

**City of Highland Park, Illinois**  
**Request for Qualifications**  
**Highland Park Country Club Banquet Facility Management and Operations Services**  
**Date of Issuance: July 23, 2019 Amended: August 6, 2019**  
**RFQ Due Date: ~~August 9, 2019~~ August 12, 2019 (Amended by Addendum A)**

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This Request for Qualifications (“*RFQ*”) has been prepared by the City of Highland Park (“*City*”) in order to retain the services of a qualified banquet facility management and operations services provider (“*Services Provider*”) to provide day to day management of and event management services for the Highland Park Country Club facility (“*HPCC*”), located at 1201 Park Avenue W., Highland Park, IL. The Services Provider shall manage the HPCC including handling all event bookings; marketing; coordinating with event contractors including caterers, entertainers, decorators, planners, event security, and servers; overseeing custodial services; providing for or supervising event setup, day of event activities and event clean up; and shall monitor the condition of the HPCC and notify the City of damage, malfunction, or breakage of any contents, structures, or mechanical items within the HPCC (“*Services*”). The City is seeking qualifications information from both individual contractors who would serve as the Services Provider and manage a preferred caterer list or an exclusive caterer as well as the Services; and also from companies who can provide the Services in addition to providing catering for the HPCC.

The ideal Services Provider would be willing to be compensated based on the number of bookings or the percentage of revenue that the Services Provider has booked for the HPCC facility.

Following the completion of the RFQ, the City will review submitted qualifications and will issue a Request for Proposals (“*RFP*”) to the entities who responded to the RFQ which were deemed to have qualifications that meet the needs and desires of the City. Following the RFP, the selected Services Provider will be invited to enter into a professional services agreement with the City for the provision of the Services based upon the Scope of Services Section in this RFQ and the subsequent RFP. The City Council of the City has the ultimate authority to approve any proposal and to authorize execution of the negotiated agreement for the City.

**Section I: City and HPCC Background**

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**Highland Park**

Highland Park is a thriving community of 29,767 people who enjoy nearly five miles of Lake Michigan shoreline, a variety of natural areas and ravines, commuter train access to Chicago and Kenosha, Wisconsin, and Ravinia Festival, a world-class summer venue for the performing arts. Highland Park is a full-service community that provides police, fire, emergency medical, public works, and water purification services for the safety and enjoyment of residents and visitors. Additionally, Highland Park offers a myriad of exciting special events, including the nationally-recognized Port Clinton Art Festival and Ravinia Business District Food Truck Thursdays.

## **Highland Park Country Club**

The HPCC has a reputation for excellence by providing guests with outstanding food and facility options for their special events and business needs. Guests enjoy a beautifully appointed room with spectacular nature views, large banquet room, adjacent salons and patio, dance floor, and a sound system. The location is conveniently accessible from the Edens Expressway or Tristate Tollway and offers ample on-site parking.

With a capacity of up to 350 guests, the Highland Park Country Club can cater to any size group for weddings, mitzvahs, meetings, luncheons, lectures, or charity fundraisers. The facility is also equipped to host conferences and conventions. Guests of the Highland Park Country Club enjoy a memorable and stress-free event.

HPCC is operated by the City of Highland Park. The City currently has an exclusive contract with Catered by Design who provides catering and catered event management services at HPCC. Room bookings are managed and handled by the City's Senior Services Manager. The City also has two part-time rental workers who work at non-catered or drop-off catered events with pre-event room setup, building supervision, and post-event cleanup and facility lock up.

HPCC is conjoined to the Park District of Highland Park's Recreation Center. The HPCC was previously leased by the City to the Park District of Highland Park who oversaw golf course and clubhouse operations. In 2018, the Park District of Highland Park discontinued golf operations at HPCC and purchased the golf course property from the City. The golf course property is currently being converted to a passive nature and recreational area. The City retained ownership of the HPCC building and currently offers its use for rent to the public for special events and is also used by the City and Park District for various events. The City has a long term plan to complete improvements to the HPCC facility in 2022 in order to relocate the Highland Park Senior Center program from its current location on Laurel Avenue to the HPCC. Once the relocation occurs, the Senior Center will operate from within HPCC, however, the City intends to continue renting the facility to the public for special events and banquets. Senior Center programming would operate in the space Monday – Friday from 8AM – 5PM and as available for specially requested evening and weekend activities, with banquet space being available to utilize outside of Senior Center operating hours weekday evenings and weekends.

