and south by Meeker Street, with the Par 3 Golf Course and Driving Range facilities located on the south side and the 18 Hole Golf Course and main clubhouse located on the north side. In addition, the golf complex is bordered by the very popular and heavily used Green River Trail. The 18 Hole Golf Course is recognized as one of the busiest course in the state with 65,000 rounds annually, while the Par 3 Golf Course hosts an additional 25,000 rounds annually.

THE RIVERBEND GOLF COURSE INVITES PROPOSALS FROM QUALIFIED CATERING COMPANIES TO BE CONSIDERED A PREFERRED CATERER OF RIVERBEND GOLF COURSE. PROPOSALS WILL BE ACCEPTED UNTIL THE DEADLINE DATE OF MAY 22, 2017 BY 5:00 P.M.

SCOPE OF WORK

Preferred Caterers are defined as those that meet Riverbend's standards as it relates to providing quality food and beverage service with excellent customer service to Riverbend's clients. Food and beverage service must be based on quality, reputation and financial strength.

Riverbend Golf Complex is issuing a request for proposal (RFP) to companies in the Puget Sound area that provide year round, off-premise catering service including food and beverage service. Riverbend's desire is to have a maximum of (3) caterers on the "Preferred Caterers List." The contracts will be awarded based on the need to meet a range of menu, price and service levels.

BENEFITS TO PREFERRED CATERERS

- On average, Riverbend Golf Complex puts on 100+ events/tournaments annually with groups ranging from 16 up to 150+. Only approved event/tournament preferred caterers will be allowed at Riverbend.
- All preferred caterers will have use of the 40x60 tent that is set up on site.
- All preferred caterers will have use of the indoor banquet area, dependent upon availability, scheduled through Riverbend Golf Complex staff and for Riverbend events/tournaments only.
- Preferred Caterers can also expect prominent marketing placement on the Riverbend Golf Complex websites, in Riverbend's communication pieces with prospective renters, and event and tournament producers.
- Preferred Caterers may be offered additional catering opportunities with the City of Kent as they arise.

ON-SITE VISIT/WALK THROUGH

Caterers interested in talking with Riverbend Golf staff and seeing the site itself, can directly contact and schedule with Pete Petersen, Superintendent of Golf Operations, Riverbend Golf Complex at 253-856-5190 | rpetersen@kentwa.gov.

CONDITIONS AND EXPECTATIONS OF PREFERRED CATERERS

Caterers will be responsible for bussing and removal of all of its rental equipment, decorations, food related equipment, complete cleaning of the kitchen and removal of all food-related trash. Anytime these tasks are not completed, a cleaning fee of \$200.00 will be charged to the caterer.

All equipment necessary for catering services will be the responsibility of the contractor. This includes, but is not limited to, dishes, glasses, pots and pans, banquet holding cart, heated/refrigerated cabinet, service ware, linens and table decorations. Due to limited space available in the kitchens, no contractor owned equipment can be stored at Riverbend. Any space within the Riverbend Golf Course that is used by Caterer, must be thoroughly cleaned after each and every event.

TERM OF AGREEMENT

The initial contract period will begin as soon as possible through December 31, 2017. Contracts issued will contain language that allows Riverbend to extend terms if mutually agreed upon by Riverbend Golf Complex and Preferred Caterer. Riverbend Golf Complex and the City of Kent reserve the right to cancel the contract at any time.

SUBMITTAL REQUIREMENTS

Qualified caterers should include the following in the submittal:

1. Offer competitive pricing to maximize participation of Riverbend clients.
2. Offer special promotions exclusively for Riverbend clients to use when purchasing your product/service or using your product/service to maximize participation of Riverbend clients.
3. Provide Riverbend and its clients the highest quality services possible.
4. Cooperate fully with Riverbend staff such that service functions are compatible and integrated with both Riverbend Golf Complex and the City of Kent's mission and values.
5. Include in your submittal packet any materials that can validate or provide examples of high quality performance to meet the evaluation criteria listed below.

EVALUATION CRITERIA

All qualified submittals will be reviewed and evaluated using the following criteria:

1. The specialized experience and qualifications of the proposing business.
2. Menu quality and variety in different price ranges.
3. The business's proposed cost of services.
4. Customer satisfaction – formalized methods of measuring customer satisfaction on a continuing basis.
5. Quality of service.
6. Testimonials by former clients.
7. The organization and its ability to respond to all anticipated needs of the facility.
8. Sampling of food and beverage offerings.
9. Past performance with work provided to Riverbend Golf Complex and/or the City of Kent, Wa.

