

2024 Food Concessions Information Meeting - Q & A



March 5th, 2024

- **When will the contracts be awarded?**
 - Contracts will be awarded by Friday, April 5th. After review, we will reach out for any additional information and aim to let you know sooner if your application is successful.

- **Is the experience of the team or the owner considered?**
 - Based on the scoring matrix, points are awarded for previous mobile concession experience. Some points will be awarded for experience in the food industry. We recommend adding all relevant experience to your application.

- **If we cannot open our business for a day during the season, is there a penalty?**
 - No, there is no penalty. We understand the unexpected can happen that might prevent you from opening. We require you to advise us if you are unable to open. For example, if you are not able to open for a period due to mechanical issues or your vendor is in repair we may advise accordingly if asked why you're absent at your location.

- **Can we bring a replacement truck if we have an issue with ours?**
 - The City will work with vendors to ensure they have a successful season, this would be considered on a case-by-case basis but not a long-term solution. The replacement vehicle requires City approval, must meet size requirements for the location and have all required approvals for the replacement vendor.
 - Subleasing your space to another mobile business is not permitted and a penalty would apply.

- **When can we start operating?**
 - Weather permitting and with Parks approval, you can start operating from May 1st to October 15th based on the following schedule:
 - a. **Shoulder Season - May 1st- June 14th and Sept 16th-October 15th**
Thursday to Monday - Open 12:00pm - 5:00pm
 - b. **High Summer Season - June 15th - Sept 5th**
Seven (7) days a week - Open 10:00am - 6:00pm

- **How long is the Mobile Food Concession contract for?**
 - The contract is for 1 year.

- **Will I need to submit a new application the following year?**
 - Yes, a new application will be required.

- **Is there a deposit collected if my application is successful?**
 - Yes, if you are selected and awarded a location the City requires a \$1000 performance deposit (held in trust) at the time of signing the contract.

- **Will locations with current contracts in place be added to this program in the future?**
 - Yes, our goal is to continue to expand the program by adding more locations to the program in the future.

- **What level of power does each location have?**
 - City Park - 3 power pedestals each housing
 - 1 x 120 volt-20amp GFI outlet
 - 1 x 120 v-30 amp RV style outlet
 - 1 x 120/240 volt-50amp outlet

 - Stuart Park- 2 power pedestals
 - Shorter pedestal- 120/208 volt-30 amp supply- L14-30R receptacle and 1
 - 120volt 20amp GFI outlet
 - Skate rental pedestal- 120/240v- 30 amp supply- L14-30R receptacle on City
 - Supplied adapter cord and 1 120volt 15 amp GFI outlet

 - Kelowna's Newest Waterfront Park
 - 2 x L14-30amp receptacle

 - Ben Lee Park- 1 power box housing
 - 1 x 120/208 volt-30amp supply- L14-30R receptacle

- **Can I leave my mobile vendor parked overnight?**
 - The City may review this request on a case-by-case basis depending on the location awarded to the vendor.
 - The vendor will carry required insurance and assume all liability for any theft, damage, or vandalism.
 - Vendors may provide their own security at their own expense.

- **Where can I find the approved Healthy Food & Beverage Guidelines?**
 - Schedule E on the last page within the application package.
 - Locally sourced ingredients are a bonus but not required.

- **If I am awarded a contract, can I change my menu items from what was initially submitted?**
 - There is some flexibility within reason, we ask that you continue to keep the City updated with your current menu items and any changes which must meet the Healthy Food & Beverage guidelines.

- **Can I play music during my operating hours?**
 - Upon request depending on location assigned, and must abide the Kelowna Noise and Disturbances Control Bylaw No. 6647

- **Can I set up a popup tent in front of my small food trailer?**
 - Any additions require to land within the footprint of the location provided.
 - The site plan provided in your application must include dimensions of the site, proposed temporary structures and appurtenances, location of garbage cans, pedestrian access, queue lines and condiment tables.

- **Can I set up tables and chairs for patrons during operating hours?**
 - Upon request depending on the location and must land within the footprint of the approved location provided.
 - See site plan section for the submission requirements found in the application package. Proposals that conform within the space requirements and reduce the impact on other park users and vendors may receive a higher score on the matrix.

- **For the existing vendor under contract in City Park, are there specific foods they sell that will not be considered?**
 - Diversity is preferred to complement available food options at shared locations that limit any conflict of interest to an existing vendor under contract.
 - If your vendor is selected for this location, but has competing items, the City may ask you to revise your menu items within reason.

- **Is there a preference given to vendors offering only one specialty item versus a variety of menu items?**
 - Menu items are evaluated through the scoring matrix in line with the Healthy Food & Beverage Guidelines, not based on menu variety.

- **Where can I contact the City if I have more questions about the Mobile Food Concession Program?**
 - propertymanagement@kelowna.ca