### *Facility Features*

- Three banquet rooms
  - Ballroom – Maximum seating banquet style: 240
    - Floor to ceiling windows
    - Carpet throughout
    - Parquet dance floor
    - Retro chandeliers
    - Partition wall opens fully to East Salon
    - A/V system
  - East Salon – Maximum seating banquet style: 70
    - Floor to ceiling windows
    - Large bar

- Stacked stone decorative fireplace
    - Carpet throughout
    - Access to outdoors
    - Partition wall opens fully to Ballroom
  - West Salon – Maximum seating banquet style: 70
    - Floor to ceiling windows
    - Large bar
    - Stacked stone decorative fireplace
    - Carpet and parquet flooring
    - Access to outdoor deck overlooking natural area
    - Double doors open to Ballroom
  - Bridal Room – Lower Level of HPCC
- The following inventory is currently available at HPCC:
  - Banquet Chairs – Oval back (275)
  - Banquet Chairs – Trapezoid back (50)
  - 72” Round Tables (36)
  - 30” Round Cocktail Tables (6)
  - 30” Round Highboy Tables (8)
  - 8’ Rectangular Tables (40)
  - 6’ Rectangular Tables (10)
- Large commercial kitchen with industrial dish washer, fryer, walk-in and smaller coolers, storage space for dry goods, range, ovens, and refrigerators
- Lobby area with coatroom
- Ample parking (320 parking spaces shared with the Park District of Highland Park’s Recreation Center)
- Scenic outdoor wedding opportunities with gazebo

Additional information about 2019 room rental rates and event images can be found on the City’s website at [www.cityhpil.com/hpcc](http://www.cityhpil.com/hpcc).

## **Section II: Scope of Services**

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The Services Provider shall be able to provide the Services as set forth in the introductory paragraph and as further detailed within this Scope of Services section. The Scope of Services section sets forth the Services to be provided by proposers who are either: a) an individual contractor who would serve as the Services Provider and manage a preferred caterer list and supervise non-catered events or an exclusive caterer that can manage the Services including staffing for both catered and non-catered events; or b) a company that provides banquet facility management and operations services including *or* excluding catering services.

The City seeks qualifications information from an Individual Contractor or a Banquet Facility Management Services Company who will be tasked with marketing the HPCC facility, showing the facility, booking events at the facility, supervising the facility including custodial services, notifying the City of facility maintenance and upkeep necessities, event setup and cleanup, and manage a preferred caterer list or an exclusive caterer contract. The Individual Contractor or Banquet Facility

Management Services Company must be able to provide the Services as defined within this RFQ and the duties as set forth in this Section II Scope of Services. The Services Provider may hire and manage contractual staff to be present for events that are occurring at HPCC.

### **Section III: Submittal Requirements**

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All qualifications submittals must be signed by an authorized official vested with the authority to do so. Submittals that contain omissions, erasures, alterations, conditional proposals, or that contain irregularities of any kind may be rejected.

The qualifications submittal should contain, without limitation, the following information at a minimum:

#### **A. Contact Information**

The Services Provider should provide their business address, phone number, and e-mail address.