INSTRUCTIONS AND REQUIREMENTS FOR THE PROPOSAL

I. COVER LETTER

Include a cover letter addressed to Pete Petersen, Superintendent of Golf Operations, from the person representing the caterer, for all contact during the review, evaluation and contract process. The cover letter should indicate that the caterer has read the request for proposal and is in agreement with all the terms and conditions outlined in the request for proposal document, except as may be noted by the caterer's proposal

submission.

II. PROPOSAL SECTIONS

Be certain that you include a response for each section and subsection, even if the response is not applicable or does not apply to your proposal.

- i. Ownership – Describe your ownership (i.e., corporation, general partnership, etc.), list names of officers, partners, and tax status of your entity.
- ii. Local Office – Address, phone number, fax number and email address of local or regional office proposed to be responsible for the operations of the catering services.
- iii. Corporate Contacts – List the names of company representatives who will have the responsibility of the catering services.
- iv. Catering Services - Description of the services your company provides (i.e., food and/or beverage catering, event planning, equipment rentals, etc.) and the types of venues to which you provide service.
- v. Customer Satisfaction - All approved caterers will ensure that Riverbend’s goals for customer needs are met through periodic evaluation of customer satisfaction and through timely operational response to such evaluation. Describe any programs currently in use at your company and how you will be implementing such a program with Riverbend renters.
- vi. Menus & Pricing - Provide a variety of sample menus and pricing for catering in which your company is interested.

III. APPENDIX ITEMS

Include any standard or boilerplate material that directly relates your proposal to Riverbend Golf Complex. Examples would be licenses, sample forms, inspection reports, etc., which are generic in nature and not specifically designed for Riverbend Golf Complex.

1. Proof of Insurance - The contractor shall procure and maintain for the duration of the contract, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of work hereunder by the contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the contractor’s bid. The contractor shall not commence work under the agreement until it has obtained the insurance required under this section, and such insurance has been approved by the City of Kent’s Risk Manager. The contractor shall not permit any subcontractor or employee to commence work in relation to the agreement until insurance equivalent of that required of the contractor has been so obtained and approved by the City of Kent. City of Kent/Riverbend Golf Complex must be listed as additional insured in the amount of \$1 million during the term of the agreement. The contractor must obtain and maintain (at its sole expense) during the life of the agreement, insurance of the type. This requirement does not limit the contractor’s liability under the agreement in any manner.
2. Licenses & Permits – Provide confirmation (e.g, copy of business license) that your company is fully licensed in compliance with all applicable City (Kent), County (King County), State (Washington) and U.S. Government code requirements and regulations. Caterers serving alcohol must provide all necessary liquor licenses from the Washington State Liquor Board. Finally, advise if your company has had any health or safety code violations in the last 5 years that have resulted in a hearing and/or license suspension or revocation.

3. Company Policies & Procedures – Your business policies and procedures relating to training, customer service, security, quality control, human resources and related day-to-day operational issues.

IV. PROPOSAL SUBMISSION

The undersigned, having examined and being familiar with the conditions affecting the service desired to be performed as outlined in the requirements and other contract documents relating to Riverbend Golf Complex’s catering service, hereby proposes and agrees to perform everything required; and to provide and furnish any and all labor, materials, tools and expendable equipment necessary to operate the area in a safe, healthy, sanitary and efficient manner, in strict accordance with the aforementioned contract documents for the sum hereinafter specified.

The Caterer agrees to provide all items as listed in the accompanying specifications as part of the base bid.

Caterer Name/Company [Print] Date

Caterer Name/Company [Signature] Date

Interested caterers should submit (3) copies of their proposals. Electronic submissions will also be accepted (in addition to the three copies). Please limit your response to no more than ten (10) standard pages. Resumes and references are not included in the ten (10) page limit. Incomplete submittals and those that do not conform to these guidelines will not be considered. All submittals will be screened for completeness of information and adherence to the above guidelines.

QUESTIONS, SUBMITTAL ADDRESS AND/OR CONTACT INFORMATION:

Pete Petersen, Superintendent
Riverbend Golf Complex
2019 West Meeker St.
Kent, WA. 98032
253-856-5190 | rpetersen@kentwa.gov
<http://www.riverbendgolfcomplex.com/>