



REQUEST FOR PROPOSALS

Food and Beverage Concessionaire Services

Proposal Due Date: January 3rd, 2025.

INTRODUCTION

CBN St. Lucia Inc. is a subsidiary of Canadian Bank Note Company Limited which operates and manages on behalf of the National Lotteries Authority, the St. Lucia National Lottery. CBN St. Lucia Inc. is seeking proposals from qualified and experienced food and beverage concessionaires to provide high-quality, reliable, and innovative food and beverage services at our BLAST Gaming Center located in Castries. The selected concessionaire will enhance the overall experience of players by offering a variety of food and beverage options.

OBJECTIVE

The objective of this RFP is to partner with a concessionaire that demonstrates:

- A commitment to excellent customer service.
- A track record of delivering innovative and diverse food and beverage options.
- The ability to operate in compliance with all local and health regulations.
- Sustainable and environmentally friendly practices.

SCOPE OF WORK

The selected concessionaire will be responsible for:

- Providing a variety of food and beverage options catering to diverse tastes and dietary preferences.
- Managing all operational aspects, including staffing, inventory, and equipment maintenance.
- Maintaining cleanliness and adhering to all health and safety standards.
- Offering services during Gaming center operating hours (subject to change), generally from 8AM – 1AM (Mondays – Saturdays) and 12PM– 10PM (Sundays and holidays).
- Ensuring sustainable practices, including waste reduction and the use of eco-friendly materials.
- Coordinating with CBNSL management on special events or menu adjustments as needed.

ELIGIBILITY REQUIREMENTS

Proposers must meet the following criteria:

- At least 3 years of experience in the food and beverage industry.
- Proven ability to manage food and beverage operations of a similar size and scope.
- Financial stability and capability to invest in necessary equipment and resources.
- Capacity to provide detailed reporting and performance metrics upon request.
- Must be 21 years of age or older.
- Must have a clean police record.



PROPOSAL SUBMISSION REQUIREMENTS

Interested proposers must submit a complete proposal including:

1. Executive Summary
 - Overview of the company's qualifications and experience.
 - Statement of understanding of the scope and objectives.
2. Company Profile
 - Legal name and address.
 - Ownership and management structure.
 - Relevant licenses and certifications.
3. Operational Plan
 - Description of proposed food and beverage offerings.
 - Staffing plan and training procedures.
 - Proposed operating hours and service model.
4. References
 - Contact details of at least 2 clients for whom similar services have been provided.
5. Additional Information
 - Any additional value-added services or unique offerings.

EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- Quality and diversity of food and beverage offerings
- Operational plan and customer service approach
- Sustainability practices
- Experience and references

RFP TIMELINE

- Deadline for Questions: **December 24th, 2024**
- Proposal Due Date: **January 3rd, 2025**

SUBMISSION INSTRUCTIONS

Submit proposals electronically to: lottery@cbnsl.com

Or deliver hard copies in a sealed envelope to:

Regional Systems Manager

RFP – F&B Concessionaire

CBN St. Lucia Inc.

Gablewoods Mall - Sunny Acres, Castries



CBN ST. LUCIA INC.

Late submissions will not be considered.

CONTACT INFORMATION

For any questions regarding this RFP, please contact:

lottery@cbasl.com or (758)453-1701

TERMS AND CONDITIONS

CBN St. Lucia Inc. reserves the right to:

- Reject any or all proposals.
- Accept a proposal in whole or in part.
- Negotiate terms with the selected concessionaire.
- Cancel or modify this RFP at any time.

We look forward to receiving your proposal and appreciate your interest in partnering with CBNSL to enhance our players' experience.