#### **B. Qualifications**

The Services Provider should have prior experience in providing the Services for another facility or entity of similar size and complexity. Please provide the following information:

- A brief description of the individual's or the company's experience providing the Services for other entities including:
  - Names of principal partners and/or owner(s)
  - Number of years in business
  - Services provided and areas of specialization
- A resume and description of the expertise of the primary representative who will provide the Services if selected following the subsequent RFP. Include examples of his/her experience at similar venues, a list of venues and facilities he/she has managed within the last five years with start and end dates, and a list of venues or facilities he/she or the company will be working at concurrent with the Cities' project.
- A brief profile of all team members or subcontractors who would be assigned to provide or assist with the Services, including the resume of each team member, and his or her experience at similar venues or facilities. Additionally, please provide the areas of specialization of each staff member on the project.
- At least three client references for whom similar Services have been provided within the last three years, with name and contact information.
- An example marketing and sales plan from another comparable venue and a description of how the HPCC would be marketed.
- If the entity is a catering services provider, provide a copy of menus and food offerings offered at comparable facilities including price information.

- Please provide details of the services that could be provided for the HPCC and how those services align with the Services and Scope of Services outlined within this RFQ.
- Please provide details on how the Services would be carried out at HPCC.
- Please indicate how the vision of your organization would best serve and be served by working with the HPCC.

#### **Fee Proposal Information**

**Fee proposals are not required with the RFQ submittals. Fee proposals and compensation structures will be requested as part of the subsequent RFP following the RFQ.**

The selected Services Provider shall preferably be compensated based on the number of bookings secured or the percentage of revenue based upon the number of events booked at the HPCC by the Services Provider. The City does not desire a contract which requires a management fee or a fixed retainer cost to the City for the Services. Services Provider shall manage rental and user fees for facility rentals and catering operations, with consent and approval from the City, which shall be self-sufficient under a commission based services model.

#### **Section IV: Evaluation of Qualifications and RFP Process**

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Professional staff from the City will evaluate all properly submitted Qualifications, and will qualify proposers based on the submitter's ability to fulfill the Services and the criteria set forth in the Scope of Services within this Request for Qualifications. Upon review of each RFQ submittal, the City may elect to conduct interviews with one or more submitters. Submitters who have been selected for an interview will be notified in advance of the interview date and invited to participate.

Following completion of the RFQ, the City will select qualified Services Providers and email those entities an invitation to participate in an RFP for the Services. Following the completion of the RFP, an agreement, in a form to be provided by the City, will be negotiated with the selected Services Provider. The City Council has the ultimate authority to approve any proposal and to authorize execution of the negotiated agreement.

The City reserves the right to make clarifications, corrections, or changes to this RFQ at any time prior to the time submittals are opened. Clarifications, corrections, or changes will be noted on the City of Highland Park's RFP webpage located at [www.cityhpil.com](http://www.cityhpil.com). The City reserves the right to ultimately enter into agreements with the proposer of their choice or to reject all proposals during the subsequent RFP process.

#### **Section V: Submittal Procedures**

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##### **A. Optional Site Visit**

Prospective submitters may attend one of two scheduled optional site visits to HPCC. Prospective submitters who attend a site visit will be given a full tour of the HPCC facility. Questions asked and answered during the tour will be noted in an Addendum containing all questions asked related to the RFQ that will be posted online and emailed to attendees of the site visits.

Any entity that submits a response to this RFQ that does not attend one of the optional site visits will be required to attend an RFP site visit if asked to participate in the subsequent RFP process. Entities that attended the optional site visit as part of the RFQ do not need to attend the RFP site visit but may do so if they choose to.

The optional site visits will be held on the following dates and times. Prospective submitters must arrive promptly at the start time noted below to participate in the site visit tour of the HPCC facility. Site visit attendees will meet in the main entrance to the HPCC at the time noted below.

Optional Site Visit #1: Wednesday, July 31 2019 at 9:00 AM

Optional Site Visit #2: Monday, August 5, 2019 at 1:30 PM

## **B. Questions and Clarifications**

All questions regarding this RFQ should be directed in writing to Rob Sabo, Assistant City Manager, City of Highland Park at [rsabo@cityhpil.com](mailto:rsabo@cityhpil.com). Questions will be accepted until **5:00 PM CST on Monday, August 5, 2019**. All questions and responses will be compiled and submitted to all respondents electronically. To receive the Addendum electronically, prospective submitters must attend one of the two optional site visits and provide an e-mail address on the optional site visit sign-in sheet. Responses to questions will be compiled into one general response memorandum and posted in accordance with the RFQ Schedule set forth within this RFQ.

## **C. RFQ Submittals**

Please submit **one digital copy** of qualification via e-mail with "HPCC Management Services Qualifications" in the subject line to [rsabo@cityhpil.com](mailto:rsabo@cityhpil.com) or on a flash drive to be delivered in a sealed envelope marked "HPCC Management Services Qualifications" to:

Rob Sabo  
Assistant City Manager  
City of Highland Park, 1707 St. Johns Avenue, Highland Park, IL 60035

**Qualifications must be received by e-mail, U.S. mail, other carrier, or hand delivery no later than 5:00 PM CST, Friday, August 9, 2019. Qualifications will not be opened publicly. Qualifications submitted after closing time will be returned unopened. No oral, telephone, or facsimile submittals will be considered.**

## **D. Standard Terms and Conditions**

Qualifications submitted will assist the City with procurement of the Services for the HPCC. The decision to accept or reject a vendor is a function of quality, reliability, capability, reputation, and expertise of the firms submitting proposals. Issuance of this RFQ does not obligate the City to pay any costs incurred by a respondent in its submission of its qualifications or making any necessary

studies or designs for the preparation of that submittal, or for procuring or contracting for the Services to be furnished under this RFP.

A submitter may withdraw its qualifications by written request at any time prior to the scheduled deadline for submittals. No qualifications shall be withdrawn for 90 days after the due date of qualifications as set forth within this RFQ. Qualifications shall be subject to acceptance during this 60 day period.

The City reserves the right to issue an RFP to submitters that, in the City's judgment, will best and most favorably provide the Services to the City and to the public based on the qualifications submitted as part of this RFQ. The City reserves the right to not conduct an RFP following the RFQ and to also reject the low price proposal or all proposals during an RFP. The City reserves the right to waive irregularities and informalities in any qualifications submitted or in the RFP process; provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Firms should not rely upon, or anticipate, such waivers in submitting their proposal. Firms must be aware that submittals may be subject to public disclosure under the Illinois Freedom of Information Act ("FOIA"). Documents which are considered confidential and proprietary must be marked as such, however, the City makes no guarantee that such documents will not be required to be disclosed under the requirements of FOIA or the Public Access Counselor of the Illinois Attorney General's Office.

## **Section VI: Evaluation Criteria**

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### **Qualified Submitters**

The City is seeking individuals or companies that have experience with banquet facility management who will be able to provide the Services as detailed in this RFQ. Therefore, at minimum, submitters should possess and detail experience in the following areas to be considered qualified:

- Experience supervising or managing the operations of a banquet facility.
- Experience booking and selling event space for various uses such as meetings, conventions, celebrations, weddings, corporate events, etc.
- Experience with marketing, advertising, digital media, social media, and print media.
- Strong customer service skills.
- Strong client relations.
- Ability to show the HPCC in-person, meet with prospective clients of HPCC, and to be at the HPCC in-person for events on days, nights, and weekends.

## Section VII: Anticipated Project Timeline\*

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- RFQ Released and Posted on City Website Monday, July 23, 2019
- Optional Site Visit 1 of 2 Wednesday, July 31, 2019 @ 9:00 AM
- Optional Site Visit 2 of 2 Monday, August 5, 2019 @ 1:30 PM
- Due date for RFQ Questions Monday, August 5, 2019 @ 5:00 PM
- Responses Provided to RFQ Questions ~~Tuesday, August 6, 2019 by 5:00 PM~~  
Wednesday, August 7, 2019 by 5:00 PM
- **RFQ Due Date** ~~Friday, August 9, 2019 @ 5:00 PM~~  
Monday, August 12, 2019 @ 5:00 PM
- Interviews Week of August 19 - 23, 2019
- Issuance of RFP to qualified submitters Monday, August 26, 2019
- Selection of Services Provider Friday, September 13, 2019
- Approval of Professional Services Agreement Monday, September 23, 2019
- Commencement of Agreement January 1, 2020

\* All deadlines are in Central Standard Time